

17-05/2023-PD
Government of India
Ministry of Communications
Department of Posts
Parcel Directorate

Malcha Marg Post office complex,
Chanakyapuri, New Delhi-110021
Dated 14th March 2026

To

All Chief Postmaster Generals

Subject: Implementation of provisional SOP on Booking and Handling of Prohibited Items for Air Transmission

Sir/Madam,

The undersigned has been directed to forward herewith the Standard Operating Procedure (SOP) on Booking and Handling of Prohibited Items for Air Transmission for information and necessary action.

2. The enclosed SOP has been issued on a provisional basis with the objective of ensuring safe and compliant transmission of Speed Post parcels through air and to streamline the procedures relating to identification and handling of prohibited items during booking, screening and transmission stages.
3. All Circles are requested to implement the SOP with immediate effect and ensure that the instructions contained therein are followed by all concerned units including Booking Offices, BNPL Offices, BPCs, APTMOs/TMOs and other operational units involved in handling of Speed Post parcels transmitted through air.
4. Since the SOP is being issued on a provisional basis, Circles may review the operational aspects during implementation. Any suggestions for improvement, modifications required in the SOP, or operational challenges faced during implementation may be examined at Circle level and the consolidated feedback may kindly be shared with Parcel Directorate by 31.03.2026 for further review and necessary refinement of the SOP.
5. CEPT is requested to make the necessary changes/modifications in the system in accordance with the provisions of the SOP and to enable the required functionalities, including generation of relevant reports in the MIS for monitoring and review at Divisional, Regional, Circle and Directorate levels.
6. This issues with the approval of the competent authority.

Enclsoure :- As Above

(Ankur Tiwari)
Deputy General Manager
Parcel Directorate
Department of Posts

Copy to : General Manager, CEPT for information and necessary action please.

Standard Operating Procedure (SOP) for Booking and Handling of Prohibited Items for Air Transmission

Introduction: Safe and proper handling of prohibited items is very important for the Department of Posts, especially when sending parcels by air. Certain items are dangerous and must not be sent by air. This SOP explains the steps to follow when booking parcels, the role of the Airport Transit Mail Offices (APTMO) / TMOs exchanging bags for airlines functioning at departmental offices / RMS Offices, and how to report any incidents to ensure that prohibited items are not sent by air.

1. **Booking Process:** - Speed Post Parcels are presented at the counter of the Post Office or booked through the Click & Book service by retail customers for transmission through the postal network. "Similarly, Speed Post Parcels inducted by bulk customers are booked at the authorized booking Post Office, BNPL office, or BPC."
 - i. The list of prohibited items must be displayed prominently in the office / booking counters for creating wider awareness among the customers and the staff as well. List of Prohibited Items is enclosed as Annexure A for reference. These items should not be allowed to be booked or sent by air DGCA and IATA regulations.
 - ii. In all cases of booking of parcels, the contents of the parcel shall be declared as per process defined in India Post Regulations. The Counter PA shall ensure that the declared contents are properly entered in the system at the time of booking. In case of bulk customers, the necessary information shall be obtained through the Excel file or API, as applicable.
 - iii. In case while booking the item declared to contain anything **prohibited to be transmitted by air, the sender of such items shall be informed and the same may be booked as India Post Parcel.**
 - iv. Necessary training shall be provided to the Postal Assistant / Sorting Assistant whenever he/she is assigned duties at the MPCM counter, particularly in cases of transfer or replacement.
 - v. CEPT shall provide the necessary report in the APT 2.0 MIS portal for the purpose of content review at Directorate / Circle / Regional / Divisional / Office level."
3. **Transmission / Dispatch from APTMO:** - Transmission of Parcel bags between Booking Post Offices / BNPL / BPCs and Origin APTMO / TMO would be done as per the existing process.
 - i. To connect with the available flight, ATMO must handover all the Parcel Bags having Speed Post Parcels through departmental vehicles at the cargo place of airlines at least 3 hrs. before the scheduled departure of the identified flight, under proper receipt and track the same till its final loading in the identified flight.

ii. The handover of bags shall be done in one of the three cases illustrated below:

a. Xray screening available at APTMO but scanning of all parcel bags containing Speed Post Parcels not done

- i. **Detection of Prohibited Contents and Airline Offloading:** In cases where, during airline security screening, a Speed Post Parcel Bag is found to contain prohibited, dangerous or contraband contents such as lithium batteries, aerosols, flammable liquids or other restricted items, the airline shall immediately detain and offload the concerned bag from the scheduled flight in the interest of aviation safety. The airline system shall trigger an offloading event through API integration, which shall be visible only at the Origin APTMO interface in APT 2.0, displaying the bag details, airline remarks, reason codes, flight number, and scheduled departure once the airlines integration is fully done. At this stage, no automatic SMS or customer communication shall be triggered, as the offloading may be temporary and subject to immediate rectification.
- ii. **Handing Over of Offloaded Bag to Origin APTMO:** - After offloading, the airline shall formally hand over the detained bag to the Origin APTMO along with the relevant detention remarks. The bag shall be kept in a designated secure area within the APTMO to prevent unauthorized access. The APTMO Supervisor or TMO-in-Charge shall take note of the offloading and initiate necessary action in the system.
- iii. **System Action and Cancellation of Dispatch:** - On receipt of the offloading trigger, the authorised APTMO official shall cancel the dispatch of the concerned bag in APT 2.0 with appropriate remarks such as “*Offloaded – Due to Security / Prohibited Item*”. Once the dispatch is cancelled, the bag shall become system-openable and physical opening of the bag shall be permitted under the supervision of the APTMO Supervisor.
- iv. **X-Ray Screening and Identification of Prohibited Articles:** - The offloaded bag shall be subjected to mandatory X-ray screening wherever X-ray facilities are available at the APTMO. The purpose of X-ray screening is to identify the exact location of the prohibited or contraband article within the bag and to confirm its nature. Installation of X-ray machines at identified APTMOs handling air parcels shall be prioritised to facilitate timely identification and handling of detained articles. In case the X Ray machines are not available, the said bag will be dispatched through Surface Route.
- v. **Opening of Bag and Extraction of Prohibited Parcels:** - After identification through X-ray screening, the bag shall be opened physically under supervision, preferably under CCTV coverage. The specific prohibited or contraband article(s) shall be carefully identified and extracted using appropriate safety

precautions wherever required. Only the identified prohibited parcels shall be removed from the bag, and the remaining parcels shall not be disturbed.

- vi. **Re-closing and Re-dispatch of Remaining Parcels:** - After removal of the detained parcels, the remaining parcels shall be re-closed in the same original bag number using a fresh bag seal. A fresh mail list or manifest shall be generated against the same Bag ID in APT 2.0. The re-closed bag shall then be connected to the next available suitable flight and dispatched on top priority, as per operational feasibility, to minimize delay in transmission.
- vii. **Handling and Transmission of Detained Parcels:** - All detained parcels removed from the offloaded bag shall be system-removed through scan-based removal and closed in a separate parcel bag. The bag shall be clearly superscribed as *“Speed Post Parcel – Surface (Air Detained)”*. Each detained article shall be marked in Track and Trace with the remark *“Detained – Prohibited Item”* and shall be transmitted through surface mode using the approved surface mail network at the earliest.
- viii. **Customer Communication:** - Customer communication in respect of detained parcels shall be initiated only after parcel-level confirmation. SMS alerts shall not be triggered at bag-level offloading. The SMS shall clearly indicate the article number, reason for offloading, change in transmission mode to surface and the likely impact on delivery timelines.

b. Xray screening available at APTMO premises

- i. In cases where, during APTMO screening, a Speed Post Parcel Bag is found to contain prohibited, dangerous or contraband contents such as lithium batteries, aerosols, flammable liquids or other restricted items, the same shall immediately be opened. After identification through X-ray screening, the bag shall be opened physically under supervision, preferably under CCTV coverage. The specific prohibited or contraband article(s) shall be carefully identified and extracted using appropriate safety precautions wherever required. Only the identified prohibited parcels shall be removed from the bag, and the remaining parcels shall not be disturbed.
- ii. **Re-closing and Re-dispatch of Remaining Parcels:** - After removal of the non-air worthy parcel, the remaining parcels shall be re-closed in the same original bag number using a fresh bag seal. A fresh mail list or manifest shall be generated against the same Bag ID in APT 2.0. The re-closed bag shall then be connected to the next available suitable flight and dispatched on top priority, as per operational feasibility, to minimize delay in transmission.
- iii. **Handling and Transmission of Detained Parcels:** - All parcels removed from the bag shall be system-removed through scan-based removal and closed in a

separate parcel bag. The bag shall be clearly superscribed as *"Speed Post Parcel – Surface (Air Detained)"*. Each detained article shall be marked in Track and Trace with the remark *"Offloaded – Prohibited Item"* and shall be transmitted through surface mode using the approved surface mail network at the earliest.

- iv. **Customer Communication:** - Customer communication in respect of detained parcels shall be initiated only after parcel-level confirmation. SMS alerts shall not be triggered at bag-level offloading. The SMS shall clearly indicate the article number, reason for offloading, change in transmission mode to surface and the likely impact on delivery timelines.

c. **Xray screening not available at APTMO premises**

- i. **Detection of Prohibited Contents and Airline Offloading:** In cases where, during airline security screening, a Speed Post Parcel Bag is found to contain prohibited, dangerous or contraband contents such as lithium batteries, aerosols, flammable liquids or other restricted items, the airline shall immediately detain and offload the concerned bag from the scheduled flight in the interest of aviation safety. The airline system shall trigger an offloading event through API integration, which shall be visible only at the Origin APTMO interface in APT 2.0, displaying the bag details, airline remarks, reason codes, flight number, and scheduled departure once the airlines integration is fully done. At this stage, no automatic SMS or customer communication shall be triggered, as the offloading may be temporary and subject to immediate rectification.
- ii. **Handing Over of Offloaded Bag to Origin APTMO:** - After offloading, the airline shall formally hand over the detained bag to the Origin APTMO along with the relevant detention remarks. The bag shall be kept in a designated secure area within the APTMO to prevent unauthorized access. The APTMO Supervisor or TMO-in-Charge shall take note of the offloading and initiate necessary action in the system.
- iii. **System Action and Cancellation of Dispatch:** - On receipt of the offloading trigger, the authorised APTMO official shall cancel the dispatch of the concerned bag in APT 2.0 with appropriate remarks such as *"Offloaded – Due to Security / Prohibited Item"*. Once the dispatch is cancelled, the bag shall become system-openable and physical opening of the bag shall be permitted under the supervision of the APTMO Supervisor.
- iv. The said bag will be dispatched through Surface Route. The bag shall be clearly superscribed as *"Speed Post Parcel – Surface (Air Detained)"*. Each detained article shall be marked in Track and Trace with the remark *"Offloaded – Prohibited Item"* and shall be transmitted through surface mode using the approved surface mail network at the earliest

- v. **Customer Communication:** The SMS shall clearly indicate the article number, change in transmission mode to surface and the likely impact on delivery timelines.

d. Special Provisions for 24 Speed Post Parcel

- i. A Departmental staff shall accompany the bags to the airline scanning point.
- ii. In cases where, during airline security screening, a 24 SPP Speed Post Parcel Bag is found to contain prohibited, dangerous or contraband contents such as lithium batteries, aerosols, flammable liquids or other restricted items, the airline shall immediately detain the bag.
- iii. DoP staff shall open the bag, remove the prohibited article. After removal of the non-air worthy parcel, the remaining parcels shall be re-closed in the same original bag number using a fresh bag seal. A fresh mail list or manifest shall be generated against the same Bag ID in APT 2.0.
- iv. The article shall be brought back to the APTMO office and dispatched through surface mode.
- v. The said bag will be dispatched through Surface Route. The bag shall be clearly superscribed as *“Speed Post Parcel – Surface (Air Detained)”*. Each detained article shall be marked in Track and Trace with the remark *“Offloaded – Prohibited Item”* and shall be transmitted through surface mode using the approved surface mail network at the earliest
- vi. Customer communication in respect of detained parcels shall be initiated only after parcel-level confirmation. SMS alerts shall not be triggered at bag-level offloading. The SMS shall clearly indicate the article number, reason for offloading, change in transmission mode to surface and the likely impact on delivery timelines.

e. Monitoring, Accountability, KPIs and Reporting Framework: - All actions relating to offloading of 24 Speed Post Parcel bags, cancellation of dispatch, opening of bags, removal of prohibited parcels, re-closing and re-dispatch shall be mandatorily captured in the system with user ID, timestamp, and reason codes to ensure end-to-end auditability and accountability

f. Monitoring shall be carried out at Divisional, Regional and Circle Mail Monitoring Unit (MMU) levels, with clearly defined responsibilities at each level.

g. At APTMO Level: - On the next day of offloading of the bag, the matter shall be reported by the APTMO to the Divisional Head through HRO/SRO in the following format:

S. No	Bag Number	Article Number	AWB Number	Name of Booking Office	Date of Offloading	Reason for Offloading	Remark If any
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h. At the RMS Divisional level, the Divisional Head shall review all instances of offloading originating from booking offices (Retail / Bulk) under the Postal / RMS Division concerned and take up the cases for taking necessary remedial action by the Division concerned. The Divisional Head concerned will identify booking offices, examine the nature of prohibited contents booked, assess compliance with booking guidelines and adequacy of staff sensitization, and initiate corrective actions such as staff counselling, training, inspections and warnings to defaulting booking officials. A monthly report will be sent to Region / Circle in the following format by 05th of each next month.

List of Offloading Cases reported at _____ Division in month _____ Year _____

S. No	Bag Number	Article Number	AWB Number	Name of Booking Office	Date of Offloading	Reason for Offloading
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h. At the **Regional / Circle MMU level**, monthly monitoring shall be undertaken to analyze Division-wise, airline-wise and airport-wise trends, ensure timely re-dispatch of re-closed bags and surface transmission of detained parcels, and coordinate with APTMOs, Divisions and airlines to address operational bottlenecks and compliance gaps. Further Regional Offices will ensure to send report in the similar format to Circle Offices by 10th of each next month. Circle Offices will send the same report to Parcel Directorate by 15th of each month.

4. Training of Staff: All Circles shall identify one SPOC/Master Trainer from each Circle/Region/Division for this purpose. These identified officers/officials shall be provided necessary training from institutes approved by DGCA from time to time.”

List of Dangerous / Prohibited Goods Categories:

- (a) Explosives
- (b) Compressed or liquefied gases
- (c) Flammable liquids
- (d) Flammable solids and substances
- (e) Oxidizing substances
- (f) Toxic and infectious substances
- (g) Radioactive material
- (h) Corrosives
- (i) Organic peroxides
- (j) Lithium batteries
- (k) Infectious substances
- (l) Magnetized materials
- (m) Oxygen
- (n) Miscellaneous dangerous goods (including asbestos, dry ice, engines)