

ಭಾರತ ಸರ್ಕಾರ | भारत सरकार | GOVERNMENT OF INDIA
 ಅಂಚೆ ಇಲಾಖೆ | डाक विभाग | DEPARTMENT OF POSTS
 ಪೋಸ್ಟ್ ಮಾಸ್ಟರ್ ಜನರಲ್ ಕಛೇರಿ, ಬೆಂಗಳೂರು ಮುಖ್ಯಾಲಯ ಕ್ಷೇತ್ರ, ಬೆಂಗಳೂರು-560001
 पोस्टमास्टर जनरल कार्यालय, बंगलूरु मुख्यालय क्षेत्र, बंगलूरु-560001 –
 OFFICE OF THE POSTMASTER GENERAL, BENGALURU (HQ) REGION, BENGALURU – 560001
 ದೂರವಾಣಿ ಸಂ. / ದೂರವಾಣಿ ಸಂ. | Phone No: 080 2239 2556 | ईमेल/email: mails.karbg@indiapost.gov.in

To

The CPM, Bengaluru GPO, Bengaluru-560 001
 The SSPOs, Bengaluru East Division, Bengaluru-560 025
 The SSPOs, Bengaluru West Division, Bengaluru-560 086
 The SSPOs, Bengaluru South Division, Bengaluru-560 041
 The SPOs, Channapatna Division, Bengaluru-562 160

BGR/ML/ C-1/43-Misc dated at Bengaluru-560 001 the, 07.04.2026

Sub: Delivery of Passport at the Post Office Premises without physical verification of the address mentioned in the passport article-reg

Ref: Vigilance section office note no. BGR/VIG/Prosecution Sanction/2025 dated 01-04-2026 (Copy enclosed)

With reference to the above cited subject, a case of irregular delivery of Passport articles has come to light in the Region, wherein Passport articles were delivered at the Post Office premises without conducting proper physical verification of the address, in violation of prescribed norms.

Departmental enquiry revealed that two Passport articles were delivered at the Post Office counter based on Aadhaar verification, bypassing mandatory physical address verification. The lapse is serious in nature considering the sensitivity of Passport documents. Further, supervisory lapses on the part of the Postmaster and procedural failures by delivery staff in verification of delivery manifests and accountable articles were also observed.

In view of the above, all Divisions/Units are hereby instructed to:

1. Strictly adhere to Passport delivery guidelines, ensuring mandatory physical verification of address before delivery.
2. Prohibit delivery of Passport articles at Post Office premises under any circumstances.
3. Ensure proper verification of delivery manifests and maintenance of delivery records.
4. Strengthen supervisory checks by Postmasters to prevent such irregularities.
5. Sensitize all delivery and supervisory staff on handling of sensitive and accountable articles.

Any deviation from the prescribed instructions will be viewed with utmost seriousness, and accountability will be duly fixed on the concerned officials.

This is for kind information and necessary action please.

Encl: As rfd to

Digitally signed by
 GURUPRASAD PRAHLADA MURTHY
 Date: 07-04-2026 16:22:00

ಸಹಾಯಕ ನಿರ್ದೇಶಕರು (ಮೇಲ್ & ವ್ಯಾಪಾರ ಅಭಿವೃದ್ಧಿ)
 सहायक निदेशक (विकास व्यवसाय एवं मेलर्स)
 Assistant Director (Mails & BD)

O/o Postmaster General / पोस्टमास्टर जनरल का कार्यालय
 Bengaluru HQ Region / बंगलूरु क्षेत्रीय कार्यालय
 Bengaluru – 560 001 // बंगलूरु 560 001

Copy to: 1. The SSRM, Bengaluru Sorting Division, Bengaluru-560 026 for information and necessary action please.

2. Vigilance section, BG HQ Region, Bengaluru-560 001- for information please.