

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

No: 16-01/2024-D

Dated: 24.12.2025

To

**Chief PMsG
Delhi, Telangana, Karnataka, Maharashtra, Tamil Nadu & West Bengal**

Subject: Roll out of 2nd Delivery and Sunday/Holiday Delivery in Delivery Centres rolled out in the Metro Cities – reg.

This has reference to Postal Directorate letter of even no. dated 17th February, 2025 on the above referred subject issuing thereby Policy guidelines on centralized delivery of all types of postal articles including speed post, registered, parcel and ordinary articles by delivery staff though setting up of Delivery Centres (DC).

2. It has been observed that 370 Delivery Centres had been operationalized by the Circles against the allotted target of 430 Brownfield Delivery Centre under Phase I.

2.1 Further, it has been observed that as part of the Phase 1 roll out of the Delivery Centres, delivery Post offices in the Metro cities had already been consolidated under the Delivery Centres. Details of the Delivery Centres rolled out in the Metro cities are as under:

Sl. No.	Metro City	Number of Delivery Centre rolled out
1.	Delhi	57
2.	Bengaluru	18
3.	Mumbai	4
4.	Chennai	8
5.	Hyderabad	8
6.	Kolkata	28

3. As the Circles are aware, Department is in the process of rolling out two premium products i.e. Next Day Delivery and Day Definite Delivery products, to attract the mail business from the premium segment of the market. The proposed premium products will offer following assured delivery services to the customers with money back guarantee:

- **Next Day Delivery (24SPEEDPOST):** Delivery within 24 hours across Tier 1/Metro cities (Assured delivery on the next day), with money-back guarantee.

- **Day Assured Delivery (48SPEEDPOST):** Assured delivery within next 2 days of booking within Tier 1/Metro cities with money-back guarantee.

3.1 Both the premium products are proposed to be launched between the 6 Metro cities (Delhi, Bengaluru, Hyderabad, Chennai, Kolkata & Mumbai) during January, 2026 and will be further rolled out to other Tier - 1 & 2 cities gradually.

4. Pilots for both the products have been conducted by the Department from June, 2025 onwards between 6 metro cities. It has been observed that Department needs to introduce 2nd delivery services (i.e. second set of delivery staff to be out from delivery around noon) and Sunday/Holiday delivery services from the Delivery Centres to increase the delivery efficiency of these new premium products around market standards of >95% delivery on the day of receipt.

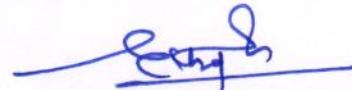
5. The matter has been extensively deliberated in the Postal Directorate in consultation with Project consultant for Mails and Parcel Optimization Project and it has been decided to introduce the 2nd delivery services and Sunday/Holiday delivery services from the **Delivery Centres in the Metro cities**. Para 7.1 and Para 7.2 of the Policy Guidelines on the Centralized Delivery issued on 17th February, 2025 already provides for detailed guidelines on the 2nd Delivery & Sunday/Holiday Delivery, respectively.

i. **Second Delivery:** Delivery Centre to perform two deliveries in a day (as is the practice in RMS offices) and to be provided with two sets of delivery staff, separate for each set. Second delivery will ensure delivery of all the article which are processed in the sorting hubs till 6.00 or 7.00 in the morning.

ii. **Sunday/Holiday Delivery:** Delivery Centre to perform delivery functions on the Sunday/Public holidays to ensure delivery of the articles processed on Saturday.

6. Metro Circles are, therefore, accordingly requested to operationalize the 2nd delivery services and Sunday/Holiday delivery services from the Delivery Centres in the Metro cities **by 15th January, 2026** to ensure the successful launch of two premium products i.e. 24SPEEDPOST & 48SPEEDPOST.

7. An action taken report in the matter along with the names of Delivery Centre wherein 2nd delivery services and Sunday/Holiday delivery services have been operationalized may be forwarded to the Postal Directorate **by 16th January, 2026**.



(Dushyant Mudgal)
DDG (Mail Operations)