



# Federation of National Postal Organisations

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**SIVAJI VASIREDDY**

Secretary General

No: FNPO/RMS/Restructure/2024

dated 27.09.2024

To

**Sri Jyotiraditya Madhavrao Scindia Ji,  
Hon'ble Union Minister for Communications,  
& Minister for Development of NE Region , Govt. Of India,  
New Delhi - 110001**

Respected sir,

Subject:- Support for Initiatives and Urgent Concerns for India Post Transformation- Reg

On behalf of the FNPO, I would like to extend our heartfelt support for your visionary initiative to transform India Post into a leading logistics provider, with a commendable goal of increasing revenue by 60% over the next three to four years. As dedicated stakeholders in this esteemed organization, we are fully committed to supporting initiatives that drive growth and innovation. However, we must also highlight several pressing concerns that we believe warrant your immediate attention.

Despite the department's ongoing efforts to enhance mail services through the establishment of Mail monitoring unit (MMUs), parcel hubs, and Nodal Delivery Centres (NDCs), we continue to observe significant delays in time-bound deliveries. For instance, a parcel article booked from Vijayawada to Khammam was delivered in one day. Currently, this process takes nearly three days, marking a marked deterioration in service efficiency and parcel volume reduced drastically, even with rigorous monitoring and the implementation of new systems, these delays persist.

We would also like to emphasize that the Railways are an essential partner of India Post in the transmission of mail. While economic RTNs have been introduced, the flexibility and time-bound service from Railways have not been adequately aligned with our core value of early delivery, ultimately causing delays that could be avoided. The haulage charges collected by Railways are disproportionately high compared to our business volume. We believe that optimal utilization of railway bogies and the introduction of subsidized rates for India Post could significantly enhance early delivery for the public.

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
Additionally, while the hub concept was introduced to streamline operations, it seems to have been implemented without adequate consultation with stakeholders. Consequently, we have reverted to standard old routing patterns to mitigate major damages, which compromises the efficiency of our services. For example, the State Bank of India distributes ATMs through India Post, necessitating the transport of thousands of articles to erstwhile District Sorting Offices. Unfortunately, the current routing through National Sorting Hubs (NSHs) has resulted in a 24-hour delay in delivery. A similar situation exists with the routing of PAN cards and corporate bulk mail, which could be better managed through direct routing to the concerned District Sorting Offices or ICHs.

Furthermore, we note that the establishment of parcel hubs as separate entities in most offices appears to lack a strategic foundation concerning location, business volume, and sustainability. **It is imperative that all Mail Offices and Parcel Hubs are located as close to railway stations as possible, ideally with nominal rents, to enhance efficiency and accessibility.**

**Keeping in view of the changes in the routing and transmission of mails Department losing confidence of customer in respect of the time bound guaranteed delivery and causing reduction of mail volume. Due this my federation with heavy heart only expressed our feelings in our federation letter dated 26.9.2024 addressed to your honor. As we are having a big network than any other private courier company we should get lion share of letter mail, parcels and logistics business in the country. Enhancing our tracking and tracing capabilities, coupled with a commitment to time-bound deliveries, will be crucial for reclaiming our market share in an increasingly competitive logistics sector.**

In light of these concerns, we respectfully urge your esteemed leadership to initiate comprehensive reforms that will position India Post as a trusted and reliable brand in mail, parcels, and logistics. Our collective goal is to enhance the quality of our services and meet the expectations of our valued customers.

Thank you for your attention to these critical issues. We remain hopeful for meaningful changes that will uplift the standards and reputation of India Post. My Federation also requests the Hon'ble MoC to hold an urgent meeting with all the stake holder unions to discuss about the areas of transformation in our DOP.

Yours faithfully,  
  
(SIVA VASIREDDY)  
Secretary General  
27.9.24

Copy to:

**The Secretary Posts, Dak Bhawan, New Delhi for information and immediate necessary action in this matter**