

Y-28/4/2025-PE-II-DoP
Government of India
Ministry of Communications
Department of Posts
Establishment Division
(PE-II section)

Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated: 29th September, 2025

OFFICE MEMORANDUM

Subject: Merger of Parcel Directorate and Business Development Directorate into one Directorate and named as Parcel and Citizen Centric Services Directorate (Parcel & CCS Directorate) - reg.

Given the number of initiatives being taken by the Department of Posts in different fields including the Parcel and Citizen Centric Services, a need has been felt for rationalization (including merger) of the Parcel Directorate and Business Development Directorate so as to ensure more effective management of these initiatives and also to ensure better utilization of available posts & manpower of different cadres/grades and the resources.

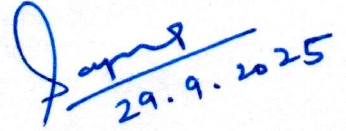
2. Accordingly, with the approval of the Competent Authority, it has been decided to merge the **Parcel Directorate** and the **Business Development Directorate** into a single entity, to be known as the **Parcel and Citizen Centric Services Directorate (Parcel & CCS Directorate)**.

3. **The functions and responsibilities assigned to both the Directorates shall henceforth be discharged by the Parcel & CCS Directorate.**

4. **Establishment structure of the Parcel and Citizen Centric Services Directorate (Parcel & CCS Directorate):**

- i. This Directorate shall be headed by the Chief General Manager in the HAG rank of Indian Postal Service, Group 'A' and the existing post of Chief General Manager (Parcel) is re-designated as Chief General Manager (Parcel & Citizen Centric Services).
- ii. General Manager (Citizen Centric Services & Rural Business) [earlier General Manager (Business Development)], as re-designated vide order dated 12.09.2025, will report for all assigned duties to Chief General Manager (Parcel & Citizen Centric Services) except Rural Business, for which he/she will directly report to the Member (Operations).
- iii. The work relating to the Rural Business Branch under the General Manager is assigned to Additional General Manager (BD) and the post is re-designated as Additional General Manager (Citizen Centric Services & Rural Business).

- iv. There is no change in the designations of General Manager (Parcel) and Additional General Manager (Parcel).
 - v. Designations of other posts in the CCS Unit may be changed by replacing Business Development with Citizen Centric Services.
5. This order has been issued with the immediate effect.


29.9.2025

(Sapna)
ADG(Establishment)

Copy to:

- i. PS to MOC
- ii. PS to MoSC
- iii. PPS to Secretary (Posts)/DG (PS)
- iv. PPS to all Members, Postal Services Board
- v. AS & FA/Sr. DDG(Vigilance)/ Sr. DDG(PAF)
- vi. **CGM, Parcel & Citizen Centric Services Directorate-** with the request to change the nomenclature of all designations below Additional General Manager of CCS Unit, as above. He is also requested to rationalize the available posts/manpower of the Parcel & CCS Directorate and inform the spare posts/manpower to the Establishment/Personnel Divisions for further needful.
- vii. CGM PLI Directorate
- viii. All Chief Postmasters General
- ix. Director, RAKNPA
- x. DDG (Personnel) – for further necessary action, if any.
- xi. All DDsG in Postal Directorate/ GMs in Parcel & CCS Dte/ PLI Dte
- xii. CEPT Mysore : to upload on India Post website.
- xiii. SO Guard File.