New Delhi - 110001
Dated 19.12.2025

To

CPMsG

(Delhi, Maharashtra, Tamilnadu, Karnataka, West Bengal & Telangana Circles)

Subject- Introduction of new premium product "24 SPEED POST"

With the continuous advancement and improvement in the technology, customers expects faster and guaranteed delivery of documents as well as real-time tracking, flexible delivery options, OTP based delivery etc. which is already being provided by few of our competitors and having a significant market cap. To meet these expectations of the customers especially customers in BFSI segment and remain the preferred choice of the customers in the market, Department of Posts has also committed to enter in this express delivery segment. After carrying out the pilot of the Next Day Delivery product among 6 metro cities- New Delhi, Mumbai, Bengaluru, Chennai, Kolkata, Hyderabad, it has now been decided to launch the new premium Next Day Delivery document product in the month of January 2026.

2. The name and logo of the proposed Next Day Delivery product which will be delivered to the customers in the next day of booking i.e. D+1 ('D' being day of booking of article) have been finalized now which is as under:
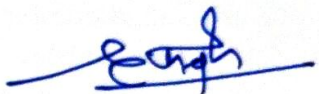
Product name- **'24 SPEED POST'**

Logo-

3. **Standard Operating Procedure (SOP)** for Booking, processing, transmission, Delivery and monitoring of '24 SPEED POST' is attached as Annexure-I. Salient features of the '24 SPEED POST' are as under:

Guaranteed delivery on the next day of booking i.e D+1 for booking and delivery between Six Metro cities – Delhi, Mumbai, Chennai, Kolkata, Bengaluru & Hyderabad ('D' means the day of booking of the article),

i. Top priority at each stage of handling

ii. Compensation: in the event of delay, full postage amount would be refunded to the customer if claim is preferred.

iii. For Bulk customers: Credit facility, Free Pick-up, Volume based discount, Additional discount on advance payment, National Account facility for centralized billing for bulk customers.

iv. OTP based delivery service to be offered as a bundled service i.e. no separate charges will be collected from the customer for the service.

v. Incentive to the staff engaged in booking, processing and delivery of the premium product.

4.   To ensure the successful launch of the proposed product through, it is necessary to create awareness among the staff at each stage through adequate training i.e. (i) Booking Level, (ii) processing and transmission level (iii) Delivery Level and (iv) Monitoring Level.

5.   The performance of '24 SPEED POST' will be evaluated by Directorate and it is also reviewed by the Hon'ble MOC during the dashboard meeting every week. The desirable performance parameters are - more than 90% delivery having 100% delivery attempt in D+1.

6.   Accordingly, the Circle concerned are requested to take all necessary steps as outlined in the attached SOP, to ensure the successful launch of "24 SPEED POST" product during January, 2026. Besides, training for the identified staff may also be conducted as per the attached SOP. Circle is also requested not to use any publicity campaign till separate instructions in this regard from the directorate.

7.   To check the readiness & preparation before the product launch, a checklist is enclosed as Annexure-II, in which the shortlisted activities are required to be finalized within the defined timeline.

8.   This issues with the approval of the competent authority.

(Dushyant Mudgal)
DDG (Mail Operations)

Encl:

i.   Annexure-I- Standard Operating Procedure (SoP)

ii.   Annexure-II- Checklist for activities to be finalized before the launch

Copy for information to:

1. Sr.PPS to Secretary (Posts)

2. Sr./PPS to DG (Postal Services)

3. All Members of Postal Services Board

4. AS&FA, DoP

5. CGM Parcel & CSS Dte / PLI Dte

6. Sr. DDG (Vigilance)/Sr. DDG (PAF)

7. Director, RAKNPA, Ghaziabad

8. All CPMsG

9. All DDGs in the Postal Directorate

10. All General Managers in Parcel & CSS Dte /PLI Dte/CEPT

11. Directors, All Postal Training Centers

12. General Manager, CEPT Mysuru for publishing on the Department's website

13. Guard File

14. Office Copy

Standard Operating Procedure for Booking, processing, transmission, Delivery and monitoring of "24 SPEED POST"

1.   Introduction:

1.1   In the present changing scenario, the mail document/parcel segment keeps evolving and creates new opportunity to meet the customer's expectation. There is a significant demand from various stakeholders to introduce an urgent/instant/Next Day Delivery product. On recommendation of our MPOP (Mail & Parcel optimization project) consultant, a new product **"24 SPEED POST"** under Speed Post category has been developed which will offer the customers to get their article delivered on the very next day. This product will not only provide a great solution to the needy customers/ urgent bulk delivery rather it aims to increase the Speed Post revenue significantly. The USP of this product is **"Guaranteed delivery by the next day otherwise full postage amount would be refunded in case of delayed delivery or loss",** this compensation policy makes it stand out from the competition.

1.2   Accordingly, a new premium product **"24 SPEED POST"** has been developed by the Department to cater to this premium segment. The new premium product will offer the delivery services to the bulk/corporate and retail customers by next day i.e. D+1 between identified pair of cities and initially offered between metro cities. This product will not only help the Department in offering improved targeted delivery services to the customers especially bulk/corporate customers but will also help the Department in increasing the market share. Besides the commitment of delivery within the committed day, the product also offers compensations for delayed delivery. Additionally, OTP based delivery services are offered to the customers as a bundled service as a part of this premium product, i.e. separate charge for the OTP based delivery services will not be charged from the customers.

2. Availability:

2.1   This product will be available for delivery in all pin codes of selected metro cities only. At present 6 (Six) metro cities have been identified which are New Delhi, Mumbai, Bengaluru, Chennai, Kolkata & Hyderabad.

2.2   **Booking**: Booking facility for **24 SPEED POST article** will be available at limited Post offices/BPC/BNPL Centers and franchisees of above identified 6 cities only as per exclusive MMS Schedule arrangement for picking up the bags and carrying it to the NSH directly (List of Booking offices of 6 cities are enclosed as **Annexure- A**). The cut off time for booking will be **4 PM** for identified Post Offices/other locations and **6 PM** for BPCs having direct bagging facility to ensure that each **24 SPEED POST** bags must be connected to the identified flight well in time in the same night.

2.3   **Delivery:** The delivery of this product will be affected on the very next day of booking date through the selected Delivery POs/Delivery Centres in the identified destination city on top priority. List of such identified delivery POs/PIN codes for Metro cities is attached as **Annexure-B**. Delivery facility will be available on Sunday and holiday if decided.

2.4   The '24 SPEED POST' product will be available to the bulk/retail customers as a value-added service for which customer will have to pay the premium tariff as mentioned below:

Weight/Distance	Local	upto 200 Kms.	201 to 500 Kms.	501 to 1000 Kms.	1001 to 2000 Kms.	Above 2000 Kms.
Up to 50 grams	38	94	94	94	94	94
51 grams to 250 grams	48	118	126	136	144	154
251 grams to 500 grams	56	140	150	164	172	186

*GST extra as applicable

2.5   This product will be offered to the bulk/retail customers with following built in Features:

- The product will be offered with a guaranteed next day delivery SLAs i.e. D+1 for booking and delivery between identified six metro cities ('D' means the day of booking of the article),

- The '24 SPEED POST' product will be accorded top priority at each stage of handling i.e. booking, processing, transmission and delivery,

- It will be offered with end-to-end visibility from booking to delivery,

- OTP based delivery will be offered as a bundled service to the customer i.e. no separate charge will be taken from the customers. However, other value-added services like registration, insurance, e-POD etc. would be available on payment of specified charges for these add-on services,

- All Benefits of BNPL Scheme for Speed Post Document will also be available to the Bulk Corporate customers of the '24 SPEED POST' product:

    o Credit facility under Book Now Pay Later (BNPL) scheme.
    o Free Pick-up facility for bulk customers.
    o Volume based discount facility at par with Speed Post (Document) by combining the total revenue of **Speed Post (Document)** and documents booked under **'48 Speed Post'** & **'24 SPEED POST.'**
    o Additional discount on advance payment.
    o National Account facility for centralized billing for bulk customers.

- Real time data exchange functionality through APIs

- SMS alerts to sender/addressee of the articles for identified events,

- Compensation: in the event of delay, full postage amount would be refunded to the customer on receipt of such a claim.

3. Mapping of Booking offices and Delivery Post offices/Pincodes

3.1   Concerned circles will ensure the mapping of the identified Booking Post Offices/BPCs at the identified cities in the system to enable them to undertake the booking of the '24 SPEED POST' article.   Besides, identified BPC/BNPL Centers and suitable franchisees may also be enabled for the booking of '24 SPEED POST' articles from the bulk/corporate customers.

3.2   Concerned circles will ensure the mapping of identified Delivery post offices/Pincodes in the system so that booking of this premium product may be restricted to the identified Delivery Post offices/pincodes only.

3.3   Accordingly, system will only allow the booking & delivery of '24 SPEED POST' articles between the identified booking Post office/BPC/BNPL Centers and franchisees and Delivery Post office. Besides, system will not allow the booking of such articles for the delivery Post offices which has not been identified.

4. Handling of '**24 SPEED POST'** articles:

   (A) Booking

   a.   Booking services for the '24 SPEED POST' articles will be available at the identified offices (list attached) of the Metro cities initially as well as through Suitable identified Franchisee outlets linked to the identified booking offices/processing hubs, functioning in these cities.

   b.   For clear identification, while booking the '**24 SPEED POST'** article, the booking official will keep the article inside a **specially designed envelope** meant for Next day Delivery for retail customers, so that this envelope gets the highest priority at each stage of its handling. For Bulk customers, the design of sticker will be shared in advance so that the same may be got printed by the customers on their customized envelope along with BNPL code.

   c.   Booking facility will be available during the normal prescribed counter hours for the identified post office latest by 4 PM.

   d.   BPC/BNPL Centres having direct bagging facility can undertake the booking of articles of Bulk/corporate customers till 6 PM as per the timelines feasible for connecting the mails to the identified flight without any exception.

   e.   This product will be available for booking on payment of additional premium tariff, as prescribed under Speed Post Category.

   f.   All relevant information/pamphlet to be displayed at the counter and at the notice board of the Post Office/Booking Office.

   g.   Separate Bin/Tray near booking desk should be made available for segregating the '24 SPEED POST' articles for priority processing.

   h.   The counter assistant will ensure that the article tendered for booking carrying delivery address pertaining to the **local TD** Pin codes identified for the destination city. List of identified delivery pin codes of each city are enclosed as **Annexure I to V**.

   i.   Product category in bold capital letters should be reflected in the article label generated at the counter and affixed at the articles. Specific barcode for the '24 SPEED POST' product will be auto generated through the system. Bulk customers will be provided barcode series in advance by the circles.

   j.   Value added services like registration, insurance, e-POD etc. would be available on the payment of prescribed charges for these add-on services and OTP based delivery service if opted, shall be complementary.

   k.   The counter assistant will also ensure that each article/parcel bears the complete and accurate delivery address including mobile number of sender and addressees

except **the exemption categories allowed to provide mobile number.** The counter Assistant will also ensure that the Biller ID and BNPL Code is printed on each consignment in case of bulk/corporate customers.

l. Bulk customers will provide the soft copy of the booking data (in the prescribed format) to DoP booking staff and ensure that the soft booking data matches the address written on each consignment.

m. SMS alerts will be sent at the time of Booking, Receipt at destination hubs, Out-for-Delivery, Delivery, and in the event of delay (in case there is any delay beyond the committed date/time). To facilitate these SMS, it is mandatory for booking PA to capture mobile number of the addressee and sender for all the articles except for the addressee and sender which have been exempted.

n. Staff at booking PO or BPC/BNPL Centre will ensure that all prescribed scans for these articles are captured in the system.

(B)   Bagging, processing and Sorting Pattern

(i)   Bagging Pattern: -

a. Booking offices (Post Office/BNPL/BPC) of origin identified City will close separate Speed Post Document bag city wise for each identified destination city for the '24 SPEED POST' articles destined to the identified destination cities.

b. All '24 SPEED POST' articles will be closed in the specially designed **Red Colour Bag.**

c. Closed bags will be sent to respective APTMO/Origin NSH(in case, TD articles are booked under "24 SPEED POST".

d. All bags dispatched from the booking Post Offices must reach the origin APTMO/Origin NSH(for TD articles booked under "24 SPEED POST") by 8 PM.

e. BNPL/BPCs having direct bagging facility will also close the '24 SPEED POST' bags latest by 6 PM and ensure these bags must reach to the concerned APTMO by 8 PM sharply so that it must be connected to destination cities by the identified flight during the same night.

(ii)   Processing at Origin NSH

All '24 SPEED POST' TD articles will be sorted on priority and closed in the separate '24 SPEED POST' red colour bag for the concerned delivery office.

(iii)   Processing at Origin APTMO

a. Separate area at origin APTMO may be identified for sorting of "24 SPEED POST" bags and articles.
b. All "24 SPEED POST" bags having Red color bag labels will be segregated once it reaches the origin APTMO.
c. City wise priority bag sorting would be done immediately with exclusive set of sorting staff.

d. All "24 SPEED POST" Bags must be connected to the destination cities through the identified flight during the same night. Circles should identify the suitable flights through which all "24 SPEED POST" bags must be connected at the earliest during the same night of receipt of bags at the APTMO.

e. To connect the earliest available flight, TMO must handover all the "24 SPEED POST" bags through special vehicle at the cargo place of airlines at least 3 hrs. before the scheduled departure of identified flight, under proper receipt and track the same till its final loading in the identified flight.

f. The dispatch particulars and movement of bags will flow in the system through API integration with Airlines. DOP system will also update the bag's dispatch status as updated by the Airlines in their system.

g. In case of any offloading noticed, the bags must be dispatched through the next available flight, operated by same or different airlines.

(iv)   Processing & Sorting at the Destination Hub: -

a. An alert of "24 SPEED POST" bags arrival from the origin cities will be sent to the destination hubs/TMO through the system.

b. On getting the alerts from origin hub or through the events shared by Airlines, the destination airport TMO will make prior arrangement for receiving of these bags from the airlines on top priority.

c. Destination TMO must ensure the collection of the "24 SPEED POST" bags within 2 hours of arrival of the flight.

d. Special vehicle with necessary manpower should be deployed at the airlines cargo facility to receive the bags at the earliest.

e. TMO will hand over the "24 SPEED POST" bags to the destination hub (NSH) immediately once it is received.

f. Processing hub will perform detailed sorting of all "24 SPEED POST" articles delivery Post Office wise on priority in a separate **area identified for sorting of "24 SPEED POST" bags and articles.**

g. All sorted "24 SPEED POST" articles will be closed in separate bag with **Red Colour Bag Label** for each delivery PO/Delivery Centres.

h. "24 SPEED POST" bags must be connected to the morning MMS schedule for delivery without fail.

i. Mail bags containing "24 SPEED POST" if received after 2 am in the morning, arrangement should be made in such a way that these will be processed immediately and if required , will be processed in Day Set to ensure dispatch of these articles to delivery Post offices/Delivery centres by 10.30 am so that will be attempted for delivery through second delivery schedule.

(iv) Sorting staff will ensure the proper reconciliation of the total consignments received and total consignment dispatched. Any discrepancy in receipt/dispatch of "24 SPEED POST" bags will be immediately raised with the Circle / Divisional MMU team through the concerned supervisor after entering in the Error Report.

(C) **Airline Bag Handover Protocol**

(i)   The origin APTMO must ensure that bags are handed over to the designated airlines (in the hard block) well within the time limit prescribed in airlines contract. Similarly, destination TMO must ensure timely receipt from airlines. Any deviation should be reported immediately to circle authorities for escalation with the concerned airline management/Postal Directorate. The dispatch particulars and movement of bags as updated by the airlines in their system must also be updated in the DOP system.

(ii)   In case there is no sufficient volume of "24 SPEED POST" bags on any occasion, the concerned APTMO will ensure the 100% utilization of the reserved space in the identified flight by loading normal Speed Post Bags meant for the destination metro city.

(iii)   In case there is excess volume of "24 SPEED POST" bags are available for loading at the identified flight, the concerned APTMO team must ensure the loading of all bags in the identified flight itself, and even though the extra bags are offloaded due to space constraints, the remaining bags must be connected with the next available flight to the concerned city on the highest priority.

(D) **Delivery**

a. Delivery PO staff must open the "24 SPEED POST" bags bearing the **Red Colour Bag Label**, on top most priority.
b. All the "24 SPEED POST" articles after beat wise sorting should be invoiced separately to the postman concerned immediately on receipt of "24 SPEED POST" articles i.e. a separate delivery manifest should be issued for executing its prompt and priority delivery.
c. Out for Delivery SMS should be triggered to recipient once the article invoiced to delivery staff to effect the delivery. Delivery staff will call the addressee over his mobile number and confirm his/her availability at the address for delivery. Delivery staff will make all possible efforts to deliver the article at the earliest in the morning itself and update the delivery status on the Internal Mobile App (IMA) at the doorstep of the addressee so that it may be updated on the real time.
d. If any article is not delivered to the addressee due to any reason, same should be communicated to recipient through SMS alert with proper remark made by delivery staff. This undelivered article will be brought back to the delivery post office by the delivery staff and the supervisor will confirm the genuineness of the undelivered remarks by ascertaining it from the sender/addressee and take necessary action for completing the delivery on the same day.
b) If need arises, second delivery or delivery on Sundays/Holidays (except National Holidays) can also be arranged in order to execute the delivery within the committed time. As volume of mail handled in second delivery or on Sunday/holiday (except National Holiday) is very less, deployment of staff will be made accordingly.

5. Role of Mail Motor Service (MMS):-

The MMS incharge will be responsible for timely availability of scheduled vehicle at all the transmission point without fail. In case of exigencies, immediate alternate arrangement

should be made to meet the timeline for connecting "24 SPEED POST" bags to the concerned NSH or to the delivery PO.

6. Role of supervisor at Booking Office/Origin APTMO /Destination APTMO/Destination Hub/ Delivery Office: -

"24 SPEED POST" Product is a premium product and require strict adherence to the prescribed timelines. All steps are aligned with specific timelines to ensure delivery within next day from the date of booking. Therefore, in case of exigencies, all possible efforts need to be made to adhere the timelines without any excuse. For example, if the MMS schedule is stuck in the traffic jam and there is a very little possibility of MMS connecting the bags as per prescribed cut-off time, then the supervisor at booking office will make immediate alternate arrangement for sending the "24 SPEED POST" bags to the concerned APTMO within the stipulated timeline.

7. Incentive

7.1 "24 SPEED POST" Product is being launched as a premium category product and needs special efforts from booking staff for converting the normal customers as "24 SPEED POST" products customers. Besides, "24 SPEED POST" article requires prompt handling right from booking to processing to delivery, to ensure the delivery of the "24 SPEED POST" product within the committed SLAs. Accordingly, staff at Booking Office, Origin TMO, processing hub and Delivery Office will be incentivized at the following rate:

A. **Incentive to staff at Post Office/Booking office for Retail booking:**

i. **Booking Official (PA/SA)** – Rs. 3/- per article,

ii. **Supervisory Staff of Booking PA** – Rs. 0.30/- per article to Supervisory staff of the concerned booking counter to ensure adherence to the prescribed timeline for dealing with booked '24 SPEED POST' articles.

B. **Incentive to Staff at Bulk Booking Office:**

i) **Booking staff at Bulk Booking Office**- Rs. **0.05/-** per article to the booking staff who processed the booking & dispatched of premium products article of Bulk Booking customer within the prescribed time limit.

(ii) **Supervisory staff of Booking Assistant**- 10% of the total incentive payable to all the subordinate booking staffs to adhere and supervising the prescribed timeline for dealing with booked premium products

C. **At the origin APTMO-**

For Sorting PA and other involved staff: - Rs. 2/- per '24 SPEED POST' bags (Incentive should be distributed equally among the involved staff)

For **Supervisor**: - Rs. 0.50 per '24 SPEED POST' bags to ensure adherence to the prescribed timeline and loading of the bags in the identified flight at the highest priority.

D,   At Destination Processing Hub: -

For **Sorting PA**: - Rs. 0.25 per '24 SPEED POST' article among staff engaged in sorting of such Articles,

For **Supervisor**: - Rs. 0.05 per '24 SPEED POST' article to ensure adherence to the prescribed timeline for processing of these articles.

*All incentive amount should be equally distributed among the staff involved from bag handling to dispatch of '24 SPEED POST' bags including Supervisor, Sorting PA, MTS etc.

E. Incentive at Delivery Post Office

(i)   **Delivery staff-**- Rs. **2/-** per '24 SPEED POST' article for completing successful delivery on topmost priority in the morning itself.

(ii)   **Supervisor/Delivery PA** involved in handing over '24 SPEED POST' articles to delivery staff- Rs. 0.20/- per article.

F. Incentive to Staff for Bulk Delivery (more than 5 at single address):

(i)   Delivery staff - Rs. **1/-** per article or Minimum Rs. 10/- per bulk delivery to the delivery staff who completes the delivery successfully on topmost priority in the morning itself.

(ii)   Supervisor/Delivery PA- 10% of the total incentive payable to all the subordinate delivery staffs on bulk delivery to adhere and supervising the prescribed timeline of the premium product.

7.2   Incentive Payment method: -

Incentive to the DOP staff engaged in booking, processing and delivery as indicated in Para 7.1 above will be Paid from the available funds under the concerned budgetary head of account .

8. Required KPIs for "24 SPEED POST" are as under:

Sr. No.	Report Name
1	No. of "24 SPEED POST" articles booked (MoM growth)
2	Key Accounts wise (Volume and growth)
3	No. of new bulk accounts onboarded
4	No. of leads generated
5	% of "24 SPEED POST" bookings in retail
6	% of "24 SPEED POST" bookings in bulk
7	% of articles delivered in D+1 (or within SLA)

8	% of articles attempted in D+1 (or within SLA)
9	Lane-wise % of articles delivered in D+1 (origin)
10	Lane-wise % of articles delivered in D+1 (delivery)
11	Summary of standard remarks for undelivered articles
12	Lane-wise total mid-mile transit time
13	% of articles dispatched for destination NSH before 8 PM on D (overall and by lane)
14	% of articles received at TMO-D before 2 AM on D+1 (overall and by lane)
15	% of articles dispatched for delivery office/IDC before D+1 morning
16	% of articles missorted at hub
17	% of articles missent at origin
18	% of articles dispatched for NSH-O same day before XX PM
19	No. of "24 SPEED POST" grievances overall
20	% of "24 SPEED POST" grievances accepted
21	% of "24 SPEED POST" grievances rejected
22	Average time taken to resolve "24 SPEED POST" grievances
23	No. of "24 SPEED POST" grievances overall resolved within 7 days
24	Overall grievances sorted by Standard Remarks
25	Total "24 SPEED POST" compensation amount paid out
26	Customer satisfaction score-measured through IVR -at overall level

9.   Compensation Policy: To ensure customer satisfaction and uphold service commitments under the Day Definite Delivery ('24 SPEED POST') product- '24 SPEED POST', a fair, timely, and transparent compensation policy has been devised in cases of non-fulfilment of guaranteed delivery terms.

9.1 Eligibility for Compensation: Customers shall be eligible for compensation in the following cases:

a. Delay in delivery

b. Loss of article

c. Pilferage or partial loss of contents

d. Physical damage to the contents

9.2 Compensation Amount: The compensation payable shall be the Speed Post charges in case of delay in delivery and in case of Loss of article, pilferage or damage, Double the Speed Post charges or INR. 1000 whichever is less.

9.3 Claim Filing Procedure: Customers (Sender of the article) may file claims through online either on India Post customer portal or mobile app. In case of non-availability of digital access, customer can submit a physical form at office of booking or office of delivery. Claim must be filed within 7 **calendar days** from the committed delivery date. Claims beyond this period shall be rejected automatically by the system.

9.4 Claim Resolution: All valid claims will be processed and resolved within **7 working days** from the date of submission. As soon as the claim received, an acknowledgement message should be sent to claimant on his/her registered mobile. Claim should simultaneously flow to office of delivery and other office of handling in backward journey to ascertain the reasons for delay if falls under exclusion categories mentioned below. If not, then claim should be

sanctioned in favour of claimant without awaiting any departmental inquiry to fix the responsibility for delay. Payment, if approved, will be made directly to the claimant's bank account as shared by the claimant. If claim is rejected due to any specific reason, same will be informed to customer through SMS.

9.5 **Required Documents:** Customer need to submit following documents to prefer claim:

   a. System-generated booking receipt or tracking number

   b. Compensation claim form (Annexure A)

   c. Copy of ID proof & Copy of customer receipt (for manual filing)

9.6 **Communications to Customers:**

The compensation module shall ensure transparency by sending automatic SMS/e-mail alerts to the claimant to keep customer informed about the status of claim at following stage of claim processing:

a). Acknowledgement of claim,

b). Verification of claim

c). Approval or Rejection of claim

d). Payment made into the account of customer

9.7 **Exclusion:** Every effort will be made to deliver the article within the committed timeline. However, no compensation shall be paid in the following cases: -

   a. Incorrect/incomplete address or non-availability of recipient

   b. Force majeure events (natural calamities, political disturbances, curfew etc.)

   c. Article intercepted/delayed due to law enforcement or statutory compliance

   d. Booking made outside the designated PIN codes or after cut-off time

   e. If there are prohibited items or those booked with false/wrong declaration of contents in case of parcels. Further, delivery holidays at the destination and non-compliance of prescribed cut-off times for booking shall not count towards delay.

9.8 **Claim Sanctioning & Appellate Authority:** Sanctioning Authority and Appellate Authority are defined as under:

Sl No.	Type Of booking office	Claim Sanctioning Authority	Appellate Authority
1.	SO/HO/BPC/RMS Counters/other offices (Non-gazetted Postmaster/In-charge)	Concerned Divisional Head (SSPOs/SSRM/SPOs/SRM)	DPS (HQ)/DPS (Region)
2.	HO/GPO/BPC/ RMS Booking Office (Gazetted)	Sr.PM/In-charge/CPM/ Director	Divisional Head / DPS (HQ)/DPS (Region)/ Next senior to Director GPO

Appeals should be settled within 15 working days by the concerned Appellate Authority to provide speedy redressal.

9.9. Technology: - CEPT shall develop an automated compensation module for the Day Definite Delivery ('24 SPEED POST') product- '24 SPEED POST' that allows customers to file claims and enables backend staff to verify and process compensation in a time-bound manner.

 a.   The module shall ensure transparency by sending automatic SMS/e-mail alerts to the claimant and also keep updating on following stage of claim processing:

i.   Acknowledgement of claim,

ii.   Verification of claim

iii. Approval or Rejection of claim

iv. Payment made into the account of customer

b.   CEPT shall bring an interface, which shall be accessible via India Post Customer Portal or External Mobile App. Customer details will be auto populated on entering the article number. System shall auto fetch booking and delivery data. Thereafter system will check the delivery date against the committed date. After due verification of the due date, request will auto route to the designated claim sanctioning authority for approval. On approval, payment will be made without delay.

c.   **Appeal Procedure:** In case the claim is rejected by the competent authority, the customer/applicant should have the option to go for appeal if he is not satisfied with the reasons mentioned for rejection. The option for filing appeal should be made available in the online solution while viewing the status of original application number. Once appeal is filed, the same will go to the concerned appellate authority who should decide the appeal within 15 days of its filing.

d.   MIS and Monitoring: CEPT shall provide a facility for generating monthly MIS reports on the following

i.   No of claims filed

ii.   No of claims accepted/rejected (within 7 days/beyond 7 days)

iii. No of claims pending

iv. Average time taken for settlement of claims

v.   Total amounts paid as compensation

These reports should be made available upto Division level for the users of Division, Region, Circle and Directorate.

9.10.   Accounting procedure: As soon as the claim is found genuine and approved by the competent authority, the compensation amount will be required to be paid to the customer automatically/electronically in the bank account given by the customer. The compensation amount will be paid from the revenue head (Account Code- 1201011900).

9.11.   If the customer has already availed the facility of insurance, the claim shall be governed by the terms of the insurance policy rather than '24 SPEED POST' compensation policy.

9.12.   All compensation payment authority shall ensure that compensation should be processes and paid without delay. Responsibility for delay, loss, or damage will be separately examined through internal administrative procedures. Payment to the customer shall not be held up pending such enquiries.

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Compensation Claim Form- '24 SPEED POST' Product

SI No.	Details to be provided	
1	Article / Barcode No.*	
2	Date of Booking	
3	Committed Delivery Date	
4	Actual Delivery Date	
5	Type of Issue (Delay / Loss / Damage / Pilferage)*	
6	Description (if any)*	
7	Name & Address of Sender	
8	Mobile Number of Sender	
9	Name & Address of Receiver	
10	Mobile Number of Receiver	
11	Email ID (optional)	
12	Bank A/C *	
13	Documents Attached (in case of physical submission of claim viz copy of customer receipt, ID proof etc.)*	
14	Any other information…	

* Mandatory Information: must be filled by the customer and remaining information will be auto fetched.

<u>Checklist for finalization of following activities as per the timeline.</u>

SI No	Description	Due Date
1	Operational booking office and pin codes for **"24 SPEED POST"**	25-12-25
2	Booking cut off timings	25-12-25
3	Specific Flights	25-12-25
4	Availability of thermal printers for new label printing	15-01-26
5	Rationalised MMS schedules	15-01-26
6	Second delivery coverage of pin codes	15-01-26
7	Identify staff for Xray training at TMO	25-12-25
8	Action plan on training ground staff	25-12-25
9	Completion of training of Ground Staff	05-01-26
10	Marketing plan for retail and bulk customers (Marketing to start 10 days before launch)	05-01-26

Identified Booking Post Offices for 24 SPEED POST Annexure C

S.No.	Pin Code	Office name	Destination Pin Code
		Origin	
1	560025	Museum Road S.O	
2	560058	Peenya Small Industries S.O	
3	560016	Doorvaninagar S.O	
4	560001	Bengaluru GPO	
5	560013	Jalahalli H.O	
6	560034	Koramangala S.O	
7	560017	Vimanapura S.O	
8	560010	Rajajinagar H.O	
9	560020	Seshadripuram S.O	All pincodes within Delhi
10	560041	Jayanagar H.O	selected PIN Code of
11	560078	J P Nagar S.O	Mumbai/Kolkata/Hyderabad/
12	560060	Kengeri S.O	Chennai 600001 to 600133
13	560004	Basavanagudi H.O	except 600120
14	560032	R T Nagar H.O	
15	560070	B Sk II Stage S.O	
16	560040	Vijayanagar S.O (Bengaluru)	
17	560002	Bengaluru City S.O	
18	560006	J C Nagar S.O	
19	560027	Wilson Garden S.O	
20	560029	Dharmaram College S.O	
21	560003	Malleswaram S.O	
22	560009	K. G. Road S.O	
23	560066	Whitefield S.O	

Bengaluru to Delhi/Mumbai/Kolkata/Hyderabad/Chennai Lane

S.No.	Pin Code	Office name	Destination Pin Code
		Origin	
1	110037	BNPL AMPC	
2	110001	BNPL SP Hub Market road	
3	110006	BPC BNPL SP Hub PBC Kashmere Gate	
4	110057	BNPL Basant Lok	
5	110019	Kalka ji HO	
6	110001	Sansad Marg HO	
7	110002	Indraprastha HO	
8	110006	Delhi GPO BPC	
9	110051	Krishna Nagar HO BPC	Selected PIN within
10	110001	New Delhi GPO BPC	Mumbai/Kolkata/Bengaluru/H
11	110051	Krishna Nagar HO	yderabad/Chennai 600001 to
12	110003	Lodhi Road HO	600133 except 600120
13	110054	Civil Lines SO North Delhi	
14	110067	JNU SO	
15	110017	BPC Malviya Nagar	
16	110006	Delhi GPO	
17	110001	New Delhi GPO	
18	110016	Hauz Khas SO	
19	110057	Vasant Vihar PO	

Delhi to Mumbai/Kolkata/Bengaluru/Hyderabad/Chennai Lane

20	110075	Dwarka Sector 6 PO
21	110029	E Commerce Centre ,Safdarjang

Mumbai to Delhi/Bengaluru/Chennai/Kolkata/Hyderabad Lane

S.No.	Origin		Destination
	Pin Code	Office name	Pin Code
1	400001	Mumbai GPO	
2	400014	Dadar H.O	
3	400072	Sakinaka SO	
4	400092	Borivali West SO	
5	400086	Ghatkopar West SO	
6	400055	Santacruz(East) S.O	
7	400063	Goregaon East SO	
8	400093	Chakala Midc S.O	
9	400071	Chembur HO	
10	400101	Kandivali East SO	
11	400067	Kandivali West SO	All pincodes within Delhi and Selected PIN Code within Bengaluru/Chennai 600001 to 600133 except 600120/Kolkata/Hyderabad city
12	400066	Borivali East SO	
13	400060	Jogeshwari East SO	
14	400025	Prabhadevi S.O	
15	400011	Jacob Circle S.O	
16	400083	Tagore Nagar SO	
17	400051	Audit Bhavan S.O	
18	400032	Mantralaya SO Mumbai	
19	400104	Goregaon SO Mumbai	
20	400004	Girgaon S.O	
21	400020	Central Building SO	
22	400002	Kalbadevi H.O	
23	400064	Malad SO	
24	400050	Bandra West S.O	
25	400011	Dadar BPC	
26	400703	Vashi BPC	

Chennai to Delhi/Mumbai/Hyderabad/Bengaluru/Kolkata Lane

S.No.	Origin		Destination
	Pin Code	Office name	Pin Code
1	600001	Chennai GPO	All pincodes within Delhi and Selected PIN Codes ofMumbai/Hyderabad/Bengaluru/Kolkata city
2	600002	Anna Road HO	
3	600003	Park Town HO	
4	600004	Mylapore HO	
5	600006	Greams Road SO	
6	600006	Shastri Bhawan	
7	600008	Egmore NDSO	
8	600009	Fort St George SO	
9	600011	Perambur SO	
10	600014	Royapettah SO	
11	600016	NSH Counter	
12	600017	Thyagarayanagar HO	

13	600017	Thyagarayanagar North SO
14	600018	Teynampet SO
15	600020	Adyar SO
16	600032	Guindy Industrial Estate SO
17	600034	Nungambakkam High Road SO
18	600040	Anna Nagar SO
19	600041	Tiruvanmiyur SO
20	600045	Tambaram HO
21	600054	Avadi Camp HO
22	600069	Kunnathur SO
23	600101	Anna Nagar West Extn SO
24	600045	Tambaram BPC

Hyderabad to Delhi/Mumbai/Chennai/Bengaluru/Kolkata Lane

S.No.	Origin Pin Code	Office name	Destination Pin Code
1	502325	BPC Bollaram	All pincodes within Delhi and selected PIN Codes of Mumbai/Chennai 600001 to 600133 except 600120/Bengaluru/Kolkata city
2	500055	BPC Jeedimetla	
3	500001	Hyderabad G.P.O.	
4	500004	Khairatabad H.O	
5	500038	Sanjeev Reddy Nagar S.O	
6	500081	Cyberabad S.O	
7	500058	Kanchanbagh S.O	
8	500029	Himayathnagar S.O	
9	500034	Banjara Hills S.O	
10	500028	Shantinagar S.O	
11	500002	Charminar H.O	
12	500084	Kothaguda S.O	
13	500082	Somajiguda S.O	
14	500018	Sanathnagar I E S.O	
15	500069	Research Centre Imarat S.O	
16	500001	Putlibowli S.O	
17	500033	Jubilee Hills S.O	
18	500004	Parishram Bhawan S.O	
19	500032	Manuu S.O	
20	500089	Manikonda S.O	
21	500046	CUC S.O	
22	500005	Keshogiri S.O	
23	500035	Saroornagar S.O	
24	500030	Rajendranagar S.O	
25	500048	Hyderguda S.O	

Kolkata to Delhi/Mumbai/Chennai/Bengaluru/Hyderabad Lane

S.No.	Origin Pin Code	Office name	Destination Pin Code
1	700001	KOLKATA GPO	All pincodes within Delhi and Selected PIN Codes of
2	700007	Barabazar H O	
3	700012	Bowbazar SO Kolkata	

4	700013	Dharmatala SO	Mumbai/Chennai 600001 to 600133 except 600120/Bengaluru/Hyderabad city
5	700016	Park Street HO	
6	700017	Circus Avenue SO	
7	700024	Garden Reach SO	
8	700027	Alipore HO	
9	700020	LRSarani SO	
10	700012	Yogayog Bhawan SO	
11	700091	Nabadiganta IT SO	
12	700091	Sech Bhawan SO	
13	700001	Writers Building SO	
14	700069	Esplanade SO	
15	700029	Rash Behari Avenue SO	
16	700001	Kolkata GPO BPC	
17	700001	MBC KOLKATA RMS	
18	700012	Yogayog Bhavan BO BPC	
19	700029	BNPL SP HUB SBROAD KOLKATA	
20	700052	KOLKATA AIRPORT BUSINESS OF	
21	700064	BNCC Block BO BPC	

List of Delivery PIN Codes
(New Delhi, Chennai, Mumbai, Bengaluru, Kolkata & Hyderabad)

1. New Delhi City:-   All the Delivery PIN Codes .

2. Chennai City:-   600001 to 600133 except 600120.

3. Mumbai City:-   List enclosed.

4. Bengaluru City :-   List enclosed.

5. Kolkata City:-   List enclosed.

6. Hyderabad City:-   List enclosed.

Delivery PINCodes of Mumbai Metro

Sr. No.	Name Delivery Post office	Pincode		Sr. No.	Name Delivery Post office	Pincode
1	Parel SO	400012		45	Tilak Nagar SO	400089
2	Antop Hill SO	400037		46	Barve Nagar SO	400084
3	Mandvi SO	400003		47	Ghatkopar W SO	400086
4	Dadar HO	400014		48	Kurla W SO	400070
5	Mazgaon SO	400010		49	Nehru Nagar SO	400024
6	Sion SO	400022		50	Pant Nagar SO	400075
7	Chinchbunder SO	400009		51	Powai IIT SO	400076
8	Matunga SO	400019		52	Rajawadi SO	400077
9	Tank Road SO	400033		53	IIM SO	400087
10	Wadala SO	400031		54	Bhandup Complex SO	400082
11	VJB Udyan SO	400027		55	Bhandup E SO	400042
12	Sewree SO	400015		56	Bhandup W SO	400078
13	Mumbai GPO	400001		57	Mulund E SO	400081
14	Colaba SO	400005		58	Mulund W SO	400080
15	Marine Lines SO	400020		59	Tagore Nagar SO	400083
16	Kalbadevi HO	400002		60	Vikhroli SO	400079
17	Nariman Point SO	400021		61	Goregaon E SO	400063
18	Girgaon SO	400004		62	Motilal Nagar SO	400104
19	Mantralaya SO	400032		63	Jogeshwari E SO	400060
20	Azad Nagar SO	400053		64	Jogeshwari W SO	400102
21	Andheri RS SO	400058		65	Aarey Milk Colony SO	400065
22	Versova SO	400061		66	Kandivali East SO	400101
23	Juhu SO	400049		67	Borivali East SO	400066
24	Vile Parle West SO	400056		68	Dahisar SO	400068
25	Bandra E SO	400051		69	Malad East SO	400097
26	Bandra W SO	400050		70	Kandivali West SO	400067
27	Santacruz W SO	400054		71	Malad West SO	400064
28	Khar SO	400052		72	Borivali West SO	400092
29	Santacruz E SO	400055		73	Kharodi SO	400095
30	Vidyanagri SO	400098		74	Borivali HO	400091
31	Santacruz P & T SO	400029		75	Mandpeshwar SO	400103
32	J B Nagar SO	400059		76	Delisle Road SO	400013
33	Sakinaka SO	400072		77	Bhawani Shankar SO	400028
34	Chakala MIDC SO	400093		78	Prabhadevi SO	400025
35	Andheri E SO	400069		79	Mahim HO	400016
36	Vile Parle E SO	400057		80	Worli SO	400018
37	Sahar P & T SO	400099		81	Dharavi SO	400017
38	Seepz SO	400096		82	Worli Colony SO	400030
39	A S Nagar SO	400094		83	Jacob Circle SO	400011
40	BARC SO	400085		84	Mumbai Central HO	400008
41	Chembur HO	400071		85	Cumbala hill SO	400026
42	FCI SO	400074		86	Grant Road SO	400007
43	Shivaji Nagar SO	400043		87	Tulsiwadi SO	400034
44	T F Deonar SO	400088		88	Malabar Hill SO	400006
				89	Rajbhavan SO	400035

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Annexure - III

Delivery PIN Code of Bengaluru Metro

Name of the PO	Pincode		Name of the PO	Pincode
BENGALURU GPO	560001	56	CARMELARAM	560035
BENGALURU CITY	560002	57	MARATHAHALLI COLONY	560037
MALLESWARAM	560003	58	KALYANAGAR	560043
BASAVANAGUDI HO	560004	59	ARABIC COLLEGE	560045
FRASER TOWN	560005	60	VIRGONAGAR	560049
J C NAGAR	560006	61	H.K.P. ROAD	560051
K. G. ROAD	560009	62	MSRIT	560054
RAJAJINAGAR HO	560010	63	VISHWAVIDYALAYA	560056
JAYANGAR III BLOCK	560011	64	RV NIKETAN	560059
SCIENCE INSTITUTE	560012	65	KENGERI	560060
JALAHALLI HO	560013	66	SUBRAMANYAPURA	560061
DOORAVANI NAGAR	560016	67	DODDAKALLASANDRA	560062
VIMANAPURA	560017	68	AFS YELAHANKA	560063
CHAMRAJPET	560018	69	G K V K	560065
SESHADRIPURAM	560020	70	WHITEFIELD	560066
SRIRAMPURAM	560021	71	KADUGODI	560067
YESWANTHPURA	560022	72	BOMMANAHALLI	560068
MAGADI ROAD	560023	73	NAGARBHAVI	560072
MUSEUM ROAD	560025	74	NAGASANDRA	560073
G E F PO	560026	75	KUMBALAGODU	560074
DHARMARAM COLLEGE	560029	76	N T SANDRA	560075
K R PURAM	560036	77	BANNERGHATTA ROAD	560076
INDIRANAGAR	560038	78	DR . S R K NAGAR	560077
VIJAYANAGAR	560040	79	SADASHIVANAGAR	560080
JAYANAGAR HO	560041	80	UDAYPURA	560082
VIVEKNAGAR	560047	81	BANNERGHATTA	560083
MAHADEVAPURA	560048	82	MAHALAKSHMIPURAM LAYOUT	560086
BANASHANKARI	560050	83	VARTHUR	560087
CHICKPET	560053	84	HESSARGHATTA	560088
MALLESWARAM WEST	560055	85	HESSARGHATTA LAKE	560089
DASARAHALLI	560057	86	CHIKKABANAVARA	560090
YELAHANKA	560064	87	VISWANEEDAM	560091
B SK II STAGE	560070	88	SAHAKARANAGAR	560092
DOMLUR	560071	89	R M V EXTN II STAGE	560094
J P NAGAR	560078	90	KORAMANGALA VI BK	560095
BASAVESHWARANAGAR	560079	91	NANDINILAYOUT	560096
ST. THOMAS TOWN	560084	92	RAJARAJESHWARINAGAR	560098
BANASHANKARI III STAGE	560085	93	BOMMASANDRA INDUSTRIAL ESTATE	560099
C V RAMAN NAGAR	560093	94	ELECTRONICS CITY	560100
VIDYARANYAPURA	560097	95	HSR LAYOUT	560102
HAMPINAGAR	560104	96	BELLANDUR	560103
PEENYA SMALL INDUSTRIES	560058	97	JIGANI	560105
WILSON GARDEN	560027	98	ACHITNAGAR	560107
R.T.NAGAR HO	560032	99	ANJANAPURA	560108
SIVAN CHETTY GARDENS	560042	100	THALAGHATTAPURA	560109
BENSON TOWN	560046	101	ULLALU UPANAAGAR	560110

AGARAM	560007	102	KUMARASWAMY LAYOUT	560111
HAL II STAGE HO	560008	103	KODIGEHALLI	560112
JALAHALLI WEST	560015	104	HORAMAVU	560113
GAVIPURAM EXTN	560019	105	BEGUR	560114
H A FARM	560024	106	KANNAMANGALA	560115
ADUGODI	560030	107	KAGGALIPURA	560116
MARUTHI SEVANAGAR	560033	108	DODDADUNNASANDRA	560117
KORAMANGALA	560034	109	KIAL	560300
		110	SINGANAYAKANAHALLI	560119

Annexure- IV

List of Delivery POs for DDD purpose - Kolkata

Sl. No.	Facility Description	Pincode	Sl. No.	Facility Description	Pincode
1	KOLKATA GPO	700001	61	Sarsoona SO	700061
2	Cossipore HO	700002	62	West Bengal Governors Camp SO	700062
3	Baghbazar SO	700003	63	Thakurpukur SO	700063
4	Shyambazar Mail SO	700004	64	Bidhannagar CF Block SO	700064
5	Hatkhola SO	700005	65	Rabindra Nagar SO	700065
6	Beadon Street SO	700006	66	Bidhangarh SO	700066
7	Barabazar HO	700007	67	Ultadanga Main Road SO	700067
8	Barisha SO	700008	68	Jodhpur Park SO	700068
9	Raja Ram Mohan Sarani SO	700009	69	Esplanade SO	700069
10	Beleghata HO	700010	70	Middleton Row SO	700071
11	Narkeldanga SO	700011	71	Princep Street SO	700072
12	Bowbazar SO Kolkata	700012	72	Chittaranjan Avenue SO Kolkata	700073
13	Dharmatala SO	700013	73	Motijheel SO	700074
14	Intally SO	700014	74	Santoshpur SO	700075
15	Tangra SO	700015	75	Dakshineswar SO	700076
16	Park Street HO	700016	76	Bediapara SO	700077
17	Circus Avenue SO	700017	77	Haltu SO	700078
18	Bartala SO	700018	78	Italghacha SO	700079
19	Ballygunge SO	700019	79	Mall Road SO	700080
20	LRSarani SO	700020	80	Rajbari Colony SO	700081
21	Fort William SO	700021	81	Haridevpur SO	700082
22	Hastings SO	700022	82	Nandan Nagar SO	700083
23	Khiddirpore SO	700023	83	Garia SO South 24 Parganas	700084
24	Garden Reach SO	700024	84	KG Bose Sarani SO	700085
25	Bhawanipore SO	700025	85	Baghajatin SO	700086
26	Kalighat SO	700026	86	New Market SO	700087
27	Alipore HO	700027	87	Brace Bridge SO	700088
28	Dumdum SO	700028	88	Lake Town SO North 24 Parganas	700089
29	Sarat Bose Road SO	700029	89	Noapara SO	700090
30	Ghugudanga SO	700030	90	Seth Bhawan SO	700091
31	Dhakuria SO	700031	91	Regent Estate SO	700092
32	Jadavpur University SO	700032	92	Panchasayar SO	700094
33	Tollygunge HO	700033	93	Golf Green SO	700095
34	Behala SO	700034	94	Purbachal SO	700097
35	Alambazar SO	700035	95	Mukundapur SO	700099
36	Baranagar SO	700036	96	Vip Nagar SO	700100
37	Belgachia SO	700037	97	Prafulla Kanan SO	700101
38	Sahapur SO	700038	98	Krishnapur SO North 24 Parganas	700102
39	Tiljala SO	700039	99	Dhapa SO	700105
40	Regent Park SO	700040	100	Bidhan Nagar IB Market SO	700106
41	Paschim Putiari SO	700041	101	Madurdaha SO	700107
42	Kasba SO Kolkata	700042	102	ISI PO SO	700108
43	South Eastern Railway SO	700043	103	Nilachal SO	700134
44	Badartala SO	700044	104	Laskar Pur SO	700153
45	Lake Gardens SO	700045	105	New Town SO	700156
46	Gobinda Khatick Road SO	700046	106	Hatiara SO	700157
47	Naktala SO	700047	107	Bisharpara SO	700158
48	Sreebhumi SO	700048	108	Aswini Nagar SO	700159
49	Nimta SO	700049	109	New Town Action Area III	700160
50	Sinthee SO	700050	110	New Town Action Area II SO	700161
51	Birati SO	700051	111	Gouranganagar SO	700162
52	Kolkata Airport SO	700052	112	Bansdroni SO	700070
53	New Alipore SO	700053	113	Agarpara SO	700109
54	Kankurgachi SO	700054	114	Khardah SO	700117
55	Bangur Avenue SO	700055	115	Rahara SO	700118
56	Belgharia HO	700056	116	Barrackpore HO	700120
57	Ariadaha SO	700057	117	Barasat HO	700124
58	Kamarhati SO	700058	118	Newbarrackpur SO	700131
59	Desh Bandhu Nagar SO	700059	119	Baruipur HO	700144
60	Parnasree Pally SO	700060	120	New Town Action Area I SO	700163

Name and Pincode of the Delivery POs identified for DD_Hyderabad

S.NO	Linked post offices	Pin code	S.NO	Linked post offices	Pin code
1	Hyderabad GPO	500001	48	HMT Township SO	500054
2	Charminar HO	500002	49	Jeedimetla SO	500055
3	Secunderabad HO	500003	50	RK Puram SO	500056
4	Khairatabad HO	500004	51	Vijay Nagar Colony SO	500057
5	Keshogiri S.O.	500005	52	Kanchanbagh S.O.	500058
6	Karwansahu SO	500006	53	Saidabad S.O.	500059
7	Jama-i-Osmania SO	500007	54	P & T Colony	500060
8	Golconda S.O	500008	55	Seethaphalmandi SO	500061
9	Mano Vikas Nagar SO	500009	56	ECIL S.O	500062
10	Bollarum SO	500010	57	Bahadurpura SO	500064
11	Bowenpally SO	500011	58	Shahlibanda SO	500065
12	Begum Bazar SO	500012	59	Suchithra Junction SO	500067
13	Amberpet SO	500013	60	GSI Bandlaguda SO	500068
14	Trimulgherry HO	500015	61	Vanasthalipuram SO	500070
15	Begumpet SO	500016	62	Kukatpally SO	500072
16	Lalaguda SO	500017	63	Sri Nagar Colony SO	500073
17	Sanath Nagar IE SO	500018	64	LB Nagar SO	500074
18	Lingampalli SO	500019	65	Nacharam SO	500076
19	Musheerabad SO	500020	66	Kattedan IE	500077
20	Yakutpura SO	500023	67	Vaishali Nagar SO	500079
21	Sahifa S.O.	500024	68	Gandhi Nagar SO	500080
22	Nehrunagar SO	500026	69	Cyberabad SO	500081
23	Barkatpura SO	500027	70	Somajiguda SO	500082
24	Humayun Nagar SO	500028	71	Nagaram S.O	500083
25	Himayath Nagar SO	500029	72	Kothaguda S.O.	500084
26	Rajendranagar SO	500030	73	JNTU SO	500085
27	I B Lines S.O	500031	74	Donbosco Nagar SO	500086
28	Manuu S.O.	500032	75	Manikonda S.O	500089
29	Jubilee Hills SO	500033	76	Nizampet SO	500090
30	Banjara Hills SO	500034	77	Hydershahkote S.O	500091
31	Sarrornagar SO	500035	78	Boduppal SO	500092
32	Malakpet Colony SO	500036	79	Sainikpuri SO	500094
33	Balanagar SO	500037	80	Filmnagar SO	500096
34	SR Nagar SO	500038	81	Meerpet S.O.	500097

35	Uppal SO	500039	82	Medipally SO	500098
36	I.E.Moulali S.O	500040	83	Kompally SO	500100
37	Rajbhavan SO	500041	84	Ramakrishnapuram SO	500102
38	HAL SO	500042	85	Jai Jawan Colony S.O	500103
39	New Nallakunta SO	500044	86	Chitrapuri Colony S.O	500104
40	Yousufguda SO	500045	87	Prashasannagar SO	500110
41	CUC S.O.	500046	88	Badangpet S.O.	500112
42	Malkajgiri SO	500047	89	Moti Nagar SO	500114
43	Hyderguda SO	500048	90	Kailash Hills Colony S.O	500117
44	Miyapur SO	500049	91	Bachupally DSO	500118
45	Chandanagar SO	500050	92	Ramachandrapuram HE MDG SO	502032
46	SVP NPA SO	500052	93	Ameenpur S.O	502033
47	Falaknuma S.O.	500053	94	Icrisat S.O	502324