

Clarification on Rationalization of Domestic Mails products

Posted On: 06 AUG 2025 7:01PM by PIB Delhi

In order to streamline mail operations, improve delivery timelines, and optimize logistics resources, the Department of Posts has rationalized its sorting infrastructure and unified the processing of both Registered and Speed Post items. This integration will enhance backend efficiency, reduce transit delays, and offer better connectivity across the network.

Both Registered Post and Speed Post are **accountable services**, with records maintained at each stage of transmission. The key difference lies in their delivery protocols. While Registered Post is *addressee-specific* (delivered only to the addressee or their authorized representative), Speed Post is *address-specific* (delivered to any person available at the address).

Following the integration, Speed Post Letter and Speed Post Parcel will provide address specific delivery, while items booked as Speed Post with registration will be delivered specifically to the addressee. Customers will continue to enjoy the benefits of registration under Speed Post while also gaining access to premium Speed Post features such as:

- End-to-end online tracking
- Real-time delivery updates
- OTP-based secure delivery
- Cash on Delivery (COD) services
- Credit facility
- Applicable volume-based discount
- National Account Facility for the corporate customers

The revised framework is in line with the Government's commitment to rationalize and modernize the suite of postal services offered by the Department of Posts and to better align these services with evolving market demands and customer expectations.

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(Release ID: 2153256)