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वाणिज्य परिपत्र (कोचिंग) सं. 42/2025
COMMERCIAL CIRCULAR (Coaching) NO. 42/2025
2025 का दर सूचना सं. 11 RATE ADVICE NO. 11 of 2025

विषय/Sub: Improving parcel services through comprehensive management of parcel office activities.
संदर्भ/Ref: Railway Board, New Delhi, letter No. 2025/TC(FM)/11/20(3512513 dated 17.11.2025.

Freight Marketing Circular No. 26 of 2025

Indian Railways is targeting revenue of Rs 3000 crores per annum, in next 2 years, from parcel business against the present level of Rs 2000 crores per annum. To attract more parcel traffic, the customer base along with the quality of services need to be improved significantly. Apart from increasing the leasing of parcel spaces, there is ample scope for also increasing the non-leased segment of the parcel business.

2. The non-leased segment of the parcel business is presently handled in diverse ways across the Zonal Railways. Some Zonal Railways are deploying limited available departmental resources, while others are supplementing them by outsourcing some of the activities. Lack of adequate resources often results in substandard customer services which adversely affect the business potential. Further, safety related issues, especially with regard to prevention of fire in parcel spaces, need to be handled in the parcel offices in an objective and scientific manner.

3. The following activities (non-exhaustive) are undertaken for parcel booking, handling and other associated activities.

- i. Checking for Packing & Labelling as per requirement.
- ii. Maintenance and Operations of Scanners through skilled/certified personnel.
- iii. Making entry/scanning bar-codes and tracking in Parcel management system for booking and delivery, including weighment.
- iv. Carrying the parcels from Parcel Office to platform and loading of parcels as per destination-wise/train-wise separation.
- v. Unloading of parcels as per destination and bringing them to Parcel office.
- vi. Provision for movement of parcels in the station premises through mechanized/motorized trolleys.
- vii. Delivery to the consignee etc.

4. In stations where there are inadequate departmental resources to handle the activities (in SN 3 above) some or all of the activities may be outsourced to a single service provider. This can be done for a period of three years at a time with suitable exit clause with one month notice to be included if service is not satisfactory as defined by Division for that station.

5. Parcel scanners to be procured under PH-53 as advised vide 2025/TC(FM)/31/01(3485195) "Guidelines regarding procuring PH-53 proposals" dt. 25.03.2025, Annexure A SN 15.

6. In addition to the above, certain optional value-added services such as packing of the consignments, first mile and last mile delivery etc. can also be undertaken by the service provider.

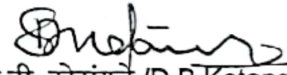
7. Based on the above broad contours, the scope and level of outsourcing can be finalized in the Divisions after considering the parcel business potential and the departmental resources available.

8. At the time of LOA, service provider must communicate the resources to be deployed. Resources will include number of machines and men to be deployed. Resources should be satisfactory for the quantum of work involved. Even in activity based contract such details have to be available to comply with Statutory provisions like Minimum Wages Act, EPF, ESI regulations. Standard E-card with QR code must be issued for the staff of the service provider by the division to work in Railway premises. Division must hold a weekly training of staff on their responsibility is understood. Work to be carried out under supervision of competent Railway officials. Officer in-charge has to monitor the performance from PMS reports and regular inspections.

Zonal Railways may take necessary action accordingly under intimation to this office.

This issues with the approval of Competent Authority.

Previous Commercial Circular (Coaching) No. 41/2025
reg. Allotment of 08 Digit Numerical Code & Alpha Code
to Hadihalli station and Engineering inter distance
between Chikkamagaluru (CMGR)- Hadihalli (HDHI).


डी.बी. कोटांगले /D.B Kotangale

सहायक. वाणिज्य प्रबंधक (माल सेवा), ACM/FS

कृते प्रधान मुख्य वाणिज्य प्रबंधक/ हुबल्ली /For PCCM /Hubballi

दक्षिण पश्चिम रेलवे

SOUTH WESTERN RAILWAY

 आज़ादी का अमृत महोत्सव	रेल सौधा, क्षेत्रीय प्रधान कार्यालय, वाणिज्य विभाग, दूसरी मंजिल, गदग रोड, हुबल्ली, कर्नाटक- 580020	 Indian Railway	Rail Soudha, Zonal Headquarters office, Commercial Branch, 2 nd Floor, Gadag Road, Hubballi, Karanataka- 580020	 भारत 2023 INDIA
सं. सी. No.C.206//Parcel Policy/SWR/Vol.XII			दिनांक/Date: 17.11.2025	

Copy to: Sr. DCM/UBL, SBC

MYS

Copy to: Sr.DOM/UBL, SBC & MYS for information.

Copy to: Secretary to GM for kind information of GM.

Copy to: SDGM, PCOM, CFTM, PFA&CAO/SWR/UBL for information.

Copy to: Dy.CCM (Claims)/ BNC for information.

Copy to: Dy.FA&CAO/T/SBC for information.

Copy to: Principal Director of Audit/SWR/UBL for information.

Copy to: Sr.CCI/HQ/SWR/UBL for information.

Copy to: Commercial Control/HQ/SWR/UBL for information.

Copy to: Principal MDRTI/Saptapur, Dharwad for information.

They will issue necessary instructions to all concerned under their Control and acknowledge.

SOUTH WESTERN RAILWAY



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