



**Government of India
Ministry of Communications
Department of Posts
Office of the Chief Postmaster General
Assam Circle, Meghdoot Bhawan, Guwahati- 781001**

No. PCL/PPU/2023-24/Franchise

Dated 20.11.2023

**Notice for inviting Sealed
Quotations for Franchise model
of Parcel Packaging Units
(PPUs) in Assam Postal Circle**

Date of issue of Notice: 20.11.2023

Last date for submission of sealed quotations: 04.12.2023

Overview:

Parcel business in India has emerged as a dynamic and rapidly evolving industry, reflecting the nation's exponential growth in e commerce and the increasing demand for efficient logistics service. The Department of Post has designed Parcel Products as per requirement of customers. They are Speed Post Parcel, Business Parcel, Registered Parcel and Ordinary Parcel. The description of each product viz. Speed Post Parcel, Business Parcel, Registered Parcel and Ordinary Parcel are as available in the Assam Post website <https://www.assampost.gov.in>.

A Parcel Packaging Unit (PPU) by its own very definition an enhancement of the product feature of Parcel post being offered by Department of Posts. The idea through this franchise model is to strengthen the enhanced features such that customers get a single window solution and the post office some revenue. The proposal is primarily to be seen as a strategy to strengthen the product features and therefore is not a strategy of revenue maximization in the short term. If this product feature is enhanced a single window Postal service over the long run will make the Parcel product attractive.

This initiative aims to enhance the accessibility and availability of packaging materials for various Parcels and other postal services which requires packaging. By authorizing agents to perform the sale and services of packaging materials it can streamline operations, improve customer service, and generate additional revenue for the Department of Posts.

Proposed Franchise Model:

Under this proposed model, the Department of Posts will authorize individuals or parties to become franchisees responsible for the sale and services of packaging materials. These franchisees will be selected, trained, and monitored to ensure that they meet the Department's standards for service and quality. Under this proposed model, the franchisee will function at the premises of the designated POs of the Circle. The materials would be supplied by the department and the franchisee would be given a commission against the Selling Price.

The Individuals/parties may apply in sealed covers to the Sr. Supdt/Supdt of the Division duly super scribed “**Application for PPU Franchisee**”

The franchisee would function under the Control of the Sr. Supdt/Supdt of the Division in which the PPU is located. In case of breach of conduct or violation/deviation of any departmental norms, the license of PPU franchisee will be terminated immediately without any further notice.

The franchise model on sale and services of the parcel packaging materials is proposed to begin with a pilot phase in **Guwahati GPO, Nagaon HO and Jorhat HO** of Assam Circle.

Who can apply:

Under this franchise model, it is proposed to call for willingness from the existing Postal Agents, Collection agent, PLI Direct Agent and other willing individuals/parties as per the standard Proforma.

For further details, please contact :

Officer	Email ID
The SSPOs, Guwahati Division, Guwahati – 781001	doguwahati.as@indiapost.gov.in
The SPOs, Sibsagar Division, Jorhat – 785001	dosibsagar.as@indiapost.gov.in
The SPOs, Nagaon Division, Nagaon -782001	donagaon.as@indiapost.gov.in

Important Dates :

Date of issue of Notice: 20.11.2023

Last date for submission of sealed quotations : 04.12.2023 at 18:00 Hrs

Enclosures :

1. Terms and Conditions – Annexure ‘A’
2. Application Form – Annexure ‘B’



**Head Parcel Operations,
O/O The Chief Postmaster General,
Assam Circle, Guwahati-781001**

Terms and Conditions

- 1) PPU operated by the Franchisee would ensure that it will function as per the PO office business hours.
- 2) The Franchisee will engage extra manpower to provide packaging services at the premises of DoP's bulk customers as and when required.
- 3) In addition, the Franchisee would procure business from market.
- 4) The Franchisee will submit valid KYC documents with the application form.
- 5) Franchisee will issue receipt to the customer for the transaction made for each packaging works. Receipt to be prepared by the Franchisee at his cost.
- 6) At the end of the day, the Franchisee would deposit the money along with the office copy of the receipt to DoP for credit into Govt. account in point of sale.
- 7) Stock of the PPU materials supplied to the Franchisee would be maintained by the concerned Postmaster.
- 8) Postmaster of concerned Post Office will maintain a PPU materials register.
- 9) Postmaster will replenish the stock of the PPU material against the indent receipt from the Franchisee.
- 10) The Franchisee will ensure that parcels are packed with utmost care and secured manner.
- 11) The licence would be valid for a period of 1 year (subject to satisfactory service) which should be renewed before one month of expiry of the licence.
- 12) Training and handholding would be imparted by the Department.
- 13) Approved rate chart of the PPU material would be provided to the Franchisee by the Department.
- 14) DoP shall have the right to unilaterally terminate this Agreement, without prejudice to any other rights or remedies available under this Agreement.
- 15) Franchisee will ensure that all the guidelines of Department to be strictly adhered to by them.
- 16) In all aspects Franchisee will ensure the quality of service to maintain Department's reputation for reliability and service excellence.

Application Form

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS**

Application cum PPU Franchisee agreement form

(To be filled by the applicant)

1. Name in Block Letters:

2. Nationality:

3. Date of Birth :

(Should be 18 yrs or above on the date of application, proof to be attached)

4. Identification Mark:

5. Whether DOP Pensioner (Yes/No):

(If Yes, attach copy of PPO)

6. Present Address:

7. Permanent Address:

8. Whether presently engaged in DOP agency/franchisee work:

If Yes, Details thereof:

9. Commission structure on which willing to work (in percentage) :

(commission on Selling Price : Minimum 12% and Maximum : 18%)

10. Please indicate previous experience, if any, in retailing services:

Declaration:

I, _____ S/O D/O W/O _____ declare and undertake that the above information is wholly true. I have read and understood the terms and conditions of the PPU Franchisee scheme and hereby agree to abide by them. I also abide by any changes that may be made in them from time to time .

Dated :

Signature of the applicant