

INTEGRATED DELIVERY CENTRE (IDC)

Establishment & Operational Guidelines — LDCE / Inspector of Posts Exam Notes

Source basis: Department of Posts, Mail Operations Division, Policy Guidelines/SOP for centralized delivery of all types of postal articles (17.02.2025), including subsequent clarification dated 26.06.2025. The official guideline PDF is 15 pages and contains the detailed annexures.

Important: This is an exam-oriented consolidated guide, not a substitute for the latest departmental circulars/orders. Always check the latest Directorate/Circle instructions before applying a provision operationally.

1. Purpose and concept

- Delivery areas of adjoining delivery Post Offices may be merged under one newly established Delivery Centre.
- Existing delivery beats may be discontinued and delivery areas redesigned/recalibrated considering the overall IDC delivery area.
- The IDC is intended for centralized delivery of documents, parcels and other postal articles with standardized processing and mechanized delivery.
- Document and parcel processing areas should ideally be adjacent with a common bag receipt/dispatch area. Where they are separately located in the same compound, separate processing and delivery arrangements may apply.

2. Area / catchment rule

- **One-way delivery distance:** should normally not exceed **15 km**. In exceptional circumstances it may exceed 15 km based on operational requirements.
- Delivery PIN codes/areas of adjoining delivery Post Offices may be consolidated.
- The number of IDCs in a city depends on workload, distance, geographical divide, available space and other local circumstances.

3. IDC establishment — key numbers

Location / category	Indicative delivery staff	Maximum accountable articles/day	Approx. space
Metro / other big cities	50–80	8,000	2,000–3,500 sq ft
State capital / other cities	15–60	5,000	1,000–2,500 sq ft

*Excluding bulk articles. In metro/other big cities, the guideline refers to cities delivering more than 50,000 accountable articles/parcels (excluding bulk) per day. If adequate space exists, the 50–80 staff range may be exceeded.

4. Delivery staff article norms

Category	Tentative articles / delivery staff
Ordinary articles	95
Registered articles / Speed Post document	42
Specific / Parcels – Speed Post (document)	43
Money Order / eMO	1
COD	3
Insured	1
Exclusive parcel delivery staff — Speed Post / Business / Registered Parcel	60 parcels

The calculations assume travel of 30 km in less-congested areas / 18 km in congested areas and 90 minutes travel time. Actual articles may differ. Bulk articles should not be included while calculating delivery staff requirement. One or two bulk delivery staff, or as required, may be identified separately.

5. Parcel / NDC integration

- As far as possible, parcels should be delivered through Delivery Centres and parcel processing areas should be separately identified.
- Existing NDCs in a city may be merged with Delivery Centres immediately or over a period of time if immediate merger is not feasible.
- New NDCs opened because of space constraints may also be merged with Delivery Centres over time.
- If separate parcel delivery staff is justified, a separate parcel delivery area may be carved out; it need not be co-terminus with the document delivery area.
- If separate parcel staff is not justified, common delivery staff may deliver both documents and parcels.

6. Mechanized delivery

- All delivery areas should be mechanized.
- Documents and small parcels: normally through 2-wheelers.
- Big/heavy parcels: through 4-wheelers.
- Fuel reimbursement for own 2-wheeler is governed by the applicable Postal Directorate policy.
- Electric 2-wheelers may be hired through tender where required; 4-wheelers may be hired as per existing practice.

7. Space, facility and infrastructure

- Adequate parking for 2-wheelers and 4-wheelers should be ensured.
- A separate Facility ID may be created for each Delivery Centre and Nodal Delivery Centre, where applicable, for separate CSI identity and BI/MIS monitoring.
- A suitable ramp may be provided at the entry for receipt/dispatch of bags through bag trolley.
- Bag receipt, bag opening and other processing areas should be marked according to the defined process flow.
- Operational equipment includes computers/scanners and other equipment specified in the annexures/layout guidelines.

8. Staff deployment & PIN code

- Availability of a 2-wheeler and smart mobile phone with delivery staff should be ensured at the time of selection of departmental/GDS delivery staff for the Delivery Centre.
- The IDC may be assigned the PIN code of any merged delivery Post Office; ideally the PIN code of the major delivery PO is assigned.
- CEPT maps the delivery PIN codes to the Delivery Centre PIN code and makes necessary BI/MIS changes.

9. Process flow — exam sequence

Bag receipt → Bag receipt scan → Opening → Receipt scan → Segregation/sorting → Sequencing → Scanning & Delivery Slip → Out for Delivery → Delivery → Staff return → Bag dispatch to Sorting Hub → Tallying of Abstract.

For a mix delivery area, a common delivery slip can contain Speed Post documents, Registered Post and parcels. Where there is a separate parcel area, separate delivery slips are generated.

10. Daily control / accountability

- Bags must be scanned at actual receipt from the mail motor and actual dispatch through the mail motor.
- Bag Abstract and Article Abstract must be tallied daily.
- The Supervisor/In-charge has personal responsibility for ensuring daily tallying of Bag Abstract and Article Abstract.
- Bulk Delivery Slip is generated for bulk articles.

11. Technology / customer interface

- Postman Mobile App / IT 2.0 is intended to support functions such as route optimization, paperless delivery, OTP-based delivery, digital collection of payment and app-based calling.
- Delivery staff may call the addressee before visiting the address to expedite delivery.
- For eMO/COD/custom-duty articles, required cash is collected/settled through the designated official/process at the Delivery Centre; digital COD/custom-duty collections are settled as prescribed.

12. Two-location model — important distinction

Model	Document processing	Parcel processing	Delivery staff
Integrated/co-located	Adjacent	Adjacent	Mix staff OR separate parcel staff
Same compound, separate areas	Separate	Separate	Separate document & parcel staff; parcel area just outside document area

Where document and parcel processing areas are separate but in the same compound, the document centre is called the **Delivery Centre** and the parcel centre is called the **Nodal Delivery Centre**.

13. Quick memory chart

Item	Remember
Catchment	Adjoining delivery POs can be merged
One-way distance	Normally ≤ 15 km
Metro/big city staff	50–80
Metro/big city max accountable articles	8,000/day
Metro/big city space	2,000–3,500 sq ft
State capital/other city staff	15–60
State capital/other city max accountable articles	5,000/day
State capital/other city space	1,000–2,500 sq ft
Parcel-only staff norm	60 parcels
Ordinary / Regd-SP / Parcel-SP / eMO / COD / Insurance	65 / 42 / 43 / 1 / 3 / 1
Vehicles	2W: documents/small parcels; 4W: big/heavy parcels

14. LDCE Practice MCQs

1. The normal maximum one-way distance for delivery staff in an IDC is:

A) 5 km B) 10 km C) 15 km D) 20 km

Answer: C

2. An IDC in a State Capital/other city may normally cater to:

A) 5–15 staff B) 15–60 staff C) 50–80 staff D) 80–100 staff

Answer: B

3. Maximum accountable articles/day for State Capital/other city IDC is:

A) 3,000 B) 5,000 C) 8,000 D) 10,000

Answer: B

4. Approximate space for metro/other big-city IDC is:

A) 500–1,000 sq ft B) 1,000–2,500 sq ft C) 2,000–3,500 sq ft D) 4,000–5,000 sq ft

Answer: C

5. Approximate space for State Capital/other city IDC is:

A) 1,000–2,500 sq ft B) 2,000–3,500 sq ft C) 500–750 sq ft D) 3,500–5,000 sq ft

Answer: A

6. Tentative ordinary articles per delivery staff in a mix delivery area:

A) 60 B) 75 C) 95 D) 120

Answer: C

7. Tentative COD articles per delivery staff:

A) 1 B) 2 C) 3 D) 5

Answer: C

8. Exclusive parcel delivery staff norm is approximately:

A) 30 parcels B) 45 parcels C) 60 parcels D) 100 parcels

Answer: C

9. Big/heavy parcels should normally be delivered through:

A) Bicycle B) 2-wheeler C) 4-wheeler D) Walking

Answer: C

10. Who is responsible for daily tallying of Bag Abstract and Article Abstract?

A) Customer B) Supervisor/In-charge C) Driver D) Sorting Assistant only

Answer: B

15. Primary reference

Department of Posts, Mail Operations Division, Policy Guidelines/SOP for centralized delivery of all types of postal articles through Delivery Centres, dated 17.02.2025, with clarification dated 26.06.2025. The guideline source consulted for this study note is the 15-page PDF available online.

For operational use, verify the latest Directorate/Circle order because IDC implementation and system configuration may be updated after the original 2025 guidelines.