



डाक विभाग
Department of Posts



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C/o. Chief Secretary
Entry No.: 141298268
Date: 22/3/2020

DO NO: GR/Tech/PO Rules/2019-20
Dated at Panaji 27.03.2020

Dear Sir,

This is regarding offering of services of the Department of Posts to deliver packets/parcels of dry ration/other essential commodities and cash at the doorsteps of individual beneficiaries during the lockdown period arising out of COVID-19. In this connection, Mr.P.K Bisoi, Secretary (Posts) had addressed all Chief Secretaries, a copy of which is attached for your ready reference

I would like to inform you that 80 Post Offices out of a total of 255 Post Offices have been made operational in the state of Goa to offer essential and urgent services to customers. In spite of restrictions on movement of people and vehicles, the Post Offices carried out financial transactions worth Rs 42 lakhs on 26.3.2020 besides other Postal services. If required, more number of Post Offices can be made operational. Further, Department has 7 vehicles of capacity varying from three tons to seven tons.

The Department network and infrastructure alongwith our expertise in door delivery can be utilized to reach out to the population with essential commodities and cash.

Through AePS, withdrawals can be done at the doorstep of account holders of other banks in the country apart from India Post Payments Bank (IPPB) account holders.

The SOP for the same will be as follows:

1. Citizen makes a call to a designated number or the delivery Post Office under which the Citizen resides and gives his address.
2. Postman in Delivery Post Office will visit the Citizen at his doorstep and complete the AePS transaction.
3. The Postman will be equipped with necessary items to follow the sanitization process while doing the transactions.

With a unified command and control structure, a single window can also be provided at the State or District level to provide these services on an immediate basis. We are looking forward to a response and necessary support to the Postal officials in carrying out their duties to provide essential services to the members of Public.

With Warm Regards

Yours sincerely,
V. Vinodkumar

(Dr. N. Vinodkumar)

Encl: As Above.

Shri Parimal Rai
Chief Secretary,
Government of Goa,
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IGP
collectors)

tc
27-3-2020