



DRAFT INDIAN STANDARD IN WIDE CIRCULATION

Reference : SSD 01/T-4

Date : 04 March 2024

TECHNICAL COMMITTEE : Transport Services, SSD 01

To,

All concerned

Dear Madam/Sir,

The following document has been prepared by the Transport Services Sectional Committee, SSD 01. Please [click here](#) to view the document.

Document Number : SSD 01 (24624) WC

Title of the document : CONTACTLESS DELIVERY SERVICES GUIDELINES

Document Type : New Indian Standard

This document has following salient features which may require specific attention for your valuable comments:

- 1) *This standard covers general principles, roles and responsibilities, delivery methods, service processes, quality control and improvements to be put in place to execute contactless delivery services.*
- 2) *This standard is formulated to improve transparency and understanding between consumers and delivery service providers and to enable couriers provide better value for consumers and reduce risk in the delivery service process.*
- 3) *This document applies to: a) instant delivery, which generally applies to the retail, catering and medical sectors (including online food delivery, grocery delivery and medical supplies delivery); b) last-mile delivery with intermediate transfer, which generally applies to express and e-commerce fields (referring to the last-mile delivery of parcels); and c) goods being picked up from shipper or where the shipper books the goods via Smart Locker*

Please examine the document and share your comments regarding further improvement in the document.

Last date for sharing the comments is : 03 May 2024

The comments should be shared in the prescribed template through this portal only; and the comments so received shall be taken up by the Sectional Committee for necessary action. For any other query, please write an email at ssd@bis.gov.in to the undersigned at Bureau of Indian Standard, Manak Bhawan, 9, Bahadur Shah Zafar Marg, New Delhi.

In case no comments are received, we would presume your approval of the documents. However, in case we receive any comments on the document, the same shall be put up to the Sectional Committee for necessary action.

Thanking You,

Yours faithfully,
(ITS ADMIN)
Head (Service Sector Department)
Email: ssd@bis.gov.in



व्यापक परिचालन में मसौदा(दे)

हमारा सन्दर्भ : SSD 01/T-4

दिनांक : 04-03-2024

तकनीकी समिति : Transport Services Sectional Committee, SSD 01

प्राप्तकर्ता : रूचि रखने वाले सभी निकाय

महोदय/या,

निम्नलिखित मसौदा तैयार किया गया है :

प्रलेख संख्या : SSD 01 (24624) WC

शीर्षक :

कृपया इस/इन मानक(को)/संशोधन(नो) के मसौदे(दो) का अवलोकन करें और अपनी सम्मतियाँ यह बताते हुए भेजें कि यदि ये मानक(को) के संशोधन(नो) के रूप में प्रकाशित हो तो इन पर अमल करने में आपके व्यवसाय अथवा कारोबार में क्या कठिनाइयां आ सकती हैं।

सम्मतियाँ भेजने की अंतिम तिथि : 03 May 2024

सम्मतियाँ, यदि कोई हों तो, कृपया यहाँ क्लिक करके ऑनलाइन पोर्टल के माध्यम से ऊपर दी गयी अंतिम तिथि तक दर्ज कराएं।

यह/ये प्रलेख भारतीय मानक ब्यूरो की वेबसाइट www.bis.gov.in पर भी उपलब्ध है/हैं।

धन्यवाद।

भवदीय/भवदिया,
विभाग प्रमुख का नाम : ITS ADMIN
(Service Sector Department)
ई-मेल : ssd@bis.gov.in