



RASHTRIYA RAKSHA UNIVERSITY

(An Institution of National Importance)

Pioneering National Security and Police University of India

No. RRU/Hostel/SOP/Parcel/2024/ 136

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Standard Operating Procedure (SOP) for the efficient handling and delivery of parcels for residential students at the Lavad Campus Hostels

This SOP is designed to streamline the parcel service process, ensuring the timely and secure delivery of packages to our students residing in the campus hostels.

Parcel Reception and Logging:

All incoming parcels will be received at the Hostel Office through the University. Our dedicated hostel staff will manage the reception process, meticulously registering essential details in the Parcel Register. This includes the recipient's name, hostel room number, date, and parcel tracking number.

Parcel Retrieval Time:

The Parcel Service will be operational from Monday to Friday, strictly between 6:00 pm and 8:00 pm. To facilitate smooth parcel collection, students must present a valid student ID, and a signed acknowledgment receipt is mandatory.

Parcels Type and Process:

1. Students are strongly advised to provide their school address for receiving any letters.
2. Prohibited items, including dangerous, illegal, precious, delicate, or perishable goods, are strictly prohibited from being sent to the hostel address.
3. The University and Hostel Office hold no liability for lost, delayed, or damaged parcels. Hostel students order items at their own risk.
4. In adherence to safety protocols, both the hostel administrative team and security personnel may inspect parcel contents at the entry gate or within the hostel premises.
5. Hostel residents are expected to maintain discipline and exhibit respectful behavior towards hostel staff during parcel collection.
6. Parcels will not be handed over to other students without proper authorization.
7. It is imperative that recipients promptly collect their parcels within a stipulated 7-day period; any unclaimed parcels will be deemed abandoned and subsequently returned or discarded.
8. The hostel office does not accept parcels for return; recipients are advised to handle return items directly with the designated courier representative.
9. The hostel reserves the right to refuse parcels that violate safety and security guidelines.

This SOP aims to establish a reliable system for parcel handling at Lavad Campus Hostels. We appreciate your cooperation and adherence to these procedures to ensure the efficient functioning of our parcel service.

-Sd/-
Hostel Head