
संपर्क रहित वितरण सेवाएँ — दिशानिर्देश

Contactless Delivery Services —
Guidelines



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भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS
मानक भवन, 9 बहादुर शाह ज़फर मार्ग, नई दिल्ली - 110002
MANAK BHAVAN, 9 BAHADUR SHAH ZAFAR MARG
NEW DELHI - 110002

www.bis.gov.in www.standardsbis.in

FOREWORD

This Indian Standard was adopted by the Bureau of Indian Standards, after the draft finalized by the Transport Services Sectional Committee had been approved by the Service Sector Division Council.

Contactless delivery services have made a substantial contribution to the health and safety of consumers and couriers during the COVID-19 pandemic. This service model minimizes physical contact between consumers and delivery personnel during the process of delivering goods or services.

This standard is formulated to provide guidelines to all stakeholders including couriers, delivery service providers, merchants, consumers and delivery platforms to execute contactless delivery services. While formulating this standard, the assistance has been taken from International Workshop Agreement IWA 36 Guidelines for Contactless Delivery Services.

The standard aims to enhance transparency and mutual understanding between consumers and delivery service providers, enabling couriers to deliver better value and reducing risks in the delivery process. Additionally, it would enhance the effectiveness of the delivery industry and accelerate the development of the profession by proposing ways to improve quality, professionalism and ethical behaviour, as well as the introduction of new techniques in delivery services.

This standard broadly covers the general principles, role and responsibilities of platform service provider, merchant, courier, delivery methods, service process as well as quality control and improvement.

The composition of the Committee responsible for the formulation of this standard is given in [Annex B](#).

*Indian Standard***CONTACTLESS DELIVERY SERVICES — GUIDELINES****1 SCOPE**

This standard covers general principles, roles and responsibilities, delivery methods, service processes, quality control and improvements to execute contactless delivery services.

This standard 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 through smart locker.

NOTE — This document does not apply to cold chain logistics.

2 TERMS AND DEFINITIONS

For the purposes of this document, the following terms and definitions apply:

2.1 Consignee — Any person, organization or government who is entitled to take delivery of a consignment.

2.2 Consignor — Any person, organization or government who prepares a consignment for transport.

2.3 Consumer — Person who initiates the delivery service order request to the platform, the merchant or the consignee who receives the order.

2.4 Contactless Delivery — Delivery of goods to the consumer or recipient or picking up of goods from the shipper or merchant without direct contact or human involvement throughout the delivery process, in order to reduce the risk of occupational exposure of the courier and to ensure the safety of

the consumer and the courier.

NOTES

1 Delivery without direct contact generally refers to courier delivery.

2 Delivery without human involvement generally refers to autonomous last-mile delivery.

2.5 Courier — Individual who delivers the goods to the consignee on behalf of the delivery service platform operator or delivery service provider.

NOTE — Courier is also the person who picks the goods from the shipper. Courier does not include autonomous delivery or pick up equipment.

2.6 Delivery Service Platform Operator — Organization or legal entity that operates a delivery service platform.

2.7 Delivery Service Provider — Company or organization that provides delivery services.

Example:

Delivery service platform operator; merchant on the delivery service platform; door to door express; related delivery equipment operator.

2.8 Distribution Location — Last-mile delivery hub that integrates the functions of receiving, temporary storage, distribution and special operations and that ships goods out to the final destination.

2.9 Goods — Items, materials or documents that, upon the placement of a purchase order, are being manufactured, processed, handled or transported within the supply chain for delivery to a consumer.

2.10 Instant Messaging — Communication between two or more people on the internet by means of real-time text messages, files, voice, call and video.

2.11 Last-Mile Delivery — Final step in the journey of goods from the distribution location or merchant to the consumer.

2.12 Merchant — Individual or organization that supplies goods for consumers online in the instant delivery sector.

NOTES

1 The merchant can use the delivery service of the platform to deliver the goods to the consumers. It can also deliver the goods to the consumers itself.

2 For example, the online food delivery segment includes the categories ‘merchant-to-consumer delivery’ and ‘platform-to-consumer delivery’. Merchant-to-consumer delivery means that the merchant will pick up the goods and directly deliver them to the consumer. Platform-to-consumer delivery means that the platform will pick up the goods from the merchant and deliver them to the consumer.

2.13 Order — Transaction information or delivery service demand information for online-purchased goods.

2.14 Parcel — Physical package that is mailed or shipped.

2.15 Smart Locker — Self-service equipment located in a publicly accessible area, used by the delivery service provider to deposit goods or parcels and accessible to the consumer to take collection of the goods or parcels.

NOTES

1 Smart lockers generally include smart parcel lockers and smart food lockers.

2 A smart food locker is an intelligent service facility that provides short-term access services for food and catering in the context of online food delivery.

3 GENERAL PRINCIPLES

3.1 Avoidance of Physical Contact

Physical contact should be avoided between couriers and consignee/consignor/merchants.

3.2 Integrity

Delivery services are conducted in an honest, respectful and courteous manner, taking into account the interests of consignee/consignor/merchant, and are communicated accurately.

3.3 Capability

Couriers should receive training for delivery services including contactless delivery services and the training should be captured in the form of certification.

3.4 Health, Safety and Environment

The health and safety of consumers and couriers and their environmental expectations should be given priority at the operational level.

3.5 Confidentiality and Privacy

Personal information should be treated in a confidential manner, respecting the privacy of the consumer. Privacy and data security shall subject to legal requirements.

3.6 Visualization and Traceability

Health information and the real-time location information of the courier should be visualized and traceable wherever possible. Visualization and traceability shall subject to legal requirements.

4 ROLE AND RESPONSIBILITY

4.1 Delivery Service Platform Operator

The delivery service platform operators should:

- a) offer consumers the option or reminder of contactless service when they place orders and indicate the service procedures and corresponding service prices;
- b) inform consumers exactly what to expect when the order reaches their designated location, as well as the safety measures being taken to contactless delivery. There should be a capability within the platform or an opportunity for consumers to indicate contactless delivery instructions or arrangements;
- c) have a functional online payment system. Payments may be completed upon confirmation of the order or when the delivery has been made;
- d) manage proof of delivery digitally;
- e) establish facilities and equipment management systems to meet the requirements of contactless delivery services and privacy, safety and health requirements;
- f) establish a contactless delivery management system in accordance with the requirements of [7.1.1](#); and
- g) remind the consumer to use contactless

delivery services when accepting orders during epidemics and seasons prone to infectious diseases.

4.2 Merchant/Consignor

The merchant/consignor should:

- a) have a corresponding contactless delivery service system, including, but not limited to staff, facilities and equipment, measures and service procedures;
- b) ensure that the person who handles food for delivery should meet the local regulations corresponding health requirements;
- c) give proper training to their courier to enable them to do contactless delivery; and
- d) ensure that the packing requirements for goods (both for long distance as well as short distance delivery) to avoid risk of damaging and contamination.

4.3 Courier

The courier should:

- a) be aware of the safe handling of the goods. Health and security shall subject to legal requirements;

NOTE — The use of protective equipment's including regular hand cleaning and sanitising, the proper wearing of gloves and a face mask when delivering the goods during the pandemic.

- b) receive training for delivery services including contactless delivery services and the training must be captured in the form of certification; and
- c) perform health monitoring (temperature monitoring, contagious infection) before starting the delivery process as per the health and safety requirements notified by the government during the pandemic.

4.4 Related Delivery Equipment Operator

Relevant delivery equipment operators should obtain corresponding business licenses from the local authorities, where required.

5 DELIVERY METHODS

5.1 General

The delivery service provider should choose the appropriate delivery method based on requirements of the consumers, according to the characteristics of each delivery method, combined with factors such as the type of goods, delivery distance and delivery location.

5.2 Courier Delivery

Depending on consumer requirements and availability of designated locations, after communicating with consumers, the couriers should deliver the goods in an agreed designated location, so that goods can then be picked up by consumers themselves or through a representative.

NOTES

1 There are two types of designated locations:

- a) Doorstep/door, lobby or another pick-up point; and
- b) Alternative fulfilment methods, for example, smart lockers.

2 Smart lockers allow goods to be picked up in a dedicated space. Smart lockers can only be opened by consumers/consignee with the corresponding order access code. Once they take the goods, the process is complete.

5.3 Autonomous Last-Mile Delivery

5.3.1 Autonomous last-mile delivery shall follow the applicable regulatory requirements.

5.3.2 There may be the following three scenarios for the autonomous last-mile delivery:

- a) Delivery drones;
- b) Delivery robots; and
- c) Driverless or self-driving vehicles.

5.3.3 Delivery drones should deliver goods by air either bringing them down or dropping the goods.

5.3.4 The delivery robots, equipped with 3D sensors and cameras should be disinfected after every trip using ultra-violet light.

5.3.5 Driverless or self-driving vehicles which are artificial intelligence (AI) enabled and operated remotely should pass along main roads or other designated streets.

6 SERVICE PROCESS

6.1 Instant Delivery

6.1.1 Courier Delivery

6.1.1.1 Placement of an order by the consumer

- a) The consumer may directly require a contactless delivery service upon placing an order. The consumer can specify and communicate to the courier about goods deposit location and request contactless delivery after the order is accepted;
- b) Order information should include, but not be limited to, the following:
 - 1) Delivery service time;
 - 2) Basic information, for example, the category, weight and quantity of the goods; and
 - 3) The geographical location and contact information of the consumers (including order initiators and recipients).

6.1.1.2 Reception and preparation of the order by the merchant

- a) Once the merchant receives the order, the consumer should be notified of the order information;
- b) After receiving the order, the merchant should immediately prepare the order and arrange delivery, as well as adopt safety protection measures for the delivery of goods; and
- c) After the food is packed, the merchant should seal the food container or packaging to prevent intentional or accidental opening during the delivery process and meet the requirements of the contactless delivery service system.

6.1.1.3 Acceptance of the order by the courier

- a) After the courier accepts the order delivery information and if the consumer chooses to

use contactless delivery, the courier should contact the consumer through instant messaging or telephone to confirm the deposit location of the ordered goods. If the consumer does not choose to use contactless delivery, contact should be made with the consumer to recommend the use of a contactless delivery service and to determine the deposit location of the ordered goods;

- b) After the platform receives the order information from the courier and confirms that the courier's order is valid, it should inform the courier and the consumer of the successful order matching information. The platform should provide the consumer with key information (for example, the name of the courier, contact information) and related delivery fees and payment methods; and
- c) The platform should set up automatic order cancellation rules. For orders that are not answered by merchants or couriers within a certain period, the platform can automatically cancel orders.

6.1.1.4 Collection of the goods by the courier

Couriers should collect the goods at the contactless pickup location designated by the merchant according to the order information and deliver the goods as per the requirements for contactless delivery service after confirmation.

6.1.1.5 Completion of the delivery by the courier

The courier should:

- a) inform the consumer/consignee of the upcoming arrival through instant messaging;
- b) put the goods in the location designated by the consumer and should request the consumer to collect the goods as soon as possible;
- c) take photos of goods and inform the consumer by instant messaging or telephone, along with the location information of the goods and relevant photos, that the delivery has been completed;

NOTE — Privacy and data security requirements for clicking a photo shall subject to legal requirements.

- d) immediately send the pick-up information through text or instant message, if a smart locker is used (including any smart locker access code), after the goods are put in the smart locker; and
- e) in case contactless delivery is done through OTP process, complete the delivery once the OTP is shared by consignee.

6.1.1.6 Reception of the goods by the consumer

After being notified by the courier that the goods have been deposited, the consumer goes to the designated location to pick them up. This completes the delivery service.

NOTES

- 1 [Annex A](#) provides examples of the contactless delivery service process.
- 2 For online food delivery, [Fig. 2](#) illustrates the specific service process when using smart food lockers.

6.1.2 Autonomous Last-Mile Delivery

6.1.2.1 After communicating with consumers, the delivery service provider should confirm the delivery time and delivery location with consumers who choose to use autonomous last-mile delivery.

6.1.2.2 The relevant operators should load the goods or parcel(s) that need to be delivered, advise the consumer of the start of the delivery of the order and indicate the estimated delivery time and location.

6.1.2.3 Autonomous delivery vehicles deliver goods to the designated location through the established route and inform the consumer of their arrival.

6.1.2.4 The consumer should pick up the goods at the designated location.

6.1.2.5 The autonomous delivery vehicles return through the established route to complete the delivery service.

6.2 Last-Mile Delivery with Intermediate Transfer

6.2.1 Courier Delivery

After receiving the delivery order, the courier should go to the distribution station to pick up the parcel(s). The courier should avoid direct contact with the driver and the staff to the extent possible at the distribution station. The delivery should be completed in accordance with [6.1.1.3](#) to [6.1.1.6](#).

6.2.2 Autonomous Last-Mile Delivery

The process of delivery of goods as given in [6.1.2](#) should be followed.

7 QUALITY CONTROL AND IMPROVEMENT

7.1 Delivery Platform

7.1.1 Quality Control System

The platform should establish a quality control system to guarantee courier service quality, including, but not limited to, the following:

- a) Couriers management (for example, courier tracking, operation guidance and training);
- b) Daily order completion monitoring;
- c) Unexpected abnormal data monitoring;
- d) Project implementation control;
- e) Risk management and data control;
- f) Evaluation against identified key performance indicators;
- g) Sanitization of the package before deposit in the locker in case of pandemic;
- h) Consumer feedback; and
- j) Review of processes and improvement.

7.1.2 Information Service and Protection

7.1.2.1 The platform should have mechanism for information service functions to support contactless delivery service. These functions should include, but not be limited to the following:

- a) Selection of delivery method;
- b) Tips for contactless delivery;
- c) Settings of remarks column;
- d) Instant messaging; and
- e) Confirmation of delivery completion.

7.1.2.2 An information security protection system should be established to strengthen the protection of personal information security and privacy as per the applicable legal requirements.

7.1.3 Intelligent Devices

The platform should have facilities and equipment to meet the demand for contactless delivery service for couriers and consumers. Platforms may

preferably have intelligent devices, for example, intelligent dining cabinets, containers, driverless or self-driving vehicles, drones and other intelligent devices. The facilities and equipment should be properly selected and used as required. The platform should ensure to carry-out regular and timely maintenance of equipment/devices in use.

7.1.4 Ongoing Evaluation and Improvement

The platform should ensure a documented management system in place to handle complaints from consumers and couriers, on the premise of safeguarding the interests of both parties. The redressal of complaints shall be done in the stipulated time. The evaluation of feedback received from consumers, couriers and merchants should be done for the further improvement in the processes of services.

7.1.5 Exception Handling

The service should have provision for collecting exceptions (for example, damaged, lost and incorrect delivery of the goods) experienced with reference to goods received by the consignee. Handling methods for exceptions include, but are not limited to, the following:

- a) Corresponding processing procedures, mechanisms and guarantee measures;
- b) Assistance of the consumer service department in contacting the courier for confirmation;
- c) For related verified issues such as product loss and incorrect delivery, provisions of resolution by the platform; and
- d) Establishing a mechanism to safeguard the rights and interests of consumers, couriers, distributors and merchants.

7.1.6 Visualization and Traceability

The following tools may be used to assist in the

visualization and traceability of the health and safety processes:

- a) Merchant safety cards — The health information of commodity contacts (including packers, couriers, etc) is recorded on the merchant safety card; and
- b) Courier safety cards — The courier safety card shows the body temperature of the courier and the disinfection information of the delivery equipment.

NOTE — Visualization and traceability shall subject to legal requirements.

7.2 Couriers

7.2.1 Service Specification

Couriers should comply with the requirements issued by the management for the integrity of goods, the punctuality and accuracy of delivery, and standard operating procedures during each stage of the contactless delivery service.

7.2.2 Service Method

7.2.2.1 Couriers and consumers should agree on the service method on the platform. Couriers should actively recommend consumers to use contactless delivery services.

7.2.2.2 During the pandemic, couriers should clean and disinfect the delivery boxes or bags before going to work every day and between the deliveries, if necessary.

7.2.3 Emergency Response

During the delivery process, in the event of unexpected situations (for example, community closure, road blocking), the courier should take self-protection measures and then contact the delivery service platform, head of the distribution station, or consumer service department to determine further action.

ANNEX A

(Clause 6.1.1.6)

EXAMPLES OF CONTACTLESS DELIVERY SERVICE PROCESSES

A-1 GENERAL SERVICE PROCESS OF INSTANT DELIVERY

Figure 1 shows an example of a contactless delivery service process delivered by a courier in instant delivery.

A-2 SERVICE PROCESS USING A SMART FOOD LOCKER

Figure 2 shows an example of a contactless delivery service process that uses a smart food locker in online food delivery.

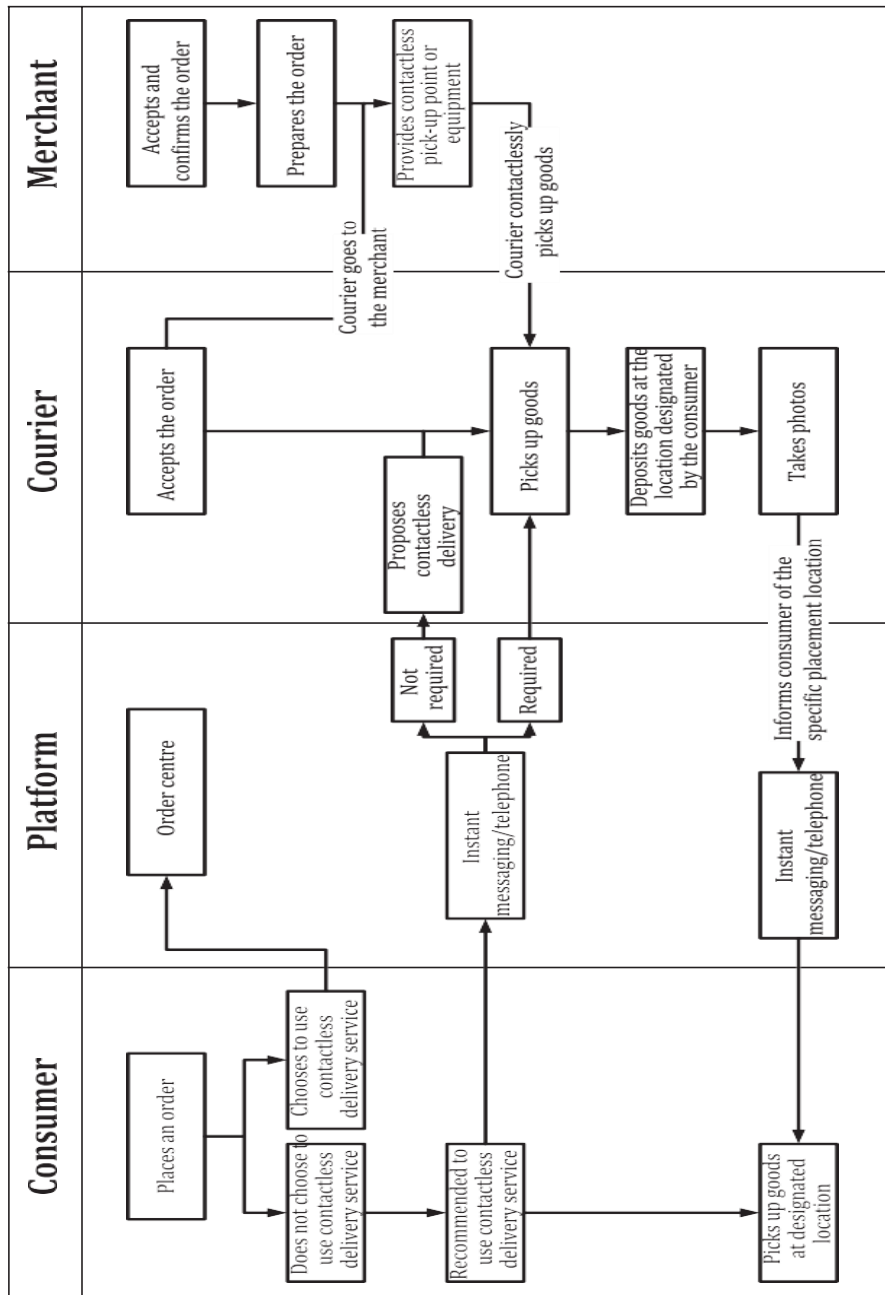


FIG. 1 EXAMPLE OF GENERAL SERVICE PROCESS OF INSTANT DELIVERY

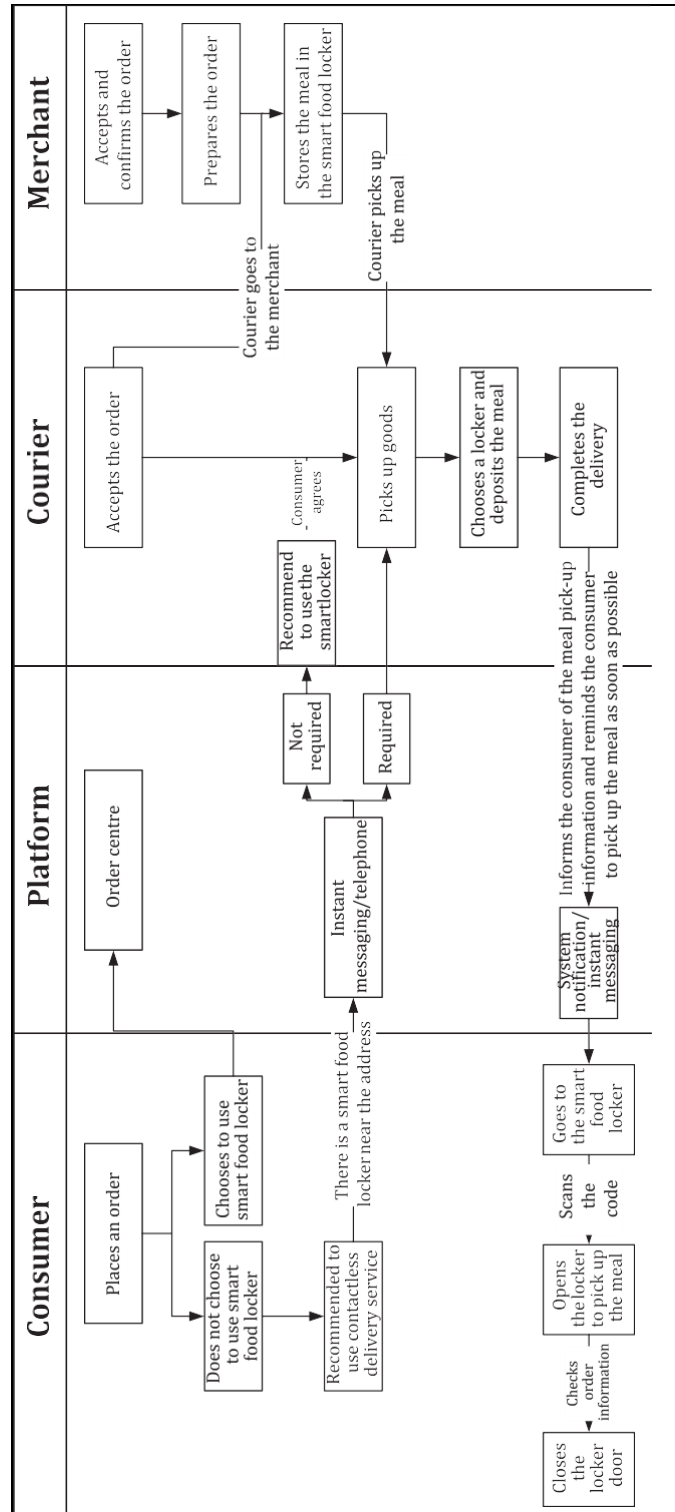


FIG. 2 EXAMPLE OF SERVICE PROCESS USING A SMART FOOD LOCKER

ANNEX B

(Foreword)

COMMITTEE COMPOSITION

Transport Services Sectional Committee, SSD 01

<i>Organization</i>	<i>Representative(s)</i>
Indian Institute of Technology Delhi, New Delhi	PROF GEETAM TIWARI (<i>Chairperson</i>)
Agri Value Chain Services Private Limited, Chennai	SHRI R. SIVAKUMAR
All India Transporters Welfare Association, New Delhi	SHRI PRADEEP SINGLA SHRI MAHENDRA ARYA (<i>Alternate I</i>) SHRI J. P. SINGLA (<i>Alternate II</i>)
Associated Chambers of Commerce and Industry of India, New Delhi	SHRI D. S. RAJORA SHRI KAUSHAL LAL GUPTA (<i>Alternate</i>)
Association of State Road Transport Undertakings, New Delhi	SHRI R. R. K. KISHORE SHRI PRAFUL MATH (<i>Alternate</i>)
Bus and Car Operators Confederation of India, Chennai	SHRI A. AFZAL SHRI VIJAY SHANKAR (<i>Alternate</i>)
Carrier Transicold India, Mumbai	SHRI PANKAJ MEHTA SHRI AKASH ROY (<i>Alternate I</i>) SHRI ABHINAV JAIN (<i>Alternate II</i>)
Central Institute of Road Transport, Pune	SHRI K. V. R. K. PRASAD SHRI RAJKUMAR MALAJURE (<i>Alternate</i>)
Confederation of Indian Industry, New Delhi	SHRI NITIN VYAS SHRI A. M. VISVANATHAN (<i>Alternate I</i>) MS PRAGYA NEHRU (<i>Alternate II</i>)
CSIR - Central Road Research Institute, New Delhi	DR ERRAMPALLI MADHU DR MINAL (<i>Alternate</i>)
DG Shipping, Mumbai	CAPT RAJENDRA POSWAL
DHL Express India Private Limited, Mumbai	SHRI VASUDEVAN RAJAGOPALAN
Express Industry Council of India, Mumbai	SHRI VIJAY KUMAR SHRI NIKHIL SAINI (<i>Alternate</i>)
Federation of Freight Forwarders' Associations in India, Mumbai	SHRI RAJESH VERMA SHRI SHANKAR SHINDE (<i>Alternate</i>)
Hindustan Unilever Limited, Mumbai	SHRI SANJAY HARLAKA
Humanqind Design Foundation, New Delhi	MS RUCHI VARMA
Indian Institute of Management, Bengaluru	DR ADITYA GUPTA
Indian Institute of Packaging, Mumbai	DR BABU RAO GUDURI SHRI SUBODH K. JUIKAR (<i>Alternate</i>)

<i>Organization</i>	<i>Representative(s)</i>
Logistics Sector Skill Council, Chennai	SHRI RAVIKANTH YAMARTHY SHRI RAGHUL R. (<i>Alternate</i>)
Ministry of Civil Aviation, New Delhi	SHRI OM PRAKASH SHARMA
National Institute of Industrial Engineering, Mumbai	DR VIVEK KHANZODE PROF RAVINDRA GOKHALE (<i>Alternate I</i>) PROF RAKESH RAUT (<i>Alternate II</i>)
Prasanna Purple Mobility Solutions Private Limited, Pune	SHRI PRASANNA PATWARDHAN SHRI H. N. PATIL (<i>Alternate</i>)
S G Architects, Delhi	DR SANDEEP GANDHI
Sai Parmpara Lead Logistics Private Limited, Vizag	SHRI RAMESH VENKAT
Seconded European Standardization Expert for India (SESEI), New Delhi	SHRI DINESH CHAND SHARMA SHRI NITIN SHARMA (<i>Alternate</i>)
The Chartered Institute of Logistics and Transport India, New Delhi	SHRI VINOD ASTHANA SHRI RAJIV KOCHHAR (<i>Alternate I</i>) DR VENI MATHUR (<i>Alternate II</i>)
TRAX - Road Safety NGO of India, New Delhi	SHRI ANURAG KULSHRESTHA SHRIMATI RAJNI GANDHI (<i>Alternate I</i>) SHRI NISHANT AGRAWAL (<i>Alternate II</i>)
XLRI - Xavier School of Management, Jamshedpur	DR T. A. S. VIJAYARAGHAVAN DR ABHISHEK CHAKRABORTY (<i>Alternate</i>)
In Personal Capacity (<i>F 303 Express Greens, Sector 1, Vaishali, Ghaziabad - 201010</i>)	SHRI SUBHAMAY GANGOPADHYAY
BIS Directorate General	SHRI S. K. KANOGIA, SCIENTIST 'F'/SENIOR DIRECTOR AND HEAD (SERVICE SECTOR) [REPRESENTING DIRECTOR GENERAL (<i>Ex-officio</i>)]

Member Secretary
SHRI SHIVAM SONI
SCIENTIST 'C'/DEPUTY DIRECTOR
(SERVICE SECTOR), BIS

Working Group for Drafting Standard on Contactless Delivery Services SSD 01 : WG 05

<i>Organization</i>	<i>Representative(s)</i>
DHL Express India Private Limited, Mumbai	SHRI VASUDEVAN RAJAGOPALAN (Convener) SHRI VIVEK RAMACHANDRAN (<i>Alternate</i>)
Amazon India, Bengaluru	MS SMRITI SHARMA SHRI DEVAN CHENOY (<i>Alternate I</i>) MS PRIYA TIWARI (<i>Alternate II</i>)
Transport Corporation of India Limited, Gurugram	SHRI YAKSSHIT RAUTELA MS NISHA SINGH (<i>Alternate</i>)
Zepto, Mumbai	SHRI ANUP SINGH
Zomato, Gurugram	MS JASKIRAN BEDI SHRI OMIR KUMAR (<i>Alternate</i>)

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BUREAU OF INDIAN STANDARDS

Headquarters:

Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi 110002

Telephones: 2323 0131, 2323 3375, 2323 9402

Website: www.bis.gov.in

Regional Offices:

Central : 601/A, Konnectus Tower -1, 6th Floor,
DMRC Building, Bhavbhuti Marg, New
Delhi 110002

Telephones

{ 2323 7617

Eastern : 8th Floor, Plot No 7/7 & 7/8, CP Block, Sector V,
Salt Lake, Kolkata, West Bengal 700091

{ 2367 0012
2320 9474

Northern : Plot No. 4-A, Sector 27-B, Madhya Marg,
Chandigarh 160019

{ 265 9930

Southern : C.I.T. Campus, IV Cross Road, Taramani, Chennai 600113

{ 2254 1442
2254 1216

Western : Manakalya, 4th Floor, NTH Complex (W Sector), F-10, MIDC, Andheri
(East), Mumbai 400093

{ 283 25838

Branches : AHMEDABAD, BENGALURU, BHOPAL, BHUBANESHWAR, CHANDIGARH, CHENNAI, COIMBATORE, DEHRADUN, DELHI, FARIDABAD, GHAZIABAD, GUWAHATI, HARYANA, HUBLI, HYDERABAD, JAIPUR, JAMMU & KASHMIR, JAMSHEDPUR, KOCHI, KOLKATA, LUCKNOW, MADURAI, MUMBAI, NAGPUR, NOIDA, PARWANOO, PATNA, PUNE, RAIPUR, RAJKOT, SURAT, VIJAYAWADA.