



KERALA STATE ROAD TRANSPORT CORPORATION

Transport Bhavan, Fort, Thiruvananthapuram-695 023

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Date 09/10/2026

KSRTC COURIER & LOGISTIC

EXPRESSION OF INTEREST (EOI)

EMPANELMENT OF CO-OPERATIVE SOCIETIES FOR LOGISTICS AND DOOR TO DOOR SERVICES OF KERALA RTC.

Kerala State Road Transport Corporation (KSRTC), through its Courier & Logistics, invites Expression of Interest (EOI) from eligible Co-operative Societies functioning in the State of Kerala for providing doorstep courier services, comprising:

- 1. Collection of consignments from the customer's doorstep and delivery to designated KSRTC Courier & Logistics counters (Home-to-Counter Service); and**
- 2. Collection of consignments from designated KSRTC Courier & Logistics counters and delivery to the customer's doorstep (Counter-to-Home Service).**

The proposed arrangement is intended to enhance the accessibility and customer convenience of KSRTC Courier & Logistics services by providing reliable doorstep collection and delivery facilities through the network and resources of Co-operative Societies.

1. Objective

The objective of this EOI is to identify and engage suitable Co-operative Societies having adequate local presence, manpower and infrastructure to provide doorstep collection and delivery services in specified areas in Kerala in association with KSRTC Courier & Logistics.

The service shall operate as an extension of KSRTC's existing Courier & Logistics counter network, subject to the terms and conditions prescribed by KSRTC.

2. Scope of Services

The selected Co-operative Society shall provide one or both of the following services, as assigned by KSRTC.

A. Home-to-Counter Collection Service

The Society shall:

- Receive requests through the software provided by KSRTC from customers for collection of courier and parcel consignments from their doorstep.
- Visit the customer's specified address and collect the consignment.
- Verify the basic consignment details and ensure that the package conforms to KSRTC's prescribed packaging and acceptance requirements.
- Collect the applicable charges from the customer, wherever authorised by KSRTC.
- Record the required customer and consignment details.
- Safely transport the consignment to the designated KSRTC Courier & Logistics counter within the prescribed time.
- Hand over the consignment to the authorised KSRTC staff at Courier counter against proper acknowledgement.
- Maintain appropriate records of consignments collected and handed over.

B. Counter-to-Home Delivery Service

The Society shall:

- Receive consignments from the designated KSRTC Courier & Logistics counter for doorstep delivery.
- Transport the consignment safely to the customer's address.
- Obtain acknowledgement and proof of delivery from the recipient in the prescribed manner.
- Make reasonable efforts to complete delivery within the stipulated time.
- Report unsuccessful deliveries, incorrect addresses, refusal of delivery or other exceptions to the concerned KSRTC counter promptly.
- Return undelivered consignments to the designated KSRTC counter in accordance with KSRTC's instructions.
- Maintain proper records of consignments received for delivery and consignments delivered or returned.

3. Area of Service

The Co-operative Society shall provide services within the geographical area allotted by KSRTC.

The specific service area, designated KSRTC Courier & Logistics counter, collection/delivery schedule and operational arrangements shall be decided by KSRTC based on customer demand and operational feasibility.

4. Eligibility

The applicant shall:

1. Be a legally registered and functioning Co-operative Society in Kerala.
2. Possess valid registration and other statutory documents applicable to the Society.
3. Have adequate manpower to undertake doorstep collection and/or delivery services.
4. Have sufficient local presence and infrastructure in the proposed service area.
5. Have the organisational and financial capacity to perform the assigned services.
6. Not have been blacklisted or debarred by KSRTC, Government Departments, Government agencies or other competent authorities, unless such disqualification has been subsequently withdrawn or resolved.
7. Comply with all applicable laws, rules and regulations.
8. Meet any additional eligibility conditions prescribed by KSRTC.

5. Responsibilities of the Selected Co-operative Society

The selected Society shall:

- Ensure timely collection and delivery of consignments.
- Ensure safe custody of consignments from the time of collection/receipt until handover/delivery.
- Deploy suitable and responsible personnel for the service.
- Ensure that its personnel carry appropriate identification and documents as prescribed by KSRTC.
- Maintain accurate records of all consignments handled.
- Ensure that amounts collected on behalf of KSRTC are properly accounted for and remitted within the prescribed time.
- Follow KSRTC's instructions relating to prohibited/restricted articles, packaging, documentation and acceptance of consignments.
- Provide delivery/collection status information to KSRTC as required.
- Maintain confidentiality of customer and consignment information.
- Immediately report loss, damage, tampering, misdelivery or any other irregularity to KSRTC.

6. Charges and Remuneration

The charges payable by customers for doorstep collection/delivery and the remuneration/service charge payable to the selected Co-operative Society shall be determined by KSRTC in accordance with the approved terms and conditions.

The selected Society shall not levy any additional charge from customers without prior written approval of KSRTC.

The detailed payment mechanism, settlement procedure and applicable rates shall be incorporated in the agreement executed between KSRTC and the selected Society.

7. Documents to be Submitted

The applicant shall submit self-attested copies of the following:

1. Registration Certificate of the Co-operative Society.
2. Bye-laws/constitutional documents, wherever applicable.
3. Details of the authorised representative.
4. Address and contact details of the Society.
5. Details of the proposed service area.
6. Details of available manpower and infrastructure.
7. Details of experience in logistics, courier, delivery, collection or similar services, if any
8. PAN/GST details, wherever applicable.
9. Declaration regarding non-blacklisting/debarment.
10. Details of bank account for financial transactions.
11. Any other documents specified by KSRTC.

8. Selection of Co-operative Societies

Submission of an EOI shall not confer any right upon the applicant for appointment or award of the work.

KSRTC may evaluate the applications based on the eligibility, local presence, manpower, infrastructure, experience, operational capability and other relevant requirements.

KSRTC may also undertake verification of the information furnished by the applicants before selection.

KSRTC reserves the right to select one or more eligible Co-operative Societies for different areas or services, depending upon operational requirements.

9. Agreement

The selected Co-operative Society shall execute a formal agreement with KSRTC before commencement of services.

The agreement shall contain detailed provisions relating to:

- Scope of work;
- Service area;
- Service Charge;
- Collection and delivery procedure;
- Service standards;
- Charges and remuneration;
- Accounting and settlement;
- Responsibility for loss/damage;
- Customer grievance handling;
- Confidentiality;
- Monitoring and inspection;
- Termination;
- Dispute resolution; and
- Other terms and conditions prescribed by KSRTC

10. Monitoring and Performance

KSRTC shall have the right to monitor and review the performance of the selected Society.

Performance may be assessed on parameters including:

- Timeliness of collection and delivery;
- Safety and security of consignments;
- Accuracy of records;
- Customer service;
- Compliance with KSRTC procedures;
- Settlement of collections;
- Complaint/exception handling; and
- Overall service quality.

Failure to meet the prescribed service standards may result in corrective measures, suspension or termination of the arrangement as provided in the agreement.

11. Submission of Expression of Interest

Interested and eligible Co-operative Societies may submit their EOI in the prescribed format along with the required supporting documents.

Last date and time for submission : 22.10. 2026 - 05.00 PM

Place of submission:

ESTATE SECTION, TRANSPORT BHAVAN, FORT, TVM.

e-mail: estate@kerala.gov.in

Address for submission:

**Chairman and Managing Director, KSRTC, Transport Bhavan, Fort PO,
Thiruvananthapuram 695023**

EOIs received after the prescribed date and time may not be considered

12. General Conditions

1. KSRTC reserves the right to accept or reject any or all EOIs, wholly or partly, without assigning any reason, subject to applicable rules.
2. KSRTC may seek additional information or clarification from any applicant.
3. The selected Society shall not subcontract the assigned services.
4. The Society shall be responsible for the conduct of its personnel engaged in the service.
5. All consignments shall be handled strictly in accordance with KSRTC's prescribed procedures.
6. KSRTC may modify the service areas, operating procedures, collection/delivery schedules and other requirements from time to time.
7. The Society shall not use the name, logo or other identity of KSRTC except as specifically authorized.
8. The selected Society shall comply with all applicable statutory requirements.
9. Any dispute arising out of the arrangement shall be dealt with in accordance with the provisions of the agreement executed with KSRTC.

13. Contact Details

GM Estate Mob: 9958557894, Estate Officer, KSRTC Mob: 9495903813
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CHAIRMAN AND MANAGING DIRECTOR