

POST OFFICE GUIDE PART- 1

ORGANISATION OF THE DEPARTMENT (CLAUSE 1)

1. History of India Post Office

- The beginnings of this vast postal network can be traced back to the year 1727 when the first post office was set up in **Kolkata**.
- Subsequently , General Post Offices were also set up in three Presidencies of **Kolkata** (1774) **Chennai** (1786) and **Mumbai**(1793).
- To bring some uniformity amongst the Post Offices The Indian Post Office Act of 1837 was enacted.
- This Acts was followed by the more comprehensive **Indian Post Office Act of 1874**. The present postal system in India came into existence with the Indian Post Office Act of 1874. In the same year Railway Mail Service and the Sea Mail Service was introduced.
- Some Important Dates in India Postal history.

| | |
|---------------|--|
| 1st July 1852 | First ever adhesive postage stamp in Asia was issued in Sindh |
| 1854 | Indian postal system came into existence. |
| 1st Oct 1854 | Release of first Postal stamp for use throughout India |
| 1884 | Introduction of Postal Life Insurance |
| 1911 | Introduced World's first Air Mail flight to carry mail by air |
| 1931 | Use of pictorial stamp |
| 1947 | Release of first postage stamp of independent India |
| 1972 | Introduction of Postal Index Number |
| 1986 | Introduction of Speed post |
| 1995 | Introduction of VSAT money order and Rural Postal Life Insurance |
| 2004 | 150 years of India Post |
| 2008 | Commissioning Project Arrow |
| 2010 | Introduction of Mail Network Optimization Project |
| 2012 | Commissioning of India Post IT modernization Project 2012 |
| 2016 | Pilot phase rollout of DARPAN Project |
| 2017 | Pilot branches of IPPB opened in Ranchi and Raipur |

| | |
|------|---|
| 2018 | Introduction of Parcel Network Optimization Project |
| 2018 | 650 IPPB branches in Pan India |

2. Vision and Mission

Vision

- India Post's products and services will be the customer's first choice.

Mission

- To sustain its position as the largest postal network in the world touching the lives of every citizen in the country.
- To provide mail parcel, money transfer, banking, insurance and retail services with speed and reliability.
- To provide services to the customers on value-for-money basis.
- To ensure that the employees are proud to be its main strength and serve its customers with a human touch.
- To continue to deliver social security services and to enable last mile connectivity as a Government of India platform.

3. India Post Logo



- At first glance , it is an **envelope** and at the next glance it is a **bird in flight** , unhindered and unrestricted.
- **Red** has been chosen for its traditional association with the Postal Service. It embodies passion , power and commitment.
- **Yellow** communicates hope , joy and happiness.

4. Organization Overview

- The Department of Posts comes under the **Ministry of Communications**.
- The **Postal Service Board**, the apex management body of the Department, comprises the Chairman and **Seven Members**.

- The seven members of the Board hold portfolios of Personnel, Operations, Technology, Financial Services, HRD, Infrastructure and Service Quality & Marketing respectively.
- The **Additional Secretary** and **Financial Advisor** to the Department is a permanent invitee to the Board. [**Shri Shreeshail Malge**, (Permanent invitee to the Board), Joint Secretary and Financial Advisor (JSFA)]
- The department is under the administrative control of the **Director General of Posts**, New Delhi. The DG also function as the Chairman of the Postal Service Board and Secretary of the department.

➤ At present days

Ministry of Communications – Shri Jyotiraditya Madhavrao Scindia

Minister of State for Communications- Dr. Chandra Sekhar Pemmasani

Secretary, Department of Posts & Chairperson, Postal Services Board- Ms. Vandita Kaul

Director General Postal Services - Shri Jitendra Gupta,

- The Board is assisted by a senior staff officer of the Directorate as Secretary to the Board. Deputy Directors General, Directors and Assistant Directors General provide the necessary functional support for the Board at the Headquarters.

5. Governance System

- For providing postal services, the whole country has been divided into **23 postal circles**.
- Each Circle is en-compassing one or more than one state and or a union territory

| | |
|--------------------|---|
| Gujarat Circle | Daman & Diu and Dadra & Nagar Haveli |
| Kerala Circle | Lakshadweep |
| Maharashtra Circle | Goa |
| North East Circle | six North Eastern States - Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland & Tripura |
| Punjab Circle | Chandigarh |
| Tamil Nadu Circle | Pondicherry |
| West Bengal Circle | Andaman and Nicobar Islands |

- A **Circle** is headed by a **Chief Postmaster General**.
- The Circle is divided into **Regions** .A Region is headed by a **Postmaster General**.
- Regions are further classified into **Divisions** headed by a **Superintendent or Senior Superintendent**.

- Divisions are classified as **Postal and RMS Divisions**. Postal Divisions are in charge of **Postal Operations** where as the RMS Divisions manage the **mail movement**.
- The postal divisions are divided into Sub Divisions either headed by **Inspector or Assistant Superintendent**. Similarly RMS Divisions also headed by Inspector or Assistant Superintendent .
- In the Circles and Regions there are other functional units like **Circle Stamp Depots, Postal Stores Depots and Mail Motor Service** etc.
- Besides these 23 Circles, there is another Circle, called **Base Circle**, to cater to the postal communication needs of the **Armed Forces**.

6. Army Postal Service

- Apart from 23 circles , there is a separate wing called the Army Postal Service(APS).
- The APS functions as a government operated military mail system in India to take care of postal needs of Armed Forces.
- The **APS** is designated as another Circle called the **Base Circle**.
- The Base Circle is headed by an Additional Director General, Army Postal Service in the rank of a Major General.
- The officer cadre of the Army Postal Service comprises officers on deputation from the Civil Posts.
- Seventy five percent of the other ranks of the Army Postal Service are also drawn from the Department of Posts and the remaining personnel are recruited by the Army.
- There are two PO's carrying HO status
 - a. **1-CBPO** Central Base Post Office in **Delhi**
 - b. **2-CBPO** Central Base Post Office in **Kolkata**
 - c. **1 CBPO** is called as **56 APO** and
 - d. **2 CBPO** is called as **99 APO** for the purpose of addressing.
- **Field Post offices** which carry the status of Sub Post Offices are under the jurisdiction of CBPO's and serve the armed forces in different locations.
- Value-payable articles and money orders will not be booked to the address of Army Post Offices.

7. Circle stores Depot and Postal Stores Depot

- There is Circle stock depot and Postal stores Depot in a Circle/ Region under the charge of the Superintendent.
- **CSD** will supply the **stamps** to all the Post offices in the Circle.
- **PSD** will cater to the needs of **forms and stationary** of the post office/RMS office and Administrative units.

- **PSFS- Postal stores Forms and Stationary office –Aligarh** ,Utter Pradesh Circle will continue to play its pivotal role related with Government of India Press ie Supply of **Stamps and Seals** for the use of all the Post Offices in the country.

8.Postal Accounts office –PAO

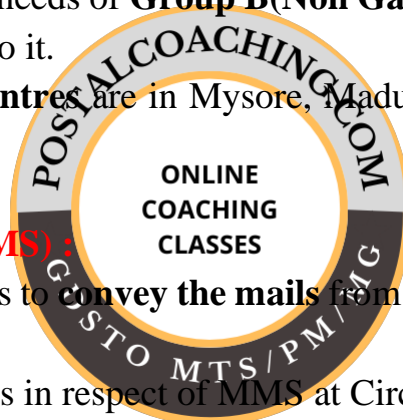
- **Postal Accounts Offices** consolidate the **accounts of a Circle**.
- We have 23 PAO's in the country.
- Each unit in the circle is headed by **General Manager** (PAF-Postal Accounts & Finance).

9.Postal Training Centre :

- **RAKNPA- Rafi Ahamed Kidwai National Postal Academy** , Ghaziabad caters to the induction and career development training needs of **Indian Postal Service officers** and **Group B** officers of Department of Post .
- The **six Postal Training Centres** at other parts of India caters to the induction and career development training needs of **Group B(Non Gazatted)** officers and **Group C** cadre to the Circle attached to it.
- The six **Postal Training Centres** are in Mysore, Madurai , Vadodara , Saharanpur , Guwahati and Dharbhanga.

10.Mail Motor Service (MMS) :

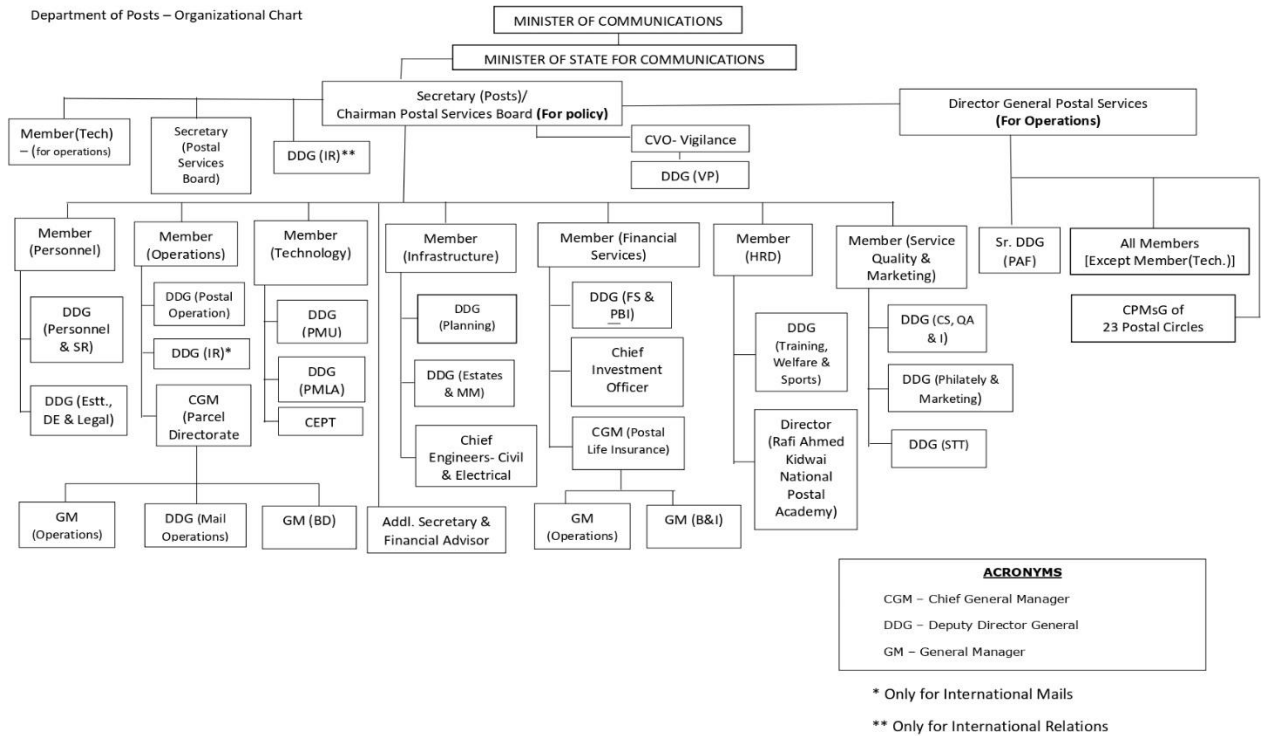
- The main function of MMS is to **convey the mails** from RMS to Post Offices and vice versa.
- **Manager** is the head of MMs in respect of MMS at Circle headquarters.
- There will be MMS unit in each region under the Circle.
- The maintenance of fleets attached to it, scheduling the fleet for conveyance of mails, scheduling the fleet for **conveyance of logistics** is the main function of MMS.



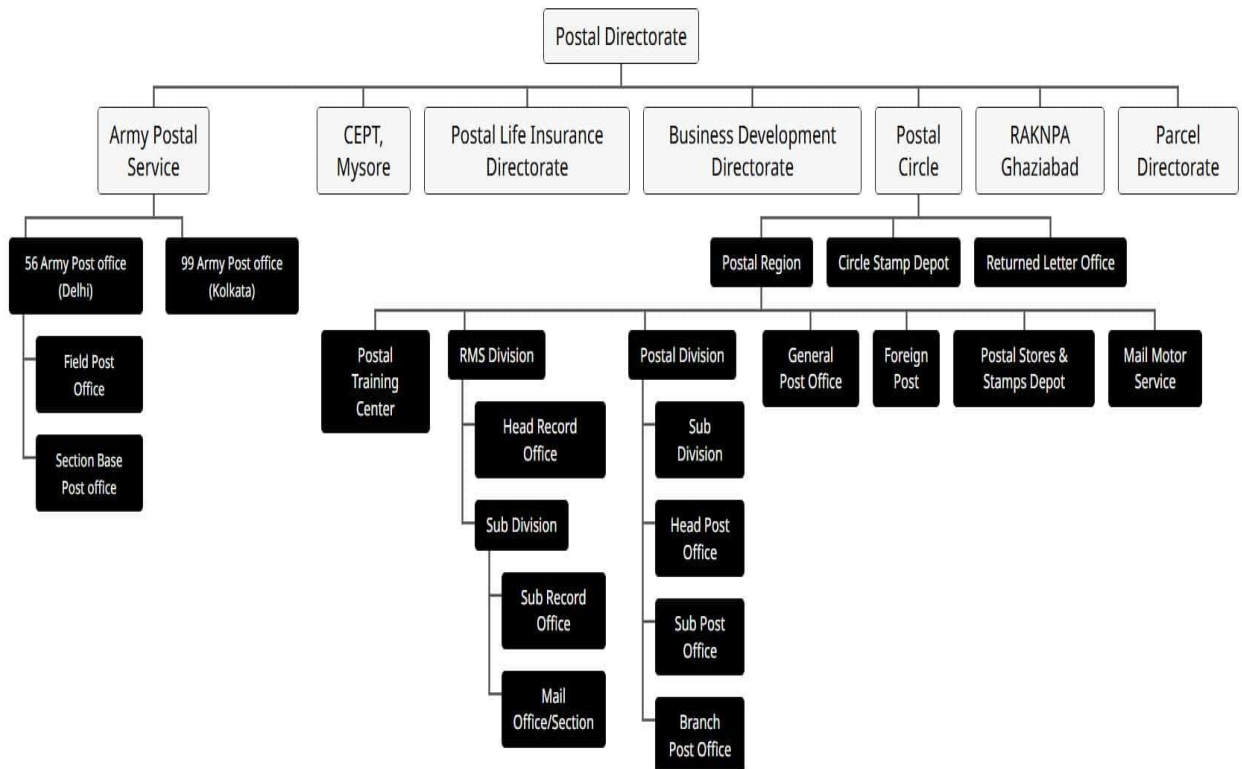
11.All Circles & headquarters in DOP

| N. | Circle | Headquarter |
|-----------|--------------------|--------------------|
| 1 | Andhra Pr. (Yanam) | Vijayawada |
| 2 | Assam | Guwahati |
| 3 | Bihar | Patna |
| 4 | Chhattisgarh | Raipur |
| 5 | Delhi | New Delhi |
| 6 | Gujarat | Ahmedabad |
| 7 | Haryana | Ambala Cantt |
| 8 | Himachal | Shimla |
| 9 | Jammu & Kashmir | Srinagar |
| 10 | Jharkhand | Ranchi |
| 11 | Karnataka | Bangalore |
| 12 | Kerala | Thiruvananthapuram |
| 13 | Madhya Pr. | Bhopal |
| 14 | Maharashtra | Mumbai |
| 15 | North Eastern | Shillong |
| 16 | Odisha | Bhubaneshwar |
| 17 | Punjab | Chandigarh |
| 18 | Rajasthan | Jaipur |
| 19 | Tamil Nadu | Chennai |
| 20 | Telangana | Hyderabad city |
| 21 | Uttar Pradesh | Lucknow |
| 22 | Uttarakhand | Dehradun |
| 23 | West Bengal | Kolkata |

Organizational Structures (As on 01.01.2025)



Department Of Posts-Functional Units (As on 01.12.2022)



POST OFFICE GUIDE PART- 1

TYPES OF POST OFFICES (CLAUSE 2)

Post Offices are divided into **three classes**.

- Head Post Offices.
- Sub-Post Offices
- Branch Post Offices.

1.Head Post Offices.

- A head office is the **main office** for a **group of Post Offices** consisting of itself and a number of small offices called Sub and Branch offices which have been placed under its Accounts jurisdiction.
- It **consolidates accounts of all SO's** under its jurisdiction and reports to the Postal Accounts Office.
- It also **draws salary** and other bills for officials in the jurisdiction and maintains the **service book**.
- The in charge of Head Post Office may be Higher Selection Grade (HSG-II) Postmaster ,HSG-I Postmaster or a Senior Postmaster (Gazetted).
- The Head Offices in the more important cities are in the charge of Gazetted officers and such Head Offices are referred to as **First class Head Office**.
- First Class Head Postmaster, exercise all the powers of a Superintendent of Post Offices in regard to their own offices. **CLASSES**
- The **First class Head office** situated at the Headquarters of the Head of the Circle or where there are more than one head office , the one attached to the Headquarters is termed as **General Post Office**.
- The **postmaster of GPO** is called as **Chief Postmaster**.

2.Sub post Office

- Sub post office(So) is an operational unit located in urban as well as rural areas.
 - It monitors the accounting work of BO's placed under it and also supplies and receives funds/inventories.
 - These offices classified as follows based on the number of staff sanctioned to that office. They are
- | | |
|-----------------------------------|------------------------------------|
| 1.Mukhya Dak Ghar (MDG) | 2.Higher Selection Grade (HSG) SO |
| 3.Lower Selection Grade (LSG) SO | 4.Triple Handed SO (A class SO) |
| 5.Double Handed SO (B class SO) | 6.Single Handed SO (C class SO) |
- These Post Offices are further classified into **delivery** and **non delivery** offices.
 - **Each delivery PO** will have a unique Pin Code and delivery staff.
 - **Non delivery offices** perform only counter transactions and are **not assigned any Pin Code**. They are identified with the pin code of the concerned delivery PO.

3.Branch Post Office

- Branch Post Office (BO) is mostly located in rural areas. They operate for minimum 4 hours and maximum of 5 hours daily.
- The officer in charge in Branch Post Office is Branch Post Master. He may be assisted by ABPM for mail delivery/ mail conveyance.

4.Night Post Offices (CLAUSE 3)

- The working hours of the post offices are generally fixed by the Head of the Circle according to the timings given in clause 5 of the Post Office Guide.
- However the **Director-General** may extend the working hours of any post office **up to 8:30 P.M.** and **keep them open on Sundays also**. These post offices will be termed **‘night post offices’** and will transact those transactions which have been authorized by the Director-General in this behalf.
- During the extended hours, these post offices will generally book registered articles including V.P. articles, issue T.M.Os, and sell I.P.Os. and postage stamps.
- Deposits into Savings Bank Account and sale of cash certificates will be available up to 7.00 p.m. on week days only. Payment of T.M.Os will also be effected up to 6 p.m.
- On Sundays and National Holidays as well as other P.O. holidays the night Post Offices function and observe restricted working hours.
- These offices work for one shift only from 09.00 to 17.00 hours. The delivery functions of the offices are entirely suspended as well as the payment of Money Orders and Saving Banks and post office Certificates are also suspended on these days.

5.Mobile Post offices (CLAUSE 4)

- Mobile Post Offices are functioning at Bombay, Calcutta, Delhi, Madras, Ahmedabad, Nagpur, Hyderabad, Bangalore, Kanpur, Poona, Jaipur and Bhilai Industrial Township.
- These Mobile Post Offices are intended to provide the facility of **late posting in the different areas of the cities at different timings according to a fixed schedule (excluding insured and V.P.)**.
- **“These offices remain closed on Sundays and Postal Holidays.”**
- The Mobile Post Offices sell stamps and Postal stationery, grant certificate of posting, book surface and air mail registered articles of the letter mail (excluding insured and V.P.) and air parcels besides accepting unregistered articles of the letter mail for dispatch.
- The mobile Post Offices at Madras and Nagpur are also permitted to book money orders.

POST OFFICE GUIDE PART- 1

BUSINESS HOURS

1.Normal week days (CLAUSE 5)

- At every Post Office and RMS Office, the **hours during which business is transacted** with the public and the times at which **mails are delivered and dispatched** are conspicuously notified.
- The public business hours are fixed with **regard to local convenience** and the **arrival and departure timings of the mails** and all work at the Post office counters is stopped precisely at the latest hours fixed.
- The business hours in the principal Post Offices are generally as indicated below on normal week days, which are not post office holidays.
- For **Reference and enquiries, sale of the postage stamps and stationery** during the **entire working hour of the office.**
- For **booking of registered and insured articles**, including value payable articles parcels and telegraphic money orders, **for about six to seven hours (On Saturdays usually for five hours stopping at 5 pm)**
- For **issue of money orders, sale and payment of postal orders, Savings Bank and Post Office Certificate transactions and payment of telephone bills. Etc. For about five hours (On Saturdays for three hours stopping at 1 p.m.)**
- The delivery of registered, insured and V.P. articles, and payment of money orders at the **window of the Post Office** usually be attended to between the hours fixed for the booking of the respective classes of articles.
- Post Offices in charge of extra-departmental agents are kept open for a **maximum period of five hours** only.
- Arrangements have been made in most **stationery RMS offices** for the **booking of registered articles** of letter mail, RD articles and the sale of postage stamps and stationery. The hours during which these services will be available are notified at each office. A list of R.M.S. Offices doing such Post Office work will be found in Part III of this Guide.
- Facilities are provided at all **important offices** for the posting of correspondence and for the **booking of registered letters** for a limited period beyond the normal scheduled hours on payment of a **late fee.**

2.Business done on Sundays and P.O. holidays (CLAUSE 7)

- Except the Night Post Offices all post offices Mobile Post Offices are generally closed on Sundays and PO Holidays and no business transacted with the public.
- There is also no clearance of street letter post boxes delivery of mails on such days.

- Facilities are provided for the posting of letters on which the **prescribed late fee** is paid during certain specific hours in the **letter boxes at RMS offices** and at selected offices. Such postings can also, be made in the letter boxes of the mail vans of R.M.S. Sections.
- **Machine franked articles should not be posted** either in the Post Office **letterbox** or the **mail van letter box**.
- **Registered newspapers and packets of registered news papers** are accepted on Sundays and PO holidays **without payment of any late fee** in **Press Sorting Offices, R.M.S. offices** and at **Night Post Offices**.
- Generally, **all RMS offices** sales stamps and postal stationary and grant certificates of posting and book registered articles on payment of usual **late fee during specified hours on Sundays and PO holidays**.

3.Post offices Holidays (CLAUSE 8)

The following holidays are observed as Post Office holidays :-

- (1) Republic Day (26th January)
- (2) Independence Day (15th August)
- (3) Mahatma Gandhi's Birthday (2nd October)
- (4) Idul-Zuha (Bakr-Id)
- (5) Muharram
- (6) Idul-Fitr
- (7) Good Friday (Friday before Easter Sunday)
- (8) Christmas Day (25th December)
- (9) Budha Purnima
- (10) Guru Nanak Birthday
- (11) Mahavir Jayanti



In addition the post offices observe post office holidays on 5 other days which vary from circle to circle.

POST OFFICE REGULATIONS-2024

BUSINESS HOURS

- The business hours in a post office, during which business is transacted with the public, shall generally be as under on normal weekdays, which are not holidays for the Post Office or the Government holidays, namely: -

| Sl.No. | Work | Business Hours |
|--------|---|---|
| (i) | For references and enquiries | During the entire working hours of the office |
| (ii) | Counter services including booking and posting of items, premium collection of insurance premiums | Six hours |
| (iii) | Money remittance- Electronic Money Order, Indian Postal Order etc. | Six hours |
| (iv) | Savings Bank | Six hours |

- **Branch post offices** shall be kept open for a maximum period of **five hours in a day**.
- **The Circle Head, Regional Head and Divisional Head** are empowered to specify the period of each of the post offices under their jurisdiction, during which business is transacted with the public or customer and the time at which items are delivered and dispatched, keeping in view, the maximum working hours, business hours, local convenience and the arrival and departure timings of the items and working of the post office counters.
- The **Circle Head or Regional Head** may, if it is necessary or expedient to meet the requirement of the public, or in any special circumstances, specify-
- the business hours and the days other than the working days including Sundays and holidays, during which the post offices shall be opened for business;
 - the kind of transactions available during such business hours; and
 - the maximum number of items that may be tendered for booking during business hours to meet the rush of work in a post office and to ensure the equitable availability of facilities to the public.

POST OFFICE GUIDE PART- 1

PAYMENT OF POSTAGE

1.Desirability of prepayment of postage (CLAUSE 9)

- It is the **endeavour (to try hard)** of the Post Office to forward by the earliest possible mail and effect delivery as expeditiously (with speed and efficiency) as possible of **all fully prepaid postal articles**.
- Unpaid articles or articles on which the postage is not fully prepaid **are not afforded (provide) any greater security** in transmission over other unregistered mail.
- On the other hand, such **articles are liable to detention** for the purpose of taxing the postage due on them.
- These are, also, not issued along with the **special deliveries** intended only for unregistered mails but held over for the **general deliveries** for all classes of mail.

2.Postage Stamps and Stationery (CLAUSE 10)

- **Payment of postage** is normally to be effected by means of **postage stamps** issued by the Indian Post Office under the authority of the Govt. of India.
- The Post Office issues, also, certain items of **stationery** like envelopes, inland letter cards, postcards with the value of the requisite stamps embossed on them.
- If the postage required on such embossed postal stationery is more than the value of the stamp printed on the article, the **deficiency** can be made good by affixing **additional postage stamps** of the requisite value.
- **Revenue stamps** cannot be used for payment of postage.
- Postage charges can, also, be paid by means of a proper impression or impressions of a franking machine.

3.Philatelic Bureau

- In order to cater to the needs of philatelists and stamp collectors, the department has set up Philatelic Bureau at the principal Post Offices at Allahabad, Ahmedabad, Bangalore, Bhopal, Bombay, Calcutta, Chandigarh, Srinagar, Cuttack, Hyderabad, Jaipur, Kanpur, Kurnool, Lucknow, Madras, Nagpur, New Delhi, Patna, Shillong, Simla, Trivandrum, 1 CBPO C/o 50 APO and 2 CBPO C/o 99 APO.

4.Prepayment of postage in cash (CLAUSE 12)

- Certain important post offices are authorized by the **Head of the Circle** to realize the postage charges in cash from firms or other persons who post a very large number of unregistered packets subject to a **minimum of 500 packets at a time in big cities and 250 in small towns**.

- Certain post offices in Bombay, Calcutta, Madras, Nagpur and Delhi are also authorized by the **Heads of the circle** to realize the postage and registration fee on ordinary registered articles of letter mail in cash provided the sender uses **special registered journals** for booking of **registered articles** and the total number of articles of the same type and weight to be registered at one time is **not less than 50**.
- The facility of pre-payment of postage in cash is also available at selected **Gazetted and H.S.G.**
- **Post Offices** to Firms or business establishments who post **not less than 500 articles** at a time in respect of **letters (closed covers). Inland Letter Cards, Post Cards and un-registered parcels.**
- A similar procedure is extended in the case of **registered newspapers**, details of which will be found in clause 143. The facility of **prepayment of postage charges in cash** is **not available** for any **other classes of postal articles.**

5.Spoilt or defaced stamps (CLAUSE 13)

- Postage stamps (whether adhesive, embossed, or impressed) which have been obliterated, defaced, torn, cut or otherwise rendered imperfect, or which have any work, letter, figure, or design written printed or impressed upon them otherwise than by the authority of the Central Government or which have been cut or otherwise separated from embossed envelopes, postcards, or wrapper, cannot be recognized in payment of postage.
- The **special registration envelopes** provided by the Post Office, cannot be used for the transmission of **unregistered postal articles.**
- The perforation of postage stamps with initials, or other identifying marks traced in minute holes is not prohibited, provided they do not render the indications regarding the country of origin and value of stamps illegible.
- The using for the payment of postage or postal fees, with intent to cause loss to the Central Government, of a stamp that has already been used for that or any other purpose, is an offence under the Indian Penal Code.

6.Fictitious Stamps (CLAUSE 14)

- The manufacture and use of fictitious postage stamps for any purpose whatsoever is prohibited, and is an offence punishable under **Section 263-A of the Indian Penal Code.**
- Reproduction of stamps is, however, allowed **for illustration purposes** in a philatelic publication or in an article or section relating wholly to postage stamps which may appear in a publication or a general character. Such productions, however, must only be in black.

POST OFFICE REGULATIONS-2024

5.Payment of postage and other sums chargeable on items.

- Postage shall generally be paid by modes mentioned in rule 9.
- The pre-payment of postage and other sums payable on an item shall be mandatory except otherwise mentioned in these regulations.

6.Postage on unaccountable items and unpaid items

- If the postage required on unaccountable items, which have embossed postage on it, is more than the value of the stamp printed on them, the **difference shall be made good by affixing additional postage stamps of the requisite value.**
- Unpaid or insufficiently paid items are liable to be kept on hold for charging the postage due on them.

7.Postage and chargeable sums not deemed to be prepaid

The postage and other sums chargeable on an item shall not be deemed to be **prepaid** by means of a proper **stamp or franking impression or point of sale receipt** if-

- The stamp or impression of a stamp or impression which has not been provided for use as a postage stamp or franking impression or point of sale receipt under these regulations or rules;
- The stamp has been obliterated, defaced, torn, cut or otherwise rendered imperfect;
- The stamp or franking impression or point of sale receipt has upon it, any word, letter, figure or design, printed or impressed upon it, otherwise than by the Director General before posting; or
- The stamp has been cut, or otherwise, separated from an embossed envelope, or from a postcard or wrapper:

Provided that nothing in this regulation shall prevent the perforation of postage stamps with initials, or other identifying marks, traced in minute holes:

Provided further that nothing in this regulation shall prevent the transmission of Book Now Pay Later (BNPL) items or other items as specified by administrative instructions from time to time.

8.Supply of postage stamps.

- The operational guidelines for supply, custody and sale of postage stamps, shall be specified by administrative instructions from time to time.

- No person or entity or institution or organization or electronic platform shall sell or distribute postage stamps or deal in any other manner in postage stamps, except with the **prior permission of the Director General.**

9. Fraudulent usage of stamp :

- The act of usage of previously used postage stamp, fraudulently or with intent to cause loss to the Government, shall be punishable under the applicable law of the land for the time being in force.
- If such postage stamp is detected on an item already posted, the item shall not be delivered and dealt with in a manner as may be specified by administrative instructions from time to time.

10. Illegal manufacture or usage of postage stamps :

- The illegal manufacturing and usage of the postage stamp such as forged, counterfeit, or fictitious postage stamps shall be punishable under the applicable law of the land for the time being in force.
- Reproduction of stamps shall only be allowed for illustration purposes in a philatelic publication, or in an item or section relating wholly to postage stamps that may appear in a publication or a general character, and such reproductions shall only be in such form as may be specified by administrative instructions from time to time.

11. Philately :

- Philately is a study and collection of stamps, postal stationery, postmarks and other philatelic materials.
- The operational procedures related with the philately shall be specified by administrative instructions from time to time.

12. Philatelic materials :

- Philatelic materials shall be issued by the Post Office as per administrative instructions specified from time to time.
- Philatelic materials include —
 - philatelic stamps;
 - first day covers, brochures or information sheets, special covers, maxim cards, annual packs, postal stationeries and various Philatelic publications and ancillaries;
 - artworks, proofs, progressive sheets, printed sheets and printing plates of philatelic stamps; and
 - postmarks, slogan dies and other artifacts used in connection with the production of philatelic stamps.

- The Director General shall specify by administrative instructions the philatelic material to be sold in post offices.
- All the activities corresponding to production and issue of philatelic materials shall be carried out as per administrative instructions issued from time to time.

13. Issuance of postage stamps :

The postage stamps shall be issued in the following types, namely:-

- **Definitive Stamps:** Definitive Stamps are postage stamps, specifically issued to meet the **day-to-day postage needs** and are made available for sale for a period till stocks of a particular series last, which shall be printed and reprinted in different denominations as per the requirement of the post office.
- **Commemorative Stamps:** (i) Commemorative Stamps are postage stamps issued to commemorate an event, institution, theme and personages, which shall be printed only once, in limited numbers and are sold for a limited period, as may be specified by administrative instructions from time to time, through philatelic bureaus, philatelic counters, online channels or authorized offices.
- The Commemorative Stamps may be kept as collectible items and may be used for payment of postage.
- **Special Stamps:** Special Stamps are postage stamps which are thematic like flora, fauna, architecture or art without commemorating any specific event.
- **Joint Issue Stamps:** Joint Issue Stamps are postage stamps which are issued by India and any other country on mutually agreed terms and conditions.
- **My Stamps:** My Stamps are such stamps which are issued on the basis of **personalized** or customized printing elements provided by the customer or proponent, subject to confirmation with administrative instructions specified from time to time.

14. (1) Issuance of Commemorative Postage Stamp :

- Any citizen of India may tender a proposal for issue of Commemorative Postage Stamp in accordance with the administrative instructions specified from time to time.
- All such proposals shall be examined on the basis of the administrative instructions specified by the Central Government from time to time.
- Proponents for issue of a commemorative stamp relating to institutions or events or organizations are required to make a mandatory purchase of number of such stamps as specified by administrative instructions from time to time:

Provided that in exceptional and deserving cases, Central Government may relax this condition.

- The denominations of postage stamps shall be in consonance with domestic and international postal postage.
- No postage stamp shall be issued on a living personality.

- Stamp design and denomination shall be as approved by the Central Government.
- All philatelic stamps, brochures, first day covers and philatelic ancillaries shall be sold by the Post Office on the denoted value or on the value specified by administrative instructions from time to time.

15. Philatelic Advisory Committee :

- The Philatelic Advisory Committee shall advise on the issue of Commemorative Stamps, Special Stamps, and other allied matters related thereto.
- The Union Minister-in-Charge of the Ministry of Communications shall be the ex officio Chairperson of the Philatelic Advisory Committee and shall nominate the official and non-official members of the Committee as per the administrative instructions specified from time to time.



POST OFFICE GUIDE PART- 1

GENERAL RULES AS TO POSTING

1.Packing (CLAUSE 15)

- Every letter, packet or parcel has to be stamped with the **date stamps of at least two post offices** and is liable to a great deal of pressure and friction in the mail bags during transit.
- All articles, therefore, which are likely to suffer from stamping of pressure should be packed in strong covers. The post office cannot take any special precautions to secure the safety of **fragile articles**.
- When wax-cloth is used for the protection of a parcel, packet or letter, it should be used as an inside cover, or there should at least be sufficient strong paper securely fastened outside the **wax-cloth** to receive the impression of the post office date-stamps, and any postage stamps which have to be affixed to the article.
- Special rules regarding the packing of particular classes of articles are given in the clauses relating to those articles. These rules are absolute rules, for the breach of which a penalty is prescribed in each case.
- However, every letter, packet or parcel should be closed in such a manner that it does not give rise to sharp edges which may expose officials to injury, damage correspondence or hinder postal operations.

2.Posting in Letter Boxes

- Letters, postcards, inland letter cards & packets may be posted in the letter-boxes in the post offices / mail offices, installed in public places, in mobile post offices and steamers provided the postage due and late-fee prescribed for the purposes are fully prepaid.
- Machine franked articles should not be posted in these letter boxes.'

3.Posting in Special Letter Boxes (CLAUSE 19)

- Letter Boxes marked '**For letters only**' should be used for the posting only of letters and postcards.
- Similarly, the special letter boxes provided in the cities for posting of Air Mail Articles be used only for posting such classes of articles.
- Other articles if posted in such special letter-boxes, are liable to detention.

4.Presentation of large official and other letters in bulk at the window of the van or Post Office (CLAUSE 20)

- Large official or other letters, which owing to their size, cannot be posted in the letter-boxes, may be received by hand at the **window of the van or post office**.

- There is also no objection to receiving at the **window of the van or office**, letters or packets posted in bulk provided, the postage and the late fee, if any, are **fully prepaid**.

5. Articles requiring special treatment (CLAUSE 21)

- Letters or other articles intended to be **registered or insured**, articles intended to be sent as “value-payable”, **must be presented at the post office** at least half an hour before the time fixed for the closing of any particular mail, if it is intended that they should be forwarded by that mail.
- Such articles should be clearly **marked** at “Registered” “insured for Rs ____” “value-payable for Rs” etc. at the top of the address side of the cover;
- **Air Mail articles** bearing high value adhesive postage stamps may be presented at the counters of Post Offices or Mail Offices for the stamps to be defaced in the presence of the person presenting the articles before the articles are sent for onward transmission.

6. Desirability of posting early (CLAUSE 22)

- If articles are posted just at the time the mails are due to be dispatched there is heavy congestion in Post Offices and R.M.S. Offices and there is likelihood of detention and delay.
- The public are, therefore, advised to post their mails as and when they are ready without waiting for the last clearance of mails from the Post Office and to endeavour to post as early in the day as possible.

7. Posting of coins etc (CLAUSE 17)

- Coin, bullion, precious stones, jewellery, articles of gold or silver and currency or Bank Notes, can be sent by the Inland Post, only insured.
- By sending articles of value in unregistered letters or unregistered parcels, the senders not only ran the risk of losing their property but also expose to temptation every person through whose hands the articles pass.
- In this rule, the expression “articles of gold or silver” includes articles made wholly or partly of gold or silver, but not coins and electro or other plated goods.
- The expression “Coin” does not include cut counterfeit coins remitted on behalf of the Currency Departments and Mints.
- The expression “Currency Notes” does not include defaced notes (i.e. notes from which the signature has been cut off after cancellation), remitted on behalf of the Currency Department.
- The expression “jewellery” includes watches the cases of which are entirely or mainly composed of gold, silver or platinum.

8.Manner of affixing postage stamps (CLAUSE 23)

- Stamps affixed to a letter or packet must be **completely adherent to the article itself** and not to any part of its contents or any separate label or other device tied or attached to the article.
- The **stamps** should be affixed to the **right hand top corner of the address side**.
- **Non-Postal Stamps charity Stamps, labels, seals, etc.** - Labels, stamps, seals or other markings which are not postage stamps but which are likely to be mistaken for postage stamps **should not be attached** or impressed to the address side of postal article.
- This prohibition applies equally in cases in which any labels, stamps, or markings are attached or impressed to the address side of a postal article in such a manner that it becomes difficult to decipher the address, or hampers the work of the postal officials in any way.
- Impressions which are likely to be mistaken for impressions of postal franking machine must also not be made on the address side.

9.Use of the minimum number of postage stamps (CLAUSE 25)

- The public are advised to use the **minimum number of stamps** while prepaying postage charges by using stamps of the appropriate **higher denominations**.
- The use of a **large number of low-value stamps** takes up unnecessary space on the postal articles, leaving less room for the address and other indications.
- It also, increases the work of the Post Offices staff and entails waste of valuable stamp paper and printing charges.

10.Sealing (CLAUSE 16)

- The public are advised not to use sealing wax for seals outside unregistered letters and packets, except when such seals are necessary for the protection of the articles to which they are applied.
- When sealing wax is used for seals outside unregistered letters and packets, a piece of tissue or other thin paper should be laid on the wax before the seal is applied, as otherwise both the articles themselves and those with which they come in contact in transit are liable to injury from the sealing wax adhering to other articles.
- The precaution recommended is specially necessary in the case of articles for foreign countries, which have for several days to pass through very hot climates.

POST OFFICE REGULATIONS-2024

16. Manner of affixing postage stamps :

- Stamps affixed to an item must be completely adherent to the item itself and not to any part of its contents or any separate label or other device tied or attached to the item.
- The stamps should be affixed to the right-hand top corner of the address side.
- The provisions of this regulation shall apply to franking of items too.

17. Price of postage stamps and stationery :

- Postage stamps, postcards, letter card and aerogramme shall be sold for the denoted value of the stamps which they bear.
- The embossed envelopes and the registration envelopes shall be sold at the prices mentioned in Table VII of Schedule I.
- Special Rakhi Envelopes shall be sold at the prices as the Circle Head concerned may determine.



POST OFFICE GUIDE PART- 1

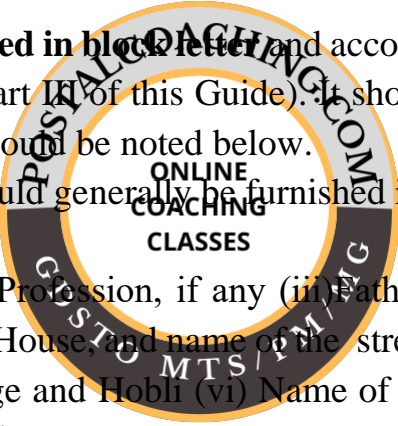
METHOD OF ADDRESS

1.Particulars to be furnished – (CLAUSE 26)

- The prompt delivery of a postal article is greatly facilitated if it is **addressed in the correct manner**. Delay to correspondence and mistakes in delivery often result from an incorrect or incomplete postal address.
- The address should, therefore, be **complete and definite** enough to ensure the easy transmission of the article and its delivery at destination to the addressee without any elaborate enquiry.

The public can help the Post Office by keeping the **following points** in mind while addressing their correspondence:

- The address should be written **parallel to the length of the cover** and in the lower half and towards the **right-hand side of the front of the article**, leaving a clear margin at least 3 centimeter at the top for the postage stamps and labels, postmarks and other indications.
- The **Post town should be noted in block letter** and according to the approved spelling in the List of Post Offices (Part IV of this Guide). It should, also be **underlined**. The PIN Code of the post town should be noted below.
- The following particulars should generally be furnished in the address and in the same order as noted below :-



Name of addressee (ii) Profession, if any (iii) Father's or husbands' name (iv) Number and / or name of the House, and name of the street or Road. (v) Post Box No., if any. (v) Name of the village and Hobli (vi) Name of the Post Town and Name of the District and State Pin-Code

- It is particularly **important to note the District** in cases where there is more than one **Post town bearing the same name** and if PIN is not noted.
- If the **name of the district is the same** as that of the **Post town**, the **name of the State** should be noted. Indications of route like 'via' should not be given.
- In the case of articles addressed to **foreign countries**, the address should be written in **Roman letters and in Arabic figures**.
- It is desirable to note the **sender's address** preferable in the **lower left-hand corner on the address side** or failing that **on the reverse of the article**.
- In the case of articles entitled to **concessional rates of postage** or to be transmitted **free of postage**, the **class of the articles**, e.g., '**Book-Post**', '**Blind Literature**' should be clearly noted on the top of the address side of the article.

- The indication ‘**Letter**’ should be given on the **address-side of bulky letter packets**, which, on account of their size or make up, might be mistaken for other classes of packets.
- The **President, Prime Minister and other Ministers of the Government of India** and certain High government Officers are allowed the facility of delivery of their mails to them wherever they may happen to be on **tour within India**.
- A list of the high officers entitled to this privilege will be found in Clause 206. Articles intended for delivery in camp to such officers **should not be addressed to any Post Town** but **only to their camps** indicated in Clause 206.

2.Mails for Defence Services . (CLAUSE 27)

- Personnel serving in the Army and Air Force – The following particulars should always be furnished in the address in the case of mails for the personnel of the Defence Services serving in the Army and Air Force, which are to be delivered through Army Post Offices: - No. Rank . Name . Unit . Such mails should be addressed to 56 A.P.O., 99 A.P.O, etc. without the addition of any post town.
- Mails for **Navy Personnel on board I.N.S. ships** should be addressed **c/o the Fleet Mail Office**, Bombay. The No. Rank and other particulars of the addressee, as well as the name of the ship, should be indicated. **(CLAUSE 28)**

3.Articles bearing indefinite addresses (CLAUSE 29)

- No article will be delivered by the Post Office unless it bears a definite address. Articles addressed in a general way or to initials figures. Christian names without surnames, fictitious names or conventional marks of any kind will not be delivered if addressed merely to a post office or “Poste Restante” or to the care of a postmaster.
- Definite and therefore Deliverable Indefinite and therefore undeliverable.

4.Addition of sender’s address. (CLAUSE 30)

- Every article should bear on the bottom lower left hand corner the name and address of the sender including PIN in order that the post office may be able in case of non-delivery, to return it unopened and without delay.
- **Redelivery to the sender or alteration or correction of address of postal articles in the course of transmission by post.**

Subject to the provisions of this clause the sender of a postal article posted in India may have it withdrawn from the post, or have its address altered, so long as the article –

(a) has not been delivered to the addressee;

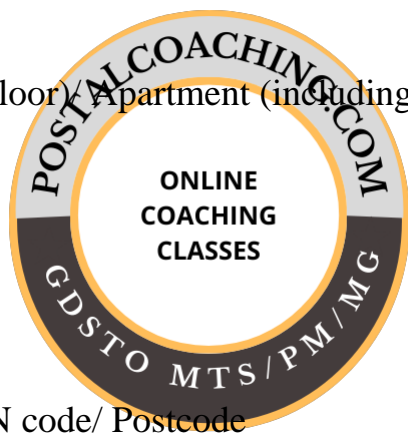
(b) has not been confiscated or destroyed by the competent authorities of the country in which the article may be for the time being

(c) has not been seized by virtue of any law of the country of destination.

POST OFFICE REGULATIONS-2024

18. Standards for addressing on domestic items :

- An item shall not have more than one delivery address;
Provided that nothing in this sub-regulation shall prevent the delivery of an item to another address as may be specified by administrative instructions from time to time.
- The address, either handwritten or machine printed, shall contain such elements and, in such order, as given below: -
 - Name
 - C/o, D/o, S/o, W/o, H/o
 - Mobile Number (optional)
 - House/ Building (including floor)/ Apartment (including floor)
 - Street /Road /Lane
 - Landmark
 - Area / Locality/ Sector
 - Village/ Town/City
 - Post Office District State PIN code/ Postcode
- The address of the addressee shall be written in the center of the front side and address of the sender shall be written on the lower left of the front side of an envelope.
- Address of the addressee and the sender should be started from the words “To” and “From”, respectively.
- Blank space of minimum 15mm shall be kept from left, bottom and right side of envelope and the address block of addressee shall have minimum gap of 40 mm from top.
- Stamps or Frank impressions shall be affixed in maximum area of 74 mm on the upper right corner.
- The address of addressee and sender should be positioned parallel to the length of the envelope.
- A zone of 10mm around the address block should be free from any printing or writing.
- Non-address information such as sender's code, serial or account numbers or other information are not to be generally included in the address of the addressee and if



necessary, it should be printed above the first line but never below the last line of the address.

- The spacing between the address lines shall be uniform and be more than 1mm and less than 5mm.
- The maximum number of characters per line is 40 characters, excluding spaces between words.
- An accountable item tendered at a post office for transmission shall not be accepted unless they are addressed to a particular person or firm or institution.
- Such items addressed to a particular person or firm, care of post box and the name of the office where the post box is located shall also be accepted, provided they are addressed to persons or firms in whose names the post box stands registered;

Provided that in the office of delivery, if it is found that there is no post box in the name of the addressee, or the addressee has **ceased to be a renter of a post box**, the item shall be returned to the sender.

19. Mails for defence services personnel :

- The following particulars shall be furnished in the address in the case of items for the personnel of the defence services, which are to be delivered through the army post offices: -

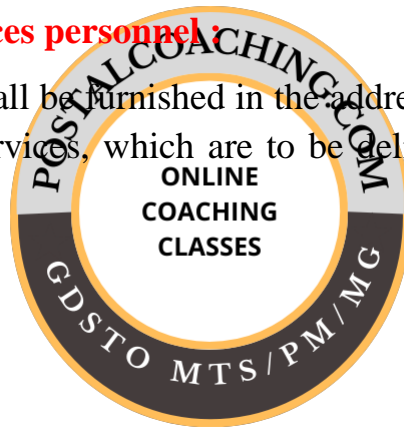
No.

Rank

Name

Unit

Such items should be addressed to Care of (C/o) 56 A.P.O. or Care of (C/o) 99 A.P.O.



20. Exemption in method of addressing of an item in certain cases.

- Item(s) addressed to such authorities and with specified superscription on the envelope, tendered at a post office, shall be accepted for transmission without the name and complete address of the sender as may be specified by administrative instructions from time to time.

21. Standards for addressing on international items :

- An item shall not have more than one delivery address:

Provided that nothing in this sub-regulation shall prevent the delivery of an item to another address as may be specified by administrative instructions from time to time.

- The address, either handwritten or machine printed, shall be worded in a precise, complete and legible manner to ensure the easy transmission of the item and its delivery at the country or territory of destination to the addressee.
- The address of the sender and the addressee must be written in roman letters and in Arabic numerals, and wherever required, the address of the addressee may also be written in the language of country or territory of destination.
- The name of the place of destination and the country or territory of destination shall be written in capital letters together with the correct postcode number or delivery zone number, whichever applicable.
- The address of the sender and addressee shall contain such elements, whichever applicable, and, in such order, as given below, unless otherwise specified: -

Name

Mobile Number (optional)

Building (door, floor, stairwell, wing, building, distinct instances)

Street (street name/number/type, primary thoroughfare, secondary thoroughfare)

PO Box - Post Office - City/town/Rural Area - Administrative Areas (region level)

Postcode - Country/Territory

- The address of the addressee shall be written on right of front side and address of the sender shall be written on lower left of front side on an envelope.
- The address of the addressee and the sender should be started from the words “To” and “From”, respectively.
- Blank space of minimum 15mm shall be kept from left, bottom and right side of envelope and the address block of addressee shall have minimum gap of 40 mm from top. Stamps or Frank impressions shall be affixed in maximum area of 74 mm on the upper right corner.
- A zone of 10mm around the address block should be free from any printing or writing.
- Non-address information such as sender's code, serial or account numbers or other information are not to be generally included in the address of the addressee and if necessary, it should be printed above the first line but never below the last line of the address.
- The spacing between the address lines shall be uniform and be more than 1mm and less than 5mm.
- The maximum number of characters per line is 40 characters, excluding spaces between words.
-



POST OFFICE GUIDE PART- 1

POST BOXES (CLAUSE 55)

- **Post Boxes are available on rent** at certain Post offices as may be determined in this behalf by the **Head of Circle** under the following conditions: -
- Only **fully prepaid unregistered articles** of the letter mail, namely letters, inland letter cards, postcards, registered newspapers, books, of the post bearing the Post Box No. are delivered through post box.
- Articles addressed to other person or firms c/o Post Box Nos. are not delivered through the post box except in the following cases: -articles addressed to legitimate personnel of a firm renting a post box; articles addressed to family members and guests of the renter;
- Any person who desires to avail himself of the **facility of having** his mail delivered through **a post box** should submit an application in writing in the form prescribed for the purpose to the **Postmaster concerned**.
- The Post Office reserves the **right to withdraw the post box** without notice or without any reason being assigned, if any information furnished by the applicant is found to be incorrect, or if it is found that the Post Box is being misused by the renter.
- In the event of renter of a post box changing his business address or shifting his office to another place, he should invariably inform the Postmaster of the change **within seven days** of such change.
- The prescribed **rent is to be paid in advance** along with the application for renting a post box or for renewal thereof.
- **No renter is entitled to claim a refund** of the whole or any part of the rent paid by him in respect of the allotment of a post box. If any claim in writing for such refund reaches the Postmaster before he makes such allotment, he may admit such claim in whole or in part.
- If at any time during the period of rental, the **key or lock is lost by the renter**, it will be obligatory on the part of the renter to bring the matter immediately to the notice of the postmaster and to **credit the cost** of the lock and key , failing which the deposit made by him shall be forfeited.
- Failure to intimate the loss or damage will entail cancellation of the allotment of the post box.
- If the **lock and key are not surrendered** by the renter to the Postmaster **within 15 days** of the expiry of the period of rent the deposit will be forfeited.
- The **period of rental of a post box** commences from the **first day of month** in which the post box is allotted and the **period of renewal** of rental **commences from the first day of the month** immediately succeeding the period of previous rental.

- When the Postmaster allots a post box to a renter, the latter is supplied with a **delivery ticket** .
- The **renter** will not have any **right to get delivery** through the post box of any article addressed to him **without the Post Box No.**
- If the renter of a **post box does not clear it for a week**, a notice requiring him to clear it for a week, by the Postmaster by **registered post**; If for any reasons the articles cannot be delivered through the postman in the normal manner, they will be treated as **undeliverable and disposed** of in the manner prescribed for such articles.
- **No refund** will be granted if the **lock and key** at the time of surrender are **not in working conditions**.

POST BAGS (CLAUSE 56)

- The **system of delivery of Postal articles in a bag**, which along with a **lock and duplicate key** is to be supplied by the renter, is available at all delivery post offices, whether post box system is available there or not.
- The foregoing provisions relating to the renting of post boxes apply mutates mutandis to the renting of post bags also except in the following respects :-
 - **locked post bags** with the postal articles placed inside the bag is handed over to the **renter** or his messenger over the counter on the production of the delivery ticket during the hours prescribed for making **window delivery** ;
 - these bags with the exception of those rental in combination with post box same number may be used by the renter for dispatching to the post office fully prepaid unregistered letters, postcards, inland letter cards, newspapers and packets for posting.

POST OFFICE REGULATIONS-2024

22. Posting of items.

The following modes may be used for posting of items: -

- **Letter Boxes** – Letters, letter cards, aerogramme, postcards, airmail postcards, book post, small packets, printed papers and literature for the blind, shall be posted in the letter boxes, provided the postage chargeable is fully prepaid.

Note 1: Registered newspaper items, periodical post items and franked items shall not be posted in these letter boxes and, if posted, these shall be treated as unpaid and shall be dealt as per regulation 71.

Note 2: Accountable items shall also not be posted in the letter boxes.

Note 3: Large items, which owing to their size cannot be posted in the letter-boxes, may be received by hand at the window of the post office. However, such items shall not be deemed to be accountable items.

- **Post office counter** - All the accountable items shall be presented at the counter of post office for transmission by post.
- **Franchisee Outlet**- Items as specified by administrative instructions from time to time, may be presented through the franchisee outlet of the Post Office.
- **Self-Booking Kiosk**- Self-booking kiosk available at the designated post offices may be used for posting of items as may be specified by administrative instructions.
Note: The Regional Head is authorized to designate the post offices, where the service of self-booking kiosk is available.
- **Web or Mobile Application**- The authorized web portal or mobile application may be used for posting of items as may be specified by administrative instructions from time to time.

23. Receipt for transmission by post.

- A receipt shall be given to the person who presents an accountable item for transmission by post.

24. Ownership of items.

- For domestic items, an item shall remain the property of the sender until it is delivered to the rightful addressee, except in the case of seizure of the item under the applicable law of the land for the time being in force.
- For international items, an item shall remain the property of the sender until it is delivered to the rightful addressee, except in the case of seizure of the item under any law of the land of the country or territory of origin or transit or destination.

POST OFFICE GUIDE PART- 1

DUTIES OF LETTER BOX PEON

- A letter box peon's primary duty is to regularly collect mail from designated letter boxes within a specific area, following a set route and schedule, and deliver the collected mail to the post office; this includes ensuring the letter boxes are properly locked and maintained, replacing clearance time plates, and managing the mail bags containing collected letters.
- Key responsibilities of a letter box peon:
- **Collecting mail:** Regularly visit assigned letter boxes at scheduled times to retrieve all deposited mail.
- **Route management:** Follow a planned route to efficiently collect mail from all designated letter boxes.
- **Time plate maintenance:** Replace clearance time plates on letter boxes to indicate the next collection time.
- **Locking letter boxes:** Securely lock letter boxes after collecting mail.
- **Mail bag handling:** Sort and secure collected mail into designated mail bags.
- **Delivery to post office:** Deliver the filled mail bags to the post office promptly.
- **Maintaining cleanliness:** Keep assigned letter boxes clean and in good working order.
- **Reporting issues:** Inform the post office about any issues with letter boxes or mail collection.



POST OFFICE GUIDE PART- 1 SECTION – III

OFFICIAL POSTAL ARTICLES

Clause 198. Conditions

- Office files containing notes and orders exchanged between **Government Officer and his office** may be sent by post as letters, packets or parcels at the option of the sender.
- Official postal articles, whether the postage is prepaid or not, must bear the superscription “**On India Government service**” when posted by **Government Officials authorized to use service postage stamps** or “**On Service**” when posted by **all others authorized to use service postage stamps**.
- This superscription must be supported by the **signature and official designation** to be entered in the lower left-hand corner other article of the officer who sends the article, or of the Head Clerk or Superintendent of his office or other responsible officer to whom the duty of dispatching is assigned.
- The **delivery and re-direction** of articles superscribed “On India Government Service” or “On Service” are governed by the **official designation** (when given) of the addressee.

1.Unpaid and insufficiently paid articles. – Clause 199

(1) The postage chargeable on the delivery of official postal articles, when the **postage is not prepaid** or is **insufficiently prepaid**, is as follows:

On an **unpaid postcard**, letter card, letter, or packet **The prepaid rate.**

On an **insufficiently paid** postcard, letter or packet **The deficiency.**

NOTE : The prepayment of postage on parcels is compulsory.

“Camp articles”, Special bags and camp bags.

- In order to meet the convenience of the **President, Vice-President, Ministers of the Central Government and certain high officers of Government** when **on tour** or when their headquarters are changed, the Post Office will do its best, subject to the conditions, to deliver to those officers, whenever they may be at the time **fully prepaid uninsured inland camp articles** of the letter mail i.e., inland registered and unregistered letters, postcards, newspapers, and book and pattern packets (whether official or private) addressed “**Camp**” without the addition of the **name of any post-town**. Such articles are enclosed in **special mail bags** for each officer so long as he is absent from his head-quarters;
- **Special bags** will be **delivered** on all days including **Sundays and Holidays**.
- Parcels, money orders, insured articles, value-payable articles and article which any **charge is due cannot be delivered in special bags** and should, therefore, be addressed to a **post town**. Such articles if addressed “**Camp**” or without the addition of a post town ; are liable to be sent to the **headquarters station**.

- The **Camp bag** booked as **parcel** will be sent by surface route and will be charged with the postage payable on a **parcel weighing 10 Kg.** Plus **registration fee and incidental charge of Rs. 16/-** irrespective of the weight of the bag, subject to a **maximum of 10 Kgs.**
- The camp bag booked as parcel will be sent by surface without being enclosed in any bag but along with other mail bags.
- The **camp bag** booked as **air parcel** will be charged with **postage at air parcel rate** depending upon the **weight of air parcel**, and registration fee. In addition, a **sum of Rs. 6 (rupees six)** only as **incidental charges for special arrangements** made by this Department for collection and delivery of the bag would be realized.
- The **camp bag** booked as **letter mail** will **not be charged with any additional postage** other than registration fee.
- All **charges including incidental charges** on **camp bags** booked as parcel or air parcel should be **prepaid in service stamps.**
- The **camp bag** will be **booked and delivered on all days including Sunday and P.O. Holiday.**
- The **camp bag** should have **two labels**, viz., one address- label bearing the name and full address of the addressee and another tag- label showing the to be forwarded loose as Service postal Regd. parcel and parcel/letter mail stamps.

2. Tour programmes of High Officers entitled to special bags. Clause 206

- To enable arrangements to be made for the delivery of an officer's camp correspondence, it is essential that **he should give the Post Office timely and exact information as to his movements.**
- This information should be furnished in the form of a tour programme showing the date, with times, on which the officer will start from and arrive at each place to be visited, the route to be followed, the halts to be made and how the several journey will be performed (whether by regular or special train, by steamer or boat, by carriage, etc.).
- The tour programme should also show whether (a) routing of all camp articles through Post and closing of special bags containing such camp articles is desired, and/or (b) conveyance of 'camp bags' from the secretariat to high Officer- in-Camp and vice versa are required.
- In the event of **any alteration being subsequently made in the tour programme** such a deviation from their intended route, a longer or shorter halt at any place than at first contemplated a journey by road or otherwise to a place off the intended route the earliest possible information with details should be given to the postal authority to whom the tour programme was originally furnished and also direct to the local Superintendents, Railway Mail Service, superintendents, Ari way mail Service.
- **Articles for persons accompanying High Officers on tour.**

- With the tour programme may also be furnished at the option of the high officer concerned a list of the persons comprising his tour party. The Post office, however, does not recognize the right of such persons to the privilege extended to the high officers in question, nor does it make any special arrangements in respect of their correspondence, through all letters, etc., if sent “care of” a high officer, are dealt with in the same way as correspondence for the latter.
- So far as the Post Office is concerned it is immaterial whether the addressee of an article directed “Camp” is not with the high officer whose address it bears, as the article will be disposed of in accordance with that address.
- Similarly, an article for any member of the tour party addressed to a post-town cannot be sent elsewhere except by re-direction at that post town.
- The only use made by the Post Office of the list referred to above is to regard it, in the absence of other orders, as instructions for the redirection of the correspondence of the persons named in it received at the headquarters of the high officer concerned.



POST OFFICE GUIDE PART- 1 SECTION IV

PROHIBITED ARTICLES

1.General Prohibitions. (Clause-209)

The transmission by the Inland post of the under mentioned articles is prohibited :

- Anything which is sent in **contravention of any enactment** for the time being in force.
- Any indecent or obscene printing, painting, photograph, lithograph, engraving, book or card, or any other **indecent or obscene articles**.
- Any letter, postcard, newspaper, packet or parcel having on it or on the cover thereof, any words, marks or design of an **indecent, obscene, seditious, scurrilous threatening, or grossly offensive nature**.
- Any **explosive, inflammable, dangerous**, filthy, noxious or deleterious substance
- Any **sharp instrument** not properly protected.
- Any **living creatures** or other thing which is either **noxious or likely to injure** postal article in course of transmission by post or any officer or the Post Office.
- Ticket, proposal or **advertisement relating to a lottery**, or Any other matter descriptive of or otherwise **relating to a lottery** which is calculated to act as an inducement to persons to participate in that lottery.
- **Newspapers in respect of which the rules laid down** in the Press and Registration of Books act, 1867, as subsequently amended, have not been complied with.
- **Gold coin or bullion** or both of a value **exceeding Rs. 10,000**.
- All classes of articles of the letter mail of which the whole or a part of the address side has been marked off into several divisions intended to **receive successive addresses**.

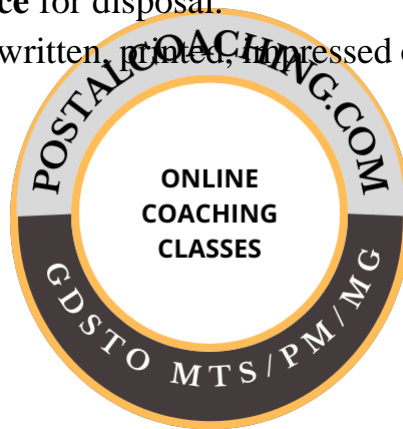
2.Treatment of Injurious Article. (Clause-211)

- In any case in which a postmaster has good reason to suspect that the contents of any postal article are likely to injure the mails or harm the person of any one engaged in the postal service he is directed to detain the suspected article and to refer the case at once for the orders of the Head of the Circle.
- Article **fastened with pins** will be **returned at once to the senders**, if the irregularity is detected at the office of posting. If detected subsequently, they will be returned through the **Returned Letter Office**, the pins being first removed.

3.Treatment of prohibited or durable articles. (Clause-212)

- Except where otherwise provided, **any postal article** found to contain any goods, which are being imported or transmitted by post in **contravention of any enactment** for the time being in force will be **returned to the sender**.
- And if **only suspected** to contain such goods will be forwarded marked **“Doubtful”** to the office of destination where it will be **opened in the presence of the addressee**.

- Imported Postal **article containing coin, bullion, precious stones, jewellery**, article of gold or silver or other articles which **are liable to customs duty** will not be transmitted by post unless and until the customs duty payable has been paid.
- **Articles bearing there on any matter which is prejudicial to the Maintenance of Law and Order, etc.**
- No article will be transmitted by post which has thereon, or on the cover thereof, any matter which is prejudicial to the **maintenance of law and order** or which is in furtherance of the **aims of a Political Party or organization**, or any matter which tends directly to cause loss or injury, to any community or class of persons whatsoever.
- No article will be transmitted by post which has thereon, or on the cover thereof, any pictorial representation of a **person who is proclaimed offender**, or who has been **convicted of an offence** punishable under Chapter VI of the Indian Penal Code or the defense of India Rules or who has been directed to be detained under the provisions of rule 26 of the said Rules.
- If any article in course of transmission by **post is found to contravene** , it will be sent to the **Returned Letter Office** for disposal.
- Article which have anything written, printed, impressed or attached to the address side.



POST OFFICE REGULATIONS-2024

25. Prohibition of domestic items.

Subject to the provisions of these regulations, no person shall send by post, -

- Any explosive, dangerous, filthy, noxious or deleterious substance, any sharp instrument not properly protected, or any living creature which is either noxious or likely to injure items in course of transmission by post or any officer of the Post Office; or
- Anything likely to injure, any item during transmission by post, or any officer of the Post Office; or
- Any ticket, proposal, advertisement or any other matter relating to a lottery, except the case where the lottery is organized or authorized by the Central Government or State Government; or
- Any indecent, immoral or obscene printing, painting, photograph, lithograph, engraving, book or card, or any other digital media, or any other indecent, immoral, or obscene item; or
- Any item having thereon, or on the cover thereof, any words, marks or designs of an indecent, obscene, seditious, scurrilous, threatening or grossly offensive character; or
- Any item having thereon, or on the cover thereof, any matter which is prejudicial to the maintenance of law and order; or
- Any item having thereon, or on the cover thereof, any pictorial representation of a person who is a proclaimed offender, or who has been convicted of an offence punishable under any applicable law of the land for the time being in force; or
- Any item having thereon, or on the cover thereof, anything written, printed, or otherwise impressed upon or attached to its address side, which, either on account of its being likely to be mistaken for stamps used for the payment of postage or by inconvenient proximity to any such stamp or by tending to prevent the easy and quick reading of the address; or
- Narcotics and psychotropic substances, as defined by the International Narcotics Control Board, or other illicit drugs which are prohibited in the country or territory of destination, the country or territory of origin, the Central Government, State Governments, or any authorized agency; or
- Counterfeit and pirated items; or
- Anything which, by their nature or their packing, may expose officials or the general public to danger, or soil or damage other items, postal equipment, or third party property; or
- Dangerous goods, narcotics and psychotropic substances, prohibited drugs and cosmetics items, items prohibited by or under International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), Department of Wildlife

and the Drug and Cosmetics Act, 1940 (23 of 1940) or items prohibited by any law of the land; or

Explanation.- For the purpose of this clause, “dangerous goods” means items or substances that are capable of posing a risk to health, safety, property or environment, which include explosives, gases, flammable liquids, toxic and infectious substances, corrosives and other miscellaneous items which may cause health and safety hazards :

Provided that battery and other items, the transmission of which, by air, is prohibited, shall be sent to the addressee through surface mode only; or

- Live animals except otherwise permitted in these regulations; or
- Coins, banknotes and other valuable items, except permitted through a special process:
Provided that the order shall be in consonance with Reserve Bank of India guidelines, Foreign Exchange Management (Export and Import of Currency) Regulations, 2015 made under the Foreign Exchange Management Act, 1999 (42 of 1999), or any other applicable law of the land for the time being in force on the subject:

Provided further that currency notes, coins, or bank notes, shall invariably be transmitted as insured items; or

- Other items, the importation or circulation of which is prohibited in the country or territory of origin or destination; or
- Documents having the character of **COACHING** and personal correspondence, with the exception of archived materials, exchanged between persons other than the sender and the addressee or persons living with them; or
- Anything prohibited in International Postal Services by the Universal Postal Union (UPU) or any other organization; or
- Any other thing, prohibited by Central Government from time to time.

26. Prohibition of international items.

- International items not fulfilling the conditions laid down in these regulations shall not be admitted and items sent in furtherance of a fraudulent act or with the intention of avoiding payment of the postage or other postal fee, shall not be admitted.

27. Application of regulation 25 on international items.

Regulation 25 shall apply to international items to be transmitted by post to or from any foreign country or territory, except in the following cases, namely: -

- Such dangerous goods which may be transmitted by post between the country or territory of origin and destination that have declared their willingness to admit them either reciprocally or in one direction, provided that they comply with national and international relevant laws;

- Live animals which shall be admitted in-
- **Letter post items other than insured items:** bees, leeches and silk-worms; parasites and destroyers of noxious insects intended for the control of those insects and exchanged between officially recognized institutions; flies of the family Drosophilidae for biomedical research exchanged between officially recognized institutions;
- Parcels: live animals whose conveyance by post is authorized by the postal regulations or applicable laws of the countries or territories concerned.

28. Transmission of precious metals and precious stones.

- Precious metals (including gold, silver, platinum or other precious metals), precious stones (including diamond or other precious stones), jewellery or any combination of these, whether manufactured or not, coins, bank notes, currency notes, securities of any kind payable to bearer, travelers' cheques, except as otherwise specified, shall, in no case, be transmitted by post in an uninsured letter-post item.
- Without prejudice to the provisions of sub-rule (1), any country or territory may prohibit the enclosure of gold bullion in insured or uninsured parcels originating from or addressed to its territory or sent in transit *à découvert* (open transit) across its territory; to the actual value of the items so transmitted.

29. Items for blind prohibited in certain cases.

The items shall be prohibited from being transmitted as printed papers and literature for the blind under the following conditions, namely:-

- Shall not bear any inscription or contain any item of correspondence;
- Shall not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosure, a card, envelope or wrapper, bearing the printed address of the sender of the item or his authorized person in the country or territory of posting or destination of the original item, which is prepaid for return.

30. Items transmitted in contravention of regulation 27.-

- An item in contravention of regulation 27 shall, in no circumstances, be forwarded to their destination, delivered to the addressees, or returned to origin whichever is applicable.
- Where, any item referred to in sub-regulation (1) is discovered during transit, it shall be handled under the applicable law of the country or territory of transit.
- Where, any item referred to in sub-regulation (1) is discovered during transmission, it shall be liable to be removed and disposed of in the manner as may be specified by

administrative instructions and the remainder of the items shall be forwarded to its destination, together with information about the disposal of such inadmissible item.

31. Customs control.-

- All international outbound items tendered at the post office shall be subject to customs control and the applicable laws of the country or territory of origin and the country or territory of destination.
- All international inward items shall be subject to customs' control and the applicable law of the land for the time being in force.
- Any custom duty imposed by the customs department, along with an additional postal fee as mentioned in Table XII of Schedule III, shall be charged from the addressee at the time of delivery.

32. Post Office authorized to collect customs duty, etc.-

- The Post Office shall be authorized to collect from the sender or addressee of items, as the case may be, the customs duty and all other fees which may be due.

33. Items sent in contravention of any law.-

- Any item sent by post in contravention of any Act, rules, regulations, or any other law of the land for the time being in force, may be detained and disposed of in the manner as directed by the enforcement agency or authority or officer, as the case may be.

34. Disposal of intercepted items.-

- If an official or officer of the Post Office suspects on reasonable grounds that an item in the course of its transmission —
 - (a) contains anything in respect of which an offence is being committed or an attempt to commit an offence is being made; or
 - (b) contains anything that will afford evidence of the commission of an offence; or
 - (c) is being sent to further the commission of an offence; or
 - (d) needs to be obtained and examined in the interests of defence, public safety or public order, Such official or officer shall inform the competent authority for directions to detain the item for the purpose of examination by the concerned law enforcement authority in accordance with the provisions of the rules.
- If, on examination of an item under sub- regulation (1), the suspicion that gave rise to its examination—

(a) is substantiated, the item may be detained for the purposes of evidence in a criminal prosecution or destroyed or dealt with in such other manner as may be authorized in the orders of the law enforcement authorities;

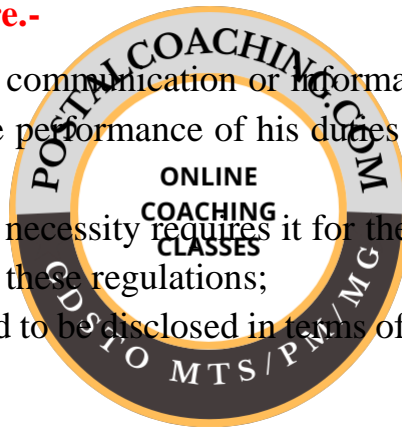
(b) is not substantiated, the item shall be delivered to the person to whom it is addressed or to the authorized person.

35. Items suspected to contain dangerous substances.-

- Where an item is suspected to contain any explosive, dangerous, obnoxious, deleterious or filthy substance, or anything likely to injure the mails or any officer of the Post Office, it shall be intercepted and detained at the point of transmission, where it is so detected and the officer-in-charge of the post office shall immediately inform the matter to the police authorities, post office authorities and other designated authorities, as may be applicable.

36. Restriction on disclosure.-

- No person may disclose any communication or information, which is obtained in the exercise of his powers or the performance of his duties in terms of these regulations, except—
- To any other person, who of necessity requires it for the like exercise or performance of their functions in terms of these regulations;
- Information which is required to be disclosed in terms of any law or as evidence in any court of law.



37. Disposal of items opened.-

- If any item opened or examined by designated postal officer under the rules is found to be an unlawful item or prohibited item, the items shall be disposed of in accordance with the directions of the designated authorities.
- If the item referred to in sub-regulation (1) is found not to be an unlawful or prohibited one, it shall be forwarded to its destination as if it had not been so opened or examined.

38. Notice of opening of an item. –

- Where an item that is found to be unlawful, is opened by a postal officer or official under section 9 of the Act, a notice shall be sent to the sender, and if not found, to the addressee.

39. No relief from liability. –

- The detention, opening, examination, destruction or disposal of an item under the Act or rules or these regulations shall not relieve any person from the liability for any offence against these regulations

40. No right to compensation. –

- No person shall have any right to compensation, nor shall any liability be incurred by the Department of Posts in the Ministry of Communications or any of its officers or officials, by the reason of the detention, opening, examination, forfeiture, destruction or disposal of an item or its enclosure, under the powers conferred by the Act or rules or regulations or the applicable law of the land for the time being in force.



POST OFFICE GUIDE PART- 1

a) Delivery of mails

Definition : The delivery of a postal article at the house or office of the addressee or to addressee or his servant or agent or other person considered to be authorized to receive the article according to the usual manner of delivering postal articles to the addressee is deemed to be delivered to the addressee under the Post Office Act.

1. Delivery of registered articles: No registered articles of any kind will be **delivered to the addressee** unless and until he or his **agent authorized** in writing has **signed a receipt** for it, in the prescribed form which will be presented to him for signature by the postman who delivers the registered article.

2. Special procedure for delivering registered articles to firms etc. Registered articles for **delivery to Firms**, etc., which normally receive a **large number of registered articles**, are entered in a **special list in duplicate** which is presented along with the articles acknowledgement forms to the addressee who will be required to **sign the upper copy** in token of receipt of the lower copy of the list along with all the articles and return the signed acknowledgements.

➤ **No individual receipts** will be prepared for the articles entered in the **special list**. Articles on which any charges are to be recovered will not be entered in the special list.

3. Delivery of registered articles addressed to pardanashin women. When the **addressee** of a registered or an insured article is a **pardanashin woman** who has not an agent appointed in writing to take delivery of such article on her behalf her signature (or mark, if she is illiterate) will have to be **attested by a respectable witness** (ordinarily a relative known as such to the postman), and the **article will be delivered to the witness**.

When the **witness** is not personally known to the postman, he or she must before taking delivery of the article, be identified and the person who identifies him (or her) will be required to sign the receipt and acknowledgement as a witness to the delivery of the article.

4. Delivery of damaged registered article of the letter and parcel mail. When a registered articles of the letter mail or a parcel is received in the office of delivery in a **damaged condition**, a **notice will be sent by the postmaster** of that office to the addressee requesting him to **attend the post office within seven days** in the case of **inland articles** and **fifteen days** in the case of **foreign article** to take delivery of it either personally or through an agent.

5. Delivery of parcels and period of their detention at the office of delivery.

A parcel which does **not exceed 10 Kg.** in weight (except Value-payable parcel and those addressed to Poste Restante) will be **issued for delivery only once** and if it cannot be delivered through any cause on first presentation by the postman it will be brought back to the post office and will not be issued again for delivery.

- A **notice of arrival of the parcel** will, however, be issued at the next delivery through the postman to the addressee for taking delivery of the parcel either personally or by an agent or messenger authorized for the purpose.
- A parcel weighing **above 10 kilograms** in weight will be **delivered only at the post office window.**
- A similar notice will be issued to the addressees in such a case also. Should the addressee or his authorized agent fail to take delivery of the parcel at the post office **within seven days** from the date of presentation of the notice, the parcel will, on the expiry of that period, be treated as **“Unclaimed”** and disposed of according to the rules of the Department.

6. Delivery of insured articles. An article insured for any sum **not exceeding Rs. 500** will be delivered in the **ordinary manner.** An article insured for **more than Rs. 500** will be delivered **only at the Post Office window,** intimation of arrival being sent by the post office to the addressee.

- The addressee of an insured article or his agent, authorized in writing, must sign in ink both the receipt and acknowledgement relating thereto unless the outward appearance of the cover gives rise to **suspicion of tampering.**
- In such cases he should arrange to open the article at the post office, in the presence of the postmaster, and to have its **contents entered in an inventory** which will be prepared in duplicate and must be signed by the addressee.
- One copy of the **signed inventory** will be forwarded by the post office to the sender with **unsigned acknowledgement** attached to it.
- In case, the addressee or his agent is not known to the staff of the post office from which the insured article is to be delivered, the identification of the addressee or his agent by a person known to the post office staff or **production of evidence** which will establish his identity to the satisfaction of the Postmaster will be necessary if so required by the delivering post office official.
- When an **insured article** issued for **delivery is not accepted** by the addressee it will **not be sent out a second time;** an **intimation** of its arrival will be made over to him and the article will be delivered at the post office on presentation of the intimation with the receipt and acknowledgement duly signed.

- If the addressee of an insured article after an intimation of its arrival has been delivered, omits to take delivery of the article **within the time specified** in the intimation it will be returned to the sender as refused.
- When the **receipt and acknowledgement** duly signed together with the intimation are presented by the addressee or his agent to the Post Office, he must place his signature on the intimation in the presence of the delivery assistant of the post office and **surrender the intimation** to the post office if delivery is taken.

7. Delivery of V.P. articles. If the **amount** to be recovered on a **value payable article exceeds Rs. 100** an intimation of its arrival will be sent by the office of destination to the addressee.

- Such article will be **delivered at the post office** on payment of the amount entered in the form or receipt on the reverse of the intimation in cash and on presentation at the post office of the intimation with the receipt on the reverse duly signed.
- If the **amount** to be recovered on a **value-payable article does not exceed Rs. 100**, the article will be **delivered** to the addressee or his agent authorized in writing by the postman **at the addressee's residence** on payment of the amount recoverable and on the addressee or his agent authorized in writing signing the receipt on the reverse of the intimation presented with the article.
- If the **amount** to be recovered on a **value-payable article exceeds Rs.25** and the **delivery** is to be made through a village postman or an extra-departmental delivery agent then the **article is delivered at the post office only** .
- If the **amount** to be recovered on a **value-payable article be not below Rs. 20** and the article is taken **delivery** of at the **counter of the post office**, the amount may be paid either in cash or by cheque.

8. Delivery of articles on which Customs duty is due- Articles on which **customs duty** to be recovered is in **excess of Rs. 50** are **ordinarily delivered at the post office window**, except in the case of Presidency and all the post office window, except in the case of Presidency and all First Class head Offices where this **limit is fixed at Rs. 100**. Such duty may be paid either in cash or by cheque.

9. Delivery fee. – Small packets received from foreign countries are charged on delivery, a delivery fee at the rate as given in Part II of the P.O. Guide.

10. Arrangements for delivery of over-value articles at no-delivery town post offices. For the convenience of the public, who are required to call at the Post Office for taking delivery of over- value insured or V.P. articles, **Superintendents of Post Offices** are authorized to empower **no-delivery town post offices** to deliver such articles at the window, even though they do not perform any delivery work.

11. Payment of Money Orders – The **payment of a money order** will ordinarily be made **at the address of the payee** on his signing the money order and acknowledgement and returning them to the postman. The coupon should be retained by the payee.

- If the money order is payable to a person who is not permanently residing within the jurisdiction of the office of payment or personally not known to the postmaster or any of his subordinates, the money order will be paid only on satisfactory proof of the identity of the claimant with the person named in the money order.
- **Special arrangements** are available at important post offices for the payment of money orders by cheque or postal pay order or by book adjustment in the case of firms, business houses, Government offices, etc., which receive a large number of Money orders or where the amount of money orders **payable to a single person exceeds Rs. 100.**
- A payee cannot have payment of money orders both by cheque and by postal pay order.
- A money order **exceeding Rs. 500** is normally paid by the **Village Postman** and the payment of such money order will be made at the **window of the post office** for which intimation will be sent through the Village Postman.
- In certain cases money orders **up to Rupees 2000** are paid by the village Postman.

12. Duties of postmen and other delivery agents - **Postmen and other delivery agents** are forbidden to **deliver any article** on which any sum of money is due to the Post Office, whether on account of postage, customs duty, or on any other account without receiving immediate payment of the amount due, or to delivery any registered or insured letter or parcel without obtaining the signature of the addressee or his agent on the receipt and acknowledgement.

- They are also forbidden to deviate from their prescribed beats, and cannot, therefore, be required to call again to receive payment of sums due. They are not bound to give change.

13. Delivery of articles at Post Office without a delivery agent. – In the case of **small post offices** in the rural areas where a **separate postman or a delivery agent is not attached** to the post office the postmaster will make arrangements to deliver the unregistered article on his responsibility and deliver the registered articles and insured articles, and pay money orders at the post office by sending for the addressees and payees.

14. Window Delivery – Except where the **post box system** is in force, any person residing within the ordinary beat of the postmen can have all letters and other postal

articles received to his address delivered to him regularly, during business hours at the **window of a post office, free of any charge** on this account provided that the articles are taken over loose and that the **addressee makes a written application** to the post office asking that his letter and other articles may be **retained in the Post Office** till called for, instead of being sent out in the ordinary course through the postman.

15. Delivery of articles to messengers sent from places not served daily by postmen. – Any person residing at a **place which is not served daily** by the postmen, who sends his own messengers regularly to the post office to take delivery of correspondence received to his address or to the address of members of his family can have his letters and other unregistered articles delivered to the messengers who **must pay the postage due** on the unpaid articles unless the **addressee deposits money in advance** to pay the postage, in which case an **account will be kept with him** and adjusted at regular intervals.

- **Registered and insured articles** will be delivered and money orders paid to the messenger only on the conditions. **Value-payable articles** will be delivered only in accordance with the provisions of clause 43 (No-8).
- The Post Office will, if desired, provide, at the addressee's expenses, a **bag furnished with a lock** in which all articles, cash receipts, acknowledgement, notices and coupons to be conveyed by the messenger will be placed by the post office together with a memo of the contents.
- One key of the bag will be kept by the postmaster and the other by the addressee. The same bag may be used for the conveyance by the messenger to the post office of articles to be posted but no cash for any purpose whatsoever may be conveyed in the bag to the post office. No fee will be charged for the use of this bag.

16. Payment of money orders to messenger sent from places not served daily by postmen. – Any person residing at a **place which is not served daily by the postmen**, who sends his own messengers at regular intervals to the post office to take delivery of correspondence received to his address may **authorize the postmaster, in written**, to pay money orders to the messenger, and the postmaster will accept the signature on the money orders of the messenger named in the written authority so given, and pay him the amount.

17. Delivery of registered articles, etc. to messengers or to care party – If the **addressee specially authorizes** the postmaster to do in writing the postmaster will also deliver to the **messenger** all registered and insured articles and pay him the value of all money orders which may arrive for the addressee or his family; provided that no value-payable articles will be delivered with conditions.

- If the addressee **does not authorize his messenger** to sign on his behalf, the **receipts and acknowledgements** in the case of registered and insured articles and notices with acknowledgements and coupons in the case of money orders will be handed under receipt to the messenger for delivery to the addressee.
- When the **receipts and acknowledgement** are returned to the post office duly signed, and the notices endorsed with receipts of payments, the articles and the amounts of the money orders will be made over the messenger.
- It is not necessary that the **authority granted to the postmaster** should apply to all classes of articles; it may be **restricted to uninsured registered articles**, in which case insured articles will be delivered, and money orders paid, only on the return of the receipts, acknowledgements and notices signed by the addressee.
- An article **addressed to A B care of a general** or shipping agent or care of a Scheduled Bank or its Branches in India will be **delivered to the care party** if it is not known at the post office that the articles can be at once delivered to the addressee himself.
- Instructions received from addressee authorizing the post office to deliver articles or pay money orders to persons other than themselves should be treated as lapsed after a time limit of 3 years unless renewed within that time.

18. Delivery of Registered Articles etc. and Payment of Money Orders Addressed or Payable to Students of Educational Institutions. –

Registered articles and parcels addressed to students and inmates of educational institutions can with the **approval of the Head of the Circle** be delivered to the **head of the institution** or to a **person duly authorized** by him on the head of the institution giving a general undertaking that he will be responsible for their safe delivery to the actual addressee and will reimburse to the Department any loss to which it may become liable in the event of a complaint from the addressee.

- **Insured article and Money Orders** addressed/payable to the students can also with the **approval of the head of the Circle** be delivered/paid to the head of the educational institution on his executing an indemnity bond.

19. Accounts with planters, etc. – In case of **planters** and others **living at a distance from the post office**, units of the Defence Services, permit holders of Business Reply Cards and envelopes, firms etc., who are in the habit of receiving **unpaid correspondence**, the post office will arrange, if desired, for the delivery of articles to their messengers or orderlies or at their offices, without requiring a daily settlement of its claim for the postage due on their unpaid articles, provided that a sufficient sum to pay the **postage is deposited in advance** by the addressees.

- In such cases the post office will keep an **account with each addressee**, adjusting the account at regular intervals, and giving the addressee due notice when the amount deposited by him in advance to cover postage is nearly expended.
- Addressees wishing to have **air mail correspondence** redirected by air are required to **deposit in advance in the post office**, sums sufficient to cover the air fees.
- In such cases the addressees should give **written instructions** as to the nature of the articles which they desire to be redirected by air.
- The post office will keep **an account** with each such addressee in accordance with the procedure laid down in the preceding paragraph.

Refusal of articles

The **addressee of an article** is not bound to pay the **amount due** on it to the Post Office if he does not want to take delivery of it. In this case the word **“Refused”** will be written by the Postman across the cover.

Refusal of registered articles presented for delivery: If the **addressee, while refusing** to take delivery on presentation of the registered article to him, makes an application in writing to the post office of delivery for the detention of the article or

- If the **addressee is not found** at the address given on the article, the article shall be detained in the post office for a **period not exceeding 7 days** from the **date of its presentation** to the addressee or **from the date it is last sent out for delivery** as the case may be.
- If the addressee fails to take delivery of the article from the post office within the said period of seven days, the **article will be returned** to the office of posting for delivery to the sender. The remark **‘Refused’** will be recorded on the article if the addressee fails to take delivery after requesting for detention.
- The expression **‘office of posting’** means the delivery post office which serves the **address of the sender**.
- **Obligation to pay charges.** - When a person takes delivery of an article on which any sum is due to the Post Office, he **must pay the amount marked** upon it. Any complaint of overcharge should be made to the postmaster of the office of delivery to whom the article should be taken before being opened.
- **Remedy of post office for recovery of charges due.** - If a person, after taking delivery of an article on which any postage or other sum or customs duty is payable, **refuses to pay the amount marked** as due, it will be recovered from him in the same way as a fine imposed under the Post Office Act and the Post Office has

further the **power of withholding** from him until such charge be paid or recovered, any article addressed, to him not being on India Government Service.

- **Articles maliciously sent unpaid.** – If the **Head of a Circle** is satisfied that any article has been **maliciously sent for the purpose** of annoying the person to whom it is addressed, he may remit the amount of postage charged upon it. **Superintendents of post offices** and **first Class Postmasters** may remit the amount of postage in such cases if it **does not exceed Rs. 10.**
 - **Correspondence for Defence Services Personnel.** - Articles addressed to the officers and other ranks of **Defence Services** units and formations will be delivered to an orderly or other fit person deputed by the Officer Commanding the unit or formation to receive them.
 - Articles on which postage due will be returned to senders as undeliverable. Postage due on Inland Letters Cards called “**Forces Letter**” and “**Green Envelopes**” is prepaid under special arrangements. **No recovery** will be made at the time of delivery from the addressees of ‘**Forces Letters**’ and ‘**Green Envelopes**’ which bear the **date stamp of an Army Post Office**.
 - This concession will not be extended in the case of a unit formation consisting merely of an office, e.g., the M.E.S.
- ONLINE
COACHING
CLASSES
POSTE RESTANTE
- The Poste Restante is intended solely for the **convenience of strangers and travelers** and even they may not use the Poste Restante for **more than three months.**
 - **Definition.** – All articles superscribed “**To be kept till called for**”, “**To await arrival**”, or in any similar way, and also articles addressed “**Post Office**” are held to fall under the head “**Poste Restante**”.
 - The addressees of articles falling under the head “**Poste Restante**” must give the names of the addresses. The use of initials, figures, Christian names without surnames, fictitious names or conventional marks of any kind is not admitted for these articles.
- Disposal of Poste Restante Articles. –**
- A **Poste Restante article** (except valuepayable) is kept in the post office to which it is addressed for a **period not exceeding one month.**

- A **value-payable postal article** marked “Poste Restante” is, subject to the proviso to kept in the post office to which it is addressed for a **period of seven days only**.
- **Responsibility of the Post Office.** –
- In cases in which articles are superscribed. “**To await arrival**”, or “**To be kept till called for**”, and the address gives no further indications of the intention of the sender, the responsibility of the Post Office is limited to the retaining of such articles in deposit for the prescribed period.

RE-DIRECTION

Re-direction. – A postal article which cannot be delivered by the post office, to which it is addressed **owing to the addressee being elsewhere may be redirected, free of charge**, to another post office for delivery to him.

If a postal article or a notice of the arrival has **once been tendered to the addressee** by the post office, **it will not be re-directed** to his address elsewhere.

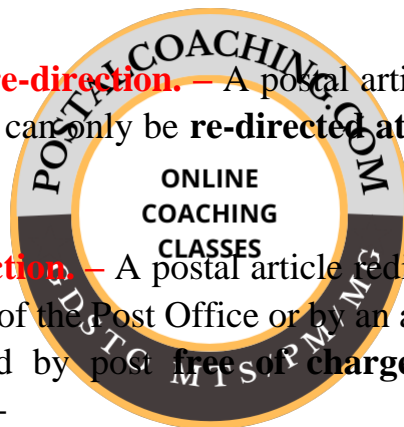
Interception and place of re-direction. – A postal article cannot be intercepted and redirected while in transit. It can only be **re-directed at the post office to which it is addressed**.

Conditions of free re -direction. – A postal article redirected to any place served by the inland post by an officer of the Post Office or by an agent of the addressee after its delivery will be transmitted by post **free of charge** in respect of such further transmission; provided that :-

- (i) in the case of an **unregistered article** redirected by an agent of the addressee, the article has not been opened and has been either returned to the postman or re-posted at the place of delivery; and
- (ii) in the case of a **registered article** re-directed by an agent of the addressee, the article has not been opened and has been returned to the postman at the place of delivery with the receipt unsigned.

Where a Postal article is re-directed to any place under sub-clause (1), the Postmaster at such place may, if authorized by a general or special order in this behalf issued by the Head of the Circle require the addressee of the re-directed article to give, at the time of delivery a receipt for such article.

Penalty for breach of condition. – A postal article **reposted** after having been opened or **reposted** at any place other than the place at which it was delivered, will be treated as a **postal article posted for the first time** and charged with postage accordingly.



A registered article of which delivery has been taken can be re-posted only under the conditions prescribed for the posting of registered articles for the first time, **no fresh charge will be made** on account of postage **if the article has not been opened.**

Re-direction fee on parcels. – A parcel re-directed to any place served by the inland post will except where the **original address and the substituted address are within the delivery area** of the same post office or are within the **same post town**, be chargeable in respect of each redirection with further postage amounting to **half the prepaid rate**. Such re-direction is not, however, undertaken unless the addressee or his agent gives written instruction in the matter.

No re-direction fee will be recovered from the sender where a parcel has been returned as unclaimed or refused for delivery to him **within the delivery area** of the post office of issue or the same post town.

In other cases, a **redirection fee amounting to half the prepaid rate** is chargeable from the sender in respect of each redirection.

No redirection fee will be charged on inland **parcels addressed to troops**, and such parcels when redirected within India will be transmitted free of any further charge.

Instruction regarding change of residence. – Persons **changing their address should furnish** the post office **both at the place which they are leaving and at the place to which they are going** with written instructions regarding the disposal of postal articles (including money orders) referred to their address.

- The **instruction must be simple and direct**, and must state whether they are intended to apply to all postal articles, and whether the postal articles referred to are postal articles addressed to the person giving the instruction only, or also to members of his family of household. Complicated or conditional instructions or anything in nature of a tour program will not be attended to.
- Articles of the letter mail originally posted for transmission by the inland post will not be redirected to places not served by the inland post.
 - (i) Without express instructions from the addressee in writing to this effect and
 - (ii) unless the conditions required for transmission by the Foreign Post are fulfilled.
- Persons leaving India are therefore advised to leave their written instructions or to appoint an agent in India to receive any letters or other articles that may arrive for them after departure.
- **Unpaid or insufficiently paid** inland packets **will not be redirected** to foreign countries unless fully prepaid at the rate applicable to such packets for transmission by the Foreign Post.
- The Indian Post Office is not responsible for any action taken by the country of destination on an inland article received by it in contravention of the regulations of that country.

Period for which instructions valid. - Separate written instructions are required for every change of address; and instructions will not ordinarily be attended to for a longer period than three months, unless renewed within that time except in the case of persons leaving India when a longer period may be specified, if desired.

Articles addressed to deceased persons. – Articles addressed to deceased persons are ordinarily dealt with in the same manner as **unclaimed articles**.

Postmasters are, however, authorized to exercise their discretion in delivering such articles to **any near relative of the deceased** who may have applied for them or who may desire to receive them, so long as the articles are **uninsured** and do not appear to contain any valuable property and there is no doubt as to the title of the applicant to receive such articles and there is no counter-claimant or likelihood of dispute. In **all other cases**, applications in respect of such articles should be addressed to the **Head of the Circle** concerned.

Void Money Orders. – If payment of a money order to the payee cannot be effected and the amount cannot be repaid to the remitter owing to the latter not being found, the order will become void and its value be credited to the Central Government.

- But if the payee or remitter subsequently applies for payment, the amount of the order will be paid to him on the authority of the Postal Accounts Officer provided that application is made before the expiration of one year from the date of issue of the original order.
- Provided that the amount of a money order other than a V.P. money order shall be repaid to the remitter in case the payee is dead:
- Provided further that where the remitter or, in case of a V.P. money order the payee, is dead, the amount of the money order or money orders upto one hundred rupees shall be paid to the claimant on his executing a personal indemnity bond; and for amounts exceeding one hundred rupees, an indemnity bond with one surety shall be obtained from the claimant.
- Exception: In the case of money orders issued from field post office and family allotment MOs remitted on behalf of streamers working on Indian merchant ships, the limit of time for making such an application shall be two years.
- When payment of a void order is to be made in a country or at a place outside India with which money orders can be exchanged, a fresh commission is deducted from the amount of the order at the rates applicable to Inland money order expressed in sterling according as the settlement country or place where payment is to be made is on which money orders are drawn in rupee currency or in sterling currency.

- In the case of a **money order** is in **excess of the limit prescribed for remittance to foreign country** under any law or regulation in force at the time of such redirection, the remitter or the payee should obtain payment of the amount of the money order in India either personally or through a duly authorized agent or furnish the **authority of the Reserve Bank of India** permitting the remittance of the amount of the money order out of India by means of foreign money order.

Liability to detention of certain mails. – In cases where the transmission or delivery of letters would be **delayed by the dispatch or delivery** at the same time of books pattern or sample packets (other than registered newspapers) or parcels, such articles may be held back in the office of posting **for a period not exceeding one day**. These articles, excepting parcels, may also be held over till the next delivery in the office of delivery.

Facilities provided by village postmen in rural areas. – In addition to their regular delivery work, **village postmen** carry a **small stock of postage stamps** and **stationery** of the more frequently utilized denominations for sale to the rural public. They also, keep a **stock of the commonly required postal forms** like acknowledgement forms. Money Order forms may also be obtained from them on payment of ten paise for each form. Village postmen are, also, authorized to book registered letters and post cards tendered to them for dispatch for which a receipt will be issued by them and to collect letters tendered to them for dispatch.

