

Post Office Regulations – 2024

INDEX

CHAPTER I- PRELIMINARY

- 1. Short title and commencement**
- 2. Definitions**

CHAPTER II - GENERAL

- 3. Business hours**
- 4. Business hours authorities**
- 5. Payment of postage and other sums chargeable on items**
- 6. Postage on unaccountable items and unpaid items**
- 7. Postage and chargeable sums not deemed to be prepaid**
- 8. Supply of postage stamps**
- 9. Fraudulent usage of stamp**
- 10. Illegal manufacture or usage of postage stamps**
- 11. Philately**
- 12. Philatelic materials**
- 13. Issuance of postage stamps**
- 14. Issuance of Commemorative Postage Stamp**
- 15. Philatelic Advisory Committee**
- 16. Manner of affixing postage stamps**
- 17. Price of postage stamps and stationery**
- 18. Standards for addressing on domestic items**
- 19. Mails for defence services personnel**
- 20. Exemption in method of addressing of an item in certain cases**
- 21. Standards for addressing on international items**

22. Posting of items
23. Receipt for transmission by post
24. Ownership of items
25. Prohibition of domestic items
26. Prohibition of international items
27. Application of regulation 25 on international items
28. Transmission of precious metals and precious stones
29. Items for blind prohibited in certain cases
30. Items transmitted in contravention of regulation 27
31. Customs control
32. Post Office authorized to collect customs duty, etc
33. Items sent in contravention of any law
34. Disposal of intercepted items
35. Items suspected to contain dangerous substances
36. Restriction on disclosure
37. Disposal of items opened
38. Notice of opening of an item
39. No relief from liability
40. No right to compensation

CHAPTER III - MANNER OF DELIVERY OF ITEMS

41. Accountable items
42. Accountable items to be issued for delivery
43. Addressee to sign in receipt
44. Letter delivery box of items other than accountable items
45. Window delivery
46. Post box

- 47. Post bags**
- 48. Smart delivery box**
- 49. Delivery to public officers**
- 50. Special procedure for delivering items to firms, etc**
- 51. Items addressed to deceased persons.-s**
- 52. Delivery of damaged item**
- 53. Intimation to addressee**
- 54. Seeking identification of addressee, if needed**
- 55. Redirection of items**
- 56. Request to avail certain facilities**
- 57. Manner of making request**
- 58. Post Office not liable for non-fulfilment of request**
- 59. Postage payable on delivery**
- 60. Postage-due stamp**
- 61. Delivery of items on which customs duty is due**
- 62. Refusal of items**
- 63. Obligation to pay sum charged**
- 64. Detention and disposal of undelivered items at post office of addressee**
- 65. Undelivered items to be returned in certain cases**
- 66. Standard remarks on undelivered items**
- 67. Detention and disposal of undelivered items at Returned Letter Office (RLO)**
- 68. Procedure in case of dealing undelivered items**
- 69. Period for which intimation regarding change in address remain valid**
- 70. Officers or officials authorized to make an official mark**
- 71. Recovery of dues in respect of unpaid and insufficiently paid domestic items**
- 72. Recovery of dues in respect of unpaid and insufficiently paid international items**

CHAPTER-IV – COMPENSATION

- 73. Compensation in respect of domestic items**
- 74. Compensation in respect of insured items**
- 75. Complaint in respect of domestic or insured items**
- 76. Filing of complaint**
- 77. Items treated as lost**
- 78. Compensation in case of international items**
- 79. Complaint in respect of international items**
- 80. No compensation to be paid in certain cases**
- 81. Period for settlement of compensation**
- 82. Complaint, how to be made**
- 83. Liability for compensation in force majeure circumstances**
- 84. Suspension or restriction of transmission of items**
- 85. Treatment and transmission of items**
- 86. Treatment of counterfeit currency**

CHAPTER V - DOMESTIC ITEMS A. LETTER POST ITEMS

- 87. Letters**
- 88. Letters in other than roll form**
- 89. Letter cards**
- 90. Conditions where infringed**
- 91. Postcards**
- 92. Book post**
- 93. Literature for blind**
- 94. Periodical Post**
- 95. Registered newspapers**

PARCEL POST

- 96. India post parcel**
- 97. Logistic post**
- 98. Speed post**
- 99. Speed post document**
- 100. Speed post parcel**

OTHER POSTAL PRODUCTS

- 101. Direct post**
- 102. Media post**
- 103. e-Post**
- 104. e-Payment**
- 105. Retail post**
- 106. Magazine post**

CHAPTER VI - INTERNATIONAL ITEMS AND SERVICES

- 107. International post**

A. LETTER POST ITEMS

- 108. Letters (International)**
- 109. Aerogramme**
- 110. Post card (International)**
- 111. Airmail postcard**
- 112. Small packet**
- 113. Printed papers**
- 114. M-Bag (Bulk bag)**
- 115. Literature for blind (International)**
- 116. International tracked packet service (ITPS)**

B. PARCEL POST ITEMS

117. International air parcel

C. INTERNATIONAL SPEED POST SERVICES (EMS)

118. International speed post

D. COMMON REGULATIONS RELATED WITH INTERNATIONAL MAILS

119. Booking

120. Electronic advance data (EAD)

121. Packaging

122. Delivery in country or territory of destination

E. OTHER FEATURES OF INTERNATIONAL MAIL ITEMS

123. Other features

124. Track and trace service

125. Inward international mails

126. Failure to take delivery

127. Failure to take delivery of Post Restante parcel

CHAPTER VII -UNIVERSAL POSTAL SERVICE

128. Mail services under Universal Postal Service

CHAPTER VIII - OFFICIAL CORRESPONDENCE

129. On postal service

130. The following items may be insured "On Postal Service"

131. Postal ballot or election material

CHAPTER IX - VALUE ADDED SERVICES

A. DOMESTIC ITEMS

132. Registration of domestic items

133. Insurance of domestic items

- 134. Airmail service
- 135. Cash on delivery (COD) items
- 136. Proof of delivery
- 137. Services relating to pre-mailing activities

B. INTERNATIONAL ITEMS

- 138. Registration of international items
- 139. Insurance of International items
- 140. International items with precious metals
- 141. Redirected or returned international item
- 142. Compensation payable
- 143. Surface airlift and air surcharge
- 144. Advice of delivery

CHAPTER X -MONEY REMITTANCE SERVICES

A. DOMESTIC

- 145. Domestic money order
- 146. Period of currency of money order
- 147. Categories of money order
- 148. Booking of money order
- 149. The remitter of a money order shall be entitled to obtain, free of charge
- 150. Payment of money order
- 151. Redirection of money order
- 152. Exemption from liability of Post Office in respect of money order
- 153. Undelivered Money Order
- 154. Void money order
- 155. Forfeiture of money order amount

- 156. Suspension of service**
- 157. Postal order**
- 158. Currency period**
- 159. Forfeiture**
- 160. Repayment of postal order**
- 161. Payee's name essential**
- 162. Payment through bank**
- 163. Payment of crossed postal order**
- 164. Mutilated postal orders**
- 165. Electronic postal order**

B. INTERNATIONAL

- 166. Foreign money orders**
- 167. Advice to remitter of foreign money order**
- 168. Remitter to change name or address for payment**
- 169. Inward foreign money orders**

CHAPTER XI - BUSINESS SOLUTIONS

A. BOOK NOW PAY LATER

- 170. Book now pay later facility**
- 171. Authority authorized to approve**

B. NATIONAL ACCOUNT FACILITY (NAF)

- 172. National account facility**

C. ADVANCE PAYMENT

- 173. Advance payment facility**

CHAPTER XII - PRODUCTS AND SERVICES OFFERED THROUGH COLLABORATION

174. Post Office network for citizen centric services

CHAPTER XIII – MISCELLANEOUS

A. PINCODE

175. Postal Index Number

B. REMOTELY MANAGED FRANKING MACHINE

176. Franking machines

177. Issuance of updated version of regulations annually

178. Postal operations order

CHAPTER XIV - POSTAL LIFE INSURANCE

179. Insurance services

CHAPTER XV - FINANCIAL SERVICES

180. Administrative instructions for financial services

MINISTRY OF COMMUNICATIONS

Department of Posts - NOTIFICATION

New Delhi, the 16th December, 2024

S.O. 5440(E) : In exercise of the powers conferred by section 13 of the Post Office Act, 2023 (43 of 2023), the **Director General**, with the prior approval of the Central Government, hereby makes the following regulations, namely:-

CHAPTER I

PRELIMINARY

1. Short title and commencement :

- (1) These regulations may be called the **Post Office Regulations, 2024**.
- (2) They shall come in to force on the **16th day of December, 2024**.

2. Definitions : (1) In these regulations, unless the context otherwise requires, -

- (a) “**accountable items**” means such items that **provide a receipt at the time of booking for track and trace** (stage wise electronic data on movement of item) and require the signature (in ink or digital) of the addressee, the payee, or their authorized person upon receipt of an item, to provide evidence of delivery and include items such as India Post Parcel, Speed Post, Magazine Post, International Speed Post Services (EMS), International Air Parcels, International Tracked Packets, International Registered Letter items, Money Order and items with value added services like registration, insurance and cash on delivery (COD);
- (b) “**Act**” means the **Post Office Act, 2023 (43 of 2023)**;
- (c) “**addressee**” means the intended recipient or the person to whom any item is to be delivered;
- (d) “**administrative instructions**” means the executive or administrative orders or instructions including guidelines issued by the Central Government or, as the case may be, the Director General as specified under regulation 178 or regulation 179 or regulation 180, as the case may be;
- (e) “**authorized person**” means a person, duly authorized by the addressee to receive the item or by a payee to receive the money on his behalf;
- (f) “**delivery**” means the delivery of an item at the address of the addressee, or to the addressee or other person or location considered to be authorized to receive the item according to the usual manner of delivering items to the addressee;

- (g) **“Director (Postal Services)”** means the Director in any administrative office of the Post Office or an officer exercising the powers of Director (Postal Services);
- (h) **“in course of transmission by post”** means the period starting from receipt of an item by the post office to its delivery to the addressee or return to the sender or otherwise disposed of;
- (i) **“letter box”** means a box installed in post offices or mail offices or at public places, for posting of fully prepaid letters, postcards, letter cards and book post items;
- (j) **“payee”** means the person who intends to receive money through money remittance services;
- (k) **“post”** means any system for collection, clearance, sorting, dispatch, conveyance, and delivery of items by the postal network;
- (l) **“Postmaster”** means the Director or Chief Postmaster of general post office, or Senior Postmaster or Head Postmaster of head post office, or an officer exercising the powers of Postmaster, as the case may be, who is the head of such post office;
- (m) **“redirection”** means action of assigning or directing an item to an address, other than the one to which it was initially addressed, for a specific reason;
- (n) **“remitter”** means the person who remits money through money remittance services;
- (o) **“rules”** means the Post Office Rules, 2024 and the expression “rule” shall mean a rule of the said rules;
- (p) **“schedule”** means the schedule annexed to these regulations;
- (q) **“sender”** means a person who sends any item; and
- (r) **“weight”** means gross weight or volumetric weight, whichever is higher, except when stated otherwise.
- (2) Words and expressions used herein but defined in the Act or the Post Office Rules, 2024, shall have the meanings respectively assigned to them in the Act or the said rules.

CHAPTER II

GENERAL

3. Business hours.-

- (1) 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

(2) **Branch post offices** shall be kept open for a maximum period of **five hours in a day**.

4. (1) 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.

(2) 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-

(a) 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;

(b) the kind of transactions available during such business hours; and

(c) 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.

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

(1) Postage shall generally be paid by modes mentioned in rule 9.

(2) 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.-

(1) 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.

(2) 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-

- (a) 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;
- (b) the stamp has been obliterated, defaced, torn, cut or otherwise rendered imperfect;
- (c) 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
- (d) 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.-

- (1) The operational guidelines for supply, custody and sale of postage stamps, shall be specified by administrative instructions from time to time.
- (2) 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.
- (3) Whoever contravenes the provisions of sub-regulation (2) above or any term or condition of permission issued there under shall be punishable under the relevant provisions of the applicable law of the land for the time being in force.

9. Fraudulent usage of stamp :

- (1) 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.**
- (2) 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 :

- (1) 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.

(2) 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 :

(1) Philately is a study and collection of stamps, postal stationery, postmarks and other philatelic materials.

(2) The operational procedures related with the philately shall be specified by administrative instructions from time to time.

12. Philatelic materials :

(1) Philatelic materials shall be issued by the Post Office as per administrative instructions specified from time to time.

(2) Philatelic materials include —

(a) philatelic stamps;

(b) first day covers, brochures or information sheets, special covers, maxim cards, annual packs, postal stationeries and various Philatelic publications and ancillaries;

(c) artworks, proofs, progressive sheets, printed sheets and printing plates of philatelic stamps; and

(d) postmarks, slogan dies and other artifacts used in connection with the production of philatelic stamps.

(3) The Director General shall specify by administrative instructions the philatelic material to be sold in post offices.

(4) 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:-

(a) 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.

(b) 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.

(ii) The Commemorative Stamps may be kept as collectible items and may be used for payment of postage.

(c) Special Stamps: Special Stamps are postage stamps which are thematic like flora, fauna, architecture or art **without commemorating any specific event.**

(d) Joint Issue Stamps: Joint Issue Stamps are postage stamps which are issued by India and any other country on mutually agreed terms and conditions.

(e) 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.

(2) All such proposals shall be examined on the basis of the administrative instructions specified by the Central Government from time to time.

(3) 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.

(4) The denominations of postage stamps shall be in consonance with domestic and international postal postage.

(5) No postage stamp shall be issued on a living personality.

(6) Stamp design and denomination shall be as approved by the Central Government.

(7) 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 :

(1) **The Philatelic Advisory Committee** shall advise on the issue of Commemorative Stamps, Special Stamps, and other allied matters related thereto.

(2) 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.

16. Manner of affixing postage stamps :

- (1) 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.
- (2) The stamps should be affixed to the **right-hand top corner of the address side**.
- (3) The provisions of this regulation shall apply to franking of items too.

17. Price of postage stamps and stationery :

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

18. Standards for addressing on domestic items :

- (1) 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.

- (2) 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

- (3) 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.**

- (4) Address of the addressee and the sender should be started from the words “To” and “From”, respectively.
- (5) 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.
- (6) Stamps or Frank impressions shall be affixed in maximum area of 74 mm on the upper right corner.
- (7) The address of addressee and sender should be positioned parallel to the length of the envelope.
- (8) A zone of 10mm around the address block should be free from any printing or writing.
- (9) 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.
- (10) The spacing between the address lines shall be uniform and be more than 1mm and less than 5mm.
- (11) The maximum number of characters per line is 40 characters, excluding spaces between words.
- (12) 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.
- (13) 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 :

(1) 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.

(2) 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.

(3) 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.

(4) 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.

(5) 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

- (6) 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.**
- (7) The address of the addressee and the sender should be started from the words “To” and “From”, respectively.
- (8) 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.
- (9) A zone of 10mm around the address block should be free from any printing or writing.
- (10) 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.
- (11) The spacing between the address lines shall be uniform and be more than 1mm and less than 5mm.
- (12) The maximum number of characters per line is 40 characters, excluding spaces between words.
- (13) An accountable item tendered at a post office for transmission shall not be accepted unless they are addressed as per regulations 18, 19 and sub-regulation (5).

22. Posting of items.-

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

(a) **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.

(b) **Post office counter** - All the accountable items shall be presented at the counter of post office for transmission by post.

(c) **Franchisee Outlet-** Items as specified by administrative instructions from time to time, may be presented through the franchisee outlet of the Post Office.

(d) **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.

(e) 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.-

(1) 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.

(2) 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.

25. Prohibition of domestic items. –

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

(a) 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

(b) anything likely to injure, any item during transmission by post, or any officer of the Post Office; or

(c) **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

(d) 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

(e) 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

(f) any item having thereon, or on the cover thereof, any matter which is prejudicial to the maintenance of law and order; or

(g) 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

(h) 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

(i) 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

(j) counterfeit and pirated items; or

(k) 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

(l) 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

(m) live animals except otherwise permitted in these regulations; or

(n) 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

(o) other items, the importation or circulation of which is prohibited in the country or territory of origin or destination; or

(p) documents having the character of current 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

(q) anything prohibited in International Postal Services by the Universal Postal Union (UPU) or any other organization; or

(r) 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: -

(a) 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;

(b) live animals which shall be admitted in-

(i) 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;

(ii) 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.-

(1) 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.

(2) 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:-

(a) shall not bear any inscription or contain any item of correspondence;

(b) 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.-

(1) 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.

(2) 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.

(3) 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.-

(1) 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.

(2) All international inward items shall be subject to customs' control and the applicable law of the land for the time being in force.

(3) 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.-

(1) 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.

(2) 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.-

(1) 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.

(2) Further necessary action in respect of the item, shall be taken in accordance with the directions of the authorities as referred in sub-regulation (1).

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—

(a) to any other person, who of necessity requires it for the like exercise or performance of their functions in terms of these regulations;

(b) 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.-

(1) 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.

(2) 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.

CHAPTER III

MANNER OF DELIVERY OF ITEMS

41. Accountable items.-

The delivery of the accountable items shall be made-

(a) to the addressee or the authorized person in case of registered item, insured item, Cash on Delivery, Money order;

(b) to the authorized person or on the address in case of speed post item, India post parcel, etc.

42. Accountable items to be issued for delivery.-

(1) An accountable item shall be issued for delivery and if it is not delivered due to any reason on its first presentation, it shall be issued once again for delivery. In case of inability to deliver **after two attempts**, it shall, in no case, be issued again for delivery.

(2) A notice of arrival of the accountable item, shall, however, be issued to the addressee for taking delivery of such item himself or by authorized person from the post office.

43. Addressee to sign in receipt.-

(1) The addressee of an **accountable item** or an authorized person, shall sign in the receipt and proof of delivery, in case relating thereto, of the item, unless the outward appearance of the cover gives rise to suspicion of tampering.

(2) Where the outward appearance of the cover of the accountable item is suspected to be tampered, the item shall be opened at the post office, in the presence of the Postmaster, and to have its contents entered in an inventory, which shall be prepared in duplicate and shall be signed by the addressee.

(3) One copy of the signed inventory shall be forwarded by the post office to the sender with unsigned proof of delivery attached to it and in case, the addressee or authorized person is not known to the staff of the post office from which the item is to be delivered, the identification of the addressee or authorized person by a person known to the post office staff, or the production of evidence which will establish his identity to the satisfaction of the Postmaster, shall be necessary if so, required by the delivering post office official.

44. Letter delivery box of items other than accountable items.-

(1) Items may be delivered in the post box or post bag for such addressee who has availed the facility of post box or post bag.

(2) In cases of non-availing of post box or post bag, items shall be delivered through a letter delivery box installed in the premises of the addressee.

(3) A letter delivery box with the name and address superscribed thereon and of such dimension as per the requirement of the addressee, shall be installed by the addressee on the ground floor of each of the house or buildings referred to in sub-regulation (2) in which the addressee is located and such letter delivery boxes shall be located at a convenient place which is easily accessible to the Postman or delivery person.

Explanation.- For the purposes of this sub-regulation, the term “building” refers to construction having two floors or more, including high-rise buildings, and are in existence or construction of which has been completed;

Provided that a single letter delivery box may be provided as a common letter box by one or more or all the addressees located in a building or same floor of the building:

Provided further that where an item required to be delivered against receipt remains undelivered due to non-availability of the addressee, an intimation relating thereto may be given through the letter delivery box or through digital communication.

(4) Every such letter delivery box shall be provided with a posting aperture located at the top and facing the front, incorporating a horizontal ledge projecting inwards from the lower edge of the posting aperture.

(5) Where such a letter delivery box is not installed, the delivery of such items shall only be effected at the post office till the time the letter delivery box is installed.

(6) Where there is a genuine difficulty in complying with the provisions of this order in a particular building, the Divisional Head, for reasons to be recorded in writing, exempt the said building from the provisions of this regulation.

(7) Items of such size that cannot be delivered in a letter delivery box, and unpaid or insufficiently paid items shall be delivered to the addressee or authorized person or on the address, through the Postman or delivery person.

(8) The delivery of the unpaid or insufficiently paid items shall be made only after collection of the postage, required to be collected.

45. Window delivery.-

The addressee of an item may avail the facility of receiving items at the post office during business hours without having the facility of post box or post bag system, by giving a written request to the Postmaster without any charge and in such case, the item shall not be given to Postman for doorstep delivery.

46. Post box.-

(1) A person, a firm, or other body, may avail the facility of post box at certain post offices by an application accompanied by the applicable fee as mentioned in Table IX of Schedule I, for delivery of fully prepaid items bearing the post box number, through the post box.

(2) The conditions related to the post box shall be specified by administrative instructions from time to time.

47. Post bags .-

(1) A person, a firm or other body, may avail the facility of post bag at any post office by making an application accompanied by the applicable fee as mentioned in Table IX of Schedule I, for receiving and delivery of fully prepaid items bearing the post bag number, through the post bag.

(2) The conditions related to the post bag shall be as specified by administrative instructions from time to time.

48. Smart delivery box.-

- (1) The Circle Head is authorized to designate the post offices or other locations, where the services of the smart delivery box are available.
- (2) The service shall be availed by anyone by applying to the post office along with the fee or charge as specified by administrative instructions from time to time.
- (3) The smart delivery box shall be used for delivery of such items addressed to the assignee of the box as specified by administrative instructions from time to time.

49. Delivery to public officers.-

- (1) Items superscribed "**On India Government Service**", and containing in the address both the name and official designation of a public officer or does not contain the official designation, shall be delivered or redirected according to the official designation even when the person named no longer holds the appointment designated or has left the station.
- (2) Items which do not bear the superscription "On India Government Service", but contain in the address both the name and official designation of a public officer, shall be delivered or redirected according to the name, whereas items which do not contain the name in the address, shall be delivered according to the official designation of the addressee.

50. Special procedure for delivering items to firms, etc.-

- (1) The items addressed for delivery to a firm or company, shall be delivered to the authorized person by the owner, partner, or proprietor, as the case may be.
- (2) The authority letter shall be given by the owner or proprietor or partner, as the case may be, to the Postmaster of the delivery post office of the area where the office of the firm or company is situated.

51. Items addressed to deceased persons.-

Items addressed to persons who are dead, shall be treated as if they were unclaimed and disposed of as per provisions of sub regulation (2) of regulation 65.

52. Delivery of damaged item.-

Where an accountable item is received in the office of delivery in a damaged condition, a notice shall be sent to the addressee requesting him to attend the post office within seven days in the case of domestic item and fifteen days in the case of international item to take delivery and the delivery or disposal of such item shall be effected as may be specified by administrative instructions.

53. Intimation to addressee.-

The intimation to the addressee shall be served by the Postman for accountable items as may be specified by administrative instructions from time to time.

54. Seeking identification of addressee, if needed.-

(1) The postman or delivery person may seek the identification of the addressee or authorized person before delivering the item, in case, the addressee or the authorized person is not known to him.

(2) The delivery of accountable items containing passport, Permanent Account Number (PAN) card, driving licence, and other items, shall be delivered only after seeking the identification of the recipient in a manner as may be specified by administrative instructions from time to time.

55. Redirection of items.-

(1) The sender of an item may avail the following facility in respect of the accountable domestic item and international inward item, by paying a postal fee as mentioned in Table VI of Schedule I, without reference to the consent of the addressee, namely :-

(a) recall of the item from the post:

Provided that the item may be cancelled before it has been dispatched from the office of booking for any reason as may be specified by administrative instructions from time to time; or

(b) alteration in address or name of the addressee.

(2) The addressee of an item may avail the facility of alteration in address, free of charge in case where the original address and the substitute address are within the delivery area of the same post office; or otherwise by paying a postal fee, as mentioned in sub-regulation (1).

(3) The Post Office shall give a receipt of the applicable fees.

56. Request to avail certain facilities.-

No request of the sender or addressee of an item, under regulation 57 shall be entertained if the item is out for delivery at the destination post office, or has been seized, or confiscated, or destroyed under any applicable law of the land concerned.

57. Manner of making request.-

(1) A sender or addressee or authorized person may make a written request for availing the facilities mentioned in regulation 55, with reasons, accompanied by the applicable fee, to the post office:

Provided that no such request shall be entertained in case of an item addressed to a foreign country or territory unless such item is addressed to a country or territory as may be specified by administrative instructions in this regard.

(2) Postage and applicable fee, once paid, shall, in no circumstances, be refunded.

58. Post Office not liable for non-fulfilment of request.-

Subject to the conditions mentioned in regulations 55 and 56, the Post Office shall not be liable for non fulfilment of the request of the sender and shall not incur any liability by reason of delivery of any item contrary to an application made in this regard:

Provided that, in such cases, the fee charged for such a request shall be refunded.

59. Postage payable on delivery .-

The Postmaster or officer in-charge, shall ensure that the following classes of items are properly charged with postage in their presence:

- (a) insufficiently paid items that have been treated as fully prepaid;
- (b) unpaid items that are not impressed with the postage due stamp; and
- (c) items that have not been charged by the offices of dispatch with the full amount of postage due on them.

60. Postage-due stamp.-

(1) The postage-due stamp shall be impressed on the items mentioned in regulation 59 and the amount shown by the impression of the postage due stamp of the office of dispatch shall be mentioned under the initials of the Postmaster or the officer in-charge or the authorized office or official.

(2) In the case of an item received by foreign post, postage shall not, under any circumstances, be charged by any post office other than the foreign post office through which it passes.

(3) If an unpaid item of the foreign post, which has not been impressed with the T - stamp by the office of origin and has not been taxed by the foreign post office through obvious error, is received in a post office for delivery, then such item shall be sent back to the foreign post office concerned to be properly taxed and shall be delivered on receipt back after recovery of the postage due:

Provided that items received with just printed impressions indicating the country or territory of origin and the phrase "Tax persue" meaning "charge collected", "Port paye" meaning "Postage Paid", or a similar expression in the language of the country or territory of origin, without any amount of the postage collected being indicated, shall not be taxed either by the offices of exchange or by the offices of delivery and shall be delivered as if fully prepaid.

61. Delivery of items on which customs duty is due.-

Items on which customs duty to be recovered is in excess of the amount as specified by administrative instructions from time to time, shall ordinarily be delivered at the post office window and such duty may be paid either in cash or by cheque or by any other specified mode.

62. Refusal of items.-

(1) The addressee of an item shall not be bound to pay the amount due on it to the post office, if he does not want to take delivery of it and in such case, the word “Refused” shall be written by the Postman across the cover.

(2) Unclaimed and refused items shall be returned, at once, direct to the offices of posting for delivery to the sender and if the sender of such items so returned to the office of posting cannot be found, the items shall then be sent to the Returned Letter Office.

(3) In respect of international item, such item shall be returned to the foreign post office for further disposal.

63. Obligation to pay sum charged.-

When a person takes delivery of an item on which any sum is due to the Post Office, he shall pay the amount marked upon it.

64. Detention and disposal of undelivered items at post office of addressee.-

(1) An item shall ordinarily be kept in deposit in the post office to which it is addressed for a period of seven days after all enquiries to find the addressee have proved unsuccessful.

(2) An item, on instructions for deposit at the post office received from the addressee, shall remain in the post office to which it is addressed, for a period as may be specified by administrative instructions from time to time.

65. Undelivered items to be returned in certain cases.-

(1) An undelivered item, of which the addressee-

(a) has refused, or after due notice omitted, to take delivery, or the addressee does not take delivery within the period as specified by administrative instructions from time to time; or

(b) is known to have left address without intimation to the post office as to the redirection of his correspondence; or

(c) is dead and there is no person to whom the item could properly be delivered, shall not be detained in the post office to which it is addressed and shall be returned to the sender if the item bears clearly on

the outside, the name and address of the sender, or otherwise sent to the Returned Letter Office concerned.

(2) The item referred to in sub-regulation (1) shall be delivered to the sender or authorized person and any proof of delivery attached thereto shall not be delivered and destroyed.

(3) In case of the item being undelivered to the sender, such item shall be sent to the Returned Letter Office (RLO) concerned.

66. Standard remarks on undelivered items.-

(1) The reasons for non-delivery shall be recorded by use of the standard remarks, as specified by administrative instructions from time to time.

(2) The production of an item, having thereon the official mark of the Post Office denoting that the item has been dealt with as indicated by any of the standard remarks, as specified in sub-regulation (1) shall be proof of the fact so denoted and the person from whom the item is purported to have come, shall, until the contrary is proved, be deemed to be the sender thereof.

67. Detention and disposal of undelivered items at Returned Letter Office (RLO).

The items that remain undelivered to the address as well as the sender, shall be detained at Returned Letter Office for a period of -

(a) fifteen days when they are unaccountable; and

(b) thirty days when they are accountable.

Explanation.- For the purpose of this rule, “Returned Letter Office” means an office that deals with unclaimed and refused items, or items without addresses, or with undecipherable or incomplete addresses.

68. Procedure in case of dealing undelivered items.-

(1) The undelivered items referred to in regulation 64 to 66 shall be dealt with as follows: -

(a) items without intrinsic value, such as, items containing printed or handwritten papers, shall be disposed of forthwith by selling it as waste paper or destroyed;

(b) magazines, periodicals and newspapers may, at the option of the Regional Head, be used for any public purpose;

(c) items with intrinsic value shall be disposed of through auction;

(d) postcards and letter cards on which the postage has not been prepaid shall be destroyed forthwith;

Provided that nothing in this regulation shall prevent the immediate destruction of any item deemed necessary for public good.

(2) On the expiration of the period specified in regulation 67, the item shall be disposed of, in a manner as deemed fit by the Circle Head or the Regional Head concerned, in the Returned Letter Office.

69. Period for which intimation regarding change in address remain valid.-

(1) A resident can give written intimation, regarding change in his residential or official address, to the concerned post office for delivery of the items addressed to him or to his address to the new address.

(2) Such intimation shall remain valid for a period not exceeding three months.

(3) the provisions of sub-regulation (2) of regulation 55 shall mutatis mutandis be applicable for delivery of items.

70. Officers or officials authorized to make an official mark.-

(1) The following officers or officials are authorized to make an official mark on items denoting that any postage or other sum is due in respect thereof to the Post Office and such mark shall be the proof that the sum so denoted is due; and that the item has been refused or rejected or unclaimed, or cannot for any other reason be delivered: -

(a) Postmaster of the office;

(b) concerned supervisor and officials, who have been assigned with the work of delivery of the items;

(c) Postman or the authorized delivery person.

(2) In the cases related with branch post offices, the delegation of work, as referred to in sub-regulation (1) performed by the Post Master and Postman or authorized delivery person shall be performed by the Grameen Dak Sevak Branch Postmaster and Grameen Dak Sevak performing the work of delivery of items respectively.

(3) The procedure for the purposes of these regulations shall be as specified by administrative instructions from time to time.

71. Recovery of dues in respect of unpaid and insufficiently paid domestic items.-

Any item on which the postage or airmail fee thereon is not prepaid, or is insufficiently prepaid, shall, on delivery of the postal articles to the addressee or, in case of undeliverable, to the sender, be charged with the rates as mentioned in Table VIII of Schedule I.

72. Recovery of dues in respect of unpaid and insufficiently paid international items.-

(1) Any inward international item on which the postage or airmail fee thereon is not prepaid or is insufficiently prepaid, shall, on delivery of the postal articles to the addressee or, in case of undeliverable, to the sender, be charged with the rates as mentioned in Table X of Schedule III.

(2) Any outward international item on which the postage or airmail fee thereon is not prepaid or is insufficiently prepaid, shall not be forwarded to the destination but shall be delivered to the sender without any charge.

CHAPTER-IV

COMPENSATION

73. Compensation in respect of domestic items.-

(1) The compensation shall be payable to the sender of the item by Department of Posts in the Ministry of Communications in event of loss of, damage to, part loss of or delay of an item, subject to the conditions mentioned in these regulations except as otherwise specified.

(2) The compensation shall be given in the event of loss of, damage to, part loss of or delay of an item, unless that item-

(a) is considered to be undeliverable in the following circumstances, namely: -

(i) following a failed delivery, the addressee has not taken advantage of the opportunity under “intimation served” within the holding period; or

(ii) the address is unsafe or unsecured or if access to the delivery point has been prevented or impeded; or

(iii) the address to which the item is to be delivered is not permanently occupied by any person; or

(iv) the item is not fully and correctly addressed in a manner which includes all the elements of the address, written clearly on the front, or on a label securely attached to the front of the cover (or otherwise in a manner such that the address is clearly visible in its entirety as if it had been written on the front of the cover); or

(v) the address is illegible; or

(vi) the health and safety of any individual may be put at risk; or

(vii) for any other reason, if found it is impracticable or unreasonable to deliver the item;

(b) has not fully met all of the conditions mentioned in these regulations;

(c) has insufficient or no postage paid for the service requested;

(d) is one that contains prohibited items or restricted items by any law of the land or under the Act or these regulations;

(e) for which the claim is submitted is undelivered due to situations outside the control, including exceptionally severe weather conditions, acts of terrorism or vandalism;

(f) is one where the loss, damage or delay is due to a latent or inherent defect or natural deterioration.

(3) The compensation payable in the event of delay in delivery, loss or damage or part damage of domestic item are as mentioned in Table V of Schedule I.

74. Compensation in respect of insured items.-

There shall be payable to the sender of an insured item, compensation by Department of Posts in the Ministry of Communications not exceeding the amount for which the item has been insured, for the loss of an item or any of its contents or for any damage caused to it in the course of transmission by post, except in cases as specified by administrative instructions from time to time:

Provided that the compensation shall in no case exceed the value of the item or any of its contents lost, or the amount of the damage caused, and provided that in the case of loss, the sender shall furnish full particulars of the contents of the item and its value.

75. Complaint in respect of domestic or insured items.-

(1) The sender, as well as, the addressee of an item may make a complaint-

(a) after fifteen days and within sixty days of booking the item for non-receipt of the item;

(b) within two days of receipt of the item, in case of damaged or loss in the item.

(2) No claim for compensation shall be admitted, if it is made more than sixty days after the item was posted.

76. Filing of complaint. –

(1) Filing of complaint shall be in accordance with the administrative instructions specified from time to time.

(2) Complaints may be made through the modes as specified in regulation 82.

77. Items treated as lost.-

(1) The maximum period after which an item may be treated as lost in the absence of final delivery status for the purpose of payment of compensation, shall be sixty days from the date of booking or thirty days from the date of receipt of the complaint, whichever is later, provided that the complaint is made within the said period.

(2) The compensation against a claim to the sender of the item, so declared as lost, shall be paid thereafter within a period of ten days.

(3) The sender or addressee may claim compensation prescribed under these regulations on submission of a valid proof of booking along with the requisition in writing.

78. Compensation in case of international items.-

(1) The compensation shall be payable by Department of Posts in the Ministry of Communications in the cases involving accountable international items only subject to the conditions mentioned in these regulations, except as otherwise provided.

(2) The compensation shall be given in the event of loss of, damage to, part loss of or delay of an item, unless that item-

(a) is considered to be undeliverable in the following circumstances, namely: -

(i) following a failed delivery, the addressee has not taken advantage of the opportunity under “intimation served” within the holding period; or

(ii) the address is unsafe or unsecured or if access to the delivery point has been prevented or impeded; or

(iii) the address to which the item is to be delivered is not permanently occupied by any person; or

(iv) the item is not fully and correctly addressed in a manner which includes all the elements of the address or as per the S42 addressing standard of the Universal Postal Union, written clearly on the front or on a label securely attached to the front of the cover (or otherwise in a manner such that the address is clearly visible in its entirety as if it had been written on the front of the cover).

Explanation. - For the purposes of this clause, “S42” means an addressing standard specified by the Universal Postal Union;

(v) the address is illegible; or

(vi) the health and safety of any individual may be put at risk; or

(vii) for any other reason, if found it is impracticable or unreasonable to deliver the item;

(b) all of the conditions mentioned in these regulations are not complied with;

(c) insufficient (or no) postage has been paid for the service requested;

(d) contains prohibited items or restricted items by any law of the land for the time being in force, or under the Act or these regulations, and it is either destroyed or seized by the competent authority;

(e) an item for which claim is submitted is undelivered due to situations outside the control (force majeure) including exceptionally severe weather conditions, acts of terrorism or vandalism, the country or territory of destination has a right to decide whether the circumstances are beyond control as per its domestic law;

(f) where the loss, damage, or delay is due to a latent or inherent defect or natural deterioration;

(g) the item is a registered bulk bag (M Bag);

- (h) disposal of the item is unable to be traced due to destruction of records in circumstances beyond control unless the liability is proved by other means;
 - (i) the item could not be delivered due to decision of the Customs' or the decision of any competent authority;
 - (j) the item is lost and when such loss or damage has been caused by the fault or negligence of the sender, or arises from the nature of the contents;
 - (k) the item is insured and in the case of insured items which have been fraudulently insured for a sum greater than the actual value of the contents;
 - (l) the item is not delivered and the sender has made no inquiry within six months for registered, International Tracked Packet Service, and parcel; and within four months for Express Mail Service from the date on which the item was posted;
 - (m) in the case of prisoner-of-war or civilian internee parcels;
 - (n) where the sender's actions may be suspected of fraudulent intent, aimed at receiving compensation, complete investigation shall be made within a period of thirty days and if the malicious intent of the sender is established as per the inquiry, then no compensation shall be paid;
 - (o) the item is seized under the national legislation of the country or territory of destination, as notified by the member country or territory or its designated operator;
 - (p) Where the national regulations of the destination country permit the designated operators of that country to deliver the registered item to a private mailbox or postbox and the addressee declares that he did not receive the item;
 - (q) where any item is seized by an intermediate country or territory during airline transmission, as such item was prohibited to be transmitted through air, no compensation shall be payable.
- (3) The compensation payable in the event of delay in delivery, loss or damage or part damage of international item are mentioned in Table IX of Schedule III.

79. Complaint in respect of international items.-

- (1) The sender, as well as the addressee of an item may make a complaint-
 - (a) within twenty-four hours of receipt of the item, in case of damaged or partial loss or theft;
 - (b) in case of parcels or registered or insured items posted, within a period of six months from the day on which the item was posted;
 - (c) in case of Express Mail Service items posted, within a period of four months from the date on which the item was posted.

(2) No claim for compensation shall be admitted if it is made after the timelines specified in sub-rule (1).

80. No compensation to be paid in certain cases.-

(1) No compensation shall be payable by Department of Posts in the Ministry of Communications under following instances, namely: -

(a) where the loss or damage has been caused by the fault or negligence of the sender, or arises from the nature of the item;

(b) where the insurance has been fraudulently made for a sum above the real value of the contents, or there has been any other fraud on the part of the sender or the addressee;

(c) where the insured item has been delivered to the addressee, or where the item is returned to the sender and the addressee or sender, as the case may be, has signed and returned the receipt therefor without protest, or in the case of an insured item, without immediately making a complaint of abstraction of or damage to the contents of the item to the administration of the office which delivered the item and proving that the abstraction or damage took place before the delivery of the letter;

(d) where the sender has not given intimation of the loss, abstraction or damage within six months following the day of posting;

(e) where the loss, abstraction or damage was due to improper or insecure packing;

(f) where there is no visible damage to the cover or seals;

(g) in cases beyond control such as tempest, shipwreck, earthquake or war;

(h) where the insured item cannot be traced in consequence of the destruction of the documents relating to it from causes beyond control, unless proof of liability of the Post Office to pay compensation in respect of the item has been furnished otherwise;

(i) where the insured item contained anything, the transmission of which by post, is prohibited;

Provided that compensation shall not be inadmissible by reason only of the fact that an insured parcel contained any correspondence;

(j) where the insured item is seized under any law for the time being in force in the country or territory of destination;

(k) when an insured letter or box or parcel is lost, or destroyed, or its contents are wholly abstracted;

(l) when by reason of damage attributable to the postal service, the addressee refuses to take delivery of an insured parcel;

(2) The sender of the letter, box or parcel for which compensation is not payable, shall be entitled to a refund of the charges and fees which have been paid, and when an error on the part of the post office

gives rise to enquiry as to disposal of such letter, or parcel, to a further refund of, any fee paid on account of such enquiry; but the sender of such letter, box or parcel shall in no case be entitled to a refund of the fee paid for insurance.

(3) The Department of Posts in the Ministry of Communications shall not accept any liability to the sender or the addressee, other than that mentioned in these regulations in respect of loss of an insured inward or outward international letter post, or parcel post items or the abstraction of, or damage to, the contents thereof.

81. Period for settlement of compensation.-

(1) The compensation shall be settled within the period of thirty days from the date of complaint or receipt of claim application:

Provided that in event of any delay for reasons to be recorded in writing, compensation shall be payable as specified by administrative instructions from time to time.

(2) Filing of complaint shall be in accordance with the administrative instructions specified from time to time.

(3) The sender or addressee may claim for compensation prescribed under these regulations on submission of a valid proof of booking along with the requisition, as specified by administrative instructions.

82. Complaint, how to be made.-

(1) A sender or addressee may make a complaint through the following means, namely: -

(a) suggestion and complaints book (A book for recording suggestions and complaints is available at all post offices, during the working hours of the office);

(b) web portal of the Post Office;

(c) social media websites;

(d) toll free numbers for the purpose; and

(e) written complaint.

(2) The Director General may, by administrative instructions, specify the officers of the Department of Posts in the Ministry of Communications as per the pecuniary and jurisdictional remits of the compensation claimed, who shall examine and dispose of the complaints for reasons to be recorded in writing, after giving a reasonable opportunity of being heard to the complainant.

83. Liability for compensation in force majeure circumstances. –

The Department of Posts in the Ministry of Communications shall not be liable to provide compensation in lieu of delay in delivery of products and services in force majeure circumstances.

84. Suspension or restriction of transmission of items. –

The Circle Head or the Regional Head may, at any time, in respect of any post office within his jurisdiction, suspend the acceptance or dispatch of all or any of the classes of items or description or both of all or any of the classes of items to be accepted or dispatched.

85. Treatment and transmission of items.-

(1) All items, which are not accountable, shall be treated as unaccountable items and transmitted in a manner as may be specified by administrative instructions from time to time.

(2) The items referred to in sub-regulation (1) shall be transmitted through the mode or in a manner, as specified by administrative instructions from time to time.

86. Treatment of counterfeit currency.-

Counterfeit currency received by the post office for any purpose shall be dealt with in the manner mentioned under the instructions and guidelines relating to the detection and impounding of counterfeit currency, issued by the Reserve Bank of India or the Ministry of Finance.

CHAPTER V

DOMESTIC ITEMS

A. LETTER POST ITEMS

87. Letters.-

(1) Letter is a communication in the nature of current and personal correspondence addressed to a person transmitted by post with pre-payment of postage.

(2) Every letter shall be posted in securely closed condition.

(3) The weight of the letter shall not exceed 500 grams.

(4) Every letter for transmission by post shall conform to the following maximum and minimum dimensions, namely:-

(i) Maximum dimensions:-

In roll form –

Single dimension	800 mm
Sum of length and twice diameter	1000 mm

In other than roll form –

Single dimension 600 mm

Sum of length and breadth and thickness combined 900 mm

(ii) Minimum dimensions:-

In roll form –

Single dimension	100 mm
Sum of length and twice diameter	170 mm

In other than roll form –

140 mm x 90 mm with tolerance of +/- 2mm.

88. Letters in other than roll form.-

(1) Letter in other than roll form shall be in envelopes of the following sizes;

(a) minimum 140 x 90 mm; and

(b) maximum 458 x 324 mm;

with tolerance of +/- 2 mm

(2) Every envelope shall have the flap either at the top on back of the longer side or at right or left.

(3) Every envelope shall be made of paper having thickness from 0.15 mm to 0.5 mm.

(4) Surface of the envelope shall be levelled with uniform surface structure.

(5) Every envelope shall be continuously closed on all sides taking care to avoid a residue of gum on the envelope itself and metal clips or staples shall not be used for closing the envelope.

(6) Every envelope shall be made of minimum 70 Grams per Square Meter.

(7) Every envelope shall be flexible enough to bend into “U shape”.

(8) Every envelope with window shall have sizes of window between 35-50 mm (breadth) and 80-125 mm (length) and the contents shall be placed in such manner that only address block which includes bar code shall be visible through window.

- (9) Glassine paper of 35 Grams per Square Meter, Cellophane paper of 40 Grams per Square Meter and Polyvinyl Chloride or Biaxially Oriented Polypropylene of 15micron thickness shall be used as window material.
- (10) Distance of left edge of window from left edge of envelope shall be minimum 15 mm, distance of top edge of window shall be minimum 40 mm, and distance of bottom edge of window from bottom edge of envelope shall be minimum 15 mm.
- (11) Logo and name of the sender's company may be written on top left corner and stamps or frank impression on top right corner having gap of minimum 10 mm from address block of recipient.
- (12) 15 mm shall be left for bar code printing at the bottom of envelope and 5 mm quiet space around 2D barcode or Quick Response Code shall be provided and the sender's logo size shall not exceed 25x50 mm in size and the 2D barcode or Quick Response Code shall have minimum size 18x18 mm.
- (13) The size of printed bar code or digital code along with quiet zone shall be kept minimum 60 mm in length and 10 mm in breadth in a window of envelope and shall be clearly visible.
- (14) In case of infringement of the conditions mentioned in regulation 87 and sub regulation (1) to (13) of regulation 88, the letter shall be charged with double the postage and any postage paid on it shall be taken into account in assessing the charges.
- (15) The discount and value additions to the customers for letters may be specified by administrative instructions in accordance with the norms determined by the Director General from time to time;
- (16) The rates of postage chargeable on letters shall be as mentioned in Table I of Schedule I.

89. Letter cards.-

Letter cards may be transmitted by post, if it conforms to the following specifications, namely:-

- (a) the postage shall be prepaid in full;
- (b) the weight of the letter card shall not exceed five grams;
- (c) the dimensions of the letter card including its flaps when unfolded or folded shall respectively be as follows: -

Unfolded

Maximum - 300 mm by 210 mm.

Minimum - 282 mm by 182 mm;

Flaps- Letter Card shall have three flaps, one each on the left and right side not exceeding 15 mm by 100 mm and another on the top side not exceeding 15 mm by 210 mm and the flaps may not be required if the letter card can be closed by any other effective process.

Folded

Maximum - 210 mm by 100 mm

Minimum - 152 mm by 90 mm;

- (d) nothing shall be attached to or enclosed in a letter card;
- (e) there shall be printed on the outside at the top left-hand corner on the address side of every folded letter intended for domestic transmission the words “Letter Card”; and
- (f) letter card shall be made of paper of minimum 70 Grams per Square Meter.

Explanation 1.- For the purposes of this regulation, “Letter card” means a sheet of paper of the kind ordinarily used for letter writing suitably folded and gummed.

Explanation 2.- Letter cards of private manufacture shall be suitably folded and fully closed on three sides by continuous gumming, glue or any other adhesive provided the dimensions and other conditions mentioned in this regulation are complied with.

90. Conditions where infringed.-

- (1) In case of infringement of the conditions specified in regulation 89, the letter card shall be treated as a letter and charged on delivery with double the deficiency between the postage already paid for such letter card and the postage payable for a letter.
- (2) The rates of postage chargeable on letter cards shall be as mentioned in Table I of Schedule I.

91. Postcards.-

- (1) Postcards may be transmitted by post, if it shall conform to the following conditions, namely: -
 - (a) the postage shall be prepaid in full;
 - (b) the weight of the post card shall not exceed five grams;
 - (c) their dimensions shall be 140 mm x 90 mm and they shall have the legend, “Post Card” written in Hindi or English or printed on the address side;
 - (d) as regards substance, they shall be neither thinner nor more flexible than the post cards issued by the Post Office;
 - (e) no post card shall be folded, enclosed in any cover, cut or otherwise altered except that the impressed postage stamp (if any) may be perforated with initials‘;
 - (f) the right-hand of the address-side of a postcard is in all cases reserved for the address of the recipient, for the postage stamp or impression of stamping machine necessary for prepayment, which may, so far as possible, be affixed in the upper righthand corner, and for the postal directions but the left hand half

of the address-side, as well as the back, may be used by the sender for the purpose of a communication or single colour or multi colour printed advertisement and address of the sender may be written on top left-hand corner of back, or may be otherwise disposed of, subject to the restriction mentioned in sub-regulation (g):

Provided that a small space marked off by lines or minute dots to indicate the place where the postage stamp is to be affixed, shall be allowed on the upper right-hand corner of the address-side of postcards;

(g) nothing shall be attached to a post card except-

(i) stamps in payment of postage or other postal fees which shall be affixed only to the address side of the post card;

(ii) a gummed label completely adherent to the card, and bearing the name and address of the person to whom the card is sent;

(iii) a similar label not exceeding 50 mm in length and 20 mm in width bearing the name and address of the sender of the card; and

(iv) engravings, illustrations, drawings and photographs on very thin paper and completely adherent to the card.

Provided that the items specified in sub-clauses (ii) and (iii) shall be affixed either to the back or the left-hand half of the address side.

Explanation.- For the purposes of this regulation, “Post card” means an open communication on a rectangular card of prescribed size, having a stamp of the prescribed value impressed on it.

(2) In case of infringement of any of the conditions specified in sub-regulation (1), the postcard shall be treated as a letter and charged on delivery with double the deficiency between the postage already paid for such postcard and the postage payable for a letter subject to a minimum of one rupee, and where such amount is a part of a rupee containing paise, the amount shall be increased to one rupee.

(3) The rates of postage chargeable on postcard shall be as mentioned in Table I of Schedule I.

92. Book post.-

(1) Item containing book, cards, magazines, journals, publications of all kinds, paper, sheets, bills, invoices, reports, or any document of commercial, legal or personal nature in single or multiple copies, may be transmitted by post as “book post”, subject to the following conditions, namely: -

(a) a book post shall not exceed 5 kilograms in weight;

(b) the dimensions of a book post shall be subject to the following maximum and minimum limits: -

(i) Maximum.

In roll form –

length	800 mm
Sum of length and twice diameter	1000 mm
In other than roll form	600x300x300 mm

(ii) Minimum

In roll form –

Single dimension	100 mm
Sum of length and twice diameter	170 mm

In other than roll form

with tolerance of ± 2 mm;

140mm x 90mm

(c) book post when sent open in card form, whether folded or not shall be neither thinner nor more flexible than postcard;

(d) book post shall be consigned in an unfastened envelope of the following sizes,

provided its dimensions are not less than 140x 90 mm and not more than 353 x 250

mm; with tolerance of ± 2 mm;

(e) the item shall have the inscription “Book Post” on the address side of the item;

(f) a book post shall be posted without a cover, or in an unfastened envelope, or in a cover under “Book Post”, which can be easily removed for the purpose of examination without breaking any seal or tearing any paper or separating any adhering surfaces and a packet posted without a cover may not be fastened or otherwise treated so as to prevent easy examination;

(g) a book post shall not contain “paper money”, which for the purposes of this regulation includes unobliterated postage or other stamps, hundies, cheques, bank post bills, bills of exchange, and all orders or authorities for the payment of money:

Provided that a book post may contain one stamped and addressed envelope, post card or wrapper bearing the name and address of the sender of the packet, or some other person named thereon;

(h) any document contained in the book post item shall not be addressed to an addressee nor stem from a sender other than those of the item:

Provided that all items posted as book post shall be treated as letter post if the weight is upto 500 gms, or as parcel post if the weight is more than 500 gms.

(2) In case of infringement of any of the conditions mentioned in sub-regulation (1), the book post shall be treated as a letter and on delivery, be charged with double the postage payable on letter or India post parcel according to whichever entails lower charge (subject to the conditions prescribed for such class of items being satisfied) and any postage paid on it shall be taken into account in assessing the charges.

(3) The rates of postage chargeable on book post shall be as mentioned in Table I of Schedule I.

93. Literature for blind.-

(1) Papers of any kind, periodicals, and books impressed in “Braille” or other special type for the use of the blind, shall be transmitted by post as “Literature for the Blind” items, provided that they are posted in accordance with the following conditions, namely: -

(a) such items shall consist only of materials specially impressed as described above for the use of the blind, and shall not contain any communication either in writing or printed in ordinary type, except the title and table of contents of the book or periodicals, and any key to, or instructions, for the use of the special type, or any enclosure except a label for the return of the packet;

(b) such items shall bear on the outside the inscription “Literature for the Blind” and written or printed name and address of the sender;

(c) such items shall be posted either without a cover, or in a cover open at both ends, which can easily be removed for the purpose of examination;

(d) the weight of a “Literature for the Blind” item shall not exceed 7 kilograms; and

(e) the dimensions of such item shall conform to the following maximum and minimum limits: -

(i) Maximum

In roll form - Length	800 mm
Sum of length and twice diameter	1000 mm
In other than roll form	600 x 300 x 300 mm

(ii) Minimum

In roll form – Length	100 mm
Sum of length and twice diameter	170 mm

In other than roll form	100 x 70 mm
-------------------------	-------------

Explanation.- Plates bearing the characters of writing sound records for the use of the blind and discs, films, tapes and wires, on which spoken messages for the blind have been recorded when sent by, or addressed to, an officially recognised institution for the blind shall be treated as “Literature for the Blind”.

(2) No postage shall be chargeable on the literature for the blind, but air mail fee shall be chargeable for transmission by air.

(3) In case of infringement of any of the conditions mentioned in sub-regulation (1), the “Literature for the Blind” item shall be charged with double the postage as payable on relevant postal item, as applicable.

94. Periodical Post.-

(1) Any publication may be transmitted by post as periodical post, if it is-

(a) covered under the definition of the term “periodical” under the Press and Registration of Periodicals Act, 2023 (51 of 2023);

(b) brought out, printed, or published in India only;

(c) registered with the Press Registrar General of India under the Press and Registration of Periodicals Act, 2023 (51 of 2023) and possesses the certificate of registration allotted by the Press Registrar of General; and

(d) comply with the provisions of the Press and Registration of Periodicals Act, 2023 (51 of 2023).

Provided that a book, or a journal including a book or journal of scientific, technical and academic nature shall not be transmitted by post as periodicals.

(2) No separate postal registration shall be required for transmission of periodicals by post.

Provided that for the periodicals which are covered under the definition of newspaper and wish to avail concessional rate of postage for transmission by post, a separate postal registration or license is required to be taken by the owner or publisher (under the authority of owner).

(3) The periodical shall bear in print on any convenient place either on the first or last page thereof, the superscription “Press Registrar of General of India under No.....”.

(4) In case of infringement of any of the conditions specified in sub-regulation (1) and (3), the item shall be treated and charged as a book post item and any postage paid on it shall be taken into account in assessing the charges.

(5) The rates of postage chargeable on periodical post shall be as mentioned in Table I of Schedule I.

95. Registered newspapers.-

(1) A newspaper shall be eligible for postal registration for transmission by post as registered newspaper, if it is-

(a) covered under the definition of the term “newspaper” under the Press and Registration of Periodicals Act, 2023 (51 of 2023);

(b) brought out, printed, or published in India only;

(c) registered with the Press Registrar General of India under the Press and Registration of Periodicals Act, 2023 (51 of 2023) and possesses the certificate of registration allotted by the Press Registrar of General; and

(d) comply with the provisions of the Press and Registration of Periodicals Act, 2023 (51 of 2023).

(2) The administrative and operative guidelines related to registered newspaper shall be as specified by administrative instructions from time to time.

(3) The rates of postage on registered newspaper are mentioned in Table I of Schedule I.

PARCEL POST

96. India post parcel. –

(1) The Post Office shall offer India post parcel to individual and bulk customers and all parcels shall be treated as accountable items.

(2) Any item shall be treated as an India post parcel, if it complies with at least one of the following conditions, namely: -

(a) which weighs more than 500 grams; or

(b) which has minimum dimensions of:

(i) 100 mm in roll form, sum of length and twice diameter 170 mm;

(ii) 140 x 90 mm in other than roll form;

With a tolerance of ± 2 mm; and

(c) whose length does not exceed 1.5 metres and the length and girth combined does not exceed 3 meters; and

(d) whose gross weight does not exceed 35 kgs or volumetric weight as defined;

Provided that where the item is not a letter item as defined in regulation sub regulation (1) of 87 shall be declared as “merchandise” by the customer.

(3) Any India post parcel presented at the window shall have the inscription “India Post Parcel” on it with such value additions as may be paid for, by the sender.

(4) The postage on an India post parcel shall be fully pre-paid through any of the modes of payment as mentioned in rule 9.

Note 1: Franking Impressions of such models of franking machines of vendors approved by the Director General shall be deemed to be mode of prepayment of postage on an item.

Note 2: Nothing contained in this regulation shall prevent the booking of India post parcels where the postage is collected at a later stage as permitted by the Director General.

(5) India post parcel shall ordinarily be transmitted by surface only.

(6) The value-added services, that is, addressee specific delivery, cash on delivery, insurance and proof of delivery, shall be available for India post parcel on payment of a fee specified by administrative instructions from time to time.

(7) All India post parcels shall be packaged by the sender or by the post office as specified by administrative instructions from time to time and any India post parcel not packed in conformity with specifications shall not be accepted for booking.

(8) If any India post parcel in the course of transmission through post, is found to consist of anything the transmission of which is in contravention of the provisions of the Act or the rules, it shall be detained at the post office nearest to the place at which it is detected shall be dealt in the manner as specified by administrative instructions from time to time.

(9) Every India post parcel addressed to any part of India shall be accompanied by a declaration in a form as specified by administrative instructions from time to time.

(10) All India post parcels shall be booked, transmitted and delivered in the manner as specified by administrative instructions from time to time.

(11) The rates of postage chargeable on India post parcels are mentioned in Table III of Schedule I.

97. Logistic post. –

(1) The Circle Heads are authorized to specify, by administrative instructions, from time to time, the designated office and designated place where the items under “Logistics Post” may be booked at or addressed to.

(2) The operational conditions for posting, booking, transmission and delivery of items under Logistics Post, shall be, as specified by administrative instructions from time to time.

98. Speed post. –

(1) Every Speed post shall contain two classes of items for transmission by post, namely: -

(a) Speed Post Document; and

(b) Speed Post Parcel.

Note: A Document may contain a letter as defined in sub-regulation (1) of regulation 87 or any other communication, written, drawn, or printed, excluding the contents of merchandise

(2) The postage of speed post document and parcel shall be as mentioned in Table IV of Schedule I.

99. Speed post document. –

(1) Every speed post document shall be transmitted by air:

Provided that, speed post document may be transmitted by surface on routes where it is determined to be faster than air transmission.

(2) The weight of an item for the speed post document shall not exceed 500 grams including volumetric weight.

(3) The postage and other fees chargeable on the speed post document item, shall be charged in accordance with the volumetric weight or gross weight, whichever is higher.

(4) The size of an item for speed post document shall not exceed the dimension of 420 mm, 297 mm and 24 mm in respect of length, breadth and thickness, respectively.

(5) The pick-up facility, proof of delivery, insurance, registration and other value added services as specified by administrative instructions from time to time, shall be available for speed post item on payment of fees specified by administrative instructions from time to time.

(6) The item posted under the speed post shall generally be address specific that is it shall be delivered at the given address, unless otherwise specified.

100. Speed post parcel.-

(1) Sub-regulations (1), (2), (4), (6), (7) to (10) of regulation 96, relating to India post parcels shall apply mutatis mutandis to speed post parcels, except as follows: -

(a) every speed post parcel shall be transmitted by air:

Provided that speed post parcel may be transmitted by surface routes where it is determined to be faster than transmission by air:

Provided further that speed post parcel, if transmitted by surface, shall be prioritised over India post parcel at every stage of transmission; and

(b) any speed post parcel presented at the window shall have the inscription “Speed Post Parcel” on it with such value additions as may be paid for, by the sender.

OTHER POSTAL PRODUCTS

101. Direct post.-

(1) Direct post shall be an un-addressed mail, comprising of unaddressed items like letters, cards, brochures, questionnaires, pamphlets, samples, promotional items, coupons, posters, mailers or any other form of printed communication that is not prohibited by the Act or these regulations.

Explanation.- For the purposes of this regulation, “mail” means printed matter usually carrying a sales message or announcement, designed to elicit a response from a carefully selected consumer or business market.

(2) These items shall be accepted in bulk in designated post office and shall not be posted in a letter box.

(3) In case of items meant for delivery in other towns, direct post items shall be accepted in Postal Index Number (PIN) Code wise bundles.

(4) The operational conditions for availing direct post, including minimum quantity of mail, shall be such as may be specified by administrative instructions from time to time.

(5) The rates chargeable on direct post are mentioned in Table I of Schedule II.

102. Media post.-

(1) Media post shall be an advertising mechanism designed to help the Central Government or State Government and corporate clients for promoting their products and services as it offers a range of advertising mediums such as postal stationery and postal premises.

(2) The advertisement shall be displayed at the area identified for advertisement in the premises of the post office.

(3) The conditions for availing media post shall be such as may be specified by administrative instructions from time to time.

(4) The rates chargeable under media post are mentioned in Table II of Schedule II.

103. e-Post.-

(1) e-Post provides facility to send a message to any address in India with a combination of electronic transmission and physical delivery through a network of post offices.

(2) e-Post sends messages as a soft copy through internet and at the destination, it will be delivered to the addressee in the form of hard copy as an unaccountable letter item.

(3) This facility is available for retail as well as for bulk customers:

Provided that bulk customers shall enter into an agreement with the concerned

authority of the Post Office for availing the e-Post facility.

(4) The operational conditions for sending e-Post shall be such as may be specified by administrative instructions from time to time.

(5) The fee on services to be provided under the e- Post are mentioned in Table III of Schedule II.

104. e-Payment.-

(1) e-Payment provides the services of collection of bill amount or other payments for third party through post offices by entering into an agreement with the concerned authority of the Post Office.

(2) The operational conditions and fee relating to e-Payment shall be such as may be specified by administrative instructions from time to time.

105. Retail post.-

(1) Retail post shall provide the sale of departmental and third party products or services with an aim to provide convenience to the general public by making these products or services available in their vicinity through post offices.

(2) Departmental products or services shall be such as may be specified by administrative instructions from time to time.

(3) The third party products or services shall be offered through entering into an agreement with the concerned public sector and private sector entities.

(4) The Circle Head is authorized to enter into an agreement with the concerned public sector and private sector entities on behalf of the Post Office.

(5) The charges on services to be provided under the retail post shall be such as may be specified by administrative instructions by the Post Office after taking into consideration the aspects of the service to be provided.

(6) The Operational conditions for retail post shall be such as may be specified by administrative instructions from time to time.

106. Magazine post.-

(1) Any publication may be transmitted by post as 'magazine post', if it is -

(a) covered under the definition of the term "periodical" under the Press and Registration of Periodicals Act, 2023 (51 of 2023);

(b) brought out, printed, or published in India only;

- (c) registered with the Press Registrar of General of India under the Press and Registration of Periodicals Act, 2023 (51 of 2023) and possesses the certificate of registration allotted by the Press Registrar of General;
 - (d) adhere with the provisions of the Press and Registration of Periodicals Act, 2023 (51 of 2023);
 - (e) have a bonafide list of at least 500 subscribers; and
 - (f) posted with minimum 500 copies at a time.
- (2) Every magazine post shall be delivered to the address mentioned on the post as an accountable item.
- (3) The facilities of cash payment, Book Now Pay Later (BNPL) and advance payment may be availed by the customer for payment of postage chargeable on the periodicals under the magazine post.
- (4) The operational conditions for magazine post shall be such as may be specified by administrative instructions from time to time.
- (5) In case of infringement of conditions mentioned in sub-regulation (1), the item posted under the magazine post shall be treated and charged as a speed post item.
- (6) The rates of postage chargeable on magazine post shall be as mentioned in Table IV of Schedule II.

CHAPTER VI

INTERNATIONAL ITEMS AND SERVICES

107. International post.-

- (1) In the international post, letter post shall include items such as letters, postcards, aerogramme, printed papers (including books and registered newspapers, small packets, literature for the blind, M Bag (Bulk Bag), and International Tracked Packet Service (ITPS).
- (2) In the international post, “parcel post” shall include items such as international air parcel, international surface airlifted parcels (SAL) and international surface parcels.
- (3) Express Mail Service (EMS) shall be the fastest service for sending documents and merchandise worldwide.

A. LETTER POST ITEMS

108. Letters (International).-

- (1) Letter, which may contain a communication enclosed in an envelope and addressed with a weight limit up to 2 kgs, may be transmitted to or from addressees or senders in foreign countries or territories.
- (2) Letters shall conform to the following maximum and minimum dimensions, namely:-

- (a) maximum dimensions: length, width and depth combined: 900 mm, but the greatest dimension may not exceed 600 mm, with a tolerance of 2 mm; in roll form: length plus twice the diameter: 1,040 mm, but the greatest dimension may not exceed 900 mm, with a tolerance of 2 mm;
- (b) minimum dimensions: surface measuring not less than 90 x 140 mm, with a tolerance of 2 mm; in roll form: length plus twice the diameter: 170 mm: but the greatest dimension may not be less than 100 mm.
- (3) The rates of postage chargeable on letters (International) are mentioned in Table I of Schedule III.

109. Aerogramme.-

(1) Aerogramme which is a priority item consisting of a sheet of paper suitably folded and gummed on all sides, shall be transmitted exclusively by air to or from addressees or senders in foreign countries or territories.

(2) Aerogramme shall be sold by the post offices specified by the Circle Head:

Provided that privately manufactured aerogramme shall not be transmitted by post.

(3) Aerogramme shall conform to the following maximum and minimum dimensions, namely:-

(a) the maximum size of an aerogramme shall not exceed 110 X 220 mm when folded and, in that form, its length shall be equal to or greater than its width multiplied by $\sqrt{2}$ (Approximate value: 1.4);

(b) the minimum size permissible for folded aerogrammes shall be same as for letters, i.e. 90 X 140 mm.

(4) The rates of postage chargeable on aerogramme shall be mentioned in Table V of Schedule III.

110. Post card (International).-

(1) Postcard is an open communication transmitted by surface, on a sheet of paper with maximum dimensions of 120 x 235 mm, with a tolerance of 2 mm, provided they are sufficiently stiff to withstand processing without difficulties; and with minimum dimensions of 90 x 140 mm, with a tolerance of 2 mm.

(2) Postcards, either issued by the Post Offices or manufactured privately shall be accepted for transmission to foreign countries or territory:

Provided that privately manufactured postcards shall be rectangular and be made of material and dimensions similar to those used for the postcards issued by the Post Office.

(3) The rates of postage chargeable on postcard (International) shall be mentioned in Table I of Schedule III.

111. Airmail postcard.-

(1) Airmail postcard is a postcard which is transmitted by air. (2) The provisions of postcard as mentioned in sub-regulation (1) and (2) of regulation 110 shall be applicable to airmail postcard.

(3) The rates of postage chargeable on airmail postcard shall be mentioned in Table V of Schedule III.

112. Small packet.-

(1) Letter post items which contain small quantities of goods such as gifts, items of saleable value, and samples of merchandise, may be transmitted by post, as small packets.

(2) Small packets shall not bear any inscriptions or contain documents in the nature of current and personal correspondence or any document exchanged between persons other than the sender and the addressee.

(3) Small packets shall conform to the following maximum and minimum dimensions and prescribed for letters, namely:-

(a) maximum dimensions: length, width and depth combined: 900 mm, but the greatest dimension may not exceed 600 mm, with a tolerance of 2 mm; in roll form: length plus twice the diameter: 1,040 mm, but the greatest dimension may not exceed 900 mm, with a tolerance of 2 mm;

(b) minimum dimensions: to have a surface measuring not less than 90 x 140 mm, with a tolerance of 2 mm; in roll form: length plus twice the diameter: 170 mm: but the greatest dimension may not be less than 100 mm

(4) Small packets shall have maximum weight up to 2 kg and minimum weight of 100 gms.

(5) The rates of postage chargeable on small packets are mentioned in Table I of Schedule III.

113. Printed papers.-

(1) Letter post items which contain only newspapers, may be transmitted by post as printed papers.

(2) Several printed papers may be sent together in a single item provided that they shall not bear the names and addresses of different addressees.

(3) Printed papers shall be made up in such a way that their contents are sufficiently protected while permitting quick and easy verification.

(4) Printed papers shall have a maximum weight upto 2 kg and a minimum weight of 20 gms.

(5) The rates of postage chargeable on printed papers are mentioned in Table I of Schedule III.

114. M-Bag (Bulk bag).-

(1) M-Bag (Bulk bag) are special bags containing printed papers, newspapers, periodicals, books and similar printed documentation for the same addressee at the same address marked with the inscription “M” intended for transmission to or from addresses or senders in foreign countries or territory.

(2) The maximum permissible weight of an M-bag is 30 kg.

(3) Each M-Bag should be accompanied by Form CN22 or Form CN23 prepared by the sender;

Explanation.- For the purposes of this sub-regulation, “Form CN22” or “Form CN23” means the relevant forms specified in this behalf by the Universal Postal Union.

(4) Every M-Bag shall be furnished with a rectangular address label provided by the sender and providing all the information concerning the addressee and the address label shall be made of sufficiently rigid material and shall not measure more than 90mmX140mm.

(5) The postage paid for the M-Bag shall be shown on the address label of the bag and the weight limits for M-Bags shall be up to 30 kg, which is subject to the maximum acceptable weight limit specified by the country or territory of destination, whichever is lower.

(6) M-Bags may also contain other contents as under:

(a) the contents (commercial samples shipped by manufacturers and distributors, or other non-dutiable commercial items or informational materials that are not subject to resale) are as list affixed to or otherwise combined with the accompanying printed papers;

(b) the contents relate exclusively to the printed papers with which they are being mailed;

(c) the weight of each content which is in combination with printed papers does not exceed 2 kg;

(d) the addressee's address shall be shown on each packet of printed papers included in the M Bag.

(7) The rates of postage chargeable on M-Bag shall be mentioned in Table II of Schedule III.

115. Literature for blind (International).-

(1) Papers of any kind (including letters), periodicals, books and plates impressed in “braille” or any other special type for the use of the blind may be transmitted as literature for the blind (blind literature).

(2) Sound records shall be admitted for transmission as literature for the blind only if these are sent by, or addressed to, an officially recognised institute for the blind and a list of such institutions in India shall be published from time to time.

(3) The maximum weight for the blind literature shall be up to 7 kg.

(4) The literature for the blind shall be exempted from postage but surface airlift or air surcharge may be availed by paying the applicable fee.

116. International tracked packet service (ITPS).-

(1) The Circle Head is authorized to specify, from time to time, the offices where the item called as international tracked packet may be booked subject to the following conditions, namely: -

(a) the maximum weight of an international tracked packet shall be 2 kg, provided that the said limit may be amended from time to time;

(b) the sum of the length, width and depth shall not exceed 90 cm and the largest dimension shall not exceed 60 cm.

(2) An international tracked packet shall be booked, transmitted and delivered in the manner as may be specified by administrative instructions from time to time.

(3) The discount and value additions to the customers for international tracked packet shall be provided in the manner as may be specified by administrative instructions from time to time.

(4) The postage for International Tracked Packet shall be as mentioned in Table VIII of Schedule III.

B. PARCEL POST ITEMS

117. International air parcel.-

(1) International air parcel provides economical and faster mode of transmission of documents and merchandise to all the Universal Postal Union member countries with track and trace facility.

(2) International air parcel may be booked in the post offices as may be specified by administrative instructions from time to time, subject to the following conditions, namely:

(a) the maximum gross weight of an international air parcel shall be 20 kg, subject to the maximum acceptable weight limit specified by the country or territory of destination, whichever is lower or as amended from time to time;

(b) the maximum dimension shall not exceed 1.5 metre or 3 meters for the sum of the length and the greatest circumference measured in a direction other than that of length.

(3) No international air parcel shall be smaller than the minimum size prescribed for letters i.e. 90 mm X 140 mm.

(4) An international air parcel shall be booked, transmitted, and delivered in the manner as may be specified by administrative instructions from time to time.

(5) The postage of international air parcel shall be as mentioned in Table VI of Schedule III.

C. INTERNATIONAL SPEED POST SERVICES (EMS)

118. International speed post.-

(1) International speed post, globally known as Express Mail Service (EMS), is a postal express service for transmission of documents and merchandise, and shall be the best possible quickest postal service by physical means.

Explanation.- For the purposes of this sub-regulation:-

(a) “documents” includes documents of any kind containing information or data in alphabetical, numerical or technical form, which are not dutiable or saleable; and

(b) “merchandise” includes any article or thing, other than documents transmissible by post, the insurance of which is not compulsory.

(2) International speed post items (EMS) may be booked from all the post offices across the country.

(3) International Speed Post (EMS) may be availed subject to the following conditions, namely:-

(a) the maximum gross weight of an international speed post shall be 35 Kg, which is subject to the maximum acceptable weight limit prescribed by the country or territory of destination, whichever is lower or as amended from time to time;

Provided that the higher limit of weight of an international speed post service addressed to or from any other country or territory may be such as may be specified by administrative instructions;

(b) the size of an item for international speed post service shall not exceed 1.5 meter for any one dimension and 3 meters for the sum of the length and the greatest circumference measured in a direction other than the length;

(c) discount and value additions to the customers for international speed post shall be provided as may be specified by administrative instructions from time to time;

(d) an international speed post (EMS) shall be booked, transmitted and delivered in the manner as may be specified by administrative instructions from time to time;

(e) 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, travellers’ cheques, shall be transmitted by insured Express Mail Service, and the value of such insurance shall not exceed ₹1,00,000;

Provided that the higher value of insurance may be specified in respect of any such item.

(4) The postage of international speed post services shall be as mentioned in Table VII of Schedule III.

D. COMMON REGULATIONS RELATED WITH INTERNATIONAL MAILS

119. Booking:

- (1) The postage payable for international items are as mentioned in Schedule III.
- (2) The postage, special fee and air surcharges may be refunded to the sender in the event of suspension of services.

120. Electronic advance data (EAD).-

- (1) Items containing goods may be subject to specific import customs and security based requirements for providing electronic advance data at the country or territory of destination.
- (2) The exchange of electronic advance data may be additionally governed by bilateral or multilateral agreements or protocols regarding the protection of personal data and other technical aspects relating to data exchanges.
- (3) Each item for which electronic advance data is provided shall be accompanied by the appropriate customs declaration Form CN22 or Form CN23:-
 - (a) CN 22- if the declared value of the international items less than or equal to 300 Special Drawing Rights (SDR);
 - (b) CN 23-If the declared value of the international items is greater than 300 Special Drawing Rights (SDR), a CN 23 shall also be provided.

Explanation.- For the purposes of this sub-regulation, “Form CN22” or “Form CN23” means the relevant forms specified in this behalf by the Universal Postal Union.

- (4) The sender of international mail is required to provide Know Your Customer (KYC) documents or electronic Know Your Customer (eKYC) documents for the booking of international mail containing merchandise.
- (5) The electronic advance data necessary to meet the requirements under this regulation shall, in all cases, replicate data documented on the appropriate Universal Postal Union customs declaration form.
- (6) Letters, postcards, printed papers (other than books) or letter-post items containing correspondence or items for the blind, which are not subject to customs duties, shall be exempted from electronic advance data requirements.
- (7) Electronic advance data adoption requires mandatory submission of the following data elements, known as the 7+1 dataset to comply with required regulatory and security requirements:
 - (a) Consignor name
 - (b) Consignor address

- (c) Consignee name
- (d) Consignee address
- (e) Number of packages
- (f) Total gross weight (including measure unit qualifier)
- (g) Brief merchandise or cargo description
- (h) Identifier

121. Packaging.-

- (1) All items shall be made up securely and in such a way that there is no risk of other items getting trapped in the item and the packaging shall adapt to the shape, nature of the item and the condition of transport.
- (2) Every item shall be made up in such a way as not to affect the health of officials and so as not to present any danger, if it contains items of a kind likely to injure the officials called upon to handle it or soil or damage other items or postal equipments.
- (3) The detailed conditions of packaging for international items including value added services, shall be as may be specified by administrative instructions from time to time.

122. Delivery in country or territory of destination. –

- (1) Items shall be delivered in the country or territory of destination in accordance with their relevant laws or internal regulations.
- (2) The Post Office shall not be responsible for the manner in which an item is delivered or returned undelivered, if it is done in accordance with the relevant laws or internal regulations of the country or territory of destination.
- (3) The period of detention of undeliverable items shall also be governed by the relevant laws or internal regulations of the country or territory of destination.

E. OTHER FEATURES OF INTERNATIONAL MAIL ITEMS

123. Other features. –

Any outward accountable item shall be presented to the post office and a receipt shall be given to the person who presents such item.

124. Track and trace service. –

For every accountable international item, electronic exchange of data is available at item level, receptacle level and airlines level to facilitate transparency in the movement of items and receptacles, however, for registered letter items, this service is not available for some of the destination as per the internal regulations of destination.

125. Inward international mails. –

(1) The conditions for transmission of items by post shall be as may be specified by administrative instructions from time to time.

Provided that the regulations relating to domestic registered newspapers shall be deemed to apply in the case of newspapers sent to any foreign country or territory.

(2) Any inward accountable item shall not be delivered to the addressee unless and until an authorized person has signed a receipt for it.

126. Failure to take delivery. –

(1) If the addressee of an international air parcel fails to take delivery of it within seven days, following the date of its first presentation or the date of delivery to him or to the authorized person of an intimation of its arrival, a demurrage charges, commencing from the eighth day, shall be collected from the addressee at the time of delivery:

Provided that in the case of an international air parcel, bearing an alternate address, if the parcel cannot be delivered at the original address, the demurrage charge due from the first addressee shall also be collected from the second addressee at the time of delivery.

(2) If the addressee of-

(a) an inward international packet (or bag) or printed papers;

(b) an inward International small packet; or

(c) an inward International insured letter or insured box fails to take delivery of it within seven days following the date of its first presentation or the date of delivery to him or to his authorized person of an intimation of its arrival, and if its weighs more than 500 grams, a demurrage charge commencing from the eighth day, shall be collected from the addressee at the time of delivery.

(3) The demurrage charges as referred in sub-regulations (1) and (2), shall be as mentioned in the Table XI of Schedule III.

127. Failure to take delivery of Post Restante parcel. –

(1) If the addressee of an international air parcel addressed “Poste Restante” fails to take delivery of it within seven days following the date of its arrival in the office of delivery, a demurrage charge, commencing from the eighth day, shall be collected from the addressee at the time of delivery.

(2) If the addressee of –

(a) an inward international packet (or bag) of printed papers; or

(b) an inward International small packet; or

(c) an inward International insured letter or insured box, addressed “Poste Restante” fails to take delivery of it within seven days following the date of its arrival in the office of delivery, and if it weighs more than 500 grams, commencing from the eighth day shall be collected from the addressee at the time of delivery.

(3) The demurrage charges as referred in sub-regulations (1) and (2), shall be as mentioned in the Table XI of Schedule III.

CHAPTER VII

UNIVERSAL POSTAL SERVICE

128. Mail services under Universal Postal Service. - The Post Office shall offer the following products of mails services under the Universal Postal Services, namely: -

(a) Domestic

(i) Letters

(ii) Letter card

(iii) Book Post

(iv) Periodical Post

(v) Registered Newspaper

(vi) Literature for Blind

(vii) India Post Parcel

(viii) Post Card

(b) International

(i) Letters

- (ii) Aerogramme
- (iii) Post Card
- (iv) Airmail Post Card
- (v) Small Packet
- (vi) Printed Papers
- (vii) Literature for Blind
- (viii) International Air Parcel

CHAPTER VIII

OFFICIAL CORRESPONDENCE

129. On postal service. –

Items of any class on the service of the Post Office by officers of the Post Office, Posts Audit Officers and such other officers, as may be authorized in this behalf, shall be transmitted free of postage and all other postal fees.

130. (1) The following items may be insured “On Postal Service”, namely: -

- (a) items having intrinsic value;
- (b) important documents such as service book, Annual Performance Assessment Report (APAR) file, Official files, etc.;
- (c) documents related to investigation, vigilance cases, examination etc.; and
- (d) other important documents deemed fit to be sent as Insured Items.

(2) The following items shall be registered “On Postal Service”, namely: -

- (a) important official documents- Annual Performance Assessment Report (APAR), etc.;
- (b) items required to be sent through registered post such as charge sheets, etc.; and
- (c) other important documents deemed fit to be sent as registered items.

(3) “On Postal service” shall not be available for items posted under speed post.

131. Postal ballot or election material. –

- (1) The election material tendered by the Election Commission of India or the State Election Commission shall be booked, transmitted and delivered in accordance with the procedure as may be specified by administrative instructions from time to time.
- (2) The provisions of sub-regulation (1) shall be equally applicable to postal ballots.
- (3) Every item referred to in sub-regulations (1) and (2) shall be deemed to be an official item for the purposes of this regulation and given priority accordingly.

CHAPTER IX

VALUE ADDED SERVICES

A. DOMESTIC ITEMS

132. Registration of domestic items. –

- (1) The items, as may be specified by administrative instructions, may be tendered for registration, on payment of a fee as mentioned in Table I of Schedule IV:

Provided that no fee shall be charged for the registration of blind literature item.

- (2) The item, which is registered under this regulation, shall be addressee specific, and booked against a receipt, which shall be delivered to the addressee or an authorized person against a signed receipt.
- (3) No such item shall be accepted for registration, where the item is insured or is intended to be insured for any specific sum.

133. Insurance of domestic items. –

- (1) Any accountable item, shall be insured for the value not exceeding one lakh rupees at identified booking centres or post offices and on payment of such fee as mentioned in Table II of Schedule IV.
- (2) Where currency or bank notes are dispatched by insured post, the value shall not exceed twenty thousand rupees.

Provided that in no case such value shall exceed the real value of the contents of the item insured:

Provided further that items containing precious metals (including gold, silver, platinum or other precious metals), precious stones (including diamond or other precious stones), jewellery or any combination of these in conformity with the definitions in the applicable law of the land for the time being in force or other valuable contents, shall be insured and for the actual value of the contents.

- (3) Insurance service may also be provided by the Post Office through a third-party insurance provider as may be specified by administrative instructions.

- (4) The sender shall declare on the item, the actual value of the contents at the time of booking of the item.
- (5) Items to which the insurance system is applicable shall be those which contain bank notes, currency notes, bonds, coupons, securities, parcels containing valuables, and other documents of the kind.
- (6) Documents of value such as deeds, plans, contracts, autographs, rare manuscripts, may also be sent by insured post, provided that where documents have value by reason of the cost of their preparation, the insured value may not exceed the cost of replacing them in case of loss limited to the maximum limit of Post Office.
- (7) Insurance shall cover all risks, except acts of God, or occurrences such as war, riots, civil commotions, arrest or restrained or seizure under legal process, order, restriction or any prohibition imposed by the Central Government, in the course of transmission by post.
- (8) The sender of an insured item under this regulation shall be entitled to obtain free of charge a proof of delivery of its delivery signed by the addressee or authorized person:

Provided further that in case, if the proof of delivery does not reach the sender of the registered item, then a certificate of delivery shall be issued by Post Master or officer-in-charge of the delivery post office, on demand of the customer and shall be given to the sender in electronic form.

- (9) Items containing any of the following items may not be insured against damage, but they may be insured against loss only, on payment of fees on the same scale as those for insurance of other items against loss or damage, that is to say, liquids and substances which easily liquefy, perishable items and fragile items, such as, china glassware, millinery, gramophone records, etc.
- (10) The sender of an item may waive his claim to compensation in favour of the addressee.
- (11) The detailed conditions of packaging for insured items shall be as may be specified by administrative instructions from time to time.
- (12) Compensation in respect of insured items shall be payable as mentioned in regulation 74.

134. Airmail service. –

Items intended to be posted for transmission by air, shall be charged an airmail fee, in addition to the postage and other fee payable under the regulations, as mentioned in Table II of Schedule I.

135. Cash on delivery (COD) items. –

- (1) Cash on delivery shall be made available by the Post Office for a fee as mentioned in Table III of Schedule IV, where an amount is to be recovered from addressee on delivery of such item and shall be remitted to the sender in the manner as may be specified by administrative instructions.
- (2) Cash on delivery may be availed for items, subject to the following conditions, namely: -

- (a) retail customers and customers shall sign an agreement with the concerned authority of the Post Office;
- (b) the amount specified for recovery from addressee shall be as may be specified by administrative instructions from time to time;
- (c) such items do not contain any prohibited items; and
- (d) insurance of Cash on Delivery items may be availed by sender.

136. Proof of delivery. –

- (1) The sender of any domestic accountable item may request for a proof of delivery, which shall be provided to him or her on delivery of the item on payment of fees as mentioned in Table IV of Schedule IV in addition to the postage or fees for any other value-added service.
- (2) The proof of delivery, shall be signed in ink by the addressee or an authorized person, or if the addressee refuses to so sign, shall be accompanied by statement to the effect that the addressee or his duly authorized person has refused to so sign:

Provided that the Director General may specify by administrative instructions other means of recording proof of delivery and sharing the same with the sender.

- (3) In case of a physical proof of delivery, the same shall be processed as an accountable item.
- (4) The sender may obtain an attested copy of the original receipt on payment of prescribed fee, in a manner as may be specified by administrative instructions from time to time:

Provided that no such fee shall be charged on blind literature item.

137. Services relating to pre-mailing activities. –

Every post office shall provide pre mailing activities, which may include printing, collection, addressing and franking on various items as may be specified by administrative instructions from time to time and at the rates mentioned in Table V of Schedule IV.

B. INTERNATIONAL ITEMS

138. Registration of international items. –

- (1) Letters, post cards, small packets, printed papers, aerogrammes, literature for the blind and M-Bag may be registered at any post office for transmission to countries or territories and places served by the

Post Office, subject to such exceptions as may be specified by administrative instructions from time to time.

(2) Provisions relating to the registration of domestic items, shall be equally applicable to registered items sent or received by the foreign post.

(3) In addition to the postage, a fee shall be charged for the registration of the international items as mentioned in Table VI of Schedule IV:

Provided that no fees shall be payable for the registration of a blind literature packet.

139. Insurance of International items. –

(1) International letter post, parcel post and express mail service items may be insured at any post office:

Provided that letter post item tendered for insurance, not required to be registered.

(2) The fee for insurance shall be as mentioned in Table VII of Schedule IV.

(3) Insurance service may also be provided by the Post Office through a third-party insurance provider as may be specified by administrative instructions.

140. International items with precious metals.-

(1) An item containing 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, travellers' cheques, except as otherwise specified by administrative instructions, shall not be accepted for transmission by post, unless the sender also agrees to insure it at the actual value of the content, as specified by administrative instructions.

(2) Where an international insured letter post, parcel post, or express mail service item containing objects as mentioned in sub-regulation (1), is addressed to a country or

territory where insurance is not available, such items shall be insured for its domestic transit within the limits of India for the actual value of the content.

(3) If an uninsured international item, declared to contain or manifestly containing any of the objects of the value specified in sub-regulation (1), is received from a foreign country or territory, the parcel shall be forwarded to the destination and delivered to the addressee subject to the payment of a fee for insurance on the declared value of the contents, or on the value assessed by the customs authorities, whichever is higher:

Provided that such item is refused by the addressee, it shall be returned to the country or territory of origin.

141. Redirected or returned international item. –

Where an insured international parcel, which has been redirected or returned as undeliverable, is received in India subject to a fresh insurance fee by reason of its having been so redirected or returned, such fee shall be recoverable on delivery, as if it were postage due.

142. Compensation payable.-

(1) When an international letter post or parcel post, has been posted in and insured by the post office and when such letter or parcel has been lost, or the contents thereof have abstracted or damaged in the course of transmission by post, compensation not exceeding the amount for which such letter or parcel has been insured, shall be payable to the sender except in the case of a parcel in respect of which the administration of the country or territory of destination decides to pay compensation to the addressee under the same:

Provided that no compensation shall be paid in respect of letter post, parcel post or express mail service item sent by or addressed to -

(a) a prisoner of war, either directly or through a National Information Bureau or Central Information Agency referred to in Geneva Convention of the 12th August, 1949, relating to the treatment of prisoners of war;

(b) a belligerent, received and interned in a neutral country;

(c) a civilian internee, as defined in the Geneva Convention of the 12th August, 1949, relating to the protection of civilian persons in time of war, either directly or through a National Information Bureau or in Central Information Agency referred to in that Convention; and

(d) a National Information Bureau or a Central Information Agency regarding prisoners of war.

(2) Whenever an addressee has made reservations at the time of taking delivery of letter post, parcel post or express mail service items, the contents of which have been abstracted or damaged, or has, after taking delivery thereof, immediately made a complaint of abstraction or damage to the administration of the office of delivery and

proved that the abstraction or damage did not take place after the delivery, the compensation payable shall be payable to the sender and no claim for the payment of compensation to the addressee shall be entertained.

(3) When a letter post, parcel post or an express mail service item insured by a foreign administration is lost, or the contents thereof are abstracted or damaged, compensation shall be payable by the Indian Post Office to the addressee up to an amount not exceeding that for which it has been insured, if he claims such compensation after having made reservation in taking delivery and if he furnished proof that the sender has waived his rights to such compensation in favour of the addressee.

(4) The compensation payable, in no case, exceeds actual value of the item, insured value, or amount of loss occasioned by the abstraction of, or damage to, the contents of the item, whichever is lower and any resultant loss of profits or other indirect loss shall not be taken into consideration in the assessment of such compensation.

143. Surface airlift and air surcharge. –

(1) Letters, small packets, printed paper, literature for the blind, post card, and M-bag may be accepted at any post office for transmission-

(a) by surface airlifted, subject to such exceptions as may be specified by administrative instructions, on payment of fee for surface airlift as mentioned in Table III of Schedule III;

(b) by air, subject to such exceptions as may be specified by administrative instructions, on payment of fee for air surcharge as mentioned in Table IV of Schedule III.

(2) The fee specified in sub-regulation (1) shall be chargeable in addition to the postage and other applicable fee or charges.

144. Advice of delivery. –

(1) The sender of a registered letter-post item, international air parcel, insured item, or express mail service item posted in India and addressed to any country or territory shall be entitled to apply for advice of delivery in the form CN 07 at the time of posting by paying a fee, in addition to the postage and other fee, at the rates as mentioned in Table VIII of Schedule IV. Explanation. - For the purposes of this sub-regulation, "Form CN07" means the relevant forms specified in this behalf by the Universal Postal Union.

(2) When the sender enquires about an advice of delivery of an item which is not received within the normal period, as may be specified by administrative instructions from time to time, no fee shall be collected for inquiries and requests for information.

(3) When the sender of such item posted in India and addressed to any country or territory who is a member of Universal Postal Union, has not paid the fee for advice of delivery and desires to have an enquiry made by the Post Office regarding the disposal of item, he shall be entitled to this service without any charge.

(4) The advice of delivery of the items referred to in this regulation shall be returned to the sender by the quickest means which includes electronic exchange of advices of delivery.

CHAPTER X
MONEY REMITTANCE SERVICES

A. DOMESTIC

145. Domestic money order. –

(1) Money order (MO) shall be an order issued by the Post Office for the payment of a sum of money to the person in whose name the money order is sent, by the remitter.

(2) The maximum amount for which a single money order may be issued shall not exceed ten thousand rupees and shall not include a fraction of a rupee:

Provided that total amount remitted through retail money order to a person in a month shall not exceed twenty-five thousand rupees.

(3) A commission payable on the issue of money order shall be charged at the rate as mentioned in Table I of Schedule V.

(4) The remittance of money through money order shall be made free of charge without payment of commission thereof for transmission of amount of contribution to the Prime Minister's Relief Fund, PM CARES Fund (Prime Minister's Citizen Assistance and Relief in Emergency Situation Fund) or Chief Minister's Relief Fund, or any other such fund as may be notified from time to time.

(5) Nothing in sub regulation (3) shall prevent transmission of service money order free of charge as may be specified by administrative instructions from time to time.

146. Period of currency of money order. –

The currency period of the money order shall expire upon the end of the last day of the second month following the month of issue.

147. Categories of money order.-

The money order shall be booked under the following categories, namely: -

(a) retail money order under which money shall be remitted from a person to another person within the country;

(b) bulk money order under which money shall be remitted in the following cases: -

(i) where money is remitted by one person to many persons; or

(ii) where money is remitted from many persons to one person; and

(c) service money order under which money shall be remitted for departmental or official purposes.

148. Booking of money order.-

(1) The money order form as specified by administrative instructions, duly filled in by the remitter, together with the amount of the money order and the commission payable and in case of money order referred to in of clause(b) of regulation 147 along with a valid identification proof, may be submitted by the remitter for availing the money order service.

(2) A receipt shall be given to the remitter for the amount paid by him on account of the money order and the commission thereof.

149. The remitter of a money order shall be entitled to obtain, free of charge,-

(a) an electronic intimation of the payment of the amount of the order in shape of short messaging service or any other digital mode; and

(b) a certificate of payment on the request of the remitter, subject to such request being made within three months from the date of booking.

150. Payment of money order. –

(1) The payment of a money order shall ordinarily be made at the address of the payee -

(a) to the payee; or

(b) to any person authorized by the payee.

(2) If the payee of a money order is a minor or illiterate, or his physical or mental condition is such rendering him incapable of providing acquittance of having received the money, then the identity of the payee for the payment shall be verified in such manner as may be specified by administrative instructions by the Director General from time to time.

151. Redirection of money order. –

(1) A money order may be redirected to another address of payee, free of charge, if the payee makes a request, as specified by administrative instructions along with the proof of identity.

(2) No alteration in the name of payee shall be permitted in the money order.

(3) A money order may be stopped and returned to the remitter, free of charge, if the remitter makes a request, as may be specified by administrative instructions, until the delivery post office issues it to the postman for the delivery, and in such a case, the amount of the money order, excluding the commission thereof, shall be refunded to the remitter.

(4) In no case, the Post Office shall be responsible for inability or failure to stop payment of a money order as per remitter's request.

(5) If the payee of a money order refuses to take payment on its presentation to him, the amount of the money order shall be returned to the remitter excluding the commission thereof:

Provided that if the payee who is unable to take payment on its presentation to him, makes an application, as may be specified by administrative instructions for retention of the money order or the payee is not found at the address given on the money order, the money order shall be retained in the post office for a period not exceeding seven days from the date of its presentation to the payee, or from the date it is sent out for payment, as the case may be, and if the payee fails to take payment of the money order from the post office within the said period of seven days, the money order shall be returned to the remitter on the first working day immediately following the expiry of the said period of seven days.

(6) If the payee of money order is dead, the amount of the money order shall be returned to the remitter:

Provided that the remitter of money order is dead, the amount of money order shall be paid to the legal heir of the remitter, as may be specified by administrative instructions.

152. Exemption from liability of Post Office in respect of money order. –

(1) The Post Office shall not be responsible for the wrong payment of a money order by incorrect or incomplete information given by the remitter as to the name and address of the payee.

(2) After a money order has been paid, to whosoever it is meant for payment, the Post Office shall not be liable to any further claim.

153. Undelivered Money Order. –

The undelivered money order shall be returned to the remitter and the amount of the money order shall be paid to the remitter excluding the commission thereof.

154. Void money order. –

When, for any reason, a money order remains unpaid, either to the payee or the remitter, at the end of the second month following the month of its issue, it shall be treated as void by the office of issue.

155. Forfeiture of money order amount. –

The amount or value of money order unpaid beyond three years from the date of booking shall be forfeited and after expiry of the said period, such amount or value shall be treated as revenue to the Government of India.

156. Suspension of service. –

The services of money orders by any particular post office, or group of post offices, in special circumstances, may be suspended by the Circle Head, by order in writing.

157. Postal order. –

- (1) The amount for which a single postal order may be issued shall be in the denomination of ten rupees, twenty rupees, fifty rupees or one hundred rupees.
- (2) The amount for which an electronic -Indian postal order shall be issued is ten rupees.
- (3) The commission charged in respect of a postal order shall be as mentioned in Table II of Schedule V.
- (4) Broken amounts may be made up by affixing unused postage stamps, not exceeding four in number on the face of the postal orders, or where the space on that side is not adequate on the reverse thereof:

Provided that the total of stamps affixed on each order shall not exceed nine rupees and the total amount payable on the order shall not exceed one hundred rupees.

- (5) The person to whom a postal order is issued shall, before parting with it, fill the name in English or any other language mentioned in Eighth Schedule to the Constitution and is recommended to fill in the name of the office of payment as a precaution against the order being lost or stolen.
- (6) Even where a postal order is crossed with a view to the payment through a bank, the name of the payee shall be filled in.

158. Currency period. –

- (1) The postal orders presented within twenty-four months from the last day of the month of issue, are encashable without second commission.
- (2) Where postal order is not presented for payment within twenty-four months from the last day of the month of issue, a second commission at the rate mentioned in Table II of Schedule V, shall be charged, which shall be paid in postage stamp affixed to the back of the postal order or through cash receipt.

159. Forfeiture. –

A postal order presented beyond thirty-six months after the last day of the month of issue shall be forfeited and shall not be paid.

160. Repayment of postal order.-

- (1) The purchaser of a postal order shall, within twenty-four months from the last day of the month of issue, be entitled to obtain repayment of its value, but not the commission, on presenting the postal order and the counterfoil at the post office from which the postal order was purchased.
- (2) The purchaser shall also be entitled to repayment of its value after twenty-four months but not after thirty-six months from the last day of the month of issue,

provided a second commission at the rate as mentioned in Table II of Schedule V, is paid.

(3) Should the order have been crossed for payment through a bank, the purchaser shall first cancel the crossing by writing across the face of the postal order the words “please pay cash” and add his initials.

(4) After a postal order has once been paid to the payee, the Post Office shall not be liable for any further claim.

161. Payee's name essential. –

A postal order shall not be paid even though presented for payment by a bank unless the name of the payee is inserted in the body of the postal order.

162. Payment through bank. –

If a postal order is crossed, payment shall be made only through a bank, and if the name of the bank is added, payment shall be made only through that bank.

163. Payment of crossed postal order. –

If a postal order which is crossed with or without name of the bank, is presented for payment by or through a bank, with the name of such bank written or stamped upon the face thereof, that name may be accepted as a sufficient receipt for the amount of the postal order, and the postal order may be paid without any other receipt.

164. Mutilated postal orders. –

If any erasure or alteration is made, or if the postal order is cut, defaced or mutilated, payment thereof may be refused.

165. Electronic postal order. –

The provisions mentioned in sub-regulation (2) of regulation 157 and regulations 158 and 159 shall apply mutatis mutandis to the electronic postal order.

B. INTERNATIONAL

166. Foreign money orders.-

(1) Foreign money orders shall be of the following categories, namely: -

(a) electronic money order; and

(b) Pos transfer through International Financial System or Universal Postal Union Interconnection Platform (UPU-IP).

(2) The countries and territory with which money orders of each kind are exchanged by entering into bilateral or multilateral agreements, shall be such as may be specified by administrative instructions from time to time.

(3) The foreign money order agreement with partner postal countries or territories may be activated or deactivated by the Central Government.

(4) Every foreign money order shall be booked on the payment of the amount to be remitted along with the fee for the service as may be specified by administrative instructions from time to time.

(5) The operational and other general conditions for exchange of foreign money orders between two partner countries or territories shall be determined by the Central Government from time to time.

(6) The maximum and minimum amount, and number of remittances made by a remitter through money orders in a calendar year shall be such as may be specified by administrative instructions from time to time.

167. Advice to remitter of foreign money order. –

The remitter of a foreign money order shall be entitled to receive an advice of its payment by paying a fee as may be specified by administrative instructions and such fee shall be in addition to the fee chargeable on the foreign money order.

168. Remitter to change name or address for payment. -

(1) The remitter of a foreign money order may, by payment of second fee, change the name or address of the payee, until the money order is paid at the destination, as per the conditions as may be specified by administrative instructions from time to time.

(2) The remitter may stop the payment of the foreign money order, if not paid, and may request that the remitted amount be returned to them as per the conditions as may be specified by administrative instructions from time to time.

(3) The Post Office shall, in no case, be held liable for inability to fulfill the request of the remitter under sub-regulations (1) and (2), but, in such cases, the second fee shall be refunded.

169. Inward foreign money orders. –

(1) The payment of inward foreign money orders shall be as provided for domestic electronic money orders, except otherwise specified by administrative instructions.

(2) A foreign inward money order, being undeliverable, shall be returned to the country or territory of origin.

(3) A foreign outward money order, on being returned by the country or territory of destination as undeliverable, shall be returned to the remitter.

(4) In the event of inability to return the money order to the remitter, money order shall be dealt with as per the relevant provisions of regulations 154 and 155.

CHAPTER XI

BUSINESS SOLUTIONS

A. BOOK NOW PAY LATER

170. Book now pay later facility. –

(1) The corporate customers, who sign an agreement with the concerned authority of a post office, shall be eligible for the credit facility in respect of postage and other fee or charges on the items, as specified by administrative instructions, under the book now pay later (BNPL) facility.

Explanation: For the purposes of this sub-regulation “corporate customer” means anyone who provides minimum business worth of postage and other fee or charges on the items, in a calendar month at a booking office at single or multiple locations, as may be specified by administrative instructions from time to time.

(2) The Regional Head shall be authorized to relax the limit of providing the monthly business of postage and other fee or charges, subject to such conditions as may be specified by administrative instructions from time to time.

(3) The eligibility for customers seeking book now pay later (BNPL) facility with booking at multiple locations within a circle or region shall be the monthly business comprising all the locations, as specified by administrative instructions from time to time:

Provided that, in exceptional cases, the limit in such cases may be relaxed with the approval of the Circle Head or, as the case may be, the Regional Head.

171. Authority authorized to approve. –

(1) The Divisional Head shall be authorized for approving the enrolment of corporate customer under credit facility and to specify, from time to time, the designated office and designated place where the items of such customer, availing the credit facility may be booked at or addressed to in respect of all other cases falling under their jurisdiction.

(2) In case of general post office (GPO) or Class 1st head post office (HO), the powers of the Divisional Head under sub-regulation (1) may be exercised by the Director or Chief Post Master, as the case may be.

(3) The Circle Head or Regional Head of respective circle or region shall be the approving authority for cases involving customer seeking book now pay later (BNPL) facility with booking at multiple locations within a circle or region.

B. NATIONAL ACCOUNT FACILITY (NAF)

172. National account facility. –

- (1) The customers having requirement of posting their items from more than one circle, shall be eligible for the national account facility in respect of postage and other fee or charges on the items, as may be specified by administrative instructions from time to time.
- (2) The eligibility and process of application for enrolling the customer under the national accounting facility shall be as may be specified by administrative instructions from time to time.

C. ADVANCE PAYMENT

173. Advance payment facility. –

- (1) The contractual customer, who enter into an agreement with the concerned authority of a post office, shall be eligible for availing advance payment facility in respect of postage and other fee or charges on the items, as may be specified by administrative instructions, provided that the booking data are made available to the booking office by such customer in the specified electronic format.
- (2) The eligibility and process of application for enrolling the customer under advance payment shall be as may be specified by administrative instructions from time to time.

CHAPTER XII

PRODUCTS AND SERVICES OFFERED THROUGH COLLABORATION

174. Post Office network for citizen centric services. –

- (1) Post Office shall provide its network for offering citizen centric service offered by any Ministry or Department under the Central Government in accordance with the mutually agreed terms and conditions.
- (2) The concerned authority of a Post Office entering into a partnership or agreement, shall provide any product or service towards promotions or implementation of the policies of the State Government, local bodies, public or private entities, in accordance with the mutually agreed terms and conditions.
- (3) The charges, operating and accounting procedures for operationalisation of these partnerships or agreement as per sub-regulations (1) and (2) above, shall be such as may be issued by administrative instructions by the Director General from time to time.

CHAPTER XIII
MISCELLANEOUS

A. PINCODE

175. Postal Index Number. - (1) PIN Code (Postal Index Number Code) is a six-digit postcode for the particular area mapped to the post office that receives the mail items for delivery under its jurisdiction.

(2) PIN Code shall be specified by the Director General from time to time.

(3) The writing of PIN code shall be mandatory on each item for transmission by post.

B. REMOTELY MANAGED FRANKING MACHINE

176. Franking machines. –

(1) Franking machines (Remotely Managed) of such vendors and models, which are authorized by the Director General, shall only be used for franking an appropriate postage value on the items.

Explanation.- For the purposes of this regulation, “franking machine” means a machine authorized by the Director General, which provides an alternative mode for payment of postage in respect of an item through a unique frank impression and can be managed from a remote location through a server for uploading credits or postage value and are also called “remotely managed franking machines”.

(2) The Post Office shall not incur any liability for any damage or loss, caused to the licensee due to the purchase of an unapproved model or defective machine or any damage done to the machine.

(3) Any person, organisation, or authority may take the license for using the franking machine for franking a postage value on the items.

(4) The Divisional Head or independent Gazetted Postmaster of the Post Office shall be the licensing authority for issuance of license for using franking machine (RMFM) on certain fees as may be specified by administrative instructions from time to time.

(5) The licensing authority shall be authorized to issue or renew or suspend or cancel a license issued for using a franking machine.

(6) The licensing authority may reserve the right to refuse the issue or renewal of a license and cancel a license at any time after giving an opportunity being heard and for reasons to be recorded in writing.

(7) The franked mail shall only be presented in the designated post office, identified at the time of issuance of license.

(8) The mail which is franked on a particular day shall be presented in the designated post office on the same date or on the very next working day (if is not presented due to special circumstances) along with statement of mailing:

Provided that the licencing authority may relax the period of presentation of franked mail in the post office under special circumstances and for the reasons to be recorded in writing.

(9) The conditions, procedure of working, recharging and checking in respect of franking machine (RMFM), shall be as such may be specified by administrative instructions from time to time.

177. Issuance of updated version of regulations annually. -

All the amendments made to these regulations may be compiled and an updated version of these regulations containing all the amendments made during a particular year, shall be published in the month of January of the following year.

178. Postal operations order. –

(1) All the executive or administrative orders, to be specified under these regulations, shall be issued by the Department of Posts in the Government of India through orders, namely “postal operations order” or “PO order”.

(2) All postal operations orders issued shall also be compiled on half yearly basis and such compilation shall be issued in the month of July and January, for the orders issued during January to June and July to December, respectively.

CHAPTER XIV

POSTAL LIFE INSURANCE

179. Insurance services. –

(1) The administration of insurance services including Life Insurance or any other insurance provided by the Department of Posts in the Ministry of Communications with the respective funds shall be vested in Director General who shall be authorized to issue administrative instructions and guidelines for operationalisation of such insurance services.

(2) The policy matters of the insurance services including Life Insurance or any other insurance provided by the Post Office, shall be decided by the Director General with the prior approval of the Central Government.

CHAPTER XV
FINANCIAL SERVICES

180. Administrative instructions for financial services. –

The procedural guidelines and administrative instructions for savings scheme provided through the Post Office, shall be such as may be issued by the Director General in accordance with the instructions or guidelines of the Central Government under the relevant laws for the time being in force.

SCHEDULE I
POSTAGE AND FEE FOR DOMESTIC ITEMS

[See regulations 17(2), 46(1), 47(1), 55(1), 71, 73(3), 88(16), 90(2), 91(3), 92 (3),
94(5),95(3), 96(11),98(2) and 134]

TABLE I

The following rates of postage shall be chargeable on below mentioned items: -	
(a) Letters	
(i) For a weight not exceeding twenty grams	₹ 5/-
(ii) For every twenty grams or fraction thereof	₹ 5/-
(b) Letters Cards	
For a letter card	₹ 2.50/-
(c) Postcards	
For a Postcard	50 paise
(d) Book Post	
(i) For the first fifty grams or fraction thereof	₹ 4/-
(ii) For every additional fifty grams or fraction thereof in excess of fifty grams	₹ 3/-
(e) Periodical Post	

(i) For the value of periodical from ₹ 1/- to ₹ 20/-	₹ 2/- for first 100 gms and part thereof, and ₹ 3/- for every additional 100 grams and part thereof
(ii) For the value of periodical from ₹ 21/- to ₹ 50/-	₹ 4/- for first 100 gms and part thereof, and ₹ 5/- for every additional 100 gms and part thereof
(iii) For the value of periodical from ₹ 51/- and above	₹ 8/- for first 100 gms and part thereof, and ₹ 9/- for every additional 100 gms and part thereof

(f) Literature for the Blind

Literature for the blind shall be exempted from postage.

(g) Registered Newspapers

(a) In the case of a single copy of a registered newspaper

(i) For a weight not exceeding fifty grams	25 paise
(ii) For a weight exceeding fifty grams but not exceeding one hundred grams	50 paise
(iii) For every additional one hundred grams or fraction thereof exceeding one hundred grams	20 paise

(b) In the case of more than one copy of the same issue of a registered newspaper being carried in the same packet: -

(i) For a weight not exceeding 100 grams	50 paise
(ii) For every additional one hundred grams or fraction thereof, exceeding one hundred gms.	20 paise

Provided that such a packet shall not be delivered at any addressee's residence but shall be given to a recognized agent at the post office.

TABLE II

Air Mail fee (Domestic)	
Air mail fee chargeable in addition to the postage and other fee payable on items posted for transmission by air at any post office in India	₹ 2/- for the first fifty grams or fraction thereof; and ₹ 1/- for every additional fifty grams or fraction thereof

TABLE III

India Post Parcels - Retail	
(i) For a weight not exceeding five hundred grams	₹ 36.00
(ii) For every five hundred grams or fraction thereof exceeding 500 gms.	₹ 16.00

India Post Parcels – Contractual				
Weight slab Distance ↓	→	Upto 2 Kilograms	Every additional 1 Kilogram up to 5 Kilograms	Every additional 1 Kilogram above 5 Kilograms
Local		Rs. 45	Rs. 12	Rs. 14
Within State		Rs. 80	Rs. 20	Rs. 22
Neighbouring State		Rs. 100	Rs. 25	Rs. 28
Other State		Rs. 115	Rs. 30	Rs. 32
Between Metro and State Capital*		Rs. 105	Rs. 25	Rs. 28
National Capital Region- Delhi/Ghaziabad/Noida/Greater Noida/Faridabad		Rs. 70	Rs. 15	Rs. 18
* Provided it is not covered under, within State or neighbouring State				

TABLE IV

Speed Post Document and Parcel						
Sl. No.	Weight	Local	Upto 200 Kms.	From 201 To 1000Kms	From 1001 to 2000Kms	Above 2000 Kms
(1)	Upto 50 grams	₹ 15	₹ 35	₹ 35	₹ 35	₹ 35
(2)	From 51 grams to 200 grams	₹ 25	₹ 35	₹ 40	₹ 60	₹ 70
(3)	From 201 grams to 500 grams.	₹ 30	₹ 50	₹ 60	₹ 80	₹ 90
(4)	Additional 500 grams or part thereof	₹ 10	₹ 15	₹ 30	₹ 40	₹ 50

TABLE V

COMPENSATION FOR DOMESTIC ITEMS	
(i) Compensation payable in event of delay in delivery of item	
Speed Post (Domestic)	Speed Post postage paid
(ii) Compensation payable in event of loss or damage or part damage of item	
Speed Post (Domestic)	Double the amount of Speed Post postage paid or ₹ 1000 whichever is less depending upon the actual value.
Registered Item	₹100 or the actual value of the item or the content lost or damaged, whichever is less.

TABLE VI

REDIRECTION	
Fee chargeable for recall, or alteration in address or name of the addressee of an item	Rupee six per item

TABLE VII

The embossed envelope and the registration envelopes specified below shall be sold at the following prices, namely:	
Embossed Envelopes	
For each (Domestic) envelope	₹ 5/-
Registration Envelopes	
(i) For each small envelope	₹ 22/- + 50 paise stationery charges
(ii) For each large envelope	₹ 22/- + ₹ 1/- stationery charge

TABLE VIII

The following rates shall be chargeable on the delivery of Items where the postage or air mail fee is not prepaid or is insufficiently prepaid:	
(i) On an unpaid item	Double the prepaid rate
(ii) On an insufficiently paid item	Double the deficiency
Provided that the postage or air mail fee actually charged shall in no case be less than rupee one.	

TABLE IX

Post Box and Post Bag	
(a) Post Boxes or Bags if taken separately	
(i) If rented for full financial year	150
(ii) For three calendar months or part thereof, if rented for a period of less than a full financial year	50
(b) Post Box and Bag combined together with the same or different number	
(i) If rented for full financial year	250
(ii) For three calendar months or part thereof, if rented for a period of less than a full financial year	80

SCHEDULE II**POSTAGE AND FEE FOR OTHER POSTAL ITEMS**

[See regulations 102(4), 103(5) and 106(6)]

TABLE I

DIRECT POST			
Price of 1 Direct post item	Per item for 20 grams		Per item
	Local	Inter City	
		Rs. 1.50	Rs. 2.00

TABLE II

MEDIA POST				
Media	Rate (per price)		Advertisement space (in cms)	Minimum order quantity One million pieces for multi colour
	Single Colour	Multi Colour		
Post Card	10 paise	20 paise	3*2.2	advertisements
Letter Card	15 paise	30 paise	9*2.5	0.5 million pieces for single colour
Aerogramme	20 paise	40 paise	4*5.5	advertisements
Envelopes		30 paise	9*2.5	
Money Order Forms	10 paise		2*4.25	1 million
Post Office savings pass books	10 paise		9*2.25	0.5 million

TABLE III

E-POST	
	Postage
Retail	(a) Rs.10/- + GST @ 18% per page of A4 size paper - when message is sent through Post Office (b) Rs.6/- + GST @ 18% per page - in case customer uses his own premises
Corporate	(a) Rs.6/- + GST @ 18% per page of A4 size paper (b) Rs.5/- + GST @ 18% per page of A4 size paper - if a corporate customer sends 50 or more messages in one go

Messages (Many to one) (The message will be delivered in recipient's email box)	(a) Rs.5/- + GST @ 18% per page of A4 size for the 1st sender (b) Rs.5/- + GST @ 18% per attachment thereof (up to 1 MB) (c) Rs.5/- + GST @ 18% for each subsequent sender
Messages (One to many) (The message will be delivered in recipient's email box)	(a) Rs.5/- + GST @ 18% per page of A4 size for the first 10 recipients (b) Rs.5/- + GST @ 18% per attachment thereof (up to 1 MB) (c) Rs.3/- + GST @ 18% for each subsequent recipient from 11th to 20th recipient

TABLE IV

MAGAZINE POST			
Sl. No.	Description	Up to 200 grams	For every additional 100 grams or part thereof
(i)	For magazines to be delivered outside the municipal area of the posting locations	Rs 12/-	Rs.3/-
(ii)	For magazines to be delivered within the municipal area of the posting locations	Rs 8/-	Rs 3/-

SCHEDULE III**POSTAGE AND FEE FOR INTERNATIONAL ITEMS**

[See regulations 31(2), 72(1), 78(3), 108(3), 109(4), 110(3), 111(3), 112(5), 113(5), 114(7), 116(4), 117(5), 118(4), 119(1), 126(3), 127(3) and 143(1)]

TABLE I

The following rates of postage shall be chargeable on the postal items to be sent by surface where the postage is prepaid, namely: -				
Sl. No.	Name of products.	Name of the Country.	Weight slab.	Rate (in rupees)
(1)	(2)	(3)	(4)	(5)
1.	LETTERS	USA	a. Up to first 20 gms.	32.00
			b. For every additional 20 gms or part thereof up to 2000 gms.	22.00
		For all countries except USA	a. Up to first 20 gms.	25.00
			b. For every additional 20 gms or part thereof up to 2000 gms.	15.00
2.	SMALL PACKETS	USA	a. Up to first 100 gms.	115.00
			b. For every additional 100 gms or part thereof up to 2000 gms.	105.00
		For all countries except USA	a. Up to first 100 gms.	80.00
			b. For every additional 100 gms or part thereof up to 2000 gms.	70.00
3.	PRINTED PAPER	USA	a. Up to first 20 gms.	35.00
			b. For every additional 20 gms or part thereof up to 2000 gms.	25.00
		For all countries except USA	a. Up to first 20 gms.	27.00
			b. For every additional 20 gms or part thereof up to 2000 gms.	17.00
4.	Literature for the Blind packet	For all countries		Exempted from postage

5.	Post Card (Single)	Pakistan, Nepal, Bangladesh and Bhutan	8.00
		APPU Countries (except Pakistan, Nepal, Bangladesh and Bhutan)	10.00
		UPU Countries (except APPU Countries)	12.00

TABLE II

The following rates for postage shall be chargeable on the gross weight of M Bag of printed matter when the postage is prepaid, namely: -				
Sl.No.	Name of products.	Name of the Country.	Weight slab.	Rate (in rupees).
(1)	(2)	(3)	(4)	(5)
1.	M BAG	For all Countries	(a) For weight not exceeding 5 Kg	700
			(b) Per Kg or part exceeding 5 Kg. upto 30 Kg.	150

TABLE III

For the postal items to be sent by Surface Airlifted (SAL) mail the fee shall be charged as under, in addition to normal surface mail rates: -		
S. No	Sector	Fee of every 20gms or part thereof (in rupees)
(1)	(2)	(3)
1.	Countries in Asia	3.00
2.	Countries in Europe	4.00
3.	Countries in Africa	4.00
4.	Countries in North America & Australia	7.00
5.	Countries in South America	9.00

TABLE IV

For the postal items to be sent by air, the air surcharge fee shall be charged as under, in addition to normal surface mail rates: -		
S. No.	Sector	Fee of every 20 gms or part thereof (in rupees)
(1)	(2)	(3)
1.	Countries in Asia	4.00
2.	Countries in Europe	5.00
3.	Countries in Africa	5.00
4.	Countries in North America and Australia	8.00
5.	Countries in South America	10.00

TABLE V

Sl. No.	Name of products	Name of the Country	Rate (in rupees)
(1)	(2)	(3)	(4)
1.	Airmail Post Card	Pakistan, Nepal, Bangladesh and Bhutan	10.00
		Other countries	15.00
2.	Aerogramme	For all countries	20.00

TABLE IX

COMPENSATION FOR INTERNATIONAL ITEMS	
(i) Compensation payable in event of loss of the items: -	
Name of the Product	Compensation
Registered item	The declared value of contents or 30 SDR, whichever is less, plus the postage paid.
International Parcel	Limited to 40 SDR per item plus 4.5 SDR per kg or the declared value of the contents, whichever is less subject to an upper ceiling of 130 SDR, plus the postage paid.
International Express Mail Service (EMS Merchandise)	Limited to the declared value of contents or 130 SDR, whichever is less, plus the postage paid.
International Express Mail Service (EMS Document)	Limited only to the postage paid.
International Tracked Packet Service (ITPS)	Restricted to ₹ 1000/- or the actual declared value of the contents damaged or lost whichever is less.
(ii) Compensation payable in event of damage or part damage of the items: -	
Name of the Product	Compensation
Registered item	Limited to the declared value of lost or damaged content. Note 1: In any case, it shall not exceed the corresponding amounts mentioned for International registered item in case of loss, total theft or total damage. Note 2: Postage paid by the sender shall not be refunded in this case.
International Parcel	Limited to the declared value of lost or damaged content. Note1: In any case, it shall not exceed the corresponding amounts mentioned for International Parcel in case of loss, total theft or total damage. Note 2: Postage paid by the sender will not be refunded in this case.
International Express Mail Service (EMS Merchandise)	Limited to the declared value of lost or damaged content. Note 1: In any case, it shall not exceed the corresponding amounts mentioned for Express Mail Service (International Speed Post) Merchandise in case of loss, total theft or total damage. Note 2: Postage paid by the sender will not be refunded in this case.

International Express Mail Service (EMS Document)	Limited only to the postage paid.
International Tracked Packet Service (ITPS)	Restricted to ₹ 1000/- or the actual declared value of the contents damaged or lost whichever is less

TABLE X

The following rates shall be chargeable on the delivery of international items received by the Foreign Post, when the postage or air mail fee is not prepaid or is insufficiently prepaid:

(i) When the postage or air mail fee is not prepaid	Double the prepaid rate
(ii) When the postage or air mail fee is insufficiently prepaid	Double the deficiency
Provided that the postage or air mail fee actually charged shall in no case be less than rupee one.	

TABLE XI

S. No.	Demurrage charges	
Demurrage charges for international air parcel		
1.	Demurrage charges, commencing from the eighth day, to be collected from the addressee, in case, the addressee of an international air parcel fails to take delivery of it within seven days following the date of its first presentation or the date of delivery to him or to his accredited agent of an intimation of its arrival	Rupee one per day (subject to maximum of twenty four rupees and fifty paise)
2.	Demurrage charges, commencing from the eighth day, to be collected from the addressee, in case, the addressee of an international air parcel, addressed "Poste Restante" fails to take delivery of it within seven days following the date of its first presentation or the date of delivery to him or to his accredited agent of an intimation of its arrival	Rupees one per day (subject to maximum of forty rupees)

Demurrage charges for an inward international packet (or bag) or printed papers; or an inward international small packet; or an inward international insured letter or insured box

3.	Demurrage charge, commencing from the eighth day, to be collected from the addressee at the time of delivery, if the addressee of (a) an inward international packet (or bag) or printed papers or (b) an inward international small packet or (c) an inward international insured letter or insured box, fails to take delivery of it within seven days following the date of its first presentation or the date of delivery to him or to his accredited agent of an intimation of its arrival, and if it weighs more than 500 grams	Rupees ten per day
4.	Demurrage charge, commencing from the eighth day, to be collected from the addressee at the time of delivery, if the addressee of (a) an inward international packet (or bag) or printed papers, or (b) an inward international small packet, or (c) an inward international insured letter or insured box, addressed "Poste Restante" fails to take delivery of it within seven days following the date of its arrival in the office of delivery, and if it weighs more than 500grams	Rupees ten per day

TABLE XII

CUSTOM CLEARANCE	
For clearance through the Customs, a fee, recoverable from the addressee, at the following rate if released after levying customs duty (a) for each foreign letter packet or insured box; and (b) for each foreign parcel or bulk bag of printed matter which weighs more than 500 grams,	Rupees thirty Rupees thirty

SCHEDULE IV
VALUE ADDED SERVICES

[See regulations 132(1), 133(1), 135(1),136(1),137,138(3),139(2) and 144(1)]

DOMESTIC TABLE I

REGISTRATION OF DOMESTIC ITEMS	
In addition to the postage, fee chargeable for the registration of any Item	₹ 17/-
FEE FOR OBTAINING AN ATTESTED COPY	
Fee for obtaining an attested copy of the original receipt signed by the addressee for registered item	Rupees two

TABLE II

INSURANCE FEE (DOMESTIC)	
In addition to the postage and the fee for registration, the further fees chargeable for insurance is as under:	
(i) For insurance of Speed Post parcels:	
(a) Insured value upto ₹ 200	₹ 4
(b) Insured value above ₹ 200	₹ 4 + 1.50% of insured value exceeding ₹ 200
(ii) For insurance of Items other than Speed Post Parcels:	
(a) When the value insured does not exceed ₹ 200/-	₹ 10/-
(b) For every additional ₹ 100/- or fraction thereof in excess of ₹ 200/-	₹ 6/-

TABLE III

CASH ON DELIVERY (COD)	
Amount to be recovered from addressee	Schedule of fee
Up to Rs. 6,500/-	1.6% of the amount recovered
Above Rs. 6,500/-	Rs. 100/- + 1% of amount exceeding Rs. 6,500/-

TABLE IV

PROOF OF DELIVERY	
Fee payable on proof of delivery of items	Rupees ten per item in addition to postage and other applicable fee.

TABLE V

PRE-MAILING ACTIVITIES			
Sl. No.	Activity	Rates (In Rs.)	
		Un-Registered	Registered
1	Collection from Premises	0.30	0.50
2	Franking	0.40	0.50
3	Addressing	0.50	0.50
4	Sealing	0.20	0.20
5	For Inserting (per insertion)	0.20	0.20
6	For Folding before insertion	0.10	0.20
7	For Continuous stationery that requires cutting	0.05	0.05
8	For pasting pre-gummed computerized address label	0.05	0.05
9	Pasting computerized address labels that are not pre-gummed	0.10	0.10
10	For insertions that are to be matched with address on the envelope	0.15	0.15

11	Special handling for items weighing upto 100 gms	0.30	0.70
12	Special handling for every additional 100 gms or part	0.20	0.20

INTERNATIONAL

TABLE VI

REGISTRATION OF INTERNATIONAL ITEMS		
In addition to the postage, the fees for registration of the items (sent by foreign post)		
Serial Number	Item	Fee
(1)	(2)	(3)
1	Letters, post cards, small packets, printed papers, aerogrammes	₹ 150
2	M Bag (Formerly referred as Bulk bag) of Printed Matter	₹ 750

TABLE VII

INSURANCE FEE (INTERNATIONAL)		
In addition to postage, the following fees shall be charged for insurance:-		
(a) For International Letter Post		
(i)	For the value insured up to ₹ 500	₹210
(ii)	For every additional ₹ 500 or part thereof in excess of ₹ 500	₹10
(b) For International Parcel		
(i)	For the value insured up to ₹ 500	₹10
(ii)	For every additional ₹ 500 or part thereof in excess of ₹ 500	₹10
(c) For Express Mail Service (EMS)/ International Speed Post		

(i)	For the value insured up to ₹ 200	₹10
(ii)	For every additional ₹ 100 or part thereof in excess of ₹ 200	₹6

TABLE VIII

ADVICE OF DELIVERY FEE	
For Bhutan and Nepal	Rs. 10
For other foreign countries	Rs. 20

SCHEDULE V**MONEY REMITTANCE SERVICES**

[See regulations 145(3),157(3),158(1) and 160(2)]

DOMESTIC TABLE I

MONEY ORDER	
Commission chargeable on Money Order shall be as under: -	
For every twenty rupees of the amount of remittance or fraction thereof	₹ 1

TABLE II

POSTAL ORDER		
Commission chargeable on Postal Order shall be as under: -		
Sl No	Value	Commission
(1)	For ₹ 10	₹ 1/-
(2)	Upto ₹ 20	₹ 2/-
(3)	Upto ₹ 50	₹ 5/-
(4)	Upto ₹ 100	₹ 10/-