

Post Office Guide Part II

2. Categories of Foreign Postal Articles: -

- Letter Post
- Parcel Post

3. Universal Postal Union (UPU): -

- Established – 09 Oct 1874
- HQ – Berne (Switzerland)
- Member – 192 Countries
- DG - Masahiko Metoki
- UPU Consists of –
 - 1) 4 Bodies
 - The Congress
 - The Council of Administration (CA)
 - The Postal Operations Council (POC)
 - The International Bureau (IB)
 - 2) 2 Cooperatives
 - Telematics Cooperative
 - EMS Cooperative



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4. Asian Pacific Postal Union (APPU): -

- Established – 1st April 1962
- HQ – Bangkok (Thailand)
- Secretary General – Dr. Vinay Prakash Singh
- Member – 32 Countries
- APPU also runs the Asian-Pacific Postal College (APPC) supporting the training and development of member states' postal staff
- Exchange of items other than Letter Post item with the APPU countries is governed by relevant agreement of UPU.



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Section-II General Regulations Applicable in the Letter Post

6. Definition of Letter Post: -

- Letter class of foreign post is classed **Letter et Cartes and Autres Object (LCAO)**.
- **Letter et Cartes (LC)**
 - Letters
 - Postcards/Airmail Postcard
 - Aerogramme
- **Autres Object (AO)**
 - Printed Papers (including books and Registered News Papers)
 - Small Packets
 - Literature for the blind.
- Service available to 213 destinations across the country.
- The town and the country should be indicated in “Block Capital letter”. All the particulars should be in Roman Letters and Arabic Numerals setting.

Roman Letter	Arabic Numeral
A	1
B	2
C	3
D.....	4
Z	5

- **Prepayment of Postage in cash: -**

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“PORT PAYE”**

- Postcard having stamps affixed on the back (other than address side) are liable to treated as unpaid.

20. Undeliverable correspondence: -

- Postcard (other than registered) which do not bear the address of the sender are not returned.



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- Unregistered Printed Papers (other than Books) of no value are also not returned unless the sender has requested their return by a note on the address side in a language known in the country of destination.

22. Correspondence for personnel of the Indian Armed Forces serving outside India: -

- Articles for the personnel of the India Armed Forces serving outside India should be addressed to C/o 56APO.
- The articles are not exempted from postage charges.

23. Customs Declarations and other formalities connected with outward articles: -

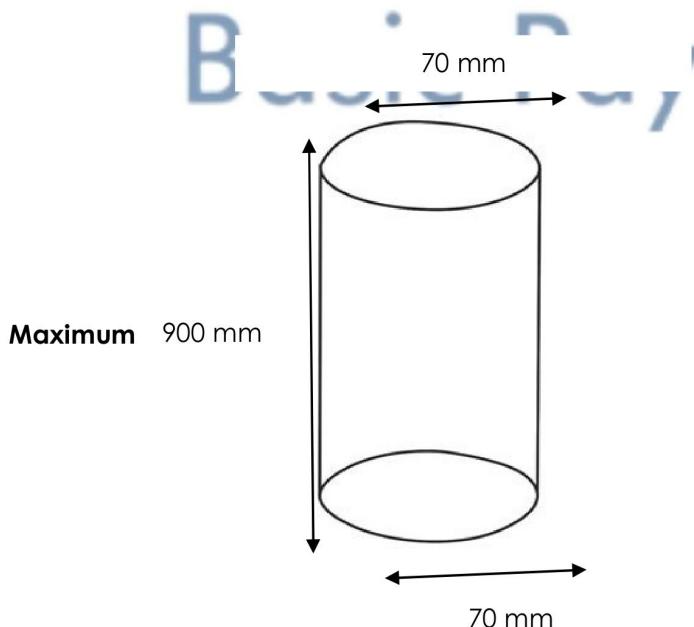
- **CN 22 –**
 - If the value of contents of articles is up to 300 SDR (Special Drawing Rights).
- **CN 23 –**
 - If the value of contents of articles is more than 300 SDR.

(As on 17.09.2025, the 300 SDR = Rs.38294.71)

Section-III Conditions relating to various classes of Letter Post Mail

A. Letter: -

- **Dimensions: - In Roll form Maximum & Minimum**



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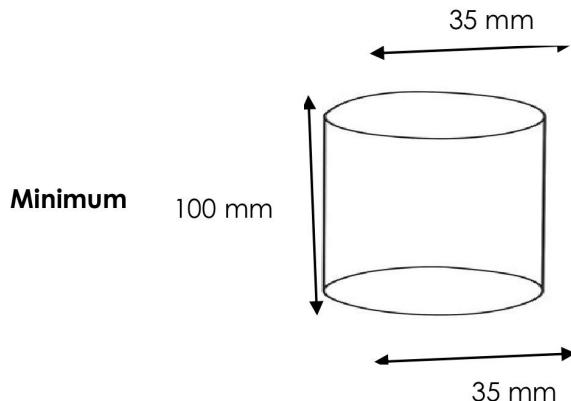


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- The sum of the length and twice the diameter should not exceed **1040 mm**.
- The greatest dimension should not exceed **900 mm** (tolerance 2mm)



- The sum of length and twice the diameter should not be less than **170 mm** but the greatest side should not be less than 100 mm.

In other than roll form: -



- **Maximum:** –
 - Single dimension **600 mm**.
 - Sum of length & breadth and depth combined **900 mm**.
- **Minimum:** -
 - **140 mm x 90 mm** with tolerance of +- 2mm
 - The ratio between the length and the breadth is more than $\sqrt{2}$. The value of $\sqrt{2} = 1.41$. These letters are treated as “Standard Envelopes” in many countries and are processed in automatic machine ensuring quicker transmission.
- **Maximum weight:** -
 - 2 Kg

B. Postcards: -

- **Maximum:** –
 - 120 X 235 mm
- **Minimum:** -
 - 140 mm x 90 mm
 - The tolerance = 2mm for both maxima and minima.
 - The ratio between the length and the breadth is more than $\sqrt{2}$. The value of $\sqrt{2} = 1.41$.



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C. Printed Papers: -

- The “**Printed Paper**” Service in the foreign post corresponds to the “**Book Packet**” Service in Inland Post.
- Printed Papers –
 - Ordinarily Printed Paper
 - Registered Newspapers
- Items not admitted in inland post as book packets are not admitted as printed papers in foreign post.
- Printed Papers should bear the indication “**Printed Papers**” or “**Imprimes**” on the address side.
- Maximum weight - 2 Kg
- **Breach of Condition:** -

43. M-Bag/Mail Bag/Bulk Bag System: -

(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;



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

(e) No compensation claim is admissible for registered bulk bag (M Bag).

D. Small Packets: -

- Should bear the indication “**Petits Paquets**” or Small Packets.
- 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
- Small packets shall have maximum weight upto 2 kg and minimum weight of 100 gms.

E. Literature for the Blind: -

- The packets should bear at the front top right-hand corner the inscription “**Cecogrammes**”.
- **Postage** –
 - Blind literatures are exempted from Postage fees, registration charges, acknowledgement and enquiry fees for transmission by surface rout.
 - Air surcharges will be applicable for transmission of literature for the blind by air.
 - Air surcharges will be applicable for transmission of Acknowledgement by air.
 - The rate of air surcharges will be equal to payable as for printed papers.

57. Airmail: -

- Airmail articles should bear on the left-hand side of the front, either a special blue label or a stamp impression in the same color bearing the word “**Par Avion**” (Par Avion = By Air Mail).

58. Aerogramme: -

- Aerogramme is a category intended for transmission exclusively by air.
- **Maximum Size** –
 - 110 mm x 220 mm when folded
 - The ratio between the length and the breadth is more than $\sqrt{2}$. The value of $\sqrt{2} = 1.41$.
- **Minimum Size** –
 - 90 mm x 140 mm
 - The weight of aerogramme should not be more than 3 gms.

60. Unpaid and insufficiently paid airmail correspondence: -



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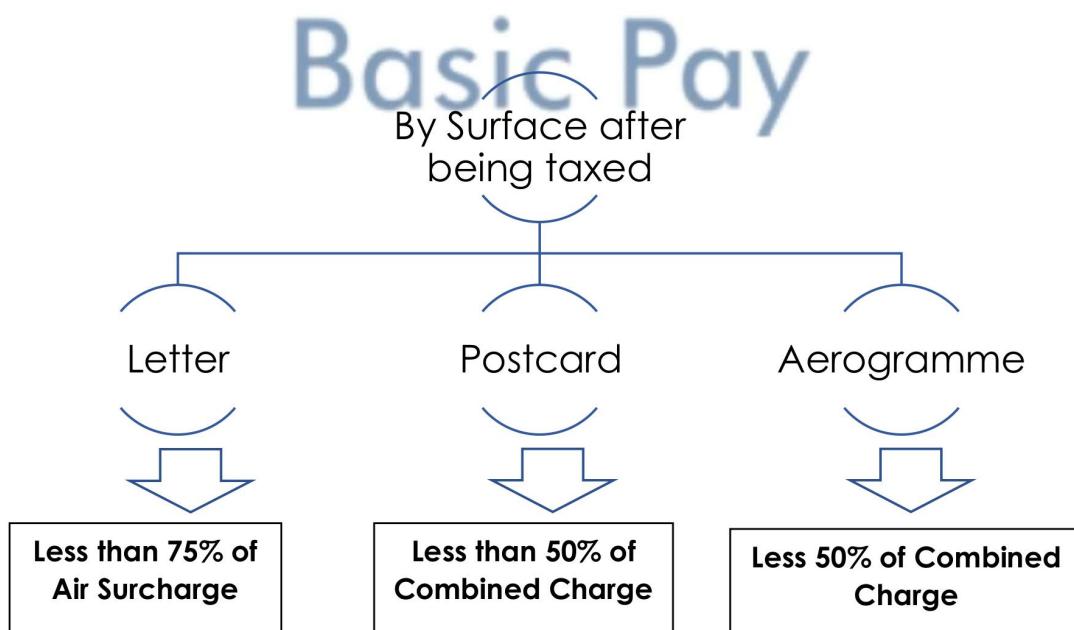
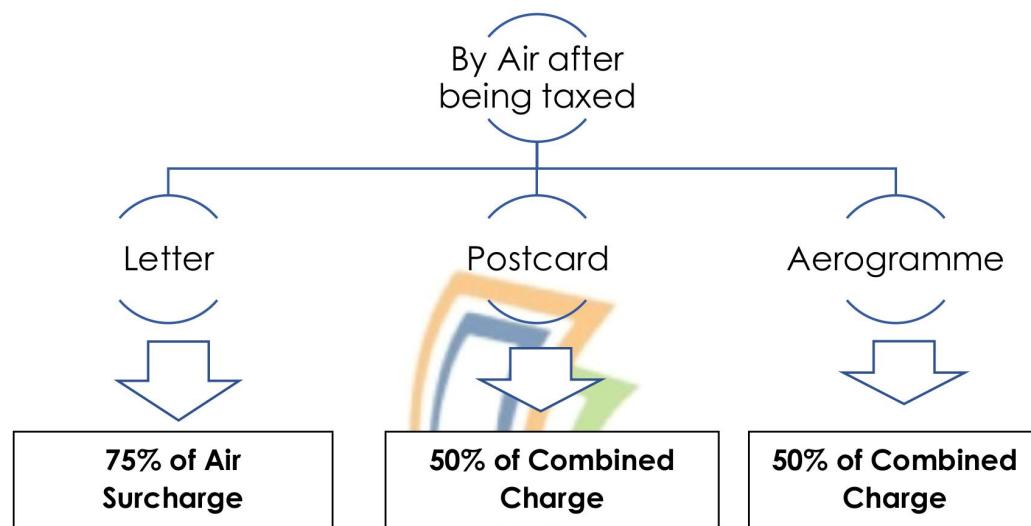
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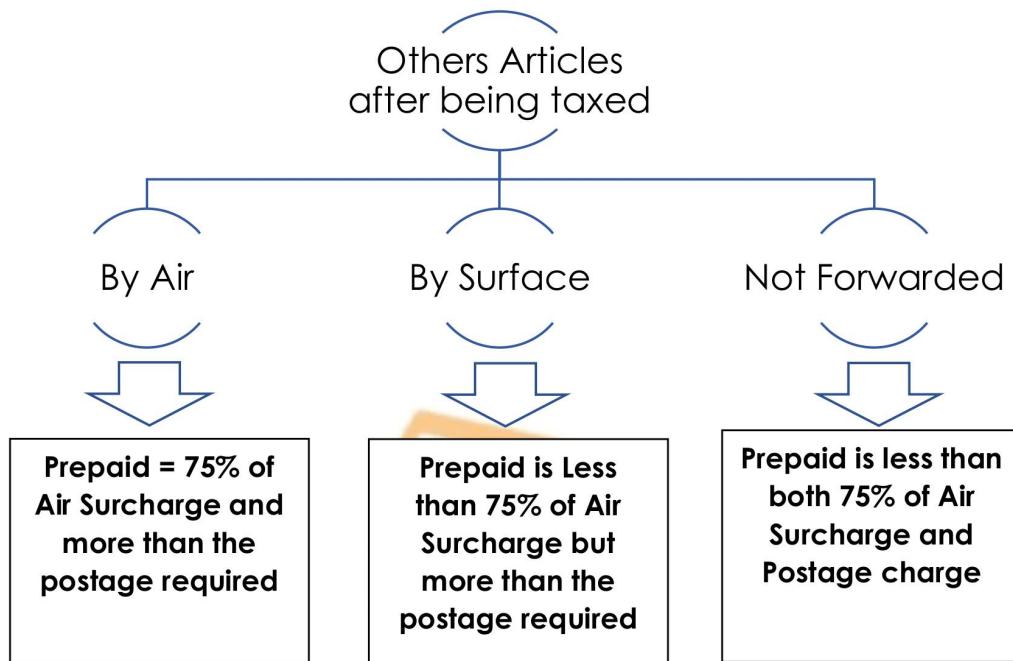
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- Any outward international item on which the postage or airmail fee thereon is not prepaid or is insufficiently prepaid, shall not be forwarded to the destination but shall be delivered to the sender without any charge.
- If the articles do not bear the name and address of the sender or if these cannot be easily ascertained. They will be treated as below –

(1) If in the case of Letters, Cards and Aerogrammes: -



- If the amount prepaid is less than the charges for a surface item of the corresponding category (aerogramme treated letter), then they will be taxed as for surface articles.



65. Registration: -

- Registration articles should bear the words “Registered/ Recommended” in bold letters on the Top of the address side.
- Avis de reception (Advice of delivery) –**
 - Similar to acknowledgement in inland post.
- Liabilities for Post Office for the loss of Articles –**
 - Registered Letter = value of content or **30 SDR** whichever is less plus postage paid.
- Liabilities for Post Office for the damage or partial damage–**
 - Limited to declare value of content
 - Postage paid by sender will not be refunded.
- Note – Since 01.04.2003 Gold Frans was replaced with SDR.
- No liability is payable if sender has not made an enquiry within a period of 6 months.
- Subsequent Recovery of a lost registered articles –**
 - If after payment of the indemnity the registered article is partly or fully recovered, the person (sender or addressee) who received the indemnity will have option of taking delivery of the article in repayment of indemnity paid to him.



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- If person concerned fails to exercise this option within 3 months the other party concerned will be given a similar option. If the option is not exercised by him also, the article will become the property of Post Office.

76.- 87. Insurance: -

- International letter post, parcel post and express mail service items may be insured at any post office:
- Maximum Insured value for foreign article can be Rs.1,00,000/-
- Circumstance beyond the control = “Force Majeure”

88. Perishable Biological Substances: -

- No plant shall be imported in India by letter post except sugarcane.
- Living insects including eggs may be imported if special permission of Government is accorded.
- Special permission is not required for importing (a)bees (b)silkworm (c)parasite and destroyer of injurious insects, (d) flies of the family Drosophilidae for biomedical research exchanged between officially recognized institutions;

94. Agreement Governing Exchange of Parcel: -

- The international Parcel Post Service with most countries is regulated on the basis of the Universal Posted Union.
- Parcel Post exchange with following countries is governed by bilateral agreements.
 - Bangladesh
 - Bhutan
 - Canada
 - Nepal
 - USA
 - South Africa
- However, exchange of Parcels with Pakistan which is also member of UPU, Parcel Post Agreement is regulated by means of a special bilateral agreement
- **Dimension –**
 - The length should not exceed 1.05 meter.
 - The sum of the length and the greatest circumference measured in a direction other than length should not exceed **3 meters**.
 - Minimum –140 mm x 90 mm
- **Limit of weight –**
 - Maximum 20 Kg
 - There are many countries which do not admit parcels weighing more than 10 kg.
- **Redirection of Inward foreign parcels within Inland Service –**
 - Each redirection with a redirection fee amounting Rs.6/- per article.
 - Written instruction of Agent/Addressee is compulsory.



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- **Redirection outside of India –**
 - The additional Postage which will be equal to the postage on a parcel of the same weight to the new destination.
- **Breach of Condition –**
 - Return to sender
- **Compensation policy for International Air Parcel –**
 - The compensation to be paid in respect of International Parcels booked in Post Offices in India in case of loss / total theft / total damage damage/Partial damage.
 - **For loss / total theft / total damage** – 40 SDR plus 4.5 SDR per kg or the value of the contents, whichever is less. subject to an upper ceiling of 130 SDR, plus the postage paid.
 - **For damage or partial damage** – declare value of content, postage paid by sender will not be refunded.

113-123 Insured Parcel: -

- Foreign Parcel posted in BO cannot be insured for more than Rs.600/-
- **Frane de Droits (free of charges)–**
 - The prepayment is intended to cover custom duty, customs clearance fee, delivery charges if any and any other charges which might become payable by the addressee (including the special fee) at the time of delivery.
 - In addition, these parcels should be marked clearly on the address side with the word “To be delivered free of charges” (“Frence de taxes et de droits”)
- **Receipt for custom duty paid –**
 - The addressee should apply for such receipt at the time of delivery or immediately thereafter and not later than 10 days producing the wrapper of the article.
 - All types of foreign articles having living creatures are prohibited except bees, leeches and silkworms

200. Enquiry and Complaints: -

- Within twenty-four hours of receipt of the item, in case of damaged or partial loss or theft;
- Complaints should be submitted before **6 months** from the following day on which the article was posted.
- The enquiry fee will be refunded if a lapse on the part of the post office is established.
- Inquires and Requests for information shall be entertained within a period of **six months** for International Parcels, Registered items, insured items and International Tracked Packet Service items and
- Within a period of **four months** for International Speed Post items from the day after that on which the article was posted
- 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.

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





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*Tariff of Air Surcharge & Surface Air Lifted (SAL)			
S. No.	Sector	Air Surcharge (Tariff for every 20gms)	SAL Surcharge (Tariff for every 20gms)
1.	Countries in Asia	Rs. 4.00	Rs. 3.00
2	Countries in Europe	Rs. 5.00	Rs. 4.00
3	Countries in Africa	Rs. 5.00	Rs. 4.00
4	Countries in North America and Australia	Rs. 8.00	Rs. 7.00
5	Countries in South America	Rs. 10.00	Rs. 9.00

Registration Tariff			
S. No.	Letter-Post Items	Tariff	
1	Air Letters, Post Cards and Packets	Rs. 150/-	
2	Mail Bag	Rs. 750/-	

International Mail Tariff

Basic Tariff for Air Letter-Post Items				
Sr. No	Name of Product	Name of the Country	Weight Slab	Rate (in Rupees)
1	Letters	USA	Upto First 20gms	32.00*
			For every additional 20gms or thereof upto 2000 gms	22.00*
	For all countries except USA		Upto First 20gms	25.00*
			For every additional 20gms or thereof upto 2000 gms	15.00*
2	Small Packets	USA	Upto First 100gms	115.00*
			For every additional 100gms and part thereof upto 2000gms	105.00*
	For all countries except USA		Upto First 100gms	80.00*
			For every additional 100gms and part thereof upto 2000gms	70.00*



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3	Printed Papers	USA	Upto First 20gms	35.00*
			For every additional 20gms or thereof upto 2000 gms	25.00*
		For all countries except USA	Upto First 20gms	27.00*
			For every additional 20gms or thereof upto 2000 gms	17.00*
4	Blind Literature Packets	For all countries		Exempted
				from Postage*
5	Airmail Post Card	Pakistan, Nepal, Bangladesh and Bhutan		10.00
		Other Countries		15.00
6	Post Card (Single)	Pakistan, Nepal, Bangladesh and Bhutan		8.00
		APPU Countries (except Pakistan, Nepal, Bangladesh and Bhutan)		10.00
		UPU Countries (Except APPU)		12.00
7	Aerogramme	For all countries		20.00
8	Mail Bag	For all countries	For a weight not exceeding 5 Kg	700.00*
			Per Kg. or part exceeding 5 Kg. up to 30 Kg	150.00*

(* Air Surcharge is also applicable over and above the mentioned basic tariff)

ADVICE OF DELIVERY FEE

For Bhutan and Nepal	Rs. 10
For other foreign countries	Rs. 20

International Track Packet

- Sending consignments to 43 countries.
- International Tracked Packet is specially designed to cater to the needs of eCommerce for cross border transactions. However, individuals are also most welcome to use this service. It is the best economical service with visibility to send shipments to Asia Pacific region.
- Product features:
 - Packets up to 5 kg and 2 Kg for some other countries.
 - The sum of the length, width and depth shall not exceed 90 cm and the largest dimension shall not exceed 60 cm.
 - It comes into Letter category.
 - Fast & economical

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- Track & Trace
- Convenient
- Best suited for eCommerce
- Pick up facility
- Compensation for loss/damage (In case of the loss or damage of the ITPS article or content thereof, the compensation shall be restricted to Rupees One thousand (**Rs.1000/-**) or the actual value of the contents damaged or lost whichever is less. The declaration made by the sender regarding the value of the content will be final)
- **Network:** -
- International Tracked Packets can be booked at all post offices across the country. Initially, the service will be available for the following **43 countries**/destinations:

1	Aruba	13	Estonia	25	Malaysia	37	Thailand
2	Australia	14	France	26	Mangolia	38	Tuvalu
3	Belarus	15	Georgia	27	Morocco	39	Ukraine
4	Bulgaria	16	Germany	28	Myanmar	40	United Arab Emirates
5	Bhutan	17	Gibraltar	29	Netherlands	41	United States of America
6	Cambodia	18	Great Britain	30	New Zealand	42	Vietnam
7	Canada	19	HongKong	31	Oman	43	Zimbabwe
8	Chile	20	Indonesia	32	Philippines		
9	Curacao	21	Japan	33	Singapore		
10	China	22	Jersey	34	Solomon Island		
11	Dominican Republic	23	Korea (Republic)	35	Sri Lanka		
12	Egypt	24	Lithuania	36	Svalbard and Jan Mayen		

Express Mail Service (EMS)-

- Fastest possible postal service.
- International Speed Post (EMS) the premium and time bound international postal service for documents and merchandise.
- **Compensation policy for International Speed Post-**
- **In Case of Lost**
 - EMS (International Speed Post) Merchandise = Value of content or **130 SDR** whichever is less plus postage paid.
 - EMS (Document) = Limited to Postage Paid
- **In case of Part damaged/damaged**
 - EMS (International Speed Post) Merchandise = Limited to declared value of lost or damaged. Postage Paid by Sender will not be refunded.
 - EMS (Document) = Limited to Postage Paid

➤ **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
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➤ **Insurance for foreign articles: -**

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	₹10
(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

The demurrage charges

S. No.	Description	Demurrage charges
	Demurrage charges for international air parcel	



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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)
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



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