

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
- **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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- 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 or the fleet Mail Office, Mumbai.
- The articles are not exempted from postage charges.

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

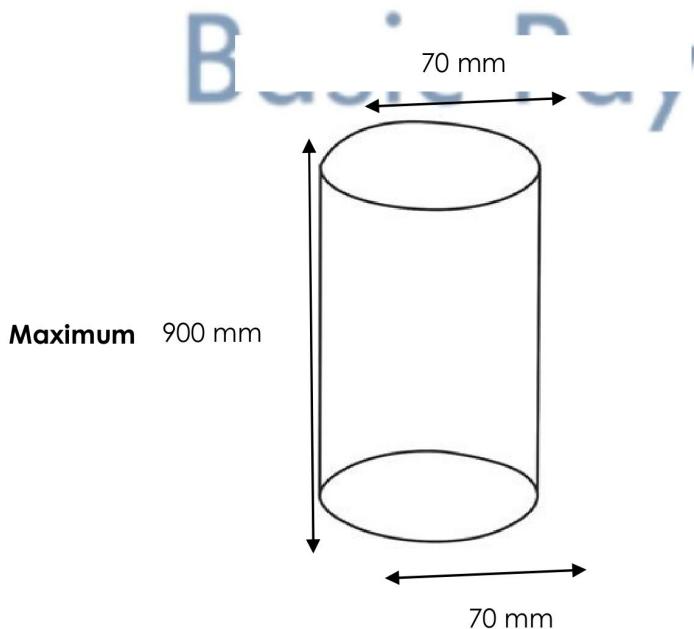
- **CN 22 –**
 - If the value of contents of articles is up to 300 SDR (Special Drawing Rights).
- **CN 23 –**
 - If the value of contents of articles is more than 300 SDR.

(As on 01.04.2024, the 300 SDR = Rs.33133.88)

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

A. Letter: -

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



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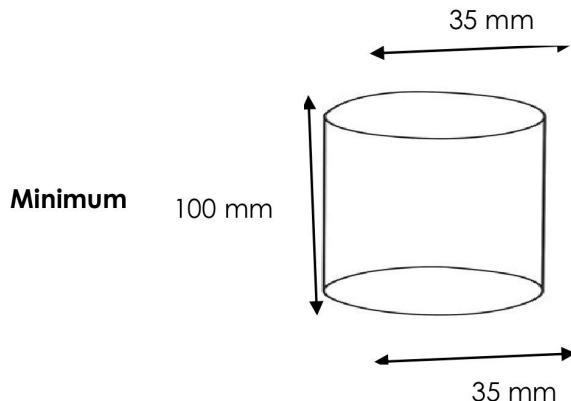


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- The sum of the length and twice the diameter should not exceed **1040 mm**.
- The greatest dimension should not exceed **900 mm** (tolerance 2mm)



- 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
- It is recommended that as far as possible the dimensions of a letter should be below the **120 mm x 235 mm** with a thickness less than 5 mm.
- 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:** –
 - **105 x 148 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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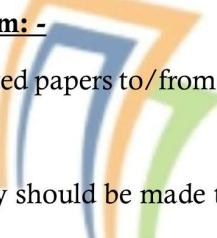
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C. Printed Papers: -

- 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.
- **Registered Newspapers:** -
 - Maximum weight - 2 Kg
- Printed Papers containing only books and pamphlets may be sent up to 5 Kg.
- **Breach of Condition:** -
 - Return to sender who will required to pay double the deficiency in the internal postage.

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

- Despatch/receipt of special bag of printed papers to/from addresses/sender in foreign countries.
- Weight –
 - 5 Kg to 30 Kg
- The application for the bulk bag facility should be made to the Head of Circle through the Post Office.
- **Security Deposit** –
 - Cash/POSA/NSC/SBI Guarantee
- **Invoice Bill to Sender** –
 - 10th of each month
- The bill will be settled within 7 days of the date of receipt of bill.
- If any disputes arise regarding the license, the matter shall be referred to the DG Posts whose decision, thereon shall be final.
- Addressee shall undertake the return the empty postal bags used for packing the bulk bag within 3 days from the date of receipt.
- **Compensation in case of loss of registered M Bag/Bulk bag** –
 - 150 SDR
- Custom clearance fee is charged for each bulk bag exceeding **500 gms** weight.

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D. Small Packets: -

- Should bear the indication “**Petits Paquets**” or Small Packets.
- **Weight** –
 - 2 Kg
- **Penalty for breach of conditions** –



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- Small packets not conforming to the condition will be returned to the sender and will be charged double the deficiency for a rate applicable in the inland post for the class of articles answering the description of the article in question.
- **Postage unpaid and insufficiently paid on Small Packets–**
- These types of articles are returned to sender and delivered on recovery of charges, if any treating them as “Inland Parcels”, if no other conditions are infringed.

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.
- **Penalty for breach of conditions –**
- If any article is found in respect of breach the condition, it will be return to sender and will be charged on delivery with letter or parcel postage in the internal postage rate whichever is applicable.

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: -

- 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 –



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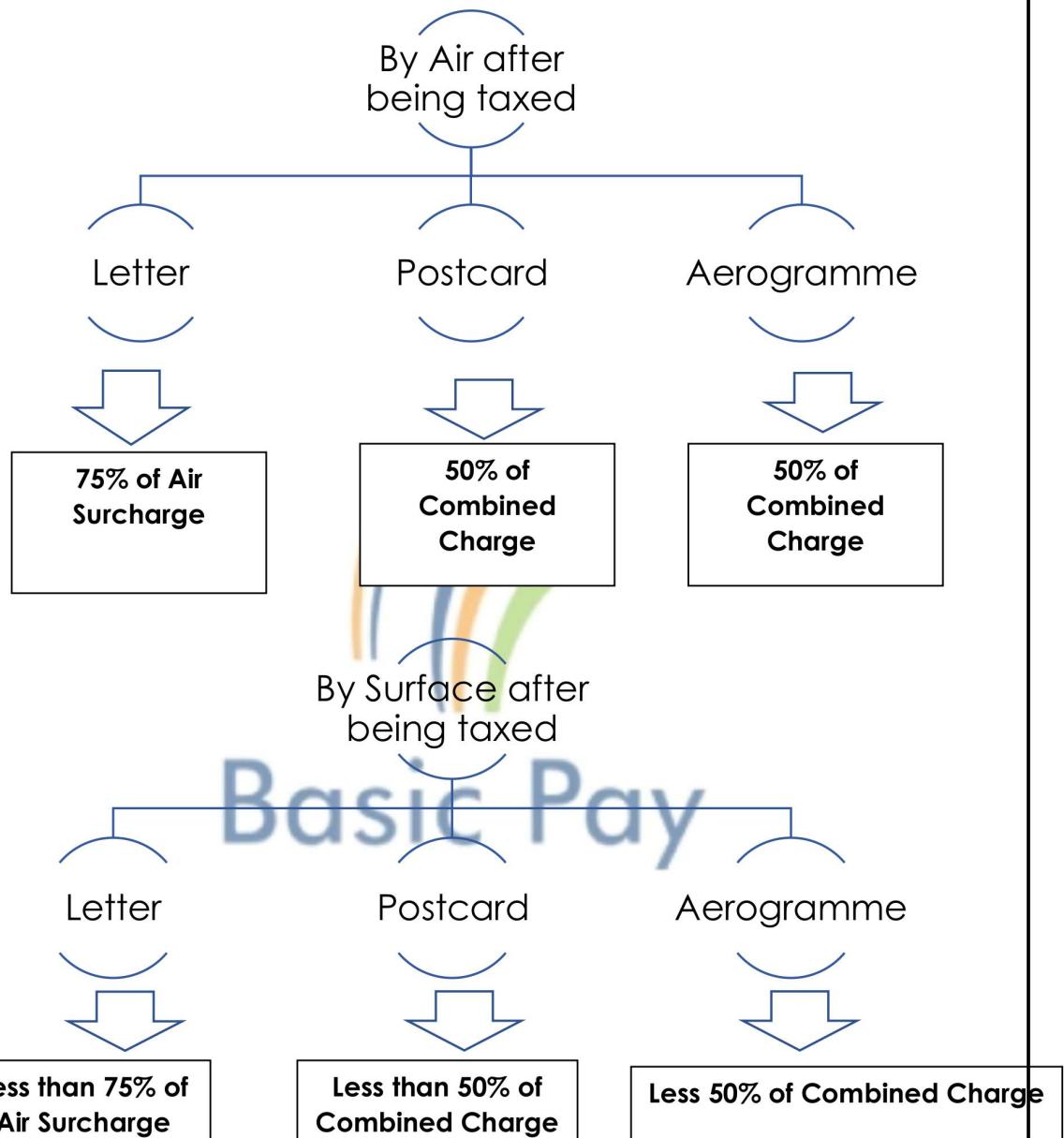


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(1) If in the case of Letters, Cards and Aerogrammes: -



- 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.



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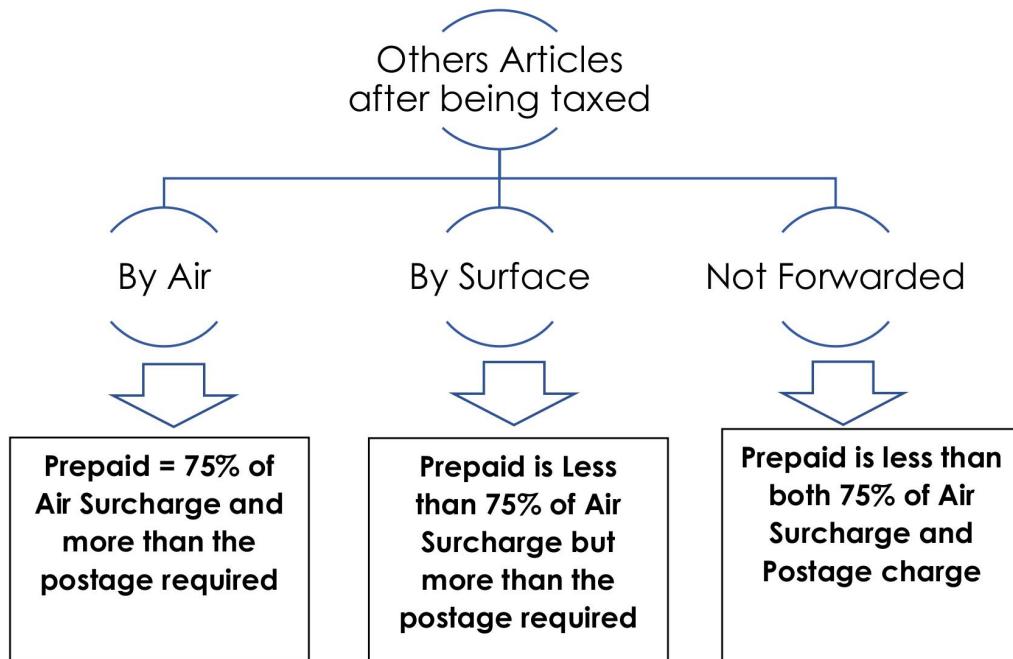
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65. Registration: -

- 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.
 - Registered Bulk Bag = 150 SDR
- **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 with 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.
 - 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: -

- Among the various letter post categories only letters can be sent insured in foreign post.



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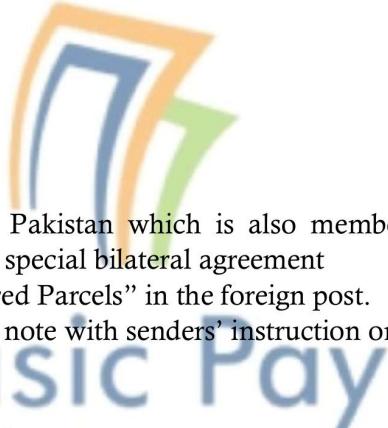
- Maximum Insured value for foreign article can be Rs.1,00,000/-
- Circumstance beyond the control = “Force Majeure”

88. Perishable Biological Substances: -

- Biological Substances of dangerous pathogenic nature are admitted in USA only if their quantity does not exceed the limit of $\frac{1}{2}$ liter.
- 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.

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
- There is no separate class of “Registered Parcels” in the foreign post.
- All parcels must have CP-71 dispatch note with senders’ instruction on disposal in case of non-delivery
- **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 2 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.
- **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



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- **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
 - **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.
 - The sender of Parcel posted under this system is required to deposit an amount expected to cover these charges. Normally the amount will be 75% of the declare value of the contents of parcel subject to a minimum of Rs.25/-
 - 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: -



- Complaints should be submitted before 1 Year 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



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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		
		Other Countries		
6	Post Card (Single)	Pakistan, Nepal, Bangladesh and Bhutan		
		APPU Countries (except Pakistan, Nepal, Bangladesh and Bhutan)		
		UPU Countries (Except APPU)		
7	Aerogramme	For all countries		
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

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

International Track Packet

- Sending consignments to Asia Pacific Region.
- 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 2 kg
 - 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.

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- Barcode label as '**LPxxxxxxxxXX**'
- Fast & economical
- Track & Trace
- Convenient
- Best suited for eCommerce
- Pick up facility
- Volume discounts

Revenue in a calendar month	Discount
Up to 100000/-	Nil
More than 100000/- and up to 200000/-	5%
More than 200000/-	10%

- The discount will be available to the customers availing advance deposit Scheme
- 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 41 countries/destinations:

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

Express Mail Service (EMS)-

- Fastest possible postal service.
- International Speed Post (EMS) the premium and time bound international postal service for documents and merchandise.
- EMS articles can be booked in all Departmental offices.
- **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
 - Department of Posts is committed and will strive to deliver international EMS articles as per the declared delivery standards. However, in case of delay in delivery of EMS Articles beyond 5 days of declared standards (excluding holidays), the customer shall be compensated at the rate of 5% of the postage paid.

➤ **Advice of Delivery Charges for foreign Articles: -**

Registered articles	For Bhutan and Nepal	For other foreign countries
1. For “Blind Literature” Packets	Nil	Nil
2. For other than “Blind Literature “ Packets	Rs.5/-	Rs.10/-

➤ **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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➤ **Warehouse Charges for foreign articles: -**

- **For Parcel:** -
 - Rs.1/- per day after 10 days from 11th days maximum charge is Rs.24.50/-
 - In case of Poste Restante Rs.1/- per day and the maximum charge is Rs.40/-
- For Small Packet and Printed Papers: -
 - If weight is more than 500 gms. From 8th day Rs.10/- per day will be collected from addressee.

- In case of Poste Restante:
 - If weight is more than 500 gms. From 8th day Rs.10/- per day will be collected from addressee.
- **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

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