

**F. No:30-06/2024-D  
Government of India  
Ministry of Communications  
Department of Posts  
Mail Operations Division  
Dak Bhawan, New Delhi- 110 001**

Dated: .02.2025  
03/03/2025

To

All Heads of Circles

**Subject: Transmission of Unaccountable mail through Surface mode only**

This is with reference to the Mail Operations letter no. MO division-PO Regulation-2024 dated 16.12.2024 and email dated 24.01.2025 on the above-mentioned subject (Copy enclosed).

2. The instructions *in respect of manner and modes of transmission for unaccountable articles as mentioned in PO Regulation 85(1) & 85(2)* is reiterated as under:

(1) *All the items, which are not accountable, shall be treated as unaccountable item and transmitted in a manner as specified from time to time.*

(2) *The items shall be transmitted through the mode or in a manner, as specified from time to time.*

**Manner of Transmission:** *Unaccountable items, which include ordinary letters, are those items for which no records of delivery are maintained. These items are not time-sensitive and are therefore **transmitted using standard means of surface transportation**. Post office follows the most efficient and cost-effective methods available for the movement of such articles, ensuring that the resources are utilized optimally. Delivery times are not guaranteed for unaccountable items, and compensation for delayed or lost items is not applicable.*

**Modes of Transmission:** *The choice of mode depends on the volume of items, geographical coverage, and the efficiency of the available transport infrastructure. Post Office is committed to providing economical and sustainable transport solutions for unaccountable items while ensuring reasonable delivery timelines. The modes of transmission for unaccountable items shall include the following:*

i. **Rail Transport:** *Ordinary articles shall be sent through rail networks for long-distance transportation.*

ii. **Road Transport:** *For intra-city, ordinary articles shall be dispatched via road*

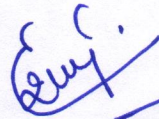
*using Mail Motor Services or contractual vehicles.*

*iii. **Air Lifted Transport:** In specific cases where there are geographical constraints, certain unaccountable items may be transported through air or as decided by the post office on case-to-case basis.*

3. Since there is no concept of first class mail and all the unaccountable mail is to be sent by the prescribed mode rather than air except in some specific cases only.

4. It is therefor requested to ensure the transmission of unaccountable mail through Surface mode only except in the condition mentioned at 2(iii) & send the compliance in this regard to this Directorate.

Encls: As above

  
2/27/25

(Hariom Sharma)  
ADG (Mail Operations)

PO ORDER –MO/01/2024  
F.No.:MO Division-PO Regulation-2024  
Government of India  
Ministry of Communications  
Department of Posts  
Mail Operations Division

Dak Bhawan, Sansad Marg,  
New Delhi-110001  
Dated: 16.12.2024

**Subject: -Instructions on Mail Operations in respect of the Regulations of the Post Office Regulations, 2024 -regarding.**

In pursuance of the introduction of "The Post Office Act, 2023" issued vide Notification no. S.O. 2352(E) dated 17th June, 2024, which came into force w.e.f. 18th June, 2024, repealing the Indian Post Office Act, 1898, the Department of Posts has introduced "The Post Office Regulations, 2024" effective from 16.12.2024. This Administrative order shall supersede all instructions, guidelines, orders related to the subject matter issued earlier by this office.

**1. Regulation No 5(2)**

***Sub: The prepayment of postage and other sums payable on an item shall be mandatory except otherwise mentioned in these regulations.***

The prepayment of postage and other charges on an item shall be mandatory, except for services such as Book Now Pay Later (BNPL) schemes and for contractual customers who have been granted this special facility at the time of booking. For detailed guidelines, please refer to Post Office Order No.MO/03/2024 dated 16.12.2024. The articles booked under "Postal Services" (exclusively for internal services of Department of Posts) including speed post document shall also exempted from prepayment of postage.

**2. Regulation, Second Proviso below to 7(d):**

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

May refer guidelines issued under PO Order No. MO/03/2024 dated 16.12.2024.

**3. Regulation 18(1):**

***Sub: 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 from time to time***

The Department of Posts, Mail Operations Division, outlines the following provisions under Regulation 18(1) of the Post Office Regulations, 2024, regarding the delivery of mail articles to an address other than the one provided at the time of booking:

- i) When the addressee submits a formal request to the Post Office (from where the item is to be delivered) to deliver the article to a different address due to a change in residence, the article may be redirected accordingly.
- ii) If the current occupants at the address specified on the article inform the delivery personnel that the addressee has relocated and provide the new address, the item may be delivered to the alternate address after verification.
- iii) When the item is addressed to an office or institution and the recipient has been transferred to another branch or location of the same organization, the article may be redirected to the new address provided by the organization, with proper authorization.
- iv) If the Contractual Customers provides second delivery address in the same city at the time of booking at the Post Office, the article can be redirected to a different address from the one, initially provided on the article, if applicable.

#### **4. Regulation 22(c):**

***Sub: Franchisee Outlet- Items as specified, may be presented through the franchisee outlet of the Post Office.***

In accordance with Regulation 22(c) of The Post Office Regulations, 2024, the Department of Posts, Mail Operations Division, has specified the postal items that may be booked through Franchisee Outlets under the revamped Franchisee Scheme. The scheme, issued under OM No. 39-03/2019-D dated 14.12.2023, is effective from 01.02.2024 may be referred.

#### **5. Regulation 22(d):**

***Sub:Self-Booking Kiosk- Self-booking kiosk available at the designated post offices may be used for posting of item(s) as specified.***

In accordance with Regulation 22(d) of The Post Office Regulations, 2024, the Department of Posts, Mail Operations Division, hereby specifies that Speed Post Documents, Registered Letters, and Parcels may be posted at Self-Booking Kiosks (SBK). However, such bookings are subject to the following conditions:

- i) The item booked through the SBK must comply with the specific conditions outlined in the detailed guidelines available for the Self-Booking Kiosks.

- ii) Items prohibited for transmission, as specified by the Department of Posts, cannot be booked through SBKs. Customers are advised to ensure that their articles do not contain any items listed under the prohibited category before proceeding with the booking.

## **6. Regulation 22(e):**

***Sub: Web or Mobile Application- The authorised web portal or mobile application may be used for posting of item(s) as specified from time to time.***

In accordance with Regulation 22(e) of The Post Office Regulations, 2024, the Department of Posts, provides *Click N Book*, a web-based online service through official India Post Website . This service allows customers to book Speed Post (Documents) and Registered items online. However, booking of prohibited items, as specified by the Department of Posts from time to time, is strictly not permitted.

## **7. Regulation 53**

***Sub: The intimation to the addressee shall be served by the postman for accountable items as specified from time to time.***

In accordance with Regulation 53 of these regulations, the Department of Posts, Mail Operations Division, prescribes the use of intimation slips for accountable mail items, as defined under the Regulation for Speed Post and Registered letter deliveries. The intimation slip shall be issued to the addressee when such items cannot be delivered on the first attempt.

## **8. Regulation 54:**

***Sub: The postman or delivery person can 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.***

***Note: The delivery of accountable items containing passport, PAN card, driving licence, and other items shall be delivered only after seeking the identification of the recipient in a manner as specified from time to time.***

As per Regulation 54 of The Post Office Regulations, 2024, it is mandatory to verify the identification of the addressee or an authorized person before delivering any article. In compliance with this regulation, Department prescribes the following standards for verification, to be followed by the delivery staff.

- i. **Verification of Officially Valid Documents (OVDs):** The delivery staff shall request an Officially Valid Document (OVD), such as Aadhaar, Voter ID, etc.,

from the addressee. The article shall be delivered only after the delivery staff is satisfied with the identity of the addressee. Upon successful delivery, the type and ID number of the OVD shall be recorded on the delivery slip or captured in the delivery app, as applicable.

- ii. **OTP-Based Identification (if applicable):** If the article is designated for OTP-based delivery, the delivery staff will request the One-Time Password (OTP) sent to the addressee's registered mobile number. Upon verifying the OTP, the article shall be handed over.
- iii. **Identification of Authorized Person:** When an authorized person is receiving the article on behalf of the addressee, the delivery staff shall verify the authorization letter along with a valid ID of the authorized person. The article will be delivered only after the delivery staff is satisfied with the identity of the authorized person. After delivery, the type and ID number of the valid ID shall be recorded on the delivery slip or captured in the delivery app, as applicable.

## 9. Regulation 64(2):

***Sub: 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 specified from time to time.***

As per Regulation 64(2) of The Post Office Regulations, 2024, an item may be held in deposit at the delivery Post Office upon written instructions from the addressee. After a comprehensive review of best practices, Department prescribes the following standards for retaining items at the delivery Post Office on the request of the addressee.

i) The item will be kept in deposit at the delivery Post Office provided addressee must provide a written request to the Postmaster of the concerned delivery Post Office, specifying the period of retention, which shall not exceed 7 days from the date of the item on which item was received for delivery at the Post Office.

(ii) Delivery Post Offices will maintain a proper record of all such requests for retention and monitor the item held in deposit to ensure timely delivery or pickup within the prescribed period.

## 10. Regulations 55(1) proviso:

**Sub: 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 reasons as may be specified.**

Regulation 55(1) of the Post Office Regulations, 2024, mandates the reasons to be specified for cancellation of the article from post provided it has not been dispatched. Accordingly, it has been decided that sender or his authorised representative may

provide any reason whatsoever for cancellation of the item before it has been dispatched from the office of booking. The procedure for cancellation shall be as under:

**Procedure for Cancellation of an Article:**

- i. The sender or their authorized representative must submit a written request for cancellation at the same post office where the item was booked. This request should include:
  - Original receipt of the booking.
  - Item number and other booking details.
  - Reason for cancellation.
- ii. The sender or authorized representative must provide valid identification (such as Aadhaar card, PAN card, etc.) to verify their authority to cancel the article.
- iii. The postal staff will verify if the article is still at the booking post office. If the article has not yet been dispatched, the cancellation request will be processed.
- iv. If the cancellation request is approved, the item may be returned to the sender or his authorized representative under proper receipt upon verification of identity.
- v. As far as refund is concerned, it is specified that no request of refund shall be entertained under any circumstances for domestic item containing documents. For other item, the refund amount will be processed based on the guidelines prescribed for that specific service.

**11. Regulation 66(1):**

***Sub: The reasons for non-delivery shall be recorded by use of the standard remarks, as specified.***

Regulation 66(1) of the Post Office Regulations, 2024, mandates the use of standard remarks on undelivered items. In compliance with this regulation and after a comprehensive review of best practices, the Department hereby prescribes the following standard remarks to be used by field delivery personnel.

**2 Standard Remarks and Procedures:** The following table outlines the standard remarks, scenarios for their use, and the prescribed final disposal of the article:

Sl.	Standard Remarks	Scenarios where Standard Remark to be used.	Final Disposal of the Article
1	Refused	Addressee is present but declines to accept the article for any reason.	Returned to sender
2	Addressee not	Address is located, but the addressee is not available	Kept in deposit

Sl.	Standard Remarks	Scenarios where Standard Remark to be used.	Final Disposal of the Article
	found	at the address in case of addressee specific delivery.	for 7 days and if nobody claims, returned to sender
3	Addressee left without instructions	Addressee is known to have left without leaving forwarding instructions.	Returned to sender
4	Premises Locked	When multiple attempts are made, but the premises are consistently found closed.	
5	Insufficient Address	Address is incomplete or inadequate to locate the recipient despite best efforts.	
6	Unclaimed	Delivery attempt made and notice/intimation served, but item not collected within prescribed time.	
7	Deceased	Addressee has passed away.	Return to sender
8	Redirected	Item forwarded to a new address based on addressee's written instructions.	Redirected on the same day
9	Missent	Item is received missent.	Item will be re-directed to correct address/Post office for further delivery
10	No Such Person	No such person is residing at the address mentioned on the article	Returned to sender
11	Damage	Shall be dealt as per the prescribed procedure to deal such damaged articles.	
12	Beat change	Item intended for some other beat but wrongly invoiced to some other beat.	To be invoiced to correct beat
13	Poste Restante	Poste Restante (C/o Postmaster) item will be kept with the Postmaster for 15 days and if not claimed, it will be returned to sender	
14	Others	Any remarks which are not covered in Sl 1 to 14.	Suitable action will be taken

**Note:**

- i. All delivery staff are required to use these standard remarks effectively and accurately.
- ii. Training sessions will be conducted for all delivery staff to ensure proper understanding and application of these remarks.
- iii. For monitoring the effective compliance, regular checks shall be done by the inspecting authorities during their visits to see that genuine and correct remarks are being given by the delivery staff.



**12. Regulation 73(1)**

***Sub: The compensation shall be given 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.***

Please refer Regulation 74 at Sl. 13

**13. Regulation 74**

***Sub: There shall be payable to the sender of an insured item compensation not exceeding the amount for which the item has been insured, for the loss of the item or any of contents or for any damage caused to it in the course of transmission by post except in the cases as specified from time to time.***

The existing conditions for compensation related to the loss, damage, part loss, or delay of Speed Post articles, as well as the exceptional cases for insured items where compensation is not payable, are sufficiently covered under the Post Office Regulations, 2024 vide its regulations No .73 to 77. Post office shall notify any further conditions or exceptions, if deemed necessary.

**14 Regulation 76(1):**

***Sub: Compensation shall be payable in the period not exceeding 30 days after the date on which intimation of loss is given by the sender to the Post Office and shall be paid thereafter within a period of 10 days. In event of delay, compensation shall be payable as specified from time to time.***

In the event of an exceptional delay in the settlement of a claim or complaint related to the loss of an insured item, compensation shall include interest for the delayed period. The interest will be calculated at the prevailing Postal Savings Bank (POSB) interest rates applicable during the period of delay.

**15 Regulation 77(3):**

***Sub: The sender or addressee may claim compensation prescribed under the regulations on submission of a valid proof of booking along with the requisition, as specified***

The following requisites must be submitted for the admission of a compensation claim in the event of loss, damage, or non-delivery of an insured item. These requisites are divided into two categories, depending on whether the claim is filed by the sender or the addressee:

(a) When the Claim is Preferred by the Sender:

1. **Original Booking Slip:** The sender must provide the original receipt or booking slip of the article.
2. **Application:** A formal application addressed to the Postmaster, containing:
  - i. Article number.
  - ii. Date of booking.
  - iii. Address of both the sender and the addressee.
  - iv. Details of the grievance, including the nature of the loss/damage.
  - v. Amount paid for booking.
3. **Non-Delivery Proof:** Delivery particulars obtained from the India Post website, indicating non-delivery or failure of delivery of the item.
4. **Identification Proof:** An Officially Valid Document (OVD) to verify the identity of the sender.
5. **Mode of Payment:** Details of the mode of payment for compensation, including:
  - i. Bank account details if compensation is to be paid through a bank transfer.
  - ii. Postal Savings Bank account details, if applicable.
6. **Contact Information:** Complete address and contact details of the sender.
7. **Other Relevant Information:** Any other information deemed necessary for processing the claim (e.g., additional supporting documents related to the item or service used).

(b) When the Claim is Preferred by the Addressee (Receiver):

1. **Booking Slip (If Available):** A copy of the booking slip, if the addressee has access to it.
2. **Application:** A formal application addressed to the Postmaster, which must be submitted within **2 days** of receiving the damaged item. Claims received after this period may not be entertained. The application should include:
  - i. Details of the damaged/lost item.
  - ii. Article number and booking details (if available).
3. **Evidence of Damage or Loss:** Photographs or videos clearly showing the damage or loss of contents inside the consignment.
4. **Identification Proof:** An OVD to verify the addressee's identity.
5. **Proof of Delivery (If required):** Any supporting documents or communication regarding the delivery status.

6. **Other Relevant Information:** Any other relevant details or documentation needed to facilitate the processing of the claim.

**16 Regulation 85(1) & 85(2):**

***Sub: (1) All the items, which are not accountable, shall be treated as unaccountable item and transmitted in a manner as specified from time to time.***

***(2) The items shall be transmitted through the mode or in a manner, as specified from time to time.***

Following instructions are hereby issued in respect of manner and modes of transmission for unaccountable articles

**Manner of Transmission:** Unaccountable items, which include ordinary letters, are those items for which no records of delivery are maintained. These items are not time-sensitive and are therefore transmitted using standard means of surface transportation. Post office follows the most efficient and cost-effective methods available for the movement of such articles, ensuring that the resources are utilized optimally. Delivery times are not guaranteed for unaccountable items , and compensation for delayed or lost items is not applicable.

**Modes of Transmission:** The choice of mode depends on the volume of items, geographical coverage, and the efficiency of the available transport infrastructure. Post Office is committed to providing economical and sustainable transport solutions for unaccountable items while ensuring reasonable delivery timelines. The modes of transmission for unaccountable items shall include the following:

- i. **Rail Transport:** Ordinary articles shall be sent through rail networks for long-distance transportation.
- ii. **Road Transport:** For intra-city, ordinary articles shall be dispatched via road using Mail Motor Services or contractual vehicles.
- iii. **Air Lifted Transport:** In specific cases where there are geographical constraints, certain unaccountable items may be transported through air or as decided by the post office on case-to-case basis.

**17 Regulation 99(5) & 99(6) :**

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

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

**99(5) – Value-Added Services for Speed Post:** The following value-added services shall be available for Speed Post items, subject to payment of specified fees as outlined in Schedule IV of the Post Office Regulations, 2024:

- i. **Pick-up Facility:** Speed Post items can be picked up from the sender's location upon request. For details on the pick-up facility for regular customers, refer to PO Orders No. MO/02/2024 dated 16.12.2024. For BNPL (Book Now Pay Later) contractual customers, the pick-up facility is available under detailed PO Orders No. MO/03/2024 dated 16.12.2024.
- ii. **Proof of Delivery (POD):** A POD can be obtained as a value-added service for Speed Post items.
- iii. **Insurance:** Insurance coverage for Speed Post items can be availed to protect against loss or damage during transmission.
- iv. **Registration:** Registration of Speed Post items is available for enhanced security.
- v. **Other Services:** Any other value-added services introduced by the Department of Posts from time to time shall be made available, subject to the prescribed fees.

**99(6) – Address-Specific Delivery for Speed Post Articles:** All Speed Post items are generally delivered to the address specified by the sender. However, in specific cases where the sender requests delivery to a particular addressee rather than the address alone, such delivery will be carried out under the following conditions:

- i. **Address-Specific Delivery:** By default, Speed Post items shall be delivered to the address provided at the time of booking, without requiring confirmation from the recipient. This applies unless otherwise specified by the sender or unless additional fees are paid for delivery to a specific addressee.
- ii. **Delivery to Specific Addressee:** If the sender requires the article to be delivered only to a specific person (e.g., the addressee), this can be done upon payment of an additional fee. This is applicable for contractual customers, if specified, under BNPL or having National Account Facility (NAF) such as the Ministry of External Affairs (MEA) for passport services, where Speed Post articles are booked for delivery to a specific addressee.

18. **Regulation {Proviso to 136 (2)}**

***Sub: Provided that the Post Office may specify other means of recording proof of delivery and sharing the same with the sender.***

As per Regulation 136(2) of The Post Office Regulations, 2024, the Department of Posts is required to implement alternative means of recording Proof of Delivery (POD) to enhance customer convenience and satisfaction. The following provisions

outline the methods for recording POD apart from traditional signatures, ensuring greater transparency and reliability for senders.

(i) **Online Tracking System:** Delivery particulars will be updated on the India Post Track and Trace page, providing real-time status to both the sender and the addressee. This information will serve as proof of delivery.

(ii) **Mobile Notification:** Delivery confirmation may be sent via SMS to the mobile numbers provided at the time of booking. This notification will be treated as proof of delivery for the convenience of the sender and addressee.

(iii) **OTP-Based Delivery Confirmation:** An OTP (One-Time Password) can be sent to the recipient's mobile number. The delivery staff will request the OTP from the recipient, and the successful match will confirm delivery. The OTP confirmation will be recorded as POD.

(iv) Besides, any other digital means such e mail notification, signature captured on handheld devices may also be served as POD

## **19. Regulation 136(4):**

**Sub: The sender may obtain an attested copy of the original receipt on payment of prescribed fee and in a manner specified from time to time.**

As per Regulation 136(4) of The Post Office Regulations, 2024, the following procedure is hereby put in place for obtaining an attested copy of the original delivery receipt (Proof of Delivery) for Speed Post items:

- 1. Application and Requisition Process:** The sender must submit a written application to the Postmaster of the nearest Post Office, clearly stating the request for an attested copy of the original delivery receipt. Along with the application, the sender must provide a requisition specifying the article details such as article number, date of posting, address of addressee etc. If the sender requests the attested copy to be sent by post, he/she must provide a return postal address, and the cost of postage will be charged at the time of submission of request.
- 2. Fee for Attested Copy:** POD fee as prescribed will be charged for obtaining the attested copy of the original Proof of Delivery.
- 3. Processing and Delivery:** If the request is submitted to a Post Office other than the office of delivery, the Postmaster will coordinate with the concerned delivery Post Office to obtain the attested copy. The attested copy of the delivery receipt will be provided to the sender either in person or by post, as requested, within 30 days of receiving the application, subject to the availability of records in the delivery office.

20. The Heads of Circles are requested to ensure that the procedures and administrative instructions outlined for the aforementioned regulations are strictly adhered to across all post offices and administrative offices under their jurisdiction. If necessary, proper training should be provided to the staff involved to familiarize them with the importance of these tasks and to facilitate smooth execution. A monitoring mechanism must be established to promptly address and resolve any customer complaints related to the quality of services provided by the Department. Continuous oversight will help maintain service standards and customer satisfaction.

22. These instructions become effective w.e.f. the date of implementation of the PO Regulations, 2024 and shall be applicable henceforth.

23. This issues with the approval of Director General.

  
16.12.24

(Hariom Sharma)  
ADG (MO Division)

To,

All Heads of Circles/Regions

Copy to: -

1. Sr.PPS to Secretary (Posts).
2. Sr.PPS to Director General.
3. Sr.PPS/PPS/PS to the Members of Postal Service Board.
4. Addl. Director General, APS, New Delhi.
5. CGM, BD/Parcel Directorate/CGM CEPT.
6. Sr.DDG (Vigilance) & CVO/Sr.DDG (PAF).
7. Director, RAKNPA/GM, CEPT/Directors of All PTCs.
8. All PAOs.

## regarding transmission of unaccountable mail through surface only

**M** < Me <mailbusiness@indiapost.gov.in>

Fri, 24 Jan 2025 11:45:52 PM +0530 •

To "CPMG U.P" <cpmg\_up@indiapost.gov.in>, "Akhilesh Kumar Pandey" <cpmg\_del@indiapost.gov.in>, "NIRAJ KUMAR" <cpmg\_wb@indiapost.gov.in>, "Anil Kumar" <cpmg\_bhr@indiapost.gov.in>, "Rajesh Kumar Chauhan" <cpmg\_raj@indiapost.gov.in>, "CPMG Tamilnadu Circle" <cpmg\_tn@indiapost.gov.in>, "Samir Ranjan Dey" <cpmg\_asm@indiapost.gov.in>, "CPMG Jharkhand" <cpmg\_jha@indiapost.gov.in>, "CPMG Maharashtra Circle" <cpmg\_mah@indiapost.gov.in>, "CPMG" <cpmg\_utr@indiapost.gov.in>, "Suvendu Swain" <cpmg\_ori@indiapost.gov.in>, "CPMG Chhattisgarh Circle" <cpmg\_chh@indiapost.gov.in>, "CPMG TELANGANA CIRCLE" <cpmg\_tlg@indiapost.gov.in>, "Sanjay Singh" <cpmg\_hry@indiapost.gov.in>, "Rajnish Kaushal" <cpmg\_pun@indiapost.gov.in>, "CPMG MP" <cpmg\_mp@indiapost.gov.in>, "Venkateswarlu J T" <cpmg\_ker@indiapost.gov.in>, "CPMG KARNATAKA CIRCLE" <cpmg\_kar@indiapost.gov.in>, "CPMG J&K Circle" <cpmg\_jnk@indiapost.gov.in>, "CPMG HP Circle" <cpmg\_hpr@indiapost.gov.in>, "CPMG Gujarat" <cpmg\_guj@indiapost.gov.in>, "CPMG AP CIRCLE" <cpmg\_apr@indiapost.gov.in>, "Sanjiv Ranjan" <cpmg\_ne@indiapost.gov.in>, "mmu apco" <mmu.apco@gmail.com>, "MMU Assam Circle" <mmuassamcircle@gmail.com>, "Kundan Kumar" <mmucopatna@gmail.com>, "mmucgcircle" <mmucgcircle@gmail.com>, "MMU Delhi" <mmudelhicircle@gmail.com>, "Mail Monitoring Unit" <mmu.gj@indiapost.gov.in>, "MMU COAMBALA" <MMU.COAMBALA@gmail.com>, "MMU HP Circle" <mmuhpcircle@gmail.com>, "MMU JK Circle" <mmujkcircle2023@gmail.com>, "mmu jharkhand2023" <mmu.jharkhand2023@gmail.com>, "MMU Karnataka Circle" <mmuktkco@gmail.com>, "MMUkeralapost" <mmukeralapost@gmail.com>, "MMU CO Bhopal MP" <mmucobhopal@gmail.com>, "mmu comah" <mmu.comah@gmail.com>, "mmu neposts" <mmu.neposts@gmail.com>, "MMU Odisha Circle" <mmuodishacircle@gmail.com>, "Vijay Kumar" <mmu.pb@indiapost.gov.in>, "Manish Kumar Verma" <mmu.rj@indiapost.gov.in>, "mmu tnco" <mmu.tnco@gmail.com>, "MMU TELANGANA CO" <mmutsco@gmail.com>, "mmuukt" <mmuukt@gmail.com>, "MMU\_CO\_WB" <mmucowb@gmail.com>, "MMU UP CIRCLE" <upcirclemmu@gmail.com>, "SIVARAM PRASAD CHALLAPALLI" <mails.ap@indiapost.gov.in>, "Assistant Director Mails" <admails.asm@gmail.com>, "Ad Mail" <admailpatna@gmail.com>, "AsstDir postoffice" <asstt.director.mails@gmail.com>, "B R Yadav" <adpsraipur2@gmail.com>, "Kamal Jeet" <admo-dl@indiapost.gov.in>, "adpsmails CO Ahd" <adpsmails2@gmail.com>, "AD Mails" <adpsm.dop@gmail.com>, "AD Mails HP Circle" <admnop.hp@gmail.com>, "Adps Pg" <adps.pgjk@gmail.com>, "ADBD Ranchi" <adbdranchi2017@gmail.com>, "Assistant Director" <mails.ka@indiapost.gov.in>, "AdmailSCO KeralaPost" <admailSCO.keralapost@gmail.com>, "Sanjay Kumar Nema" <mails.mp@indiapost.gov.in>, "APMG (PG)" <adcptne@rediffmail.com>, "Assistant Director" <admails.ne@rediffmail.com>, "Asst. Director Odisha (Mail)" <admail-odi@indiapost.gov.in>, "Mails Section" <mails.pb@indiapost.gov.in>, "AD bdmails" <adbdbmailsraj@gmail.com>, "Kumarakrishnan V" <mails.tn@indiapost.gov.in>, "Saurabh

Kumar" <mails.up@indiapost.gov.in>, "aspmail dehradun" <aspmailcodehradun@gmail.com>, "Wb Circle" <wb.circle@gmail.com>, "apadmails" <apadmails@gmail.com>, "C Vijaykumar" <mails.mh@indiapost.gov.in>, "Mail Section" <mails.rj@indiapost.gov.in>

Cc "Dushyant Mudgal" <ddgmb@indiapost.gov.in>, "Hariom SHARMA" <hariom.sharma1971@gov.in>

Dear Sir/Madam,

This has reference to the **PO Regulation 85(1) & 85(2) which states that:**

*Sub: (1) All the items, which are not accountable, shall be treated as unaccountable item and transmitted in a manner as specified from time to time.*

*(2) The items shall be transmitted through the mode or in a manner, as specified from time to time. Following instructions are hereby issued in respect of manner and modes of transmission for unaccountable articles.*

*Manner of Transmission: Unaccountable items, which include ordinary letters, are those items for which no records of delivery are maintained. These items are not time-sensitive and are therefore transmitted using standard means of surface transportation. Post office follows the most efficient and cost-effective methods available for the movement of such articles, ensuring that the resources are utilized optimally. Delivery times are not guaranteed for unaccountable items, and compensation for delayed or lost items is not applicable.*

**Modes of Transmission:** *The choice of mode depends on the volume of items, geographical coverage, and the efficiency of the available transport infrastructure. Post Office is committed to providing economical and sustainable transport solutions for unaccountable items while ensuring reasonable delivery timelines. The modes of transmission for unaccountable items shall include the following:*

*i. **Rail Transport:** Ordinary articles shall be sent through rail networks for long-distance transportation.*

*ii. **Road Transport:** For intra-city, ordinary articles shall be dispatched via road using Mail Motor Services or contractual vehicles.*

*iii. **Air Lifted Transport:** In specific cases where there are geographical constraints, certain unaccountable items may be transported through air or as decided by the post office on case-to-case basis.*

Now there is no first class mail in the system, therefore, there is no need to send unaccountable mail by Air. However, as mentioned above unaccountable mail can be sent by Air *In specific cases where there are geographical constraints, certain unaccountable items may be transported through air or as decided by the post office on case-to-case basis.*

**Regards,  
Mail Operations Division  
Dak Bhawan, New Delhi  
Tel 011-23044812, 011-23096253**

Complaints and references to Customers Relationship Management (CRM) of the Department can be made via the following modes:

a. Registration through website link:

<https://www.indiapost.gov.in/VAS/Pages/ComplaintRegistration.aspx>

b. Through IndiaPost call centre Helpline: 18002666868





**Share your feedback on:**

<https://www.indiapost.gov.in/VAS/Pages/CustomerFeedback.aspx>

**Register your complaint:**

<https://www.indiapost.gov.in/VAS/Pages/ComplaintRegistration.aspx>



**Helpline No.**

**1800266868**

Follow us on:  IndiaPostOffice  India Post  indiapost\_dop  IndiaPost\_DoP

 [www.indiapost.gov.in](http://www.indiapost.gov.in)