



Post Office Rules, 2024

**Empowering Employees with Updated
Compliance, Service and Operational Standards**

Objectives

At the end of this session, participants will be able to describe and explain

- Implementable procedures as outlined in the Post Office Rules 2024,
- Application of new standards in compliance, customer service, and operational practices.
- Assess situations and ensure adherence to updated financial and operational protocols.

History

- The **Post Office Rules, 1933** were established to create a standardized framework under the **Indian Post Office Act, 1898**. These rules were introduced to bring uniformity and efficiency to postal operations across British India. Key areas addressed included:
- 1. Mail Handling and Delivery:** Guidelines for sorting, dispatching, and delivering mail to ensure accurate and timely service.
 - 2. Security Protocols:** Procedures for the secure handling of registered mail, money orders, and valuable parcels.
 - 3. Staff Conduct and Responsibilities:** Expectations for postal staff's duties, accountability, and behavior to maintain service integrity.

History

- The **Post Office Rules, 1933** laid the groundwork for a consistent and reliable postal service, significantly shaping the development of India's postal system.
- Over the time, these rules were revised to keep up with modernization, leading to newer regulations like the **Post Office Rules, 2024** to address digital, financial, and customer service advancements.
- It repeals Indian Post Office Rules, 1933.



Rule-1 : Short title and commencement

- Notification issued by the Department of Posts, Ministry of Communications on _____ day of _____, 2024
- The Post Office Rules, 2024 came into force on _____ day of _____, 2024, which comprises **19 rules**.

Rule-2 : Definitions

- **Act** means “the Post Office Act, 2023” (43 of 2023),
- **“Board”** means the Postal Services Board specified in rule 5,
- **“Regional Director”** means the Director concerned or an officer exercising the powers of Director in the region,
- **“Circle Head ”** means the Chief Postmaster General concerned or an officer exercising the powers of Chief Postmaster General in the circle,
- **“Divisional Head”** means Director or Senior Superintendent or Superintendent of Postal Division or Railway Mail Service(RMS) Division or Foreign Post, or an officer exercising the powers of Director or Senior Superintendent or Superintendent of Postal Division or Railway Mail Service Division or Foreign Post,

Rule-2 : Definitions

- **“Regional Head”** means the Postmaster General concerned or an officer exercising the powers of Postmaster General in the region,
- **“Mail offices”** means the Post Offices or premises associated with handling, processing or transmission of items, used by the Department of Post,
- **“Mail service”** means all activities related to collection, handling, transmission, delivery, forwarding, returning and holding of items
- **“Postage”** means the sum chargeable on mail service
- **“Universal Postal Service”** means the provision of such postal services which are affordable and made available to all users, within and outside the country; and
- **“Value-added service”** means add-on features on mail services.



Rule-3: Services to be provided by Post Office (Domestic/Foreign)

- Mail services within or beyond the limits of the country,
- Value-added service
- Universal Postal Service,
- Financial services including banking, Government Savings Bank, payment system and any other financial services,
- Money remittances services within or beyond the limits of the country,
- Insurance services including life insurance or any other insurance,
- Citizen-centric services as authorised by the Central Government;
- Services associated with standards for addressing on the items, addressing identifiers and the usage of postcodes;
- Any service(s) offered by State Government or Local Government;
- Any service offered through collaboration with public or private entitie(s).



Rule-4: DG to authorize certain services

➤ The Director General is authorised to;

(a) introduce new products, or modify or discontinue any products related to the services mentioned in these rules; and

(b) enter into a collaboration with public or private entities in respect of services specified under rule 3.



Rule-5: Postal Services Board

The Postal Services Board shall be the apex level policy making body, having perpetual succession and a common seal, for any of the services provided by the Post Office, under rule 3.



Rule-6: Composition, power etc. of PSB

The Central Government may, by notification in the Official gazette, specify the composition of the Board; and powers, functions and duties of the Board.



Rule-7: Exclusive privilege in respect of postage stamps

Subject to the provisions of rule 8, the Central Government or, as the case may be, the Director General shall issue definitive, commemorative, special issues of postage stamps or any other form of postage stamps or related material.



Rule-8: Philatelic Advisory Committee

The Central Government may constitute a Philatelic Advisory Committee which shall advise that Government on issues of commemorative and special postage stamps and other allied matters related thereto.



Rule-9: Modes of payment of postage or other charges

- The payment of the postage or other sums chargeable for mail services under rule 3, shall be made through any of the following mode and in such manner as may be specified in the regulations, namely: -
 - (a) in cash; or
 - (b) payment through digital mode; or
 - (c) by postage stamp; or
 - (d) by means of impressions of franking machines; or
 - (e) any other mode, as may be specified in the regulations.



Rule-10: Modes of payment for other Services

The modes of payment for the sum chargeable on any other services mentioned in these rules shall be such, as may be specified in the regulations.



Rule-11: Addresses and Postcodes

1. The Director General shall, by regulations, specify the standards for –
 - i. addressing on the items;
 - ii. manage and allocate addressing identifiers; and
 - iii. usage of postcodes.

2. The Director General shall manage, allocate and publish Postcodes or Postal Index Number (PIN) codes.



Rule-12: Power to give effect to arrangements with other countries;

1. The Central Government shall provide the services as mentioned in these rules in furtherance to international postal co-operation.
2. The international postal co-operation shall be with other countries or territories, Universal Postal Union (UPU), or other postal unions, or public or private entities, and in conformity with the provisions of the UPU Convention Manual and Regulations, multilateral or bilateral agreements with the foreign countries, other unions, laws and bye-laws, and the international laws, as may be applicable, for the time being in force.
3. The Director General is authorised to issue regulations, for the purposes of sub-rules (1) and (2).



Rule-13: Official mark to be denoted;

The Post Office marks shall be the proof of certain facts denoted on the item, in respect of, ;

(a) the production of the item, having thereon the official mark of the Post Office denoting that the item has been refused or rejected or unclaimed, or cannot for any other reason be delivered, or any other remark so denoted, shall be sufficient proof of the fact indicated, and

(b) every proceeding for the recovery of any postage or other sum alleged to be due under the Act.



Rule-14: Sender of item;

The person or the addressor from whom the item is purported to have come, shall, be deemed to be the sender thereof.

Rule-15: Official mark on items;

- Director General may, by regulations, authorise certain officers or officials to make an official mark on an item denoting that-
 - (a) any postage or other sum is due in respect thereof to the Post Office;
 - (b) the mark shall be the proof to denote that the said sum as is so due; and
 - (c) the item has been refused or rejected or unclaimed, or cannot for any other reason be delivered.



Rule-16: Interception, detention and opening of item(s).;

1. No direction for interception, detention or opening of any item or class of item under sub- section (1) of section 9 of the Act shall be issued, except by an order made by a Member of the Board looking after the work of operations in the Department of Posts or the Circle Head.
2. Such order may be made by an officer, not below the rank of the Regional Head or the Regional Director, in unavoidable circumstances.
3. In emergent cases, where obtaining of prior directions for interception, detention or opening of item is not feasible, the required interception, detention or opening of item shall be carried out on the directions of the Divisional Head, who shall inform the concerned competent authority specified in sub-rule (1) or sub-rule (2) **within three working days** of such interceptions, detention or opening and that such order shall be got confirmed by the concerned competent authority **within a period of seven working days:**

Provided that if the confirmation from the competent authority is not received within the stipulated seven days, such interception shall cease to operate and shall not be recommenced without the prior approval of the competent authority.



Rule-16: Interception, detention and opening of item(s).;

4. Any order issued by the competent authority shall contain reasons to be recorded in writing for such direction.
5. In order to oversee the interception done, the Central Government shall constitute a review committee consisting of the following, namely: -
 - a. Director General, Posts- Chairman &
 - b. Two Members of the Board, other than the Member mentioned in sub-rule (1) – Members.
6. The review committee shall meet **at least once in three months** and review all directions issued.
7. The Central Government hereby notifies the following officers as authorized officers to intercept and detain items on the orders of the competent authority, namely;-
 - a. Officer in-charge of Post Office or any higher officer; or
 - b. Officer in-charge of the Mail Office or any higher officer.
8. No authorized officer shall open any item specified in this rule, except in the presence of the concerned law enforcement authority.



Rule-16: Interception, detention and opening of item(s).;

9. The authorised officer shall maintain proper records mentioning therein, category of the item including any tracking number, particulars of sender and addressee, weight of the item, postage, reason for interception and detention of the item, date of interception and detention of the item and the duration for which the directions remain in force.
10. The authorised officer shall ensure the disposal of the item intercepted in the manner as specified in the Post Office Regulations, 2024.
11. The directions for interception and detention shall remain in force, unless revoked earlier, for a period not exceeding thirty days from the date of issue and may be further extended:
 - Provided that the period may not be extended beyond ninety days:
 - Provided further that on the expiry of the period specified in the first proviso, the detained item shall be handed over to the concerned law enforcement authority.
12. The interception and detention of an item does not exempt the sender from any action which might have been taken, if the item had been delivered in due course through post.
13. The provisions shall apply mutatis mutandis to the items sent to and received from foreign countries.



Rule-17: Duty of authorized officers in delivering items;

The authorized officers shall be empowered to deliver an item, reckoned to contain anything liable to duty, or which is suspected to contain any prohibited item, to such customs authority or any other law enforcement authority as may be specified in notification issued under sub-section (3) of Section 9 of the Act for taking necessary action in respect of such item in accordance with the provisions of any law for the time being in force.



Rule-18: Interception in addition to and not in derogation of other laws;

Nothing contained in rule 16 shall prevent interception of items as required under any law for the time being in force and shall be governed by any procedures applicable under such law.



Rule-19: Exemption from Liability;

1. The Central Government shall provide compensation for loss or damage of an item or its contents or on any other grounds, if any, as specified in the regulations.
2. The compensation shall not exceed the amount of the loss or damage, and shall not be paid on prohibited items, or loss or damage caused by the fault or negligence of the sender, or arising from force majeure.



Differences :IPO Rules, 1933 vs. PO Rules, 2024

Aspects	IPO Rules, 1933	The Post Office Rules, 2024
Size	Bulky, 225 rules	Compact/ simplified, 19 rules
Penal Provisions	Yes	No
Central idea	Operational aspects	Enabler for services
Language	Complex	Simplified
Content	Operational	Enabling provisions in respect of services and related activities
Flexibility	Rigid (Amendment needs to be done)	Flexible
Future orientation	No scope	Provision for Address identifiers and Postcodes and digital mode of payments, introducing products under the bucket of services



Any Question ?



Thank you