

File No. CF-71/21/2025-CF-DOP
Government of India
Ministry of Communications
Department of Posts
(IR & GB Division)

Dak Bhawan, Sansad Marg
New Delhi-110001
Dated: 30th December 2025

OFFICE MEMORANDUM

Subject: Rationalization of certain international letter post services and operational alignment with UPU decisions – reg.

The undersigned is directed to state that the Universal Postal Union (UPU), in its recent Congresses and Postal Operations Council meetings, has undertaken a comprehensive review of international letter post products, particularly services involving letter post items containing goods, with a view to ensuring security, customs compliance, improved trackability, customer protection, and harmonisation with global e-commerce standards.

2. In line with the above international developments, the Department of Posts has decided to rationalise certain international letter post services which are no longer widely used or supported and which do not provide adequate tracking or delivery assurance.

3. Accordingly, with effect from **01 January 2026**, the following outward international services under the letter post category shall no longer be available for booking:

(i) **Surface Letter Mail Service and SAL** (Surface Air Lifted) Letter Mail Service for outward letter post items.

(ii) **Outward Small Packet service**, including letter post items containing goods sent by Sea, SAL or Air.

(iii) **Registration service** for outward letter post items **containing goods** (Registered Small Packet Service).

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4. It is clarified that this step is part of a service rationalisation exercise and does not mean that the Department of Posts is discontinuing international services for exporters or customers. The decision has been taken mainly due to:

- Limited or no tracking in small packet services
- Longer delivery time and lower reliability
- Increasing customs and security requirements in destination countries
- Reduced acceptance of such items by many foreign postal administrations

5. After this rationalisation, the registration service will continue to be available only for outward letter post items containing documents, booked in Air mode, under the following categories:

- Letters
- Post Cards
- Printed Papers
- Aerograms
- Blind Literature
- M-bags

6. With regard to Blind Literature and M-bags, existing UPU provisions will continue to apply. Items of Blind Literature sent by or addressed to a blind person or an organisation for the blind remain exempt from postal charges, except applicable air surcharges, subject to the rules of the destination country. In the case of M-bags, the maximum weight limit is 30 kg, and certain countries may not accept registered M-bags, as per UPU convention manual.

7. It is emphasised that this rationalisation will not adversely affect exporters, MSMEs, or individual customers. Suitable alternative international services are already available and operational.

8. Customers sending goods abroad may be advised to use International Tracked Packet Service (ITPS) and other international parcel services, which offer:

- Better tracking
- Better delivery reliability
- Improved customs compliance
- Competitive rates for small exporters and e-commerce sellers

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9. All Heads of Circles and other concerned officers are requested to ensure that staff are properly briefed, customers are guided to the appropriate alternative services, and adequate publicity is given to avoid confusion or inconvenience.
10. This issues with the approval of the Secretary (Posts).



(Himanshu Chaudhary)
Assistant Director General (IR)

To

1. All the Chief Postmasters General
2. Sr. PPS of Secretary (Posts)
3. Sr. PPS to Director General of Postal Services
4. All Members, Postal Service Board
5. CGM Parcel/BD Directorate/Parcel Directorate
6. GM CEPT: requested to undertake necessary action to stop booking of registered small packets, all category of register letter post items in surface & SAL Category and limit registered letter items booking to documents only at both counter and self-booking (DNK) with effect from 1st January 2026.
7. All Sr. DDGs/DDGs of Dak Bhawan
8. All Director of Accounts (Postal)
9. All Postal Training Centres
10. Rafi Ahmed Kidwai Postal Staff College, Ghaziabad