



REGULATION

The Post Office Regulations, 2024 · Regulations 25, 41–68

Prohibition of Items, Delivery Rules & Undelivered Items

Effective: 16 December 2024

Dak Sutra Series

LDCE / PS Group B


OFFICIAL PROVISION

Verbatim legal text

PRIMARY SOURCE

Regulation 25 – Prohibition of Domestic Items

Subject to the provisions of these regulations, **no person shall send by post** —

Clause	Prohibited Item
(a)	Any explosive, dangerous, filthy, noxious or deleterious substance, any sharp instrument not properly protected, or any living creature which is either noxious or likely to injure items in course of transmission by post or any officer of the Post Office.
(b)	Anything likely to injure, any item during transmission by post, or any officer of the Post Office.
(c)	Any ticket, proposal, advertisement or any other matter relating to a lottery , except where the lottery is organised or authorised by the Central Government or State Government .
(d)	Any indecent, immoral or obscene printing, painting, photograph, lithograph, engraving, book or card, or any other digital media, or any other indecent, immoral, or obscene item.
(i)	Narcotics and psychotropic substances, as defined by the International Narcotics Control Board, or other illicit drugs.

Clause	Prohibited Item
(j)	Counterfeit and pirated items.
(l)	Dangerous goods, narcotics and psychotropic substances, prohibited drugs and cosmetics items, items prohibited by IATA, ICAO, Department of Wildlife and the Drug and Cosmetics Act, 1940 or items prohibited by any law of the land. Note: <i>Battery and other items prohibited by air shall be sent through surface mode only.</i>
(m)	Live animals except otherwise permitted in these regulations.
(n)	Coins, banknotes and other valuable items, except permitted through a special process. Currency notes, coins, or bank notes shall invariably be transmitted as insured items .

Regulations 41–43 – Delivery of Accountable Items

Regulation	Key Rule
Reg. 41 — Accountable Items	Delivery shall be made: (a) to the addressee or the authorized person — in case of <i>registered item, insured item, Cash on Delivery, Money Order</i> ; (b) to the authorised person or on the address — in case of <i>Speed Post item, India Post Parcel, etc.</i>
Reg. 42 — Two Delivery Attempts	An accountable item shall be issued for delivery and if not delivered on first presentation, it shall be issued once again for delivery. In case of inability to deliver after two attempts, it shall, in no case, be issued again for delivery. A notice of arrival shall be issued to the addressee.
Reg. 43 — Addressee to Sign	The addressee of an accountable item or an authorised person shall sign in the receipt and proof of delivery, unless the outward appearance of the cover gives rise to <i>suspicion of tampering</i> . Where tampering is suspected, the item shall be opened at the post office in the presence of the Postmaster and contents entered in an inventory prepared in duplicate and signed by the addressee .

Regulation 52 – Delivery of Damaged Item

Where an accountable item is received in the office of delivery in a damaged condition, a notice shall be sent to the addressee requesting him to attend the post office within:

- **Seven days** – in the case of domestic item
- **Fifteen days** – in the case of international item

Regulation 55 – Redirection of Items

The sender of an item may avail the following facility in respect of the accountable domestic item and international inward item, by paying a postal fee of **Rs. 6/-**, without reference to the consent of the addressee:

- (a) **Recall of the item from the post** (Provided that the item may be cancelled before it has been dispatched from the office of booking).
- (b) **Alteration in address or name of the addressee.**

Reg. 55(2): The addressee of an item may avail the facility of alteration in address, **free of charge** if the original address and the substitute address are within the delivery area of the same post office.

Regulation 62 – Refusal of Items

- The addressee of an item **shall not be bound to pay** the amount due on it if he does not want to take delivery; the word "**Refused**" shall be written by the Postman across the cover.
- Unclaimed and refused items shall be returned, at once, **direct to the offices of posting** for delivery to the sender.

Regulation 64 – Detention at Post Office of Addressee

An item shall ordinarily be kept in deposit in the post office to which it is addressed for a period of **seven days** after all enquiries to find the addressee have proved unsuccessful.

Regulation 66 – Standard Remarks on Undelivered Items

Sl.	Standard Remark	Scenario	Final Disposal
1	Refused	Addressee is present but declines to accept	Returned to sender
2	Addressee not found	Address is located, but addressee not available (addressee specific delivery)	Keep in deposit for 7 days ; if nobody claims, returned to sender

Sl.	Standard Remark	Scenario	Final Disposal
3	Addressee left without instructions	Addressee is known to have left without leaving forwarding instructions	Returned to sender
4	Premises Locked	Multiple attempts made but premises consistently found closed	Returned to sender
5	Insufficient Address	Address is incomplete or inadequate to locate the recipient	Returned to sender
6	Unclaimed	Delivery attempt made and notice served, but item not collected within prescribed time	Returned to sender
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
13	Poste Restante	Poste Restante (C/o Postmaster) item will be kept with the Postmaster for 15 days and if not claimed, returned to sender	Returned to sender (after 15 days)

Regulation 67 – Detention at Returned Letter Office (RLO)

Items that remain undelivered to the addressee as well as the sender shall be detained at the **Returned Letter Office** for a period of –

- (a) **Fifteen days** when they are unaccountable; and
- (b) **Thirty days** when they are accountable.

RLO = An office that deals with unclaimed and refused items, or items without addresses, or with undecipherable or incomplete addresses.

Regulation 71 – Rates Chargeable on Unpaid Domestic Items

Condition	Charge
On an unpaid item	Double the prepaid rate
On an insufficiently paid item	Double the deficiency

Note: The postage or air mail fee actually charged shall in no case be less than Rupee One.



DAK GURU EXPLAINS

Plain-language breakdown

→ SIMPLIFIED

Guru's Take — Three Critical Numbers

- **2 attempts** = Maximum delivery attempts for accountable items (Reg. 42)
- **7 days** = Deposit at delivery post office + "Addressee not found" hold period (Reg. 64)
- **15/30 days** = RLO detention (unaccountable/accountable respectively) (Reg. 67)

Redirection Fee — Rs. 6/- Rule

The fee for recall/redirection is **Rs. 6/-**. But addressee can redirect within same post office area **free of charge**. Always remember: once the item is out for delivery, no request can be entertained (Reg. 56).

Prohibited Items — Special Exceptions

- Lottery materials — allowed if organised by **Central or State Government**.
- Live animals — generally prohibited, but permitted in specific international cases (Reg. 27): bees, leeches, silk-worms, parasites for noxious insect control, Drosophilidae flies for biomedical research.
- Currency notes — must be transmitted as **insured items**.
- Batteries — prohibited by air; must go by **surface only**.

Exam Traps

- After 2 failed delivery attempts, the item is **never sent out again** — only a notice is issued.
- Damaged item notice: **7 days (domestic)** vs **15 days (international)** — easy to swap in MCQs.
- RLO is not the delivery post office — it is a separate office handling undeliverable mail.

- Poste Restante = kept with Postmaster for **15 days** (same as unaccountable RLO detention — coincidence!).
- Unpaid item charge = **double the prepaid rate**; insufficient = **double the deficiency**.
Minimum charge = **Re. 1/-**.

**EXAM INSIGHT**

What the examiner expects

MUST READ
Time-Limits Summary Table

Event	Time Limit	Regulation
Max delivery attempts for accountable item	2 attempts	Reg. 42
Deposit at post office of addressee	7 days	Reg. 64
Damaged item notice — domestic	7 days	Reg. 52
Damaged item notice — international	15 days	Reg. 52
RLO detention — unaccountable items	15 days	Reg. 67
RLO detention — accountable items	30 days	Reg. 67
Poste Restante — kept with Postmaster	15 days	Reg. 66
Address change intimation validity	3 months	Reg. 69
Redirection/recall fee	Rs. 6/-	Reg. 55

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