

No. CF-71/29/2021-CF-DOP
Government of India
Ministry of Communications
Department of Posts
(IR & GB Division)

Dak Bhawan, Sansad Marg
New Delhi- 110001
Dated: 29.04.2022

OFFICE MEMORANDUM

Subject: Revised compensation policy for International articles- (Registered, Parcels, EMS and ITPS).

The undersigned is directed to inform that the compensation policy and norms of the Department of Posts in respect of outbound international articles (Registered, Parcels, EMS and ITPS) has been reviewed and revised as under:

(i) International Registered Article:

- a. The compensation amount in case of the loss of, total theft or total damage of the International Registered Articles shall be limited to the value of contents or 30 SDR, whichever is less, plus the postage paid.
- b. In case of partial loss or partial damage or partial theft of any International Registered Article, compensation paid shall be limited to the value of lost or damaged content. In any case it shall not exceed the corresponding amounts mentioned for International Registered Article in case of loss, total theft or total damage. Postage paid by the sender shall not be refunded in this case.

(ii) International Parcel:

- a. The compensation amount in case of the loss, total theft or total damage of the International Parcel shall be limited to 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.
- b. In case of partial loss or partial damage or partial theft of any International Parcel, compensation paid shall be limited to the value of lost or damaged content. In any case it shall not exceed the corresponding amounts mentioned for International Parcel in case of loss, total theft or total damage. Postage paid by the sender will not be refunded in this case.

(iii) International Express Mail Service (EMS):

- a. The compensation amount in case of the loss, total theft or total damage of the Express Mail Service (International Speed Post) Merchandise shall be limited to the value of contents or 130 SDR, whichever is less, plus the postage paid.

- b. In case of partial loss or partial damage or partial theft of any Express Mail Service (International Speed Post) Merchandise, compensation paid shall be limited to the value of lost or damaged content. In any case it shall not exceed the corresponding amounts mentioned for Express Mail Service (International Speed Post) Merchandise in case of loss, total theft or total damage. Postage paid by the sender will not be refunded in this case.
- c. The compensation amount in case of the loss, total theft or total damage of the Express Mail Service (International Speed Post) Documents shall be limited only to the postage paid.
- d. 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.

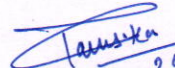
(Example: If the delivery standard for a destination is D+X days (where D is the date of booking & X is the delivery timeline) and supposedly the expected number of days for delivery at that destination is 3-5 days, then compensation for delay will be payable in case the item is delivered on D+11th day, to be calculated excluding holidays).

(iv) International Tracked Packet Service (ITPS):

- a. Compensation in case of the loss or damage of the ITPS article or contents thereof, the compensation shall be restricted to Rs. 1000/- (one thousand) or the actual value of the contents damaged or lost whichever is less.
- 2. This policy shall be applicable for items booked on or after 01.05.2022 and will supersede all past instructions, to the extent prescribed herein, on this subject. The value of the contents declared by the sender will be considered for calculation of compensation.

*- The rate of SDR will be subject to revision by the Directorate on an annual basis.

- 3. This issues with the approval of Competent Authority.


(Ram Naresh Sikaria)
ADG(IM)

To,

- 1. All Heads of Circles
- 2. Addl. DG, APS

Copy To

1. PS to Hon'ble Minister of Communications
2. PS to Hon'ble Minister of State in the Ministry of Communications
3. Sr.PPS to Secretary (Posts)
4. Sr.PPS to DG (Posts)
5. All Members of the Postal Service Board
6. Sr. DDG (Vig.)/CGM (BD) /CGM (PLI)/Director (RAKNPA)
7. All DDG in Postal Directorate/ Secretary (PSB)
8. GM, CEPT with the request to update compensation rules on India Post website under relevant product categories.
9. All Directors in Postal Training Centres
10. All Offices of Exchange