

**No. DA-26/3/2020-DA**

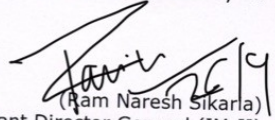
Government of India  
Ministry of Communications  
Department of Posts  
(IR & GB Division)  
\*\*\*\*\*

Dak Bhawan, Sansad Marg  
New Delhi- 110001  
Date: 26<sup>th</sup> April 2021

**Subject: Delay in delivery of International postal mail articles because of non-availability/suspension of services of carrier airlines due to Covid-19 pandemic.**

This is for the information of general public that due to non-availability or suspension of International airline operations for many countries due to Covid-19 pandemic, transmission and delivery of postal mails (EMS, Letter, Parcel & ITPS) to foreign countries through post is subject to delay.

2. Therefore, customers who wish to recall their booked articles by giving a written application to the booking Post Office may do so and may claim postage refund provided that no other liability for such cases will be accepted by the Department of Posts. This will only be applicable for consignments which are still lying in India and could not be transmitted abroad due to non-availability of connections.



(Ram Naresh Sikaria)  
Assistant Director General (IM-II)