



Rationalization of International Letter Mail Services

प्रविष्टि तिथि: 30 DEC 2025 6:58PM by PIB Delhi

In line with global best practices and decisions taken by the **Universal Postal Union (UPU)**, the **Department of Posts** has undertaken a forward-looking initiative to modernize and strengthen international letter post services. These reforms are aimed at enhancing **customer experience, service reliability, trackability, customs compliance and security**, while aligning postal offerings with evolving global e-commerce standards.

As part of this service improvement exercise, the **Department of Posts** has decided to rationalize certain international letter post services, particularly those without or limited tracking features, and to **promote more efficient, accountable and customer-friendly alternatives**.

Accordingly, **with effect from 01 January 2026**, the following **outward international letter mail services will be discontinued**:

- **Registered Small Packet service**, in line with UPU decisions restricting registration to document-only
- **Outward Small Packet service**, including letter post items containing goods sent by Sea, SAL or Air
- **Surface Letter Mail Service and Surface Air Lifted (SAL) Letter Mail Service** for outward letter post items

This step is being taken to address challenges such as limited or no tracking in small packet services, longer delivery timelines, increasing customs and security requirements in destination countries, and reduced acceptance of such items by many foreign postal administrations.

It is emphasized that this rationalization is a positive step towards improving service quality and not to affect options for exporters or customers. After the rationalization, registration will continue to be available for documents only, booked in Air mode, under the categories of Letters, Post Cards, Printed Papers, Aerograms, Blind Literature and M-bags.

Existing UPU provisions for **Blind Literature and M-bags** will continue unchanged. Items of Blind Literature sent by or addressed to a blind person or an organization for the blind remain exempt from postal charges, except applicable air surcharges, subject to destination country regulations. M-bags will continue to be governed by UPU rules, including weight limits and country-specific acceptance conditions.

To support exporters, MSMEs and individual customers, the **Department of Posts** already offers **robust and reliable alternatives** for sending goods abroad. Customers are encouraged to use the **International Tracked Packet Service (ITPS)** and other international parcel services, which provide **end-to-end tracking and visibility, faster and more reliable delivery, better compliance with customs** and adheres to security norms and competitive and transparent pricing structure, especially for small exporters and e-commerce sellers.

All concerned officers have been advised to ensure smooth implementation of these changes, guide customers towards suitable alternative services, and give wide publicity to facilitate a seamless transition.

This rationalization reflects the **Department of Posts' commitment to modern, customer-centric and globally aligned international postal services**, ensuring improved reliability, transparency and overall customer satisfaction.

MI/ARJ

(रिलीज़ आईडी: 2209903) आगंतुक पटल : 721

इस विज्ञप्ति को इन भाषाओं में पढ़ें: Urdu , हिन्दी , Kannada