

# Postal Rules, 2020 (1964)

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## Amendments:

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|--|---------------------------|
| 1. Postal (First Amendment) Rules, 2026  | 2026/10/13 (26 Jan. 1970) |
| 2. Postal (Second Amendment) Rules, 2032 | 2032/10/26 (9 Feb. 1976)  |
| 3. Postal (Third Amendment) Rules, 2049  | 2049/1/8 (20 Apr. 1992)   |

In exercise of the power conferred by Postal Act, 2019, Government of Nepal has made the following Rules.

## **Chapter-1**

### **Preliminary**

1. **Short title and commencement:** (1) These Rules shall be called as “Postal Rules, 2020 (1964).”

(2) Chapter-5 of these Rules shall come into force from the date of notice to be published in the Nepal Gazette and other chapters shall commence immediately.

2. **Definition:** Unless the subject or context otherwise requires, in these Rules,-
- “Act” means Postal Act, 2019.
  - “Department” means Postal Service Department of the Government of Nepal.

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\* Chapter 5 commence on the date 2023.1.1 (13 April 1966) by a Notification of 2022.12.16 ( 29 March 1966)

## Chapter-2

### Main conditions to be followed while sending

#### postal articles by post

3. **The configuration and weight of a letter:** (1) The length, breadth and thickness of a letter shall not exceed 900 millimetre in total and one of the dimensions among the length, breadth and thickness shall not exceed 600 millimetre. If rounded, the sum of the length and two times the diameter may be equal to a maximum of 1040 millimetre. But no single dimension shall exceed 900 millimetre.
- (2) In the case of letter of thin size the length and breadth shall not be less than 140mm×90mm and, if rounded, the sum of the length and two times the diameter must be all up to 170 mm. But any one dimension must not be less than 100mm.
- (3) The maximum weight of a letter must not exceed 2 kg. There must be sufficient space for the address, postal stamp and the label to be pasted by the post office in the front side of the letter.
4. In case the article inside the letter should be carried with caution and care, it shall be packed well inside a box of wood or cardboard and delivered to the post office by writing the word “CAUTION” in red letters.
5. **Postal letter:**<sup>\*</sup> ..... Private entrepreneurs in using their postal letter pursuant to the postal letter brought into general use by the Postal Service are required to comply with the following:

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② Amended by the Second Amendment.

<sup>\*</sup> Deleted by the Second Amendment and remaining word of the first sentence again deleted by the Third Amendment.

- ②(a) The postal letter must be of robust paper with a maximum of length and border up to 140mm×115mm to 140mm×90mm.
- (b) The stamp required for the postal charge must be affixed on the right hand side above the written address.
- (c) The postal letter must not be enclosed within an enclosure of any kind or folded, cut or changed in any manner.
- (d) On the top right hand side of the postal letter the address of the addressee or franking machine stamp must be affixed and the necessary matter may be written on the left hand side of the front and the back side.
- (e) Any label in addition to the postage stamp for the postal charge, the name of the addressee and the name of the sender may be affixed without spoiling the configuration of the postal letter, but the label regarding the name and address of the addressee must not be affixed in any place other than the right hand side of the front of the postal letter.
- (f) A specimen of a commercial article or any other similar matter must not be affixed on the postal letter. However, a picture, a ticket of any kind and a label containing the name and address of the sender may be affixed only at the back side and left hand side of the postal letter.
- (g) A postal letter in which the payable postal stamp for the postal charge has not been affixed shall be sent to the Returned Letter Section for destruction.
- (h) Any postal letter where the afore-mentioned rules have not been complied with, apart from one where the postage stamp for the postal charge has not been affixed shall be deemed as a letter only.

6. ✕ .....

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② Amended by the Second Amendment.  
✕ Repealed by the Second Amendment.

**7. Aerogramme:**

- (a) An Aerogramme is a properly folded and pasted article, which when folded must not exceed the configuration of a postal letter. On the left of a folded aerogramme should be written “Nepal” and “Aerogramme” and the word “Aerogramme” must be underlined.
- (b) Postage stamp must be affixed on the right and name and full address of the addressee written below it, and the name and address of the sender may be written at the back of the aerogramme.
- ⓐ(c) Nothing should be enclosed within the aerogramme. If enclosed, it will go by surface mail. Nothing other than the postage stamp must be affixed on it.
- (d) Private entrepreneurs may utilize aerogramme prepared in the same manner as that of the Department.
- (e) The colour of the aerogramme brought in use by private entrepreneur must be “blue”.
- (f) The postal charge payable for an aerogramme must be paid in advance in the form of a postage stamp.
- ⓐ(g) Aerogramme, where the above mentioned conditions have not been fulfilled, shall be deemed as a letter. If it contains internal postal article, an amount equivalent to two times the postal charge shall be appropriated upon delivery.

- 8. Special Mail (Express Delivery):** Provision shall be made to dispatch unregistered postal article by special mail within a maximum distance of Two miles from a post office. Special fee for special mail and additional postage stamp ⓐas prescribed by the Government of Nepal must be paid for each postal article. Special mail must be written on the top right hand corner of the front of the postal

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ⓐ Amended by the Second Amendment.

ⓑ Amended by the Third Amendment.

article. The kind of postal article that may be dispatched through special mail, the name of the post office capable of dispatching and delivering special mail and other related matters shall be as specified by the Director General and published in the Nepal Gazette.

9. \* .....

10. **Printed documents:**

(a) “Printed document” means a document or copied article on paper or cardboard that is printed, engraved, litho-copied, mimeographed or photographed, all kinds of newspapers and magazine, book/leaflet, music, visiting card, address card, proof of print, engraved photograph or photo album and information prepared by immediately recognizable or by any other mechanical process.

Provided that, the copies made by tracing, printing (movable and unmovable), or through a type-writer shall not be deemed as printed document.

(b) Copies prepared mechanically of a manuscript or originally typed document may be dispatched in the form of printed document. But such copies shall be recognized under this category only if they exceed Twenty copies.

(c) Personal letter, postal letter, film, gramophone disc, and printed paper punctured for the purpose of an automated musical machine, any printed paper having the price of a stamp exchange rate, blank paper and any other stationery article may not be dispatched as printed document.

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\* Repealed by the Third Amendment.

- (d) The length, breadth, thickness and maximum weight of a printed document shall be equal to that of a letter.

Provided that, in the case of a single book, up to five kilograms may be dispatched.

- (e) Printed documents must be closed in a manner amenable to easy inspection while submitting to the post office. The packing must be in an envelope not sealed completely or an open box, tied with thread or both ends open in case of circular wrapping, or any such manner of packing.
- (f) In a picture card, printed visiting cards, cards related to *Durga Puja, Deepawali,* New year Greetings, congratulations, thank you, courtesy such as condolence, no more than five words should be written apart from the name and address of the sender and addressee.
- + (g) While sending a printed document by a person to be delivered to another person by enclosing in a special bag, the names and addresses of both the receiver and the sender must be written on it. The weight of such a bag to be sent must not exceed Twenty Five kilograms. The weight of the bag and the total postal charge payable for it must be written on the label. In case, such bag is returned having been unable to be delivered; it shall be returned only upon a second payment of the charge from the sender equivalent to an amount payable to the post office of origin.

(2) Printed Article, in case of size larger than that referred to in Rule (1) or inappropriately enclosed, shall be returned to the sender. In case, a postage stamp

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• Amended by the Second Amendment.

+ Inserted by Second Amendment.

of lower value has been affixed to such printed article, the remaining balance of the postal charge, whichever charge is the lower for either a packet or printed article, shall be appropriated upon delivery. In case, the sender by fulfilling the requisite procedure desires to submit such article to the post office, the fee equivalent to that of a new article shall be levied.

**11. Sample Packet:**

- (a) A sample must contain credible commercial samples and should not contain the sale price of such samples. Any matter other than the name of the sender and receiver, address, designation, occupation and date of dispatch, signature of the sender, telephone number, telegraphic address, trademark of the concerned article, number of items, cost based on available weight and main description of cost or nature of the article and other essentials to be displayed inside or outside, should not be written.
- (b) The samples may be enclosed in a bag, packet, box or envelope but in such manner that the contents inside may be immediately examined by opening it or lifting the lid. It is not compulsory to close pack just a single piece of wood or metal. However, a label must be pasted on such postal item to accommodate the address and the postage stamp.
- (c) Even crack prone or breakable sample items may be dispatched in the sample packet in a manner that will not cause harm to the post office personnel or postal runner by packing them securely inside a metal, wooden or strong cardboard sheet or box.
- (d) Liquids, oils and easily inflammable articles should be kept in a well closed container and such container must be kept inside a metal or strong wooden or robust cardboard box and article like cotton, saw dust or a substance that can absorb the liquid must be placed sufficiently around the box.

- (e) Soft and oily articles likely to melt easily such as ointment, soft soap, resin, silk worm, etc. must first be kept inside an inner box or bag and, only then, should it kept in an outer wooden, metal or strong thick leather box.
- (f) Colour powder must be kept inside a double cover within a strong tin box inside a wooden box with saw dust. The saw dust must be kept in between the tin box and the metal, wooden or cardboard box. The box prepared in this manner should be kept inside a bag made of clothing and sealed.
- (g) Live bees must be kept inside a box secured from all danger but in such a manner that it could be possible to examine.
- (h) Substances that are easily destructible under simple packing shall be accepted only if contained in a secure manner. Samples of industrial or botanical substances shall be accepted if they have been sealed by the examining official of the country of origin or if the cover fixed by the factory has been sealed. In such case, assistance must be provided to either open some part of the packet to be sent or received or in any other manner to satisfaction in order to enable the substance inside to be examined,
- (i) <sup>⊗</sup> .....
- <sup>●</sup>(j) The length, breadth and thickness of a sample packet shall be equivalent to that of a letter and its <sup>●</sup>maximum weight shall be up to one kilogram.
- (k) The postal charge payable for the sample packet must be paid in advance by affixing the requisite postal stamps. In case, the requisite charge has not been paid, a personal letter, note or written document has been enclosed, the packing is not in accordance with this Rule or postal stamps or other papers exchangeable for money have been enclosed or the limit of weight and measurement has been exceeded or some saleable article has been

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<sup>⊗</sup> Deleted by the Third Amendment.  
<sup>●</sup> Amended by Second Amendment.  
<sup>●</sup> Amended by Third Amendment.



enclosed, the packet shall be returned to the sender. In case, the sender, upon fulfilling the requisite procedures re-submits such packet to the post office, the fee chargeable for a new item shall be required to be paid.

12. ✕ .....

13. **Blind literature packet:**

- (a) Any document, news print, book, record or plate for teaching alphabets printed in *Braille* or any special manner for use by the blind are considered as blind literature.
- (b) Such articles shall be required to have been sent in the name of some educational institution recognized by the Government of Nepal or sent by such institution. Inside of the packet there should be enclosed articles printed for the use of the blind as referred to Clause (a) of this Rule, and, apart from the name, list and directions for use regarding the article, no other information must be exchanged in writing or print.
- (c) It is mandatory that “Blind Literature” be written on the outside of such article or its cover together with the name and address of the sender.
- (d) In case it is covered, both ends must be open or even if not so, it must have been submitted to the post office in a manner amenable to easy checking.
- <sup>e</sup>(e) The length, breadth and thickness of blind literature shall be the same as for that of a letter and its maximum weight may be only up to seven kilograms.
- <sup>e</sup>(f) In case the blind literature packet does not comply with the above mentioned Clauses it shall not be dispatched and shall be returned to the sender.

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✕ Repealed by the Third Amendment.  
<sup>e</sup> Amended by Second Amendment.  
<sup>e</sup> Amended by Second Amendment.

**14. Registered newspapers/magazines:** (1) Articles defined pursuant to Section 14 of the Act as newspaper/magazine may be dispatched under subsidized rate by post upon fulfillment of the following procedures:

Ⓣ(a) Newspaper/magazines shall be required to be registered by filling up a form prescribed by the Postal Service Department upon payment of Rupees Ten for at the General Post Office or the concerned District Post Office and for the use of an additional District Post Office one has to pay Two Rupees for each addition District Post Office to the Postal Service Department or concerned Regional Postal Directorate. The number issued upon such registration must be printed in the front page or at a noticeable spot in the back page of the newspaper or magazine.

Ⓣ(b) In order to apply for registering a newspaper/magazine pursuant to Clause (a), the certificate of registration obtained from the concerned District Administration Office, the name of the post office where newspaper/magazine is desired to be submitted the names of thirty actual customers including two copies of the newspaper/magazine must also be submitted.

Provided that, in the case of a newspaper/magazine published by a foreign embassy within the country, the certificate of registration need not be submitted.

(c) The copies or bundle of newspaper/magazine may be submitted to the post office with or without wrapper by keeping both ends open. When folded, the registered number

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Ⓣ Amended by Third Amendment.  
Ⓣ Amended by Third Amendment.

obtained from <sup>⊙</sup>the Postal Service Department or Regional Postal Directorate or District Post Office or General Post Office must be observable clearly from the outside.

- <sup>⊙</sup>(d) While registering a newspaper/magazine, it should be submitted to the Post Office on the date and time presented by the Chief of the Post Office. On prescribing the Post Office for submission, the Chief of the Post Office may prescribe any post office.
- (e) The advance payment of charges payable for newspaper/magazine must be made by affixing a postage stamp <sup>+</sup>or franking.
- (f) Apart from the name and address of the addressee, the number of copies inside the packet, if it is more than one, the name and address of the newspaper/magazine, the number of donors, no other symbol of any kind or any matter shall be written on it.
- (g) Apart from the supplementary edition pursuant to Section 14 of the Act, any other kind of paper or substance should not be enclosed inside the newspaper/magazine.
- <sup>⊙</sup>(h) The registration of a newspaper/magazine shall remain valid until the last day of the month of *Ashad* (tentatively, July 15) of each fiscal year. The publisher of a registered newspaper/magazine should pay Rupees Five and Rupees One for each additional district for renewal at the concerned office. If the renewal is not made within the stated deadline,

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<sup>⊙</sup> Amended by Third Amendment.  
<sup>⊙</sup> Amended by Third Amendment.  
<sup>+</sup> Inserted by Third Amendment.  
<sup>⊙</sup> Amended by Third Amendment.

renewal may be done upon payment of Rupees Six for each district post office within Three months of termination of the deadline. If renewal has not been done even within this period, the registration shall be *ipso facto* cancelled.

(2) In case Section 14 of the Act has not been abided by or the conditions of this Rule have not been followed, this Rule shall not be deemed to place any obstacle for dispatching the newspaper/magazine by post. It can be sent by post upon advance payment of charge levied on newsprints.

⊙(3) In case, it is seen that Sub-section (2) and (3) of Section 14 of the Act have not been complied with, the concerned office may immediately cancel such registration.

⊕(4) Newspapers/magazines dispatched from one place at a subsidized rate may not be sent to another place at such rate.

⊕(5) In case, registered newspapers/ magazines are to be sent in bulk, the charge shall be levied on the basis of weight.

⊕(6) Apart from newspapers concerned with news, the newspapers/ magazines (journals) regarded as appropriate by the Ministry of Communications that have been duly registered and are knowledge enhancing and research article related to literature, the arts, culture, science and the environment may be registered at the post office at a subsidized rate of Twenty Five percent for dispatch by post in the form of book-post or newsprint.

Provided that, such a facility shall not be granted to newspapers /magazines that promote and advocate or advertise any industry, business, commercial or professional product.

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⊙ Amended by Third Amendment.  
⊕ Inserted by Third Amendment.  
⊕ Inserted by Third Amendment.  
⊕ Inserted by Third Amendment.

<sup>+</sup>(7) In case, it is seen that the newspapers/magazines that are enjoying the facility are not fulfilling the conditions prescribed by these Rules or the published article is not complying with the terms for obtaining the facility, the postal facilities shall not be granted.

**15. A packet of a registered newspaper/magazine pursuant to Rule 14 containing more than one copy may be dispatched by post upon fulfilling of the following conditions:**

- (a) Each packet must contain only newspapers/magazines of the same date and registered number.
- (b) Even in relation to a packet of newspaper/magazines registered separately, it must be required to comply with Clause (d) of Sub-rule (1) of Rule 14.
- (c) Only the name and address of the local agent shall be written on the packet. The name of such agent should be notified to the post office of origin before hand by the sender.
- (d) Such packet shall not be delivered to the home of the local agent. Such packet shall be delivered to the local agent or his/her representative from the Post Office.
- (e) The sender should indicate that the packet shall be delivered at the post office itself.

**16. Parcel :** (1) A parcel must not enclose any kind of writing like a written message or one sided written document in the form of a letter other than the inventory of enclosed items.

- (2) (a) Except otherwise provided in Sub-rule (1), in case there is any doubt it is doubted that the parcel contains a written message and, upon opening the parcel in the presence of the

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<sup>+</sup> Inserted by Third Amendment.

addressee, if a written message is found, an amount double of that payable for a letter containing such message shall be appropriated from the addressee. Whatever the postal charge affixed on the parcel, it shall not be considered for appropriating such amount. In case, the addressee refuses to pay such full charge or does not pay it on time, such a parcel shall be returned to the sender and the requisite amount of charge shall be appropriated from the sender.

- (b) The length of a parcel may be up to one metre. The sum of the thickness plus length should not add up to more than 1.8 metre. Its weight may be up to a maximum of Ten kilograms for surface mail and Five kilograms for air mail.
- (c) The configuration of a parcel should not cause any inconvenience and difficulty to the carrier of the mail bag.
- (d) Every parcel must be enclosed within a sufficiently robust box, or covering in such manner that no item is liable to be lost or damaged or able to be taken out or dropped. While enclosing in such manner, there should be sufficient space for affixing postage stamp, sticking a label or for the post office to be able to write on it the necessary matter.
- (e) In case, the following items are enclosed, the parcel must be enclosed in the following manner:-
  - (1) **Valuable metals**: A parcel containing such metals must be encased inside a strong metal box within a wooden box of minimum thickness of 8.4 mm or a double bag without stitched seams. If it is a plywood box, then it

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• Amended by Second Amendment.  
• Amended by Second Amendment.

should be <sup>e</sup>6.3 mm thick and joined at the corners on all four sides with metal angles.

- (2) **Liquid or quickly liquefiable substance**: While sending such a substance by parcel, it should be enclosed within a bottle or such metal container or leak proof box. Such enclosed substance must be packed inside a metal box, hard wood or especially strong cardboard (corrugated card board) with rice husk or sawdust or any other absorbent article.
- (3) **Dry Colour Powder**: Such a substance must be kept inside a strong covering or box. While packing in this manner, encasement must be done by keeping sawdust or rice husk in a wooden box or strong cardboard of good quality (corrugated cardboard).
- (4) **Quickly Inflammable Substance like films**: Such substance must be well enclosed inside a strong wooden box or box of article stronger than wood. In the white label on side of the address, it should be written and pasted “Caution”, “Inflammable Substance”.
- (5) **Highly aromatic or smelly substance**: Such substance must be sealed in an air tight container encased in a strong wooden box with rice husk or sawdust in between.
- (6) **While sending bees, silk or germs that destroy obnoxious germs**: On such a parcel in which the

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<sup>e</sup> Amended by Second Amendment.

conditions pursuant to Sub-Rules (6) of Rules 11 have been fulfilled must be pasted a white label on which should be visibly written above the address “Live Animal”.

°17. **The Cost of Postage Stamp to be paid:** (1) A parcel must be submitted to the Post Office by paying the postage charge in advance. Each parcel thus submitted should be registered.

(2) A parcel not fulfilling the procedure pursuant to Sub-Rule (1) shall be returned to the sender. If such article is intended to be re-submitted, the charge payable shall be equivalent to that of a new postal article.

°18. **Waiver may be given on rent of go-down :** In the course of proceeding for a waiver on the custom duty on parcels deposited in the go-down received as donation/grant (*Dan Databaya*) from some person or organization to a public organization, the rental charge of the go-down may be waived partially or fully by the Director General on the recommendation of the Chief Postal Officer or the Regional Postal Director.

19. **To cause a form to be filled:** Regarding a parcel submitted at any post office, or to be sent to any place, the sender shall be required to fill up a form as prescribed by the Director General in order to obtain information on the details and charges to be levied on the article enclosed in each parcel by publishing a notice in the Nepal Gazette from time to time.

20. **Items prohibited to be sent by post through a parcel:** The following items are prohibited from being sent by parcel through post:

(1) An item prohibited or likely to be prohibited by the Act or these Rules.

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° Amended by Second Amendment.  
° Amended by Second Amendment.



- (2) Items prohibited from being imported into or exported from the country or from being carried to and from one district to another by the Government of Nepal by publishing a notice in the Nepal Gazette.
- (3) Items prohibited from being imported into or exported from the country or from being carried to and from one district to another by an official authorized in the concerned matter by the Government of Nepal.
- (4) Intoxicating articles other than that to be used for scientific and medical purposes.
- (5) Other live germs apart from bees, silkworm or germs that destroy harmful germs exchanged between institutions recognized by the Government of Nepal, or
- (6) Items sent to evade custom charge customable article.

**21. Action to be taken in case of prohibited items being enclosed:** In case any prohibited postal item pursuant to Rule 20 is found during transportation, the matters of proceeding as per Section 54 of the Act or returning it to the sender shall be as directed by the Director General.

**22. Not to affix other item similar to a postage stamp:**

- (a) Any thing written like a postage stamp, printed or produced in the press or any thing printed or written on the side of the address, that renders it difficult to trace the addressee or makes it susceptible to error in the calculation of the full postal charge, shall not be dispatched by post.
- (b) If a postal article violating the provision pursuant to Sub-rule (a) of this Rule is discovered during transportation or prior to delivery, such article shall be delivered back to the sender after levying two times the postal charge from the sender. The postal stamp affixed on such article shall not be considered.

**23. Redirection of postal article:** (1) Except otherwise provided in Rule 25, in case the addressee of some postal article is not found and the article is to be delivered from another domestic post office, it will be delivered to the addressee without charging an additional fee. The work of redirection may be done by the post office of origin.

(2) A postal article to be delivered by a domestic post office may be dispatched forward if the postal personnel or representative of the addressee upon fulfillment of the following redirect the same:-

- (a) In case the unregistered postal article is returned to the postal runner unopened by the representative of the addressee or is re-submitted to the post office conducting the delivery.
- (b) In case a registered article is returned to the personnel of the delivery post office unopened and without signing the acknowledgement of receipt by the representative of the addressee.

**24. Action in case of violation of Rule 23:** A postal matter re-submitted upon violation of Rule 23 shall be dispatched by deeming it to be equivalent to a new item submitted to the post office.

**25. Provision for additional charge for redirection:** In the case of a parcel of which the address of origin and the new address falling under the area of delivery of the same post office or no one claiming it or not accepting to receive it apart from the address of the sender falling under the delivery area of the post office of origin, all parcels to be redirected for any other reason shall be subject to an additional charge of 50% to be appreciated upon delivery. However, until the addressee or its representative gives a notice, redirection shall not be done in such manner.

26. **Articles to be transported by air mail:** With the exception of a post office restricted by the Director General by publishing a notice in the Nepal Gazette from time to time, a postal article may be sent by air route as registered or unregistered letter or postal letter or aerogramme without payment of additional air charge. However, apart from this any other article required to be sent, may be sent, <sup>e</sup>only upon the payment of the prevailing air charge.

### Chapter-3

#### **Registration**

27. **Procedure to be followed during registration:** (1) While registering a postal article, the additional charge for registration must be paid in advance through postage stamp. Any postal article may be registered in a post office prescribed by the Director General as published in the Nepal Gazette from time to time and may be sent for delivery to a domestic post office or to any country in the world:

(2) A postal article must be submitted for registration at a post office counter published in the Nepal Gazette from time to time. A postal article without sufficient space for the post office for affixing a label or other symbol or account of having affixed too many stamps or wax seals or other written matter shall not be registered. On the top front of the article to be registered should be written "Registry".

(3) Any postal article where the full names and addresses of the sender and addressee are not written clearly may not be registered.

(4) The person bringing in for registration articles at the counter of the post office within the time for registry as prescribed by the Regional Postal Directorate shall be provided with separate receipts for separate articles.

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<sup>e</sup> Amended by Second Amendment.

(5) Any registered article shall not be delivered until the addressee or person authorized by the same signs the receipt in a full and clearly understandable manner.

**28. Regarding Return Receipt:** (1) The sender should write the names and addresses of the addressee and the sender in the form prescribed by the Director General and submit it by <sup>e</sup>affixing postage stamp for an additional return receipt charge over and above the postal and registry charge. Upon acceptance of the postal articles and after having the receipt signed by the addressee, this receipt shall be returned to the sender. Such return receipt must be securely attached to the concerned article and on the top of the front portion of the article containing the return receipt should be written the words “Return Receipt.”

(2) In case the sender of a registered article needs to acquire the receipt signed by the addressee, in order to ascertain whether it has been received, if an application is submitted within Six months of the registration by affixing postage stamp for <sup>e</sup>query fee, the concerned post office shall make available to the sender the receipt containing the date on which the article was received together with the signature of the addressee.

(3) Postal article prescribed by these Rules to be accompanied by a return receipt shall not be registered if not received with the return receipt.

**29. Articles for which registration is compulsory:**

- (a) It is compulsory that registration be done for the following postal articles:
- (1) Article in which “Registry” has been written in the front, but in the case of articles already delivered but resubmitted to the post office, the postal article shall be delivered to the addressee upon

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<sup>e</sup> Amended by Second Amendment.  
<sup>e</sup> Amended by Second Amendment.

appropriation of the registration fee as if it were registered for the first time.

- (2) Parcels
  - (3) Insured article
  - (4) Articles requiring a Custom Declaration Form
  - (5) Check, *Hundi*, and invoice (bill) enclosed articles
- (b) In case the articles that must be registered pursuant to Clause (a) have been not registered, two times the equivalent of the registration charge shall be appropriated from the addressee taking the delivery or sender.

**30. Registered postal items to be sent to a foreign country:** While registering postal articles to be sent abroad, the provisions of this chapter shall apply.

**+30a. Enquiry of Registry and Compensation** : (1) In case a registry could not be received by the addressee within a reasonable time period, the sender may apply by affixing a query charge postage stamp to the concerned <sup>•</sup>post office or the Regional Postal Directorate within Six months of registration if the registry was sent within Nepal and within one year if such item was sent abroad for searching and finding.

(2) In case, an application is filed within the deadline pursuant to Sub-rule (1) for a domestic registry, it shall be enquired by filling up form C9 as per the convention of the World Postal Association.

(3) In case it has been proved that the registry has been lost, compensation shall be provided to the sender up to a value of <sup>•</sup>Three Hundred Rupees for domestic registry and as prescribed by the convention of the World Postal

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+ Inserted by Second Amendment.  
• Amended by Third Amendment.  
• Amended by Third Amendment.

Association for foreign registry. However, in case the sender wishes to give the compensation amount to the addressee, it shall be so given.

(4) In case, the lost registry is found after the payment of compensation, a notice thereof shall be issued to the addressee and sender to deliver the registry as it has been found. If the addressee or sender approaches to get back such registry the compensation amount received earlier shall be paid back.

**31. The Postal Services Department not to accept liability:** No action shall be taken under the following circumstances:

- (1) If no enquiry is made in the case of domestically registered postal article within Six months and One year for foreign bound postal article, or
- (2) In case damage or loss is caused due to the sender's negligence or fault or items prohibited by the post office are dispatched by registry, or
- (3) If the item put in the registry is liquid in nature (*Jholilo*), quickly perishable and specially easily breakable, or
- (4) No liability shall be borne for registered article sent abroad under the following circumstances:
  - (a) Articles prohibited for delivery in the country of the post of destination, or
  - (b) In case the article has been delivered within the enquiry period as per the postal Rules of the post of the country of destination.
  - (c) In case of loss or damage or failure to deliver owing to circumstances beyond control (force majeure).

## **Chapter-4**

### **Insurance**

- ② **32. Insurable articles and limit of insurance:** ③(1) Insurance may be done up to a value of Five Thousand Rupees in the domestic postal service and as per agreement between two countries in case of foreign postal service for articles that may be saleable and currency notes amounting up to Five Thousand Rupees or letter containing coins or parcel may be sent through postal insurance, the post offices that may insure, deliver the insurance and distribute the Notification papers for insurances shall be as prescribed by the Director General.

Provided that, with the exception of Nepal and India, currency notes or coins may not be sent.

(2) Subject to the provision of Sub-rule (1) any articles that may be saleable or currency notes or coins must be compulsorily insured while sending by post.

- ② **33. Insurance Charge:** Additional insurance charge shall be levied for insurance of postal article over and above the postal charge and registration fee as prescribed by the Government of Nepal.

- 34. Method of Insurance:** While insuring postal article, it shall be done as following:

- (1) Advance payment must be done against postal and other charges while insuring by affixing postal stamp ② or franking.
- (2) Each insurance item must be well enclosed in a robust envelope covering, casing or box sealed in an unbroken, clean and unbreakable manner by employing a single coloured clean wax (*Laha*) with some personal emblem. The seal should not be of money coins or made of straight or crookedly cut lines.

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② Amended by Second Amendment.  
③ Amended by Third Amendment.  
② Amended by Second Amendment.  
③ Amended by Third Amendment.

- (3) The envelope, cover, box or case must not be black or its edge must not be colourful and the internal portion must not be visible or recognizable from any side.
  - (4) The envelope, covering, box or case must be stuck when closed and wax seal affixed over each joint. In case, any item is sent by envelope, it should be pressed by thread or bound by tape and wax sealed at the knots.
  - (5) In case, of the article to be sent by keeping inside a cover, box or case contains many stitches while affixing wax or lead seal over every inch, the insured item should not be able to be opened for observing the contents without opening the wax seal.
  - (6) The cover case or box must be simple, of robust article and wrapped in strong paper or cloth. There shall be ample space in it for affixing the label and symbol of the post office.
  - (7) On such article to be insured, the insurance value must be written in figures and letters in a legible manner without any corrections, addition and deletion.
  - (8) The name and address of the sender must be written on the left side of the front of the article to be insured and the name and address of the sender on the right side without canceling or correction in full and clearly.
- 35. Receipt:** In case, approval has been given by the post office to insure insurable items that have been submitted within the prescribed time, the sender shall be provided with a separate receipt for each item.
- 36. Return Receipt:** For each insured item, the sender shall be given a return receipt duly signed by the addressee or its authorized person free of charge by the post office.



**37. Insured item to be returned:** The concerned post office shall be required to return an insured item under the following circumstances:

- (a) If the delivery of the insured item is not taken by the addressee Ten days after notification of its arrival, or
- (b) If the addressee refuses to accept the insured item or the addressee is not found at all or delivery could not be done on account of the death of the addressee, or
- (c) If the addressee has left the previous residence and gone elsewhere or the insured item has been transferred to a post office without the power to deliver it and within Ten days of such transfer, the addressee or its authorized person cannot be traced even after attempts to do so by the post office and the items that are not being able to be delivered,

Provided that, if the addressee has gone outside of the delivery area of the concerned post office but having been informed of the arrival of the insured item from the post office or by any other manner, the person notifies the concerned post office within Ten days as specified in Clause (c), the insured item may be kept in the post office for another Fifteen days. In case the addressee or authorized representative does not take delivery even within this period, upon the expiry of Fifteen days, the insured item shall be returned to the sender.

**38. Conditions for compensation and restrictions:** In case an insured postal article or any portion of it under dispatch by post is lost or damaged, the compensation pursuant to the Act shall not be provided under the following circumstances:

- (a) In case, a wrong delivery has been made on account of the address written by the sender being insufficient or incorrect, or

- (b) In case, the sender or addressee has been proved to have committed forgery, or
- (c) In case, the addressee has already taken the delivery by signing the return receipt, or
- (d) In case no complaint has been filed up to <sup>e</sup>Six months following the date of submitted to the post of loss or damage or missing state of the issued item, or
- (e) In case of loss or damage on account of faulty and unsafe packing, or
- (f) In case of visible damage to the exterior portion of the postal article or wax seal, or
- (g) In case currency notes or other articles of exchange value or both were enclosed but not issued on their actual value, or
- (h) In case, harm and damage has been caused by nature of the insured article, or
- (i) Loss or damage has been caused by circumstances beyond control (force majeure).

**39. Method of compensation:** Compensation shall be provided in the following manner:

- (a) The sender shall be entitled to the exact value equivalent to that of the loss caused by the article having been subject to loss, theft or damage but not exceeding in any event the insurance value.
- (b) Indirect damage, profit or loss shall not be considered.
- (c) Compensation shall be calculated on the basis of the prevalent value at the place and time of an item of same nature. In the absence of a prevalent

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<sup>e</sup> Amended by Second Amendment.

value, the value shall be determined on the basis of the general price of the article.

- (d) Except for a circumstantial order by the Director General to conduct an investigation, payment of compensation shall be made as soon as possible and within Six months of inquiry in case of delay.

## Chapter-5

### Postal Order

40. (1) In order to provide the facilities of exchanging (sending and receiving) some money, the post office shall bring into practice an order with a detachable half portion.

The Postal Order shall be as follows:

0.50 paisa	5.00 Five Rupees
1.00 One Rupees	10.00 Ten Rupees
2.00 Two Rupees	20.00 Twenty Rupees

- (2) ✂ .....

41. **Sale and Payment of Postal Order:** Keeping the balance of Postal Order, in the post office selling it to the common people and the method of its payment, and the post offices that may sell or pay postal order shall be as prescribed by the Director General by publishing a Notification in the Nepal Gazette, from time to time.\*

42. After any postal order has been sold by the post office and if it is not submitted for payment to the post office, a second commission shall be levied at a rate pursuant to Sub-Rule (2) of Rule 40, and this commission shall be paid by affixing postage

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✂ Deleted by Third Amendment.

\* Published in the Nepal Gazette in 2030.6.15 (1 Oct. 1973)

stamp at the back of the Postal Order. A postal order brought Twelve months after the last day of the month of sale for payment shall not be paid.

43. If it is desired to return the value of Postal Order, the Postal Order upon submission to the office where it was bought within Six months of the last day of the month when it was sold, the value shall be returned without charging a commission. If the Postal Order has elapsed for a period of Six months from the last day of the month of sale, but the second commission has been paid, the value without the commission may be retrieved within Twelve months.
44. In order to obtain payment for the postal order through a bank, it should be crossed. If it is desired to obtain payment from a post office, the cross should be cut and the words "Please give payment in cash" should be written in the front and signed.
45. Once payment for a Postal Order has been made to anyone, the post office shall not be responsible for any one else coming to make a claim for more.
46. Except as provided in Rule 44, if any correction or change has been made in the Postal Order, or if there is no signature of the Chief of the post office, or there is no seal of the post office or if the postal order has been cut, cancelled or distorted, such Postal Order shall not be paid.

## Chapter- 6

### Returned Letter Section

47. The location of the Returned Letter Section shall be as prescribed by the Director General by publishing a notice in the Nepal Gazette.
48. **Period of retention of postal article in the Returned Letter Section:** (a) In case the postal article received by the Returned Letter Section has not been settled pursuant to Section 35 of the Act, the following should be done pursuant to the proviso (b) of Section 36:

- (1) Letter, postal letter or aerogramme that has not been delivered shall be incinerated after retaining for up to Thirty One days.
- (2) Undelivered registry letters shall be incinerated after retaining for up to Ninety One days.
- (3) The packets of valueless newsprint such as business circulars, advertisement shall be sold as waste paper.
- (4) Other packets and daily newspaper/magazine shall be retained for Thirty One days if un-registered and if registered, shall be retained for up to Ninety One days and then disposed of by selling or burning or as prescribed by the Director General.
- (5) Other newspapers/magazines shall be disposed of as directed by the Director General.
- (6) The list of postal articles for which a retention period is prescribed shall be pasted on the notice board.

(b) Unresolved parcels pursuant to Section 35 of the Act shall be retained for Ninety One days pursuant to the proviso of Section 36 and settled as directed by the Director General.

- 49.** In case, a postal article received from a foreign post can not be settled pursuant to Section 35 of the Act, upon clarifying the reason for non-delivery and stamping it, the same shall be returned to the country of origin.
- 50.** A postal article in which the address of the sender or addressee is not written clearly, or for some reason, the sender or addressee cannot be traced should be sent to the returned letter section. In case someone suspects that some postal article meant for delivery to oneself has not been able to be delivered on account

of an incomplete address, enquiry may be made in writing to the Returned Letter Section.

## Chapter-7

### Miscellaneous Provisions

51. **To appropriate deficit charges:** In case a postage stamp of lower value has been affixed to a postal article in which a postal stamp should have been affixed pursuant to this Rules, or no stamp has been affixed, such postal article shall be settled according to “*Bairang* Postal Rules.”
52. **Postal charge to be paid in advance:** In these Rules, for whatever postal article, it has been mentioned that postal charge has to be paid in advance, the affixing of the requisite postage stamps or imprinting by stamping machine or cash payment shall be required to be made as per the conditions and restrictions prescribed by the Director General from time to time.
53. **Stamping machine (franking machine):** For the purpose of Rule 52, the seal of the stamping machine shall be brought in use pursuant to Sub-section (1) of Section 13 of the Act. Such a stamp may be used by the common people by complying with the following conditions and restrictions:-
- (1) The stamp generated from such a machine must be of bright red colour.
  - (2) Such stamp must be affixed on the right hand corner of the front of the postal article.
  - (3) The charge payable for a license to use such machine shall be as prescribed by the Government of Nepal by publishing a Notification in the Nepal Gazette.▶

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③ Amended by Third Amendment.

▶ Prescribed in the Nepal Gazette in 2021.4.19 (3 August 1964)

- (4) Other conditions and restrictions shall be as prescribed by the Director General from time to time.
- (5) All the authority rights regarding whether or not to grant a license for use of such a stamping machine shall be vested in the Director General.

**54. Postage stamp not approved for payment of postal charge:** The postage stamps affixed in the following manner shall not be deemed to have paid the postal charge:

- (1) Postage stamp not brought into circulation by the Government of Nepal,
- (2) Postage stamp punched, cut, cancelled or marked for making it void.
- (3) A stamp that contains a letter, word, statue or any figure printed or written on it.
- (4) Embossed, stamp affixed on a registry envelope without registration.

**55. Prohibited from selling postage stamps:** (1) No one shall be permitted to sell postage stamps without a license issued by the Government of Nepal or without complying with the prescribed conditions.

(2) In case someone violates Sub-rule (1), such person shall be fined up to Fifty Rupees.

Provided that,

- (1) This Rule shall not hinder the sale of postage stamp under the following conditions:-
  - (a) Sale of stamps by a post office,
  - (b) Sale of stamps by a postal personnel on duty,
  - (c) Sale of stamps by a philatelic bureau or agency appointed by the Department,

- (d) A person or organization appointed by the Director General by publishing a notice in the Nepal Gazette.
- (2) The conditions and restrictions to be abided by a stamp seller or a person engaged in the profession related to postage stamps shall be as prescribed by the Government of Nepal by publishing a notice in the Nepal Gazette.
- <sup>+</sup>(3) While bringing an International Reply Coupon in circulation, its exchange rate may be prescribed by the Director General on the basis of the convention of the World Postal Organization.
- <sup>+</sup>(4) The Director General may prescribe the sale of postage stamps obtained from the United Nations Organization by the post office and Philatelic Bureau.
- 56. Identity card:** (1) For the proper management of the delivery of postal articles, the post office may issue an identity card <sup>Ⓜ</sup>by charging a fee as prescribed by the Government of Nepal. The common people may enjoy the use of such identity card.
- (2) The name of the post office that may issue an identity card, the conditions and restrictions and procedure to be abided by in relation to the identity card shall be as prescribed by the Director General.
- 57. Certificate of submission at a post office:** (1) For a postal article for which the post office does not issue a receipt, the post office shall provide a certificate of submission in case the following conditions are fulfilled:
- (a) Within the prescribed time, the certificate of submission of a postal item together with the postal item should be submitted

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<sup>+</sup> Inserted by Second Amendment.

<sup>+</sup> Inserted by Second Amendment.

<sup>Ⓜ</sup> Amended by Second Amendment.



before the postal personnel appointed for the concerned job by writing in ink.

- (b) In the certificate of submission, the name of the addressee and address should be copied in writing in full. For each three items, one certificate may be issued for less than the same. On such a certificate, a postage stamp <sup>②</sup>as prescribed by the Government of Nepal must be affixed. The postal charge for the certificate may also be paid by stamping with a stamping machine.
- (c) The counting of the postal articles must be written on the lower portion of the certificate in letters.
- (1) The concerned postal personnel upon properly tallying the number of received certificate and the address and rectifying the errors, if any, must stamp the date and return it to the person submitting the certificate.

(2) The certificate of postal submission pursuant to Sub-rules (1) and (2) shall not be deemed as proof for the purpose of claiming compensation against damage or loss of postal article.

<sup>+</sup>(3) The certificate of postal submission pursuant to Sub-rules (1) and (2) shall not be deemed as a proof for the purpose of claiming compensation against damage or loss of postal article.

**58. Postal article may be returned back:** Domestic letter, postal letter, aerogramme, registered newspaper/ magazine, commercial sample packet and a registry destined for foreign a country, in case not yet delivered and under

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② Amended by Second Amendment.  
+ Inserted by Third Amendment.

condition of dispatch, may be returned to the sender without the consent of the addressee. For return, the following conditions have to be fulfilled:

- (a) Any postal article shall not be returned back without the order of the Director General, Regional Postal Director or a postal Chief of Gazetted level.
- (b) For returning a postal article, an application must be written for each article and submitted to the post office by affixing a one Rupee postage stamp together with a receipt in case, it is a registry. Once the postage stamp has been affixed on the application and submitted, it shall not be returned under any circumstance.
- (c) In order to return any postal article, only the sender or a person with written authorization from the same may file an application.
- (d) The reason for making return delivery must be disclosed in each application. In case such application is intended for action through the Director General or Regional Postal Director, it should be sent in a sealed envelope.
- (e) Upon receiving an application by the official mentioned in Clause (a), and if the same deems that the applicant is the right person and that the reason mentioned for return is valid, the official shall give an order for return delivery; otherwise, the concerned postal articles shall be sent to the addressee.
- (f) Regarding the subject of application received by the concerned post office, if the postal chief is a Gazetted Official and the reason disclosed by the applicant in the application is deemed to be valid and that applicant is the right person, the Gazetted Official Chief may immediately grant return delivery of the postal article. In case the postal chief is of a lower rank than a Gazetted Official, then the same should seek the opinion of the concerned

Controller Office on whether to grant returned delivery and keep custody of the postal article, and shall be required to do as obtained in writing from the Regional Postal Directorate. While delivering the postal article, it should be returned only to the concerned sender or a person authorized in writing by the same.

- (g) In case the postal article is not retained at the concerned post office, the Postal Chief, Director General or Regional Postal Director shall inform the destination post office by a wireless message. However, the cost of wireless message shall have to be borne by the sender.
- (h) In case of submitting an application with respect to a registry letter destined for abroad, a One Rupee postage stamp must be affixed together with the charge required for sending a letter to that country.

**59. Period to be retained at Post Office:** Upon submission at the post office, the following articles must be dispatched or delivered as follows:-

- (a) Letter, postal letter, aerogramme, newspaper/magazine and related registry articles on the same day,
- (b) A parcel within Three days,
- (c) Newsprint, commercial sample, commercial documents within two days.

**60.** Notwithstanding anything contained in Rule 59, delivery of a parcel shall as per the time and procedure prescribed by the Director General.

**61. Time period over which articles not able to be delivered may be deposited at the destination post office:** (1) In case of no knowledge of the addressee or the addressee residing the another place without informing the post office and even upon all kinds of enquiry the addressee could not be traced, such ordinary and registry postal articles unable to be delivered, may be deposited at the destination post office for up to Seven days.

(2) Through the Postal Chief, if it has been notified that the postal articles unable to be delivered be retained until the addressee turns up or any other information of such kind has been written, such a postal article may be deposited up to Thirty One days from the date of receiving it.

(3) In case a redirected postal article was unable to be delivered to the addressee in spite of an attempt to do so, it should not be kept in deposit even for One additional day.

(4) In case the address of a telegram or wireless message cannot be found, it may not be kept in deposit at the destination post office for more than Three days from the date of receiving.

**62. Situation when (postal article) may not be kept in deposit:** The Addressee,

- (a) Postal articles unable to be delivered after receiving Notification or refusal to take delivery,
- (b) Postal articles unable to be delivered on account of the addressee leaving for a new address or Nepal without notifying the post office,
- (c) Postal articles unable to be delivered on account of the demise of the addressee and having no other person to accept the same should not be kept as deposit at the destination post office.

**63. Post Box as Delivery Facility:** In order to use the facility of a post box for the delivery of unregistered and charges already paid for postal articles, the concerned addressee shall be liable to pay a fee <sup>②</sup> as prescribed by the Government of Nepal. Such fee must be paid in cash to the Chief of the concerned post office. The post office where a post box may be kept and the conditions, restrictions, and procedure related to it shall be as prescribed by the Director General.

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② Amended by Second Amendment.

- +63a. Postal Bag Facility:** The delivery of postal articles that are not registry may be taken through the medium of postal bag from the post offices, and the conditions, restrictions and procedures related to it shall be as prescribed by the Director General.
- 64. Charges payable for postal article upon release from Custom Office:** In case postal articles received from a foreign country are subject to custom duty, the concerned post office in the course of releasing such articles from the custom office shall appropriate the custom duty chargeable for each article <sup>②</sup>as prescribed by the Government of Nepal from the addressee.
- 65. Letter subject to late fee:** If a letter, postal letter and aerogramme have been received within the determined time, it shall be dispatched by the designated post. The additional late fee for each letter, postal letter and aerogramme over and above the concerned fee must be paid by affixing postage stamp <sup>②</sup>as prescribed by the Government of Nepal. The post offices where the afore-mentioned articles may be dispatched by post upon receiving the late fee and the procedure of submission shall be as prescribed by the Director General.
- 66.** The postal articles received under dispatch pursuant to Sub-section (a) and (b) of Section 16 of the Act must be sent to the Director General's Office. Such articles shall be treated as directed by the Director General.
- <sup>③</sup>67. Authority Designated :** For the purpose of Section 19 of the Act, the power to inspect or cause to inspect all postal articles under dispatch from the post office shall be vested in the following postal personnel:-
- (a) Chief Postal Officer of a General Post Office
  - (b) Chief of District Post Office

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<sup>+</sup> Inserted by Second Amendment.

<sup>②</sup> Amended by Second Amendment.

<sup>②</sup> Amended by Second Amendment.

<sup>③</sup> Amended by Third Amendment.

- (c) Chief of Exchange Post Office
- (d) Chief of *Ilaka* (Area) Post Office
- (e) Regional Director or personnel authorized by the same

**67. Use of Forms:** The specimens and types of forms required to be used in relation to the post and postal articles by the general public and postal personnel and the conditions and procedures to be abided in filling up the forms shall be as prescribed by the Director General.

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