

**CF-10/1/2021/IR-DoP**  
**Government of India**  
**Ministry of Communications**  
**Department of Posts**  
**(IR&GB Division)**

**Dak Bhawan, New Delhi-01**  
**Dated: 04.04.2022**

**OFFICE MEMORANDUM**

**Subject: Functions of the Offices handling International Mails- reg.**

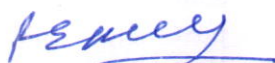
In order to ensure appropriate nomenclature and proper understanding about the offices dealing with processing of international mails in accordance with the provisions of Foreign Post Manual, the role and functions of such offices is clarified as follows for the notice of all concerned:

- (i) **Office of Exchange (OE) :** A post office or sorting office or section which exchanges mails with offices in foreign countries. It makes up and addresses international mails to Office of Exchange in another country, in the role of 'outward Office of Exchange' and receives mails from another country addressed to it in the role of 'inward Office of Exchange.' An OE may function only as an inward OE or only as an outward OE or both inward and outward for all or some of the countries as authorized. It receives and opens closed bags and makes dispatches to post offices, mail offices and Sub Foreign Post Offices in its jurisdiction and to other Foreign Post Offices. The Office of Exchange also maintains accounts relating to international mail exchanged with foreign countries, handle inquiries and indemnity cases with Office of Exchange in foreign countries and keeps liaison with carriers - airlines, shipping companies etc.
- (ii) **Office of Exchange of Transit (Transit OE):** An Office of Exchange on the border, port or airport which receives and dispatches only closed mail bags addressed to or received from OEs in India and OEs in foreign countries including foreign origin bags received in closed transit and destined to another countries. The transit OE exchanges mail with carriers or officials of foreign postal administration/ designated operator and coordinating with them regularly.
- (iii) **Foreign Post Offices (FPOs):** Foreign Post Office is a post office or sorting office appointed by Customs as Foreign Post Office for the clearance of imported goods or export goods or any class of such goods. Therefore, an FPO is an OE where assessment of Customs Duty (and opening of articles for this purpose) on foreign mails is also carried out. The assessment of customs duty is carried out only for the articles to be delivered by the post offices under the jurisdiction of that FPO. In case of other articles to be delivered through post offices near other Offices of exchange, such articles are diverted to them for examination and duty assessment. The FPO maintains all accounts related to customs duty.
- (iv) **Sub Foreign Post Office (SFPO):** A post office where Customs examination, assessment and accounting of Customs Duty takes place but it is not an Office of Exchange. This office does not close or receive bags to or from foreign administrations.
- (v) **International Business Center (IBC):** IBC is a post office or sorting office which provides facilities for booking, processing, assistance in customs documentation pick up bulk customers of international mail similar to the activities of Business Post Center (BPC)/ Mail Business Center (MBC) in case of domestic mail. IBC may also make direct dispatches to respective Sub Foreign Post Offices/ Foreign Post Offices. IBC can provide nodal delivery of inward mail if the volumes justify the same and it provides delivery advantage over other modes.

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(vi) **Dak Ghar Niryat Kendras (DNK):** A post office designated to facilitate exports by small exporters, MSME etc. through postal channel, providing dedicated booking counters, filling of online customs declaration through Postal Bill of Exports (PBE), provide packaging solutions, guiding the exporters about export benefits and Customs procedures etc. The objective is to expand reach of postal channel for booking of commercial exporters including e-commerce. At least one DNK as proposed to be set up in districts having export potential. Broadly DNK also provides facilities similar to IBC on a smaller scale and eventually IBC will also be covered under the DNK scheme once they start using online Postal Bill of Exports. Accordingly, gist of the broad activities of various types of offices is attached as **Annexure -1**.

3. Central Board of Indirect Taxes and Customs vide notification No. 31/2017 Customs (N.T) dated 31/03/2017 and No. 103/2018-Customs (N.T.) dated 31/12/2018 notified 28 locations as Foreign Post Offices for the purpose of clearance of imported goods or export goods. Out of these, the offices which are not authorised to exchange mail with foreign countries fall under the category of Sub Foreign Post Office. Non-functional SFPOs will work as IBCs until customs assessment facility commences and the matter will accordingly be taken up with the Customs authorities by the respective Circles to initiate customs assessment. A list of locations with offices in the respective categories is attached as **Annexure-2**.

  
(Prannoy Sharma)  
DDG (IR & GB)

To  
All HOCs/ CGM Parcel Dte./CGM BD Dte/ Director, RAKNPA/ DDG (MB)  
All FPOs/SFPOs/IBCs

Copy for information:  
Commissioner (Customs) CBIC, New Delhi

**Gist of major activities of various types of offices handling international mail**

1	2	3	4	5
<b>Office of Exchange (OE)</b>	<b>OE of Transit</b>	<b>FPO</b>	<b>SFPO</b>	<b>IBC/DNK</b>
<ul style="list-style-type: none"> <li>• Makes up and exchange international mails with Offices of Exchange of foreign countries after customs clearance</li> <li>• An OE can be only an outward OE, only an inward OE or both. Maintains accounts relating to international mail exchange with foreign countries.</li> <li>• Handles inquiries and indemnity cases.</li> </ul>	<ul style="list-style-type: none"> <li>• Receives and dispatches only closed mail bags addressed to or received from OEs in India and OEs in foreign countries.</li> <li>• Also handle foreign origin bags received in Closed Transit and forward the same to destination countries.</li> <li>• Exchanges mail bags with carriers or officials of foreign administration.</li> </ul>	<ul style="list-style-type: none"> <li>• An OE where Customs examination, assessment and clearance of imported goods or export goods is carried out.</li> <li>• The assessment of Customs Duty is carried out only for the articles to be delivered in the jurisdiction of that FPO.</li> <li>• Articles to be delivered under the jurisdiction of another FPOs are diverted to them for examination of duty.</li> <li>• Maintains accounts related to customs duty.</li> </ul>	<ul style="list-style-type: none"> <li>• Receives and dispatches international mail to and from mapped offices within the country (inbound or out bound or both).</li> <li>• No exchange of mail with other countries.</li> <li>• Customs examination of inbound/outbound International mail as assigned to the office.</li> <li>• Assessment and accounting of customs duty.</li> </ul>	<ul style="list-style-type: none"> <li>• Booking of International Mail to promote exports.</li> <li>• Guidance in generating IEC for customers and automated PBE.</li> <li>• Pick up facility for bulk customers</li> <li>• Provision of packing material for customers.</li> <li>• Deployment of well trained staff in customs and postal security related rules and procedures.</li> <li>• Marketing and facilitation in export processes.</li> <li>• Nodal delivery of inward mail if volumes justify and there is clear delivery advantage</li> <li>• Direct exchanges of Bags with SFPO/FPO, if volumes justify.</li> </ul>

**List of Offices of Exchange/ Foreign Post offices**

<b>Sr. No.</b>	<b>Name of Office as per notification of Customs</b>	<b>Circle</b>	<b>Category</b>	<b>Type of Mail Handled</b>
1.	Foreign Post Office, New Delhi	Delhi	Office of Exchange / Foreign Post Office	All*
2.	Foreign Post Office, Mumbai	Maharashtra	Office of Exchange/ Foreign Post Office	Parcel
3.	Air Port Sorting Office, Mumbai	Maharashtra	Office of Exchange/ Foreign Post Office	Letter Mail (LCAO), EMS, ITPS
4.	Foreign Post Office (Air), Chennai	Tamil Nadu	Office of Exchange/ Foreign Post Office	All (Air route)
5.	Foreign Post Office (Sea), Chennai	Tamil Nadu	Office of Exchange/ Foreign Post Office	All surface route articles
6.	Foreign Post office, Kolkata	West Bengal	Office of Exchange/ Foreign Post Office Kolkata	All
7.	Foreign Post Office, Ahmedabad	Gujarat	Office of Exchange/ Foreign Post Office	All
8.	Foreign Post Office, Bengaluru	Karnataka	Office of Exchange/ Foreign Post Office	All
9.	Foreign Post Office, Hyderabad	Telangana	Office of Exchange/ Foreign Post Office	All
10	Foreign Post Office, Kochi	Kerala	Office of Exchange/ Foreign Post Office	All

\* All - Letter Mail (LCAO), International Tracked Packet Service (ITPS), EMS, Parcel and paper Money Orders exchanged through Air, Surface and SAL as prescribed.

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**List of Sub- Foreign Post offices**

(As notified by Central Board of Indirect Taxes and Customs vide notification No. 31/2017  
Customs (N.T) dated 31/03/2017 and No. 103/2018-Customs (N.T.) dated 31/12/2018)

<b>Sr. No.</b>	<b>Name of Office as per notification of Customs</b>	<b>Category</b>	<b>Circle</b>	<b>Remarks</b>
1.	Foreign Post Office, Vijayawada	SFPO	Andhra Pradesh	Functional
2.	Foreign Post Office, Guwahati	SFPO	Assam	Functional
3.	Foreign Post Office, Srinagar	SFPO	Jammu & Kashmir	Functional
4.	Foreign Post Office, Leh	SFPO	Jammu & Kashmir	In process
5.	Foreign Post Office, Ludhiana	SFPO	Punjab	In process
6.	Foreign Post Office, Jaipur	SFPO	Rajasthan	Functional
7.	Foreign Post Office, Chandigarh	SFPO	Punjab	In process
8.	Foreign Post Office, Kanpur	SFPO	Uttar Pradesh	Functional
9.	Foreign Post Office, Agra	SFPO	Uttar Pradesh	Functional
10.	Foreign Post Office, Varanasi	SFPO	Uttar Pradesh	Functional
11.	Foreign Post Office, Patna	SFPO	Bihar	In process
12.	Foreign Post Office, Raipur	SFPO	Chhattisgarh	In process
13.	Foreign Post Office, Panaji	SFPO	Maharashtra (Goa)	Functional
14.	Foreign Post Office, Ranchi	SFPO	Jharkhand	In process
15.	Foreign Post Office, Bhopal	SFPO	Madhya Pradesh	In process
16.	Foreign Post Office, Shillong	SFPO	North East (Meghalaya)	In process
17.	Foreign Post Office, Bhubaneshwar	SFPO	Odisha	Functional
18.	Foreign Post Office, Puducherry	SFPO	Tamil Nadu (Puducherry)	In process

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### List of Transit OEs

S.No.	Circle	Transit OEs
1.	Bihar	Raxaul SO (Nepal)
2.	Delhi	IGI TMO
3.	Karnataka	APTMO, Bengaluru
4.	Kerala	APTMO, Kochi
5.	Maharashtra	APTMO, Mumbai
6.	Punjab	Amritsar RMS (Pakistan)
7.	Chennai	APTMO, Chennai
8.	Telangana	APTMO, Hyderabad
9.	West Bengal	APTMO Kolkata
10.	West Bengal	Bongaon PO (Bangladesh)
11.	West Bengal	Jalgaon PO (Bhutan)

### List of Established International Business Centres (IBCs)

S.No.	IBC locations	Premise Address
1.	Guwahati (Assam)	Guwahati GPO
2.	Raipur (Chhattisgarh)	Raipur GPO
3.	Delhi	Foreign Post Office, Delhi
4.	Ahmedabad (Gujarat)	Foreign Post Office, Speed Post Bhavan
5.	Shimla (HP)	Shimla GPO
6.	Bengaluru (Karnataka)	Foreign Post Office, Bengaluru
7.	Kochi (Kerala)	Ernakulum HO Complex, Kochi
8.	Mumbai (Maharashtra)	APSO Complex Building, Mumbai
9.	Surat (Gujarat)	Surat Head Post Office
10.	Vijayawada (AP)	Venkateswarapuram Sub Post office, Vijayawada
11.	Ludhiana (Punjab)	Ludhiana HO
12.	Shillong (NE)	Shillong GPO
13.	Bhubaneshwar (Odisha)	Postal printing press complex, Bhubaneshwar
14.	Chandigarh (Punjab)	Chandigarh GPO
15.	Jaipur (Rajasthan)	Jaipur GPO
16.	Chennai (Tamil Nadu)	St. Thomas Mount HPO Building, Chennai
17.	Hyderabad (Telangana)	Humayun Nagar Post Office, Hyderabad
18.	Lucknow (UP)	Lucknow GPO
19.	Noida (UP)	Sector-16 PO, Noida
20.	Varanasi (UP)	Varanasi Cantt HO