

India

Current postal regulatory landscape

National legislation

- Name of the act/law/rule: The Post Office Act, 2023
- Year of enactment: 2024
- Website link to the text of the act/law/rule: utilities.cept.gov.in/dop/pdfbind.ashx?id=9688
 - This Act governs the functioning of the Post Office in India and the matters connected therewith.
- All the postal legislation in place (Conventions/Rules/Regulations, etc.)
 - Post Office Rules, 2024 (issued by the union government of India) – covering enabling administrative aspects.
 - Post Office Regulations, 2024 (issued by the statutory authority, empowered through an Act) – covering operational matters.

Coordinating body for postal policies

- Name of the coordinating body/ministry/committee/agency: No
- Is the “postal sector” defined in official government documents: No

Regulatory authority

- Is there an agency/authority that regulates the postal operations: No
- Name of the coordinating regulator:

Licensing body

Is there an agency/authority that issues licences/registration to postal service operators: No

Licensing is not mandatory for the postal sector.

Universal service obligations

- Products and services covered by universal service obligation:
 - Defined in subordinate legislation – Post Office Rules, 2024. Post Office Regulations, 2024.
 - Affordable postal services and made available to users across the country for domestic and overseas services.
 - Includes letter-post and parcel-post items.
- Name of the universal service provider providing USO: India Post
- Status of the universal service provider providing USO: Government

Financing of universal service obligations

Is there a well-defined procedure for financing the universal service provider: No

Budgetary allocation by the union government of India for the operation of post offices.

Quality requirements

Is there a mandate to maintain a minimum quality of service as per the national legislation: No

Frequency of collection/delivery of postal services

No

*Grievance redressal**Name of the body/organization designated for grievance redressal*

No

Reserved areas/Exclusive privilege

Postage stamps under section 4(1) of the Post Office Act, 2023

Price regulations

Is there a body that regulates the price of postal products and services in the country: No

Pricing decisions are made within the framework of government policies and statutory authority:

- Statutory authority – The Director General is authorized to set postage rates, subject to prior approval by the union government.
- Unique power-sharing model – The union government (as the rule-making authority) and the statutory authority (with operational powers) share responsibilities to ensure effective governance.

Taxation

- Are postal products and services liable for taxation: Yes
- Type of tax applicable to postal products and services: Goods and services tax (18%)
- Exceptions to the taxation structure: Postcards, inland letter cards and letters weighing less than 10 grammes.