

**POSTS AND TELEGRAPHS  
MANUAL**

**VOLUME VIII**

**POST OFFICE AND RAILWAY MAIL SERVICE SUPERVISING OFFICERS**

**THIRD PRINT (REPRINT)**

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# Postas and Telegraphs Manual

## VOLUME VIII

### POST OFFICE AND RAILWAY MAIL SERVICE SUPERVISING OFFICERS

#### CHAPTER 1

##### HEADS OF CIRCLES

##### PERSONAL DUTIES

**1. Head of a Circle.** – The term Head of a Circle means the chief officer in a Post and Telegraph Circle and includes Postmaster General and Directors, Posts and Telegraphs in independent charge of circles. Senior Superintendents, Superintendents, Inspectors, Postmasters and all other officers in a Circle are subordinate to the Head of the Circle. The administrative and financial powers of the Head of a Circle. The administrative and financial powers of the Head of a Circle are defined in the *Postal Manual, Volume III*, and in the *Schedule of Financial Powers*, respectively.

NOTE 1.- The word “superintendent” wherever it occurs in the rules includes the “Senior Superintendent”.

NOTE 2. – In the case of Telephone districts and Posts and Telegraphs workshops the General Managers are the Heads of Circles and exercises the powers of a Head of Circle as defined in P & T Manual Volume III.

NOTE 3. – In the case of Army Postal Service the Dir. Army Postal Services exercises all the powers of a Head of Circle mentioned in this Volume.

**2. Inspection of stock depots.** – The Head of a Circle or the Director Postal Services should carry out the first inspection of the Stock Depot in the half-year ending 31<sup>st</sup> September. During this inspection the physical verification of all articles of stores and stock should also be carried out, the assistance of the Assistant Postmaster-General or the Assistant Director, incharge of the Stock Depot, and of the Inspectors attached to the Circle Office being utilised, if necessary.

The second inspection of the Stock Depot for the half-year ending 31<sup>st</sup> March should be carried out by the Assistant Postmaster-General or the Assistant Director, incharge of the Stock Depot. During this second inspection it should be seen that all orders passed in the course of the first inspection in that financial year have been carried out and that discrepancies noticed during the physical verification have been reconciled, in the case of minor Circles the first inspection and the physical verification of articles of stores and stock during the half-year ending 30<sup>th</sup> September will be carried out by the Head of the Circle or a Deputy Director.

“NOTE – In respect of the three Central Forms Stores viz. the Postal Stores, Forms and Seals, Aligarh, Postal Stores Depot, Calcutta and Postal Stores Depot, Nasik Road, the physical verification of forms shall be carried out during the course of the second inspection of the Stores Depot in March every year. During the first inspection for the subsequent year, it should be seen that all orders passed in the previous year, in regard to the physical verification of forms have been carried out and the discrepancies in this regard noticed during the second inspection have been reconciled.”

**2-A.** The Head of a Circle will inspect his own office once a year and submit the Inspection Report to the Director General, Posts. After six months a further complete report indicating the action taken on various paras, where action is called for will be sent to the Directorate, and if there is any para on which action could not be completed within that period the reasons for the same will be indicated in the report. The office of the Director of Postal Life Insurance will be inspected once a year by the Senior Deputy Director General or the Deputy Director General in-charge of Postal Services, besides the inspection by the Director himself.

**3. Visits to offices, sections and mail lines.** – (1) The head offices and principal mail lines, as also sorting mail offices and sections in the circle should be visited by the Head of the Circle as often as he conveniently can. At each visit to a Presidency or first class head office, the administrative work of the postmaster should be examined with reference to the standard inspection questions relating thereto. A Postmaster General should, if possible visit every station which is the headquarters of a district at least once in two years. While visiting the headquarters of a Superintendent, R.M.S. he should carefully scrutinise the accounts work of the head record office. It is important that the Head of the Circle should be personally acquainted with the leading district or ordinates. He should examine the working in all its branches of every office or section he visits, enquire whether the convenience of the public is met in every legitimate way and, pay particular attention to the improvement of sorting arrangements.

(2) Important sub-offices should be visited whenever possible and the efficiency of the rural delivery should be tested by visiting small offices, as opportunity occurs, in the course of a tour.

**4. Disposal of copies of order book remarks.** – The Head of a Circle should personally dispose of all copies of order book remarks submitted to him in respect of inspections and verifications of accounts. He should also, at times, call for and examine the inspection or verification notes on record in Superintendents' offices and also the copies of order book remark submitted by Inspectors to Superintendents.

**5. Examination of Diaries.** – The Head of a Circle must personally examine the diaries of Superintendents (Genl-1) so as to check idleness and unduly long halts and, in the R.M.S. also to see that they spend a sufficient time in mail vans and mail offices visited. He should specially see that Superintendents do not allow their inspection and verifications to fall into arrears, and should take care that inspection is not rendered unnecessarily expensive by officers returning (unless for urgent reasons) to headquarters before finishing the inspection of all the offices, sections or mail offices in the quarter to which they had proceeded.

NOTE – In major Circles, the Head of the Circle may, at his discretion, permit the Director of Postal Services to scrutinise the weekly diaries.

**6. Examination of Copies of Punishment Registers.** – The Head of the Circle must examine the copies of punishment registers (APP 32(a)) submitted by subordinate offices so as to keep a close watch on the punishments awarded and to ensure that officials are not kept under suspension unnecessarily.

**7. Control over pension work.** – The Head of a Circle must keep a constant watch on the pension work of the circle. To this end, he must personally scrutinise the consolidated return of pending pension and gratuity cases compiled each month in his office from the similar returns (Est-52) submitted to him by subordinate officers and should take immediate steps to accelerate the completion of cases which the consolidated return shows to have been pending for three months or more. He should also, from time to time, test the completeness and accuracy of the return by reference to the cases themselves when these come before him, and make it the rule that, except in unavoidable circumstances, no pension or gratuity case should finally leave his office for

the orders of the Director-General without his knowledge and without his signature to the papers on which this is required. In the case of subordinates appointed by him, the Head of the Circle should take special precaution that their pensions or gratuities are sanctioned by him, and that the papers on which his signature is necessary are also signed by him.

NOTE. – In a circle in which a Director of Postal Services is appointed to help the Postmaster-General, the duties prescribed by this rule may be performed by the former.

**8. Inspection of Returned Letter Offices.** – (1) The Heads of the Circle or Director Postal Services must inspect the returned Letter Office in their circle once every year during the period ending of 30<sup>th</sup> September, in accordance with the standard questions. In addition to this, the Asstt. Postmaster-General/Asstt. Director Postal Services incharge of the period ending 31<sup>st</sup> March each year in accordance with the standard question.

(2) The Head of the Circle and the Director of Postal Services should also pay frequent visits to the R.L.O., and satisfy themselves in a general way that work is being properly conducted and that the office is supplied with every available book on publication for reference.

**9. Enquiries with local officers:-** When the Head of the Circle or any Director visits the Headquarters of a division he should make it a point to meet the Commissioner and find out from him whether the officers are giving satisfactory service. He may similarly call on the District officers when he visits their Headquarters during course of official duties. Postmasters, Divisional Engineers. Superintendents of Post offices and R.M.S should be encouraged to keep in close touch with collectors and subordinate provincial and local officers.

**10. verification of balances of head offices under presidency Postmasters:-** The balances of Mumbai, Kolkata, and Chennai G.P.Os and of Delhi H.O should be verified four times a year in accordance with the standard questions. One verification should be performed by the Director Postal Services and the remaining three by the City superintendent of Post Offices. In every case where the verification is performed by an officer of a status lower than that of the Postmaster, he should confine himself to the standard questions Nos.1 to 21 given in part A of the Head Office verification report of the collection of Post Office Inspection Report Forms.

**11. Responsibility for Postal arrangements at head quarters:-** The Head of the Circle is personally responsible that proper postal arrangements for the public are made at his head quarters, and should therefore, make himself thoroughly acquainted with the method and arrangement of work at the headquarters office or offices.

#### MISCELLANEOUS RULES

**12. Assistant Postmasters-General** – (1) Assistant Postmasters- General are officers attached to the office of the Head of a Circle in order to assist him personally in inspection, investigation and supervision. These officers, should, therefore, be freely deputed away from headquarters, particularly in serious cases of robbery, abstraction, or fraud, and not be allowed to degenerate into mere office assistants.

(2) Inspectors also are attached to the office of the Head of a Circle for the performance of similar duties.

NOTE – The term “Assistant Postmaster-General”, wherever used in this Volume, includes a Personal Assistant, an Assistant Director of Postal Services unless there is anything to the contrary in the context.

**13. Registers and records in a Circle Office.** – (1) The following registers and records should be maintained in the office of the Head of a Circle who should from time to time satisfy himself that they are kept up to date :-

- (1) Register (in form Capt. 1) of complaints.
- (2) Register of highway robberies.
- (3) Register of absconders in Post Office cases
- (4) Register of contingent expenditure.
- (5) Register (in form Bgt.-14) of budget allotments for fluctuating contingent charges.
- (6) Register of lines and stages (M-40).
- (7) Register of allotments for minor works.
- (8) Register showing hours for despatch and delivery of mails at head offices.
- (9) Complete sorting lists of all head offices and of sub and branch offices in direct communication with the R.M.S.
- (10) Register of registered newspapers.
- (11) Register of policies assigned.
- (12) Register of permanent advance for contingencies.
- (13) Register of Railway-Postal rolling stock.
- (14) Register of Railway Bills accepted.
- (15) Register of Railway Bills for Postal special trains accepted.
- (16) Complete sorting lists of all offices and sections in the circle and of all post offices in direct communication with the R.M.S.
- (17) Register of weighment system dispatches (M-162).
- (18) Register of losses and frauds.
- (19) Register showing the result of periodical reviews of Post Offices opened in rural areas.
- (20) Register of demand notes for Broadcast receiver licences.
- (21) Stock Register of BRL forms received from the Press.
- (22) Register of Surcharges on B.R.L.'s waived.
- (23) Register of non-renewal of B.R.L.'s.
- (24) Register of information received regarding unlicensed sets and recoveries of surcharge on them.
- (25) Special roster.
- (26) Rotation Register.
- (27) Register of petitions withheld by the Head of the Circle.
- (28) Register of Volunteers for field Service.
- (29) Register of leases of rented buildings.
- (30) Register of message revenue figures of guaranteed Combined offices.
- (31) Register of lands and buildings.
- (32) Subsidiary register of lands and buildings.
- (33) Register of court attachments.
- (34) Rotational Registers.
- (35) Register of T.A. Bills.
- (36) Register of sanctioned van accommodation.
- (37) Register of statistical memoranda received.
- (38) Register of Railway Card passes.

(2) Where no form is laid down, the Head of each Circle should prescribe the form to be used in his office.

**14. Registers of Complaints.** - (1) (i) The register of complaints should be maintained in manuscript in the following proforma :-

**PROFORMA OF THE REGISTER OF COMPLAINTS**

C.P.T-1

Sl. No	Date of receipt	Complaint	Nature of	Category of Complaints : A- Due to service fault. B- Due to reasons beyond the control of the Deptt. C- Due to human delinquency D- Groundless	Date of final disposal of the case.
1	2	3	4	5	6

The Register should contain a record of all complaints received by the Head of the Circle from the public direct or transferred for disposal by the Directorate or by other Circles on which action is proposed to be taken by the Circle office itself. Complaints which are transferred to subordinate units for disposal should not be entered in the register as these would be included in the registers of the units concerned. Similarly, complaints on which reports are called for by the D.-G. should not be entered in this register. Record of such cases should be kept separately in a correspondence register.

(ii) Separate registers should be maintained for complaints relating to postal, telegraph and telephone enquiries.

(2) Complaints which are well-grounded should be recorded against the office or section concerned, whether it is in the circle receiving the complaint or not. If the office or section against which the case should be recorded is situated in another circle, its name should be reported to the circle concerned to be noted in the register there.

(3) If from the register of complaints it is found that blame has been imputed to a particular office or section repeatedly, the matter should be made the subject of special investigation.

(4) (i) A monthly abstract showing the number of complaints as given in the statement of complaints received from Supdts. of Post Offices and First Class Postmasters should be maintained in the following form, categorywise.

		Item (Unregistered letters etc.)					
Name of Unit	No. pending at the end of the pre-month	No. received during the month	No. disposed of	No. Pending			
				Below three months	Over three months	Over six months	Over one year
TOTAL							

(ii) From the abstraction, a monthly summary of the complaints received in the Circle should be prepared in the following form.



3.	Magazines and periodicals.									
4.	Registered articles including insured and excluding V.P. articles.									
5.	V.P. articles and V.P.M.O.s									
6.	M.Os excluding T.M.Os.									
7.	T.M.Os.									
8.	SB accounts.									
9.	NSCO, CC and NPSC									
10	Discourtesy to members of the public.									
11	Late attendance or inattention of staff.									
12	Miscellaneous.									
Total										

(2) A subsidiary statement showing the analysis of closed cases should also be submitted along with the analytical statement form given below :

**Statement showing detailed classification of Postal-complaints closed during the quarter ending.**

A = Due to service faults.

B = Due to reasons beyond the control of the Department.

C = Due to service falling below the prescribed norms in the Department i.e. due to human delinquency.

D = Groundless.

Item	Total No. under each head	A	B	C	D
1	2	3	4	5	6
1.Unregistered articles excluding					

ED letters, magazines and periodicals.  (i) Delay in delivery (ii) Non-delivery (iii)Miscellaneous					
2.E.D. letters :  (i) Delay in delivery (ii) Non-delivery (iii)Miscellaneous					
3.Magazines and periodicals :  (i) Delay in delivery (ii) Non-delivery (iii)Miscellaneous					
4.Registered articles including insured and excluding V.P. articles :  (i) Delay in delivery (ii) Loss of articles (iii)Loss of acknowledgement (iv) Miscellaneous					
5.V.P. articles and V.P.M.Os. :  (i) Delay in delivery (ii) Loss of articles (iii)Non-payment of V.P.M.Os. (iv) Miscellaneous					
6.M.O.s excluding T.M.Os.  (i) Delay in payment (ii) Loss of money orders (iii)Non-payment of M.Os. (iv) Non-receipt of acknowledgement (v) Miscellaneous					
7. T.M.Os :  (i) Delay in payment of (ii) Loss of T.M.Os. (iii)Non-payment of T.M.Os. (iv) Non-receipt of acknowledgements by remitters. (v) Miscellaneous					
8. SB Accounts :  (i) Delay in settlement of deceased claim. (ii) Delay in transfer of a/cs (iii)Delay in entry of interest					

(iv) Delay in issue of duplicate passbooks. (v) Harassment at the time of withdrawal. (vi) Miscellaneous					
9.NSC, CC and NPS :  (i) Delay in settlement of deceased claims (ii) Delay in transfer of (iii) Delay in encashment of (iv) Non-payment of (v) Harassment at the time of encashment. (vi) Miscellaneous.					
10. Discourtesy to members of the public.					
11. Late attendance or inattention of staff.					
12. Miscellaneous.					

**14-B.** The Head of Circles should arrange for the inspection of the Complaints Branches of the offices of the divisional Officers, Gazetted Postmaster, and Supdts. in charge of Telegraphs offices by the V.O., CCO, or ADTC of his office once a year, in accordance with the prescribed questionnaire.

**15. Register of Loss/Fraud/Misappropriation.** – A Register of loss/fraud/misappropriation in the form given below will be maintained for each Circle to show a continuous record of cases occurring the Circle, in seven sections as follows :-

- 1 – Registered articles (including V.P. articles which are not insured).
- 2 – Insured articles (including insured V.P. articles).
- 3 – Money Orders (including Telegraphic and V.P. money orders).
- 4 – Savings Bank accounts (including D.S.B. Accounts, etc.).
- 5 – Post Office Certificates.
- 6 – Misappropriation of cash or stamps.
- 7 – Miscellaneous (thefts of articles etc.)

This register will be prepared on the basis of extracts of a similar register received every month from the Divisional Superintendents.

**Form of Register of Loss and Fraud cases as referred to above**

- 1 – Serial Number
- 2 – Case mark of the Divisional Office (or Head Office).
- 3 – Case mark of the Circle Office.
- 4 – Nature of loss or fraud and *modus operandi*.
- 5 – Date on and office/section at which the fraud came to light.
- 6 – Month and year of occurrence of the loss or fraud (where the exact time cannot be fixed, the approximate time may be mentioned).
- 7 – Amount of loss :
  - (a) involved
  - (b) proved and admitted

- 8 – Amount written off.
- 9 – Amount ordered to be recovered :
  - (a) from officials
  - (b) from other sources.
- 10 – Amount actually recovered :
  - (a) Source of recovery.
  - (b) Amount.
- 11 – Amount remaining unadjusted.
- 12 – Persons involved with names and designations and a summary by number of categories of officials (here indicate the cadre and the number involved, e.g., Asstts. 2. EDSPM 1, outsiders 2, mail contractor 1, stamp vendor 1, etc.).
- 12-A- Names of the office/s involved with status and strength (e.g. H.S.G., x Asstts. 2. EDSPM 1, outsiders 2, mail contractor 1, stamp vendor 1, etc.).
- 13 – Nature of disciplinary action taken against each official implicated or action taken against the outsiders, if any, (in the cases of dismissal, following conviction by court, this should be specified) or action ordered by Court. Names of officials should be followed by the letter ‘P’ for primary offenders (culprits) and ‘S’ for subsidiary offenders.
- 14 – Remarks (showing date of report to audit office).

**16. Disposal of records** - The records in a Circle office, of the classes shown in the following list, should be preserved for the period shown against each. All other records should be preserved for such periods as may be fixed by the Head of the Circle in accordance with the circumstances of each individual case :-

*List of records*

Class of record	Period of preservation
(1) Appeals . . . . .	Three years after the month in which the cases are closed.
(2) Applications for Postal Life Insurance, Endowment Assurance and Monthly Allowances.	Three years after the month in which the policy is paid or becomes void except where payment is made on an indemnity bond in which case the papers together with the bond should be preserved for six years after the month in which payment is made. In the case of a proposal which has been rejected, on medical or other grounds, all the papers relating to the proposal should be preserved to the year the proposer attains 50 years of age.
(3) Annual Reports of –	
(a) The Director – General	The reports themselves should be kept permanently, but the other papers in the file should be destroyed three years after the year to which they relate.
(b) The Head of the Circle	One year after the year in which they are received.
(c) Superintendent	
(d) Foreign Administration	Three years after the year in which they are received.
(4) Budget allotments	Three years after the year to which they relate.

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(5)	Buildings and runners' huts	Three years after the month in which the buildings or huts have ceased to be occupied by the Department.
(6)	Business hours and distribution of work in post offices.	One year after they have become obsolete.
(7)	Confidential records and Character sheets.	One year after the month in which the officials concerned died, resigned or were dismissed. Confidential records and character sheets of officials who have retired should be preserved along with the pension cases and destroyed 5 years after their retirement. In the case of officials who have absconded the records should not be destroyed without the special permission of the head of the Circle. Confidential re-records and character sheets of officials who retire on invalid pension should be preserved along with their pension cases for 25 years or for 3 years after their death whichever is earlier.
(8)	(a) Creation, revision or abolition of establishments of any class and changes in the status of post offices in foreign territories.	Permanent.
	(b) Other establishment cases.	Twenty years.
(9)	Contracts and leases (Treasure, Stamp vending, mails, Engineering and Buildings).	12 years after the termination of the contract except where immovable property is taken as security.
(10)	Diaries of Superintendents	One year after the month to which they relate.
(11)	Director-General's Circulars and General Orders.	Three years after the close of the year in which they were issued.
(12)	Due Mail and sorting lists	One year after they have ceased to be extant.
(13)	(a) Field Post Offices	Five years after the month in which the cases are closed.
	(b) Volunteers for Field Service.	One year after the date of return to India of the Volunteer
(14)	Highway robbery	Three years after the month in which the cases are finally closed.
(15)	House breaking and theft	Three years after the month in which the cases are finally closed, except in cases of theft by postal officials who have been dismissed, when the cases should be destroyed five years after the month in which they are closed.

(16)	Irregularities, enquiries and complaints	One year after the month in which the cases are closed, except when a pecuniary claim has been made and rejected, in which case the record should be preserved for three years after the month in which it is closed.
(17)	Enquiry cases relating to discharged postal certificates (together with the certificates).	Three years from the due dates of maturity of the certificates.
(18)	Enquiry cases relating to savings bank withdrawals (together with the warrants of payment).	Three years after the month in which the cases were closed.
(19)	Inspection reports and copies of inspection and verification remarks in order book	One year after the year in which they are received.
(20)	Indents	One year after that to which they relate.
(21)	Loss of or damage to, postal articles	Three years after the month in which the case is finally closed, except in cases where the departmental official concerned has been dismissed, when the case should be destroyed five years after the month in which it is finally closed.
(22)	Minors' and insane depositors' accounts	Three years after the accounts are closed, except where withdrawals are allowed on an indemnity bond in which case the papers together with the bonds should be preserved for six years after the accounts are closed.
(23)	Offences of all kinds by departmental officials as well as by outsiders.	Three years after the month in which the cases are finally closed, except in the case of departmental officials who have been dismissed, when the cases should be destroyed five years after the month in which they are finally closed.
(24)	Personal files and Confidential Reports	Three years after the month in which the officials concerned severed their connection with the Department, except in the case of absconders when the records should not be destroyed without the special permission of the Head of the Circle.
(25)	Prosecution of departmental officials and outsiders.	Three years after the month in which the case is finally closed, except in cases where the departmental official concerned has been dismissed when the case should be destroyed five years after the month in which it is finally closed. In the case of an absconder, the records should be kept as permanent until the official has

been apprehended or until the police intimate that his name has been removed from their register.

(26)	Cases in which invalid or extraordinary pensions have been sanctioned.	25 years from the date the pension is sanctioned
	Other pension cases	5 years after retirement.
(27)	Public and Regimental accounts	One year after the cases are closed.
(28)	Rulings on all subjects	Permanent.
(29)	Registers of –	
	(a) Registered newspapers	} Permanent.
	(b) Policies assigned	
	(c) Losses with index	
	(d) Absconders	
	(e) Correspondence received	Three years after the Registers are used up.
	(f) Security bonds	Three years after a new register has been prepared.
	(g) Other kinds	Till they have become obsolete.
(30)	Returns regarding pension or gratuity.	One year after they are closed.
(31)	Returns of other kinds.	One year after the year in which they are received.
(32)	Service Books and Service Rolls of officials who have not retired on pension.	Five years after the month in which the officials concerned severed connection with the Department, except in the case of absconders when the records should not be destroyed without the special permission of the Head of the Circle.
(33)	Savings Bank accounts of deceased depositors.	Three years after the accounts are closed, except where withdrawals are allowed on an indemnity bond in which case the papers be preserved for six years after the accounts are closed.
(34)	Claims to postal certificates of deceased holders.	Three years after payment is made except where payment is made on an indemnity bond in which case the papers, together with the bond, should be preserved for six years after the month in which payment is made.
(34-A)	Affidavits, certificates from income-tax authorities or indemnity bond executed by the partners of the unregistered firms (holders of	Three years after payment is made except where payment is made on an indemnity bond in which case the papers together with the bond, should be preserved for six years after the month in which

	certificates irregularly issued).	payment is made.
(35)	Temporary and monsoon establishments	Three years after the month in which the cases are closed.
(36)	Time-table	One year after they have ceased to be extent.
(37)	Tour programmes	Six months after the completion of the tour.
(38)	Medical Free Register	5 years.
(39)	Stock Register of forms	3 years.
(40)	Outward Register	5 years.
(41)	Inward Register	5 years.
(42)	Registered journal.	3 years
(43)	Premium Ledger Accounts	9 years after completion of review.
(44)	Surrender Value Register	5 years
(45)	Death/Maturity Register	5 years
(46)	Register of Policies cancelled	5 years
(47)	Irregularity Register	3 years.
(48)	Refund Register	10 years.
(49)	Certified Lists of Premia	10 years
(50)	Schedules of premia, payment etc.	10 years.
(51)	Register of paid-up policies	Permanent
(52)	Active Policy Register	15 years
(53)	Premium Ledger Accounts relating to discharged policies (files with insurant's personal files).	3 years after full payment
(54)	Register of unadjusted items	10 years
(55)	Review Register (Premium Ledger accounts review)	Permanent.
(56)	Files regarding miscellaneous correspondence	3 years.
(57)	Non-credit Register	10 years
(58)	Refund Due Register	3 years after close

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(59)	Register for watching credits (Special Register).	3 years after close
(60)	Discontinuance Register	5 years
(61)	Loan interest calculation register	5 years
(62)	Loan Account Register	10 years
(63)	Refund register for loan	5 years
(64)	Loan Ledger Cards	3 years after full repayment
(65)	U.A. Register for Loan	10 years
(66)	Index Register of Loan applications.	3 years.
(67)	Loan release register	3 years
(68)	Loan Voucher register	3 years
(69)	Register for intimation of half yearly interest	5 years
(70)	Paid-up policies with acknowledgement of payment endorsed or the Order of payment issued and the payee's receipt taken on the back of the payment order.	30 years from the date of discharge.
(71)	Files of policies discharged and surrendered	3 years after full payment.
(72)	Proposal Register	6 years after completion of all entries.
(73)	Register of proposals rejected	10 years.
(74)	Registers of Nomination Assignment	Permanent
(75)	Register of Ledger cards transferred	10 years
(76)	Alphabetical list of insurants	Till the next is prepared.
(77)	Index cards	Till the policy is discharged.
(78)	Safe custody Register	Permanent.
(79)	Loan Register	10 years.
(80)	Pakistan Register (Proforma accounts)	Till the debit is actually accepted by Pakistan.

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(81)	Register of Pakistan Policy Cases transferred to Pakistan	Permanent.
(82)	Register of P.L.I. Policy holders	10 years after the close of the year to which it relates

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**17. Jurisdiction and headquarters of superintendents.** – (1) The Head of a circle should fix the extent and the headquarters of each Superintendent's division. The headquarters should ordinarily be at the most central station in the division and always at one where there is a head post office.

(2) When the jurisdictions of the Superintendents in a circle are redistributed, notice of the changes should be given by the Head of the Circle to the Director-General and the Audit Office.

NOTE – The Head of the Circle may also change the name of a division but notice of the change should be given to the Director-General and the Audit Office.

**18. Jurisdiction and headquarters of Inspectors.** – The Head of a Circle should fix the extent and the headquarters of each Inspector's sub-division.

**19. Accommodation for Superintendents' offices.** – If there is not sufficient accommodation in the circle office or post office, the office of the Superintendent should be located in some other suitable Government building, if available, or else in a rented building.

**20. Inspection of Superintendent's office.** – The office of every Superintendent of Post Offices and R.M.S. will be thoroughly inspected at least once in every twelve months. While the Head of the Circle will take up such inspections as he desires the inspection of remaining offices may be delegated to Directors of Postal Services.

**21. Inspection of offices and sections.** – (1) In addition to the inspection of the various departments of the 1<sup>st</sup> Class head office and the administrative branch of the head office by the Postmaster of that office as laid down in rule 38(4) of the P&T Manual, volume VI, Part I, every first class head office (except Presidency offices) must be inspected once in every 12 months by the Senior superintendents of Post offices in whose jurisdiction the head office is situated. The inspection should be carried out in a thorough manner according to the questionnaire in the Inspection Report Form. The Senior Superintendent of Post Offices will also carry out the detailed inspection of the administrative branch of the office once a year. As regards a 1<sup>st</sup> class Head Office which is not situated in the jurisdiction of a Senior superintendent of Post Offices, the inspection of the 1<sup>st</sup> Class Head Office as prescribed above should be done by the Director of Postal Services controlling the Head Office. In the case of minor circles, the inspection by the Director may be delegated to the Deputy Director.

(2) Every second class head office must be inspected twice every twelve months, in the manner laid down in rule 238, at intervals of about six months, by the Superintendent within the limits of whose division the head office is situated. The balances of every head office within the limits of the division must also be verified twice by the Superintendent and four times by the Inspector in every twelve months, - one of the verifications of balances of second class head offices by the Superintendent being made at the time of the inspection. The Head of the Circle is authorised to relax this rule in very special cases to the extent of allowing the inspection of a small head office, either with or without a complete verification of its accounts to be carried out by an Inspector. All sub and branch offices in a division must be inspected twice every twelve months in the manner laid down in the rule cited above, the inspections being divided by the Head of the Circle between the Superintendent and his Inspectors. As a general rule. the inspection of the

more important sub-offices should be assigned to the Superintendent; the inspection of the smaller sub-offices should be made the duty partly of the Superintendent and partly of his Inspectors; and the systematic inspection of branch offices should be made the special duty of Inspectors.

(3) The Head of the Circle may, when he considers it advisable, require more than two inspections of any office within a period of twelve months and may also, in divisions where there are comparatively few sub-offices, divide the systematic inspection of branch offices between the Superintendent and his Inspectors.

(4) Every mail office, record office or section in a division must be thoroughly inspected at least twice in every twelve months. The inspections should be divided by the Head of the Circle between the Superintendent, the Assistant Superintendent attached to the divisional office and the Sub-divisional Inspector, R.M.S. As a general rule, the inspection of the more important mail and record offices should be assigned to the Superintendent. The inspection of the more important sorting section should be made the duty of the Superintendent and the inspection of other offices and sections that of the Assistant Superintendent or Sub-divisional Inspector.

(5) The Head of the Circle, may himself arrange the tours of any or all of his Superintendents, or require them to submit plans of tours in advance, or leave it to them to carry out their tours and perform their duties of inspection according to their own judgement.

NOTE 1. – A Head of a Circle may relieve the Superintendents of all or any of the inspections or verifications of the accounts of any head office by assigning this work to an Assistant Postmaster-General or an Assistant Director of Postal Services.

NOTE 2.- The administrative branch of the Presidency offices will be inspected by the Postmaster-General or the Director in charge of City areas while the actual inspection of the various branches of the General Post Office will be carried out by the Presidency Postmasters himself twice a year.

**22. Director-General's circulars.** – (1) Copies of the Director-General's circulars will be issued from his office in accordance with distribution lists furnished by Heads of Circles. Copies for Heads of circles will be supplied to them direct, while those for distribution to supervising officers and their subordinates will be issued to head postmasters in the case of the Post Office and to Divisional Superintendents in the case the R.M.S. Heads of Circles should supply these officers with a distribution list showing the number of copies to be distributed and the number to be retained for their own offices and should also inform the director-General's office from time to time of any changes that may become necessary in the list furnished to it.

(2) Postal notices will be issued apart from, and not as annexures to the circulars; and, except in the case of certain large head offices selected by Heads of circles, only two copies of each such notice will be supplied to each office, one for exhibition on the office noticeboard and the other for record. In cases in which further copies are required for distribution to the public, the Head of the circle should at once telegraph for the requisite number of copies. In the printing press the type of postal notices will be kept standing for ten days from the date appearing on the circular for printing the additional copies that may be required. Requisitions received after that period cannot be attended to. If the issue of a vernacular translation of a postal notice is required, in the regional language, the Head of the Circle concerned should arrange for its supply himself.

**23. Circulars of Head of Circles.** – (1) Orders issued by a Head of a Circle for the general information and guidance of the officers in his Circle should be published in the form of a monthly circular which should bear a consecutive annual series of numbers. The pages of circulars should also be numbered in a consecutive series throughout the year. Every item of a circular should bear in heavy type, on the upper right hand corner, the name of the department which it concerns. Any

circular which relates to miscellaneous matters or which concerns more than one department should be headed "General File". If in any month there should be no material for a circular, none should be issued in that month.

(2) Circulars issued by the Director-General or the Head of the Circle need not be supplied to branch offices but arrangements should be made for only such matters as concern branch offices to be incorporated in Branch Office Circulars in the local Indian language to be issued by Heads of Circles. The circulars should be supplied to all branch offices.

NOTE – The vernacular circular should be printed in the office press of the Head of the Circle where there is one, or where there is no press they should be (i) reproduced by any multiplying process available in the office of the Head of the circle, or (ii) printed at an outside printing press provided that this would not be more expensive than to reproduce them by a multiplying process.

(3) The following matters should not be made the subject of circulars, except in special cases :-

- (a) Lists of experimental offices opened,
- (b) Lists of combined offices opened } In other Circles.
- (c) Conversions of head offices into sub-offices  
and vice-versa.
- (d) Lists of offices authorised to perform telegraphic money order work.
- (e) Changes in spelling.

(4) The circulars issued by Heads of Circles should deal only with purely local matters. If the Head of a Circle desires to have the attention of his subordinates drawn to matters which are not of purely local application, he should send a draft of his proposed instructions to the Director-General for orders.

(5) Programmes of the movements of Local Government or officers on tour, should not be issued in the form of circulars but as "Tour orders".

(6) Copies of all circulars issued by the Head of a circle should be forwarded to the office of the Director-General.

(7) The circulars should be destroyed after 3 years counting from the month of April following the close of the official year in which they were issued. If it is found necessary to preserve or repeat the instructions contained in such circulars. Head of Circles will either incorporate them in the Circle Orders or reproduce them in a new Circular before the previous Circular is due to be destroyed.

**24. Omitted.**

**25. Applications for interception of articles.** –(1) Applications received by the Head of a Circle for the interception of articles passing through a sorting office or section, should be refused, except in very special cases, or for very special reasons, as compliance with such requests militates against the proper working of the Department. Such applications should never be granted if they do not furnish the names of the offices of the posting of the articles, or if they refer to articles expected by more than one mail. The disposal of the application will rest in each case, with the Head of the Circle to whom it is made.

(2) In the very rare case in which the Head of a circle may feel justified in taking steps to have an article in transit intercepted and redirected, the applicant should be informed that his

request will, if possible, be complied with, but that, owing to the time and difficulty involved in detecting a letter to a particular name, when in transit, no responsibility in the matter can be accepted.

(3) Nothing in this rule affects correspondence addressed, without a post-town, to the camp or other prescribed address of any Government officer to whom the special rules in the Post Office Guide regarding official correspondence are applicable.

**26. Return to sender of articles posted.**- (1) The rules on the recall of articles posted in India will be found in the Post Office Guide and Foreign Post Manual and P & T Manual, Volume V.

(2) If an application for the recall of an article is received direct by the Head of a Circle, it should be forwarded, with his order on the subject, to the postmaster concerned, accompanied by the fee, if received therewith, with instructions that the fee should be converted into postage stamps and affixed to the application.

EXCEPTION – A request from a Government or a Local Administration to recall a foreign official unregistered article which has not passed beyond the jurisdiction of Indian Post Office, should, if possible, be complied with.

**27. Applications for information from Post Office records.** – Applications for information from the records of a post office or mail office should ordinarily not be complied with; and if the applicant is a Government officer, he should be informed that, under the orders of the government of India \*, such information can only be given on the application of a Secretary to the Government or Administration concerned. The Exceptions to rule 17 of the *Postal Manual, Volume VI*, apply also to this rule.

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\*Resolution by the Government of India (Department of Finance and Commerce), No. 4110 dated the 31<sup>st</sup> October, 1884 – His Excellency the Governor-General in Council is pleased to direct that whenever in the opinion of the Government of India or of any Local Government or Administration, it may be necessary to obtain any information from the records of any post office in India, such information shall on the application of a Secretary to the Government of India or of a Secretary to the Local Government or Administration concerned be given by the chief postal authority to whom such post office is immediately subordinate.

NOTE 1- In dealing with orders of courts as to the production of savings bank and money order and Postal certificate books, it should be borne in mind that the production in Court of these books can only be ordered for special cause, and whether the order should be opposed or not will almost necessarily depend on the circumstances of each case.

NOTE 2 – In dealing with orders of Courts for granting a preliminary inspection of such books, a question of policy is to some extent involved. It is open to the Post Office, under section 6 of Act XVIII of 1891, not only to show cause against the issue of the order, but also to offer to produce the books themselves in court in place of allowing the preliminary inspection. This is, of course, to give up the protection of the Act, so far as the convenience of the Post Office work is concerned, but it may be desirable, in view of the importance of maintaining the confidence of the public, to offer to produce the books in preference to allowing an inspection at small offices, where the manner of inspecting might not be kept under proper control.

NOTE 3 – The Establishment records (such as leave applications and medical certificates) are not records of the Post Office as they do not relate to any transactions conducted. Request from Government departments for information from these may be acceded.

**28. Monthly statistics.** – A Head of a Circle should submit to the office of the Director-General every month a statement in form [Ms.-14(c)] containing statistics of ordinary registered, insured and value-payable articles of both the letter and parcel mail posted in post offices and in mail offices authorised to accept such articles, as the case may be. The statistics should show separately (a) articles on Posts and Telegraphs service and (b) other articles. He should also furnish at the back of the statement the number of the ordinary registered and value-payable articles of the letter mail (under ‘Posts and Telegraphs Service’ and ‘other’. Separately) posted on the 1<sup>st</sup> working day of each month, and the number of packets included in each. The statistics should be compiled in the office of the Head of the circle from the statistical memorandum [Ms. 14(a)] received from the head offices and also from the statements received from the mail offices concerned, and should be submitted to the Director-General so as to reach his office not later than the 20<sup>th</sup> of the month following that to which the figures relate.

NOTE 1 – A separate statement should be submitted by the Head of the Circle concerned in respect of each of the following head offices (including its town offices), namely, (a) Calcutta, (b) Bombay and (c) Madras. The figures of these offices should not be included in the general statement of other offices in the Circle.

**29. Irregularities in service messages despatched.** – (1) After the inspection of the telegraph branch of a combined office, the superintendent of post offices concerned will forward to the Head of the Circle, along with the inspection report, the drafts of service messages (despatched by officials whom he has no authority to punish) which have been placed in fault on the ground of their having been needlessly despatched, or because they relate to the private affairs of the senders, or because they are diffusely worded or wrongly classified, or on account of any other patent irregularity. The Head of the Circle should pass such orders as may be called for in respect of those messages.

(2) In respect of each message placed in fault and brought to the notice of the Head of a Circle in the manner mentioned in the preceding paragraph or in any other way, he should decide whether any, and if any, what portion of the cost of the message should be recovered from the official concerned. When the cost of a service message placed in fault, is recovered, a copy of the message in question should be sent to the Telegraph Check Office, through the Head of Circle concerned alongwith particulars of the receipt issued for such charges realised in cash.

**30. Registered News papers.** – (1) Rules regarding the registration of newspapers in the office of a Head of a Circle are contained in the Post and Telegraph Guide. The Head of a Circle before granting registration under the said rules should satisfy himself that the provisions of Section 9 of the I.P.O. Act, 1898 and rule 30 of I.P.O. Rules, 1933 are fulfilled.

(2) When a registered newspaper is to be posted at a mail office, the Head of Circle should fix the latest hour up to which the paper may be posted at the mail office and inform the proprietor, manager, or publisher of the paper of this hour, when intimating acceptance of his application for registration.

(3) A Register of registered newspapers should be maintained in the circle office in the prescribed form. From that Register, a list in respect of each of the offices of posting should be drawn up and supplied to the office concerned.

This list will be prepared every year corrected up to the 1<sup>st</sup> January and issued to all concerned. Any change in the list should be intimated by the Head of the Circle to all concerned immediately.

(4) Registered newspapers referred to in sub-rule (1), which post not less than 500 articles at a time can post their papers without affixing postage stamps under the following conditions :-

- (i) The proprietor, Manager, or Publisher of any such registered newspaper who desires to avail of the scheme will apply in Form MS-96 to the Head of the Circle for a licence furnishing the following particulars :-
  - a) The average number of (i) a single copy of the newspaper and (ii) packets containing more than one copy, per issue of the paper posted each time.
  - b) The average weight of (i) single copy of the paper and (ii) weight of a packet containing more than one copy of the paper, to be posted each time.
  - c) Postage payable on single copy, and (ii) the average postage payable on each packet containing more than one copy of the paper, to be posted each time.
  - d) Total amount of average postage on all the papers (single copy and packets) which would be posted each time.
  - e) The number of days in a month on which the paper would be posted.
  - f) In the case of copies to be posted for addresses abroad, a separate licence should be issued subject to the conditions at (a) to (e) above being fulfilled.
- (ii) The Head of the Circle on receipt of the application should calculate the approximate total postage payable by a Registered Newspaper in the course of the month and then require the Newspaper to deposit an amount equivalent to the total of one month's postage as a security deposit. The amount of security may be deposited in cash in a Post Office Savings Bank Security deposit account, or in National Plan Savings Certificates pledged to the Head of the Circle concerned or may be covered by a guarantee from State Bank of India. The form of guarantee shall be similar to that shown in Clause 91 of the PO Guide Part –I.
- (iii) After the newspaper has deposited the amount of the security, licence in Form MS-97 will be issued by the Head of the circle authorising posting of the newspaper without pre-payment under the following conditions :-
  - a) The newspaper should be posted at the window of office or offices and on such days or dates of the week or month as have been specified in this behalf in the order sanctioning its registration.
  - b) The Licensee shall arrange to print in the case of newspapers for addresses in India the 'Licence No.' along with the words "Licensed to post without prepayment" in an oblong space either on the wrapper or below the 'Registration No.' printed on the paper when the paper is posted without a wrapper. In the case of copies to be sent abroad the following entries should be printed on the wrapper or under the registration No. – if posted without a wrapper.

“Licence No. \_\_\_\_\_

Licenced to post under cash payment system”

“Postage paid”  
Post payee
  - c) The Licence shall be deemed to be annulled as soon as the registration of the newspaper expires.

- (iv) In the event of the non-payment of the postage due within the prescribed time limit the posting of the paper without pre-payment of postage should be stopped immediately and the Head of the Circle should recover the amount due from the security deposit held by the Post Office and should also if necessary, take steps to recover any outstanding amount under Section 12 of the Indian Post Office Act, 1898.
- (v) The licence, on being terminated, may be renewed by the Head of the Circle in his entire discretion on such terms and conditions as he may think fit to impose.
- (vi) If at any time, it is found that security deposit already made or the bank guarantee provided is less than the payment for the preceding month, the Head of the Circle should call upon the licensee to increase the security deposit or bank guarantee, as the case may be, in order to cover the amount and on licensee's failure to do so, the Head of the Circle shall have the right to cancel the licence.
- (vii) The licence is revocable (on seven days previous notice in writing) at the entire discretion of the Head of the Circle without assigning any reason whatsoever for the same.
- (viii) In case of cancellation or annulment of the licence under any of the circumstances, the Head of the Circle should send an intimation to the audit office about such cancellation immediately after the orders for cancellation are issued and communicated by him to all concerned.
- (ix) If any dispute arises as to the effect of the licence or with regard to any matter arising therefrom, the Head of a Circle should refer the same to the Director General, whose decision will be final."

**31. Half-yearly enumeration report** – (1) During the second week of the months of February and August of each year, an enumeration is made daily of the number of ordinary unregistered articles of the letter mail and unregistered parcels given out for delivery by all post offices and by those sections and mail offices that deliver such articles without the intervention of post offices. a month previous to the enumeration, a circular should be issued by the Head of the Circle warning all subordinates that the enumeration has to be made on the prescribed dates and impressing on them the necessity for making it carefully.

“The enumeration figures of the Post Offices situated at the headquarters of Circles, Division and Sub-Divisions and the principal town should be compiled personally by all supervising officers (Superintendent and Inspectors of Post Offices and RMS) for all the seven days and all the deliveries. They must count the articles personally and sign the enumeration returns of the offices concerned. In the case of Head and Sub-Offices situated at the headquarters of Circles the work of counting may be distributed by the Head of the Circle amongst the officers of the Circle Office. Touring outside the headquarters for the purpose of supervising the enumeration should, of course, be restricted to the minimum in the interests of economy.

(2) After all the half-yearly enumeration returns (M.S.-6) have been received by the Head of the Circle, he should submit a report to the Director-General on the result of the enumeration. The report should include –

(i) a statement in form Pa.-19 showing the total number of articles of each class given out for delivery during the week in which the enumeration was taken. Separate sets of figures should be given.

- (a) for all the Head Offices in the Circle,
- (b) for all the sub-offices in the Circle,
- (c) for all the branch offices in the Circle,
- (d) for all the mail offices and sections in the Circle, and the total for the whole Circle worked out. Figures for the whole Circle in respect of the corresponding week of the previous year should also be shown under all the columns of form Pa.-19 except those relating to Postal service articles and the percentage increase or decrease worked out for each class of articles;

(ii) an explanatory memorandum giving reasons for the increases or decreases under each class of articles;

(iii) a statement showing the number of articles of each class given out for delivery from the principal Head Office in the Circle and its town sub-offices with comparative figures for the previous year and the percentages borne by these figures to the figures for the whole of the Circle; and

(iv) a classified statement showing the number of Postal service registered (including insured) articles of the letter and parcel mails under the heads Postal, Telegraphs, Telephone and Radio services posted during the enumeration week.

(3) The report on the February enumeration should be submitted not later than the 1<sup>st</sup> April and that on the August enumeration not later than the 1<sup>st</sup> October.

**32. Half-yearly list of volunteers for field service.** – The Officer-in-charge Army Postal Service Record Office Kamptee will prepare the ‘Field Force List’ Circle-wise and send Copies of the same to the Head of Circle concerned and to the Directorate and issue calls for enrolment through the Division or other Officers-in-charge of the Civil Units under intimation to the Head of Circle, in respect of those who are willing to accompany Military Forces on active service and who are physically and otherwise fit for such work. A supplementary list containing the names of post-masters whose maximum pay is Rs. 200 and upwards, Superintendents, and officers of higher rank who have volunteered for field service should be submitted to the Director-General’s office on the 15<sup>th</sup> April, and 15<sup>th</sup> October of each year. The supplementary list for the Director-General’s office should invariably contain a note to the effect that the list of volunteers is complete and up-to-date.

**\*33. Mobilisation of postal officials for field service.** – (1) The head of a Circle on receipt of a telegram from the Director-General’s Posts and Telegraphs intimating the any official in his circle has been selected to go on field service, should, if required arrange to relieve him with in 12 hours of the receipt of the telegram. In the case of any official who can not be relieved within 12 hours of the receipt of the telegram. In the case of any official who can not be relieved with in 12 hours of the receipt of the telegram intimating that he is required to proceed on field service immediately, the time with in which he can be relieved should be entered against his name in the column for remarks in the “Field Force List” mentioned in Appendix 23 of the Posts and Telegraphs Manual Volume IV. No official should be allowed to depart for the fro until he has produced the medical certificate of fitness prescribed by Rule 3 of section ! of Part-1 of the Field Service Manual, Posts and Telegraphs. The Director-General Posts and Telegraphs should be informed by telegram if any official selected for service is unable to obtain the certificate.

(2) Under Rule 4 of section 1 of Part1 of the Field Service Manual, Posts and Telegraphs a postal official under orders for field service should receive his substantive pay up to the date of his departure for the front. He may also draw an advance of a month’s pay, as well as traveling allowance to the Base or part of embarkation for the Base. To prevent delay in payment of such

advances, and to enable the postal official who is under orders of field service to start at once, the Head of the Circle should, when issuing orders to the selected volunteer. Communicate his name to the Postmaster of the head office under which he is serving. On receipt of this information the latter will arrange for the immediate payment of the authorized advances, and see also that the official ordered on field service is paid up to date of his making over charge of his appointment and that a last-pay certificate is furnished to him.

**34. Estimate of expenditure on field postal arrangements:-** As soon as information is received regarding the composition of the force for which a post office is required in the field an approximate estimate of the probable expenditure on the under mentioned heads should be submitted for the Director General's information by the officer responsible for the arrangements.

(a) Preliminary charges on account of concentration and equipment i.e railway, freight, traveling allowances, cost of tents and furniture etc.

(b) Monthly contingent charges (Including traveling allowance)

(c) Final charges for dispersing of postal establishments returning tents and articles of furniture to store etc.

**35. Report on field Postal arrangements** (1) A report should be submitted by the Head of the Circle to the Director General on any field Postal arrangements that may be under his charge together with a sketch map showing the position of the field post offices established and their distances from the base office.

(2) When the field operations are finished in one year the report should be made as soon as after their close as possible. If however they extend over more than one year a separate report should be made at the end of each financial year apart from the report at the close of operations, so that the results can if necessary be incorporated in the Director-Generals annual administration report submitted to Government.

**36. Memo. of authorised balances and advances.** – The Head of the Circle will supply each Presidency Post Office with a memo. in the form Pa.-14 showing –

(a) the authorised minimum and maximum cash balances for the office, and

(b) the authorised maximum balance for stamps.

The minimum and maximum cash balances being fixed in accordance with the principles laid down in rules 138 and 139. In fixing the maximum balance for stamps, it should be borne in mind that a postmaster must keep a supply of ordinary stamps, for sale to the public, "sufficient for the probable demands of one week", and therefore the maximum should be equal to one week's demand *plus* the demand for the period between two supplies.

NOTE – The word 'Stamps' used in this rule includes Postage stamps, Postal Stationery and non Postal stamps.

**37. Countersignature of travelling allowance bills.** – When in countersigning a travelling allowance bill (TR-20 or TR-25) any retrenchment is made by the Head of the Circle, the reasons should be explained to the officer concerned, and the bill should; after countersignature, be returned to the officer by whom it was prepared. Travelling allowance bills must be disposed of as early as possible, both in order to prevent inconvenience to the officer to whom the money is due and to expedite the audit work in the Postal Account Office.

NOTE – The original order (or duly attested extract therefrom) sanctioning a journey outside of an officer's jurisdiction should be attached to the travelling allowance bill in which charge is made for the journey.

**38. Limit of weight of mails.** – The ordinary limits of weight of letter and parcel mails are given in rule 135 of the Postal Manual, Volume V, but the Head of the Circle may prescribe lower limits under the special circumstances mentioned in that rule.

**39. Due mail and Sorting lists.** – (1) The due mail and sorting lists (M.9) for Post offices, Mail offices and sections in communication with offices and sections in more than one R.M.S. division will be prepared and supplied by the Head of the Circle concerned in accordance with instructions contained in Rule 136 of the Postal Manual, Volume V.

(2) The due mail list will contain details of bags received and despatched with the hours or stations, as the case may be, at which mails are to be received and despatched. It will also show in what cases (a) mail lists are to be despatched and received with loose bags, (b) transit bags are to be used, (c) account bags and b.o. bags are to be sent or received in mail bags, and (d) in the case of post offices, surplus empty bags are due to be received and despatched. The dispatch of a mail list with loose bags will be prescribed only in cases where the number of due mail for the dispatch comprises more than one bag, or where an unusual mail may be included in the dispatch. *Plural mail or transit bags* will be prescribed when, as in *ordinary circumstances*, the bulk of the mail is more than a single mail or transit bag can contain.

(3) The sorting list will show (a) for what offices, or sections mail bags and registered bags are to be made up, (b) in what cases express and deferred sorting bundles should be made up, and (c) to what offices or sections parcel mail articles may be sent direct and the manner in which they must be despatched. Sorting sections working on important mail lines will not ordinarily be required to deal with loose articles of the parcel mail, which will be sent either through sections working by passenger trains or diverted to centrally situated mail offices which can dispose of them in direct parcel bags. Every mail office or every section authorised to deal with parcel mail articles, which makes up a mail bag for a mail office or for a section so authorised, will send parcel mails direct to the latter office or section. Ordinarily, direct parcel communication will not be prescribed between two head offices or between a head office and a mail office or section, when the daily average number of articles for dispatch to the particular head office, mail office or section is less than four. An exception to this rule would be a case where no sorting office or section intervenes between the two head offices or where the section concerned is the only one of the day working into or out of the head office station.

(4) In preparing sorting lists for offices which forward mails through the R.M.S. and for sections, the following general principles will be followed :-

- (a) Post offices and mail offices will be placed in direct mail communication only with the nearest section (or sections if more than one works past or from them), that is to say, they will not be allowed to exchange direct mail bags with any office or section in advance. In cases, of course, where they may have to dispatch mails to sorting or other offices off the line of railway or steamer, they will also be in direct mail communication with those offices.
- (b) Sections should be placed in direct mail communication with post offices and mail offices in their beat and with sections *immediately* in advance and *connecting sections* only. If there is an interval to allow of bags being made up by a mail office, the mails for a connecting section should be sent to that office.

EXCEPTION – When the average number of unregistered articles despatched daily to a post office, mail office or sorting section in advance exceeds 200 (a labelled bundle counting as one article), a direct mail bag may be closed for it provided that this will –

- (i) reduce the work of the intervening section and thus secure material advantages, such as, relief to an over-burdened section or curtailment of reserved accommodation, and
- (ii) not complicate the sorting lists and bag account.

(5) With the concurrence of the Heads of Circles concerned, territorial and territorial registered bundles may be made up by offices and sections for provinces, clearly-defined tracts of country, and for foreign countries, and the sorting list should show in what cases such bundles should be prepared.

(6) As a general rule, the use of parcel bags will be ordered only in a cases where an office or section ordinarily despatches many parcels, or where a separate establishment of parcel runners is entertained; and the use of a parcel bag must never be prescribed with a dispatch when a mail list does not accompany it. When the average number of parcel mail articles for dispatch daily from one office or section to another exceeds 5 registered parcels a direct parcel bag should be ordered.

EXCEPTION – The Bombay and Calcutta G.P.Os. and the following R.M.S. offices will close direct parcel bags only for those offices and sections for which there are more than 10 registered parcels :-

Howrah and R.M.S. Offices in Madras town.

(7) Every office or section, which make up a mail bag for another office or section will ordinarily receive from the latter a mail bag in return. Also, whenever practicable, the number of due mails exchanged between two offices or sections will be the same; and when this cannot be arranged, the due mail list or, in the R.M.S. the due bag list, will show in what mail bags the surplus empty bags should be returned.

(8) Bags for a section in direct mail communication with a post office, which passes that office late in the night, can often with advantage be forwarded through the intermediary of another section passing at a more suitable hours, provided that the latter is also in direct mail communication with the same office. In such cases, the post office may be required to put up the contents of the bags for that section in labelled and registered bundles for dispatch through the section which passes the office first.

(9) Sorting lists and orders intended for branch offices, the postmasters of which do not know English, will be translated into the proper vernacular. When a mail list is prescribed for use by such a branch office, the branch postmaster will also be supplied with a specimen form of mail list having the printed entries of the standard English form translated in vernacular.

(10) Supply of an extract sorting list is required to be done before a bag is introduced. For this purpose the head of the Circle in whose jurisdiction the receiving office is located should furnish the extract sorting list of the bag to the head of Circle in whose jurisdiction the office which is to close the bag is located. The extract sorting list should be publicized in the CSO/Stg. Memo. of the Circles concerned.

Supervisory offices of the Circle in which the receiving office is located should check the contents of the bag to see that the dispatching office or section follows the extract sorting list meticulously.

NOTE 1- Sorting list questions are matters for fair discussion between Heads of Circles concerned. Reference may be made to the Director-General where, for any special reason, agreement cannot be arrived at.

NOTE 2 – When any alteration is to be made in a due mail and sorting list effect will, except in urgent cases, be given to the change from the first of the next quarter. If the change involves extensive alterations in the due mail and sorting list, a revised list will be supplied to the office or section concerned before the change comes into effect. If the change does not involve extensive alterations, a sorting order will be issued.

**40. Objection statements.** – (1) The Head of the Circle is expected to give the Audit Office every possible assistance by enforcing the prompt adjustment of outstandings, retrenchment, etc.

(2) It is not, of course, expected that the Head of the Circle should personally attend to every objection statement received from the Audit Office but wherever any delay in the submission of the due account returns of vouchers or any serious discrepancy in the accounts is separately reported to him by the Audit Office by a letter or telegram, he should give the matter his personal attention and keep it under his personal notice until it has been finally disposed of.

(3) In all cases of loss arising through fraud, robbery, or accident, the Head of the Circle should pass early orders so that the amount may be adjusted without delay. The matter should, in every case, be settled within three months either by recovery from the persons in fault, where this is possible, or by requesting the Director-General to write-off the amount, any subsequent recoveries being credited against the loss which has written-off in the first instance.

**41. Omitted.**

**42. Detention of outward mail steamers.** – (1) The Postmaster-General, Bombay, is authorised to detain the outward P. and O., mail steamer for a period not exceeding 24 hours when any of the following outward foreign mails fails to arrive at Bombay in proper time :-

- (a) Foreign mails originating at Calcutta, Madras, Delhi and Nagpur.
- (b) Foreign mails containing despatches from The President and the Governor of Bombay.
- (c) Foreign mails originating at Ranchi, when the Government of the Bihar is there.
- (d) Foreign mails originating at Lucknow, when the Government of the Uttar Pradesh is there.

(2) A special train should not ordinarily be employed for the carriage of the outward foreign mails, even when the detention of the outgoing steamer for the prescribed period will not suffice, if the mails were sent by ordinary trains : but the matter is left entirely to the discretion of the Head of the Circle concerned, which should be wisely exercised, as each emergency occurs.

(3) It will always be necessary for the Head of the Circle and other R.M.S. officials to use the telegraph freely in cases of railway interruptions affecting the outward foreign mails. The Head of the Circle concerned should, in such instance, telegraph to the Postmaster-General, Bombay, to detain the steamer, if necessary, stating at the same time when the delayed mails are likely to reach Bombay. It will also generally be necessary to telegraph to other postal circles.

**43. Deleted.**

**44. Report of changes in postal routes and communications.** – The Head of a circle should keep the Local Government or Administration constantly informed of all material changes in postal routes and communications. The full nature and extent of the information to be supplied will depend, in some measure, on local circumstances; but generally, it may be laid down that all changes in the times of the departure and arrival of contract steamer, all alterations in main mail

routes, and all cases of acceleration or retardation of mail services on important lines, should be reported at once to Local Governments and Administrations.

**45. Interruptions of mails during transit.** – When a report is received from the Railway Mail Service of a break or accident or misconnection causing or likely to cause delay to mails, the Head of a circle will, at his discretion advise postmasters at stations of importance affected by the interruption. Information regarding the mails concerned and the probable duration of the delay should be communicated, and definite orders should be given when the postmaster is to advise the public by the circulation of a local notice. A notice should ordinarily be circulated whenever the delay affects the foreign mail of an important station; and when the outward mail must be posted in advance of the usual date, the actual time in advance should be stated for inclusion in the notice.

**45-A. – Permitting class IV officials of P.O. to be requisitioned by R.M.S.** – The Head of the Circle may prescribe the Post Offices from which the Head Sorter or Mail Guard of an R.M.S. section, not having a mail office at the starting station of the trip, and not having more than one van peon may requisition for Class IV official, to escort mail in a compartment not having an intercommunication door, or to work as van peon in case the van peon of the section falls sick or misses the train.

**46. Functions of post offices.** – (1) The Head of a Circle may impose any restriction that he may consider necessary on the classes of business to be performed by any particular head, sub or branch office in the Circle. Should he think it necessary for any special reason, he may also at any time, in respect of any particular office or offices, suspend the acceptance or dispatch of all or any of the classes of postal articles or restrict the number or description or both of all or any of the classes of postal articles to be accepted or despatched but in such case he should immediately inform the Director-General of the nature and details of restriction imposed and the reasons for taking such action. In case he thinks it necessary for the same reasons that the issue of money orders upon or by any particular post office or group of Post offices should be suspended, or that money orders should not be so issued, except on payment of special rates of commission higher than the ordinary rates prescribed, the orders of the Director-General should be obtained. Any restriction imposed by the Head of the Circle on his own authority on the powers of an office, should be notified in the next issue of the Post and Telegraph Guide Office and in the case of a head office, it should also be reported to the Director-General.

(2) The Head of a circle may authorise any branch office in his circle to accept articles for insurance up to a limit of Rs. 600, to accept foreign parcels for dispatch, to receive inland telegrams for transmission to a telegraph office, or to perform savings bank work.

NOTE. – Divisional Supdt. of Post Offices may also authorise any Branch Office under their jurisdiction to perform Savings Bank work.

(3) When a post office which performs savings bank work is to closed or deprived of savings bank powers, a month's notice should, if possible, be given to the depositors to prevent inconvenience to them.

**47. Changes in status of offices and their transfer from one head office to another.** – (1) Every proposal for –

- (a) conversion of a head office into a sub-office;
- (b) conversion of a sub-office into a head office;
- (c) transfer of a sub-office from one head office to another;
- (d) transfer of a branch office from one head office to another;

should be submitted to the Director-General or, if the Director-General's sanction is not required, sanctioned by the Head of the Circle in time to allow of its being carried out from the beginning of a quarter. In every case, the Head of the Circle should give the Audit Office at least one month's notice of the proposed conversion or transfer.

(2) Other changes in the relations between one post office and another, or in the functions of an office, such as the conversion of a sub-office into a branch office, or vice versa, or the grant or withdrawal of authority to transact savings bank or other business in the case of a branch office, may be carried out at any time without giving previous notice to the Audit Office.

**48. Instructions regarding the exchange of cash remittances.** – (1) The Head of the Circle is required to prescribe how first class head offices situated at stations where there is no treasury or sub-treasury are to be supplied with funds and how they are to be relieved of their surplus funds. A first class head office may be authorised to exchange remittances with any other head office.

(2) When it is not desirable that cash should be sent through the post from one office (head, sub, or branch) to another, the head of the Circle will prescribe the system under which the remittances are to be exchanged. It may be ordered that a special carrier, such as a postman, village postman, overseer or other subordinate, should be employed to convey the remittances, or remittances may be ordered to be made by means of bank-bills (hundi) or in any other way that the Head of the Circle may consider best suited to the needs of the case; but if remittances are to be systematically made by means of bank-bills (whether commission has to be paid or not) or through an outside agency, the Director-General's sanction must be obtained. The detailed arrangements in the case of post offices under the control of a Superintendent will be prescribed by him, but they must be based on the system ordered by the Head of the Circle.

(3) Cash sent through the post must always be enclosed in cloth or leather cash bags, and ordinarily leather cash bags are to be used when the remittance includes coins or exceeds Rs. 100. Cloth bags are to be used when the remittance consists of currency notes only and does not exceed Rs. 100. In exceptional individual cases, the remitting office may exercise its discretion on the use of leather or cloth cash bag provided no risk is involved. It is, however, not intended that all offices that send cash by post should be supplied with leather cash bags as well as cloth ones. However, offices which exchange remittances exceeding Rs. 100 on an average of at least 10 times a month may be supplied with leather cash bags. In a special cases, a deviation from the above principles can be made under the previous orders of the Heads of the Circle.

Whenever it is ordered that a special carrier should be employed to convey remittances, it should be laid down whether the money is to be made over loose to the carrier or enclosed in a cash bag. Ordinarily cash in excess of Rs. 250 should be enclosed in cash bag.

NOTE – Cash remittances should, as far as possible, be excluded from the mails when they travel by runners at night, and when such remittances cannot be altogether excluded, a maximum limit as to the amount which may be sent should be fixed in each case. (*See Note 1 below rule 171*).

**49. Fixing limits of aggregate amounts to a single Postman or Village Postman.** – The Head of the Circle may raise the limit of aggregate amount to be entrusted to a single postman to Rs. 2,000. In the case of Village Postman he may raise the aggregate amount to be entrusted to a single Village Postman to Rs. 500 provided the route of village postman's beat and the village where he passes the night while on his beat are considered by the police authorities to be reasonably free from danger. Where the limit is increased to Rs. 500 the village postman should also be authorised to take out money orders upto the limit of Rs. 100 each. This limit will be

shown in the memo. of authorised balances (PA-4) and consolidated memo. of authorised balances (PA-15).

**49-A. Fixing percentage of MOs to be verified by I.P.O., T.I., Overseer-Postmen and Overseer.** – The Head of a Circle may take steps to ensure that payment of an adequate percentage of the number of money orders paid by postmen, village postmen and delivery agents attached to Post Offices in his jurisdiction is verified monthly by the Inspectors of Post Offices, Town Inspectors, Overseers and Overseer-postmen in his Circle. An Inspector of Post Offices is required to verify payment of at least 25 money orders in a month while each of the others is required to verify payment of 50 money orders per month. Should the Head of a Circle consider the number prescribed above, as not yielding a percentage considered by him as adequate, he may at his discretion, fix an percentage of the number of money orders to be verified by a particular official or class of officials in his jurisdiction. The percentage may be fixed either uniformly for all units in the Circle, or varying from unit to unit according to the money order traffic, at the discretion of the Head of the Circle.

**50. Payment of money orders by pay order.** – The Postmaster-General may authorise Head Offices and Sub Offices incharge of lower selection grade sub postmasters or above to pay money orders by pay order provided there is a demand for it.

Copies of his letters sanctioning the introduction or abolition of the pay order system should, in every case, be sent to the audit office.

**51. Sale of Indian Postal Orders.** – A Superintendent of Post Offices will fix the aggregate value of Indian Postal Orders in respect of Head Offices. He will supply a copy of his authority to the office concerned.

A Head Postmaster may authorise any such Sub-Office in his jurisdiction to keep a stock of Indian Postal Orders. He will supply a copy of his authority to the office concerned and the Superintendent.

Every Head or Sub Office in the circle which pays British Postal Orders and that which is authorised to pay Irish Postal Orders will be supplied by the Head of the Circle on requisition from the Superintendent concerned with specimens of the respective Postal Orders overprinted “Specimen”. A reserve stock of such specimen orders is kept in the office of the Head of the Circle and this stock should be replenished from time to time as may be necessary by requisition on the Office of the Director General. When a specimen order supplied to a Post Office has been spoilt, lost or mislaid and a requisition is received by the Head of the Circle for a fresh specimen order to replace it, the requisition should be complied with. In every case, specimen Postal orders will be supplied to the offices concerned under intimation to the Superintendent.

**52. Payment of out-of-date and defective British or Irish Postal Orders.** – (1) The Head of the Circle may sanction the payment of out-of-date British postal orders and Irish postal orders (i.e. orders presented for payment more than six months after the last day of the month of issue), under the conditions laid down in rule 394 of the Posts and Telegraphs Manual, Volume VI, provided that hardship would result if payment was delayed. In other cases payment may not be made until a reference has been made by the Head of the Circle to the Controller. Money Order Department, G.P.O., London, in case of British postal orders, and to the Secretary, Department of Posts and Telegraphs, Dublin, Ireland, in case of Irish postal orders. Complete particulars of the orders should be furnished by the Head of the Circle to these offices.

(2) The Head of a Circle may also sanction the payment of defective British or Irish postal orders in cases other than those enumerated in rule 127 B-1.

(3) A Head of a Circle may sanction the payment of a British or Irish postal order, the payee of which is dead, to the payee's heir or legal representative after satisfying himself as to the legal right of the person claiming payment.

**52/1. Payment of defective Indian Postal Orders.** – (1) the Head of a Circle may sanction the payment of defective Indian Postal orders in all cases other than those referred to in rule 127-C.

(2) Head of a Circle may sanction the payment of an Indian postal order, where the payee is dead, to the heir or legal representative of the deceased after satisfying himself as to the legal right of the person claiming payment.

**52/2. Agreement by banks for the payment of crossed British, Irish and Indian Postal Orders.** –(1) A bank may enter into an express agreement with a Head of a Circle, in the form given below for the relaxation of the conditions under which British, Irish or Indian postal orders are paid when presented by private persons :-

To

The Postmaster-General

\_\_\_\_\_

\_\_\_\_\_.

SIR,

Our attention has been drawn to the rules in the Indian Post Office Guide providing for a relaxation in the case of British, Irish and Indian postal orders presented by or through a Bank which has entered into an express agreement with the Post Office, of the conditions on which such orders are paid to private persons.

We are desirous of making such an arrangement with you on behalf of

The Head Office of our Bank at \_\_\_\_\_

The branch office

and on behalf of All our branches  
The branches of our bank at the places detailed below  
All our existing branches as well as branches which  
may be opened hereafter

and we accordingly hereby undertake to have the name of our constituent, on whose behalf a postal order is presented by us, the said head office of our Bank or by any of the said branches thereof, entered on each such order presented for payment; and upon request, to furnish the Post Office with the address of any such constituent.

Dated, the

20

Yours faithfully,

*List of Branches included in the Agreement*

(2) Stamp duty will have to be paid on such agreement at the rate fixed by the Government of the Province in which the bank executing the agreement is situated.

**52/3. Payment of Time Barred Indian Postal Orders and Waiving of 2<sup>nd</sup> Commission.** – Heads of Circles may sanction ex-gratia the payment of the value of time barred Indian Postal Orders subject to a maximum of Rs. 500 in each case. and without limit in the case of payments made to any Government or Quasi-Government Departments, provided that the delay in presenting the Indian Postal Orders within the period prescribed under rule 180-D (2) of the Indian Post Office Rules is entirely due to the action of a public authority viz, a court of law or the Post Office etc. or due to circumstances beyond the control of the payee or purchaser of the Indian Postal Orders concerned. The Head of a Circle may also waive the recovery of second commission due on such Indian Postal Orders at his discretion provided that the delay in presenting the Indian Postal Orders is entirely due to the action of a public authority viz., a court of law or the post office etc. or due to circumstances beyond the control of the payee or purchaser of the Indian Postal Orders concerned provided that except in cases where payment is to be made to any Government or Quasi-Government Departments the value of the Indian Postal Orders does not exceed Rs. 500 in each case.

**53. Refund of the value of Indian Postal Orders.** – Heads of Circles may sanction payment of the defective IPO's which are beyond the powers of Superintendent of Post Offices, first class Postmasters or Presidency Postmaster's sanction.

**54. Miscarriage, Loss or destruction of orders – Issue or Duplicates.** – Applications for enquiry in respect of the miscarriage, loss or destruction of British Postal Orders and for the issue of duplicates thereof should, if they comply with the prescribed conditions, be forwarded to the British Post Office in the manner prescribed in Rule 52.

All applications should be accompanied by the counterfoils of the orders or in the case of partial destruction, an identifiable portion (i.e. containing the full serial number and amount of the Order).

**54/1. Applications regarding miscarriage, loss or destruction of Indian Postal Orders.** – The original applications for enquiry in respect of miscarriage, loss or destruction of Indian Postal Orders along with counterfoils should, if they comply with the prescribed conditions, be forwarded to the Deputy Accountant-General, Posts and Telegraphs, Delhi to ascertain if the orders in question have been paid or not. A certificate of non-payment of the orders from the Deputy Accountant-General, Posts and Telegraphs, Delhi, can be obtained only after the expiry of sixteen months counting from the last day of the month of issue of the orders. On receipt of this certificate of non-payment (from the Audit Office) the Superintendent of post offices or the first class Postmaster, as the case may be, may sanction the refund if he is satisfied that the claim is genuine.

**55/1. Loss of unsold Indian Postal Orders.** – The Head of a Circle is authorised to sanction refunds to postal officials of the amounts recovered from them on account of the value and commission of lost Indian Postal Orders, subject to the condition that the refund shall not be made until one full year has elapsed since the date of loss of the order or orders concerned and then only after it has been ascertained from the Deputy Accountant-General, Posts and Telegraphs, Delhi that no payment has been made by any post office in respect of the missing order or orders.

**55/2. Loss or theft of unsold Indian Postal Orders.** – On receipt of a report of loss or theft of an Indian Postal Order from the stock of a Post Office and a certificate of non-payment in respect of the same from the Delhi Audit Office, the Head of the Circle should notify the loss in his Circular. The Delhi Audit Office will also immediately report the loss by express letter to

other Heads of Circles stating the full particulars including the amount and the index-letter and serial No. of the missing Order so that the latter may notify the loss in their Circular to stop its payment.

**56. British or Irish Postal Orders lost after payment.** – The Head of a Circle may authorise the issue of a certificate of payment in respect of a British or Irish Postal Order lost after payment.

**56/1. Indian Postal Orders lost after payment.** – The Head of a Circle may authorise the issue of a certificate of payment in respect of an Indian Postal Order lost after payment.

**56/2. Post Office Certificates lost after payment.** – When a report of loss of a paid Post Office Certificate is received by the Head of the Circle under Rule 554 of *Posts and Telegraphs Manual, Volume VI* and the whereabouts of the holder are not traceable the Head of the Circle should issue the certificate of payment after making detailed enquiries and notifying the loss of the certificate in his Circular with a view to banning the issue of a declaration in lieu and entertainment of second claim without sufficient proof.

**56/3. Loss of Post Office certificates before issue from stock after issue but before delivery to the holders.** – On receipt of a report of loss, theft, or destruction before issue of a certificate from or at a Post Office or after it has been issued but before delivery to the purchaser and on receipt of a certificate of non-encashment from the Audit Office, the Head of the Circle shall notify the loss, theft, etc., in his monthly Circular. The Audit Office will also immediately report the loss by Express letter to other Heads of Circles stating the full particulars of the lost, stolen, spoiled or destroyed certificate so that the latter may notify the loss in their circular to prevent its encashment.

**57. Accounts opened on behalf of minors.** – (1) When a person who wishes to open a savings bank account on behalf of a minor is not the father or if the father be dead, the mother of the minor, the postmaster will send the Head of the Circle a form (S.B. –15) filled up by the applicant giving particulars of his claim to be considered the minor's guardian, together with any documents produced by him. If the Head of the circle is satisfied that the claim has been established, he should issue a certificate recognizing the applicant as the guardian of the minor and send it to the head office concerned for delivery to the applicant. The certificate should specify the conditions under which withdrawals may be made from the account, i.e., whether without further reference to the Head of the Circle, irrespective of the balance at credit of the account, or only when the balance is under Rs. 500. The Head of the Circle should be guided in issuing the orders permitting withdrawals by rule 41 of the *Rules for Depositors*.

(2) The Postmaster-General has discretionary power to sanction payment of interest on an account opened on behalf of minor for any period after the date on which the minor attains his majority, by relaxation of the provisions of rule 34(3) of the *Rules for Depositors*.

NOTE. – In case in which an account is desired to be opened on behalf of a minor by a person other than the one who has been appointed guardian of the minor by a court of law in India, and also in the case in which an account on behalf of a minor is desired to be opened in a post office situated in a place not within India, the application for opening the account will be forwarded to the Head of the Circle and should be disposed of by him in the manner indicated above.

**58. Withdrawals from minors' accounts.** - When a person other than the father, or, if the father is dead, the mother claims to withdraw money from an account opened on behalf of a minor as being the guardian of the minor, a form filled up by the applicant giving particulars of his claim to be considered the minor's guardian, and accompanied by any documents produced by him, will

be sent to the Head of the Circle, unless the withdrawal may be permitted without reference to the Head of the Circle, under a certificate issued at the time the account was opened. The Head of the Circle should be guided in issuing orders by rule 41 of the *Rules for Depositors*.

NOTE 1. – When a Hindu minor has been given in adoption, the adoptive father is the legal guardian of the minor, and payment can be allowed only on his signature, the natural father having, in such a case, no right to deal with the account.

NOTE 2.- In the case of the child of a Kulin Brahmin, who has more than one wife and does not live with them, the Head of the Circle, may in his discretion, allow the application and warrant to be signed by the mother.

NOTE 3.- In the case of Hindus, the father, mother, or any other relative, ceases to be the guardian of a female minor after her marriage, when her husband becomes her natural and sole guardian. Accordingly, during the minority of a *married* female minor, her husband alone is entitled to withdraw money from an account opened on her behalf. In the case of Muslims however, the husband should be allowed to make withdrawals from the account opened on behalf of his minor wife, only on the production of an order from a competent court appointing him guardian of the minor's property, or on the production of the written consent of the minor's father, which should be attested by a responsible officer of the Post Office.

NOTE 4.- When the husband of a female minor is himself a minor, then, if the husband is a member of a Hindu undivided family, his father as the *Karta* or managing member of the family would be the guardian of the property of his son's minor wife. If the husband be living separate from his father, he (the husband) alone would be entitled to the guardianship of the property of his minor wife, but he would be under disability, and for the purpose of management, it would be necessary to have a guardian appointed by a court. The minor husband's own guardian cannot be treated as the guardian of his minor wife, unless appointed to that office by a court.

NOTE 5. – For payment of interest on an account opened on behalf of a minor for any period after the date on which the minor attains his majority. – See Rule 57(2).

**59. Issue of duplicate pass-book.** – When the balance at credit of a Savings Bank account is less than Rs. 100 the Head of the Circle may, at his discretion, grant exemption from the payment of the usual fee for the issue of the duplicate pass-book or sanction refund of the fee already paid, provided the pass-book is lost or spoiled in circumstances over which the depositor had no control. In other cases the exemption will be granted only when the pass-book is lost or spoiled through the fault of the Post Office.

**60. Opening and closing of public accounts.** – (1) When an application to open a public account is received by the Head of the Audit Office, in every case which he does not consider to be clearly and undoubtedly within the rules.

(2) The Head of a Circle is empowered to direct that the public account be closed, should its object at any time be such that the account could not under the rules be opened as public account.

NOTE – The opening of public accounts in the P.O. Savings Bank on behalf of "Cemetery Funds" should not (except in the Madras Presidency) be authorised by the Head of the Circle, when the money is collected for credit to Government.

**61. Intimation from Audit Office regarding closing of public accounts.** – When the Audit Office considers that a public accounts should be closed, owing to the fact that it was opened

in contravention of rule, or for any other reason, it will communicate its reasons to the Head of the Circle before ordering the account to be closed. If the Head of the Circle concurs with the Audit Office, he should inform that office accordingly if the Postmaster-General differs from the Audit Office, and the latter does not withdraw its objection, the case should be referred to the Director-General for orders.

**62. Withdrawals in excess of prescribed limit from public accounts and regimental and other conjoint accounts.** – (1) Clause (m) of rule 42 of the *Rules for Depositors* limiting to Rs. 1,000, the amount of withdrawals, without notice within a calendar month from the deposits in a public account, is the general rule. The Head of a Circle may however, at his discretion, sanction the withdrawal from a public account of a sum in excess of Rs. 1,000 in any calendar month, without a month's notice as laid down in the Note below the rule referred to above.

(2) In the case of regimental and other conjoint accounts, the Head of a Circle is empowered by clause (i) of rule 44 of the *Rules for Depositors* to specially exempt Commanding Officers and other holders of such accounts from giving the month's notice required for withdrawals from the deposits in excess of the limit of Rs. 1,000 laid down in that rule.

**63. Payment of deposit of deceased depositor or depositor incapable of managing his affairs.** – (1) Applications for repayment of savings bank deposits at credit of deceased depositors, or depositors who are incapacitated for business will be submitted by postmasters for the order of the Head of the circle with a report [in form S.B.-15(a)] accompanied by any documents produced by the applicant in support of his claim, except in the cases referred to in the Exception below rule 503(6) of the *Posts and Telegraphs Manual, Volume VI*, in which the head postmaster himself is competent to pass orders on the claims.

(2) In the case of deceased depositor's accounts if the cash balance at credit of the account on the date of depositor's death (inclusive of interest up to that date) did not exceed Rs. 5,000 or if the aggregate face value of the Government securities held by the Accountant-General, Posts and Telegraphs, on behalf of the depositor was not in excess of Rs. 5,000, the Head of the Circle will decide as to the claim of the applicant in accordance with rule 37 of the *Rules for Depositors*.

(3) (a) If the cash balance exceeded Rs. 5,000 and the application is not supported by probate of will, letters of administration, or a certificate granted under the Indian Succession Act (Act XXXIX of 1925), the applicant should be required to produce one or other of these documents. If the applicant seeks exemption from the production of such evidence, the Head of the Circle should be guided in disposing of the application by the following principles :-

- (i) Ordinarily the applicant should be told that payment can only be made on the production of the legal proof of heirship or representation which the rules require.
- (ii) Ordinarily the applicant should be told that payment General recommending the exercise of his dispensatory power, unless a clear case of hardship is established and unless it is also clear that no appreciable risk will be involved by granting the exemption.
- (iii) In the case of claims by persons other than the widow or children of the depositor, the obligation to produce legal proof of heirship or representation can rarely, if ever, be considered a hardship.
- (iv) In the case of claims by the widow or children of the depositor, the obligation to produce legal proof of heirship or representation involves no hardship unless the cost of obtaining such proof is great in proportion to the amount involved, and the heirs have very little property except the savings bank deposit.
- (v) When an application is submitted to the Director-General to exercise his discretionary power, it must be clearly shown in the report in what way and to what

extent the production of legal proof of heirship or representation would cause hardship.

(b) If the aggregate face value of the Government Securities at credit of the account exceeded Rs. 5,000 the applicant should be required to produce probate of the deceased depositor's will, or letters of administration, or a certificate granted under the Indian Succession Act (Act XXXIX of 1925). The production of this evidence cannot be dispensed with.

NOTE – In the case of a deceased depositor in whose name more accounts than one stand open under the special circumstances mentioned in the rules for the guidance of depositors, the balances at credit of all the accounts should be added together for the purpose of exercising this power by the Head of the Circle.

(4) When a decision has been arrived at, orders for repayment of the deposit, in the form given below, should be sent by the Head of the circle to the person to whom payment is to be made, and instructions should at the same time be issued to the Postmaster concerned. In cases where Government securities are held by the Accountant-General, Posts and Telegraphs on behalf of the deceased depositor, a copy of the orders should be furnished direct to the Deputy accountant-General, Posts and Telegraphs, Postal Branch, Calcutta. If it has been decided that the person to whom payment is to be made should be required to execute a bond of indemnity, a form of bond (S. B.-25) should also be sent by the Head of the Circle to the Postmaster with such instructions as may be necessary :-

I hereby authorise the payment to you of Rupees (*in figures and words*) ..... only, being the balance, inclusive of interest, at credit of the Post Office Savings Bank Account No. .... standing in the name of the late ..... on the date of his/her death, viz. the .....19 .

The amount mentioned, together with interest which has since accrued on the account, i.e. up to the close of the last month, will be paid to you on your making application direct to the postmaster .....

NOTE. – The Head of the Circle has discretionary power to sanction payment of the interest on money deposited in the account of a deceased depositor, after his death, by relaxation of the orders contained in Note 2 below rule 29 of the *Rules for Depositors*.

(5) When the Head of a Circle authorises the payment of a cash balance in excess of Rs. 5,000 or of Government Securities in excess of Rs. 5,000 (nominal value) at credit of the account of a deceased depositor, the evidence on which the claim is admitted, i.e., production of probate, letters of administration or a certificate granted under the Indian Succession Act (Act XXXIX of 1925), should be specified, for the information of the Audit Office, in the order furnished to the postmaster.

(6) If the deceased depositor has at his credit a balance in cash as well as Government Securities in the custody of the Accountant-General, Posts and Telegraphs, and it is found in investigating the claims of the heirs of the deceased that one person is entitled to receive the cash balance at credit of the account and a different person the Government Securities in the Accountant-General's custody, the latter, and not the former, will be entitled to the interest which may have accrued on the government Securities after the death of the depositor. The orders of payment in such cases should, therefore, clearly show that the person entitled to the cash balance will receive the cash balance (including interest) at credit of the account on the date of the depositor's death plus any interest that may have accrued on that amount until the end of the month preceding that in which orders of payment are issued, and that the other person will be entitled to

the amount of the Government Securities plus any interest that may have accrued on that amount until the end of the month preceding that in which orders of payment are issued, and that the other person will be entitled to the amount of the Government Securities plus any interest that may have accrued on them after the death of the depositor.

(7) If any depositor becomes insane or otherwise incapable of managing his affairs, the Head of the Circle should be guided by rule 39 of the *Rules for Depositors* in issuing orders for payment from his account.

NOTE 1- If a minor is entitled to money at credit of a deceased depositor's account, the amount is payable only to the minor's guardian.

NOTE 2- The payment of balances standing at the credit of accounts of deceased officers and soldiers of the British Army and sepoy, is governed by rules 504 and 505 of the *Posts and Telegraphs Manual, Volume VI*.

NOTE 3.- A bond of indemnity (see paragraph (4) of this rule) must be stamped but need not be registered, the stamp being provided by the person who executes the bond.

NOTE 4.- The fact that it would be troublesome or inconvenient to the claimant to obtain legal evidence or that he would be put to the inconvenience and expense of a journey in order to procure it, is held not to constitute in itself hardship of the kind contemplated by rule 38 of the *Rules for Depositors* and recommendations should not, therefore, be made to the Director-General for the exercise of the discretionary power vested in him by that rule on this ground alone.

In case of Government securities are concerned, a certificate granted to an applicant by the District Magistrate in accordance with the proviso to section 12 of the Indian Securities Act, 1920, in the following form will be sufficient evidence of the claim of the application :-

“Certified that ..... (the depositor's name) the deceased holder of Government Promissory Notes Nos. .... of the .....loan for Rs. ...., who died intestate, belonged to a Hindu undivided family governed by the Mitakshara Law, that the Government promissory notes formed part of the joint family, property of the family and, that ..... (the applicant) is the managing (or sole surviving) male member of the family and the deceased holder had left him surviving no female relative specified in class I of the Schedule to the Hindu Succession Act, 1956 or a male relative specified in that class who claims through such female relative.”

EXCEPTION – When the amount due on the cash certificate exceeds Rs. 5,000, or in the case of Post Office Savings Bank, the balance at credit on the date of depositor's death (inclusive of interest up to the date of depositor's death) exceeds Rs. 5,000, or in the case of Government Securities held in the custody of the Accountant-General, Posts and Telegraphs, if the amount is in excess of Rs. 5,000 and the claim is based on survivorship the claimant should be asked to produce a District Magistrate's certificate on the above lines or failing this, a declaration on the lines of the above certificate affirmed before Magistrate and an affidavit from some independent disinterested person affirming before a Magistrate the facts stated in the declaration. In all such cases sanction to the payment of the amount may be issued by the Heads of Circles without reference to the Director-General.

NOTE 5. – Heads of Circles have discretionary power to authorise the closure of savings bank accounts belonging to deceased depositors without production of the pass-book in all cases in which they are competent to issue payment orders under rule 37 of the *Rules for Depositors*.

NOTE 6.- The Head of a circle has discretionary power to sanction payment of interest on the Savings Bank account of a deceased minor depositor, after the date on which the minor would have attained majority had he (or she) lived.

**64. Applications for withdrawal from depositors who have left India.** – If a depositor, who has left India and is residing in a country with which there is no money order exchange, sends his pass-book with a letter applying for the withdrawal of money from his account, the orders of the Head of the Circle are necessary before the withdrawal can be granted. The orders should specify the manner in which the remittance is to be made. The actual cost of remittance should be deducted from the amount withdrawn.

**65. Postal Certificates held by lunatics.** – (1) When postal certificates stand in the name of a lunatic, who is incapable of managing his affairs, the Head of the Circle may allow the father or, if he be dead, the mother of the lunatic to discharge them, if the nominal value does not exceed five thousand rupees.

(2) When the applicant for payment is neither the father nor the mother of the lunatic, and when the value of the postal certificates does not exceed five thousand rupees, the Head of the circle may sanction payment on production of a certificate by the Magistrate of the district in which the lunatic ordinarily resides, to the effect, that the applicant is the actual guardian of the lunatic.

(3) If the value of the postal certificates exceeds five thousand rupees, payment shall not be made unless and until the applicant for payment shall have produced evidence to the satisfaction of the Head of the circle that he is the legal guardian of the lunatic.

**65/1. Transfer of Postal Certificates held by a minor to the name of another person.** – The Head of the circle may sanction the transfer of a Postal Certificate standing in the name of a minor to that of another person without insisting on the production of proof of necessity from a Court of law in cases where the guardian of the minor holder applying for the transfer is a parent or a very near relative.

**66. Payment of Postal Certificates standing in the names of deceased persons.** – (1) Applications for payment of postal certificates standing in the names of deceased holders, will be submitted by postmaster for the orders of the Head of the circle with a report, in form c.c.-16 accompanied by any documents produced by the applicant in support of his claim, except in cases in which the postmaster himself is competent to decide the claim. In disposing of the application the Head of the Circle giving orders for payment should be guided by the provisions of Rule 63. Orders for payment of postal certificates left by a deceased holder should be issued by the Head of the Circle in which at least one of those postal certificates stands registered. On receipt, therefore, of the application and other documents if the Head of the Circle finds that none of the postal certificates left by the deceased holder stands registered at any post office in his Circle he should arrange to obtain orders for payment from the Head of the proper circle.

(2) The payment of cash certificates belonging to deceased joint holders will be regulated by the provisions of Rule 550(4) of the *Posts and Telegraphs Manual, Volume VI*.

(3) If the title of the applicant is admitted and he desires to receive payment of the amount immediately, it should be sanctioned on the certificate standing in the name of the deceased investor. The applicant should, however be informed that he is not required to receive payment of the amount due before the certificate has reached maturity. If the applicant desires to hold the certificate, the head postmaster concerned should be asked to transfer it to the applicant's name in

accordance with the procedure for the transfer of postal certificates from the name of one holder to another.

NOTE – The Head of the circle should advise the Audit Office when the applicant's title is admitted and in the case of the loss, theft or destruction of a certificate being ascertained at the time the applicant enters his claim, or when it occurs in the interval between his application and recognition of his title, he should be required to proceed in the same manner to obtain a declaration as if the holder was alive and it had been lost, stolen or destroyed while in his custody.

The Audit Office in issuing the declaration will add thereto the following :-

\_\_\_\_\_ (*name of applicant*) has been recognised as the present holder of this declaration.

**67. Articles addressed to deceased persons.** – (1) Under section 38 of the Indian Post Office Act, an article received in the Returned Letter Office as undelivered to the addressee must be returned to the sender if his name and address are known or can be ascertained, and, therefore, no application from, or on behalf of, the representatives of the deceased addressee for the delivery of such an article to them, after it has reached the Returned Letter Office, can be entertained.

(2) If an application is received from the sender for the delivery to him of an article that is lying in deposit at a post office as “unclaimed” because of the death of the addressee and which in the ordinary course would be returned to the sender through the Returned Letter Office the claim should ordinarily be admitted in preference to any claim that may have been received from, or on behalf of, the representatives of the deceased addressee.

(3) In the absence of any claim from the sender, a claim made by, or on behalf of, the representatives of the addressee, may be admitted if the Head of the circle is satisfied that the applicant is entitled to represent the addressee, provided always that, if the article is insured or there is reason to believe that it contains valuable property, or there is any other special cause for caution, an indemnity bond should be obtained from the person to whom the article is delivered.

(4) An application from, or on behalf of, the representatives of a deceased addressee for the delivery of any article in the custody of the Returned Letter Office, which cannot be returned to the sender and has, therefore, been treated as “Returned” may also be complied with, subject to the conditions laid down in the preceding paragraph.

EXCEPTION – If the representatives of a deceased addressee claim delivery of an insured article on the strength of a probate of the deceased will, or letters of administration the article may be delivered to them without an indemnity bond. In the case of a certificate of succession, however, the execution of an indemnity bond may be dispensed with only when the insured article is mentioned in the certificate.

**67-A.** The Postmaster-General may at his discretion sanction delivery of registered articles, parcels and insured articles addressed to and payment of money orders payable to students and inmates of educational institutions to the head of the institution subject to the conditions mentioned in the Post Office Guide.

**68. Disposal of injurious, indecent or obscene articles.** – (1) The Head of a Circle is empowered by section 23(3) (a) of the Post Office Act to direct, if necessary, that a postal article suspected to contain any explosive, dangerous, deleterious or filthy substance, or anything liable to injure postal articles in course of transmission by post or any officer of the Post Office, the transmission by post or any officer of the Post Office, the transmission of which by post or any officer of the Post Office, the transmission of which by post is prohibited under section 19 of the

Act, may be opened and destroyed. If, however, only a part of the contents of the postal article is of nature the transmission of which is prohibited under section 19 of the Act, the article may be disposed of under the ordinary rules after destroying only that portion of the contents which is prohibited. He may, however, with the written consent of the sender, but not otherwise, authorise the sale of the contents of a leaky parcel and the remittance of the sale-proceeds to the sender. The Head of the Circle will record an order in each case showing clearly his reasons for authorising the opening or destruction of any such postal article.

Note – Leaky and perishable articles are “deleterious” and “likely to injure postal articles in course of transmission by post” within the meaning of section 19 of the Post Office Act.

(2) The Head of a Circle is also empowered to direct that the under mentioned postal articles shall be disposed of as stated below :-

(a) Any article found to bear words, marks, or designs or a seditious character, shall be made over for disposal to the Provincial Criminal Intelligence Department.

(b) Any article found to contain anything indecent or obscene, or to have on its outside – whether on the article itself, as in the case of a newspaper, or on its cover – words, marks, or designs of an indecent, obscene, scurrilous, threatening, or grossly offensive character, shall be destroyed or be otherwise dealt with in such manner as the Head of the Circle may direct.

(c) Any article found to contain –

(i) ticket, proposal or advertisement relating to a lottery, or

(ii) any other matter descriptive of, or otherwise relating to a lottery which is calculated to act as an inducement to persons to participate in that lottery shall be destroyed.

Explanation. – ‘Lottery’ does not include a lottery organised or authorised by the Government.

This power should be exercised only when the article has reached the Returned Letter Office and the reasons for ordering the destruction of an article should be recorded in writing. As regards indecent or obscene article, only those articles as to the indecency or obscenity of which there can be no possible doubt, should be ordered to be destroyed : all other such articles should be forwarded to the Director-General for orders. In the case of a lottery, where the Head of the Circle has the slightest doubt, whether the matter contained is actually a ticket, or a proposal etc. or not, he should consult the law officers of the State or refer the case to the Director-General; if considered necessary.

**69. Disposal of articles with prohibited contents.** – (1) On receiving information from the Manager of the Returned Letter Office, that a postal article received in that office has been found to contain intoxicating drugs, the transmission of which by post is prohibited, the Head of the circle should, after satisfying himself as to the correctness of the report, issue orders for the article, with all its contents, to be made over to the nearest Excise Officer for the adoption of such further proceedings as may be deemed proper.

(2) If an article has been found to contain anything else, the transmission of which by post is prohibited, the Head of the Circle, on receiving a report from the Returned Letter Office or from the post office concerned, should issue orders as to the action to be taken, after enquiry, if necessary, of the civil authorities.

EXPLANATION.- This rule applies only to cases in which it is known for certain that the contents of the postal article are prohibited.

**70. Complaints relating to v.p. articles sent dishonestly or fraudulently.** – If a complaint is made by the addressee immediately after the receipt of a v.p. article that it was sent dishonestly or fraudulently, the Head of the Circle may (a) withhold the payment to the sender of

the v.p. article of the money recovered from the addressee, and (b) order the return of the v.p. article to the sender and refund to the addressee the sum of money recovered from him on the delivery of the article on his furnishing an indemnity bond in the form given below. Before exercising this power, the Head of the Circle should satisfy himself that the v.p. article was sent *with the intention of defrauding the addressee*. At the first stage, he must satisfy himself, that there are *prima facie* grounds for believing this to be the case, while at the second stage he must, after having made such enquiries as may be necessary, fully satisfy himself on the point. Great care must be taken that the power is exercised only in *absolutely clear and obvious cases of fraud*.

“I ..... son of ..... resident of ..... having received payment of v.p. money order No. ....dated ..... addressed to ..... and sent by ..... do hereby undertake to indemnify the Postal Department against any future claims by any person in respect of the above amount.”

**71. Correspondence with Foreign Administrations.** – (1) Communications received from the British Post Office relating to the loss, delay, damage, or miscarriage of parcels, registered articles, and ordinary articles of the letter mail, will be addressed to the Postmaster-General Bombay, who will dispose of them as follows :-

- (a) References regarding parcels and registered articles sent to, or received from Great Britain and Northern Ireland in the mails from, or for, Calcutta and references regarding ordinary articles of the letter mail affecting post offices in the Bengal, Assam, Bihar and Orissa Circles, will be transferred to the Postmaster-General, West Bengal.
- (b) References regarding parcels and registered articles sent to, or received from, Great Britain and Northern Ireland in the mails from, or for, Madras and references regarding ordinary articles affecting post offices in the Madras Circle, will be transferred to the Postmaster-General, Madras.
- (c) All other references will be retained by the Postmaster-General, Bombay.

(2) The Head of the Circle concerned will dispose of the references assigned to him and he will also deal with all enquiries originating in India in respect of articles for, or from, the post offices specified in the preceding paragraph.

(3) Correspondence with the British Post Office should be addressed as shown below :-

- (a) Replies to references received from the British Post Office should be addressed to the office or officer of the British Post Office from which or whom the reference was received by the Postmaster-General, Bombay.
- (b) Enquiries regarding the loss of any article should be addressed to :-

The Director,  
Postal Services Department,  
General Post Office,  
London, E.C.1.

(c) Enquiries regarding the disposal, delay, damage and abstraction of contents of articles of the letter mail included in the mails, received from, or despatched to, Great Britain and Northern Ireland (whether for delivery in that country or sent in transit through the British Post Office) should be addressed as follows:-

- (i) in the case of articles included in the mails for or from London, to –

The Assistant Controller,  
Foreign Section,  
London Postal Service,  
London, E.C.

- (ii) in the case of articles included in the mails for or from Edinburgh, to –

The Secretary,  
General Post Office  
Edinburgh,  
Scotland.

- (iii) in the case of all other articles, to –

The Postmaster,  
(*British Office of Exchange*)

- (d) Enquiries regarding parcels, similar to those referred to in (c) above, should be addressed in the same way, except that in the case of parcels included in the mails for or from London, the enquiries should be addressed to –

The Assistant Controller,  
General Post Office,  
Parcel Depot,  
London, E.C.

(4) When any enquiries have to be made, or any information has to be collected, in connection with references to or from the British Post Office, the Head of the Circle dealing with the reference will, when necessary, call for the required information from the Head of the Circle concerned, who should endeavour to make the desired information complete and then furnish the Head of the Circle concerned with a report on the case, so as to enable him to address or reply to the British Post Office.

(5) In the case of all other countries, the medium of reference is the Head of the Circle of the Circle in which the Indian office of exchange is situated. Offices of exchange can correspond with their counterparts or the specific offices in the case of certain administrations (*vide* recueil published by the International Bureau) abroad, on routine questions, like notices of non-delivery, verification notes, reclamations etc., for which standard forms are prescribed in the Convention and Agreements and on matters which involve collection or furnishing of factual information particularly in regard to complaints enquiries or requests for information. But in all other cases the matter should be referred to the Head of the Circle in which the office of Exchange is situated.

NOTE – Formal references such as notices of non-delivery, verification notes, reclamations, etc. and reminders relating thereto, are not dealt with by the Postmaster-General, but by the Indian Officers of foreign exchange.

**71-A. Disposal of enquiries or complaints relating to the loss or non-delivery of unregistered and registered articles of the letter mail and of foreign parcels posted in and addressed to a country other than India.** – If an enquiry is made regarding the disposal of an unregistered or registered article of the letter mail posted in a foreign country which is a member or the Universal Postal Union and addressed to another country which is also a member of the Union, the following action should be taken if the enquiry has been received within the prescribed period – nine months if the enquiry has been made by a member of the public and two years if it has been made by an Administration of the Union :-

(1) If the enquiry or complaint relates to an unregistered article, the requisite particulars to be furnished in the Union form C-12 should be obtained from the applicant so far as he can furnish this information, and entered in the form which should then be forwarded in a closed envelope without any covering letter to a Chief of the Administration of the country of origin of the article.

NOTE – See Rule 71(5).

(2) If the enquiry or complaint relates to an unregistered article, it should be seen whether the prescribed enquiry fee of Twenty Paise has been sent with the application in the form of postage stamps. If the fee has not been so sent, a demand for it should be made. The postage stamps or stamps representing the enquiry fee should be defaced and affixed to the Union form C-12 or the form C-13 in which an enquiry in such cases is to be made. If the stamp or stamps have been already affixed to such an application they should be removed or cut out from the application and pasted to the Union form. The necessary information to be furnished in the Union form C-12 or the form C-13 should be obtained from the applicant so far as can be furnished by him. If the applicant is the sender of the article, the receipt for the article granted to him at the time of posting of the article should also be obtained from him and the form together with the receipt should be forwarded in a closed cover without a forwarding letter to the Head of the Postal Administration of the country in which the article originated. It should be borne in mind that in all cases in form C-12 or the form C-13 with enclosures is to be returned to the Administration from which the enquiry originated as quickly as possible and at the latest within 3 months (6 months in the case of distant countries) from the date of application for enquiry. No time should, therefore, be lost in completing such enquiries.

(3) If the enquiry relates to a cash-on-delivery article it should also be accompanied by a duplicate of the M.O. form C-8 or by the transfer note as the case may be.

II. If the enquiry relates to a foreign parcel and is made in accordance with the provisions of clause 230 (3) of the *Post Office Guide Part I* action should be taken as described in paragraphs (1) (2) and 1(3) above except that the enquiry form to be used in such cases will be the Union form C.P.-5, and that the latest period within which the enquiry form is to be returned is 6 months (9 months in the case of distant countries pays elogues). The period of limitation mentioned in paragraph I is also applicable to enquiries in respect of parcels. Form C.P.-5 should, if necessary, be accompanied by the sender's receipt for the posting of the parcel.

NOTE 1. – A single enquiry fee is payable for enquiries concerning several registered articles posted simultaneously by the same sender to the address of the same addressee. This rule does not, however, apply in the case of registered articles posted in India and addressed to Aden, Ceylon and Portuguese India

NOTE 2.- If it is desired that the enquiry should be sent by air to a country to which surcharged air mail service exist, the sender will have to pay the initial rate of air mail fee for the country of destination.

**71-B. Procedure for dealing with complaints and enquiries relating to foreign postal articles.** – 1. Complaints and enquiries may be received by offices in India in any of the following ways :-

- (i) in respect of an article booked in India for delivery in foreign country :-  
from the sender in India
- (ii) in respect of article booked in foreign country for delivery in India :

- (a) from the foreign postal administration of booking (or from an intermediate administration);
- (b) from the sender in foreign country; and
- (c) from the addressee in India.

The procedure for dealing with the complaint or enquiry is different in each of the above cases.

2. *Outward articles* – (a) Complaints in respect of outward foreign articles received by a Head of a circle should normally be transferred to the Superintendent of Post Offices or First Class Postmaster concerned unless it is decided to take up enquiries direct. In the latter case the officer receiving the complaint should enter it in the Complaint Register in the same way as in the case of an inland complaint and then institute enquiries regarding its disposal within India in the same way as for an inland article. If it is found that the article has been duly consigned by an office of exchange to an office outside India he should, if he does not control that office, request the Head of the circle controlling the office of exchange or the Directorate in special cases to take up the matter with the foreign Administration concerned. It should be remembered that when enquiries have to be made from foreign countries, replies take much longer to be received than in the inland service.

(b) If, in any particular case, a request is received from the office of exchange to address the Foreign administration, as a routine enquiry is not considered by it to serve the purpose or no replies are received to reclamation issued by the office of exchange, the Head of the Circle should take up the case and address the Foreign Administration a formal letter in the matter or in special cases refer the case to the directorate for taking it up.

3. *Inward articles.*– (a) Normally, in respect of an inward article, complaints should be preferred by the sender to the Postal Administration of the country of origin. Complaints addressed to the Indian Posts and Telegraph Department in such cases should normally be disposed of by requesting the complaint to take up the matter with the country of origin. In special cases, in which it is considered that there are very special reasons for this Department to entertain such a complaint enquiries may be taken up with the administration of origin. In such cases, the matter will be referred by the officer receiving the complaint or enquiry to the Head of the Circle who will decide whether he should correspond on the subject direct with the Foreign Administration concerned or refer the matter to the Director General for referring it to the foreign country.

(b) In a large majority of cases, however, complaints and enquiries are received from the postal Administration of the country of origin. Such enquiries may be in the form of routine enquiries in the prescribed International standard form (“reclamation”) or regular letters, which in most cases are addressed to the Director-General.

(c) An inward reclamation is intended for the office of exchange which first received the article in India. It should be addressed to such an office but it is found that many reclamations are received in the Director General’s office. When they are received in the Directorate, they are transferred for disposal either to the head of the Circle in charge of the inward office of exchange or to the officer in charge of that office direct. If, by any chance, a reclamation is transferred by the directorate to some other authority, the latter should promptly pass it on to the office of exchange concerned.

(d) in regard to complaints addressed by foreign countries to the Director-General or to some other authority in India, replies to the foreign countries should be issued only by the Director General or the Head of a Circle. In no case should any other authority correspond with the foreign

country. Very few of the enquiries addressed to the Director-General in this manner are transferred for disposal to Heads of Circles, but if the Heads of Circles do receive such complaints transferred by the Director-General to them for disposal or if they receive any enquiry direct from a foreign country, there is no objection to replies being sent to the foreign countries direct by the Head of the Circle.

**72. Special procedure for Presidency Offices.** – (1) The rules relating to the conduct of work in head offices apply equally to Presidency offices, except that a special rule or procedure may be adopted for a presidency office, or the duties of verifying the cash balance may be transferred from a Presidency Postmaster to any other officer with the sanction of the Director-General. In such cases, the Postmaster-General should submit his proposals to the Director-General in the following form :-

Name of Department	of	Modification proposed	No. of rules affected.	of	rules	Reasons in brief
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(2) With the exception given in the preceding paragraph and also with the exception of the duties of the postmaster which may, under the ordinary rules, be delegated to other officials under the orders of the Postmaster-General the delegation to other officers of any of the duties of the Presidency or First Class Postmaster may be sanctioned by the Postmaster-General, a statement in the following form being at the same time submitted to the Director-General for Information:-

Name of Department	No. of rule affected	Officer to whom assigned
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**73. Deleted.**

**74. Licenses for the use of franking machines.** – (1) The Head of a Circle may issue licenses (M.S. 22) to Government officers, public bodies, firms and persons of standing to use franking machines for the payment of postage on postage articles or charges on State telegrams or both, under the terms and conditions prescribed from time to time by Director-General. A copy of the license will be sent by him to the post and telegraph offices in which the articles or telegrams will be presented for dispatch. The post office will be required to maintain an account with the licensee for the amounts paid by him from time to time and inspect the machines, but if the postal articles are allowed to be posted at more than one post Office or if the machine is used for the payment of telegraph charges only and there are more than one post office in the station, the Head of the Circle will decide what post office will carry out these duties. A copy of the license authorising the use of a franking machine to pay charges on State telegrams will also be sent to the Telegraph Check Office the name of the post office where, the account will be kept being intimated at the same time.

(2) In the event of a breach of any of the conditions of the license, the license will be forthwith cancelled by the Head of the Circle, who will not be responsible for any loss which the licensee may incur thereby. In such a case, any sum that may be due to the licensee on account of amount advanced should be refunded any any sum that may be due to the Department on account of postage or telegraph charges should be recovered from him

**75. Prepayment of postage in cash on unregistered packets.** – (1) In order to meet convenience of firms at Presidency Towns which have a very large number of inland unregistered

packets to post, the head of the Circle may make special arrangements to accept payment of postage in cash, subject to such conditions (time, place, manner of posting, previous notice) as he may consider it necessary to impose and provided the minimum number of packets is not less than 500

(2) The fact that postage has been prepaid in cash on such articles will be indicated by the impression on them, in red or magenta ink, of the special stamp supplied for the purpose which must remain in the personal custody of the Head of the Office except in the case of Presidency Post Offices where a Gazetted Assistant Postmaster may keep it.

NOTE – This system may be extended to Head and sub post offices other than those which are in charge of an official in the Lowest Selection Grade or time scale of pay, where there is a demand for it or such a facility is likely to be utilised by the public.

**75-A.** Prepayment of postage and registration fee in cash on ordinary Inland registered articles of letter mail. The Head of the circle may authorise post office to accept payment of postage and registration fee in cash in respect of ordinary registered articles of letter mail subject to the conditions given in Rule 171-A of P&T, Manual Volume VI, Part I (Fourth Edition). When a demand for providing this facility at a post office is received from the public, the Head of the Circle should before authorising introduction of the facility, consider the importance of the place to see whether the facility to be utilised by other firms, individuals etc. in that locality.

NOTE – This facility may be made available only at those Head Offices and sub offices under Higher Selection Grade officials or above in the towns of Bombay, Calcutta, Madras and Delhi only.

**76. Enumeration of articles by Returned Letter Offices.-** During the second week of the months of February and August of each year, an enumeration will be made of the number of ordinary unregistered articles of the letter and parcel mail received in and despatched by each R.L.O. Statistics of ordinary unregistered articles of the letter and parcel mail received during the previous week or weeks and disposed of during the enumeration week will be recorded and shown separately. The enumeration for three out of the seven days should be carried out by an Assistant Postmaster General or Assistant Director of Postal Services. A copy of each of the enumeration returns (R.L.O.-1 or R.L.O.-2) will be received with the R.L.O. returns for the corresponding half-year.

**77. Half-yearly R.L.O. return.** – Two returns in form (R.L.O.-5) for each of the six-monthly periods ending 30<sup>th</sup> September and 31<sup>st</sup> March, will be submitted by the Manager, Returned Letter Office to the Head of the Circle, who should forward them to the Director-General not later than the 15<sup>th</sup> of October and the 15<sup>th</sup> of April, respectively. The estimated number of unregistered article shown in the half-yearly R.L.O. return should be checked in the office of the head of the Circle, with the enumeration returns (R.L.O.-1 or R.L.O.-2) before the former is forwarded to the Director-General.

NOTE – In the forwarding letter it should invariably be mentioned whether the enumeration period was intervened by a post office holiday in addition to Sunday and whether the figures had been multiplied by  $26 \frac{1}{14}$  or  $31 \frac{2}{7}$ .

**78. Unusual bag account.** – The Head of a Circle must prescribe in what cases post offices should keep unusual bag accounts (M.S.-75) with other post offices. A post office need not keep an unusual bag account with another post office, unless unusual bags are frequently despatched from the one to the other.

79. Deleted.

**80. Compensation for loss of, or damage to, inland insured articles.** – (1) In dealing with claims for compensation for loss of, or damage to inland insured articles or their contents, the Head of a Circle should be guided by the conditions laid down in the *Post and Telegraph Guide* regarding the payment of compensation in such cases, and should also observe the instructions given in the following paragraphs.

(2) Claims for compensation for loss of insured articles or of any of their contents should be decided by the Head of the Circle in which the office of posting is situated, while similar claims in cases of damage should be decided by the Head of the Circle in whose jurisdiction the office of delivery is situated. If a claim is admitted, the Head of the circle concerned should issue the necessary instructions for payment of compensation to the head office (if in his circle) to which the office of posting is subordinate, or request the Head of the Circle in which that office is situated to issue such instructions, the amount of compensation to be paid and the date on which it is payable being specified in either case. The amount of compensation paid, and the date and office of payment should be stated in the report to be submitted to the Director-General under rule 176 of the *Posts and Telegraphs Manual, Volume V* by the Head of the Circle to whom the head office concerned is subordinate.

(3) (a) Should the entire contents of an insured article which had been lost be recovered *before payment of compensation*, they should be made over to the sender. Should only a portion of the contents of the insured article be recovered before payment of compensation, it should be made over to the sender and the amount to be paid as compensation will be either (i) the difference between the amount of the original loss and the value of the recovered contents, or (ii) the amount for which the article was insured. – whichever is less.

(b) In the event of the whole or any portion, of the property being recovered *after payment of compensation*, it should be dealt with in accordance with the instructions given in the *Post and Telegraph Guide*.

(c) When any recovered property cannot be returned to the sender under the provisions of the clause (b) of this paragraph, it should be sold under the orders of the Head of the Circle in which the office of posting is situated. So much of the proceeds as the Head of the Circle is entitled to retain, should be credited to Government in the accounts of the head office by which the compensation was paid and the balance, if any, made over to the sender of the insured article.

(4) The same procedure should be followed whether or not a postal official is held responsible for the loss or damage and required to make good the value of the insured article or any of its contents. This should not affect the payment of compensation to the sender, which should be made irrespective of any action taken against the official in fault. The amount (if any) made good by the official should be credited in the accounts of the office from which he draws his pay.

(5) In the case of claims for compensation for the loss of halves of currency notes enclosed in insured articles, compensation to the extent admissible under the rules should be paid in the ordinary course in accordance with the instructions given in paragraphs (2) and (3), above on the sender making over to the post office the corresponding halves of such of the notes in his possession as would cover the amount of compensation payable, and this he should always be asked to do as soon as the loss is brought to light and responsibility for the loss is accepted. The Head of the Circle should then tender the latter halves to the currency Office and apply for their full value. The Currency Department will pay the full value of the Notes only if it is satisfied that the missing halves have been lost in such circumstances that there is no chance of their ever being

presented and in that case the money will be paid not less than five years after the claim has been admitted. If, on the other hand, the Currency Department is not satisfied that the missing halves will not turn up at future date, the Post Office can receive only half value immediately and the other half as and when the counter halves are presented and the counter claims are rejected. In cases where the missing halves had been tendered and their value paid before presentation of the safe halves by the Post Office, the Currency Department may pay only the half value of the full notes. On receipt of the half value in the latter cases, the amount already paid as compensation should be reoccupied and credited in the accounts of the head office by which the compensation was paid and, if any balance remains, it should be made over to the sender. In the event of the full value being recovered the same procedure should be followed.

NOTE 1. – If the contents of an insured parcel are damaged by an escape insured article is first reported should at once give notice to the office of posting of the article for communication to the sender.

NOTE 2 – If the contents of an insured parcel are damaged by an escape of (say) oil from any other parcel, the sender of the parcel containing the oil may be held liable civilly for the compensation paid by the Post Office to the sender of the insured parcel if the leakage was due to the latter's negligence in not properly packing the parcel.

**81. Compensation for loss of, or damage to, inland uninsured registered articles.** – (1) The Head of a Circle may sanction compensation up to a limit of Rs. 25 in respect of the loss of any inland uninsured registered letter, packet, or parcel, or its contents, or of any damage caused to it in the course of transmission through the post, subject to the conditions laid down in the Post Office Guide. Claims for compensation for the loss of an article, or of any of its contents, should be decided by the Head of the Circle of the circle in which the office of posting is situated, while those in respect of damage to an article by the Head of the Circle of the circle in which the office of delivery is situated. In granting compensation, the following special instructions are to be carefully borne in mind :-

- (a) No compensation should be given in the following cases :-
  - (i) Where the registered article contained anything the insurance of which is compulsory.
  - (ii) Where the registered article contained nothing of value, e.g., a mere notice to the addressee.
  - (iii) Where damage has been caused owing to insecure packing.
- (b) In no case should compensation be given on account of postage, registration, or packing charges.
- (c) A complaint of loss or damage made by the sender or addressee within the period prescribed for the submission of a formal claim for compensation, may be regarded as a claim for compensation.
- (d) The fact that the loss of a registered article has not been communicated by the Post Office to the sender, does not relieve the latter from the obligation to submit a claim for compensation within the prescribed time .

In all cases of doubt, a reference should be made to the Director-General.

(2) In the event of the whole, or any portion, of the contents of a lost registered article being recovered after payment of compensation, it should be left to the option of the sender or addressee to whom the compensation was paid, to retain the compensation paid to him, or to take delivery of the recovered articles and refund the whole amount paid as compensation.

**82. Compensation for loss of, or damage to, articles of the foreign post.** – In all cases in which registered articles or parcels exchanged between India and other countries by the foreign post are lost or damaged, and compensation is payable under the rules, the question whether the compensation, or any part of it, should be paid by the Indian Post Office may be decided by Heads of circles without reference to the Director-General, except in cases in which there is any dispute between the Indian Post Office and any other Postal Administration, when the orders of the Director-General should always be taken. In all cases of loss, and in cases of damage to parcels and insured letter *posted* in India, the decision will rest with the Head of the Circle to whom the office of exchange is subordinate. In cases of damage to parcels and insured letters *received for delivery* in India, the decision will rest with the Head of the Circle in which the office of delivery is situated, who will communicate his decision and the reasons for it to the Head of the Circle to whom the office of exchange is subordinate. The liability of the Indian Post Office in respect of the payment of compensation for the loss of a registered article exchanged with Great Britain and Northern Ireland will similarly be decided by the Head of the Circle to whom the office of delivery or the office of exchange is subordinate according as the article was received for delivery or was posted in India.

**83.** *Omitted.*

**84.** *Omitted.*

**85. Cash safe for Branch Offices.** – Although it is laid down in rule 287, that in cases in which a safe has not been supplied to a branch office, the branch postmaster will make his own arrangements on his own responsibility for the custody of cash and valuables, it is not intended that the branch postmaster's responsibility should be strictly enforced in all cases of loss. There may be cases in which the loss was clearly due to causes over which the branch postmaster had no control and to which he had in no way contributed through negligence or carelessness, and it is necessary, therefore, that discretion should be exercised in enforcing responsibility. If, however, in any case it is proposed not to enforce the branch postmaster's responsibility, full reasons should be recorded in cases which are within the powers of the Head of the Circle of write-off and reported to the Director-General in other cases.

**86. Weekly sorting orders.** – All changes in the sorting arrangements of the circle should be incorporated in a sorting order which should be issued weekly and numbered in a consecutive annual series. Copies of these sorting order should be supplied direct to all Heads of Circles, Superintendents, R.M.S. concerned of other circles, Superintendents of post offices whose jurisdiction there are offices in direct mail communication with the sorting offices and sections in the circle, and to all post offices which are affected by the changes ordered therein. Copies should also be supplied direct to all Superintendent, Inspectors, record clerks and sub-record clerks in the circle.

NOTE – Occasionally, owing to urgency, it may be necessary to issue a sorting order without waiting for it to be included in the next weekly sorting order. In such case, a serial No. should be assigned to the "occasional" order in the weekly sorting order and against this No. a brief reference should be made to the "occasional" order, *without repeating it in full detail*. For the purpose of this references, all occasional sorting orders should be numbered consecutively in a separate series.

**87. Construction of an alteration in, mail vans** - The Head of the Circle, controlling the budget allotment for a particular railway, should submit to the Director-General all proposals for the construction of mail vans over that railway. He should also submit for approval of the Director-General such of the proposals for alterations in the internal fittings of the mail vans as are

not covered by the standard designs. These proposals should be accompanied by plans which should, as far as possible, follow the standard designs of mail vans authorised by the Railway Board in their drawings noted below :-

#### BROAD GAUGE POSTAL VANS

Nomenclature	Postal accommodation	Layout drawing for		Length of postal comptt.	
		Timber Body	Light weight steel body	Timber body	Light weight steel body
1	2	3	4	5	6
2 SW	Full Bogie	CSC-1461	CSC-1226	69'-0"	70'-0"
SW + ½	¾ "	CSC-1462	CSC-1227	50'-0"	51'-0"
SW	½ "	CSC-1463	CSC-1228	33'-0"	33'-0"
ST	3/8 "	CSC-1464	CSC-1229	27'-0"	27'-0"
SH	¼ "	CSC-1465	CSC-1230	21'-9"	22'-0"
SQ	1/8 "	CSC-1122		10'-6"	

#### METRE GAUGE POSTAL VANS

Nomenclature	Postal accommodation	Layout drawing	Length
1	2	3	4
2 SW	Full Bogie	CSC-1323	58'-0"
SW + ½	¾ "	CSC-1324	42'-0"
SW	½ "	CSC-1325	26'-0"
ST	3/8 "	CSC-1326	21'-0"
SH	¼ "	CSC-1327	15'-0"

**88. Revision of reserved accommodation.** – The previous sanction of the Director-General should be obtained, in cases where it is necessary to increase or decrease the reserved accommodation on railways for sorting sections. Proposals for such changes should be submitted in the form of accommodation statement in form Est.-45, stating fully the reasons for the revision and whether the existing stock of vans is sufficient for the purpose and any other particulars which the Head of the Circle may think necessary.

**89. Check of memorandum of disbursement of pay and allowances of Post Offices.** – (1) On the 5<sup>th</sup> of each month, each Head Office “which is not under the control of Supdt. of P.O./Sr. Supdt. of P.Os.” will forward the memorandum of disbursement of pay and allowances (A.C.G. 26) of the preceding month accompanied by the acquittance rolls for amount disbursed.

(2) The Head of the Circle should have the entries in the memorandum of disbursement (A.C.G. 26) checked to see that they are duly supported by acquittance rolls (A.C.G. 24 and A.C.G. 25) numbered in monthly consecutive series, and that the total of the money columns of the memorandum and the acquittance rolls are correct. He should see that the acquittance rolls are signed by the payees and that for every payment exceeding Rs. 20 the signature of the payee has been taken across and adhesive receipt stamp of the value of 10 paise except in the case of payments made from a Post Office where the Indian Stamp Act is not in force or payments made by money orders.

EXCEPTION – The receipt for a sum exceeding Rs. 100 which has been paid to a person who is not a postal official will not accompany the memorandum of disbursement but a remark will appear against the entry of the charge in the acquittance roll to the effect that the receipt has been sent to the audit office with the establishment bill.

(3) After the above checks have been carried out, the amount which has actually been disbursed (excluding any amounts originally paid to overseers but returned undisbursed should be written in words and figures at the foot of the memorandum, and the entry signed and dated by the Head of the Circle. The memorandum and each of the acquittance rolls should be impressed with a special stamp and then returned in a service registered cover to the Head Office.

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**CHAPTER 2**  
**SUPERINTENDENTS**  
**GENERAL ADMINISTRATIONS**  
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**90. Jurisdiction of Superintendents.**-Every Circle is apportioned into divisions. Each Division is under the control of a Senior Superintendents or Superintendents who is immediately subordinate to the Head of the Circle in which he is employed.

Note-Whenever the work 'superintendent' occurs in the rules in this chapter, it included the Senior Superintendent unless it is clear from the context that only one of these classes of Superintendents is meant.

**91. Powers of Superintendents.**-The Administrative and financial powers of Superintendents are defined in the Posts and Telegraphs Manual, Volume III and in the Schedule of Financial Powers respectively

**92. Knowledge of rules, cods, etc.**-(1)It is the duty of a Superintendent to instruct his subordinates in their duties, especially when any new class of business is undertaken by the Department or any changes in procedure are introduced. A superintendents of post offices should also be qualified to assume temporary charge of an important head office in his Division in any sudden emergency.

(2) Two copies of othe Posts and Telegraphs Manual, volume I to VIII and Volume XI (Parts I to IV), posts and Telegraphs Financial Heads Book Volume I,II,III and IV P.O. Circle Part I and II. List of Indian Post Offices and the collection of Inspection Questions will be supplied to each Superintendent. One copy each publication is intended for use by the office and is to be entered in the office stock book and the other is to be treated as the personal copy of the Superintend and should be returned to the stock Depot when no longer required for official purposes. Copy of each of Posts and Telegraphs Manual Volume IX and X will also be supplied to the office of each Superintendent.

(3) The Superintendent will also be supplied with a copy each of the Publications noted in Appendix III to Posts and Telegraphs Manual, volume, against which the expression "supervising Officers" or 'Supervising Officers Posts Office and R.M.S' appears. He will also be supplied with a copy of the Civil Service Regulations the Compilation of the Fundamental and Supplementary Rules, the Penal and Criminal Codes and the Evidence Act with which he should make himself thoroughly aquatinted, so as to be able correctly to dispose of applications for leave, pension, etc. and properly to conduct investigations and prosecutions.

Note1.- Probationary Superintendents of Post Offices are also entitled to the supply of these books which will be retained by them as their personal set on their confirmation. The Heads of the respective Circle to which they will be attached during the period of otheir probation will supply these books at the commencement of their training. The probationers will not, however, be entitled to an additional set of these books for their personal use when they assume independent charge of their divisions.

Note2.- The One set of Code books and Manuals supplied to the Superintendent will be treated as a personal set in every sense of the word. He can take them on transfer and he will hold himself responsible for keeping them corrected upto date.

**93. Strict adherence to rules.** (1)The Superintendent is not permitted to introduce any innovation or make any alternations to authorised rules or forms. While seeing that every official

under his control correctly performs the duties assignment must not entrust him with any work or impose on him any responsibility, except as ordered therein; nor may he on the other hand, relieve him of any share of his proper duties.

(2) The Superintendent is prohibited from prescribing the submission of any periodical statement beyond those ordered in the annual and Account Codes; but this prohibitions does not extent to returns required during a limited period for some special purpose.

(3) The Superintendent is absolutely prohibited from issuing circulars to his subordinates.

**94. Superintendent 's headquarters.-** The headquarters of each Superintendent are fixed by the Head of the Circle and will be at an important central station in the Division where there is a head post office.

**95. Superintendent's Office.-** Ordinarily, the Superintendent's office in a Postal Division should be in the post office and in a R.M.S. Division in the Circle office, if any, at his headquarters. If sufficient accommodation for this purpose is not available in any of these office of the Superintendent should be located in some other suitable Government building, if available, or else in a rented building which, in a R.M.S. Division, should be at a convenient distance from the Railway Station.

**96. Maps.-**The rules regarding the supply of maps and the preparation of a sketch-maps and the preparation of a sketch-map of the Division, are contained in Posts and Telegraphs manual, volume II.

**97. Memorandum book.-** The Superintendent should keep a rough memorandum book, in which he should make notes regarding any matters convening his Division that are worthy of note, but which would not ordinarily be placed on official record. All occurrences coming under the Superintendent's notice, which can be utilised subsequently for the application of checks on the offices in his Division or for the Annual Administration Report, should also be noted in this book. The entries in the book must be made by the Superintendent himself and he should be responsible that the book is properly kept. The book should not be allowed to go into the office and should be handed by the Superintendent to his successor when the relinquishes charge of his Division. Before handling over the book to his successor, the Superintendent must satisfy himself that a note of all the important pending cases and proposals has been made in the book.

Note.- All first class Postmasters should maintain a similar memorandum book for the same purpose.

**98. Trial cards.-**Trial cards are service postcards(M-26a) which are employed for the purpose of determining the relative advantages of alternative mail routes, or the cause of detention to articles posted. Trial cards will be specially useful in cases where it is desirable to obtain information regarding the time occupied in the transmission of articles over mail lines in adjoining divisions or in other circles. A trial card should contain on the back a request that the each office or set handling the cards should fill in the entries within before passing the card on to the next office and on reaching destination, the card should be returned with all entries filled in a service cover to the officer by whom it was issued.

**99. Disposal of mails missing connection with R.M.S. Section.-**In cases of mis-connection the mails are likely to be subjected to very considerable delay if they are to be detained for transmission by the corresponding train of the next day. Therefore, at stations where other is a

sorting Mail Office the mis-connection mails should invariably be dealt with by that Mail Office except when another Sorting Section closely follows the sections for which mis-connected mails were intended and the interval of time does not permit the mis-connected mails to be opened by the Mail Office, and disposed of. At stations where there is no Sorting Mail Office the Supdt. Office the Supdt. Of the Postal Division should prescribed in connection with the Superintendent of R.M.S. Division concerned that the mis-connections mails be made over for disposal to any other section working in the same direction. If the “weightment system” is available of insured articles and the account bag, if any, must be kept back. The responsibility of the office or section that opened and disposed of the contents of such a mail bag, would be the same as that of any sorting office in ordinary circumstances.

**100. Applications for information from Post Office records.**-In dealing with such applications, the Superintendent should be guided by the instructions contained in rule 27.

**101. Disposal of travelling allowance bills.**- (1) The travelling allowance bills “TR-25” of Inspectors must be carefully checked with the Inspectors diaries [Gen. 2 of Genl. 2(s)] before they are countersigned. Travelling allowance bills will after countersignature be forwarded to the head postmaster or head record clerk concerned for disbursement. When any retrenchment is made the seasons must be explained to the official concerned. Travelling allowance bills must be disposed of as early as possible, both in order to prevent inconvenience to the official to whom the money is due and to expedite the audit work in the Audit Office. The office copied of the Inspectors’ travelling allowance bills are to be filed along with the diaries.

(2) The travelling allowance bills of officials for whom the Superintendent is the controlling authority will be filed along with the personal filed of the officials concerned to allow of easy verification of the payment of the travelling allowance for any specific journey, except in the case of Inspectors whose T.A. bills will be filed along with the diaries for the same purpose of verification.

(3) A Register in the form detailed below should be maintained in respect of touring officials by the countersigning authority to prevent double claims and also to ascertain the month up to which the officials bills have been paid. A separate index should be prepared and separate folios set apart in the register for each category of officials.

(4)

1		2		3		4		Etc.	
Name of the official	the	Period of journey	Month			Month			
			January			February			
			Voucher Number	Date	Amt.	Voucher Number	Date	Amt.	

### Superintendent of Post offices

**102. Control over 1<sup>st</sup> class Head Offices.**-(1) The 1<sup>st</sup> class Head Offices come under the administrative control of the Senior Superintendent of postal offices appointed in the division in whose jurisdiction the head offices lie. The 1<sup>st</sup> class postmaster will devote his entire time in his own office. He will inspect all the departments of the head office every month besides carrying out the inspection of the administrative branch, once a year. The Senior Supdt. Will inspect all the branches including the administrative branch of the head office once a year besides the verification of the accounts of the head office twice every twelve months at intervals of about 6 months.

(2) The Postmaster will correspond with the Senior Superintendent in all cases including establishment cases, relating to the head office except in cases in which a direct reply is asked for by the Head of the Circle or in S.B. and NSC cases or cases relating to account matters.

**103. Change in designation of delivery agent.**-In every case in which the Superintendent sanctions a change in the designation of a delivery agent from postman to village postman or vice versa a copy of the memorandum of sanction should be sent to the Head of the Circle and the head office concerned and a copy should be kept in the Superintendent's office file.

**104. Recall or alteration of address of postal articles in the course of transmission by post.**-(1) The sender of a postal article can have the article withdrawn or its address altered without reference to or consent of the addressee so long as it has not been delivered to the addressee or intercepted by any competent authority. Rules in this respect pertaining to inland and foreign article posted in India will be found in the *Post Office Guides, Part I and II, Posts and Telegraphs Manual, Volume I, Part I, Posts & Telegraphs Manual, Volume V and Foreign Post Manual*.

(2) Written applications from senders desiring withdrawal, or alteration of address of the articles posted by them in India, accompanied by the prescribed fee (vide appendix) to the Post Office Guides, Part I and II, as the case may be) in the form of postage stamps and a close cover pertaining the statement of reasons for withdrawing the article or altering the address, are generally received by Sub and Head Postmasters who forward the same to their Divisional Superintendents for order. When such an application is received through a Sub or head Postmaster, the Superintendent should open the sealed cover accompanying the application and examine if the reasons given by the sender for withdrawing the article or altering its address are convincing. The application should, thereafter, be returned to the concerned sub or Head Postmaster with the Superintendent's order on it.

(3) If an application is received by the Superintendent other wise than through a sub or Head Postmaster, it should be ensured that it is accompanied by the prescribed fee in the form of postage stamps along with a sealed cover containing the sender's statement of reasons. If it is complete in all respects, it should be forwarded with the Superintendent's orders to the Postmaster concerned for further necessary action. Incomplete applications should be returned to the senders pointing out the omissions with advice to re-submit them after completion of the omissions through the concerned sub or Head Postmaster.

**105. Professional letter-writers.** - The Superintendent may allow professional letter-writers to carry on their business of the post office premises.

(2) In case of a large head office or its town sub-offices, the superintendent may, when he considers it advisable lease out the right to use to post office premises for this purpose to a contractor who may be required to pay for the privilege and execute a deed in guarantee that the work will be well done and at the rates fixed by the Superintendent. It should be borne in mind that such a course should be adopted and is justifiable only when the interests of the public can be served, i.e. when it is possible thereby to secure trustworthy writers who will do the work at least as well and at as low rates as other professional writers.

(3) The following procedure should henceforth be observed in assessing rent for the space occupied by the professional letter-writers in the premises of the posts and Telegraphs offices:

- (i) Wherever licence have been issued on contract systems adopted in the past, same system should continue in future.

(ii) Where rent is now being charged, the system of granting licence should be introduced at the earliest opportunity, subject to the condition that the licence fees should not normally be less than what would be recoverable under the existing rules.

(iii) Where no recovery is made at present, a minimum amount of 50 paise per month should be recovered from the letter-writers as licence fee.

(iv) In exceptional cases (which, it is presumed, will be few and far between) in which it is considered desirable not to recover any licence fee, the question of exempting the professional letter-writers from the payment of such fee should be referred to the Director-general of Posts and Telegraphs for orders.

(v) When a letter-writer enters into a lease with this Department (the lease may be given for a period of three years, the licence fee being payable in advance every year), he need not execute a security bond.

(vi) The exception of a security bond need not also be insisted in the case of professional letter-writer who do not handle any valuables such as postal stamps or stationery and also when these letter-writers purchase stamps with their own cash and sell them to the public.

(vii) In case in which security bonds are executed by professional letter-writers, the amount of security should be fixed at double the average daily sale of stamps.

(viii) If security is furnished in the form of fidelity bond, the bond should be executed in the same form which has hitherto been used, and specimen copy of which was forwarded to all Heads of Circles with the Director-General of Posts and telegraph's letter No. 990-ESA/32, dated the 24<sup>th</sup> January, 1933. As this is not a printed form sufficient number of copies may be prepared by the stencil process to meet actual requirements. Security may also be furnished in cash or by endorsement of Government securities or by execution of a personal security bond with two solvent sureties. Personal security bonds involve the Department in a good deal of work in connection with the verifications of the solvency of the sureties and in realising the amount for which they become liable. In view of this, the furnishing of security by means of personal security bonds by this class of employees should be discouraged as far as possible.

(4) Every post office, at which a professional letter-writer is allowed to carry on business on the premises, will be supplied by the Superintendent with printed notices, (MS-42) in English and the vernacular showing the fixed scale of fees. These notices will be pasted or hung in a prominent position near the place where the professional letter-writer sits. He will fix the scale of fees to be charged by them for the following and the other classes of work done by them:-

(a) Addressing a letter.

(b) Addressing a postcard.

(c) Addressing a Parcel

(d) Filling in a money order form, value-payable form, saving bank form, or any other postal form.

(e) Writing a telegram.

(f) Writing a letter of drawing up a petition or sealing an article intended for transmission by post.

**106. Extra mail despatches and delivery of heavy parcels.-** Statement of charges incurred by head and sub-offices in connection with extra mail despatches (Pa-9) and deliveries of heavy parcels, (Pa-12) will be disposed of by the Superintendent in accordance with instructions on the subject in the Posts and Telegraphs Account Code. Volume-I)

**107. Statement of charges for delivery of mobilization covers.-**When mobilization notices to India soldiers on leave or furlough are issued by Officers Commanding, Indian regiments, Superintendents in whose divisions covers containing these notices are received for delivery will receive from their Inspectors monthly statements of charges incurred by head offices (other than first class head offices) and sub and branch offices for other delivery of such covers by special messengers, accompanied by the payees' receipts. The statements should be checked and countersigned by the Superintendent and disposed of in accordance with rule 16 of Appendix A in the Posts and Telegraphs Manual, Volume VI.

**108. Maintenance of more than one registered or parcel abstract or register of money orders received.-**The Superintendent may by a special order, authorise the maintenance (1) of a separate abstract (R.P. 33 or R.P.-8) for each separate branch of the registration or parcel departmental in any office where different clerks are in charge of the different branches of any of those departments, (2)of a separate register of v.p. articles received (R.P.-9) for use in (I) the registration department, and (ii) the parcel department, for the entry of unclaimed and refused v.p. articles only, in any office where such articles are received in large numbers, and (3) of more than one register of money orders received (M.O-3) (I) in any head office where more than one clerk work in the payment branch of the money order department, and each deals with a distinct set of transaction, i.e. (a) payments by cheque, (b)payments by postmen and (c) payments by village postmen and branch offices, etc or (ii)in any head or sub-office where money orders for payment by branch offices and village postmen are received in large numbers.

**108/1 Special forms of V.P Journals.-** The Superintendent may authorize firms which post at least 10 V.P.articles of the letter and parcel mails daily to use special V.P.Journals for either of these classes of articles (R.P.2 and R.P.31 (b)). In each such case the postmaster concerned should be supplied with a memorandum of instructions for the guidance of the firm, and should at the same time, be authorized to adopt the special procedure prescribed in rule 213 of the Posts and Telegraphs Manual Volume VI.

**109. Special procedure respecting sums recovered from addressees of v.p. articles-** The Superintendent may authorise the registration and parcel clerks in any head office or sub-office having a treasurer to make over sums recovered from addressees of v.p. Articles direct to the treasurer instead of to the Money Order Department.

**110. Special procedure for delivering registered articles and parcels.-** The Superintendent may authorise any office in his division to adopt the special procedure prescribed in rule 164 of the Posts and Telegraphs Manual, Volume VI, with a view to expedite the delivery of registered articles and parcels.

**111. Delivery of insured and v.p. articles exceeding prescribed limits of value.-** (1) at important post offices where many insured articles are received for delivery, the Superintendent may authorise that all such articles exceeding Rs.250 in value should be sent out oby a special delivery once a day at an hour convenient to the post office  
(2) The Superintendent may also authorise the delivery of insured articles exceeding Rs. 250and v.p. articles exceeding Rs. 25, in value form the Window of any no delivery sub-office in cases where this may be found to be necessary to prevent delays and save the addresses from unnecessary inconvenience.

**111/1. Transfer of a branch office from one account office to another.-** At the superintendent is authorised to transfer a branch office from one account office to another under the same head office provided that the change does not involve any extra expenditure.

**112. Check of memorandum of disbursement of pay and allowances of post offices.-**(1) on the 15<sup>th</sup> of each month each head office which is under the control of Supdt. Of PO,/Sr. Supdt. Of PO will forward the memorandum of disbursement of pay and allowances (ACG-26) of preceding month accompanied by the acquittance rolls for amounts disbursed.

(2) The Supdt. of PO/Sr. Supdt. of Post should have the entries in the memorandum of disbursement (A.C.G-26) checked to see that they are duly supported by acquittance rolls (A.C.G.-26) checked to see that they are duly supported by acquittance rolls (A.C.G. 24 & A.C.G.-25) numbered in monthly consecutive series and that the total of the money columns of the memorandum and the acquittance rolls are correct. He should see that the acquittance rolls are signed by the payees and that for every payment exceeding Rs.20, the signature of the payee has been taken across an adhesive receipt stamp of the value of 10n p except in the case of payments made from a post office where the Indian Stamp Act is not in force or payments made by money orders.

Exception.- The receipt for a sum exceeding Rs.100 which has been paid to a person who is not a postal official will not accompany the memorandum of disbursement but a remark will appear against the entry of the charge in the acquittance roll to the effect that the receipt has been sent to the audit office with the establishment bill.

(3) After the above checks have been carried out, the amount which has been actually disbursed (excluding any amounts originally paid to overseers but returned undisbursed) should be written in words and figures at the foot of the memorandum, and the entry, signed and dated by the supdt. of P.O. Sr. Supdt. of P.O.s. The memorandum and each of the acquittance rolls should be impressed with a special stamp and then returned in a service registered cover to the Head office.

**113. Omitted.**

## Superintendents R.M.S.

**114. Control of division.**-The Superintendent is responsible to the Head of the Circle for the working, in all its details, of the division under his charge. To Exercise an efficient control over his subordinates, the Superintendent must frequently visit the offices, and constantly travel with the sections, in his division. Most of the work of the sorters is performed away from his headquarters and it is essentially necessary, therefore, that he should accompany them on their trips and supervise their work while they are on duty. It will not be enough for the Superintendent, when on tour, to pay short visit occasionally to the mail van; it is only by travelling from time to time with a set from one end of the beat to the other that a proper estimate can be formed of the work, or that the Superintendent can ascertain whether the number of sorters employed is sufficient or excessive. The efficiency of a Superintendent's control over his division will be shown, first, by the absence of complaints, and , secondly , by the absence of losses. Important sections require more supervision than sections which have light work, and sections working mostly by night ought to be inspected other than those working exclusively by day. In submitting propositions for other revision of work of sets, or changes in sorting lists, the Superintendent should remember that it is preferable, on the score both efficiency and economy where an increase of work is contemplated, to impose on sections working by day the additional labour that will be involved by such changes and above all, to relieve sorting sections as much as possible by diverting work to sorting mail offices and making them prepare station and registered bundles for onward transmission,. The work of both sorting sections and post offices can often be appreciably reduced by the opening of sorting mail offices at important station, to which all articles posted in the head post office and its town sub-office can be transferred for disposal in station and registered bundles, thus relieving the post office of all sorting work and at the same time reducing number of articles to be dealt with by sections.

**115. Correspondence with Heads of Circles and Railway Authorities.**- Superintendents, R.M.S., are authorised to correspond direct with Heads of all Circles regarding irregularities committed by Post offices, sections, mail offices, etc. They are also authorised to correspond with Traffic Superintendents of railways, regarding complaints of detention to trains, damage to fitting of vans, etc., or minor dispute between subordinates of the two departments, R.M.S. officials should be courteous in their dealings with railway officials, work in harmony with them, and avoid conduct likely to lead to friction. This results can be best attained by Superintendents taking every opportunity to explain matters in dispute personally to the railway authorities.

**116. Memorandum of authorised advances.**- The Superintendent will supply each mail office with a memorandum showing the authorised advance for postage stamps, and will advise the postmasters concerned of the amount to be drawn for the advance from each head post office. When sanctioning any increase or decrease in the advance, the Superintendent will bear in mind that the maximum must be equal to one week's demand plus the demand for the period between two supplies. When the authorised advance for a mail office is revised, notice will be given to the head post office concerned. The Superintendent should also inform the sub-divisional Inspector of all orders issued by him in respect of this advance

**116-A. (1)** On the 5<sup>th</sup> of every month, each Head Record Clerk will submit to the Supdt. R.M. S, in the account bundle a memorandum of disbursement of pay and allowances (including travelling allowance) (A.C.G.0-26) for the previous month together with the documents mentioned in Rule 149 of the posts and Telegraphs Manual, Volume VII and on the same date the Dupdt. R.M.S. will received from each Head Post Master who makes payments to Head Record Clerk on account of R.M.S. establishment the second copy of the Schedule of R.M.S. payments" [A.C.G.-6©] relating to pay and allowance of the preceding month kept in his office, in a cover registered

on service. The Supdt., R.M.S. should have the particulars of bills cashed entered in the memo. Checked with the schedule for the same division and should also see-

- (a) That the entries in the Memo. Relating to “ Particulars of distributions’ are duly supported by acquittance rolls, numbered in a monthly consecutive series.
- (b) That the totals of the money columns of the Memo. And of the acquittance rolls are correct; and
- (c) That the acquittance rolls are signed by the payees and that for every payment exceeding Rs.20/- the signature of the payee has been taken across an adhesive revenue stamp of the value of ten paise, except in the case of payments made from an office at a place where the Indian stamp Act is not in force or of payments made by means of money orders.

Exception.- The receipt for a sum exceeding Rs.200/- which has been paid to a person who is no a postal official will not accompany the memo. Of disbursement, but a remark will appear against the entry of the charge in the acquittance rolls to the effect that the receipt has been sent to the Audit office with the establishment bill.

(2) After the above checks have been carried out, and after the Supdt. RMS has satisfied himself respecting the total amount actually disbursed, the amount should be written in words and figures at the foot of othe ememo and the entry signed and dated by the Supdt. of RMS. The memo. And each of the documents received with it should be impressed with a special stamps and returned in a service registered cover, to the head record office. The copied of the schedules received from Head Postmasters should be fileld in the office of the Supdt. R.M.S..

Note.- If a separate receipt has been taken from the payee in lieu of his signature of the acquittance roll such receipt will whenever practicalbe be pasted to the acquittance roll to which they relate otherwise they should be treated as separate acquittance rolls.

## **CONTROL OF WORK IN OFFICES AND SECTIONS ALL SUPERINTENDENTS**

**117. HOURS OF BUSINESS IN POST OFFICES AND MAIL OFFICES** - (1) A Superintendent of post offices should supply each head of more important sub-office in his division with two notices – one (M-12) showing the hours for the delivery and despatch of mails and the other [M-6(a)], the hours for the transactions of business with the public printed in large bold type, both in English and in local Indian languages. For less important sub-offices, a single notice in form M-6 should be supplied. Copied of all notices of hours of business issued by the Superintendent of post offices in his division should be filed in his office. In mail offices (sorting and transit), (a) the hours for the despatch of mail and (b) the hours for the transactions of business with the public, as fixed by the Superintendent, RMS should be displayed on a painted board.

(2) The Inspector of Post offices will prepare a notice of hours of business to be supplied to branch offices in his jurisdiction in the form [M-6(c)], A consolidated statement of the hours of business of all branch offices in his jurisdiction will also be maintained by the Inspector in manuscript, in the form of register which will have only two columns, viz., (1) Name of the Branch Office and (2) Working hours of the Branch Office. A copy of this consolidated statement should be furnished by the Inspector to the Superintendent. Corrections and alterations, to the statement should be communicated by the Inspector to the Superintendent as and when necessary, so that the latter may keep his copy corrected up-to-date.

(3) If the notice of hours of business supplied to a head, sub or branch post office or a Mail office requires any slight change, the corrections may be made by the head of the office on receipt of instructions from the competent authority. The Superintendent or Inspector should issue a revised notice only when the changes are extensive.

NOTE.- When a registered newspaper is to be posted at a mail office, the Head of the Circle will inform the Superintendent of the latest hour up to which the paper may be posted at that office and the latter officer will communicate the information to the mail office concerned.

**118. Due mail and sorting lists.-** (1) The Superintendent of Post offices will prepare and supply in manuscript due mail and sorting lists (M-9) for all sub and branch offices under his control as are either transit or sorting offices, except those in direct communication with the R.M.S. and for travelling mail Peon Services under his control; while a Superintendent, RMS will prepare and supply similar lists (M-9) for all Post Offices in communication with mail offices or sections in that RMS division and to those mail offices and sections which are in communication with mail offices and sections of the same RMS division. In preparing these lists, the Superintendent concerned will be guided by the instructions contained in rule 39 and he must always keep in view the necessity for simplicity in the mail arrangements of his division, specially in the case of minor offices where the official who sorts articles for despatch has also other work to do. It should be borne in mind that the more simple the sorting list, the more easily it can be learnt and the less chance there will be articles being missent.

NOTE.—A post office which receives bags from an RMS office or section but does not close any bag for any RMS office or section is not to be considered as in ‘direct communication’ with the MS for the purpose of this rule.

(2) If any change is required in a due mail and sorting list supplied by a Superintendent, a revised list will be furnished before the change comes into force. If, however the change does not involve extensive alterations, a sorting order prescribing the alterations to be made will be misused. The constant alteration of sorting lists is a fruitful source of mistakes, and unless some real advantage is to be gained, it is not advisable to revise a sorting list.

(3) The Superintendent should make no change affecting an office or section in another division, without the concurrence of the Superintendent of that division. If the change affects the Due Mail or Sorting arrangements of a Post Office or Section in communication with offices and sections in more than one division, it must be submitted for previous sanction to Head of the Circle. In no case is a Superintendent authorised to make any mail arrangements extending to another circle. If any such arrangements seem advisable, he will submit his Proposal to the Head of his own Circle.

(4) The Superintendent must bring to the notice of the Head of the Circle all cases in which changes in the sorting lists supplied by him, appear to be necessary or desirable, owing to alterations in railway time-tables or other causes. Proposals of an urgent nature must be submitted at once. In ordinary circumstances, however, all proposals for alterations in the sorting lists referred to will be submitted to the Head of the Circle concerned for sanction with effect from the beginning of the next quarter. With every proposal involving the introduction or the discontinuance of the exchange of mails between offices or sections, the Superintendent, RMS will submit statistics for three days.—two day’s statistics taken by the head sorters and one day’s by the Superintendent or Inspection, regarding the contents of the bags to be made up or discontinued. Similarly all changes in the sorting lists issued by the Superintendent will be given effect to from the first of a quarter, except in urgent cases.

(5) The Superintendent, will keep in his office, copies correct up to date, of all the due mail and sorting lists of his division whether issued by him or supplied by the Superintendent RMS, or by the Head of the Circle. He will satisfy himself that all these copies have been

corrected immediately before the issue of sorting orders by him or as soon as such orders are received from the Superintendent RMS, or by the Head of the Circle.

**118-A. Due bag statements of post offices.**—(1) The Superintendent should prepare for the guidance of each of his post offices that have to receive and despatch surplus due bags, the total number of which exceeds 10 days, a due bags statement (Ms.-73) showing the number of bags of each description due to be received or dispatched by the office (a) “without mail” or 9b) as “surplus”.

(2) Whenever any alteration is prescribed in a due mail list (-9), the Superintendent should inform the postmaster or the sub-postmaster, as the case may be, of the nature of the corrections to be made in the due bag statements affected.

**119. Clearance of letter-boxes at railway stations.**—Letter boxes at railway stations, where there are no mail offices, will be cleared by mail peons or other officials. The Superintendent of post offices must decide in each case in consultation with the Superintendent, RMS, concerned whether the contents of the letterbox so cleared are to be brought to the post office or handed to the RMS for disposal. In every case in which the contents are to be made over to the RMS, the instructions contained in rule 60 of the *Posts and Telegraphs Manual, Volume V*, should be followed.

**120. Method of securing office safe.**—For each head or sub-office under his control and for each record office the Divisional Superintendent must prescribe the room of the office and the position and manner in which the office safe or safes are to be secured. Each Head Office should be provided at the discretion of the Head of the Circle with a chowkidar, whole or part time for guarding it at night. In the case of sub-offices the office safe will be kept at the nearest police station, Treasury or Sub-Treasury provided one is situated at a distance of not more than a mile from the post office and the road is normally safe and can be done without incurring extra expense. The office safe must, whether it is kept in the post office or at Treasury, Sub-Treasury or Police Station, be secured either by embedding it into a cemented plinth in a pucca building or in accordance with the following instructions. If the safe opens from the top, it will be secured by fastening iron chains to the handles and securing the other ends of the chains round a log of wood (well tarred) or a heavy stone, which should be sunk in the ground some distance below the safe. The safe itself be sunk as deeply as possible consistently with its being opened. If the safe opens from the front, it should be similarly sunk in the wall and fastened to a post sunk deeper still behind it. In the case of such sub offices where it is not possible to get a safe embedded in the nearest Treasury, Sub-Treasury or Police Station and where cash is retained overnight in the office itself. Heads of the Circles may provide a Chowkidar, whole or part time, where they deem it necessary to make such arrangements.

**121. Security of service messages.**—(1) The Superintendent must be careful to see that no telegrams are needlessly despatched on service from his own office or by the Inspectors under his control, and he should attend strictly to the instructions contained in rules 668 to 675 of the *Posts and Telegraphs Manual, Volume II*.

(2) A Superintendent of post offices should, when inspecting a combined office, call for and examine the drafts of all service telegrams despatched during any one month, which are on record in the office at the time. He should take note of all irregularities, such as the unnecessary despatch of telegrams, neglect to word telegrams as concisely as possible and to use the *Telegraphic Message Code* wherever practicable, the despatch on service of messages relating to the private affairs of the senders, etc. He should impose suitable penalties on the officials in fault whom he has no authority to punish, in the case of messages sent by officials whom he has no authority to punish, he should send to the Head of the Circles the original drafts of the messages he

considers irregular with his report on the inspection of the telegraph branch of the office. Similarly action should be taken by him in regard to the draft messages received with the reports of Inspectors.

(3) When it is necessary to recover the cost of a service message or of a portion thereof from the official in fault, the superintendent should be guided by the instructions contained in rule 29, except that the copy of the message placed *in fault* with the postage stamps affixed thereto and defaced should be sent to the Circle concerned.

### Superintendent of Post Offices

**122. Distribution of work in head and sub-offices.**—(1) Every head postmaster and every sub-postmaster who is assisted by one or more clerks will submit, for the approval of the Superintendent, a memorandum of distribution of work in his office in form MS.-11. The Superintendent should see that the distribution proposed is in accordance with rule 4 of the *Posts and Telegraphs Manual, Volume VI*, and sign and return the memorandum to the post office concerned with such modifications as he made consider necessary. When a redistribution of work is necessary in an office, a revised memorandum should be supplied. Copies of these memoranda should be filed in the superintendent's office.

(2) If the duties of the treasurer are assigned to the clerk in charge of the parcel department, the Superintendent should designate in the memorandum of distribution of work the clerk to whom the parcel postage collections are to be paid by postmen and village postmen. He should also specify in the memorandum, the duties of the postmaster which the deputy postmaster, an assistant postmaster or any other official is allowed to perform. The duties of the postmaster which may, under the orders of the Postmaster-General, be performed by other officials are shown in the *Post and Telegraphs Manual, volumes II, V and VI* and in the *Posts and Telegraphs Initial Account Code, Volume I*.

(3) In cases where the duties in connection with one department are assigned to more than one official and also where it is necessary to make it clear what duties are assigned to a particular official, the numbers of the rules of the Manual or *Account code* in which the duties are prescribed should be cited at length in the memorandum of distribution of work. In other cases, the duties may be described in a more general way, as shown in the following examples:-

- Postmaster—Duties of a postmaster except those shown against the Deputy Postmaster, Assistant Postmaster or Head Clerk.
- Deputy Postmaster—Duties of the postmaster as laid down in rules.....
- Assistant Postmaster—Duties of the postmaster as laid down in rules .....
- Head-clerk—Dues of the postmaster as laid down in rules ..... Duties of the sub-account clerk as prescribed in .....
- 2<sup>nd</sup> clerk, etc.—Duties of Savings Bank clerk as prescribed in .....

NOTE1.—For sub-offices where more than one clerk is employed in addition to the sub-postmaster, the superintendent should specify, in the memorandum of distribution of work, the clerk selected by him to be in joint custody with the sub-postmaster of the cash and valuables in the office.

NOTE 2.—For offices where a clerk is employed in addition to the postmasters and in which it is necessary for the postmaster to open or close any branch of the office (e.g., he registration or parcel branch) in the absence of the clerk, the Superintendent may prescribe that the Postmaster shall keep, during the clerk's absence, all or any of the keys, except the second key of cash safe.

**123. Relaxation of duties of delivery agents on Post Office holidays.**—Where there will be no serious inconvenience to the public, the Superintendent may excuse postmen and village postmen attached to the post offices in his division from going on their beats to villages beyond the post-town on Post Office holidays.

**124. Beat instruction register.**—The Superintendent may prescribe the use, in any head or sub-office, of a beat instruction register (M.-32) for the purpose of communicating addressees' instructions to the postmen.

NOTE –The card-index system may, when justified, be adopted in place of the beat instruction register.

**125. Separation of articles placed in deposit.**—In head offices where the large majority of the articles to be kept in deposit are unpaid vernacular articles, it is ordinarily unnecessary that the deposit case should be furnished with alphabetically-labelled compartments. The Superintendent may accordingly direct that in the case of any such head office, the alphabetical arrangement need not be adopted for articles marked “Not known and Left” and “*Poste restante*”.

**126. Use of deposit account by sub-offices.**—The Superintendent may authorise any sub-office under his control to use the form of deposit account (ACG-45). Ordinarily, only the selection grade sub-offices should be so authorised.

**127. Payment of money orders by postmen and village postmen.**—(1) All postmen and village postmen are authorised to pay money orders unless in the case of village postman, a Superintendent issues orders to the contrary. The limits of aggregate amount of cash and individual money orders that can be entrusted for payment of money orders by postmen, village postmen, and EDDAs are indicated below :-

Category of Staff		Aggregate amount to be entrusted for payment of money orders		
		Normal	Power of SPOs	Power of Heads of Circles
(i)	Postman and Class IV official doing delivery work in urban	Rs. 2,000	Rs. 3,000	Unlimited power subject to prior consultate with police
(ii)	Village postman	600	1,000	-do-
(iii)	Extra Departmental Delivery Agent	600	1,000	-do-

NOTE 1.—The amounts indicated refer to the aggregate which can be entrusted to a delivery agent and includes in addition to the amount of money orders payable, the value to be realised on V.P. articles and articles on which customs duty is payable, entrusted for delivery.

In the case of Extra Departmental Delivery Agents alone the aggregate limit includes the value of insured articles given out for delivery also.

NOTE 2. –The Divisional Superintendent and Heads of Circles may increase the limits laid down above keeping in view the prevailing conditions of security where he delivery agents, postmen or village postmen operate.

NOTE 3.—If an escort is provided to any of the delivery staff for payment of money orders, the total amount that can be entrusted to the postmen / village postmen. Extra Departmental Delivery Agent should not exceed double the amount sent with escort

NOTE 4.—The individual limit of a single money order which can be paid by a village postman or Extra Departmental Delivery Agent will be Rs.80/- and can be enhanced by the Divisional Superintendent of post offices at his discretion to Rs.250/- wherever this is necessary. The individual limit for the single money order which can be delivered by a postmen will be Rs.1,000/- only.

(2) Money orders may not also be sent out for payment by a village postman, who is likely to be absent from the post office for a longer period than a week, without the sanction of the Head of the Circle. The application to the Head of the Circle in such cases must show clearly that it is not possible to reduce the periods of absence of the village postman (a) by re-arranging the existing beats (b) by appointing an additional village postman where this is justified by the circumstances or (c) by opening small branch offices in the centre of the existing beats and must be supported by figures showing the number and value of money orders received for payment at the villages concerned.

(3) The rule that in every case in which a money order is paid by a village postman, or by a postman who serves a village outside the post town, the payment must be attested by the headman of the village or the village accountant or other respectable resident of the place where payment is made, may be relaxed by the Superintendent at his discretion, in the case of literate payees of means and position who objected to receive payment of money orders in the presence of, and after identification by the village official.

**127-A. Stock and sale of Indian Postal Orders and payment of British and Irish Postal Orders.**—A Superintendent of Post Offices will fix the aggregate value of Indian Postal Orders to be stocked by Head Offices in his jurisdiction. He will supply a copy of his authority to the office concerned.

Every Head or Sub-Office which has to pay British Postal orders and those which are authorised to pay Irish Postal Orders will be supplied with two specimens each of the respective Postal Orders over printed with the word “Specimen” by the Superintendent concerned who will obtain the same from the office of the Head of Circle on requisition. When a specimen order supplied to a Head or Sub-Office has been spoilt, lost or mislaid, the Superintendent will send a requisition to the Circle office for a fresh specimen order to replace it. Specimen orders in every case will be supplied by the office of the Head of the Circle direct to the Post Office concerned under intimation to the Superintendent concerned.

**127-B. Payment of British or Irish Postal Orders which are defective or which are payable to persons who are dead.**—(1) A Superintendent of Post Offices or first class postmasters may sanction the payment of defective British or Irish Postal Orders in the following cases :-

(a) Erasure or alteration of payee’s name:

- (i) Where a purchaser of an order has made it payable first to one person and the altered it as payable to another person, the alteration being attested by the purchaser’s signature or initials. If, however, the alteration is not so attested, payment may be sanctioned provided the payee is a known person who can be easily traced and is willing to sign an indemnity on the back of the order to the effect that he will refund the value of the order if called upon to so at any time subsequent to the date of payment.
- (ii) Where an erasure or alteration has been made in the payee’s name, profession, or occupation by the payee or by the payee’s agent, and the circumstances in which the erasure or alteration came to be made are satisfactorily explained.

(b) Orders receipted by a person other than the payee named :

- (i) Where the name of a messenger has been entered by the payee as that of the payee, while the order has been received by the actual payee; provided the order is endorsed also on the back by the messenger.
  - (ii) Where an order made payable to a married woman has been received on her behalf by her husband.
  - (iii) Where an order for an official purpose has been made payable to a person in his own name and has been received by his *locum tenens*.
  - (iv) Where an order made payable to a firm, company, society, corporation, etc., is received by the head of the firm, etc.
- (c) Torn or mutilated orders :
- (i) Where an order has been accidentally torn or has become mutilated, or in other circumstances of which a satisfactory or reasonable explanation is given.
  - (ii) Where an order has been perforated with the words "Not negotiable".
- (d) Crossed orders:
- (i) Where a crossed order has first been paid to the payee, who has subsequently refunded its value, and the order is then presented for payment through a Bank.
  - (ii) Where a crossed order has been crossed for payment through a firm which is not a Bank.
- (e) Other defects :
- (i) Where an order has been stamped by the issuing or paying offices in the wrong place, or where the names of the payee or office of payment have been written in the wrong places.
  - (ii) Where an order has been receipted both by the payee and by his agent.
  - (iii) Where the name and other particulars of the payee, as given on an order, differ from the receipting signature and there is no reasonable doubt, as to the identity of the person claiming payment with the intended payee, e.g., a difference in spelling (Johnson for Johnston), or in title (Captain for Major).
  - (iv) Where a defect in an order is obviously due to accidental or clerical error, or to some simple mistake which has been, or can be, readily rectified or account for.

In all other cases, a British postal order which bears any erasure or alteration or is cut, defaced, or otherwise mutilated, must not be paid without the previous sanction of the Head of the circle, and when referring such cases to the Head of the Circle for orders, the Superintendent should submit the original order together with the explanation tendered by the holder of the way in which the erasure, cutting, defacement, or mutilation came to be made.

(2) A Superintendent may also sanction the payment of British postal orders payable to a person who is dead, to the legal heir or representative of the deceased after satisfying himself as to the legal right of the person claiming payment provided (1) that the total amount of the orders does not exceed Rs.100, (2) that the orders are presented within 6 months from the last day of the month of issue of the orders and (3) that the claim is not a disputed one.

**127-C. Payment of Indian Postal Orders which are defective or which are payable to persons who are dead.**- (1) A Superintendent of Post Offices or First Class Postmaster may sanction the payment of defective Indian Postal Orders in the following cases.-

- (a) Erasure or alteration in the name of office of payment, provided the circumstances in which the erasure or alteration came to be made are satisfactorily explained by the payee, or the purchaser.
- (b) Erasure or alteration of payee's name:
  - (i) Where the purchaser of an order has made it payable first to one person and then altered it as payable to another person, the alteration being attested by the purchaser's signature or initials. If, however the alteration is not so attested, payment may be sanctioned provided that payee adds his address and his signature is attested by a known respectable person.
  - (ii) Where an erasure or alteration has been made in the payee's name, profession or occupation by the payee or by the payee's agent, and the circumstances in which the erasure or alteration came to be made are satisfactorily explained.
- (c) Orders received by a person other than the payee named:
  - (i) where the name of a messenger has been entered by the payee as that of the payee, while the order has been received by the actual payee; provided the order is endorsed also on the back by the messenger.
  - (ii) Where an order made payable to a married woman has been received on her behalf by her husband.
  - (iii) Where an order for an official purpose has been made payable to a person in his own name and has been received by his locum tenens.
  - (iv) Where an order made payable to a firm, company, society, corporation, etc., is received by the head of the firm, etc.
- (d) Torn or mutilated orders :
  - (i) Where an order has been accidentally torn or has become mutilated, or in other circumstances of which a satisfactory or reasonable explanation is given.
  - (ii) Where an order has been perforated with the words "Not negotiable".
- (e) Crossed orders:
  - (i) Where a crossed order has first been paid to the payee, who has subsequently refunded its value, and the order is then presented for payment through a Bank.
  - (ii) Where a crossed order has been crossed for payment through a firm which is not a Bank.
- (f) Other defects :
  - (i) Where an order has been stamped by the issuing or paying offices in the wrong place, or where the names of the payee or office of payment have been written in the wrong places.
  - (ii) Where an order has been receipted both by the payee and by his agent.
  - (iii) Where the name and other particulars of the payee, as given on an order, differ from the receipting signature and there is no reasonable doubt, as to the identity of the person claiming payment with the intended payee, e.g., a difference in spelling (Johnson for Johnston), or in title (Captain for Major).
  - (iv) Where a defect in an order is obviously due to accidental or clerical error, or to some simple mistake which has been, or can be, readily rectified or accounted for.

2. All other defective Indian Postal Orders should also be sanctioned by the Supdt. of Post Offices / First Class Postmasters.

**127-D. Refund of the value of Indian Postal Orders.** -A superintendent of Post Offices or a First Class Postmaster may sanction the refund of the value of the Indian Postal Orders referred to him by Postmasters under rule 402/21(2) of the Postal Manual, Volume VI.

**127.E. Applications regarding miscarriage, loss or destruction of Indian Postal Orders.** -The original applications for enquiry in respect of miscarriage, loss or destruction of Indian Postal Orders along with counterfoils should, if they comply with the prescribed

conditions, be forwarded to the Director of Postal Accounts, Delhi to ascertain of the orders in question have been paid or not. A certificate of non-payment of the orders from that office can be obtained only after expiry of sixteen months counting from the last day of the month of issue of the order. On receipt of this certificate of non-payment from the Audit office the Superintendent of Post Offices or the First Class Postmaster, as the case may be, may sanction the refund if he is satisfied that the claim is genuine.

**128. Sorting sub-offices.-** The Superintendent is authorized to make any sub-office a sorting sub-office. The object of a sorting sub-office is to reduce the number of mail bags exchanged and thus decrease the weight of mails and exchanged and thus decrease the weight of mails and expedite their transmission. It is not necessary that a sorting sub office should be a large sub-office. Circumstances may render it advisable to make a number of small sub-offices situated on the same mail line sorting sub-offices in respect of one another. For example, if there are six small sub-offices, A, B, C, D, E and F, situated on a runner's line in the interior of a division instead of A closing five mail bags for B, C, D, E and F, it may, with advantage, make up a combined mail bag for B, containing also articles for the other four offices, and B and the others may follow a similar course in regard to the offices in advance.

NOTE. - The Superintendent may, in special cases make a branch office a sorting office in respect of unregistered articles of the letter mail.

**129. Mail communication between sub and branch offices.-** Ordinarily, there will be a daily mail service between post offices situated off the railway, but in the case of very small sub-offices and branch offices situated in wild and thinly populated parts of the country, a mail service once, twice or three times a week will often be found sufficient.

**130. Special procedure for closing of branch office bags. –** (1) In a sub-office where the sub-postmaster is assisted by one or more clerks, and where sorting for branch offices has to be done by a clerk at night, the Superintendent may, if he considers it necessary, prescribe the adoption of the procedure laid down in the Exception below rule 638 of the Posts and Telegraphs Manual, Volume VI, and order the supply of a special sub-account seal to the sub-office for this purpose, if it is not already in possession of such a seal.

(2) In exceptional cases, when paid unregistered articles of the letter mail received from a branch office have to be sorted in the account offices at night by an official other than the one who does sub-account work, the Superintendent may, in order to prevent the unnecessary handling of cash remitted by the branch office, direct the branch office and its account office to follow the respective special procedures described in the Exceptions below rule 170 of the Rules for Branch Offices and 79 of the Posts and Telegraphs Manual, Volume VI, in closing the branch office bag and in disposing of its contents .

**131. Disposal of telegrams booked by receiving offices. -** The Superintendent must supply each non-combined office under his control, which is authorized to book telegrams with a memorandum containing instructions showing the telegraph office or offices to which it should transmit telegrams and specifying by what dispatches of mails telegrams should be forwarded, and whether the telegraph envelopes should be sent in the usual way as registered letters or enclosed in a telegraph bag.

**132. Beats of village postmen. –** (1) The Superintendent will receive from the Inspectors route lists and beat maps (M-53) indicating the introduction or the discontinuance of the exchange of mails offices in their respective sub-divisions ( including first class head offices) for record in his office.

(2) There are two systems under which village postmaster beats can be arranged, viz., (a) the fixed beat and (b) the unfixed beat system – see Rules 274 and 275.

NOTE .- The term ‘village postmen’ mentioned in this rule including postmen and extra departmental delivery agents not serving all the villages in their beats daily.

**133. Omitted.**

**134. Village return.** – The yearly village returns (MS-88) submitted by the Inspector should be carefully studied by the Superintendent to see whether the work performed by each Village Postman justifies the existence of the post or it can be replaced by Extra Departmental Delivery Agent without curtailing the existing delivery facility.

The Superintendent should also see whether any villages which are now served on unfixed beat basis are to be converted into a fixed beat service and vice versa, depending on the articles received for delivery in that village. Normally a village which receives letters daily or alternate days must be on the fixed beat service. He must also examine whether the frequency of delivery to the villages which are not being served daily has to be improved on the basis of the letters received for delivery. He must also examine the justification for either planting a letter box in a village or removing the letter box already provided. As a rough estimate a village which on an average receives two letters a day and which is situated at a distance of one mile from the nearest post office or letter box should be provided with a letter box. The extract of the orders passed by the Superintendent on the village returns should be communicated to the Sub-Divisional Inspectors for implementation, and the returns filed in the divisional office for future reference, when the question of either opening a new rural office or revision of rural delivery establishment has to be examined.

**135. Letter-boxes.** – (1) The Superintendent should maintain a correct and up-to-date record of all letter-boxes within his jurisdiction in the form of a statement given below :-

Statement of letter boxes in the ..... Dn.

Name or Post Office or mail office (Arranged as in the List of Post Offices Head Office by Head Office, etc.	Name of locality or village where the letter box is situated.	Type of letter box	Type of lock used.	Classification of area Urban/ Rural Designation of the official clearing the letter box.	Day and hour of clearance	Hour of clearance (Clearance)*	Distance from office or from last letter-box on the beat	Date on which last painted	REMARKS
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\* The letter boxes in which special clearance of letter boxes on Sundays for late fee letters will be made should be entered in red ink below the entries of regular letter-boxes. Letter Boxes which are cleared on post office holidays will be denoted by the letters ‘P. H.’ against the entry mentioned therein.

(2) With a view to developing correspondence and meeting the convenience of the public, the Superintendent should ascertain in what localities (villages, factories, tea-gardens, etc.) it is desirable to place letter-boxes. The days on which each letter-box is cleared should be marked on it and notified to the residents in the neighbourhood and the boxes should be provided with movable plates showing the day when the next clearance will be made.

**136. Monthly copies of sub-office accounts.** – (1) The monthly copies of sub-office accounts [Pa.-17(a)] received by the Superintendent must be carefully scrutinized by him. They will show (a) whether in any case cash has been unnecessarily obtained or remitted, (b) whether the cash including the amounts with village postman and stamp balances held were outside the prescribed limits, and whether those limits need revision, and (c) whether the daily average amount of postage due on article of the letter mail in deposit during the month was abnormally large. They will also give a general idea of the amount of work performed by each sub-office in the different branches of postal work, of its earnings and disbursements and of the efficiency of its delivery work in respect of unpaid unregistered articles. The Superintendent, must not, therefore, pass over the monthly copies of sub-office accounts as unimportant or treat them as mere routine documents, but must give them careful attention and make notes in his memorandum book of all matters that are likely to prove useful to him.

(2) The following instructions will be followed by the Superintendent in examining the monthly copies of sub-office accounts :-

- (a) It should be seen whether there is any increase or falling off in the money order and savings bank business and in case of a serious decline, the Superintendent may be able to ascertain the cause and possibly find a remedy. Any marked difference under the head of money order and savings bank transactions between the figures in the sub-office accounts under examination and those for previous months should be enquired into if the cause is not known. A comparison of the transactions of a sub-office with those of a previous period or of other sub-offices may suggest the expediency of a change in the status of the office or a revision of its establishment.
- (b) The figures entered in the statements printed on the reverse of the monthly copy of the sub-office account should be carefully examined. These statements are :-
  - (i) Unpaid articles of the letter mail returned undelivered to the head office. – The figures of the postage due on articles of the letter mail returned undelivered to the head office will indicate whether the delivery work of Sub-office is performed satisfactory or not. When the percentage of the figures of the amounts of unpaid articles returned to the head office appears to be excessive the Superintendent should ascertain to what cause the excess is due.
  - (ii) Statistics of money orders issued and paid, and of insured and value-payable articles and ordinary parcels posted. – These statistics furnish information from which the Superintendent can ascertain whether the money order, insurance, value-payable, and parcel business of his sub-offices is increasing or not.
- (c) As sub-offices are required by rule to submit explanations in form (Pa. 20) only when their cash balances are in excess of the authorized limits, the Superintendent should view with suspicious any case, wher the amount shown under the head of “stamps” or “Postage due on articles in deposit” is largely in excess of the maximum limit fixed for the purpose of the daily or of the daily average for the preceding month, as the case

may be. He should also see that the amount shown under “stamps” is not more than the previous days figures without there being a receipt of stamps from the account Office or Treasury as indicated in the column provided for. He should also see whether the cash balance has been often exceeded and whether this is due to the balances being incorrectly fixed or to neglect of the rules regarding remittances.

(3) The Superintendent will bear in mind that the most important purpose for which copies of sub-office accounts are submitted to him is to enable him, by a careful scrutiny of the various monetary transactions, to finance the sub-offices under his control, to keep down excessive balances and generally to check irregularities and possible fraud in regard to public money.

(4) After the Superintendent has carefully examined each sub-office account, he will write on the back such remarks and orders as may be called for and have them carried out, so far as they can be, by his own office. The copies of sub-office accounts relating to offices within the Inspector’s powers of inspection should then be forwarded to the Inspector concerned who will return the sub-office account to the superintendent, after recording on it the action taken by him and any further remarks he may have to offer. The copies of sub-office accounts should be filed in the Superintendent’s office for future reference when required, as they constantly will be for comparison with sub-office accounts for subsequent months.

**137.** Deleted.

**138. Minimum cash balance.** – (1) The minimum balance of an office is the least sum that it should ever be left with, i.e., the least sum that will enable the office to carry on its work until it can obtain funds from the treasury or sub-treasury, or from its head office account office, or cash office, or until its funds are likely to be replenished in the ordinary course by receipts from the public or from other offices.

2) The minimum balance of an office which ordinarily receives\* more than it has to pay away, and which is at a treasury or sub-treasury station, or so situated with respect to its head office, account office, or cash office, that it can speedily and safely obtain funds, can be fixed at a much lower sum than that of an office which ordinarily pays\* away more than it receives and is so situated that it can safely obtain funds from its head office, account office, or cash office only once or twice in a week.

(3) The minimum cash balance of an office will ordinarily be a sum equal to the average daily payments multiplied by the number of days in which funds can be obtained, plus a percentage of the average daily payments (if necessary), as a margin – the amount of which will depend upon the extent of the difference between the receipts and payments, and other considerations. If, however, the receipts are largely in excess of the payments, only half the average daily payments will be taken into account in calculating the minimum balance, and no margin need be allowed. If the payments are greater than the receipts but the receipts also are large, the latter will be taken into account, and the minimum balance will be the excess of the average daily payments over the average daily receipts multiplied by the number of days in which funds can be obtained, plus a percentage of the average daily payments.

(4) As no demand can be made upon a branch office not authorized to do saving work without the prior knowledge of the account office, which is always in the position to remit to the branch office a sufficient sum to make its actual balance enough to meet its liabilities, no minimum balance is, ordinarily required to be fixed for a branch office for that purpose; but a branch office may be allowed to retain a small sum; not exceeding Rs.5, for the purpose of giving change. In the case of branch offices which are empowered to do savings bank work and in special cases, however, where money cannot safely be sent as speedily, or nearly as speedily, as the documents

(money orders, savings bank warrants of payments etc.) imposing the liability, it is necessary that a minimum balance should be fixed, and this will be done in the same way as for other offices.

**139. Maximum cash balance.** – (1) The maximum cash balance of an office is the highest sum that it should ever be allowed to have in its possession, including, in the case of a sub or branch office, the balances with its village postmen. The object of fixing maximum cash balances for post offices is to avoid, as far as possible, the retention of unnecessarily large sums of money in scattered post offices by keeping the balances as low as possible consistently with the proper working of the offices.

(2) The maximum balance of an office at a treasury or sub-treasury station, or in rapid and safe communication with its head office, account office, or cash office, can be fixed at a much lower figure than that of an office which is isolated, and can relieve itself of its surplus cash only by a weekly or fortnightly remittance to the head office, account office, or cash office. When the maximum cash balance of an office is being fixed, it should be considered whether the arrangements for the security of the cash safes are sufficient, and whether the pay of the postmaster is adequate to his monetary responsibilities.

(3) In the case of an office which received from the public, from its subordinate offices, and from other sources more than it pays away, the maximum cash balance will, ordinarily be the minimum cash balance plus the excess of receipts over disbursements during the period that ordinarily intervenes before the office can relieve itself of its surplus cash, that is, before the office can reduce its balance to its minimum by a remittance to the treasury, sub-treasury, head office, account office or cash office under the procedure prescribed for the particular office : provided that the difference between the maximum and minimum cash balances must in no case be less than half the minimum cash balance.

NOTE :- All receipts other than some obtained for the express purpose of replenishing the funds of the office will be taken into account. Thus, in the case of a cash office, remittances received from other sub-offices will be included.

(4) In the case of an office, which pays away to the public to its subordinate office, and in other more than it receive the maximum cash balance will be the minimum cash balance plus the amount by which the disbursements of the office ordinarily exceed its receipts during the period that ordinarily intervenes before the office can obtain funds, that is, the period between two drawings from the treasury or sub-treasury, or two regular remittances from the head office, account office, or cash office provided that the difference between the maximum and minimum cash balances must in no case be less than half the minimum cash balance.

NOTE :- All disbursements other than those made for the express purpose of disposing of surplus cash will be taken into account. Thus, in the case a cash office, remittance to other sub-offices will be included.

**140. Instructions for fixing minimum and maximum cash balances.** – (1) When fixing the minimum and maximum cash balances of an office, the Superintendent must have before him information on the following points :-

- (a) The average monthly receipts and disbursements.
- (b) The methods prescribed for making and receiving remittances for the purpose of disposing of surplus cash or replenishing funds.
- (c) The period between two ordinary remittances according to the method fixed for the office.
- (d) The time within which the office can, if necessary, communicate with the office which supplies it with funds and obtain a special remittance

(2) The monthly receipts and disbursements will be obtained in the following manner :-

- (a) In the case of head office – Take the head office summary, and add together (i) the totals of receipts, and (ii) the totals of payments, for the month, after excluding from those totals drawings from, and remittances to, the treasury and such transfers of cash from or to other head offices as have been made for the purpose of replenishing the funds of the head office in question or of disposing of its surplus collections.
- (b) In the case of sub-office. – Take the copy of the sub-office account, and add together (i) the monthly totals of all the columns under the head of receipts, and (ii) the monthly totals of the columns under the head of payments, with the exception of the totals of the columns showing the postage due on articles of the letter mail received for delivery and returned undelivered, the drawings from, and remittances to, the treasury, and remittances from and to the head office or other sub-offices.

NOTE – If however, the sub-office is a cash office, remittances from or to other sub-offices must be taken into account.

From the figures showing the monthly receipts and disbursements thus arrived at, deduct the total amounts, shown under the heads of “receipts” and “payments” respectively, in the abstracts of the transactions of branch offices for the same month, after excluding from those amounts the postage due on articles of the letter mail received for delivery and returned undelivered, the direct drawings from and remittances to, the treasury (if any), and remittances from and to the account office. To the balance of receipts and the total amount shown in the abstracts as remitted to the account office, and to the balance of disbursements add the total amount shown in the abstracts as received from the account office.

- (c) In the case of a branch office. – Take the B.O. account for the month and note down the amounts shown under the heads of ‘receipts’ and ‘payments’, after excluding from those amounts the postage due on articles of the letter mail received for delivery and returned undelivered, the direct drawings from, and remittances to, the treasury (if any), and remittances from and to the account office.

NOTE.- It is intended, that the calculation of the average receipts and disbursements, for the purpose of this rule should be based on the actual cash transactions of the office and, therefore, items such as payments on account of Land and Miscellaneous Revenue money orders, which are adjusted by book debit, should be excluded from the calculation.

(3) With the data mentioned in paragraph (1) of this rule, the principles stated in the two preceding rules can, in ordinary cases, be applied without difficulty in fixing the minimum and maximum cash balances of any office. In special cases, however where a suitable maximum cash balance cannot be fixed on those data, the Postmaster-General may fix the maximum cash balance on such data and in such a way, as the circumstances of the case demand. For instance, in the case of an office the receipts of which are largely in excess of the payments, which makes its daily remittance to the treasury, head office, or cash office at noon, and where heavy postal collections are made after that hour, while the payments are made chiefly in the morning, the average net receipts between the hour at which the remittance for the day is made and the close of the day would probably make a suitable maximum cash balance.

(4) The following are a few examples or ordinary cases :-

I. Cases in which the receipts are greater than the payments

*Example A*

	Monthly Rs.	Daily Rs.
Average receipts . . . . .	900	30
Average payments . . . . .	450	15
Method prescribed for making and receiving remittances	In mail bag, by railway and Steamer	
Period between two ordinary remittances . . . . .	Two days.	
Time within which a special remittance can be obtained in case of emergency . . . . .	One day.	

Here the payments average only Rs. 15 per day, while the receipts are twice as great, and in case of need, money could be obtained in a single day. The minimum balance should, therefore, be fixed at Rs.  $(15 \times 1) + (25 \text{ per cent on } 15) = \text{Rs. } 19$ , say Rs. 20.

The maximum balance should be Rs.  $20 + [(30 - 15) \times 2] = \text{Rs. } 50$ .

*Example B*

	Monthly Rs.	Daily Rs.
Average receipts . . . . .	1,200	40
Average payments . . . . .	900	30
Method prescribed for making and receiving remittances	In mail bad, by runner's line worked in the day time.	
Period between two ordinary remittance	Four days.	
Time within which a special remittance can be obtained in case of emergency	Two days.	

Here the payments average Rs. 30 per day, while the receipts are only slightly in excess of the payments, and in an emergency, a special remittance could not be obtained in less than two days. The minimum balance should, therefore, be fixed at Rs.  $(30 \times 2) + (50 \text{ per cent on } 30) = \text{Rs. } 75$ .

The maximum balance should be Rs.  $75 + [(40 - 30) \times 4] = \text{Rs. } 155$ .

*Example C*

	Monthly Rs.	Daily Rs.
Average receipts . . . . .	3,000	100
Average payments . . . . .	600	20
Method prescribed for making and receiving remittances	Through the overseer	
Period between two ordinary remittance	Seven days.	
Time within which a special remittance can be obtained in case of emergency	Three days.	

Here the payments average Rs. 20 per day, while the receipts are five times as great, and in case of need, a special remittance could be obtained in three days. The minimum balance, therefore, need not be more than Rs.  $(1/2 \text{ of } 20) \times 3 = \text{Rs. } 30$ .

The maximum balance should be Rs.  $30 + [(100 - 20) \times 7] = \text{Rs. } 590$ .

*Example D*

	Monthly Rs.	Daily Rs.
Average receipts . . . . .	3,600	120
Average payments . . . . .	3,000	100
Method prescribed for making and receiving remittances	In mail bag, by runner's line worked in the day time.	
Period between two ordinary remittance	Two days.	
Time within which a special remittance can be obtained in case of emergency	One day.	

Here the payments average Rs. 100 per day, while the receipts are only slightly in excess of the payment and, in case of need, a special remittance could be obtained in one day. The minimum balance should, therefore, be Rs.(100x1)+(10 percent on 100)= Rs.110.

The maximum balance according to the formula prescribed in rule 139 would then be Rs. 110+[(120-100)x2]=Rs. 150; but as it has been laid down that the difference between the maximum and minimum cash balances must not be less than half the minimum cash balance, the maximum balance should be fixed at Rs. 100+110/2=Rs. 165.

*Example E*

	Monthly Rs.	Daily Rs.
Average receipts . . . . .	1,500	50
Average payments . . . . .	900	30
Method prescribed for making and receiving remittances	} Money may be drawn from, Period } or remitted to the local	
between two ordinary remittance		
Time within which a special remittance can be obtained in case of emergency	} treasury daily.	

Here the payments average Rs. 30 per day, while the receipts are nearly twice as great, and, in case of need, money could be obtained from the local treasury between certain hours of the day.

The minimum balance need not be more than the average daily payments, viz., Rs. 30.

The maximum balance should be Rs. 30+(50-30) = Rs. 50

*Example F*

	Monthly Rs.	Daily Rs.
Average receipts . . . . .	4,500	150
Average payments . . . . .	1,200	40
Method prescribed for making and receiving remittances	} Money may be drawn from, Period } or remitted to the local	
between two ordinary remittance		
Time within which a special remittance can be obtained in case of emergency	} treasury daily.	

Here the payments average Rs. 40 per day, while the receipts are nearly four times as great, and in case of need, money could be obtained from the local treasury between certain hours of the day. The minimum balance, therefore, need not be more than Rs. (1/2 of 40)= Rs.20.

The maximum balance should be Rs.  $20+(150-40)=\text{Rs. } 130$ .

II. Cases in which the payments are greater than the receipts.

*Example G*

	Monthly	Daily
	Rs.	Rs.
Average receipts . . . . .	450	15
Average payments . . . . .	900	30
Method prescribed for making and receiving remittances	In mail bag, by railway and steamer	
Period between two ordinary remittance	Two days.	
Time within which a special remittance can be obtained in case of emergency	One day.	

Here the payments average Rs. 30 per day, while the receipts are only half as much, but in case of need, money could be obtained in single day. The minimum balance should, therefore, be fixed at  $\text{Rs.}(30 \times 1) + (25 \text{ percent on } 30) = \text{Rs.}38$ , say Rs. 40.

The maximum balance should be  $\text{Rs. } 40 + [(30-15) \times 2] = \text{Rs. } 70$ .

*Example H*

	Monthly	Daily
	Rs.	Rs.
Average receipts . . . . .	900	30
Average payments . . . . .	1,200	40
Method prescribed for making and receiving remittances	In mail bag, by runner's line worked in the day time.	
Period between two ordinary remittance	Four days.	
Time within which a special remittance can be obtained in case of emergency	Two days.	

Here the payments average Rs. 40 per day and, although the receipts are not much less, a special remittance could not be obtained, in case of need, in less than two days. The minimum balance should, therefore, be  $\text{Rs.} 40 \times 2 + (25 \text{ percent on } 40) = \text{Rs. } 90$ .

The maximum balance according to the formula in rule 139 would then be  $\text{Rs. } 90 + [(40-30) \times 4] = \text{Rs. } 130$ ; but as it has been provided that the difference between the maximum and minimum cash balances must not be less than half the minimum cash balance, the maximum balance should be fixed at  $\text{Rs. } 90 + 90/2 = \text{Rs. } 135$ .

*Example I*

	Monthly	Daily
	Rs.	Rs.
Average receipts . . . . .	300	10
Average payments . . . . .	1,800	60
Method prescribed for making and receiving remittances	Through the overseer Seven days.	
Period between two ordinary remittance	Seven days.	
Time within which a special remittance can be obtained in case of emergency	Three day.	

Here the payments average as much as Rs. 60 per day, while the receipts are insignificant and, in case of an emergency, a special remittance could be obtained in less than three days. The minimum balance should, therefore, be  $\text{Rs.}(60 \times 3) + (50 \text{ percent on } 60) = \text{Rs.}210$ .

The maximum balance should be Rs.  $210 + [(60 - 10) \times 7] = \text{Rs. } 560$ .

*Example J*

	Monthly	Daily
	Rs.	Rs.
Average receipts . . . . .	3,000	100
Average payments . . . . .	3,600	120
Method prescribed for making and receiving remittances	In mail bag, by runner's line worked in the day time.	
Period between two ordinary remittance	Two days.	
Time within which a special remittance can be obtained in case of emergency	One day.	

Here the payments average Rs. 120 per day, while the receipts are only a little less and, in case of need, a special remittance could be obtained in one day. The minimum balance should, therefore, be Rs.  $[(120 - 100) \times 1] + (25 \text{ percent on } 120) = \text{Rs. } 50$ .

The maximum balance should be Rs.  $50 + [(120 - 100) \times 2] = \text{Rs. } 90$ .

*Example K*

	Monthly	Daily
	Rs.	Rs.
Average receipts . . . . .	600	20
Average payments . . . . .	1,800	60
Method prescribed for making and receiving remittances between two ordinary remittance	} Money may be drawn from, Period } or remitted to the local	
Time within which a special remittance can be obtained in case of emergency	} treasury daily.	

Here the payments average Rs. 60 per day, while the receipts are small and, although in case of need, money could be obtained from the local treasury during certain hours of the day, it would not be safe to fix the minimum balance at less than Rs.  $60 + (25 \text{ percent on } 60) = \text{Rs. } 75$ .

The maximum balance should be Rs.  $75 + (60 - 20) = \text{Rs. } 115$ .

*Example L*

	Monthly	Daily
	Rs.	Rs.
Average receipts . . . . .	2,400	80
Average payments . . . . .	3,000	100
Method prescribed for making and receiving remittances between two ordinary remittance	} Money may be drawn from Period } or remitted to the local	
Time within which a special remittance can be obtained in case of emergency	} treasury daily.	

Here the payments average Rs. 100 per day, while the receipts are not much less, and, although, in case of need, money could be obtained from the local treasury within certain hours of the day, it would not be safe to fix the minimum balance at less than Rs.  $(100 - 80) + (25 \text{ percent on } 100) = \text{Rs. } 45$ .

The maximum balance, according to the formula in rule 139 would then be  $45 + (100 - 80) = \text{Rs. } 65$ ; but as it has been provided that the difference between the maximum and minimum cash balances must not be

less than half the minimum cash balance, the maximum balance should be fixed at Rs.  $45 + \frac{45}{2} = \text{Rs. } 67 \frac{1}{2}$  say Rs. 70.

**141. Cash balance in post offices.-** (1) the minimum and maximum cash balances, of all head, sub and branch offices under his control must be fixed by the Superintendent.  
(2) The Senior Superintendent of Post Offices will fix the minimum and maximum cash balance of the first class Head office.

**142. Maximum balance in stamps.-** (1) Apart from the authorised maximum cash balance, every office is required to keep a stock of stamps.

(2) The maximum value of stamps to be kept in stock will be fixed for all offices under his control by the Superintendent. Stamps up to the maximum fixed may be retained by each office in addition to its cash balance. The Senior Superintendent will fix the maximum value of stamps to be kept by the first class Head office.

(3) In fixing the maximum balances for stamps it should be borne in mind that a postmaster must, under the rules, keep a supply of ordinary stamps for sale to the public “ sufficient for the probable demands of one week”, and, therefore, the maximum will be equal to one weeks demand plus the demand for the period between two supplies.

NOTE- The word ‘stamps’ used in this rule includes postage stamps postal stationery and non-postal stamps.

**143. Memo. of authorised balances. –** (1) The Superintendent must supply each head and each sub-office under his control with a memo in form [(pa.14 or Pa.14 (s)] showing

- (a) the authorised minimum and maximum cash balances for the office;
- (b) the authorised maximum balance for stamps;
- (c) the aggregate value of Indian postal orders to be kept in the office (in the case of Head offices only);
- (d) the monthly limit up to which a sub-office may indent for funds direct on its cash office; and
- (e) limits of cash to be entrusted to postmen and village Postmen with particulars of authority of the Head of the Circle, if the limits exceed Rs.600 and Rs.250 respectively.

(2) The Superintendent must supply each branch office authorised by him to keep a cash balance, with memo in form [Pa.-14(s)] showing:-

- (a) the authorised maximum cash balance for the branch office;
- (b) the authorised maximum balance for stamps;
- (c) the authorised minimum cash balance, in cases in which it is necessary to fix such a balance; and
- (d) limits of cash to be entrusted to postmen and village postmen with particulars of authority of the Head of the Circle, if the limits exceed Rs.600 and 250 respectively.

Before the memo. is supplied to a branch postmaster, who is unable to read English, these particulars should be written in manuscript, in the vernacular known to the branch postmaster, immediately below the printed items in English.

(3) The memo. supplied to a sub-office will shown the arrangements sanctioned for the custody of the cash safe or safes, and that supplied to a branch office will show the arrangements sanctioned for the custody of the cash and stamp balances of the office.

NOTE.- The word “stamps” used in this rule includes Postage stamps, Postal stationery and non-postal stamps.

**144. Consolidated memo. of authorised balances.-** The Superintendent must supply each head office with a consolidated memo., in form [Pa.-15(s)] showing the authorised balances in cash, stamps, and British and Indian postal orders and the limit fixed for direct drawings on cash offices, for all the sub-offices in account with the head office, and for all the branch offices in account either with the head office or any of its sub offices. The consolidated memo will also indicate the limits of cash, to be entrusted to Postmen and Village Postmen with particulars of authority of the Head of Circle if the limit exceeds Rs.600 and Rs.250 respectively.

(2) He must supply each sub-office having branch offices in account with it with a consolidated memo. in form [(pa-15(s)] showing the authorised balances in cash stamps and Indian and British postal orders for the office itself. For the branch office in account with it, the authorised balances in cash and stamps only should be shown in the memo. as they are not authorised to hold a stock of postal orders. In the case of a sub-office having no branch office in account with it a memo. of balances in form [Pa.-15(s)] will be supplied. He must also inform each cash office the daily and monthly limits of remittance up to which it can supply cash to a sub-office it has to serve.

(3) Each Inspector will be supplied with a similar memo. showing the authorised balances etc. for all the sub and branch offices in his sub-division.

(4) Whenever the balances of a sub or branch office are revised, notice must be given to the inspector and head office. If the office is a sub-office served by a cash office, the notice also must be sent also to the cash office, and if it is a branch office , also to its account office.

(5) These memos. must show the arrangements referred to in paragraph (3) of rule 143.

NOTE.- The word ‘stamps’ must show the arrangements referred to in paragraph (3) of rule 143.

**145. Cash offices.-** (1) In order to diminish the risk of highway robbery and to reduce the weight of mails carried by runners over long distances, the Superintendent must prevent, as far as possible, the transmission of cash remittances between distant post offices. It is with this object principally that cash offices are established at the junctions of mail lines and other places which are conveniently situated with reference to surrounding offices, and the Superintendent is empowered to convert sub-offices into cash offices wherever such a course seems advisable. In every case in which this power is exercised, a copy of the orders mentioning the manner in which funds are to be transmitted between the cash office and each of the offices placed under it, will be forwarded to the Head of the Circle for information.

(2) The conveyance of cash remittances over unnecessarily long distances may also be avoided by transferring the surplus funds of one sub-office to another in the neighbourhood, which requires money. This arrangement can be reduced to a regular system in cases in which the receipts of a sub-office are invariably or ordinarily in excess of its payments, or when the payments are invariably or ordinarily in excess of the receipts.

**146. Regulation of sub-office funds.-** One of the most important duties of the Superintendent is to exercise vigilant supervision over the arrangements made to provide sub-offices with funds and to relieve them of their surplus collections. He will, therefore, when at the head office, satisfy himself that sufficient attention is paid to the subject by the postmaster and that the orders passed by him are duly carried out.

**147. Disposal of surplus cash.**- Surplus cash balances are ordinarily disposed of by remittance to treasuries, sub-treasuries or other post offices; but in the case of an office situated at a station at which there is no treasuries, sub-treasuries or other post offices; but in the case of an office situated at a station at which there is no treasury or sub-treasury, and where a large public work is in progress, the Superintendent may, to avoid the necessity of sending money away to other offices, arrange to pay surplus cash to the officer-in-charge of the work. This procedure, cannot, however, be introduced without the sanction of the Head of the Circle.

**148. Mode of transmission of cash** – (1) The system under which each post office under the Superintendent is to be supplied with funds or relieved of its surplus collections must be definitely fixed, for it is with reference to the system fixed that the authorised balances are determined. Remittance of cash from one post office to another may be made by mail, when they are in safe mail communication with each other by railway, steamer or mail cart line. Remittances of cash may also be made to, or from, sub and branch offices by mail when the mail travels by day along a safe road; but, except with the general or special sanction of the Head of a Circle, no remittance of cash may be made in a mail, account, or branch office bag when the mail is carried by runners at night. This restriction is necessary, not only for the safety of the remittance, but also for that of the whole mail.

(2) When it is not safe to send cash by mail from one office (held sub or branch ) to another, the Head of a Circle will issue orders prescribing the system under which the remittances are, in each case to be exchanged; but the Superintendent must work out the detailed arrangements in accordance with the prescribed system, and issue the necessary orders to the officers concerned. When remittances cannot be safely made by mail it will, ordinarily, be safe to entrust them, to an overseer who has given security, and provided the travels only by day, it will not be necessary that he should be accompanied by an escort. In special cases, the Superintendent will be authorised to apply, and, if necessary, pay for police escort. Any charge on this account, or on account of mozdor or cart hire for the actual carriage of remittances, should be treated as a contingent charge.

(3) A monthly statement, in form (Pa-10) will be received from every head office in the division which has incurred contingent charges for conveyance of cash. The Superintendent will make such enquiry as he may consider necessary, countersign the statement and return it to the head postmaster concerned for resubmission to the Head of the Circle with the monthly contingent bill. In the case of charges for remittances between a first class head office and its own sub and branch offices, the statement will be sent by the postmaster direct to the Head of the Circle.

NOTE 1.- See Note 1 below rule 171.

NOTE 2.- When an overseer who is required to convey or escort cash is transferred or newly appointed notice will be given by the Superintendent to the Central Office of the beat and all the offices which are served by the overseer if the overseer is a new man or is not known to any particular postmaster or Sub or Branch Postmaster the notice will when necessary, contain a sufficient description of the overseer to prevent the possibility of personation.

**149.** *Deleted.*

**150. Check on excess cash balances.**- (1) The statement of balances of headoffices (Pa.-16) received weekly by the Superintendent from the Head Offices under his control must be carefully scrutinised by him. He should assess the liquid cash in hand against actual liabilities and the authorised balances. It is found that balances in excess of the prescribed limits are frequently retained by a head office, the Superintendent must properly investigate the matter.

Head Offices which are not under the administrative control of any Superintendent of Post Offices should submit their statement of balances (Pa16) direct to Circle Office for scrutiny, etc. After the statement has been scrutinised in the Circle Office, it should be forwarded by the Circle Office to the Superintendent or Senior Supdt., of Post Offices concerned by whom the balances of the Head Office concerned are periodically verified.

(2) The Superintendent must make every report of excess cash balance received from the Head Office in respect of a Sub Office the subject of prompt and careful enquiry except when the Supdt. knows from his personal knowledge that they are genuine. He must make an enquiry either himself or through the Inspector as early as possible. It should be remembered that frequent retention of cash-balance by a sub-postmaster indicates either that the maximum cash balance requires revision or that it has been want only exceeded or that fictitious liabilities have been shown in.

(3) Whenever the details of the balance of a sub-office, as entered in the daily account, show, that the amount held in stamps, or presented by the postage due on articles in deposit, is largely in excess of the maximum limit fixed for stamps, or the daily average amount of postage on articles in deposit during the preceding month, as the case may be, a special report on the subject will be received by the Superintendent from the postmaster of the head office concerned. On receipt of such a report the Superintendent must make prompt enquiries at the sub-office, either himself or through the Inspector, in order to satisfy himself that the sub-postmaster has not been retaining excessive cash balances while showing the excess under the head of "Stamps" or "Postage due on articles in deposit".

NOTE.- When the total of the liabilities of a sub-office exceeds the maximum cash balance fixed for the office, the sub-postmaster will be justified in retaining a cash balance equal to the total of the liabilities only, except when he has good reason to believe that he will be required to meet further liabilities before he can collect further funds in the ordinary way, in which case he may keep cash equal to the amount of the existing liabilities plus the minimum cash balance fixed for the office.

**151. Custody of cash in Branch Offices.-** The Superintendent may order a safe to be supplied to any branch office in the Division for custody of cash and valuables. It may not however, be necessary to supply a safe to every Extra Departmental Branch Office, but in any case in which the Inspector reports that one is required, the Superintendent may order that an iron safe or a chest should be supplied. The method of securing it will be the same as indicated in Rule 120. Offices having comparatively a large cash balance should be authorised to have a safe and others a chest. In sanctioning safes it should be taken into account whether the Extra Departmental office is authorised to perform Savings Bank or Insurance work, whether it is located in an unsafe locality and whether the valuables and cash generally kept in the office would justify the safe or not.

**151-A. Custody of cash in Extra Departmental sub-offices.-** Every Extra Departmental Sub-Office will be supplied with a cash chest or safe for custody of cash and valuables. The method of securing the chest and safe will be the same as indicated in rule 120.

**151-B.** The Superintendent of Post Offices may authorise the supply of iron safes to Head Offices and Sub-Offices. He may sanction supply to any Head Office of two or more safes and also of scales for weighing cash. He may also authorise the supply of strong wooden chests or almirahs or sheet iron almirahs for storage of postcards and envelopes in offices where they cannot, on account of their bulk, be kept in safes. The method of securing it will be the same as indicated in Rule 120.

**152.** Deleted.

**153.** Deleted.

Chapter 2, Rule 153-

Deleted this Rule

**154. Check on clearness of date-stamp impressions.** – In order to give supervising offices frequent opportunities of seeing whether the date-stamps used by sub and branch office under their control for stamping articles posted, are kept clean and in good order, and whether suitable stamping ink is used, every communication addressed to them will be impressed by a sub-office with its combined date-stamp, and by a branch office, with its date-stamp in addition to any other stamps that may be required by the paper for form on which the communication is written. Superintendents should see whether the stamp impressions on documents received by them are clean and clear, any defects that may be shown by the impressions being promptly noticed.

Superintendents, R.M.S.

**155. Distribution of work in offices and sections.**- (1) The Superintendent must prepare for each office or section in the division which has a staff of more than one person a memorandum of distribution of work, specifying the duties to be performed by each official (including subsidiary sorters and candidates), the attendance hours of sets and the case of a section, also the hour and place at which the set should be present at the station and wait till the arrival of the train.

(2) In the case of a record office, the memorandum should specify the hours during which the record clerk must be present in the office, the work he is to do in the office, the trains he is required to attend and the work to be done by him on the platform. In case the record clerk is assisted by one or more sorters, the work-papers to be examined by each official should also be specified.

(3) In the case of a sorting section or sorting mail office, the memorandum should show in detail for each sorter the mail bags and branch office bags the contents of which should be examined and packed by him, the examination of the more important bags being assigned to the senior sorters of the set including the head sorter. Where the work is light enough during any portion of a trip to allow one or more sorters of a section to rest, the Superintendent may permit such rest to be taken specifying distinctly the period of rest and the stores at the record office on attendance day, should be apportioned among the sorters and detailed in the memorandum.

(4) Copies of these memoranda should be furnished to the record offices, mail offices, and Inspectors concerned.

NOTE 1.- See rule 160.

NOTE 2.- The Superintendent may if he considers it necessary, issue a memorandum of the duties to be performed by the official in single handed offices and sections.

**156. Diagram of sorting case.**- The Superintendent should prepare, for the sorting sections and sorting mail offices in his division, diagrams showing the manner in which the compartments of the sorting-case should be arranged and labelled. In the case of sections, there should be separate diagram for the out-trip and in-trip. These diagrams should be furnished to the sorting sections, record offices and mail offices concerned.

**157. Time-tables for sorting sections.**- The Superintendent should prepare for the sorting sections in his division time-tables of the trains by which they work. The time-table should be furnished to the record offices concerned.

**158.** Deleted.

Chapter 2, Rule 153-

Delete this rule.

**159. Due bag list.**- (1) From the due bag statement, the Superintendent should prepare the due bag lists showing the number of bags of each description due to be received and despatched by each mail office or section (a) with mails or (b) as surplus for guidance of the Record Offices. In the lists prepared for sections the number of bags to be received and despatched should be shown separately for the out-trip and the in-trip. The number of entry bags to be issued to a set from the record office for use, in addition to those received by the set during its next trip or working hour should also be noted in the bag list.

(2) Whenever any alteration is prescribed in a due mail list (M-9), the Superintendent should inform record clerks of the nature of the corrections to be made in the due bag statement and the due bag lists affected.

**160. Arrangement of articles in mail vans.**- In the memorandum of distribution of work, the Superintendent should furnish each section, with instructions showing the proper arrangement of the mails and the positions in which the various articles belonging to the set are to be placed in the van. He should specify what bags should be placed in the well, or under the sorting-case or hung on the rods, and the order in which they are to be arranged. The arrangements should be such as to secure an even distribution of the bulk of weight over the surface of the van in order that the strain may not rest on any particular portion or portions of the vehicle.

**161. Statement of miscellaneous receipts.**- On the 10<sup>th</sup> of each month, the Superintendent should submit to the Audit Officer concerned a statement in form (Pa-24) showing particulars of all miscellaneous sums paid into post offices by officials attached to his division. The statement should be prepared from the receipts granted by the postmasters for the various sums credited and the monthly statement received from the RMS offices (Vide clause (a) of Article 377 of the Posts and Telegraphs Initial Account Code, Vol.I)

**162. A. or sorting order and B. or guidance order.**-(1)

When any change in a sorting list is ordered by the Superintendent, instructions should be issued by him in the form of an A, order. Instructions on other subjects for the guidance of his subordinates should be issued in the form of B. orders Each of these forms is in two parts – Part I being supplied in bound books and Part II in loose sheets. In either case, the order should be written on part I which forms the office record and copied on part II for issue to the Inspectors and record clerks concerned. A copy of every A. order should be furnished to the Head of the Circle, but copies of B. orders should not be furnished to him unless specially called for. The officers to whom copies of an A. or B. order are furnished should be noted at the foot of Part I. If, in any particular case, an A. order does not apply to the offices or sections attached to a record office, the copy sent to the record clerk should show merely the No. and date of the order and the Superintendents signature: and the remarks “does not apply” should be written in the body of the form. Each class of order should be numbered in a consecutive annual series commencing with No.1 on the 1<sup>st</sup> of April in each year.

(2) The orders should always be brief and concise and written in simple and intelligible language. In A. orders, the necessary explanations should be given to enable the officials concerned to correctly alter the sorting lists. Communications received from the Head of the Circle should not be re-issued verbatim as B. orders. In all cases where it is necessary that B. orders should be copied into the guidance books of sets, this should be specially stated in the order.

(3) When a B. order requires to be cancelled or amended, this should be done by means of a fresh B order and the Superintendent should see that the fact of the original order having been cancelled is mentioned in the record clerk’s daily report.

NOTE 1.- The Superintendent or in his absence, the Assistant Superintendent attached to his office should initial the draft orders before they are copied for issue. Those initialled by the Inspector should be sent immediately after issue to the Superintendent for his initial.

NOTE 2.- A separate file of each class of orders should be maintained in the Superintendent's office for the personal use of the Assistant Superintendent and every such order must be initialled by the latter before it is placed in the file.

NOTE 3.- The letter T should be prefixed to the letter B in the case of B. orders issued in connection with the disposal of camp articles for high officials on tour and they should be given separate serial number.

## **CONTROL OF INSPECTOR'S AND OVERSEER'S WORKS**

### *All Superintendents*

**163. General control of inspector's work.**-(1) Each Superintendent will be assisted in office work, investigation, inspections by an Assistant Superintendent (when sanctioned) and will be under his immediate control and orders and perform such duties as he may from time to time entrust to him, as permissible under the rules. He will also be assisted by one or more sub-division Inspectors who will be under his control and orders. The Sub-Division to be entrusted to each inspector and his headquarters will be fixed by the Head of the Circle but the Superintendent will still be responsible for the administration of the whole division.

(2) A Superintendent of post offices may, if he thinks it necessary, prescribe the order in which his Inspectors shall visit the offices and mail lines under their control.

(3) In the R.M.S., a Superintendent may similarly regulate the journeys of his sub-divisional Inspectors by arranging a programme for each but ordinarily this should not be necessary. The tours of the Assistant Superintendent shall be arranged by the Superintendent in such a way as to ensure as far as possible that either of them shall be present at Hqrs. of the division when the other is out on tour. The sections and offices of which the sorting work has to be checked by a sub-divisional Inspector, may be re-distributed by the Superintendent when exceptional circumstances render his desirable.

**164. Examination of Inspectors' diaries.**- The Superintendent will receive weekly a copy of each sub-divisional Inspector's diary [Genl.2- or Gen.-2(s)] and a monthly summary of his work (Inspn.-3 or Genl.-9) attached to the last diary of the month. The Superintendent should insist on the punctual submission of these diaries and must personally examine them. The diaries and the monthly summary, which should be very short will keep the Superintendent informed of the movements of his Inspectors, and show him the work done by them and whether they take an intelligent interest in their work. The diaries will also enable the Superintendent to check the travelling allowance bills submitted by his Inspectors.

(2) In the R.M.S. the Superintendent should also check the actual time spent by each sub-divisional Inspector in the mail van or mail office by reference to column 5 (signature of the officer visiting van) of the daily reports (MS.-83) of the head sorters concerned.

**165. Disposal of Inspector's diaries.**- The Superintendent must not allow any delay to occur in taking action on matters noted in his Inspector's diaries. He should himself write on the diary the orders passed in each case; and, when necessary a copy of the orders should be communicated to the official concerned. The monthly summary and the copy of the travelling allowance bill which accompanied by the last diary should be filed in the Superintendent's office

after his remarks have been recorded on the summary. If the Superintendent has made any remarks on a diary or the monthly summary which the Inspector should see, a copy of the remarks should be sent to him.

**166. Disposal of inspection notes and copies of order book remarks.**-The Superintendent will receive from his Assistant Superintendent and Inspectors copies of order book remarks and also the notes of inspection in original in respect of those offices or sections inspected by the Assistant Superintendent attached to Divisional Office. He must himself carefully examine the remarks in order books submitted by his Inspectors. He should in each case satisfy himself by reference to the date of the last inspection of the office that too long an interval has not elapsed since that date and see whether the remarks are clear and complete and include the irregularities noticed and instructions given. He should also see whether the inspection has been thoroughly and intelligently carried out. He should take immediate action on all matters reported which require notice or orders. The orders must be written by the Superintendent himself on the margin of the copy of remarks and, when necessary a copy of any particular order should be communicated to the official concerned.

#### *Superintendents of Post Offices*

**167. Inspection of Inspectors' office.**- (1) The office of the every Inspector should be thoroughly inspected at least once in every twelve months by the Superintendent in accordance with the standard questions. Notes of the inspection should be prepared, signed and kept on record in the Superintendent's office in conformity with the instructions given in rule 238 relating to the inspection of post offices.

(2) When the inspection is completed, a copy of the remarks recorded in the order book(MS.-8) should be forwarded to the Head of the Circle.

**167-A. Receipt and disposal of the Monthly List of Money Orders verified (in Form Genl.-6)** – (1) The Superintendent of Post Offices will receive monthly lists of money orders verified by the Inspectors, Overseers, Town Inspectors and Overseer-postman in his jurisdiction in Form Genl.-6. These lists will be received with the Summary of Inspector of Post Offices in respect of money orders verified by Overseer-postmen or Town Inspector will be received from the Postmaster or Sub-Postmasters of the Office to which they are attached.

(2) The Superintendent must see that the number of money orders payment of which is verified by each official is not less than the number required to be verified by them monthly or according to the percentage fixed by the head of the Circle, that the remarks on verification are clear and in case the payment has not been admitted by the payee, he should call for the money order from the Audit Office and have enquiries instituted at once.

(3) The monthly lists should be filed in the Complaint Section of the Divisional Office in separate bundles for each verifying official, arranged in chronological order and retained for eighteen months. These lists should be kept in the custody of Inspector of Complaints, or if there is no Complaint Inspector, in the Custody of the Assistant Superintendent or if there is neither a Complaint Inspector nor an Assistant Superintendent, in the custody of the Head Clerk. On receipt of a complaint regarding non-payment of a money order the appropriate list should be consulted to see whether the payment of the money order had been verified or not.

**168. Duties of overseers.**- Overseers are employed in each division for the supervision of the runner's lines, the work of village postmen or postmen serving in villages, and when prescribed by the head of the Circle, for the conveyance or escort of cash remittances, from one office to another. They should verify the balances in cash and stamps of branch offices situated in their beat when they visit them in the course of their circuits. The Superintendent may, where he considers it necessary, require an overseer to verify the cash balances of small sub-offices situated in his beat.

at the time he visits them in the course of a circuit, and report the result in his diary. The Superintendent will determine what lines or sections of lines are to be placed under the charge of overseer. Ordinarily, an overseer, should have charge of the branches of the main lines or sections of main lines placed under his control; but where branch lines or sections of main lines placed under his control; but where branch lines are of sufficient extent and importance, they may be placed under a separate overseer.

**168-A. Examination of v.p. and insured articles and money orders in deposit in branch offices by overseers.**- Whenever an overseer visits a branch office for any purpose, he should examine all the insured and v.p.- articles and money orders in deposit and satisfy himself that they agree with the entries made in the Branch Office Journal and that no article or money order has been detained without jurisdiction and that no article bears any signs of damage or tampering. If any v.p.- articles have been delivered before the overseer's visit and if the receipts signed by the addressees are in the branch office, the overseer should verify the correctness of the dates of delivery shown in the receipts.

**169. Overseers' beats.**- (1) Overseers' beats should be so arranged as to suit in the best way their various duties. The beat of an overseer should comprise the mail lines (mail and branch) placed under his charge, and the offices (if any) which he is required to visit in connection with cash remittances. One of the offices situated in the overseer's beat should be fixed as his central office. When his duties include the conveyance or escort of cash, the central office should be an office situated at a treasury or sub-treasury station, or else a cash office so situated that it can be made the basis of the overseer's work in connection with the transport of cash, that is to say, an office from which he can take funds for supply to sub-offices and to which he can bring back the surplus collections made over to him by sub-offices. The overseer should be required to return to his central office regularly at fixed intervals which should ordinarily be not longer than seven days. When the overseer has to convey or escort cash remittances, it will sometimes be necessary that he should return to the central office at shorter intervals. If the central office is conveniently situated, it will often be possible to arrange that the overseer shall return to it every third or fourth day, and thus visit it twice, or even thrice, before he has made the round of all his offices.

(2) The Superintendent must prepare a route statement for each overseer in his division, showing the period to be occupied by the overseer's circuit of the lines that he has to supervise and the offices (if any) which he has to serve in connection with the transport of cash, the dates in each month or the day or days of the week on which each circuit is to be made and the lines and the offices (if any) to be visited during the circuit, arranged in the order in which they are to be visited. The dates or days of the week on which each line or office is to be visited need not be prescribed. It will be found sufficient to require the overseer to visit in the time fixed all the lines and offices shown in his route statement. To require him to visit each office on a particular day would tie him down too strictly and prevent him from properly supervising his mail lines. The greatest care is necessary in laying down the route that the overseer should take for each complete circuit of all the offices that he has to serve in connection with the transport of cash. Those sub and branch offices which are in communication with the head offices or cash offices or account offices by rail, streamer or mail cart lines or by perfectly safe runner's lines, need not be entered in the route statement at all. But all offices from which the overseer has to supply funds must be entered once or more often, according to the amount of their transactions, and the intervals that can be allowed to elapse between two withdrawals of their surplus collections or two replenishments of their balances. The Superintendent should furnish each overseer, central office and Inspector with a copy of the route statement.

(3) Overseers will be directly subordinate to the Inspector but this will not relieve the Superintendent of the duty and responsibility of exercising constant and vigilant supervision over their work.

NOTE ÷ It may be necessary for an overseer to leave the route laid down in his route statement in order to inquire into a case of loss or to make arrangements for the conveyance of mails in another part of his beat, etc. and in such cases he may not be able to complete his circuit within the prescribed time. When in any such case, the overseer's duties include the conveyance or escort of cash, the Superintendent should, if necessary, make other arrangements for the transport of cash to or from the offices which the overseer cannot visit in the usual course.

### *Superintendents, R.M.S.*

**170. Statistical memoranda** .- Each sub-divisional Inspector is required to submit half-yearly statistical memoranda (Ms.-14(b)) for all sorting sections and sorting mail office in the sub-division. These memoranda should, after examination by the Superintendent and comparison with the notes made at inspections, be forwarded in original to the Head of the Circle, a copy being kept on record.

**170-A. Inspection of office of Assistant Superintendent of mail office and of Inspector, R.M.S.** – (1) The office of every Assistant Superintendent of mail office and of Inspector, R.M.S. should be thoroughly inspected at least once in every twelve months by the Superintendent in accordance with the standard questions. Notes of the inspection should be prepared, signed and kept on record in the Superintendent's office in conformity with the instructions given in rule 243(3) relating to the inspection of R.M.S. offices and sections.

(2) When the inspection is completed, a copy of the remarks recorded in the order book (MS.-8) should be forwarded to Head of the Circle.

### **CONVEYANCE OF MAILS**

#### Superintendents of Post Offices

**171. Mail arrangements** .- (1) The Superintendent will be responsible that proper arrangements are made for the transmission of mails through his division. First, he must select the most convenient and expeditious routes; secondly, he must reduce, as far as practicable, the number of bags exchanged between offices, with the object of curtailing work in post offices and keeping down the weight of mails especially on runners' lines. In selecting a through mail route, the state of the roads and the communications to be effected should be borne in mind, and it should be remembered that it is not always advisable to follow the shortest road. For instance, if an important sub-office lies off the direct line of communication, the mail route may often with advantage be carried past that office, instead of being connected with it by means of a branch line. As a general rule, the claims of the larger sub-offices to the quick disposal of correspondence should take precedence over those of less important offices.

NOTE.- On runners' lines where there any danger from man or beast, night running should be prohibited. In some places, night running may not be in the least dangerous and before prohibiting night running, the matter should be carefully considered by the Superintendent. In specially dangerous places, a single runner should not be employed.

(2) The Superintendent will prescribe on what mail line time bills (M-7) are to be used and supply each office situated on such lines with a time-table of the mail line for the dry season and the monsoon. He will also supply every post office situated on mail lines for which time bills are not prescribed with an extract from the Register of lines and stages (M.-40) maintained by him, in the form of a time-table, showing the hours of arrival and despatch of mails.

(3) Time bill should ordinarily be prescribed for use only on long important mail lines other than railway lines; and they should not ordinarily be used between a head office and a town sub-office or between a post office and the local railway station. When more than one Division is concerned, the Superintendents should decide the question by mutual consultation.

(4) The Superintendent may, when he considers it advisable, order the time bill for any particular mail line or all the time bills used in his division, to be sent to him each day by the terminal office.

**172. Speed of mails on mail lines.**-(1) The speed at which letter mails are carried by runners on main through lines is a matter of great importance and requires the particular attention of the Superintendent. The rate of speed should ordinarily be five miles an hour; and the hour of departure from, and arrival at, the terminal offices, the time allowed for sorting and transit work at intermediate offices, and the authorised detentions at ferries and other places where the mails are subject to delay should be fixed by the Superintendent with the approval of the Postmaster-General.

(2) As a general rule, separate parcel mails will be conveyed only over main lines, and a separate establishment of parcel mail runners will, therefore, be required only on such lines. With the ordinary limit of weight to be carried by each parcel mail runner, an average speed of three miles an hour should be maintained. On branch lines, parcels will ordinarily travel enclosed in mail bags, and even when parcel bags are despatched on such lines, they will usually be carried by the letter mail runners.

NOTE 1.- The rules in this section apply generally to mails conveyed by boat. In the case of mail cart lines on which the mails are carried under contract, the speed will depend on the terms of the contract.

NOTE 2.- For limits of weight of mails see rule 135 of the Posts and Telegraphs Manual Volume V. The sizes of bags in which mails are to be packed should be fixed with reference to these limits.

**173. Road establishments.**- The road establishment of each mail line, i.e., the number of runners employed to carry the mails, will depend on the length of the line and the weight of mails ordinarily to be conveyed. Wherever practicable, the same runner should be required to carry mails in both directions over his stage.

**174. Transmission of packets.**- (1) The Superintendent must prescribe in what cases heavy packets are to be despatched in packet bags with the parcel mail. Whenever heavy packets registered and unregistered, will not delay the transit of the letter mail they should be sent as part of the letter mail and be dealt with like other packets. When, however, a different mode or means of transit has been arranged for the parcel mail from that adopted for the letter mail, e.g., when there is a separate set of runners for the parcel mail, or when the letter mail is sent by road and the parcel mail by boat or steamer, it must be assumed that the arrangement has been adopted because the transmission of heavy articles with the letter mail would delay it; and in such cases, therefore, and in such cases only, heavy packets, registered and unregistered, should be sent with the parcel mail and not with the letter mail.

(2) Whenever, in accordance with this principle, heavy packets are to travel with the parcel mail, packet bags must be prescribed for the heavy packets; and the sorting list of the last sorting office or section at or before the point from which the parcel mail travels by a mode or means of transit different from that of the letter mail and of the offices on the parcel mail line should contain instructions for the preparation of the packet bags.

(3) No packet bag should be prescribed or abolished without the concurrence of the Head of the Circle concerned.

**175. Stages and runners' huts.**- On main lines, the letter mail stages will ordinarily be five or six miles, and the parcel mail stages ten or twelve miles apart. A hut will be provided at each stage for the accommodation of the runners, and as each parcel mail state will ordinarily be at every alternate letter mail stage, the same hut will accommodate both the letter and parcel mail runners. The object of providing huts for runners is to ensure the speedy transmission of the mails onward from stage to stage by securing the punctual attendance of the runners at their respective stages when the mails arrive.

**176. Branch lines.**- The foregoing rules relating to mail lines may be relaxed in the case of branch lines, i.e. lines which radiate from head offices and large sub-offices connecting them with less important sub and branch offices in the interior of districts, or lines which diverge from through main lines. The speed of the mails and the length of the stages on branch lines will be fixed by the Superintendent. As these lines are of less importance than mail lines, an equally high rate of speed need not be maintained, and the stages may be longer. A daily mail service is not always necessary on unimportant branch lines. As a general rule, huts will not be provided for the accommodation of runners on branch lines.

**177. Cross mails.** – Cross mails, i.e. mails from branch lines which converge to one point on a through main line, should be timed to reach the junction of the cross lines before the arrival of the main line mails, so as to avoid any detention to the latter. Sufficient time should be allowed between the arrival of the cross mails and the main line mails to permit of the work of sorting, preparation of mail lists, and closing of bags, when necessary, being done carefully and without hurry. Mails for branch lines should not be despatched till after the departure of the main line mails when a prior or simultaneous despatch would result in delay to the main line mails.

**178. Protection of mails.**- (1) The Superintendent should pay careful attention to the arrangements made for conveying mails across unbridged streams and rivers, and for carrying them over difficult roads. The overseers should be made to travel constantly over lines which present special difficulties to the safe and speedy transit of the mails.  
(2) Waterproof bags should invariably be prescribed by the Superintendent for mails exposed to the weather during the rains.

**179. Time statements.**- The Superintendent will receive monthly time statements (M.-8) from the terminal offices of mail lines on which time bills are used. He should note the maximum excess and calculate and note the average excess, over the prescribed time in transit and see whether the excess has been satisfactorily explained in the statement. The time statements should be filed in the Superintendent's office.

**180. Detention to mails .-** (1) When prescribed by the Superintendent, the time bills (M-7) used on all the mail lines or those used on any particular line or lines, will be sent to him daily by the terminal office. In other cases, whenever a mail is subjected to any unusual detention, the time bill will be forwarded by first post to the Superintendent by the terminal office. In cases of detention to the mails, the remarks in the time bills will furnish the Superintendent with information regarding the cause of delay; and he should take such action as may be necessary. If no time bill is used on a line, any case of detention to the mails will be reported by the post office which first observes the delay.

(2) Important cases of detention on main lines should be reported urgently to the Superintendent, R.M.S. if the R.M.S. is concerned.

**181. Penalties under mail contracts.**- In the case of contracts for mail cart lines, penalties and forfeitures for delays and other breaches of agreement, will be imposed by Superintendents of post offices or first class post-masters in accordance with the provision made in the agreements executed by them.

*Superintendents, R.M.S.*

**182. Classes of mail vans.**- (1) The work of section is done in mails vans which are of the following standard description:-

- (a) Standard whole van, consisting of an entire 4-wheeled carriage or its equivalent in a bogie carriage, provided with a well under the flooring of the van;
- (b) Standard three-quarter van composed of three-fourths of a 4-wheeled carriage or its equivalent in a bogie carriage, provided with a well under the flooring of the van;
- (c) Standard half-van, composed of a half of 4-wheeled carriage or its equivalent in a bogie carriage, provided with a well under the flooring of the van;
- (d) Standard quarter-van, composed of a quarter of a 4 wheeled carriage or its equivalent in a bogie carriage;
- (e) Standard one-fifth van, composed of one-fifth of a 4-wheeled carriage or its equivalent in a bogie carriage.

(2) The terms italicised in the preceding paragraph are the technical terms for standard accommodation and should always be employed in all official correspondence and interviews, whether with officers of the Department or with Railway authorities. Accommodation which is not a standard plan should be specifically described; for instance, a 2<sup>nd</sup> or 3<sup>rd</sup> Class compartment should be so mentioned, and not as a “half-van” or “one-fifth van”. Furthermore, non-standard accommodation may be either fitter or not fitted, and this should be stated when referring to such accommodation.

NOTE.- Where the accommodation consists of part of a bogie carriage the proportion which the space allotted to the Post Office bears to the entire carriage should be specially mentioned; e.g. fitted or unfitted 1/11<sup>th</sup> compartment in a bogie carriage of F. 1/11 (B) and so on.

**183. List of mail vans.**- (1) The Superintendent should keep a list, corrected up-to-date, showing particulars of all mail vans used on each line of railway in his division. The list will show

—

- (a) the No. borne by each van.
- (b) the dimensions of each van: where the entire carriage is not set apart for the mail service, as in the case of three-quarter vans, half vans, quarter-vans, and one-fifth vans, the measurements of the space occupied by the Railway Mail Service, and the space reserved for passengers, should be specified;
- (c) if any vans are not of the standard pattern, a ground plan sketch of each together with a specification of the fitting, e.g. the number and position of fans and lights, size of doors and windows, measurement of well, etc., including a sketch of the sorting case.

(2) The Superintendent should know the number of vans in ordinary daily use, the number of spare vans kept in reserve, and the stations where they are kept, on each railway. He should periodically verify the correctness of the list by an inspection of the mail vans, note any defects or want of repairs, and submit a report to the Head of the Circle.

(3) When vans of different railways run through two or more divisions, the Superintendent of the division at the terminus of each line will be responsible for the performance of the duties prescribed in the preceding paragraphs in respect of the vans belonging to that railway e.g. in the case of mail vans of the Great Indian Peninsula Railway and the East Punjab Railway which run through from Bombay to Amritsar in both directions, the Superintendent, B Division, is responsible in regard to the Great Indian Peninsula Railway vans, and the Superintendent D Division, in regard to the East Punjab Railway vans. The vans belonging to each railway are on fixed days of the week, and these days should be known to the Superintendent.

**184. Haulage and weightment statement.-** (1) On or before the 1<sup>st</sup> February and 1<sup>st</sup> August in each year, the Superintendent should submit a statement [MS.60(a)] to the Head of the Circle showing the regular accommodation provided on each railway in his division on the 21<sup>st</sup> January and 21<sup>st</sup> July, respectively. The statement should also contain particulars of all bags carried under the weightment system, i.e. the weight of each bag and the stations between which it was conveyed. In order to avoid differences between which it was conveyed. In order to avoid differences between the weight stated in the return and the weight for which payment is claimed by the railway authorities, the bags should be weighed in the presence of the station master and of the despatching officer.

(2) A register of weightment system despatches should be maintained in form M-162 by the Superintendent, R.M.S. for his Division in which particulars of the introduction of all despatches under the weightment system should be noted. The register should be kept corrected up-to-date so that it may be referred to at the time of submission of the half-yearly weightment statement.

**185. Terms for provisions of reserved accommodation.-** (1) Accommodation reserved for the exclusive use of the Post Office is provided on State Railways, on the requisition of the Head of the Circle at the rates laid down by the Government. On other railways, the rates and conditions depend on the terms of the contract with each Railway Company. The Superintendent should make himself acquainted with the conditions of the contracts affecting his divisions, and also with the special terms for additional reserved accommodation, extra fans and lights, renewal, repairs and painting of vans, etc. He should know the charges for special trains, the speed at which such trains should run, and the stations at which they should halt. He should also know the time allowed for the detention of trains at junction stations within his division. If, owing to any revision of a railway time-table, or the adoption of a new route, any alteration in the period of detention at a junction station is rendered necessary, the Superintendent should communicate with the Head of the Circle on the subject.

(2) The Superintendent should also ascertain from the Circle Office the terms for rent of rooms and buildings belonging to railways. No rooms specially built for the Department at railway stations and occupied by the Railway Mail Service may be vacated without the previous sanction of the Head of the Circle.

**186. Alterations in mail vans.-** The Superintendent is not authorised to have any alterations made in the fittings of vans, or in the number of fans and lights, without the sanction of the Head of the Circle. Proposals for such alterations should be submitted to the Head of the Circle, and should where possible, be accompanied by estimates obtained from the railway authorities showing the probable cost of the alterations.

**187. Revision of reserved accommodation.-** In all cases where it is desirable to increase or decrease the reserved accommodation on railways, or in any way to alter the existing arrangements in this respect, the Superintendent should refer the matter to the Head of the Circle.

In submitting proposals relating to the revision of accommodation of any kind, the Superintendent should deal clearly with the comparative merits of the proposal from a financial point of view.

**188. Reports in connection with railways under construction-** When a railway is under construction, the Superintendent of the division in which the new railway will probably be included should ascertain from the local Superintendents of post offices the weight of the mails carried on the existing mail lines, and the accommodation and establishment which will probably be required by the Railway Mail Service on the opening of the new line, as well as the savings that will be effected by the abolition of the road establishments. These particulars should then be communicated to the Head of the Circle with information regarding the stations where it will be necessary to establish mail offices and the accommodation required for them on the railway platform.

## **CORRESPONDENCE AND OFFICE WORK**

### *All Superintendents*

**189. Importance of executive control.-** A Superintendent is primarily a supervising and inspecting officer, and must not allow his correspondence and office work to interfere with his personal supervision of the whole division, He should, by personal instruction to his subordinates. Keep down his own correspondence as well as that of his subordinates, and should insist upon postmasters or record clerks, as the case may be, corresponding direct with each other in all matters of small importance.

**190. Superintendent's clerks.-**(1) The Superintendent will distribute the duties of his office among his clerks. A Superintendent's clerk may not sign papers for the Superintendent, but in special cases the Superintendent may authorise his head clerk or Assistant Superintendent to do so, in order to avoid delay and inconvenience. As an absolute rule, A superintendent's clerk is prohibited from signing any order of punishment or appointment, while papers relating to leave and transfer, or any communication addressed to an official in another only when it is really necessary for him to do so. He is also prohibited from making any temporary arrangement in the way of appointments, leave etc.

(2) The Superintendent is not authorised to take a clerk with him except the Steno Typist on tour, unless he first obtains the sanction of the Head of the Circle.

NOTE.- Each Superintendent's office will be supplied with a Cyclostyle, if required, and the Head of the Circle will supply the Superintendent on requisition, with any printed forms that he may require in order to relieve his office establishment of copying work.

**191. Disposal of correspondence.-** The Superintendent must while he is at headquarters, himself open all covers to his address and must not entrust this duty to his office. He should make every effort to dispose of correspondence with promptness and punctuality. When a Superintendent is away from his headquarters the Assistant Superintendent, if available, will open official covers, received to the Superintendents address and dispose of the contents otherwise his office should in order to save time, open official covers received to his address, so that cases may be sent to him complete i.e. with all previous papers.

**192. Closing of files.-** When a file is finally closed, the Superintendent of the Assistant Superintendent in the absence of the Superintendent, should himself write the words "File closed" on it, and add his initials and the date. The Superintendent's office should place all files that have been closed apart from the pending files.

**193. Complaints by the public.-** (1) The Superintendent is expected to see that all complaints received from the public or communicated to him by officers directly subordinate to him or transferred to him for disposal by other officers, are thoroughly and promptly investigated. The practice of merely endorsing original papers for enquiry to Inspectors, sub-postmasters, record clerks and others should seldom be followed in dealing with these cases. It is specially necessary that officials of the lower grade should be asked for definite replies on specific points. A constant watch should be kept on the course of the enquiry.

(2) The receipt of a complaint should be immediately acknowledged.

**194. Complaints Registers.-** “(1) (a) Complaint register will be a record of all complaints received either directly or from other offices for disposal in the proforma given in rule 14. Separate registers should be maintained for different categories of complaints in the manner prescribed in rule 14”.

(b) When a case is closed, necessary entries should be made in the Register and the serial number rounded off. The closing entries should be attested by the Complaints Inspector or the Head Clerk.

(2) (a) A summary of all complaints received, disposed of, and pending, should be drawn up at the end of each month in the format given in rule 14A(1) for the quarterly statement of complaints handled, prepared by the Circle Office. This should be sent to the Circle Office by the 5<sup>th</sup> of each month, along with a statement of cases pending for three months or more, prepared in manuscript in proforma given in Rule-14 A.

(b) A subsidiary statement in form given in rule 14 A (2) should be sent along with the report in form CPT-3 in the months of January, April, July and October giving the detailed classification of complaints closed during the previous quarter.

(3) All complaint cases should be seen by the Superintendent personally when these are initiated.

Where necessary the Superintendent should indicate the line of action to be taken in the case. All complaint cases should also be seen by the Superintendent before these are finally closed to ensure that proper action has taken in the case.

NOTE.- In Divisions where there is a Gazetted Deputy Supdt., this duty may be performed by him.

(4) The complaints branch should be inspected by the Superintendent once a month. He should personally review all cases pending over three months and six months. His inspection report should give the reasons for the case continuing to be pending and the action proposed to be taken to expedite its settlement.

(5) As far as possible, the printed forms CPT-5, CPT-6, CPT-21 etc. should be used in the correspondence relating to public complaints. Other references of routine nature may also be got cyclostyled and used. Such forms should not however, be used in giving replies to the public which should invariably be typed or hand-written.

194/1. Special instructions regarding disposal of M.O. Complaints.- When an inquiry in form CPT-21 is sent to the office of payment in respect of a money order complaint, it should always be sent by registered post. An entry should be made on the form by means of a rubber stamp or in manuscript, that if a reply is not received within 10 days a duplicate money order would be issued on the responsibility of the office so addressed. When it is established that a money order has been lost, or if not reply is received for the enquiry within ten days from the office of payment the

Superintendent should instruct the office of issue to issue a duplicate money order in accordance with Rule 298 of the P&T Manual, Volume VI.

If in the latter case the action results in a double payment, the recovery of the amount would be made from the official responsible for not sending a reply within 10 days. Statements of complaints should be submitted monthly by the Superintendent to the Head of the Circle. A blank statement should not be submitted when there are no entries to be made in it, but a memorandum should be sent saying that no statement has been submitted, because it would have seen blank.

NOTE.- If any Postmaster or Sub Postmaster, in the Lower Selection Grade has been authorised to deal with complaints direct, the statement of complaints received from them should be included in the Divisional Office statements before submission to the Head of the Circle. These statements must be examined carefully to ensure that appropriate action is being taken in the conduct of enquiry and the complaints are disposed of expeditiously.

**194/2. Register of loss/fraud/misappropriation** .- A register of loss/fraud/misappropriation in the form given below should be maintained by the Superintendent to show a continuous record of cases occurring in his jurisdiction in seven sections (four only in the case of R.M.S. Division) as follows:-

- 1- Registered articles (including V.P. articles which are not Insured).
- 2- Insured articles( including insured V.P. articles)
- 3- Money orders (including Telegraphic money orders and V.P. money orders)
- 4- Savings Bank accounts (including D.S.B. accounts, etc.)
- 5- Post Office Certificates.
- 6- Misappropriation of cash or stamps.
- 7- Miscellaneous (thefts of articles etc.)

NOTE.- Sections 3,4 and 5 need not be maintained in the registers of RMS Superintendents. A copy of this register should be sent to the Heads of Circles at the close of every month.

2. When an official is transferred, or deputed, for a period exceeding three months from one Division to another, the Superintendent of the former Division should forward, confidentially, to the Superintendent of the latter, in a service registered cover, extracts, if any, relating to the official concerned from the register of losses.

### **Form M-89 (Revised)**

#### **Register of Loss and Fraud cases**

- 1- Serial Number.
- 2- Case mark of the Divisional Office (or Head Office)
- 3- Case mark of the Circle Office.
- 4- Nature of loss or fraud and modus operandi.
- 5- Date on and office / section at which the fraud came to light.
- 6- Month and year of occurrence of the loss or fraud (where the exact time cannot be fixed, the approximate time may be mentioned).
- 7- Amount of loss.
  - (a) involved.
  - (b) proved and admitted.
- 8- Amount written off.

- 9- Amount ordered to be recovered.
  - (a) from officials.
  - (b) from other sources.
- 10- Amount actually recovered.
  - (a) source of recovery.
  - (b) amount.
- 11- Amount remaining unadjusted.
- 12- Persons involved with names and designations and a summary by number of categories of officials (here indicate the cadre and the number involved, e.g. clerk 2, EDSPM 1, stamp vendor, etc.)
- 12A- Names of the office (s) involved with status and strength (e.g. H.S.G., L.S.G. SPM-1, Clerks-2, Postmen-5, etc.)
- 13- Nature of disciplinary action taken against each official implicated or action taken against the outsiders, if any, (in the cases of dismissal following conviction by Court, this should be specified ), or action ordered by Court. Names of official should be followed by the letter 'P' for primary offenders (culprits) and 'S' for subsidiary offenders.
- 14- Remarks (showing date of report to audit office)

**195. Superintendent's diary.**- (1) The Superintendent must keep a diary (Gen.-1) in which he should describe briefly each days' work and enter particular of his journey when on tour, showing clearly the name of every office, section or mail line visited or inspected, the time spent in each office or section and, in postal divisions, also the name of each village visited (with the name of the post office by which it is served) and the time spent at that village. He should note in his diary the action taken by him in connection with irregularities and other matters which are not of sufficient importance to require a separate report but which should come to the notice of the Head of the Circle. When a Superintendent of post offices is at his headquarters, his diary should contain particulars of visits paid to the local post office and of tests applied. Details of inspections and important matters regarding which the Superintendent submits separate reports to the Head of the Circle should not be recorded in the diary, but the inspection remarks or the special reports as the case may be, should be referred to. The diary should be kept in a book and a copy of the entries for the preceding week should be sent to the Head of the Circle on the 1<sup>st</sup>, 8<sup>th</sup>, 16<sup>th</sup> and 24<sup>th</sup> of each month.

(2) Superintendents of post offices and R.M.S. should furnish information on the following points at the foot of the diary for the first weeks of April, July, October and January:-

- |  |   |
|--|---|
| Diary for the 1 <sup>st</sup> week of April                      | List of offices and sections not inspected during the preceding years.  |
| Diary for the 1 <sup>st</sup> week of July, October and January. | <ul style="list-style-type: none"> <li>(a) Number of inspections including verifications due to be made during the year.</li> <li>(b) Name of offices and sections the close of last quarter.</li> <li>(c) Balance due to be made in the year.</li> <li>(d) Names of offices and sections shown in the diary for the 1<sup>st</sup> week of April since inspected.</li> </ul> |

NOTE.- The first class postmaster will not submit diaries but will submit a quarterly statement of inspection of the various departments to the Senior Superintendent.

**196. Return submitted by Superintendents.**- (1) The following is a table of the periodical returns and documents that should be submitted by Superintendents:-

Description of return	To Whom Submitted	Periodicity	Date of submission
1	2	3	4
<i>(i) By all Superintendents</i>			
1. Diary (Genl.-1)	Head of the Circle	Monthly	1 <sup>st</sup> , 8 <sup>th</sup> , 16 <sup>th</sup> and 24 <sup>th</sup> of each month
2. Copy of punishment register APP. 32(a)	do	do	10 <sup>th</sup> of each month
3. Statements of complaints (CPT-3)	do	do	Do
4. Return or pending pension and gratuity cases (Est.-52)	do	do	1 <sup>st</sup> of each month
5. Statement of articles of stock obtained by local purchase, etc.	Officer-in-charge of stock dept.	do	Within first week of following month
6. Statement showing the progress in the implementation of the C.C.S. (Temporary Service Rules) 1949.	Head of the Circle	do	25 <sup>th</sup> of each month
7. Pending audit objections	do	do	Before 10 <sup>th</sup> of each month.
8. Statement of appeals and petitions received and disposed of during the month	do	do	1 <sup>st</sup> week.
9. Statement of fluctuating charge.	do	do	20 <sup>th</sup> of each month.
10. Statement of service messages issued.	Head of the Circle	Monthly	Before 10 <sup>th</sup> of each month.
11. Profit & Loss statement of P.& T. canteens.	do	do	2 <sup>nd</sup> week of each month
12. Statement of new posts created.	do	Do	5 <sup>th</sup> of each month
13. Statement showing progress of inspection work done by the Inspecting Officer.	do	Quarterly	First week of April, July, October & January.
14. Statement of convictions and dismissals	do	do	do
15. Delay in the submission of pension and gratuity cases	do	do	1 <sup>st</sup> week.
16. Pending audit objections and inspection report.	do	do	Before 7 <sup>th</sup> April, July, October and January.
17. Statement of appeals and petitions withheld.	do	do	1 <sup>st</sup> week of April, July, October and January.
18. Dilatory handling of personnel and disciplinary	do	do	Do

cases.			
19. Confirmation of temporary personnel while in military service	do	do	10 <sup>th</sup> of January, April, July & October
20. Statement showing progress of welfare measures and institutions.	do	do	5 <sup>th</sup> of April, July, October & January.
21. Statement of outstanding bag accounts.	do	do	15 <sup>th</sup> of April, July, October & January
22. Statement showing the irregular retention of Class IV officials beyond 60 years.	do	do	1 <sup>st</sup> week of April, July, October & January
23. Distribution of Central Government servants according to pay ranges.	do	Half-yearly	15 <sup>th</sup> July and 15 <sup>th</sup> February.
24. Gradation list (Est.-27 or Est.-28)	do	Yearly	April of each year.
25. Annual Report	do	do	Before 1 <sup>st</sup> May of each year.
26. Statement of compensation paid under the Workmens Compensation Act, 1923	do	do	1 <sup>st</sup> week of January.
27. Indent for Railway Passes	do	do	10 <sup>th</sup> of December.
28. Annual Returns	do	do	15 <sup>th</sup> January

*(ii) By Superintendents of Post Offices*

29. Statement of Post Offices opened and closed.	Head of the Circle	Monthly	5 <sup>th</sup> of each month
30. Particulars of Post Offices with change in class, change in name, change in accounts jurisdiction and change in functions.	do	Monthly	5 <sup>th</sup> of each month
31. Correction to the register of lines and stages	do	Quarterly	1 <sup>st</sup> week of April, July, October and January.
32. Statement of late fee earnings of combined Post Offices	do	do	10 <sup>th</sup> of each month
33. Statement of message sent over speech-circuits.	do	do	do
34. Statement showing progress in the conversion of runner lines into cycles, tonga and mail motor lines	do	Quarterly	1 <sup>st</sup> week of April, July, October and January.
35. Copy of inspection remarks in Order Book.	do	Twice a year	Immediately after inspections.

36. Copy of verification remarks in Order Book.	do	do	do
37. Statement of proposed monsoon charges.	do	Yearly	1 <sup>st</sup> April.
38. Copy of inspection remarks in Order Book of Superintendent's office	do	do	Immediately after inspection
39. Statement of inspections of head and sub-offices (Inspn.1)	do	do	15 <sup>th</sup> April.
40. Abstract of inspection work of branch offices (Inspn.2)	do	do	do
40-A. A statement showing hours of despatch and delivery of mails of all H.Os. and selection grade S.Os. in Division.	do	Half yearly	15 <sup>th</sup> of April and October each year.
40-B. Copy of the notice of Hrs. of Business of the General Post Office / Head Offices at Headquarters of the Circle.	do	do	do
40-Corrected copy of List of Indian Post Offices	do	Yearly	10 <sup>th</sup> of April
40-D. Particulars of ex-gratia compensation sanctioned under clause 163 of P.O. Guide Part-1.	do	do	15 <sup>th</sup> May.

*(iii) By Superintendents, R.M.S.*

41. Bill for overtime duty allowance.	Head of the Circle	Monthly	10 <sup>th</sup> of each month
42. * Return of extra train accommodation (MS-61) *These returns should not be submitted when they are blank except on the 10 <sup>th</sup> January when they should be submitted whether with or with out entries.	do	Quarterly	10 <sup>th</sup> of April, July, October & January.
43. Return of mails forwarded as occasional dispatches (M-43)	do	do	10 <sup>th</sup> of April, July, October & January
44. Statement of miscellaneous receipts (Pa.-24)	do	Monthly	10 <sup>th</sup> of each month
45. Indents for sorting case labels.(Sk.-12)	do	do	So as to reach the stock depot not later than the 1 <sup>st</sup> of each month.
46. Statement of misconnection of mails.	do	do	5 <sup>th</sup> of each month.
47. Distribution list (Est.-43)	do	Half yearly	Within 10 days after close of March and September of each year.
48. Indents for stationery,(SK.-11)	do	do	On or before 25 <sup>th</sup>

			February and 25 <sup>th</sup> August of each year.
49. Haulage and weighment statement [MS.-60(a)]	do	do	1 <sup>st</sup> February and 1 <sup>st</sup> August of each year.
50. Copy of inspection remarks in order book.	do	do	Immediately after submission.
51. Copy of inspection remarks in order book of Superintendent's office.	do	do	do
52. Copy of inspection remarks in order of book of head record office.	do	do	do
53. Corrected copies of Due mail list and sorting list.	do	do	15 <sup>th</sup> May and 15 <sup>th</sup> November of each year.
54. Corrected copy of Appendices V, VI and IX to the Classified List of Indian Post Offices and RMS Offices and Sections.	do	do	10 <sup>th</sup> of April and 10 <sup>th</sup> of October.
55. Statement showing the arrival and departure of trains and air services	do	do	April and October.
56. Indent for uniform for Class IV officials.	do	Yearly	1 <sup>st</sup> October of each year.
57. Statement of inspections of mail and record offices and sections (Inspn.)	do	do	15 <sup>th</sup> April.

(2). Whenever the date for the submission of any of the above returns falls on a Sunday or Post Office holiday, the return should be despatched on the next day.

**197. Returns received by Superintendents:-** The following is a table of the Periodical returns and documents that should be received by Superintendents:-

Description of return of document	From whom received	Periodicity	Date on which due to be despatched by submitting officer	How disposal of
1	2	3	4	5
	(i) By all Superintendents			
1. Diary.(Genl.2 or 2 (a) )	Inspector	Weekly	1 <sup>st</sup> , 8 <sup>th</sup> , 16 <sup>th</sup> and 24 <sup>th</sup> of each month	Filed in Superintendent's office
2. Summary of Inspector's work(Inspn-3 or Inspn-9)	Inspector	Monthly	1 <sup>st</sup> of each month	do
3. Copy of punishment Register (APP-32(a)	Inspectors 2 <sup>nd</sup> class head Postmasters and sub-postmasters in	do	5 <sup>th</sup> of each month	do

4.	Statement of service messages issued	grade All Post offices H.R.Cs.,S.R.C.s, I.R.M.s,I.P.S.s	do	5 <sup>th</sup>	Filed in Superintendent's office after inclusion in the return submitted to Head of Circle.
5.	Statement showing progress of welfare measures and institutions.	All Post offices H.R.C.s, S.R.C.s,	do	5 <sup>th</sup>	do
6.	Statement showing the implementing C.C.S(Temporary Service Rules.1949)	Appointing Authority	do	1 <sup>st</sup> of each month	do
7.	Statement of appeals and petitions received and disposed of	Appointing Authorities	Monthly	5 <sup>th</sup>	Filed in Superintendent's Office after inclusion in the return submitted to Head of Circle.
8.	Articles supplied either by transfer or local purchase.	I.P.C.s and I.R.M.S.s	do	5 <sup>th</sup>	do
9.	Statement showing progress of Inspection	I.P.Os and I.R.Ms	Quarterly	7 <sup>th</sup> of April, July, October, and January	do
10.	Statement showing the appeals and petitions addressed to the Superintendents but withheld.	Appointing Authorities.	do	10 <sup>th</sup> of April, July, October, and January	do
11.	Dilatory handling of personnel and disciplinary cases	do	do	do	do
12.	Statement of convictions and dismissals	do	do	5 <sup>th</sup> of April, July, October, and January	do
13.	Statement regarding confirmation of temporary officials in Military employ.	do	do	do	Filed after inclusion in the return submitted to head of circle.
14.	Irregular retention of Class IV officials beyond the age of 60 years.	do	do	1 <sup>st</sup> of April, July, October, and January	do
15.	Distribution of Central Government servant according to pay ranges.	P.M.s and H.R.C	Half yearly	1 <sup>st</sup> January & and July.	do
16.	Annual Returns	Appointing Authorities.	Yearly	April	do

BY Superintendent of Post offices

17.	Statement of balances of the HO	Postmaster	Weekly	1 <sup>st</sup> , 8 <sup>th</sup> 16 <sup>th</sup> , and 24 <sup>th</sup>	Filed
18.	Time Statement(M-8)	Postmaster of Terminal Office	Monthly	Last day of the month	do
19.	Copy of the Sub-office accounts	Postmaster	Monthly	1 <sup>st</sup> week	Filed in Superintendent's Office after inclusion in the return submitted to Head of Circle.
20.	Statement showing particulars of credits of value of articles lost by official.	do	do	15 <sup>th</sup>	do
21.	Messages sent over	Combined	do	5 <sup>th</sup>	do

22.	Statement of late fee earnings.	do	do	do	do
23.	Correction to the register of lines and stages.	I.P.Os	do	1 <sup>st</sup> week	do
24.	Statement showing the progress of expenditure under fluctuating heads controlled by superintendent.	Postmaster	do	20 <sup>th</sup>	do
25.	Statement showing the outstanding audit objections	do	do	Before 10 <sup>th</sup>	do
26.	Copy of verification remarks in a order book of First Class HOs	Inspector	Four times a year	Immediately after verification	Forwarded to Head of Circle.
27.	Copy of verification remarks in a order book of 2 <sup>nd</sup> Class HOs	do	do	do	Filed in Supdt's Office.
28.	Statement showing progress in the conversion of runner times into cycle. Tonga and Mail Motor lines.	do	do	2 <sup>nd</sup> April, July, October, and January	do
29.	Copy of Inspection remarks in order book	do	Twice a year	Immediately after Inspection	Filed in Superintendent's office.
30.	Statement showing outstanding audit objections and Inspection reports	Postmaster	Half yearly	7 <sup>th</sup> April, October	do
31.	Village returns(Ms-88)	Inspector	Yearly	1 <sup>st</sup> April.	do

(iii) By Superintendent R.M.S

32.	Daily reports of record clerks, head sorters, mail guards and mail agents (MS-58, MS-83, and MS-84)	Record Clerk	Daily		do
33.	List of requisitions for conveyance of mails as occasional despatches (MS-82) together with duplicates of the requisitions (MS-81)	Officers sending occasional despatches	Monthly	1 <sup>st</sup> of each month	Filed in Superintendent's Office after inclusion of details in the return submitted by him to the Head of the Circle.
34.	Indent for sorting case labels(SK-12)	Record Clerks	do	So as to reach Superintendent not later than 15 <sup>th</sup> of each month	Original forwarded to stock depot and duplicate returned to indenting officer.
35.	Consolidated statement (bill) of over time duty allowance in form No. A.C.G.37	Head Record Clerk	Monthly	10 <sup>th</sup> each month	Disposed of in the manner laid down in Article 262 of the P&T Financial Hand Book Vol.I
36.	Statement of miscellaneous receipts (PA-24)	H.R.C.,S.R.C.s	do	5 <sup>th</sup>	Filed after inclusion in the return submitted to the Head of Circle.
37.	.Statement of misconnection of Trains & Air services and Mail Motor	H.R.C.,and S.R.C.	do	do	do
38.	.Statement of detention of trains	H.R.C.,and S.R.C.	do	do	Field after reporting cases of serious or frequent detention to the Head of the Circle

	lists (M-1) tendered with mails despatched under the weighment system on date of half yearly weighment	despatching the mails		weighment.	after inclusion of details in his haulage and weighment statement for the Head of the Circle.
40.	Indent for Stationery(SK-11)	Record clerks	Half yearly	So as to reach Superintendent not later than 10 <sup>th</sup> February and 10 <sup>th</sup> August.	Original forwarded to stock depot and duplicate returned to indenting officer.
41.	Corrected copies of due mail list and sorting list	do	do	So as to reach Superintendent not later than 1 <sup>st</sup> May and 1 <sup>st</sup> November.	Forwarded to the Head of the Circle.
42.	Inspection note with copy of order book remarks.	Inspection	do	Immediately after Inspection	Inspection note filed in Superintendent's office and copy of order book remarks forwarded to the Head of the Circle in respect of selection grade offices and (sections). The Inspection note of inspectors, R.M.S other than those attached to the Divisional offices filed in the offices of inspectors, R.M.S concerned and only copies of order book remarks forwarded to the Superintendents R.M.S
43	.Statistical Memorandum.M.S-14(6)	Sub-Divisional Inspectors	Half yearly	Immediately after enumeration	Forwarded to the Head of the Circle
44.	Third parts of requisitions for extra train accommodation (MS-60)	Record clerks and head sorters.	Whenever requisition made	On date of requisition	Filed in superintendent's office after inclusion of details in his return of extra train accommodation for the head of the circle.

**198. Punctuality in submission of returns.-** (1) The Superintendent must insist on the punctual submission of the periodical reports and returns due from him subordinates and must also be punctual in submitting similar reports and returns to the Head of the Circle.

(2) When submitting due returns, a forwarding letter is not necessary. When, however, such a return is blank, intimation should be sent by a service postcard on the due date.

**199. Director-General's circulars.-** Circulars issued by the Director-General will be received (a) through the headquarters post office of the Division by Superintendent's Post Offices for their own use and their offices and (b) direct by Superintendents, R.M.S. for their own use and their offices and for distribution to their subordinates. The circulars will be filed in a guard-book, and will be torn up and sold after the lapse of three years counting from the month of April following the close of the official year in which they were issued.

**200. Circulars of Heads of Circles.-** (1) Circulars issued by the Head of a Circle will be filed in a single guard-book distinct from that for the Director-General's Circulars. Care should be taken to correct or cancel previous Circulars, when necessary, on receipt of subsequent ones.

(2) These Circulars should be destroyed after 3 years counting from the month of April following the close of the official year in which they were issued. If it is found necessary to preserve or repeat the instructions contained in such Circulars, the Head of the Circle will either incorporate them in the Circle Orders or reproduce them in a new Circular before the previous Circular is to be destroyed

**201. Disposal of records.-** All the records of a Superintendent's office will be torn up and sold at the end of a year after the month in which they were closed, with the exception of the following which will be disposed of in the same way at the end of the period noted against each:-

(a)	Director-General's Circulars and circulars of Heads of Circles	Three years counting from the month of April following close of the official year in which they were issued
(b)	Director-General's General orders	Some periods as in the case of Director General's Circulars
(c)	Cases of irregularities, and complaints in which a pecuniary claim has been made and rejected	Three years after the month in which the cases are closed
(d)	Enquiry cases relating to discharged cash certificate (together with the certificates)	Three years from the due date of maturity of the certificates
(e)	Enquiry cases relating to savings bank withdrawals (together with warrants of payment)	Three years after the month in which the cases are closed
(f)	In ward and outward registers of correspondence.	Three years after the years in which they were closed.
(g)	Copies of sorting lists, memoranda of distribution of work and other documents supplied to offices and sections	One year after new ones have been supplied or prepared.
(h)	Maps	One year after new ones have been supplied or prepared.
(i)	(i)Registers of sanctioned establishments	One year after new ones have been supplied or prepared.
(j)	Personal files and confidentials Reports	Three years after the month in which the officials concerned ceased to belong to the Department, except that, in the case of absconders, the records should not be disposed of without the special permission of the Head of the Circle.
(k)	Establishment files	Fifteen years.
(l)	Confidential records and character sheets	One year after the officials concerned have died, resigned or been dismissed, Confidential records and character sheets of officials who have retired should be preserved and destroyed 5 years after their retirement. Confidential records and character sheets of officials who have absconded should not be disposed of without the special permission of the Head of the Circle. Confidential records and character sheets of officials who retire on invalid pension should be preserved along with their pension cases for, 25 years or for 3 years after their death whichever is earlier
(m)	Gradation lists	Three years after new ones have been issued

(n)	Copies of the Manual, Codes and other sets of rules supplied to the Superintendent.	Until they have become obsolete.
(o)	Cases in which invalid or extraordinary pensions have been sanctioned.	Twenty-five years from the date the pension is sanctioned
	Other pension cases	Five years after retirement
(p)	Order book	Should be kept as a permanent record and not disposed of without the special permission of the Head of the Circle
(q)	Invoice of articles received from the stock depots.	Three years after the month in which they are Received
(r)	Building and runner's huts	Three years after the month in which the buildings or huts have ceased to be occupied by the department
(s)	Director Generals Annual reports	To be preserved for three years in the Divisional offices
(t)	Nominal Roll	Three years: In cases where the department is likely to be involved in some loss; It should be preserved until the case is settled and monetary responsibility fixed.

**202. Inspection of Superintendent's office.-** A Superintendent of post offices or R.M.S. must thoroughly inspect his office at least once in every twelve months. A Superintendent, R.M.S. must carry out similar inspection of the head record office, at least twice in every twelve months, in accordance with the standard questions. An inspection report written on plain paper should be prepared in the form of answers to questions. No answers, however, need be given to those questions which relate to matters in which the work of the office is found to be entirely in order. Any remarks that may be called for apart from the answers to the questions, should be added at the end of the report. A copy of the remarks recorded in the order (MS-8) of the office should then be submitted to the Head of the Circle.

**203. Order Book of Superintendent's office.-** (1) The Superintendent must keep an order book in form MS.-8 in which the result of the inspection of his office will be recorded by him or by other inspecting officers. The Superintendent is personally responsible that any action required by the remarks or orders of inspecting officers is promptly taken.

(2) The order book will be kept in the personal custody of the head clerk of the office, who should see that it does not get damaged. Each order book has 200 serially numbered pages. The wilful removal of a page from an order book will be regarded as a serious offence and render the offender liable to dismissal.

**203-A. Corrected copy of Classified List of Indian Post Offices and R.M.S. Offices and Sections.-** (1) The Superintendent, R.M.S. is required to send to the Head of the Circle a corrected copy of Appendices V, VI and IX to the Classified List of Indian Post Offices and R.M.S. Offices and Sections so as to reach him on or before the 10<sup>th</sup> of April and 10<sup>th</sup> of October each year. The corrections should embrace particulars concerning all offices and sections under the Superintendent's control, as well as any inaccuracies that may be observed in the publication. In the covering letter the Superintendent should state that he has personally seen the corrections.

(2) Similarly, the Superintendent of Post Offices is required to send to the Head of the Circle a corrected copy of the List of Indian Post Offices so as to reach him on or before 10<sup>th</sup> April each year. The corrections should embrace particulars concerning all Head, Sub and Branch Post Offices under the Superintendent's control as on 31<sup>st</sup> March, as well as any inaccuracies that may be observed in the publication. The corrected copy should be sent under a covering letter signed by the Superintendent himself stating that he has personally seen the corrections.

#### *Superintendents of Post Offices*

**204. Register of lines and stages.**- (1) a register of lines and stages in form M.-40 should be maintained by the Superintendent for his division. Entries should be made in the register in the alphabetical order and where a line traverses two divisions, each Superintendent should record it throughout its length. It is of special importance that the register should be kept corrected up to date.

(2) The Superintendent should furnish a copy of the register to the Head of the Circle, omitting from the "Remarks" column all information useful for divisional offices only. All changes in the register should be communicated to the Head of the Circle by means of a copy of the memorandum of alterations issued.

#### *Superintendents, R.M.S.*

**205. Examination of daily reports.**-(1) Record clerks will submit to the Superintendent their own daily reports (MS.-58) together with those of head sorters, mail guards and mail agents (MS.-83 and MS.-84). The Superintendent should insist on the punctual submission of these reports and examine them on the dates of receipt. He should himself write on the daily reports the orders passed in each case. The examination of the daily reports may be carried out by the Assistant Superintendent when the Superintendent is out on tour, but in such cases the Assistant Superintendent must submit to the Superintendent such of the reports as contain serious irregularities and unusual occurrences for his information and orders, after taking the preliminary action necessary in each case.

(2) Whenever a sorter, mail guard or van peon is ordered to do extra duty in place of an absent official, the fact, will be reported by the record clerk in his daily report along with full particulars of the absentee. The Superintendent must satisfy himself that the absence of the official was really unavoidable and due to circumstances beyond his control and that extra expenditure in the shape of extra duty allowance had to be incurred in the interest of the public service. Should there be any reason to believe that the official's absence was premeditated due to carelessness or a desire on the part of the absentee to shirk work, careful enquiries should at once be instituted and, it is found to the satisfaction of the Superintendent, that the official's absence was unjustifiable, the whole of the expense incurred in providing a substitute should be recovered from him after observing the usual statutory formalities.

**206. Verbal explanations.**- The Superintendent or, in his absence, the Assistant Superintendent should, as far as possible, avail himself of the presence of the sorters on the attendance days of sets, to obtain verbal explanations from them before they leave the record office and pass the necessary orders at once. Written explanation should only be insisted on in important cases.

**207. Deleted.**

## **STOCK**

### *All Superintendents*

**208. Authority of Superintendent in respect of stock.**- (1) No article of stock or, in the R.M.S. of stationery, may be supplied to an office under the Superintendent's control, without his authority, except by transfer from one branch office to another as provided for in Note 3 under rule 300 and rule 323(2), nor may any damaged (or, in the R.M.S., unserviceable) article be sent to the stock depot, repaired, sold or destroyed without such authority.

(2) A Superintendent of post offices may prescribe that use of the parcel, registration, insurance sub-account and cash seals in large and important sub-offices, and of the sorting seal in head and sub-offices where the same clerk is not in charge of both the sorting and mail departments.

**209. Reserve stock of Superintendents.**- To enable a Superintendent to meet urgent requirements, a supply of articles most in use may, under orders of the Head of the Circle, be supplied to him, and his office will thus act as a minor stock depot, though the forms prescribed for use in a stock depot, need not be kept by him.

NOTE.- A small supply of letter-boxes and locks for letter-boxes may, under the orders of the Head of the Circle, be made to head offices and to offices of Superintendents, R.M.S. to be kept in store.

**210. Supply of articles of stock.**-(1) Indents (Sk-2) and requisitions for articles of stock for the use of offices subordinate to the Superintendent will be prepared and submitted to him by the officer concerned; but a branch postmaster will not ordinarily prepare indents for articles of stock required for his office. When a branch office is inspected, the inspecting officer should prepare and submit direct to the stock depot an indent for any articles of stock that may be really wanted. In any sudden emergency, however, such as the loss of a stamp or seal, a branch postmaster may prepare an indent and submit it to the Inspector.

(2) Articles of stock are obtainable either from the stock depot or by purchase in the local market; but, as a general rule, no article which is ordinarily supplied by the stock depot should be procured locally.

NOTE.- The following classes of articles must be obtained on indent from the stock depot:-

- (a) Scales and weights
- (b) Stamps and seals.
- (c) Locks.

The Head of the Circle will, however, be at liberty, in special cases, to purchase locks locally, when this may be found to be necessary or desirable. The rules governing the supply of locks are laid down in the *Posts and Telegraphs Initial Account Code, Volume I*.

**210/1. Recoveries of the cost of lost or broken articles.**- For all recoveries of the cost of lost or broken articles ordered to be made by the Superintendent, the Postmaster or Inspector, or credited by the officials concerned themselves, a certificate of credit should be obtained and the credit of the amounts mentioned in some of the certificates should be verified at the time of verification of the accounts of the Head Office. Postmasters of first class head offices should send copies of the recovery orders passed by them and the certificates of credit to the Superintendent by whom the account of their office are verified.

NOTE.- In the case of head offices at the headquarters of Postal Circles and Presidency offices, copies of the orders of the recovery and the certificates of credit should be submitted to the Head of the Circle.

**211. Disposal of indents for articles of stock.-** (1) When an indent (Sk-2) for articles of stock is received, the Superintendent should satisfy himself that the articles indented for are required, and if he cannot do so from personal knowledge of the stock of indenting office, he should make such inquiries as may be necessary. He should be careful to pass only the number of articles actually required.

(2) If the indent includes any article of furniture, this should not be passed unless the Superintendent has lately inspected the indenting office and is satisfied that it is needed or until such inspection is carried out, or unless the Inspector has inspected the office and certified that article is necessary. When an article for furniture intended for is passed, the Superintendent must write a note in the "Remarks" column of the indent forwarded to the stock depot, stating that the indenting office was recently inspected (either by himself or by the Inspector) and that he is satisfied that the article is needed. In the absence of such a note, the stock depot will refuse compliance.

(3). If the articles are to be supplied by the stock depot, the Superintendent should enter in the indent the number passed, countersign the indent and forward it to the stock depot for compliance. If the articles are to be supplied by local purchase, the procedure laid down in the next rule should be followed. If the Superintendent strikes any item out of an indent, he should inform the indenting officer of his reasons for doing so.

(4) If the articles are supplied from the reserve stock in the Superintendent's office or by transfer from another office, the indent should be forwarded to the stock depot with a note in the column for remarks to the effect that this has been done. Indents for bags should be very carefully scrutinised, so that neither an unduly large number of bags nor bags of unsuitable sizes may be passed.

(5) A statement (Sk-82) showing particulars of the articles of stock supplied during each month to offices by local purchase, or by transfer either from other offices or from the reserve stock kept by the Superintendent or, in postal divisions, by an Inspector, should be prepared in the office of the Superintendent and sent to the stock depot within the first week of the following month "under the signatures of the Divisional head". On receipt of the Statement, the stock depot will issue properly numbered invoices to the offices concerned. If no supply is made in any month, a memorandum should be sent saying that no statement has been submitted because it would have been blank.

**212. Disposal of requisitions.-** When a requisition is received for articles which can be procured in the local market more conveniently than from the stock depot, the Superintendent, after carefully examining the requisition to see that each article is actually required and that the estimated cost is moderate and reasonable, will take such action or pass such orders as he may consider necessary. A copy of the sanction of the Superintendent or Head of the Circle will be furnished to the office from which the requisition was received and to the head post office or head record office concerned, which will, if necessary, advance the required amount. The vouchers for the expenditure will be forwarded to the head office or the head record office to support the charge when included in the contingent bill.

NOTE.- A certificate to the effect (1) that the purchases billed for have been received in good order, (2) that their quantities are correct and their quality good, (3) that the rates paid are not in excess of the

contract or the market rates (as the case may be), (4) that the articles have been accounted for in the stock register or book and (5) that suitable notes of payment have been recorded against the indents and invoices concerned to prevent double payment, should be furnished by the officer, who orders the purchase of articles. If such an officer prepares contingent bills, the certificate should be endorsed on the bill in which the cost of the articles is charged, otherwise the certificate should be sent to the office which prepares the contingent bill in which the charge for the articles is shown.

**212/1. Duplicate keys of Almirahs, lockers etc.-** (1) When steel almirahs, cabinets, cupboard or locker furnished with body locks (which are furnished by their manufacturer with duplicate keys) are supplied to any post, mail, record or Divisional office for storage of records, forms etc. the duplicate keys of the same should be kept locked up in the Divisional office of the Superintendent in whose jurisdiction the office is situated in the joint custody of the Head Clerk and stock Clerk of the Divisional Office. Each key should be properly labelled and entered in a register in the form below leaving sufficient space in between the entries to admit of particulars of subsequent issues of duplicate keys being entered.

Register of duplicate keys of steel almirahs lockers etc., with body locks supplied to offices in the Divisions by the office of the Superintendent of Post Offices.

Sl. No	No. of duplicate <b>Postmaster General, Uttar Pradesh</b> keys	The office to which steel almirah etc. was supplied	Particulars of invoice number with which the almirah etc was supplied to the office concerned	Initial .of the Head clerk	Initial of the stock clerk	Remarks
1	2	3	4	5	6	7

(2) When the original Key is lost, the issue of a duplicate key should be authorised by the Superintendent of Post Offices and necessary entries made in the register by the Stock Clerk and attested by the Superintendent. The duplicate key should be sent by parcel post registered and insured for Rs.100.

**213. Articles required by Superintendents and Inspectors.-** Articles of stock required for the use of a Superintendent or the Inspectors under his control may be obtained by the former on an indent from the stock depot or by local purchase. In the latter case, the head postmaster or head record clerk concerned will, when furnished with the requisite authority, advance the amount required and the vouchers should be sent to him to support the charge when included in the contingent bill.

**214. Stock book.-** A stock book in the form prescribed for post offices (Sk-1) should be maintained in the Superintendent's office in which all the articles of stock belonging to the office, whether supplied by the stock depot or obtained by local purchase or by transfer from other offices, should be entered. The entries should be made in accordance with the instructions printed on the inside of the front cover immediately an article is received or disposed of.

**215. Custody and storage of forms.-** Special attention must be given to the proper custody and storage of forms. They must be kept in a separate locked room or godown or in the office room neatly arranged on racks or in almirahs. Forms should on no account be kept in bags or left on the floor, nor should they be stored where they are likely to be destroyed by white-ants and other vermin.

**216. Painting of letter-boxes and iron safes.-**(1) Every Superintendent should arrange to have each letter-box in his division regularly painted at least once a year. In postal divisions, the postmaster of each head office will be authorised to make contracts, if possible, with some one to paint letter-boxes under the head office and its sub and branch offices, the contractor being instructed how to prepare and use the paint and ordinarily being supplied with the paint and brushes. When the whole work cannot be done by contract, the Superintendent will make such arrangements as he may think best for the painting of the boxes.

(2) Red paint and brushes will be kept in store at each head office and record office, and if not procurable locally, may be obtained on indent from the stock depot. The following instructions should be followed in preparing and using the paint:-

(a) To one part of paint (red lead) must be added two parts of boiled linseed oil, one-sixteenth part of turpentine and one-eighth part of copal varnish. For instance, to 80 grams of paints should be added 160 grams of oil, 5 grams of turpentine and 10 grams of copal varnish.

(b) All the ingredients must be well-mixed.

(c) The box must be well scraped with a knife, edged stone, or piece of broken glass, and then two coats of paint should be applied, the first coating being allowed to dry before the second is put on.

(3) Iron safes supplied to post offices and record offices should be painted when necessary – green outside and red inside – to prevent them from getting rusty, and the Superintendent should authorise postmasters or record clerks, under his control to have this done. When paint cannot be procured locally, it may be obtained on indent from the stock depot.

**217. Letter-box locks.-** The Superintendent should, when on tour, make a point of examining the lock of every letter box he comes across and arrange for replacing the lock by a new one when it is found broken or out of order. He should encourage his subordinates to report to him at one when new locks are wanted. In postal divisions, the Superintendent should have a small stock of locks kept at each head office under his control.

### *Superintendents, R.M.S.*

**218. Supply of stationery.-** (1) Articles of stationery will be supplied from the stock depot on indents (sk-11) prepared in accordance with the stationery rate list for the division sanctioned by the Head of the Circle. A stationery rate list in form (sk-9) must, in the first instance, be prepared in duplicate by the Superintendent, and both copies submitted to the Head of the Circle for approval. The Head of the Circle will countersign and return the duplicate to the Superintendent.

(2) The form is in two parts, Part I being the divisional stationery rate list, and Part II the sectional stationery rate list. The former will comprise all requirements in the way of stationery for the entire division, including the Superintendent's office and for Inspectors; the latter, those of each section or mail office, under the several record offices.

(3) The proper rate of suppl will depend on the amount of work to be done, the number of officials and other circumstances; but as a general basis for calculation the following data should be adhered to:

(a) Candles one for 4 hours;

(b) carbonic paper – one piece for every 500 duplicate sets of documents;

(c) cord No.1 (Jute twine) – one seer for 1,500 dosuti bags or 750 canvas bags.

- (d) cord No. 2 (ball twine)- one ball for 40 bundles of 50 letters or for 700 dosuti or registered bags;
- (e) cord No.3 (country twine) – one seer for 1,000 dosuti bags or 500 canvas bags; this twine is supplied to foreign mail sections only;
- (f) dusters – one for each set or office every three months.
- (g) pencils – one black and one blue to each sorter per month;
- (h) pens – two steel nibs per man per month;
- (i) sealing wax – one seer for 800 bags, or for 275 insured bags.

(4) The Superintendent should furnish each record clerk with an extract (in form SK-10) from the sanctioned consolidated stationery rate list, showing the number of quantity of the several articles of stationery to be supplied half-yearly for the use of the record office itself and that of each set of the several sections and mail offices attached to it. Indents will be prepared in duplicate by the record clerks in accordance with the extract rate lists; and the Superintendent should, before countersigning any indent, check it with the consolidated list and see that the requisitions are within the limits of the sanction. He should enter in the appropriate column of both the original and duplicate copies of the indent the number or quantity of the articles passed and then countersign both copies. The original indent should be forwarded to the stock depot for compliance in sufficient time to reach it not later than the 25<sup>th</sup> of the month in which the indent was due to be received by the Superintendent, and the duplicate should be returned to the indenting officer.

(5) No change in the sanctioned consolidated stationery rate list may be made without the approval of the Head of the Circle. When any change is necessary, a fresh list showing the revised scale of supply, with the reasons for the revision, should be submitted in duplicate by the Superintendent for the sanction of the Head of the Circle which, when received should be communicated to the Officer concerned in revised extract lists.

## **WORK AT HEADQUARTERS**

### *Superintendents of Post Offices*

**219. General remarks.-** As the Superintendent's headquarters will ordinarily be at a station where there is a head office, the following special rules are laid down for his guidance while at headquarters; but they do not relieve him from the periodical inspection of the office at his headquarters. These rules also show what a Superintendent is required to do when he visits any other head office. When it is stated in the following rules that the Superintendent should take any action regarding irregularities that he may notice, it is assumed that the office is under his control.

**220. Supervision of post office at headquarters.-** The Superintendent is required frequently to visit the post office at his headquarters. He should sometimes pay his visit during the busy hours of the day and watch the work with the public in each department; at other times he should be present when important mails are delivered or prepared for despatch; and he should also at times visit the office in the evening, when the accounts and office are about to be closed, and see the cash counted and checked with the head office summary and treasurer's cash book which he should initial. Whenever he is present in the office at the time the postmaster is examining the accounts, he should see whether the work is done properly and thoroughly.

NOTE.- The Superintendent must also frequently visit the Sub-Offices at his headquarters and carry out the checks noted in rules 221 to 228, in a general way and as applicable to the Sub-Offices. He should examine the general working conditions of the offices and take action to have the defects remedied on the spot.

**221. Arrangements for delivery .-** (1) The Superintendent should pay particular attention to the arrangements for the delivery of articles to the public. The first and most important point to be insisted upon is that there should be no delay in the delivery of paid and registered letters. The early delivery of parcels and unpaid articles and the payment of money orders is of secondary importance, though even these must not be subjected to any avoidable delay. The Superintendent should see that the distribution of articles to the postmen proceeds in a rapid and orderly manner and that, as soon as the distribution is completed, the postmen leave the office and proceed on their beats. The window delivery will also require the Superintendent's attention, and he should see that articles for which orderlies or messengers are waiting are handled direct to them, and not through the postmen.

(2) As the efficiency of the delivery depends in a great measure on the postmen, the Superintendent should see that the men appointed for this work are trustworthy, intelligent and physically fit for their duties, and should be very strict in dealing with any postman who is proved to be lazy or negligent. If the number of letters returned as undeliverable is excessive, the Superintendent may depute an Inspector or other subordinate to test the postmen's work by endeavouring to trace the addresses of letters which have been finally placed in deposit as undelivered.

**222. Examination of deposit case.-** (1) Whenever the Superintendent visits the post office, he should inspect the contents of the deposit case in order to ascertain whether any letters have been retained in deposit unnecessarily or beyond the prescribed period by either the head office or any of its sub or branch offices. He should make enquiries with the object of discovering whether letters are returned by postmen and placed in deposit without sufficient care having been taken to trace the addressees. Should any instances of this kind be detected, he should further endeavour to find out whether the postmaster and deposit clerk have taken any steps to test the postman's work or rectify his negligence.

(2) In cases where the addresses on undelivered letters are full and complete, or where instances of neglect of duty on the part of postmen are frequent or give rise to complaints from the public, the Superintendent should adopt measures to detect the offenders by the application of one or other of the tests prescribed for the purpose.

**223. Opening of station mails.-** Whenever the Superintendent is in the office at an hour when an important mail is to be delivered, he should see that the bags opened. He should examine the paid unregistered articles received for delivery in order to see whether any are insufficiently paid, and if there are any, compare the total postage to be taxed on such articles with the daily average postage taxed by the postmaster, calculated on the entries in the error book MS-2 for preceeding three months. If any considerable difference is observed, the fact should be noted in the Superintendent's diary. The Superintendent should also examine all missent and mis-directed articles taken from the station mail bags and note such of the irregularities as may be deemed necessary in his memorandum book.

**224. Closing of mails.-** When the Superintendent is present in the office at an hour when an important mail is under preparation for despatch, he should take the opportunity to watch the work done in the sorting department, with special reference to stamping of articles cleared from the letter-box and the defacement of the postage stamps borne by them. He should examine the contents of some of the mail bags after they have been packed in order to detect missending and other irregularities and to see whether insufficiently paid unregistered articles are properly taxed with postage.

**225. Sub-account Department.-** The duties of the sub-account clerk are among the most important and responsible in a head office, and the Superintendent should, therefore, pay special attention to the sub-account department. He should see whether articles are mis-sent by the sub-

account clerk to sub and branch offices and carefully observe the sub-account clerk's work, especially in connection with the preparation of account and branch office bags for despatch, and the disposal of the contents of such bags received. He should examine the sub-office and branch office summaries [A.C.G.-3 and A.C.G.-3 (a)] and some of the daily accounts to see whether mistakes made by sub and branch postmasters are duly corrected.

**226. Departments that deal with the public.-** The Superintendent should see that the arrangements made for the transaction of business in the departments of the office which deal directly with the public, especially the money order and savings bank departments, are satisfactory. He should also see that the public are afforded every possible convenience for transacting business, that they are not subject to any avoidable delay and that they are invariably treated with courtesy.

**227. Error book.-** At every visit to the post office, the Superintendent should call for the error book (MS.-2) and examine the entries made since his last visit. This will give him some idea of efficiency of the post office establishment and of the working of other offices in the division with which mails are exchanged. He should satisfy himself that the error book is regularly written up by testing the entries with notes of irregularities which have come to his notice from other sources or which he has entered in his memorandum book.

**228. Postmaster's Order Book.-** At every visit to the post office the Superintendent should call for the postmaster's order book (MS.-1) and examine the entries made since his last visit. This will show to what extent the postmaster applies tests to the working of his clerks, postmen and village postmen, and generally whether he takes an intelligent interest in the working of his office.

## TESTS

### *All Superintendents*

**229. Object of applying tests.-** The Superintendent will find it always useful, and sometimes necessary, to apply tests with the object of detecting malpractices, or satisfying himself that the officials in the offices and sections under his control observe rules. Tests applied will be noted by the Superintendent in his diary (Gen.-1)

**230. Tests on credit of unpaid postage.- (1)** When a Superintendent of post offices is present in a head or sub office under his control at the time station mail bags are opened, he should calculate the postage due on the unpaid articles of the letter mail received for delivery from that office and its subordinate offices, and compare the amount with the daily average credited by the postmaster, calculated on the entries in the letter postage account (ACG.-44) or in the memo. of unpaid postage taxed and received (Pa.-22) direct, as the case may be, during the preceding three months. If there is any considerable difference, an explanation should be sought and the fact should be noted in the Superintendent's diary.

(2) Whenever the Superintendent has reason to suspect that a postmaster fails to afford full credit for the postage due on unpaid articles of the letter mail received for delivery or taken excess credit for forward postage, he should apply tests to the honesty of the postmaster in the manner laid down in the rules relating to Investigations in the *Posts and Telegraphs, Volume V*.

**231. Test on clearance of letter-boxes.-** The Superintendent should frequently test the punctual clearance of letter-boxes by posting in them test letter (M.-29) or post cards (M.-26) addressed to himself, or having such test letters posted by his Inspectors or other subordinates. He

should also satisfy himself that the hours of clearance have been properly fixed and that the moveable plates showing hour or date or day of next clearance are systematically used.

**232.- Test letters.**-(1) When complaints are received at the loss of unregistered articles, specially when the articles are alleged to have contained valuable property, and it is impossible to say where the loss actually, occurred, the Superintendent will often find it useful to post test letters (M.-29) with the object of tracing the offenders. As a rule, the Superintendent should secure the cooperation of other trustworthy officials to guarantee the posting of the test letter, and to watch its course, through intermediate offices or sections to the office of delivery.

(2) Test letters should also be posted to ascertain whether station bundles are invariably prepared whenever the number of articles for any one place exceeds the prescribed minimum.

#### *Superintendents of Post Offices*

**233. Test on delivery work.**- (1) The Superintendent should frequently apply tests to the delivery work of the postmen. The following tests will often be found useful:-

- (a) Letters bearing fictitious address should be posted and measures adopted to secure their reaching, in the ordinary course, the hands of a postman whom it is intended to test. If these letters are not brought back as undeliverable, there will be a strong presumption that the postman has made away with them.
- (b) The Superintendent may arrange that letters addressed to actual residents are specially noted before they are handed to the postman, and subsequent enquiries made of the addressees will show whether the letters are duly delivered or not.
- (2) If the Superintendent has reason to suspect any particular postman of neglect of duty in regard to the delivery of letters, one or both of the above tests should be applied; and when actual dishonesty, such as the misappropriation of the contents of letters, is also suspected, some valuable enclosure (marked for identification) should be placed in the test cover.

#### TOURS AND INSPECTIONS

##### *All Superintendents*

**234. Visits to offices in course of tours.**- When on tour the Superintendent should pay unexpected visits to post offices, or, in R.M.S. divisions, to mail offices at places through which he travels and satisfy himself in a general way that the cash and stamp balances of the offices are correct, that work is being properly conducted, that the arrangements for the transaction of business with the public are satisfactory, that the officials perform their duties properly, that the office is kept neat and tidy and that all current notices are exhibited on and obsolete notices removed from the notice-board. Opportunity should be taken to settle any pending cases connected with the office by personal enquiries on the spot. No special halt or journey need be made for this purpose unless serious malpractices requiring a thorough personal investigation come to notice. The result of the visit should be recorded in the order book of the office and in the Superintendent's diary.

NOTE 1.- In examining the stamp balances of the office, Superintendent should also satisfy himself that the balance of stamp advances with counter-clerks and stamp vendors is correct that the stamps found with vendors are in good condition and genuine that the Postmaster or any other official to whom this work is delegated, is verifying the stamps advances and recording in the Error Book of the office the result of the surprise checks laid down in Sub Rules (4) & (5) of the rule 45 of the P&T Manual Volume VI.

NOTE 2.- Officers visiting a Railway Mail Service van or Mail Office should sign on the Daily report

**235. Order book.-** (1) When the inspection or, in postal divisions, the verification of the balances of an office is completed, the Superintendent should record in the office order book (MS.-8) his remarks on the results of the inspection, or verification, noting the dates of commencement and completion thereof. These remarks should be clear and complete and should include all irregularities noticed and instructions given whether on the points referred to in the standard questions or on any other points which may have come to the Superintendent's notice in the course of the inspection or verification. The remarks in the order book should be signed and dated by the Superintendent and a copy should be forwarded to the Head of the Circle.

(2) The Superintendent should, at each inspection or verification, examine the office order book to see whether it is in good order and whether the pages are complete, and should also satisfy himself that any action required on the part of the office by the orders or remarks recorded at the last inspection or verification was promptly taken.

**236. Touring season.-** (1) The inspection of the post offices within the limits of his division is one of the chief duties of a Superintendent and, in order to perform his duty efficiently, it is necessary that he should move freely about his division and should spend not less than 100 days in a year and as much more as possible, in actual inspection.

(2) In many parts of the country, there is some season of the year during which travelling is most impossible, and a Superintendent may, therefore be excused during that period from systematically inspecting offices situated in the interior. But during the touring of fair-weather season, he must arrange to visit as many post offices as possible, and in case of emergency, he must be prepared to go to any office at any time. When a Superintendent is exempted from systematic inspection work during any period of the year, the period of exemption will be fixed by the Head of Circle.

NOTE.- The Superintendent need not travel or inspect on Sundays and post Office holidays: but this refers to only ordinary routine business and does not warrant the postponement of anything urgent, such as an inquiry into a complaint or criminal charge. The restriction is, however, permissive and not mandatory.

**237. Arrangement of tours.-** Before the touring season begins, the Superintendent should carefully plan his tours. The route and the general arrangement of a tour will ordinarily depend on the objects which the Superintendent may have in view, other than the inspection of offices, such as the opening or revision of post offices or main lines, the alteration of mail arrangements, and the institutions of inquiries into complaints.

**238. Inspection of post offices.-** (1) In addition to the inspection of the various departments of the 1<sup>st</sup> Class Head Office and the administrative branch of the head office by the postmaster as laid down in rule 38 (4) of P&T Manual Volume VI Part (I), every First Class head office (except Presidency Offices) must be inspected once in every 12 months by the Senior Superintendents of Post Offices in whose jurisdiction the head office is situated. The inspection should be carried out in a thorough manner according to the questionnaire in the Inspection Report Form. The Senior Superintendent of Post Office will also carry out the detailed inspection of the administrative branch of the office once a year. As regards a 1<sup>st</sup> Class Head Office which is not situated in the jurisdiction of a Senior Superintendent of Post Offices, the inspection of the 1<sup>st</sup> class Head Office as prescribed above should be done by the D.P.S. controlling the head office. In the case of minor circles the inspection by the Director may be delegated to the Deputy Director.

(2) The Superintendent must inspect twice every twelve months, every second class head office within the limits of his division and such of the sub-offices as may be assigned to him by the

head of the Circle. The inspection of other sub-offices and of branch offices in general will be the duty of his Inspectors, but the Superintendent should thoroughly inspect a considerable number of branch offices every year so as to familiarise himself with their mode of work and to check the work and supervision of his Inspectors. He should also, whenever practicable inspect or at least visit any branch office which he passes or approaches in the course of his tours, or when visiting other offices. Timely intimation should be given to the Inspectors concerned of the names of the branch offices which the Superintendent intends to inspect or has actually inspected in the course of his tours. A casual visit paid to an office during a tour or specially undertaken in order to investigate a case will not relieve the Superintendent of the duty of carrying out a systematic inspection. The number of branch offices to be inspected by the Superintendent of the duty of carrying out a systematic inspection. The number of branch offices to be inspected by the Superintendent will be fixed by the Head of the Circle. It will ordinarily be 10 per cent.; but where the number of branch offices is large, the number to be inspected may be reduced but should not be less than 5 per cent.

(3) The first inspection should be carried out in a thorough manner in accordance with the standard questions, but may be extended to any other matters into which the Superintendent thinks it advisable to enquire. The time required for the inspection of an office will depend on its size and on the volume and state of work. An indication of the number of days considered necessary for the inspection of each office should be given by the inspecting officers at the time of submitting their annual inspection statement to the head of the Circle. The Superintendent should see that the office working smoothly with the public and within its authorised powers, and that only the authorised fees are taken by the different classes of officials concerned. He should also, whenever he is present during working hours. Devote sometime to merely watching the establishment at work to see whether there is any confusion. The Superintendent should make notes of the inspection on plain paper in the form of replies to the standard questions which should be referred to by their Numbers, no replies being given to those questions which relate to matters in which the work of the office is found to be entirely in order. Any remarks that may be called for apart from the answer to the questions, should be added at the end of the notes and the notes should be signed and dated by the Superintendent and kept on record in his office.

NOTE- It is considered that the average time required for inspection should generally be in accordance with the following table:-

	BY S.P.O.s or D.P.S.	By Ins- pectors	
Presidency of Chief Head Offices	6	.....	
Gazetted or upper selection grade head offices or Sub-offices	5	.....	
Lower Selection grade head offices or sub-offices	4	3	
Time-scale sub-offices	3	3	
Branch Offices	1	1	

It should be kept in mind that the number of days required may be less in the case of single-handed or non-combined or non-delivery offices and should be reduced by Heads of Circles in the light of their local knowledge.

(4) The second inspection, which should follow the first after a reasonable interval, should be of a general nature, but in addition, the examination prescribed by questions 1, 2, 4, 5, 22, 3, 24, 113, 116, 117, 168, 178 and 188 of the Sub-office. Inspection and questions 1, 2, 3, 6, 16, 20, 97 and 98 of the Branch Office Inspection in the Collection of Inspection Report Forms must be carried out. The object of this second inspection will be not only to see whether the defects discovered in the first inspection have been remedied, but also to see that the work of the branches as indicated by these questions is in order in all respects. The average time for this inspection should be two days in the case of head offices and one day in the case of other offices. The notes in this respect of this inspection also will be written on plain paper and kept on record in the Superintendent' office after being signed and dated by him.

(5) When the inspection is completed, a copy of the remarks recorded in the order book (M.S.-8) of Head Offices only should be forwarded to the Head of the Circle. In the case of sub-offices in charge of time scale selection grade officials, any serious irregularities noticed at the inspection should be reported separately to the Head of the Circle.

NOTE 1.- See rule 21.

NOTE 2.- In the case of the combined office, the Superintendent should be guided in his inspection of the Telegraph branch of the office by the standard questions relating to such inspection and all irregularities noticed should be recorded in the order book. A copy of the remarks recorded in the order book after inspection of the office in its capacity as a post office should be forwarded to the Head of the Circle.

NOTE 3.- During the curtailed inspection of the telegraph branch of a combined office all the questions of collection of post office Inspection Report are to be answered.

**239. Verification of balances of head offices.-**(1) The Superintendent must thoroughly and completely verify the balances of all the head offices within the limits of his division twice in every twelve months, at intervals of about six months. One of the verification of the balances of second class head offices should be carried out at the time the offices are inspected. When verifying the balances the Superintendent should make notes of the verification on plain paper in the form of replies to the standard questions which should be referred to by their numbers. Any remarks that may be called for, apart from the answers to the questions, should be added at the end of the notes and the notes should be signed and dated by the Superintendent and kept on record in his office. The average time required for each verification should be determined by the Head of the Circle in the light of the local circumstances. When the verification is completed, a copy of the remarks recorded in the order book (M.S.-8) should be forwarded to the Head of the Circle. In preparing replies to the question, the Superintendent should be guided by the instructions contained in the following clauses:-

NOTE 1.- Whenever in clauses 1 to 21, the words "last verification" occur, they refer to the actual last verification, whether by the Superintendent or by the Inspector.

NOTE 2.- An Inspector will not verify the accounts of a head office in the month in which they have been verified by the Superintendent and ordinarily not in the month immediately preceding or following it. When the Superintendent proposes to verify the accounts of a head office, he should intimate the fact confidentially to the Inspector and that officer will arrange to make his own verifications at suitable items.

NOTE 3.- An Inspector who is specially authorised to inspect a small head office may also be authorised to make, at the time of the inspection, a complete verification of the accounts of that office.

NOTE 4.- The average time required for each verification should be determined by the Head of the Circle in the light of local circumstances, the following being considered as a guide-

	BY S.P.O.s or D.P.S.	By Ins- pectors
Presidency of Chief Head Offices	8	5
1 <sup>st</sup> Class Head Offices	6	3
2 <sup>nd</sup> Class Head Offices	4	2

*Clause 1, Check of Cash balance* – (1) Immediately on arrival at the office take over all the money, postage and other (non-postal) stamps, reply coupons, and cheques found in the office, whether in the office safe or safes or with the postmaster, treasurer or any of the clerks. When all the money, stamps, reply coupons and cheques are placed before you proceed to count the money and calculate the value of the stamps, reply coupons and cheques with the aid of a memo. (to be prepared to you). Showing in whose custody the various sums of money and values of stamps, reply-coupons and cheques were found. Mention in your note the amount found in the office. Showing separately the amounts represented by (i) cash, (ii) postage stamps, (iii) other (non-postal) stamps, (iv) reply –coupons, and (v) cheques.

(2) Satisfy yourself that the amounts so ascertained represent the cash, stamps, and reply-coupons that ought to be in the office, by referring to the last balance shown in the h.o. summary (A.C.G.-1) and adding thereto, and deducting there from, as the case may require, the amounts (if any) since received and paid out by the treasurer, money order clerks and savings bank clerk, as shown by the treasurer's cash book (A.C.G.-2) and by the records of the money order and savings bank departments. In every case, amount (neither more nor less) ought to be found in the office represented by money, stamps and reply-coupons. Enter in your note-

- (A) the last closing balance of the h.o. summary.
- (B) the subsequent receipts up to time the counting of the cash is taken up;
- (C) the subsequent disbursements up to the time the counting of the cash is taken up;
- (D) the difference between the sum of times A and B and item C. (This amount should be in the office in cash and stamps in representation of the cash balance).

Write the last closing balance of the ho. summary (item A) and of the treasurer's cash book in words, under your signature, at the foot of the h.o. summary and of the treasurer's cash book for the date concerned.

(3) See also whether the stock of postage stamps of each denomination is sufficient and in good condition.

(4) See also that the register of cheques in form A.C. G.-28 is properly maintained by the treasurer and satisfy yourself with reference to the relative documents that the cheques received have been correctly accounted for and disposed of.

NOTE 1.- Insist upon having all the cash, stamps, and reply-coupons in the office made over to you before you proceed to carry out this check and do not allow any portion of the cash or stamps or cheques to be removed until the check (including that of the amounts referred to in clause 2 and 5) has been completed; otherwise the same amount may be made to do duty more than once.

NOTE 2.- If you find the cash short to any serious extent, inform the Postmaster-General at once by telegraph.

*Clause 2. Check of undisbursed pay and other amounts in deposit.-*

Immediately on arrival, see whether any amount is shown in the h.o. summary (A.C.G.-1) on account of (i) undisbursed pay in deposit (head A) or (ii) miscellaneous sums received (heads B and C) and if so, whether a corresponding amount is held in cash.

NOTE.- See Note 1 clause 1.

*Clause 3.- Check of balance of articles in deposit.-* Immediately on arrival at the office, calculate the postage due on articles in deposit and satisfy yourself that the amount so ascertained is correct by referring to the balance of the deposit account (A.C.G.-45) for the previous day and adding thereto, and deducting therefrom, as the case may require, the postage due on articles subsequently, received and despatched.

NOTE.- Be on your guard against unpaid letters posted in the office for despatch being shown to you as letters in deposit.

*Clause 4. Check of stock of Indian postal orders.-* Prepare from the record in the stock book (M.O.-60) a memo. , in form (M.O.-64) of unsold Indian postal orders, showing-

(1) the balance of unsold orders in the head office and its sub-offices on the last day of the month preceeding your visit;

(2) the total receipts (if any) of each denomination from the Audit Office during the current month up to the date of your visit citing the Number and date of the invoice;

(3) the total sales (if any) of each denomination at the head office and its sub and branch offices during the current month up to the date of your visit;

(4) the balance of unsold orders in the head office and its sub offices on the date of your visit;

(5) the balance of unsold orders in the head office. }	Details of the balance (item 4)
(6) the balance of unsold orders in the sub-offices }	

Count the number of Indian postal orders of each denomination actually in stock, in the head office on the date of your visit, and tally the stock with the resulting balance entered in your memo. Also compare the aggregate stock of each denomination authorised to be held by sub-offices with the resulting balance entered in your memo. If the stock and record are found to agree, write a certificate to that effect on your memo. If there is any discrepancy, make note of it on your memo. Sign and date your memo. and as soon as your verification is complete, despatch it to the Audit Office enclosed in the service registered cover in which the memo. of monthly cash balances referred to in clause 21 is sent.

NOTE.- If any Indian postal orders shown in the stock books as supplied to sub-offices during or just before the verification of the stock have not been acknowledged by the sub-officers up to the date on which the memo. for the Audit Office is prepared, record on the memo. an explanation of the difference between the aggregate stock acknowledged by all the sub-offices in the last memo. of unsold orders received from them, and the sub-office balance shown in the memo. Further, in order to guard against being imposed upon, keep a note in you, memorandum book of the supplies which have not been acknowledged by sub-offices and take the first opportunity to verify them.

*Clause 5. Check of advance for quinine.-* If the office has been authorised to sell quinine, see immediately on arrival whether the cash is held, also the value of the unsold packets of

quinine represents the amount of advance sanctioned. Enter in your note the amount held in (a) cash and (b) quinine.

NOTE.- See Note 1 to Clause 1.

Clause 6. Examination of HO. summary.- Examine the HO. summary (A.C.G.1) and satisfy yourself that it is properly kept by the treasurer himself, that the entries in it are made daily and that it is signed, before the office is closed by the treasurer and the postmaster.

Clause 7. Examination of entries under heads B and C of HO. summary.- Examine the entries made under the heads B and C of the h.o. summary during the period of your visit and see whether any of the amounts could have been brought to account on the day of receipt. Also check, in the manner indicated below, the entries under those heads for at least four dates, selected at random since the last verification to see whether there has been any tendency on the part of the office to keep sum of money unnecessarily out of account-

(1) As regards the entries under head B, see whether there is any explanation written in the error book regarding the delay in the issue of the money orders and test the correctness of these explanations, so far as is possible, by making enquiries as to the hours at which the postmen used to return to the office at the time the entries were and made referring to the postmen's books to see whether the sums in question really represent amounts paid in by postmen on account of value-payable articles delivered. See also whether the entries were cleared as soon as possible. The same amount ought not to appear a second time under this head.

(2) As regards the entries under head C, if there are any which form part of the regular form part of the regular accounts (such as amounts received for the issue of telegraphic money order after the closing of the money order journals) ascertain by such inquiries as may be possible and by reference to such records as may be available, whether the sums were received at a time when it was impossible to bring them at once to account.

Mention in your note the dates of the entries selected for examination.

NOTE.- If the balance of the h.o. summary on the date prior to your arrival at the office was taken as the basis of the check you prescribed in clause 1, take that date as the first day of the visit and include it in the period over which the check prescribed in this clause should extend, and also in any of the succeeding clauses where the "period of your visit" is fixed as the period of check. In all these cases take the date on which the checks prescribed in clauses 1 to 21 are completed, as the last day of the visit.

*Clause 8. Check of fees for window delivery tickets and for post boxes and bags permits.-* For a few dates selected at random since the date of the last verification, compare the sums shown in the register of window delivery tickets and post boxes and bags permits (M.-23) as having been realised on account of fees for such tickets issued and the permits for the post boxes and bags rented with the corresponding credits in the schedule of unclassified fee has been credited in the accounts of the head office for every tickets issued and for each post box and bag rented. Mention the dates selected for this check.

Clause 8-A.- Select four dates and see by reference to the Daily list of Collections (A.C.E.-104) and the office copy of receipt (Eng.-9) that the receipts of telephone revenue were correctly shown.

Clause 8-B (1). Ensure that the amounts recovered from the callers in respect of calls made from a P.C.O. have actually been credited to the Government and that the serial numbers of the receipts / challans are in order and in unbroken series.

2. See that the daily collection exceeding the amount of Rs.10.00 has correctly been deposited in the nearest Post Office.

3. Check whether the copies of the receipted P.C.O. challans along with a consolidated statement of revenue collected during a particular month have been forwarded to the concerned Accounts Office Telephone Revenue by the 3<sup>d</sup> of the month following the month to which the calls relate.

4. Examine whether late fee and Messenger Service Bills are prepared and submitted in time to the concerned Accounts Officer, Telephone Revenue.

*Clause 9. Examination of treasurer's cash book.*- Examine the treasurer's cash book (A.C.G.-2) for at least two days in each month from the date of the last verification, to see whether receipts are properly taken in the book, whether all payments of cash to the clerks are initialled by the postmaster, and whether the closing balance is written in words over the signatures of the treasurer and the postmaster. Mention in your note the dates selected for examination.

*Clause 10. Examination of treasury pass-book.*- Examine the treasury pass-book (A.C.G.-8) for at least two days in each month from the date of the last verification, to see whether it is properly kept by the postmaster himself and the entries have all been duly signed by the treasury office (or accountant). Mention in your note the dates selected for examination.

*Clause 10/1. Examination of register of cheques.*- Examine the register of cheques (A.C.G.-28) for at least two days in each month from the date of the last verification, compare its entries with those in the Head Office summary and see whether it is properly maintained by the treasurer and regularly initialed by the postmaster. Also see whether it is properly maintained by the treasurer and regularly initialed by the postmaster. Also see if there has been any unusual delay in the clearance of a cheque and if so, whether the delay is justified. Mention in your note the dates selected for the examination.

Clause 11. Comparison of s.o. summary with sub-office daily accounts.- Examine the daily accounts (A.C.G.-22) received during the period of your visit and also for at least four other dates, selected at random, since the last verification. Compare all the entries in the daily accounts with the corresponding entries in the s.o. summary (A.C.G.-3), see whether the suboffice closing balances, as written on the daily accounts in words, correspond with the entries in figures and whether balances agree with the balances shown against the sub-offices in the s.o. summary on the dates of incorporation of the daily accounts. See whether the daily totals in the s.o. summary are correct and whether they have been correctly transferred to the H.o. cash book. If any difference should be noticed in the account items in a daily account and the corresponding entries in the s.o. summary or should there be any difference between the balance acknowledged by a sub-office and that show against the sub-office in the s.o. summary, make a special inquiry on the subject. See whether the daily accounts are properly disposed of and signed by the sub-account clerk and the postmaster. Mention in your note the dates of the daily accounts selected for examination.

NOTE 1.- Regard all alternations or erasures in the daily accounts with suspicion and make them the subject of inquiry.

NOTE 2- If any cash remittances shown in the treasurer's cash book (A.C.G.2) as sent to sub-offices on the date of your arrival, or any earlier date subsequent to the date of the s.o. slips cited in the daily accounts received on the first day of your visit have not been acknowledged in the daily accounts

received up to the last day of your visit keep a note in your memorandum book of the unacknowledged amounts and satisfy yourself, by reference to the sub-offices concerned, that the remittances were actually sent to them.

Clause 12. Comparison of B.O. Summary with branch office daily accounts.-(1) Examine the BO. daily accounts [A.C.G.22(a)] received during the period of your visit and for at least four other dates, selected at random, since the last verification and carry out the same checked with regard to the entries in the b.o. daily accounts and the balances acknowledged by branch offices, by a comparison with the b.o. Summary [A.C.G.3(a)], as that prescribed in the preceding clause for s.o. daily accounts. See whether the b.o. daily accounts are properly prepared and filled up and whether they have been properly disposed of and signed by the sub-account clerk, and the postmaster. Mention in your note the dates of the B.o. daily accounts selected for examination.

(2) Examine the registers (MS.-85) of the village postmen who attend the office during your visit and see that the balances due from them are correctly entered and acknowledged by them in the BO. Summary.

(3) See, for the period of your visit and the other selected dates, that the daily totals of the b.o. summary are correct and that they are correctly transferred to the H.O.cash book.

NOTE 1.- See Note 1 below the preceding clause.

NOTE 2.- If any cash remittances shown in the treasurer's cash book. (A.C.G.-2) as sent to branch offices on the date of your arrival, or any earlier date subsequent to the date of the b.o. slips cited in the b.o. daily accounts received on the first day of your visit, have not been acknowledged in the b.o. daily account received up to the last day of your visit, keep a note in your memorandum book of the unacknowledged amounts and satisfy yourself, by reference to the branch offices concerned that the remittances were actually sent to them.

Clause 13. Check of postage, cash and stamps in transit between the head office and its sub-offices.-(1) For four dates, selected at random, since the last verification, compare the entries in the s.o. summary (A.C.G.-3) relating to postage in transit between the head office and its sub-offices with the corresponding entries in the pencil copies of the s.o. slips on record and in the treasurer's cash book (A.C.G.-2). Verify the total amount of postage cash and stamps in transit between the head office and its sub-offices shown at the foot of the s.o. summary, and see that it is correctly transferred to the postmaster's balance sheet. Satisfy yourself by reference to the daily accounts that the postage, cash and stamps shown as in transit on the dates selected have been duly acknowledged. See whether the columns of the s.o. summary which are to be filled in by him. Mention in your note the dates selected for these checks.

(2) During the period of your visit, check the entries in the s.o. summary relating to remittances between sub-offices. Keep a note in your memorandum book regarding these entries made in the s.o. summary on the first day of your visit and, if any of these items have not been acknowledged in the daily accounts received up to the last day of your visit, satisfy yourself by reference to the sub-offices concerned, that the unacknowledged remittances were actually sent to them.

Clause 14. Check of postage, cash and stamps in transit between the head office and its branch offices. – Carry out the same checks as those prescribed in paragraph (1) of the preceding clause with regard to entries in the b.o. summary [A.C.G.-3(a)] relating to postage, cash and stamps in transit between the head office and its branch offices for four dates, selected at random, since the last verification, and see that the total amount shown at the foot of the b.o. summary corresponds with that transferred to the postmaster's balance sheet. Mention in your note the dates selected for these checks.

Clause 15. Comparison of balance of deposit account with entry in postmaster's balance sheet. – See that the balance for each day of the deposit account (A.C.G.-45) has been correctly transferred to the detail of balance “Balance of the head Office deposit account” in the postmasters' balance sheet.

NOTE – The checks prescribed in clauses 15, 16 and 17 should extend over the whole period since the balances were last verified by the Superintendent or the Inspector.

Clause 16. Comparison of balance of postmaster's balance sheet with balances of s.o. and b.o. summaries. – Compare the net balance of the s.o. summary and of the b.o. summary with the corresponding entries in the postmaster's balance sheet (A.C.G.-4).

Clause 17. Comparison of balance of postmaster's balance sheet with balance of h.o. summary. – Compare the daily closing balance of the h.o. summary (A.C.G.-1) with the net balance of cash and stamps in the head office as entered in the postmaster's balance sheet.

Clause 18. Verification of postmaster's balance sheet. – See, for the period of your visit and a few other dates, selected at random, whether the postmaster's balance sheet (A.C.G.-4) is correctly prepared and whether the total receipts and payment of head, sub and branch offices as shown in columns 5 & 12 of the h.o. cash book (A.C.G/-4) are correctly entered against items 2 and 4 of the balance sheet. Verify by actual calculation that the amount shown against item 7 in the postmaster's balance sheet has been correctly arrived at. See also whether the postmaster's balance sheet is written up daily by the postmaster himself. Mention the dates selected for this check.

Clause 19. Examination of audit objection statements. – Examine the objection statements received from the Audit Office in each department of the office since the last verification and see whether the objections have been properly dealt with. Mention the numbers and dates of the objection statements still pending adjustment in the office.

Clause 20. Post Office Certificates. – (1) Examine the stock registers of postal certificates (C.C.-12) and see that these are properly maintained. Satisfy yourself that all the entries made in the stock registers since the last verification are correct by reference to the invoices received and despatched and that the number of unissued certificates in the postmaster's personal custody agrees with the balance shown in the stock registers. Check the working stock with the counter clerk at the time of your visit and satisfy yourself that it is correct. Satisfy yourself that the particulars of invoices received on record, tally with those given in the list of invoices issued every quarter by the Stock Depot to the Divisional Superintendents and First Class Postmasters vide rule 377(4) of Posts and Telegraphs Manual, Volume VIII.

(2) Satisfy yourself that the number of the invoices received and despatched since the last verification run in an unbroken series and see that for all invoices despatched acknowledgements from the receiving officers are on record. Initial the last invoices checked by you to save re-check at the next verification and mention in your note the serial number of the last invoice received in the office and examined by you.

(3) Examine the office copies of the journals of postal certificates issued (C.C.-18) for at least four days since the last verification with reference to the entries in the applications for purchase or transfer of postal certificates and satisfy yourself that the amounts shown in the journals were duly accounted for in the head office summary.

(4) Examine the office copies of the journals of Postal certificates discharged for at least four days since the last verification with reference to the applications for purchase or transfer of

Postal Certificates and satisfy yourself that the dates of discharge have been correctly noted in the application for purchase or transfer of Postal certificates as the case may be.

(5) Prepare a memo of postal certificates lost, destroyed, spoilt, etc., before issue, during the whole period since the last verification. Sign and date your memo. And despatch it to the Audit Office in a service registered cover as soon as your verification is complete. Attach the receipt for the registered article to your note.

Clause 21. Preparation of memo. Of monthly cash balances.- After carrying out the verifications prescribed in clauses 15, 16, 17 & 18, prepare a memo., in form Inspn.-4 showing the balance of the h.o. cash book (item 5 of the postmaster's balance sheet) on the last day of each month for the whole period since the last verification, sign the memo. And despatch it to the Audit Office in an envelope registered on service. Attach the receipt for the registered cover to your note.

NOTE.- If the date of the h.o. summary balance which was taken as the basis of the check prescribed in clause 1 is not the last day of a month, thoroughly check all the items totals and balances of the h.o. cash book and postmaster's balance sheet in the manner prescribed for head postmaster in the Posts and Telegraphs Initial Account Code Volume I, for at least one day in each week from the beginning of the month up to the date referred to initialling item 5 of the postmaster's balance sheet for each day.

Clause 22. Verification of statements of balances.- Take up the statements of balances of the office (Pa.-16) and satisfy yourself that the entries correspond with the entries in the h.o. summary (A.C.G.-1) and also, as far as possible, that the explanations given for exceeding the authorised maximum balance are bona fide. Note details of any discrepancies observed in connection with these explanations and send the statements concerned to the Head of the circle, attached to the copy of the remarks in the order book in the case of a first class head office or make proper investigation into the matter in the case of any other head offices. The statements that are in agreement with the h.o. summary should be destroyed after check.

Clause 23. Check of recoveries for articles of stock lost or broken. – Taken up the certificates of credit furnished by the postmaster ( See 210/1 ) for ten dates selected at random since your last verification and see that all the items contained therein have been credited in the schedule of unclassified receipts. Mention in your report the dates selected for this check.

Clause 24. Examination of service books. – See in a general way that there is a service book in the office for every official (who is required to keep a service book) for whom pay has been drawn in the last establishment pay bill. Satisfy yourself by checking 5 per cent of the books taken at random, that they have been regularly written up and attested. See also whether inspection of the service books by their owners has been carried out under the supervision of responsible officials and satisfy yourself whether as a token of his scrutiny and acceptance of entries in the service book the owner has signed his name in the relevant column of the service book and the official who supervised the scrutiny has endorsed the signature as evidence that the scrutiny was conducted under proper supervision. See also whether the nationality certificates of newly appointed non-gazetted officers having European names have been pasted on the first page of the service books.

NOTE. – The head of the office is personally responsible that the service books and service rolls in his custody are punctually and correctly written up. The Superintendent will report any irregularity in this respect that comes to his notice to the Postmaster-General.

Clause 25. Verification and attestation of service rolls. – See in a general way that a service roll (S.V. 262) is properly kept in respect of every official on whose behalf this record is

prescribed to be maintained; and for this purpose check 5 per cent of the rolls taken at random. Attest the entries in the service rolls that have been verified, by your signature, adding the date below it.

NOTE 1. – See Note to clause 24.

NOTE 2. – The check prescribed by this clause is not required in the case of a first class head office.

Clause 26. Examination of character sheets and gradation lists. – See whether the character sheets (App.-10) and gradation lists [Est.-27(s)] are properly written up to date and kept in the personal custody of the postmaster. Whether the declaration(s) (Rule 16 of Vol.IV of P and T Manual), have been obtained from all departmental officials concerned and kept properly with their character sheets.

NOTE. – The officer deputed to verify the balances of a first class head office is not required to apply the check prescribed in this clause.

Clause 27. Check of security bonds. – Ascertain whether the names of all the officials, as furnished in the latest available acquittance rolls, are noted in the register of Security Bonds and then check the register with the bonds in the custody of the Postmaster and note whether every official required to give security has done so. Also see whether the declaration (Rule 16 of Vol. IV, of P. and T. Manual) has been obtained from all Extra Departmental Agents concerned and kept properly with the security bond. Also see whether the enquiry papers relating to the character and antecedents of all Extra Departmental Agents (except those for whom such enquiries have been dispensed with) have been kept with their Security Bonds, those relating to Extra-Departmental Agents who are exempted from furnishing security being kept along with the Security Bonds of other officials in the place where the bonds would otherwise have been kept.

NOTE. – The note below the preceding clause applies also to this clause.

Clause 28. Statement of recoverable advances and retrenchments, etc. – If any advances recoverable are outstanding at the time of your verification, enter in a memo. A copy of the details of the balances remaining unadjusted, as shown in the register of recoverable advances and retrenchments, etc. with brief explanatory remarks as to why adjustment has been delayed and attach the memo. to the copy of remarks in the order book.

Clause 29. Invoices of publications and books of blank forms, etc. – (1) Satisfy yourself that the invoices [Sk. 53 (b)] are in an unbroken series and that the value of the copies received for sale as entered in the invoices, minus the value of unsold copies in hand tallies with the sale shown in the Stock Book. See in respect of at least 10% of the entries made in the Stock Book that the sale proceeds shown therein, have actually been credited in the Accounts i.e. the Treasurers Cash book. Verify by actual account that the number of unsold copies on hand tallies with the balance shown in the Stock Book. If any of the copies supplied, whether for sale or use, have become obsolete destroy them and make a note in the Stock Book under your signature, stating the number and value of the copies destroyed. Mention in your note the serial No. if the last invoice received in the head office and examined by you.

(2) If your visit is the first one after receipt of the first invoice for the year, satisfy yourself that the number of copies of each of the publications and books of forms remaining unsold on the date of the receipt of the first invoice of the year has been correctly noted on that invoice, initial these entries, and then destroy the previous year's invoices.

NOTE - If the office is one of the selected combined offices authorised to sell Telephone Directories carry out the above check in respect of this publication also.

Clause 30. Examination of Savings Bank Ledger Cards and lists of transactions. – Compare the entries made since your last verification in 20 accounts (selected at random) in the savings bank ledger cards (SB-1) with corresponding entries in the lists of transactions (SB-60) to see whether the entries in the list of transactions have been correctly posted in the ledger card. See that the Postmaster is properly maintaining the long book himself. Satisfy yourself that lists have been signed by the Postmaster after carrying out the prescribed checks. Mention in your note the number of the accounts and the dates of the list of transactions selected for examination.

Clause 31. Stock Register of Pass Books. – See whether the Stock Register of Pass Books (SB-4) is properly maintained and whether the Postmaster places his initials against the balance of unused Pass Books in hand at the close of each day on which the balance is altered on account of receipts or issues. Call for the Guard Book containing depositors' application for duplicate Pass Books and see that the postage stamps to the value of the prescribed fee have been affixed to the applications for all duplicate Pass Books issued on payment since the date on which the balances of the office were last verified. Destroy all spoilt Pass Books that are found in stock and mention the number in your note. Check at least four applications received for the issue of duplicate Pass Books with a view to see that they are genuine and that proper enquiries have been made as to the identity of the applicants.

Clause 32. Register of Undeliverable Pass Books in deposit. – See whether register of undeliverable Pass Books in deposit in the Head Office (SB-12) (c) is properly kept up by the Postmaster personally or under his immediate supervision and whether the Pass Books which are not shown in it as returned to the depositors or forwarded to the control Organisation are in the Custody of the Postmaster. State the number of Pass Books which have remained unclaimed for three months or more and satisfy yourself that they have not been detained unnecessarily.

Clause 33. – Examine the annual statement of interest to see if it has been neatly prepared. Also see with reference to the Register relating to the Pass Books received from sub-offices if the Pass Books are being received for entry of interest regularly and being promptly returned. Mention the number of accounts in respect of which interest has been added in the Pass Books.

Clause 34. Examination of registered lists. – Call for the registered lists (R.P. – 32) (including those received from branch offices authorised to perform registration work independently on record in the office and thoroughly examine the bundles for one day, selected at random, in each month since your last verification. See whether to the receipt for every value-payable article delivered, the receipt for the money order issued is attached, and whether notes showing the disposal of mis-sent, redirected, unclaimed, and refused articles have been recorded on the registered lists. Compare the v.-p. article receipts signed by the addressees with the money order receipts attached to them and see whether the particulars of the money orders are correct and whether the dates of issue of the money orders correspond with the dates of delivery of the value payable articles. Mention in your note the dates selected for this check.

NOTE. – In the case of offices where the system of “delivery slips” (R.P. – 58) is in force, the check should be carried out only in respect of twenty articles of which tens should be v.p. articles. The entries relating to those articles should be selected at random from the registered lists and not from the delivery slips and should be spread, more or less, evenly over the period since the last verification. In such offices, notes showing the disposal of redirected, unclaimed and refused v.-p. articles of more than Rs. 25 in value will be found recorded in the register of v.-p. articles received and not on registered lists.

Clause 35. Examination of parcel lists. – Call for the parcel lists (R.P.3) on record in the office and carry out the same checks in respect of these lists and of the v.-p. articles receipts

attached thereto as those prescribed in the preceding clause in respect of registered lists. See whether the disposal of receipts for inward foreign and inland parcels charged with customs duty have been properly recorded in the parcel lists. If any parcel list shows an excessive number of v.-p. articles as redirected, make a special enquiry on the subject. Mention in your note the result of the check and the dates selected.

NOTE. – In the case of offices where the system of “delivery slips” (R.P.-58) is in force, the check should be carried out only in respect of twenty articles, of which ten should be v.p. articles. The entries relating to those articles should be selected at random from the parcel lists and not from the delivery slips and should be spread more or less evenly over the period since the last verification. In such offices, notes showing the disposal of redirected, unclaimed, and refused v.-p. articles of more than Rs. 25, in value will be found recorded in register of v.-p. articles received and not on parcel lists.

Clause 36. Examination of receipts for inward foreign and inland parcels charged with customs duty – (1) If the office is an office of exchange for foreign parcels and is not situated at the headquarters of a circle, call for –

- (a) Register of parcel bills received (F.P.-41) and
- (b) Parcel bills received and parcel invoices (F.P.-3) prepared by the office since the last verification.

(2) Examine the Register of parcel bills received and satisfy yourself that, for every day since the last verification, it bears the signature of the Postmaster or the Deputy or Assistant Postmaster and that all the parcel bills and invoices entered in the register during the same period, as well as those that were not completely checked during the last verification, have been placed before you for examination.

(3) See that to the receipt for each v.-p. parcel (R.P.-55 or R.P.-25) is pasted the receipt for the money order issued [M.O.-1 or M.O.-1(S)], that the particulars of the money order are correct and that the date of its issue corresponds with the date of delivery of the parcel. If these dates differ, see that a satisfactory explanation for the difference has been given on the receipt under the Postmaster’s signature.

(4) Mention in your note the last complete month up to and including which these checks have been applied and attach to the note a list of all the receipts relating to the month in which the accounts were last verified or to any previous month, which are still wanting.

Clause 37. Comparison of amount of pay and allowances disbursed with amount drawn or disbursement. – (1) Call for each memorandum of disbursement of pay and allowances (A.C. G. - 26) returned by the Circle Office since your last verification, and, for the month to which it relates, verify in the following manner the disposal of the amounts drawn for the payment of post office establishment and travelling allowances : - From the total amount charged in the h.o. cash book (A.C.G.-14) to “Bills paid” during the month deduct all the payments other than those made on the post office establishment bills (A.C.G.-20) (monthly and arrear) and travelling to be deducted should be picked out from the schedule of bills with the amount entered by the Circle Office at the foot of the memorandum of disbursement as disbursed during the month. If there is any difference, see that it is accounted for by the difference between the amount of undisbursed pay credited by deduction from the post office establishment bill on which the payments were made and the amount credited by deduction from the bill for the next month on account of pay drawn but returned undisbursed by overseers. In other words, the total amount actually drawn (i) for the payment of Post Office establishment, and (ii) for travelling allowances by a charge to “Bills paid” in the h.o. cash book for any month, plus the amount of undisbursed pay (if any) credited by deduction from the post office establishment bill paid in that month, should be equal to the total

amount actually disbursed during that month as entered by the Circle Office on the memorandum plus the amount of undisbursed pay (if any) credited by deduction from the post office establishment bill paid in the next month.

(2) Mention in your note the last complete month up to and including which this check has been applied.

NOTE – See that each memorandum of disbursement placed before you for the purposes of this check bears the signature of an officer in the circle office and the impression of his special stamp.

**240. Inspection of mail lines.**- (1) Main lines must be inspected twice every twelve months at intervals of about six months. The inspections will be made by either the Superintendent or Inspector; but ordinarily the more important mail lines should be inspected by the Superintendent. The inspections of mail lines should, as a rule, be carried out during the course of a tour and the result should be noted in the diary. The following questions will suggest the points to which inquiries should be specially directed:-

- (a) Are the runners' huts suitably situated on the side of the road? Are they in good repair; and do the runners live in them?
- (b) Is the full number of runners entertained; and is the number sufficient?
- (c) If the weight of mails is excessive, can it be reduced by using smaller bags, or diverting a portion of the mails to other lines?
- (d) Do the runners received their pay regularly and in full? Have they any complaints to make on this or any other subject against the overseer? If so, are their complaints well-founded?
- (e) Are the runners supplied with badges, belts and staves; and are these used by them when on duty?
- (f) Does the overseer constantly travel over the line; and does he keep the runners under efficient control?
- (g) Would any revised arrangements or change of route expedite the transmission of the mails or improve the service?
- (h) Has the overseer a vernacular copy of the rules for overseers and, if so, is it kept corrected up-to-date?

Superintendents, R.M.S.

**241. General scope of inspections.** – The principal objects which the Superintendent should have in view when inspecting an office or section are : (i) to carefully observe the working of the office or section, to see that it is working smoothly, that order and discipline are maintained, and (in the case of a mail office) that its relations with the public, especially railway officials, are creditable; (ii) to carefully examine each official in his principal duties to see that the procedure followed in each department is in strict accordance with the system laid down; (iii) to acquire a personal knowledge of the officials in order to ascertain their qualifications and fitness for the duties assigned to them; (iv) to see that suitable arrangements are made for carrying on the work in each department, and that the departments are kept separate as far as possible; (v) to satisfy himself that the establishment is sufficient for the work imposed on it, and not in excess of the

requirements; and (vi) to collect information and statistics that will enable him to check the statistical memoranda [M.S. -14 (b)] submitted by Sub-divisional Inspectors and, in cases where an increase or decrease of establishment is proposed, to judge whether it is necessary or not.

**242. Observation of Work.** – (1) The Superintendent should observe whether the duties performed by each official are strictly in accordance with the memorandum of distribution of work and whether the memorandum requires any modification. In the case of sections, it is only by frequently travelling in the van, and by checking the statistics furnished by the Inspector showing the amount of correspondence dealt with by the section, that a Superintendent can know whether the work to be performed by a set is properly distributed among the sorters, or whether the number of sorters composing a set is insufficient or excessive.

(2) Perhaps the best method of ascertaining whether the officials of the office or section are acquainted with the rules and follow the procedure laid down is for the Superintendent, during the first portion of his visit, to devote some time to merely watching the establishment at work to see whether there is any hurry or confusion, taking notes of any irregularities that he may detect, but not interfering unnecessarily with the officials. If he observes that each official is in his place, and that the duties of each department are performed quietly and in a businesslike manner, it will be a sign that every one is doing his work in the regular and orderly manner in which he is accustomed to do it. On the other hand, a display of unwanted activity, due to the presence of the Superintendent, shown by the officials, hurrying to and fro (e.g., in search of documents, or to ask for instructions from the record clerk or head sorter, or assistance from one another), will prove that the establishment is unfamiliar with, or ordinarily neglectful of, the prescribed procedure, and that the record clerk or head sorter is lax in his supervision over his subordinates.

**243. Inspection of offices and sections.** – (1) All the record offices, mail offices and sections in the division must be inspected at least twice in every twelve months at intervals of about six months. Such of the record offices and mail offices as may be assigned by the Head of the Circle to the Superintendent should be inspected by the latter while in respect of all other offices both the inspections should be carried out by the Assistant Superintendent or Sub-divisional Inspector. The more important sorting sections selected by the Head of the Circle should be inspected by the Superintendent and all the remaining sections (sorting and transit), by the Assistant Superintendent or Sub-divisional Inspector. Although the Superintendent is not required to undertake the systematic periodical inspection of the less important offices and sections, he is not relieved from the responsibility for the personal supervision and control of the whole division.

(2) Each inspection of an office should be carried out in a thorough manner in accordance with the standard questions, but it may extend to any other matters into which the inspecting officer thinks it advisable to enquire. He should see that the office is working smoothly with the public, specially railway officials and within its authorised powers and that only the authorised fees are taken by the officials concerned. He should also devote some time to merely watching the establishment at work to see whether there is any confusion.

(3) When inspecting an office the inspecting officer should make notes of the inspection on plain paper in the form of replies to the standard questions which should be referred to by their Nos., no replies being given to those questions which relate to matters in which the work of the office or section is found to be entirely in order. Any remarks that may be called for apart from the answers to the questions should be added at the end of the notes and the notes should be signed and dated by the inspecting officer and kept on record in the Superintendent's office. When the inspection is completed a copy of the remarks recorded in the order book (MS.-8) of selection grade offices only should be forwarded by the Superintendent to the Head of the Circle. In the case of other offices and sections in charge of Higher officials in the time scale L.S.G. any serious irregularities noticed at the inspection should be reported separately to the Head of the Circle.

NOTE 1.- In the case of an office which is a sub-record office as well as a mail office, the inspecting officer should be guided by the questions applicable to the office in both capacities and the remarks in the order book should be written under the heads "As sub-record office" and "As mail office".

NOTE 2.- In the case of RMS Sections comprising of more than one set the inspection of only one set is to be carried out. If need be inspection of out-trip of one set can be combined with in-trip of another set to avoid unnecessary halt at the outstation.

NOTE 3.- It is considered that the average time required for inspection should generally be in accordance with the following table:-

Head Record Offices	6 days
Record Offices and Sub Record Offices Having five clerks or more	4 days
Other Record Offices	2 to 3 days
Each set of a Mail office	1 day

**244. Periods of travel with set.-** The most important period of a trip, during which the Superintendent should be present in the van, are (i) at the beginning of the journey and until all the mails received at the first few stations are sorted; (ii) when heavy mails are received or given out at junction stations; (iii) when return mails are received or given out; and (iv) when the mails are made over to the relieving section.

**245. Examination of mail van:-** Before the Superintendent starts on a trip, he should note the No. of the mail van attached to the train, and the railway to which it belongs. He should also observe whether the van is in good repair or wants painting, and whether the fittings are in order and complete. He should notice whether a portion of the panel below each window is cut out, so as to allow of letters or other small articles which may happen to fall into the window sides, being easily removed. These observations should be recorded in his diary (Genl.-1) and will be useful for the purpose of checking his list of mail vans.

NOTE.- Officers visiting a Railway Mail Service van or a Mail office should sign on the Daily Report.

**246. Examination of sorting-case.-** The sorting case should be examined to see that it is no way defective and is secured if frequently happens that letters drop from one compartment into another through the space left between the back of the sorting case and the side of the van. When any such defect is noticed, the Superintendent should make a note of it and, immediately on his return to headquarters, address the railway authorities on the subject.

**247. Check on attendance of sorters.-** The Superintendent should see whether all the sorters composing the set are present in the van. If any regular sorter is absent, the Superintendent should make a note of, and enquire the reason for, his absence, and record the name of the substitute acting for him; these notes will enable him subsequently to check the daily report (MS.-83) of the set and the double duty allowance statement (A.C.g.-37). The Superintendent should also see that each official in the van is provided with a token or pass and that he retains it in his personal custody.

**248. Arrangement of mails and articles in van.-**The Superintendent should see whether the instructions laid down in the memorandum of distribution of work, for the arrangement of mails and articles in the van are followed.

**249. Arrangement of sorting case.-** The Superintendent should see whether the sorting-case is labelled according to the diagrams prescribed.

**250. Examination of work-papers :-** (1) If the Superintendent is travelling with a set on its out-trip, he should see that the headings and other due mail entries which are prescribed to be made at the record office on the attendance day of the set, have been duly written into the work-papers for both the out-trip and in-trip, and that the work-papers have been properly stamped. If the Superintendent is travelling with a set on its in-trip, he should see whether the bundle of work-papers for the out-trip are complete and correctly prepared, and whether the necessary entries are filled into the work-papers for the in-trip.

(2) He should examine the mail abstract (M-42) and check the mail lists [M.-1 or M.- 1(a)] and see whether an explanation is given in every case of excess receipt or short receipt of due mails or bags. He should satisfy himself that the sorters understand the use of acme covers.

**251. Examination of bags and labels.-** The Superintendent should observe whether each bag for despatch with mails has its appropriate label attached to it, and that there is no waste of the twine used for this purpose; if he notices that manuscript labels are used when printed labels should be employed or vice versa, he should note the fact, with a view to early steps being taken by the record clerk for the supply of the prescribed labels. He should see (i) that a sufficient number of check-slips (M.-10) has been provided for use in the out and in trips and that each slip bears an impression of the name-stamps of the set, (ii) that all the bags for use have been turned right-side out, and are of suitable sizes, and (iii) that no bags are misused.

**252. Examination of portfolio.-** The Superintendent should examine the portfolio to see that the contents are in good order, and that the stamps and seals are kept clean and properly dated. If any article is damaged or unserviceable, he should make a note on the list, with a view to the article being repaired or replaced. The Superintendent should satisfy himself whether the allowance of stationery made to the set is sufficient.

**253. Examination of sealing lanterns.-** The Superintendent should examine the sealing lanterns to see that they are kept clean, and that the glasses are not broken. He should observe whether the full sanctioned allowance of candles is used. It should be impressed on the sorters that the use of naked lights, i.e. lighted candles or oil lamps not placed inside lanterns, is not only strictly prohibited by the Railway Act and renders the transgressor liable to punishment, but that it is also an extremely dangerous practice. Severe notice should be taken of any instance in which naked lights are used in the van.

**254. Examination of sorting list.-** The Superintendent should invariably take with him, when proceeding on tour, his office copies of the sorting lists (M.-9) of the division, to enable him to check the correctness of the sorting list of each set, and satisfy himself that all changes intimated in weekly sorting orders and A. orders have been duly noted in the sorting lists. If he finds any mistakes or omissions in the sorting list, he should call for an explanation from the record clerk concerned. He should ascertain, by questioning the sorters, whether they thoroughly understand the changes (if any) made in the sorting list since the last inspection of the set, and should satisfy himself that the sorting list in the possession of each sorter has been duly corrected up-to-date.

**255. Examination of guidance book.-** (1) The Superintendent should examine the guidance book [MS-79(a)] to see that all B. orders concerning the set are neatly and correctly copied in the book, that the book contains no. B. order which does not concern the set, that B. orders which have become obsolete or void, have been cancelled under the record clerk's signature, and that every order has been initialled by all the sorters of the set. He should initial the last order in the book to save re-examination when the set is again visited by him.

(2) The Superintendent should make it a point at each inspection a set to examine the guidance book to see that it is in good order and the pages are complete, and should also satisfy himself that the instructions are thoroughly understood by the sorters.

**256. Supervision of sorting work.-** The Superintendent should devote the greater portion of his time and insist on his Inspectors devoting the whole of their time to the supervision of the work of sorting. He should observe whether the sorting is performed with rapidity and precision, and take notice of any carelessness or inefficiency on the part of the sorters. Every missent article should be carefully examined and the cause of mistransmission ascertained, with a view to steps being taken to check the irregularity. If any sorter appears to be incompetent, the Superintendent should examine him in the sorting list, if there is time to do so; otherwise he should fix a date for the examination of the sorter either; by himself, or by the Inspector.

**257. Examination of mail bags and labelled bundles.-** (1) The Superintendent should carefully re-examine the contents of some of the mail bags and station bundles made up by the set, before they are finally closed. Special attention should be paid to the examination of mail bags made up for sorting sections and mail offices and of sorting mail bags and station bundles prepared for post offices. In checking the contents of sorting mail bags, the Superintendent should particularly note whether station bundles are invariably prepared, where necessary and whether the check-slips placed in these bundles are legibly addressed, stamped and initialled by the sorter who checks their contents. He should also see whether unregistered articles not sent in station bundles are invariably tied up in sorting bundles containing not more than 50 to 60 letters and that large articles, such as packets and newspapers, are bundled separately. No unbundled mail letter should be sent to any section or office.

(2) The Superintendent should also examine the contents of some of the labelled bundles passing in transit through the set, and initial the check-slips placed in them. A labelled bundle which has once been checked by a supervising officer need not be re-examined by another officer.

**258. Examination of return-train mails.-** (1) The Superintendent should invariably be present in the van when return train mail bags are being closed or are received by the set, and should carefully examine the contents of the bags. When examining the contents of a return-train mail bag made up by the set, he should observe whether the articles are properly prepared for despatch and see the bag closed in his presence having previously noted the number of unregistered articles placed in each return-train bundle, with the object of checking the entries made on the labels by the receiving set, when the labels are sent to him later with the daily reports. Some times, to screen themselves from the consequences of overcarrying articles, sorters secrete them in the letter-box of the van, or conceal them in a sorting compartment other than the return-train one, or detain them till a subsequent return-train mail bag is made up. Any concealment of this kind is a serious offence, and every instance detected should be severely noticed. The Superintendent should also observe whether proper care is exercised to ensure the delivery of return-train mails so as to be received by the return-train section, especially when the train of the despatching set is running late.

(2) In examining the contents of a return-train mail bag received, the Superintendent should observe whether the articles were properly prepared by the despatching set, and check the unregistered articles with the entries on the return-train labels. The articles should then be made over to the head sorter, and the Superintendent, should see whether they are dealt with by him in the prescribed manner.

**259. Points of detail to be attended to.-** Besides instructions given in the foregoing rules, the Superintendent should direct his attention to the following questions, which will suggest the

other points to which his enquiries may extend. Questions marked (S) apply only to sorting sections; those marked (T) only to transit sections; all others to both sorting and transit sections.

*Clause (i) Mails generally.*- 1. Are mails received (whether from sections, offices, mail peons or otherwise) properly examined immediately on receipt ?

2. Are the contents of transit bags addressed to the section properly checked and examined; and are the transit bags, after they are emptied of their contents, turned inside out before they are put aside ?

3. Are mail lists [M.-1 or M.-1(a)] received promptly received ?

4. Are bags and articles made over by the head sorter to the registration and parcel sorters properly examined before being transferred; and is the transfer effected promptly ?

(S)

5. Are the bags and articles received by the head sorter from the registration and parcel sorters for despatch properly examined at once ?

(S)

6. Are receipts duly exchanged between the head sorter and the registration and parcel sorters for bags and articles made over and received ?

(S)

7. Are the mails properly prepared for despatch ?

8. Are the bags closed by the section properly labelled, closed and sealed ?

9. Are the mails, when ready for despatch, carefully examined before they are forwarded ?

10. Are mail lists [M.-1 or M.-1(a)] properly prepared for despatch ?

11. Are insured bags received and made up carefully examined by the head sorter; and are they opened and closed in his presence ?

(S)

12. In whose custody does the insurance seal remain; and is the seal, when not in use, kept locked up in the box supplied with it ?

13. Is any alteration required in the due mail list (M.-9) ?

14. Does the head sorter assist in the work of sorting; and is he fit to discharge his duties ?

(S)

15. Is the mail guard fit to discharge his duties ?

(T)

*Clause (ii). Unregistered articles.*- 16. Is the van letter-box cleared and are the articles weighed, in view to taxing them with postage, before the train leaves each station ?

(S)

17. By whom is the letter-box cleared; are articles cleared from the letter-box promptly stamped; and is the stamping properly done ?

(S)

18. Are the destinations in English properly written on articles posted addressed in vernacular ; and are the vernacular names which are transcribed underlined with blue pencil ?

(S)

19. Is the van letter-box kept closed at station at which a late fee is imposed and is the prescribed notice hung outside the box at such stations ? (S)
20. Are all the contents of each mail bag disposed of before those of another are taken out, and are the emptied bags turned inside out before they are put aside ? (S)
21. Is the facing of articles preserved during the process of examination and packing ?
22. Are missent and misdirected articles properly dealt with ? (S)
23. If any undecipherable articles were received, were they properly dealt with ? (S)
24. Is the sorting work checked by examination prior to the articles being packed for despatch ? (S)
25. Are the paid articles examined with the object of taxing postage on those that are found to be insufficiently paid ? Are they weighed for this purpose at the next station at which the train halts ? (S)
26. Are check-slips (M.-10) properly filled up and placed in all labelled bundles and are the latter securely tied ?
27. Are the compartments of the sorting-case correctly and legibly labelled, and are they regularly cleared when inconveniently full ? (S)
28. Is the assistant sorter fit to discharge his duties ? (S)
- Clause (iii). Registered articles .-* 29. Are registered bags received, properly examined at once ? (S)
30. Are registered lists (R.P.-32) received, promptly received ? (S)
31. Are registered articles received, carefully examined ? (S)
32. Are registered bundles (R.P.-37) made up for all offices for which direct bags are not closed, when there are more than two station articles of the uninsured registered letter mail ? Are the registered bundles properly prepared, closed, sealed and labelled ?
33. Are registered lists for despatch properly prepared ? (S)
34. Are money orders for despatch enclosed in envelopes (MS.-5) and are those envelopes entered in the registered lists concerned ?
35. Are registered bags for despatch properly labelled closed and sealed ? (S)
36. Are registered bags transferred to the head sorter under receipt in the registered abstract ? (S)
37. Is special attention paid to the careful examination of insured envelopes received and is the procedure prescribed strictly followed in dealing with insured envelopes ? (S)

38. Is the registration sorter fit to discharge his duties ? (S)

*Clause (iv). Parcel mail articles.-* 39 Are parcel bags and parcel mail articles received, properly examined at once ? (S)

40. Are parcel lists (R.P.-33) received, promptly received ? (S)

41. Are parcel lists for despatch properly prepared ? (S)

42. Are parcel bags properly prepared for despatch; and are they properly labelled, closed and sealed ? (S)

43. Are parcel mail articles to be enclosed in mail bags transferred to the head sorter under receipt in the parcel abstract ? (S)

44. Examine some of the uninsured registered parcels received by the set and see that the postage stamps affixed to the parcel, or to the official label pasted on it, represent the correct amount of the charges due on it. (S)

45. Is special attention paid to the careful examination of insured bags; and is the procedure prescribed strictly followed in dealing with insured bags ? (S)

46. Is special attention paid to the careful examination of insured parcels, and is the prescribed course strictly followed in dealing with insured parcels ?

47. Are insured bags properly labelled, closed and sealed in the head sorter's presence ?

48. Is the parcel sorter fit to discharge his duties ? (S)

*Clause (v). Miscellaneous.-*

49. Are the stamps and seals kept clean? (S)

50. Is the ink-pad in good order, and is it kept covered when not in use ? Is the stamping ink of proper consistency ?

51. Are articles and documents properly stamped in the manner prescribed by rule ?

52. Are surplus due bags (if any), punctually returned in the manner prescribed in the due bag list (MS.74) ?

53. Are the instructions for the return of empty bags received with unusual mails from presidency offices strictly complied with ?

54. Is the class of bag (i.e. whether canvas or dosuti) used for unusual mails noted in the mail abstract (MS.-42) at the time each bag is received for despatch ? (S)

55. If a van peon is attached to the set, is he fit to discharge his duties, and can he read the printed entries on the labels of bags ? (S)

56. Test the letter-scales to see whether they are accurate ? (S)

57. Are the officials of the set properly dressed when on duty ?

58. Is the use of the *Telegraphic Message Code* understood by the head sorter or mail guard ?

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## CHAPTER 3

### INSPECTORS POSTS AND ASSISTANT SUPERINTENDENT POSTS

**260. Jurisdiction of Inspectors :** -Every Superintendent's division is apportioned into sub-divisions, each of which comprises certain sub and branch offices and mail lines and is placed under the control of an Inspector, who is immediately subordinate to the Superintendent of the Division. The extent of each inspector's sub -division is fixed by the Head of the Circle.

**260-A. Inspectors attached to circle offices and divisional offices:-**(1) An Inspector Posts when attached to the office of the Head of the Circle is designated as Investigating Inspector. Officials of the cadre of Inspector Posts are also attached to the office of the Superintendent of Post offices in the Higher Selection grade and designated as Assistant Superintendents.

(2) The principal duties of an Investigating Inspector are to investigate important cases of loss, fraud etc., particularly in which more than one Postal and R.M.S divisions are concerned. When at headquarters he may be employed by the Head of the Circle, as he may think proper. He may be deputed by the Head of the Circle to make investigations in any part of the Circle or beyond it when necessary and to conduct prosecution cases in courts of law. An investigating Inspector may be required to work under the orders of the superintendent or Postmaster, Grade A, in whose division or office he happens to be conducting an enquiry.

**260-B (1) Assistant Superintendent Posts :** - The Assistant Superintendent will remain at the headquarters when the Superintendent is on tour and will look to the entire supervision of the office and control all the staff of the Divisional Office. He will dispose of all the routine cases not requiring the sanction or orders of the superintendent and sign routine drafts and fair copies. He may also sign important papers relating to leave and transfers except orders of punishment or appointment when it is really necessary to avoid serious delay. When then Superintendent is not at headquarters and cannot reach the place of occurrence quickly, the Assistant Superintendent will himself proceed on enquiries on the receipt of a report of loss, fraud, highway robbery etc., till the superintendent arrives.

**260-B(2) The duties which can be delegated to the Assistant Superintendents :-**

- (i) Opening and distribution of dak, except the dak from the Head of the Circle.
- (ii) Issue of reminders, the weekly check of the work of the assistants and disposal of personal cases of staff except those where policy of the department is involved.
- (iii) To pass TA bills of assistants, postmen and lower grade staff on the basis of the orders of the competent authority.
- (iv) Scrutiny of time statements.
- (v) Grant of casual leave to the staff when the Superintendent is on tour.
- (vi) Preparation of pension cases and disposal of fraud and loss cases till they are finally submitted to the superintendent.
- (vii) Carrying out the first and second inspections of time scale Post Offices and only second Inspections of the lower selection grade sub offices and other offices where the Superintendent has carried out the first inspection and also the inspection of the quota of Branch Offices fixed by the Superintendent.
- (viii) To assist the superintendent in the disposal of routine cases such as routine complaints, minor irregularities, submission of returns to circle office, recall of articles posted, disposal of spoiled receipts, stock indents, correspondence relating to postal life insurance and security bonds, planting of letter boxes, mail arrangements revision of the memorandum of authorized balances, review of the monthly copies of the sub office accounts, check all the copies of order book remarks

submitted by the Inspectors of Post Offices, filling of BO abstract, scrutiny of overseers beats and preparation of the memo of distribution of work of the Sub Offices.

**260-C Complaint Inspectors :-** An Inspector attached to a divisional office or a Gazetted Post Office for assisting the Supdt. or Gazetted Postmaster in the work relating to public complaint is designated as complaints Inspector. The complaint Inspector will perform the following duties.

- (1) He will be In-charge of the complaint branch of the Divisional Office and be responsible for proper and prompt disposal of complaints, prompt submission of statements relating to thereto etc.
- (2) He will take up such enquiries or investigations as may be assigned to him by the Head of the Office.
- (3) He will carry out such second inspections of Branch offices as may be assigned to him by the Supdt.
- (4) He will carry out the Inspection of the complaints branch once a fortnight.

**261.Powers of Inspectors :-** The powers of an Inspector are defined in the Postal Manual volume III.

Note .1:-The Inspectors are also authorised to grant leave to Grameena Dak sevak Branch Postmasters for a period not exceeding 4 months at a time provided that a suitable substitute is obtained in every case. When the period exceeds 4 months or when no suitable GDS substitute can be found, the orders of the Divisional Superintendent should be taken.

Note.2 :-The Inspectors are also authorised to correspond direct with the Manager, Stock depot in respect of matters relating to the stock of branch Offices under them.

**262.Inspector's head quarters :-** The head quarters of each Inspector will be fixed by the Postmaster-General and will ordinarily be at an important station in his sub-division. Under no circumstances may the headquarters be outside the Inspector's charge.

**263. Knowledge of sub- division:-**An Inspector must acquire within a reasonable time after his appointment to the charge of a sub-Division, a thorough knowledge of his jurisdiction, of the positions of the post offices therein, and of the mail lines and other roads in the sub-division. He must also make himself acquainted, as soon as possible. With the nature and importance of the work done in each branch by each post office within his powers of inspection.

**264. Personal knowledge of subordinates:-**In order to be able effectually to control his sub-division, it is essential that the inspector should make himself acquainted with the character of the sub and branch postmasters and postmen and village postmen under his immediate control. He should take every opportunity, when inspecting a post office, making department enquiries etc. To acquire a personal knowledge of the character and abilities of his subordinates.

**265.Knowledge of rules :-** An Inspector must possess a practical knowledge of post office work, and be thoroughly acquainted with the rules in the Postal Manual and Post Office Guide Part I and II, and with all departmental forms so as to be qualified to instruct his subordinates in their duties, especially when any new class of business is undertaken by the Department or any changes in procedure are introduced. He must also be qualified to take charge of a head office or important sub-office in any sudden emergency. An Inspector of Post Offices is supplied with a copy of each of the publications noted in Appendix 3 to Postal Manual, Volume II, against which the expression 'supervising officers' or 'supervising officers Post office and R.M.S' appears. He will also be supplied with a copy of the Civil service regulations, the compilations of the F.R.and S.R., the Penal and Criminal Procedure Codes and the Evidence Act with, which he should make

himself thoroughly acquainted so as to be able correctly to dispose of applications for leave, pension etc., and properly to conduct investigations and prosecutions.

## **266.Deleted**

**267. Memorandum Book:-**The inspector should keep a rough memorandum book, in which he should make notes regarding any matters concerning his sub –division that are worthy of note, but which would not ordinarily be placed on official record. All occurrences coming under the Inspector’s notice, which can be utilised subsequently for the application of checks on the offices in his sub-division, should also be noted in this book. The manner in which the Inspector keeps up the memorandum book will indicate whether he is interested in his sub-Division or not. The book should be handled by the inspector to his successor when he relinquishes charge of his sub-division.

**268. Maps:-** The rules regarding preparation and supply of maps by and to Inspectors are contained in the Postal Manual volume II..

**269.Scrutiny of service messages :-** (1) The inspector should, when inspecting a combined office, call for and examine the drafts of all service telegrams despatched during any one month, which are on record in the office at the time. He should notice all irregularities, such as the unnecessary despatch of telegram, neglect to word telegrams concisely and to use the Telegraph Message Code wherever practicable, the despatch on service of messages relating to the private affairs of the senders, etc. He should send the original drafts of the messages he considers irregular to the Superintendent with the copy of remarks in the order book (Ms-8) of the office.

(2) The Inspector must be careful to avoid the unnecessary despatch of telegrams on service, and should attend strictly to the instructions contained in rules 668 to 675 of the Postal Manual Volume II.

**270.Visits to post offices in course of tours.-**When on tour, the Inspector should pay unexpected visits to Post office at places through which he travels and satisfy himself in a general way that the cash and stamp balances of the office are correct, that work is being properly conducted, that the arrangements for the transaction of business with the public are satisfactory, that the officials perform their duties properly, that the offices kept neat and tidy and that all current notices are exhibited on, and obsolete notices removed from, the notice --boards. If the office is a branch office, he should satisfy himself that the used and unused branch office receipts in the current book of receipts are in consecutive series up to 100 and that the used ones have been issued in chronological order. Opportunity should be taken to settle any pending cases connected with the office by personal enquiries on the spot. No special halt or journey should be made for this purpose unless serious malpractices requiring a thorough personal investigation come to notice. The result of the visit should be recorded in the order book (MS-8) of the office in the Inspector’s diary (Genl-2)

Note:-In examining the stamp balances of the office the inspector should also satisfy himself that the balance of stamp advances with counter clerks and stamp vendors is correct, that the stamps found with vendors are in good condition and genuine that the Postmaster of any other official to whom this work is delegated is verifying the stamp advances and the recording in the Error Book of the office the results of the surprise checks laid down in sub –Rules(4) &(5) of Rules 45 of the P&T Manual Volume VI.

**270-A.Examination of V.P and Insured articles and money orders in deposit:-** The inspector should also be particularly careful in checking all the V.P and insured articles and money orders in deposit. He should check the entries in the Branch Office journal relating to articles and

money orders in deposit with reference to branch office slips and registered and parcel lists received for a few days prior to the date of visit. The Inspector should then satisfy himself that articles and money orders have not been detained without justification and that VP and insured articles do not bear any signs of damage or tampering. If any VP articles have been delivered before the visit and, if the receipts signed by the addressees are in the branch office, the Inspector should verify the correctness of the dates of delivery shown in the receipts.

**271. Hours of business in branch offices:-**The hours of business for branch offices will be fixed by the Inspector of Posts who will issue a notice of hours of business in the form M-6© to branch offices for exhibition. A consolidated statement of the hours of business of all branch offices in his jurisdiction will be maintained, in manuscript, by the Inspector in the form of a Register which will have only two columns, viz.(1) Name of the Branch office and (2)working hours of the Branch Office. A copy of this consolidated statement should be furnished to the Superintendent. Corrections and additions to the statement should be communicated by the Inspector to the superintendent, as and when necessary, so that the latter may keep his copy corrected Up-to-date.

**272.Supervision of Village Postmen:-** (1)The supervision of the village postmen attached to all the offices(head, sub and branch) situated in his sub-division is one of the most important duties of the Inspector. He should, when passing through a village in the course of a journey, ascertain from the headman and others, whether the conduct and work of the village postman who serves the village have been satisfactory and whether generally money orders for the villagers are paid without undue delay. He should also verify payment of a certain percentage as fixed by the Head of the Circle of money orders paid by postmen and village postmen in his jurisdiction but the number should not be less than 25 in a month. The particulars of money orders and the result of the verification should be noted in his diary and in the monthly list of money orders verified (Form Genl.6) submitted with the monthly summary(Inspection-3).He should call for some of the registers (MS-85) and visit books(MS-86) of each village postman, that have been filled up, and when villages are visited by him, test the genuineness of signatures in the registers and visit books. He should ascertain whether the village postmen have neglected to collect articles for posting or refused to register articles, or have taken any pains to find the addressees of undelivered articles, etc: and generally he should pay careful attention to and take every opportunity to test, the work of work of the village postmen under his supervision.

(2) The Inspector should, whenever he meets a village postman out in his beat or at the office to which he is attached, examine his bag to see whether he carries postage stamps, forms, etc., and also his book of receipts are pasted to the counterfoils of receipts for articles registered by him.

NOTE:- See Note below Rule 132.

**273. Beats of Village postmen:-**It will be the Inspector's duty to prepare and prescribe route lists and beat maps (M-53) indicating the beats of the village postmen attached to each head, sub and branch office in his sub-division(Including first class head offices).Theses route lists and beat maps should be supplied to offices to which village postmen are attached under the Inspector's signature .A copy of the route list and beat map should, however, be sent to the Superintendent for record in his office and also to the account office of the branch office concerned. There are two systems under which village postmen's beats can be arranged, viz.,(a) the fixed beat, and(b) the unfixed beat system.

NOTE:- see Note below Rule 132.

**274 “Fixed Beat” system** :- In the case of fixed beats, the route lists supplied to each village postman should be accompanied by a map of the beat and should show, in addition to the names of the villages to be visited by him, the route to be followed by him, the days fixed for his departure from and return to the post office, the day on which each village should be visited by him and the villages in which he is allowed to halt. The route laid down must be rigidly adhered to. No discretion is given, and the prescribed visits must be paid on the days, fixed, even though it be well known that there is no correspondence for collection or delivery. The fixed beat system is best adapted to populous localities, where there is ordinarily some correspondence for every village.

NOTE:- See Note below Rule 132.

**275. “Unfixed Beat” system**-In the case of unfixed beats, the village postman’s visit to a particular village depends, not on a prescribed tour, but on whether there is correspondence for any particular village, the more frequent will be the deliveries in that village. Part of a beat may be “Fixed” and part “Unfixed”: and, in the case of a beat which is otherwise all unfixed: all villages with letter-boxes and any villages for which there are always letters for delivery should be treated as if they were in a “fixed beat “ as regards both the preparation of a route map and the duties of the village postmen.

NOTE:- See Note below Rule 132.

**276. Village sorting lists**:-The Inspector should supply each head, sub or branch office in his sub-division including first class head offices, with a village sorting list (M-52) showing (a) the Nos. of village postmen to whom articles are made over for delivery, and (b) the names of villages which are served by each village postman and by each subordinate office arranged in alphabetical order. the village sorting list should also show in what villages letter-boxes are placed and which of these letter-boxes are provided with changeable plates.

NOTE:- See Note below Rule 132.

**277. Village return**:-The Inspector will receive in March every year direct from each head, sub and branch office in his sub-division, a return(MS-88) kept for the first fourteen days in that month showing the number of articles of all sorts(including money orders) received daily for delivery in each village within the jurisdiction of the office. The Inspector should examine these returns and forward them to the Superintendent with any remarks and forward them to the Superintendent with any remarks he may have to make. The returns should be submitted to the Superintendent not later than the 1st April every year.

**278. Letter –Boxes**:-(1) The Inspector should maintain a correct up-to-date record of all letter-boxes within his jurisdiction in the form of a statement given below:-

Statement of letter-boxes in the ..... division.

Name of Post office or mail office (arranged as in the list of Post Offices -Head offices by Head office, etc.)	Name of locality or village where the letter-box is situated	Type of letterbox	Type of lock used	Classification of area Urban/Rural.	Designation of the official clearing the letter-box area	Days and hour of clearance	Day and days of clearance	Hour of clearance. (* 1 Clearance)	Distance from office or from last letter-box on the beat.	Date on which last painted.	Remarks
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\*(1) The hour of clearance on holidays should be noted in red ink immediately below the entries for week days

(2)The hour of clearance on Sundays if any, should be noted in red ink in the Remarks column.

(2) With a view of developing correspondence and meeting the convenience of the public, the Inspector should ascertain and report to the Superintendent in what rural localities (Villages, factories, tea-gardens, etc)it would be desirable to place letter-boxes. The Inspector should take every opportunity to make enquiries in this direction.

**279.Painting of letter boxes-** The Inspector should always carry red paint about with him when on tour or have it sent to him when necessary, from the store in the head office and have the letter boxes in rural localities which need painting painted as he comes across them in the course of his tour, at warning intervals of about a year. For further instructions regarding the painting of letter boxes see Rule 216.

**280.Letter-box locks:-** The Inspector should always carry about with him, when on tour, half a dozen Aligarh locks of the size used for letter-boxes, and make a point of examining the lock of every letter –box he comes across, replacing the lock by a new one when it is found broken or out of order. When new locks are supplied to replace unserviceable ones the inspector should at once send intimation of this to the Superintendent.

**281.Stock book:-** A stock book(SK-I\_ should be retained by the Inspector in accordance with the Instructions given in para 214 for the guidance of superintendents.

**282.Overseers diaries:-** The Inspector will receive from overseers of mail lines situated in his sub-division weekly copies of their diaries(Genl-4) and a summary of work in form (Genl-12) and the monthly list of money orders verified in form(Genl-6) with the diary for the last week of the month. The monthly list of the money orders verified by the Overseers will be submitted to the Superintendent along with the Inspector’s summary in form Inspection while the others will be carefully scrutinized and such action as may be necessary should be promptly taken the Inspector and thereafter they should be filed by the inspector.

**283.Acquittance rolls for road establishments.** – The acquittance rolls (A.C.G.-25) for payments made by overseers to road establishments will, when they are complete, be sent by the overseer to the Inspector. The inspector must carefully examine each item and satisfy himself that

in each case of absence of a permanent runner, the cause and duration of absence and the name of the substitute have been entered in the acquittance roll and that such payment has been promptly and correctly made. He should also see that the submission of the roll has not been unduly delayed by the overseer. Every case in which the road establishments to be paid by an overseer are not paid within his first circuit in the month should be specially reported to the Superintendent. The Inspector should write at the foot of each roll the total amount for which he is satisfied that payment has been made and, after signing the entry, forward the roll to the head office concerned so as to reach that office at latest by the end of the month in which the salaries are paid.

**284. Monthly copies of sub-office accounts.** – The monthly copies of sub-office accounts [Pa.-17(a)] relating to the sub-offices within the Inspector's powers of inspection will, after disposal by the Superintendent, be sent by him to the Inspector, who must at once take any action that may be required on his part by the orders passed by the Superintendent. The Inspector should also examine the accounts in the same way as the Superintendent (see rule 136), and if any point seems to have escaped the Superintendent's notice, he should draw his attention to it. As soon as each account is finally disposed of by the Inspector, he should return it to the Superintendent, after recording on it the steps taken by him and any remarks he may have to offer.

**285.** Deleted.

**286. Charges for delivery of mobilization covers.** – When Mobilisation notices to Indian soldiers on leave or furlough are issued by Officers Commanding Indian regiments. Inspectors in whose sub-divisions covers containing these notices are received for delivery will receive, direct from head offices (other than first class head offices) and sub and branch offices, monthly statements of charges incurred for the delivery of such covers by special messengers, accompanied by the payees' receipts and village postmen's visit books and registers. These should be checked and disposed of by the Inspector in accordance with special rules on the subject in Appendix A in the Posts and Telegraphs Manual, Volume VI.

**287. Custody of cash in branch offices.** – (1) It may not be necessary to supply a safe to every extra-departmental branch office; but in any case in which the Inspector considers that one is required, he should make a report to the superintendent. In making his recommendation the Inspector should take into account whether the extra-departmental should take into account whether the extra-departmental office is authorized to do savings bank or insurance work, whether the office is located in an unsafe locality and whether the valuables and cash, generally kept in the office would justify the supply of a safe or a chest.

(2) When a safe is supplied to a departmental branch office, the Inspector should issue the necessary orders regarding the arrangements to be made for securing it in a safe place. The safe should be kept at the nearest police station, Treasury or Sub-Treasury if there is one at a distance of not more than a mile from the post office and the road is normally safe and no extra expenditure is involved; otherwise, it should be kept in the branch office. In either case, the safe must be secured in the prescribed manner (see rule 120).

NOTE .- The above orders regarding location of iron safes do not apply to extra-departmental branch offices. When a safe is supplied to extradepartmental branch office, the branch postmaster may be allowed to keep it in a place convenient to him. It must be noted that all extra-departmental branch postmasters, whether their offices are provided with iron safes or not, make their own arrangements for the safe custody of cash and valuables on their own responsibility.

**288. Departmental buildings.** – The duties of the Inspector in connection with the arrangements for the construction or repair of buildings departmentally or of departmental stage huts, will be found in the Posts and Telegraphs Manual, Volume II.

**289. Complaints by the public.** – When complaints are received from the public either direct or through other offices, the Inspector should forward the same to the Superintendent without delay, giving any information that may be available with him which will help in the disposal of complaint.

**290. Omitted**

**291. Register of lines and stages.** – The Inspector should maintain a register of lines and stages in respect of his sub division in form M40. Entries should be made in the register in alphabetical order, and where a line traverses two sub-divisions each Inspector should record it throughout its length. It is of special importance that the register should be kept corrected up-to-date in accordance with correction memos issued by the Superintendent from time to time.

**292. Submission of returns.** – (1) The following is a table of the periodical returns and documents to be prepared and submitted by Inspectors :-

Description of return	To whom submitted	Period	Date of submission
1	2	3	4
1. Diary (Gen.2)	Superintendent	Weekly	1 <sup>st</sup> , 8 <sup>th</sup> , 16 <sup>th</sup> , 24 <sup>th</sup> of each month.
2. Summary of Inspector's work	Do	Monthly	1 <sup>st</sup> of each month.
3. Copy of punishment register (App-32(a)).	Do	Do.	5 <sup>th</sup> of each month.
4. Statement of service messages issued.	Do	Do	Do
5. Statement showing the progress in implementing CCS(Temporary Service) Rules, 1949.	Do	Do	1 <sup>st</sup> of each month.
6. Statement of appeals and petitiones received and disposed of	Do	Do	5 <sup>th</sup> to each month.
7. Articles supplied either by transfr or local purchase.	Superintendent	Do	5 <sup>th</sup> of each month.
8. Correction to the register of lines and stages.	Do	Do	Do
9. Statement showing progress of Inspection	Do	Quarterly	7 <sup>th</sup> of April, July, October and January.
10. Statement showing appeals and petitions addressed to the Superintendents but withheld.	Do	Do	10 <sup>th</sup> April, July, October and January.
11. Dilatory handling of personnel and disciplinary cases	Do	Quarterly	10 <sup>th</sup> April, July, October and January.
12. Statement of convictions and dismissals.	Do	Do	5 <sup>th</sup> of April, July, October and January.
13. Copy of verification remarks in the order book of the 1 <sup>st</sup> class head Offices.	Head of the Circles through Supdt.	Four times a year	Immediatly after verification.
14. Statement regarding confirmation of	Do	Quarterly	5 <sup>th</sup> of Anril.

	temporary officials while in military employ.			July, October and January.
15.	Irregular retention of Class IV officials beyond the age of 60.	Do	Do	Ist April, July, October and January.
16.	Statement showing the Progress in the conversion of runner lines into cycle, tonga and Mail Motor lines.	Do	Do	2 <sup>nd</sup> April, July, October and January.
17.	Copy of inspection remarks in order book.	Superintendent	Twice a year	Immediately after inspection.
18.	Village returns.	Do	Yearly	April.
19.	Annual Returns..	Do	Do	Do

(2) Whenever the date for the submission of any of the above returns falls on a Sunday or Post Office holiday, the returns should be dispatched on the next day.

**293. Diaries.** – (1) The Inspector must keep a diary, in form Genl.-2 in which he should briefly describe the day's work showing clearly not only every post office and mail line visited or inspected but also the name of every village visited with the name of the post office by which it is served and the time spent at each office and village. He should record in his diary the action taken by him in cases which are not of sufficient importance to require a separate report to the Superintendent, but which should come to his notice. He should also verify payment of certain percentage, as fixed by the Head of the Circle, of money orders paid by postmen and village postmen in his jurisdiction but the number should not be less than 25 in a month. The particulars of the money orders and the result of the verification should be noted in his diary and in the monthly list of money orders verified (Form Genl.-6) submitted with the monthly summary (Inspections). The results of the checks carried out in accordance with the provisions of rule 270-A should also be noted in the diary. Details of inspections should not be given in the diary, but reference should be made to the copies of remarks in order books forwarded separately to the Superintendent.

Note :- The investigation Inspectors attached to the offices of Heads of Circles when proceeding on tour for the purpose of making enquiries should submit daily to the Head of the Circle concerned a diary in form (Inspn.1) showing the places visited and the progress made with the investigation entrusted to them.

(2) A copy of the diary for the preceding work should be sent to the Superintendent on the 1<sup>st</sup>, 8<sup>th</sup>, 16<sup>th</sup> and 24<sup>th</sup> of each month. The diary sent on the 1<sup>st</sup> should be accompanied by a summary of the Inspector's work, monthly, list of money orders verified by the Inspector (Genl.-6), and a copy of the traveling allowance bill for the previous month. The list of money orders verified by the mail overseer in his jurisdiction in the preceding month should be submitted to the Superintendent by the Inspector with his diary to be submitted by him on the 8<sup>th</sup> of the month.

**294. Test.** – The Inspector should frequently issue test letters and also apply other tests on the efficiency and honesty of the branch postmasters and village postmen in his division (see rules 231 to 233). Tests applied by the Inspector on the clearance of letter-boxes should be communicated to the Superintendent in the summary of Inspector's work (Inspn. 3) in the statement provided for the purpose on the reverse of the form. In all other cases, whenever a test is applied, it should be mentioned by the Inspector, in his diary.

**295. Director-General's circulars.** – circulars are ordinarily issued by the Director-General once a week; but if, in any week, there is no material for a circular, no circular is issued in

that week. Circulars issued by the Director-General will be received from the head-quarters post office of the division. The counting from the month of April following the close of the official year in which they were issued.

**296. Postmaster-General's circulars.** – (1) Circulars are ordinarily issued by the Postmaster-General once a month' but if, in any month there is no material for a Circular, no Circular is issued in that month. Circulars issued by the Postmaster-General should be filed in a single guard-book, distinct from that of the Director-General's Circulars, and care should be taken to correct or cancel previous Circulars when necessary on receipt of subsequent Circulars. The Inspector will be held responsible that orders issued by Circular are understood and duly carried out by branch postmasters under his control.

(2) The Circular should be destroyed after 3 years counting from the month of April following the close of the official year in which they were issued. If it is found necessary to preserve or repeat the instructions contained in such Circulars, the Head of the Circle will either incorporate them in the Circle Orders or reproduce them in a new Circular before the previous circular is due to be destroyed.

**297. Disposal of records.** – The different classes of records in an Inspector's office should be disposed of in the manner prescribed by rule 201 for similar records in a Superintendent's office.

**298. Order book of Inspector's office.** – (1) The Inspector will keep an order book in form (MS.-8) in which the Superintendent will record his remarks and orders after inspecting the Inspector's office. The Inspector is responsible that any action required by the remarks or orders of the Superintendent is promptly taken.

(2) The order book will be kept in the personal custody of the Inspector, who should see that it does not get damaged. Each order book has 200 serially numbered pages. The willful removal of a page from an order book will be regarded as a serious offence and render the offender liable to dismissal.

**299. Verification of balances of head offices.** – (1) The Deputy/Assistant Superintendent of Post Offices (according to the discretion of the Divisional Superintendent) must thoroughly and completely verify the balances of all the Head Post Offices within the limits of the division four times in every twelve months. In Divisions where such posts do not exist, the Inspector must carry out the verification of balances of all the Head Offices within the limits of his sub-division, four times in every twelve months.

(2) Each verification should be carried out in a complete and thorough manner in accordance with questions 1-21 of the Standard questions. When verifying the balances, the Inspecting officer should make notes of the verification in accordance with the instructions in rule 239 and clauses 1-21 below that rule. These notes should be kept on record in the Inspecting Officer's office after being signed and dated by him. When the verification is completed, a copy of the remarks recorded in the order book (MS.-8) should be forwarded to the Superintendent who should retain in his own office the remarks relating to 2<sup>nd</sup> class head offices, and take such action upon them as may be called for. The remarks recorded concerning first class head offices should be forwarded without delay to the Head of the Circle.

NOTE. – See Note 3 below Rule 239(1).

**300. Inspection of post offices.** – (1) The Inspector must inspect, twice every twelve months, such sub-offices in his sub- division as are assigned to him by the Superintendent and all branch offices except those that are inspected by the Superintendent under rule 238.

(2) In carrying out the inspections, the Inspector should be guided by the instructions contained in the rule cited in the preceeding paragraph and the copy of the remarks in the order book (MS-8) should be submitted to the Superintendent.

NOTE 1. – See Rule 21.

NOTE 2.- The Inspector need not travel on Sundays or inspect Sundays and Post Office holidays but this refers only to ordinary routine business and does not warrant the postponement of anything urgent, such as an enquiry into a complaint or criminal charge. The restriction is, however, permissive and not mandatory.

NOTE 3 - The Inspector may authorize the return to the stock depot of unserviceable or surplus articles from all offices inspected by him and also the transfer of articles of stock from one branch office to another, a report being submitted at once to the superintendent. When inspecting a branch office the Inspector should prepare and submit direct to the stock depot an indent for any articles of stock that may be wanted for the office. Indents, for articles of furniture should, however, be forwarded to the stock depot through the Superintendent.

**301. Order book.** – (1) When the inspection or the verification of the balances of an office is completed, the Inspector should record in the office order book (MS.-4) his remarks on the results of the inspection or verification, noting the dates included in the period of his visit. These remarks should be clear and complete and should include all irregularities noticed and instructions given whether on the points referred to in the standard questions or on any other points which may have come to the Inspector's notice in the course of the inspection. In the case of a head office or selection grade sub-office, the remarks in the order book should be confined only to the irregularities noticed and should not contain any instruction to the head postmaster or selection grade sub-postmaster. The remarks in the order book should be signed and dated by the Inspector.

(2) The Inspector should, at each inspection, examine the office order book, to see whether it is in good order and that the pages are complete, and should also satisfy himself that any action required on the part of the office by the orders or remarks recorded at the last inspection was promptly taken.

**302. Periodical inspection of mail lines.** – (1) Mail lines must be inspected twice every twelve months at intervals of about six months. The inspections will be made by either the Superintendent or Inspector; but ordinarily only the less important mail lines will be inspected by the Inspector. The inspections of mail lines should, as a rule, be carried out during the course of a tour, and the result should be noted in the diary. The following questions will suggest the points to which enquiries should be specially directed :-

- (a) Are the runners' huts suitably situated on the side of the road? Are they in good repair; and do the runners live in them?
- (b) Is the number of runners sufficient?
- (c) If the weight of mails is excessive can it be reduced by using smaller bags or diverting a portion of the mails to other lines?

- (d) Do the runners receive their pay regularly and in full? Have they any complaints to make on this or any other subject against the overseer? If so, are their complaints well founded?
- (e) Are the runners supplied with badges, belts and staves; and are these used by them when on duty?
- (f) Does the overseer constantly travel over the line : and does he keep the runners under efficient control?
- (g) Would any revised arrangements or change of route expedite the transmission of the mails or improve the service?
- (h) Has the overseer a vernacular copy of the rules for overseers and, if so, is it kept corrected up-to-date?

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## CHAPTER 4

### TOWN INSPECTORS OF POST OFFICES AND OVERSEER POSTMEN

#### TOWN INSPECTORS (POSTAL)

N.B.1:- These rules may be modified in such a way as the Head of the Circle may consider necessary, in the case of Town Inspectors of Calcutta, Madras and Bombay.

N.B.2 :- In these rules the Postmaster includes the Sub-Postmaster if the Town Inspector is attached to a Sub-Office.

**303. Jurisdiction of Town Inspectors** – The Head of the Division will fix the jurisdiction of each Town Inspector in his circle.

**304. Powers of Town Inspectors** – The powers of a Town Inspector are limited to reporting cases of suspected fraud, negligence, irregularities, etc. to the Superintendent of Postmaster to whom he is subordinate. He has no power to appoint, dismiss, transfer, or punish subordinates, and he will, therefore not keep character sheets.

**305. Duties of Town Inspectors** – (1) The Town Inspector's primary duty is to supervise the work of postmen and of other postal subordinates working outside the office, such as letter-box peons, runners, etc.

(2) He should also make any personal enquiries entrusted to him by the Postmaster, and generally perform any out-door postal work which the postmaster may assign to him, but in no case should he correspond with the public.

(3) He should also, under the Superintendent's or the Postmaster's orders, supervise the working of the town offices, and inspect, at such intervals as may be directed, those town offices that are assigned to him for this purpose by the Head of the Circle, and after inspection should record his remarks in the order book.

(4) He should also carry out surprise checks of articles cleared from letter-boxes by the letter-box peons on their beat as often as possible with a view to detect if there are any articles with them bearing signs of removal of stamps or affixed with used up or faked postage stamps.

**306. Personal knowledge of subordinates** – In order to be able to control his subordinates effectively, it is essential that the Town Inspector should make himself acquainted with (a) the character of all officials attached to town offices, and of the postmen and letter-box peons attached to the head office. (b) the beat of each postman and letter-box peon, and (c) the estimation in which each postman is held by the public he serves. He should take every opportunity to acquire a thorough knowledge of the conduct and antecedents of postmen and letter-box peons under him.

**307. Knowledge of Post Office rules** – A Town Inspector must possess a practical knowledge of Post Office work, as well as a thorough knowledge of the rules in the Manuals and the Guide. He should be qualified to instruct the subordinates to their duties, especially when any new class of business is undertaken by the Department or when any change in procedure is introduced. He should also be qualified to take charge of, and work in, a sub or branch office, if required.

**308. Memorandum book** – The Town Inspector should keep a rough memorandum book in which he should make entries regarding any matters worthy of note which would not ordinarily be placed on official record. All occurrences coming under his notice, which can be used subsequently for the application of checks on the offices under him or on the working of postmen or letter-box peons, should be noted in this book, which should be handed to his successor.

**309. Postal map of town** – The Town Inspector should maintain a postal map of his jurisdiction in accordance with the instructions on the subject in the Posts and Telegraphs Manual, Volume II.

**310. Delivery beat lists** - (1) the Town Inspector must make himself familiar with the delivery beats of all the postmen in the town. To enable him to do so, the postmaster will prepare and furnish him with a book which will be in two parts :-

(a) A complete list of all the delivery beats into which the town is divided with a list of the main quarters of the town, the streets, and chief places of public business or trade in each beat, arranged according to the order of delivery in the beats.

(b) An alphabetical list of all the main quarters of the town, the streets, and chief places of public business or trade in the town with the numbers of the beats in which they are located.

(2) The Town Inspector should see that every postman is thoroughly acquainted with the localities in his own beat and is familiar with the names and addresses of all the permanent residents. For this purpose, he should, from time to time, test each postman's knowledge of his beat by examining him in the beat list, and should record the result in his diary for the postmaster's information. The delivery beat lists should be added to, or corrected, from time to time as changes are ordered by the postmaster, and the book should be made over by the Inspector to his successor.

**311. Tests** – It is the Town Inspector's duty to see that outside letter-boxes are cleared punctually at the hour fixed, and that they are in good condition and properly painted. When he passes a letter-box he should satisfy himself that the hour -late exposed is the correct one. He should, also, when he meets a letter-box peon, examine the hour plates in his custody to see that he is upto time. The clearance of the head office and the town sub-office letter-boxes should also be tested as frequently as possible by posting test-letters and cards to the postmaster. The Town Inspector should also frequently post test-cards addressed to himself. All test-letters and cards should be posted 3 or 4 minutes before the hour of next clearance of the letter-box. All letter-boxes in the jurisdiction of a Town Inspector must be tested once quarterly, simultaneously, at a time unknown to the letter-box peon and a report submitted to the Divisional Superintendent. The Town Inspector should also apply other checks to test the efficiency and honesty of sub and branch postmasters, postmen and letter box peons under his control. Whenever test is applied by the Town Inspector, he should record the fact in his diary (Gen.-3) and also attach to it the test-letters and cards with a brief remarks as to the result of each test.

**312. Supervision over postmen** – (1) The postmen, while in the office are under the supervision of the delivery clerk but as soon as they leave he office. The Town Inspector is responsible for their movements.

(2) The Town Inspector should attend at least two of the more important deliveries every day, sign the statement of deliveries if authorised to be kept up in the delivery department under the orders of the Head of the Circle and leave the office with the postmen wear their belts and badges when on duty, that they are dressed neatly and clearly, that they do not loiter about after they leave the office but proceed immediately on their beats, that they do not deviate from the beat

prescribed and that they do not employ the agency of any unauthorised person to deliver articles entrusted to them for delivery. All irregularities noticed should be entered in the diary (Genl.3).

(3) The paid delivery is the most important delivery. It is of great important that paid articles should be placed in the hands of addressees as soon as possible and every means of expediting this delivery should be adopted. The Town Inspector should follow the postmen to see that they distribute letters without delay. He should also post test-letters to the address of person residing near the end of a post-man's beat in order to ascertain that the postman complete his work within a reasonable time.

(4) He should also verify the payment of a certain percentage as fixed by the Head of the Circle of money orders paid by the postmen attached to the offices in his jurisdiction but the number should not be less than 50 in a month. Particulars of the money orders verified and the result of the verification should be recorded in Part G of the Town Inspector's Diary (Genl.3) as also in the monthly list of money orders verified (Forms Genl.6) submitted with the diary of the last working day of the month.

**313. Examination of postmen's bags** – (1) The Town Inspector must frequently examine the bags of postmen while they are out on their beat with the object of ascertaining whether any article has been detained or passed from one postman to another without the intervention of the delivery clerk and whether the bags are in good order. He should also see that –

(a) each postman – if required to do so – carries a supply of postage stamps, embossed envelopes and postcards, and such postal forms as are used by the public :

(b) the postmen's books are correctly filled up before the men leave the office:

(c) proper receipts are obtained in the postmen's books for signed receipt and registered articles returned undelivered:

(d) every unpaid letter bears an impression of the postmaster's unpaid stamp:

(e) the amount of advance for stamps exists either in cash or stamps:

(f) the special pads for taking thumb-impressions are kept clean; and that they are properly inked;

(g) each postman has in his bag a correct copy of his beat list signed by the head delivery clerk and countersigned by the postmaster.

(2) If any irregularity is detected, a note should be recorded in the diary (genl.3) and in the postman's book (M.S.-27). The postman's book should be initiated each time his bag is examined.

**314. Undelivered articles** – Articles incorrectly treated as refused or unclaimed, or those on which the remarks as to cause of non-delivery are not clear will be transferred by the postmaster to the Town Inspector, under receipt, for further enquiry. The Inspector must do his utmost to deliver the articles or at least to obtain some clue regarding the addressees. If any such article is delivered by the Town Inspector he should call upon the postman in fault to explain his neglect and should submit the explanation with his own remarks to the postmaster. The result of his endeavours to effect delivery should be noted in the diary, and the covers of all articles delivered should, if possible, be attached to the diary. Any postage recovered on unpaid articles delivered by the Town Inspector should be made over under receipt to the treasurer, and all articles returned as undeliverable should be made over to the deposit clerk under receipt.

**315. Enquiries** – All cases received by the Town Inspector for enquiry should be attended to by him immediately on receipt. Complaints sent to him by the Superintendent or the Postmaster, should be gone into with the determination to get at the bottom of them and he should be careful to prevent all unnecessary delay. The practice of endorsing original papers “for enquiry” to sub and branch postmasters and others is strictly forbidden and the Town Inspector has no power to transfer any case without obtaining the postmaster's orders to that effect. He must go personally to the town offices concerned and obtain definite replies on the specific points.

**316. Hours of despatch of mails**;-(1) The superintendent or the postmaster will furnish the Town Inspector for his guidance with a statement, according to the form given in this rule, of the hours of despatch of mails from town offices.

1. Name of town office.
2. Number of despatch.
3. Name of office or section to which the despatch is sent.
4. Distance in miles from the office or section named in column 3.
5. Time occupied in transit.
6. Hour of last clearance of letter box.
7. Hour of despatch from town office.
8. Hour of arrival at the office or section named in column 3.
9. Mode of conveyance.
10. Details of the mail comprising each despatch.
11. Name of office or section to which the dispatch is sent.
12. Hour of last clearance of letter box.
13. Hour of dispatch from town office.
14. Hour of arrival at the office or section names in column 11.
15. Remarks.

(2) This statement contains useful information, and should be referred to by the Town Inspector when making enquiries into complaints regarding delays to letters, detentions to mails, etc. It will also help to check the working of runners.

(3) The statement should be corrected from time to time as changes are made by the postmaster, and it should be made over by the Town Inspector to his successor.

**317. Diary of Town Inspector** – (1) A clear and accurate account of the Town Inspector's work during the day should be noted in a diary in form (Genl.3) to be submitted every evening to the postmaster who will examine it and pass his orders on it. Those Town Inspectors who do not work on Sundays and post office holidays should not submit their diaries for those days to the officers concerned but should note the date followed by word ‘Sunday’ or ‘Holiday’ at the top of the diary of the subsequent day with the diary of the last working day of each month, the Inspector will submit the monthly list of money orders verified during the month and the result of each verification.

(2) This diary will ordinarily be the only written communication between the Town Inspector and the Postmaster, with the exception of reports on important complaint cases. All cases, suggestions and recommendations, therefore, which are not of sufficient importance to require a separate report to the Superintendent or postmaster, but which, it is necessary or desirable, should come under his immediate superior's notice, must be detailed in the diary, blank sheet being attached to the printed form, if necessary.

(3) The diaries will be kept on record in the offices to which the Town Inspectors are attached after action has been taken on the orders passed on them.

## OVERSEER POSTMEN

**318. Duties of Overseer Postmen** – (1) Overseer postmen attached to offices where Inspectors are employed will assist the Town Inspector in supervising and checking the work of postmen, posting test-letters in unimportant localities and making enquiries into simple matters. In offices where there is no Town Inspector, they should perform the duties prescribed for Town Inspectors in rules 304 to 306 and 310 to 314 with the exception of inspection of town offices and enquiries into important cases.

(2) He should also verify the payment of certain percentage as fixed by the Head of the Circle, of money orders paid by the postmen attached to the offices in his jurisdiction but the number should not be less than 50 in a month. Particulars of the money orders verified and the result of the verification should be recorded in Inspector's Diary (Genl.3) as also in the Monthly List of money orders verified (Form Genl.-6) submitted with the diary on last working day of the month.

**319. Diaries of Head Postmen** – (1) Overseer postmen should submit every evening to the Town Inspector or, where there is no Town Inspector, to the postmaster, a diary of the work done during the day in form (Genl.3) prescribed for Town Inspectors with necessary alteration in manuscript. Those overseer postmen who do no work on Sundays and post office holidays should not submit their diaries for those days to the officers concerned but should note the date followed by the word 'Sunday' or 'Holiday' at the top of the diary of the subsequent day. With the diary of the last working day of each month, the Head postmen will submit the monthly list of money orders verifies (Form Genl.6) showing the particular of money orders verified during the month and the result of such verification.

(2) The Town Inspector should scrutinise the diaries and submit them with his own to the postmaster after checking each diary and recording his remarks will regard to the irregularities brought to notice.

(3) Postmaster should dispose of the diaries of overseer postmen in the same way as those of Town Inspectors.

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**CHAPTER 5**  
**ASSISTANT SUPERINTENDENTS AND INSPECTORS,**  
**RAILWAY MAIL SERVICE**

**320. Duties of Inspectors** – Inspectors, R.M.S. are entrusted mainly with the duties of checking the sorting work done by sections and mail offices and making investigations into important cases of loss, fraud etc. When attached to the office of Heads of Circles they are designated as Sorting Inspectors.

When specially employed at Railway Stations to supervise transshipment of mails, control porters and other Class IV Staff of R.M.S., and to maintain liaison with the Railway officials they are designated as Platform Inspectors.

**320-A Complaints Inspector** – An Inspector of RMS attached to a Divisional Office to assist the Supdt. in the work relating to complaints will be designated as Complaints Inspector. His duties will be similar to the duties of the Complaints Inspector mentioned in Rule 260-C except that normally he will not be assigned any inspection work.

**320-B Knowledge of Rules** – Assistant Superintendents, Sorting Assistant Superintendents and Inspectors must possess a practical knowledge of R.M.S. work, and be thoroughly acquainted with the rules in the Posts and Telegraphs Manuals and the Posts and Telegraphs Guide.

Assistant Superintendents, Sorting Assistant Superintendents and Inspectors are supplied with a copy of each of the publications noted in Appendix 3 to Posts and Telegraphs Manual, Volume II, against which the expression ‘Supervising Officer’ or ‘Supervising Officers Posts Offices and R.M.S.’ appears

**321. Sorting Assistant Superintendents attached to Circle Offices** – (1) An Assistant Superintendents, Railway Mail Service, when attached to the office of the Head of the Circle is designated as Sorting Assistant Superintendent.

(2) The principal duties of the Sorting Assistant Superintendent are to supervise the work done in the Sorting Branch of the office of the Head of a Circle and to see that the sorting lists of each sorting section and office in the Circle are kept corrected up to date. They may be deputed to visit occasionally the more important sorting sections and offices in the Circle with a view to suggest improvements in sorting arrangements, to discuss such arrangements with other Officers to make enquiries about the detention of mails or to do any other work that may be required of him by the Head of the Circle.

**322. Assistant Superintendents attached to divisional offices** – Assistant Superintendents, R.M.S. are generally required to perform the following duties :-

- (i) To conduct investigations and enquiries into cases of loss, fraud or complaints, the more important cases should be investigated by the Superintendent personally.
- (ii) To inspect offices and section in the time-scale assigned to him. Not more than half the number of offices and sections in the time-scale reserved for inspection by the Superintendent should be assigned to the Assistant Superintendent, R.M.S.
- (iii) To inspect the LSG Sections and Offices where there is no post of Deputy Superintendent RMS attached to Divisional Office at the discretion of Divisional Superintendent.
- (iv) To examine the sorters attached to the Headquarters offices in test sorting examinations.
- (v) To examine thoroughly the bag accounts and check the stock of bags of the bag office at the Headquarters station and to take steps for the clearing of unadjusted accounts and for replacement of unserviceable bags with serviceable ones.

- (vi) To initial and date the files of the Divisional Office when they are closed.
- (vii) To assist the Superintendent in the disposal of correspondence.
- (viii) To pass T.A. bills of sorting check supervisors, sorters,\* clerks, mail guards and lower grade staff on the basis of orders of the competent authority.

**322-A.** In order to ensure proper and adequate supervision of important sorting offices Assistant Superintendents are attached to such offices and they are required to perform the following duties :-

- (a) Assistant Superintendents attached to the Mail offices :-
  - (1) To exercise overall supervision over the work done in the mail office. He will be responsible for proper maintenance of discipline, and for the efficient functioning of the mail office.
  - (2) To conduct investigation and enquiries into cases of loss, fraud, abstraction, complaints etc. entrusted to him or brought to his notice. If one or more Inspectors are attached to the mail office investigation work may be shared with them but investigation of cases where insured articles are involved should be done personally by him. Nevertheless the inspector who is present in the office should take up the preliminary enquiries even in respect of insured articles if the ASRM is not present at the time the irregularity comes to light.
  - (3) To carry out inspection of all the sets of mail office other than those in the HSG. If one or more Inspectors are attached to the mail office the SRM / SSRM may assign to the Inspector the inspection of the sets in the time scale.
  - (4) To examine sorters in test sorting for drawal of increment.
  - (5) To examine thoroughly the bag accounts and the stock of bags and take steps for clearing of unadjusted bag accounts and for replacement of unserviceable bags.
  - (6) To visit one or more sets of mail office daily for the purpose of intensive checking of mails, supervision etc. The visits should be so distributed as to ensure that the biggest set of the mail office is visited at least twelve times in a month and the night sets six times.
  - (7) To suggest ways and means of improving the mail and sorting arrangements and to make enquiries regarding late receipt and detention to mails and trains.
  - (8) To compile periodical statistics of the sets of the mail office with the help of IRM/IRMS, if any.
  - (9) To apply tests to see that letter boxes attached to the mail office are punctually cleared and ensure by frequent examination of the mails despatched that correct routing is observed in sorting mails.
  - (10) To attend to the complaints of the members of the public and ensure through frequent observations that the public are attended to promptly and courteously.
  - (11) To deliver special bags to high officers as and when required.
  - (12) To maintain a memorandum book containing necessary entries as prescribed in rule 334 of volume VIII.
  - (13) To visit local Post Offices and check mail received for delivery and check up mail and sorting arrangements.
  - (14) To supervise occasionally transshipment / exchange of mails of important sections.
  - (15) To see that when outside labour has been engaged the mail transshipment charges are kept down to the minimum.
  - (16) To maintain liaison with the local Officers of the Civil Aviation, IAC, Police, Custom, Railways etc.
  - (17) To make C.L. arrangements IRMs and P.Is. of the mail office.
  - (18) To check air mail account statement (in case of air mail sorting offices)

Note- This duty will be performed by the ASRM only in the mail office where Dv. S.R.M. is not sanctioned.

- (19) To see that proper adjustment of staff is made by the Head Sorter to ensure speedy clearance of mails, wherever necessary.
- (20) To keep personal copies of the Due Mail and Sorting Lists, Classified Lists and Manuals corrected up- to- date.
- (21) To examine set copies as well as personal copies of the Due Mail and Sorting Lists of sorters and see that these are kept corrected up-to-date.
- (22) To examine the contents of some of the important bags opened and closed and report irregularities noticed therein.
- (23) To weigh at least 5 to 10 parcels occasionally to check up the postage.
- (24) To examine the mail motor schedule serving the mail office and to see that they are suitably drawn and correctly adhered to.
- (25) To see the adequate man power is arranged by the Head Sorter in proportion to the receipt of additional mail.
- (26) To scrutinize the O.T. orders whenever ordered by the Head Sorter /SRC / IRM and to verify the O.T. Bills.
- (27) To scrutinize the deposit register daily and report to the Superintendent any detention to mails and the measures taken to clear the mails and restore normal working.
- (28) To submit daily notes to SRM / SSRM.
- (29) To see that the hand trucks are regularly greased and that they are kept in good working order.

(b) In the case of bigger sorting offices, the Assistant Superintendents are assisted by one or more Inspectors and when they are not specifically assigned to a set of the mail office the Inspectors will perform all the duties enumerated in (a) above as may be assigned to them by the SRM / SSRM except item (5), (12), (16), (17), (18), (26) and (27). It will submit his weekly diary to the SRM / SSRM through the ASRM. In the case of offices where the Assistant Superintendents and Inspectors are attached to specific sets are the Inspectors will perform all the duties enumerated in (a) except that only the ASRM will perform the duties enumerated in items (5), (16), (17) and (18).

(c) In the case of mail offices to which only an Inspector is attached he will perform all the duties enumerated in (a) above except that he will carry out the inspection of only the time scales sets of the mail office.

**323.Sub-divisional Inspectors** - The Inspector of a sub-division is subordinate to the Superintendent of the division and his headquarters will ordinarily be at the most central station in the sub-division. The powers of a sub-divisional Inspector are defined in the Posts and Telegraphs Manual, Volume III. He is required to check sorting work and to see that all rules and orders in connection with that work are carefully observed by the sorters. He should devote the greater portion of his time to travelling with sections and visiting sorting mail offices. When travelling with sections, he should check the contents of all important bags and labelled bundles opened and closed by them as well as the contents of as many as possible of the labelled bundles which are passing in transit through them and have not been checked by any other officer. He is responsible for the contents of all bags and labelled bundles which are checked by him and should initial the check slips placed in the latter. In checking bags opened and closed, he must see whether labelled bundles are prepared whenever the number of articles for one place exceeds the prescribed minimum. He should examine all return-train bags opened and closed during his presence in the van and see that all articles placed therein have been stamped by the despatching section, a note being made for the information of the Superintendent, of all articles which have been overcarried or missent or which have not been impressed with the date-stamp of the despatching and receiving

sections. When not travelling, he should visit post offices and watch the delivery of mails, with a view to detecting errors in sorting committed by the R.M.S. He should, from time to time, spend a day or so in each of the sorting mail offices in the sub-division, checking in the manner prescribed above, the bags closed by the office and examine the contents of the labelled bundles opened and closed or passing in transit through it. When travelling, the Inspector should spend the whole of his time in the mail van. The Inspector should enter in column 5 (signature of officer visiting the van) of the head sorter's daily report the actual time spent in the mail van or mail office. He should be given one complete day's rest in the week. He may also be required by the Superintendent to investigate cases of loss or fraud or to deliver special bags to high officers on tour. Ordinarily, an Inspector of R.M.S. should spend at least 24 hours per week or 96 to 108 hours per month (according to the number of working days in the month) in visiting mail offices and sections.

(2) Sub-divisional Inspectors may authorise the return to the stock depot of unserviceable or surplus articles from mail and record offices inspected by them, and also the transfer of articles of stock from one office to another, a report being submitted at once to the Superintendent.

(3) All the duties in connection with the examination of bag accounts prescribed in item (IV) of rule 322 should be performed by Sub-Divisional Inspectors in respect of officers in their jurisdiction.

(4) Sub-divisional Inspectors should pay frequent visit to the R.M.S. Rest Houses in their jurisdiction and satisfy themselves that the rest houses are properly maintained.

**323/1. Visits to mail offices in course of tours.** – When on tour, the Inspector attached to a Circle or divisional office or to a sub-division should pay unexpected visits to mail offices at places through which he travels and satisfy himself in a general way that the cash and stamp balances of the office are correct.

**323/2. Inspection of offices and sections** – (1) The sub divisional Inspector must inspect every twelve months at intervals of about six months such offices and sections in his sub division as are assigned to him by the Head of the Circle.

(2) In carrying out the inspections, the Inspector should be guided by the instructions contained in rule 243 except that the copy of the remarks in the order book (Ms-8) should be submitted to the Superintendent instead of to the Head of the Circle. If the copy of the remarks is returned by the Superintendent with orders for further action or report, the Inspector should after taking note of the order, send back the copy to the Superintendent for record in his office.

**324. Duties in connection with foreign mails** – In addition to the duties prescribed in the preceding rule, the sub-divisional Inspector should occasionally travel with the sections of the sub-division to which he is attached when they are dealing with outward foreign mails, provided that this can be done without seriously interfering with his work. If a foreign mail section is included in the sub-division, he should occasionally travel with it on inward foreign mail days and supervise the disposal of the mails provided that this does not interfere with his ordinary work.

**325. Duties in connection with mail arrangements at junction stations** – An Inspector of a sub-division specially appointed to supervise the work of important sorting offices at junction stations is required to supervise not only the work of sorting but also the exchange of mails with all important sections starting from, arriving at, or passing through, the station, and will be held responsible that satisfactory arrangements are made for the safe custody of mails while in transit between the mail office and the mail van. This duty is also required of all Inspectors when they visit mail offices.

**326. Diary and correspondence** – (1) When a Sorting Assistant Superintendent or a Sorting Inspector attached to a Circle Office or Assistant Superintendent attached to the divisional office is absent from headquarters, he must submit daily to his immediate superior a brief note of the work done by him. In this note, he should mention the train by which he travelled, the section or office visited or inspected, the time spent in the mail van or office, and the result of any investigation entrusted to him. Any irregularities noticed or suggestions in regard to improvements in sorting arrangements, etc. should be communicated to the Head of the Circle or the Superintendent as the case may be, in the form of office notes and memoranda.

(2) A sub-divisional Inspector must submit to the Superintendent on the 1<sup>st</sup>, 8<sup>th</sup>, 16<sup>th</sup> and 24<sup>th</sup> of each month, a diary for the preceeding week in which he should describe briefly each day's work. The form of diary [Genl. 2(5)] contains full instructions as to what should be entered in it.

(3) The entries in the diary under the head "General Report" must be numbered in a consecutive series: such entries as it may be necessary to communicate to other officers (including the Inspector's own Superintendent) should be copied on a form of extract (M.S.-26) which should be assigned the same number as the entry to which it appears in the diary. The extract reports should be disposed of daily i.e. forwarded with the necessary endorsements to the officers concerned, the endorsements being copied against the corresponding entries in the diary above the Inspector's initials and the date of disposal. The irregularities noted under head "Mails examined" should also be numbered in a consecutive series and reported direct to the postmaster, in the case of first class head offices, and to the Superintendent concerned in the case of offices and sections, on a postcard in the prescribed form. Reports relating to matters requiring the Superintendent's personal orders should be endorsed to him.

(4) Ordinarily, the diary and such extracts therefrom as a sub-divisional Inspector cannot himself dispose of should be the only communications addressed by him to the Superintendent, and separate reports by letter should be submitted only in special cases or when called for. The Inspector will be supplied with a carbonic copying book in the prescribed form the copies retained in which will serve as an outward register of his correspondence.

(5) The Inspector must avoid the despatch of unnecessary telegrams and should attend strictly to the instructions relating to the despatch of telegrams on service.

**327. Monthly summary** – (1) To his diary for the last of every month, the Inspector of a sub-division should attach a summary in form (Inspn.9) of the work done by himself during the month. From this summary, the Superintendent will judge of the Inspector's work and capacity. Care should, therefore, be devoted to making the summary as complete as possible.

(2) If the Superintendent has made any remarks in his review which the Inspector should see, a copy of the remarks will be sent to him.

**328. Travelling allowance bill**- (1) The travelling allowance bill (T.R. 25) of a Sorting Assistant Superintendent or Sorting Inspector attached to a circle office or Assistant Superintendent R.M.S. attached to a divisional office should be submitted to his immediate superior on the 1<sup>st</sup> of the month succeeding that in which the allowance is earned.

(2) The travelling allowance bill (T.R. 25) of a sub-divisional Inspector should be submitted to the Superintendent attached to his diary for the last week of the month.

**329. Circulars issued by Director – General and Postmasters General** - All Circulars issued by the Director – General or the Postmaster General should be filed by the Sub-Divisional Inspector in guard books care being taken to correct or cancel previous Circulars on receipt of

subsequent ones. All Circulars should be removed from the guard-books after the lapse of three years counting from the month of April following the close of the official year in which they were issued and disposed of, as waste paper. If it is found necessary to preserve or repeat the instructions, contained in such Circulars, the Head of the Circle will either incorporate them in the Circle Orders or reproduce them in a new Circular before the previous Circular is due to be destroyed.

**330. Records** – the list below shows the different classes records required to be maintained by the Inspectors, R.M.S. and the periods for which they should be preserved:-

Class of Records	Period of preservation
1. P.M.G.'s Circulars and Circle Orders	Three years counting from the month of April following the close of the official year in which they were issued.
2. D.G.'s Circulars and General Orders	Three years counting from the month of April following the close of the official year in which they were issued.
3. P.M.G.'s weekly Sorting Orders and Sorting memos.	One year counting from the month of April following the close of the official year in which they were issued.
4. Memos, relating changes in Due Mail and Sorting Lists issued by the Superintendents, R.M.S.	One year counting from the month of April following the close of the official year in which they were issued.
5."A" orders issued by Superintendents, R.M.S.	One year counting from the month of April following the close of the official year in which they were issued.
6. "B" orders issued by the Superintendents, R.M.S.	One year counting from the month of April following the close of the official year in which they were issued.
7. Copies of Due Mail and Sorting Lists of sections and Mail offices in the sub-division of Inspectors.	One year after the new ones have been supplied.
8. Memoranda of distribution of work of sections and mail offices.	One year after the new ones have been supplied.
9. List of officials appointed by the Inspector	One year after a new list is prepared.
10. Copies of publications and Manuals	To be destroyed on the receipt of new edition.
11. Character Sheets of Class IV servants within the jurisdiction of an Inspector, R.M.S. with declarations prescribed in Rule 16 Posts and Telegraphs Manual, Volume IV	One year after the death, resignation, retirement or dismissal of the officials, Character sheets of officials, who have absconded should not be destroyed without the special permission of the Head of the Circle.
12. List of Letter-boxes in sub-division	One year after the preparation of a new list.
13. Note Books	One year counting from the month of April following the close of the official year in which they are prepared.
14. Inspection Notes	One year counting from the month of April following the close of the official year in which they are prepared.
15. Punishment Register	One year counting from the month of April following the close of the official year in which they are prepared.
16. Personal files and other records relating to leave, appointment and punishment of Class IV servants (Porters and Van Peons)	Three years after the month in which the officials concerned ceased to belong to the Department except in the case of absconders whose records should not be disposed of without the special permission of the Head of the Circle.
17. Carbonic correspondence book	Three years after the year in which they were closed.

18. Gradation list in respect of the officials (Class IV servants) in the sub-division of the Inspector.	Three years after the issue of new ones.
19. Stock Invoices	Three years counting from the month of April following the close of the official year in which they are prepared.
20. Stock Book	Should be destroyed when a new book is opened after obtaining the sanction of the Head of the Circle.
21. Memorandum Book	Permanent
22. Order Book	Permanent. May be destroyed with the special permission of the Head of the Circle.

**331. Sorting and Guidance Orders** – (1) A sub-divisional Inspector will be supplied with a copy of every weekly sorting order and A order. All B. orders whether they affect the sections and offices in his sub-division or not will also be supplied to him. On receipt of an A. order on weekly sorting order, the Inspector should correct his own copies of the sorting list. When travelling with a section or visiting a sorting office, he should check the sorting lists to see that they have been corrected. He should also see that they are being acted up to. A. orders, weekly sorting orders and B. orders should be filed in separate annual bundles, care being taken to correct or cancel previous orders, when necessary, on receipt of subsequent ones.

(2) The Inspector should check once in each month, the copies of sorting lists belonging to all mail offices, sections and sorters in the sub-division and see that they are corrected up-to-date. He should initial and date the documents on the last page in token of having carried out his check and should record a certificate to the following effect at the end of his diary for the last week of the month:-

“Certified that the sorting lists of all mail offices, sections and sorters in the sub-division have been thoroughly examined by me and found to be corrected up-to-date with the following exceptions:-

**332. Statistical memorandum** – (1) The statistical memorandum (M.S. 14(b) is a return showing the actual number of articles of each class received from and despatched to offices and sections in the bags opened and made up by a set on any one trip in the case of sections and on any one day in the case of mail offices. The object of the memorandum is to furnish an accurate record of the average amount of correspondence dealt with by each section and office daily. A sub-divisional Inspector is required to furnish a half –yearly statistical memorandum for each sorting section and sorting mail office in the sub-division. In the case of sections, there must be separate memoranda for the Out and In trips. For this purpose, the Inspector must travel from end to end of the beat with any set of the section or be present in the mail office during the entire period of its working hours, and personally count the number of articles received and despatched in each bag or sorted bundle. The statistics may relate to the mails of any day, except a Sunday or an outward or inward foreign mail day. The Inspector will be held personally responsible that the entries made by him are correct and that the totals of both sides of the statistical memorandum agree. The memorandum should be sent to the Superintendent for transmission to the Head of the Circle.

(2) It is absolutely necessary that these returns should be accurate and, as a check on their preparation, the Inspector attached to the divisional office should, whenever he inspects a section or office, count and keep a note of the number of unregistered articles of the letter mail received and despatched in the important bags opened and closed. The figures obtained by him should be compared with those in the statistical memorandum prepared by the Inspector of the sub-division, and if any marked discrepancy is observed, it should be brought to the notice of the Divisional Superintendent.

NOTE 1.- The SRM may at his discretion depute one or more I.R.Ms and or supervisors or other officials to help the IRM in the collection of statistics of offices and sections where the number of articles is large. The I.R.M. will himself however be responsible for the correctness of the figures.

NOTE 2. – In partial relaxation of the provisions of the above rule, the statistics of single-handed offices and sections and Press Sorting Offices may be collected once a year instead of half-yearly.

**333. Tests.**- The Inspector of a sub-division should frequently post test-letters, to test the punctual clearance of letter-boxes, and also to ascertain whether all letters for post offices etc., for which station bundles are prepared, are included therein. Particulars of these tests should be mentioned in his diary under the head “General Report”.

**334. Memorandum book.** - A sub-divisional Inspector should keep a rough memorandum book, in which he should make notes regarding any matters concerning his sub-division that are worthy of note, but which could not ordinarily be placed on official record. All occurrences coming under his notice, which can be utilised subsequently for the application of checks on the offices in the sub-division, should also be noted in this book. The manner in which the memorandum book is kept up by the Inspector will indicate whether he is interested in his sub-division or not. The book should be handed by him to his successor when he relinquishes charge of sub-division.

**335. Printing of letter – boxes** – (1) A sub-divisional Inspector should carry red paint along with him when on tour, or have it sent to him, when necessary, from the store in the head record office, and have the letter –boxes in main offices and railway stations which need painting, painted as he comes across them in the course of his tour, at recurring intervals of about a year.

(2)The Sub-divisional Inspector should also maintain a correct and up-to-date list of all the letter –boxes in Mail offices and at Railway stations within his jurisdiction showing the name of the Mail office of the Railway station where each letter-box is placed and the hours at which it is cleared.

**335/1. Stock book** – A stock book (sk-1) should be maintained by the Inspector of a sub-division in accordance with the instructions given in rule 214 for the guidance of Superintendents.

CHAPTER 6

**CIRCLE EXAMINER OF ACCOUNTS**

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## CHAPTER 7

### OVERSEERS

**343. Duties of overseer.** – The overseer is primarily responsible for the efficient working of the mail line or lines under his charge; but he may also, under the orders of the Head of the Circle, be required to convey or escort remittances of cash between two offices either under a regular system or as occasion arises. He will be held personally responsible that the mails are conveyed at the prescribed rate of speed. He must constantly travel over his beat to supervise the runners, and to satisfy different stages when the mail arrives. Where huts are provided for the runners, the overseer must see that they live in them and not in the neighbouring villages and that where there is no hut at a stage, the runners await the arrival of the mail at some selected spot.

NOTE 1.- Should an overseer, at any time notice any damage to a telegraph line, the nature and position of the accident should be reported by him at once to the nearest post office. Runners should be instructed to similarly report any damage noticed by them.

NOTE 2.- Where the Cash conveyance work is heavy, the Head of a Circle may sanction Overseers exclusively for such work. They will be designated Cash Overseers exclusively for such work. They will be designated Cash Overseers. It is, however, open to the Head of a Circle to specify any other duties to be attended to in addition to Cash conveyance.

**343-A. Examination of V.P. and insured articles and money orders in deposit in branch offices.** – Whenever an overseer visits a branch office for any purpose he should examine all the insured and v.p. articles and money orders in deposit and satisfy himself that they agree with the entries made in the Branch Office Journal and that no article or money order has been detained without justification and that no articles bears any signs of damage or tampering. If any v.p. articles have been delivered before the overseer's visit and if the receipts signed by the addressees are in the branch office the overseer should verify the correctness of the dates of delivery shown in the receipts.

**344. Overseer's beats** – (1) The beat of an overseer will be arranged by the Superintendent and will comprise the main lines (main and branch) placed under his charge and the offices (if any) that he is required to visit in connection with cash remittances. One of the offices situated in the beat will be selected by the Superintendent as the overseer's central office and he will be required to return to that office regularly at fixed intervals.

(2) The Superintendent will furnish each overseer with a route statement showing the period to be occupied by the circuit of the lines which he has to supervise and the offices (if any) which he has to serve in connection with the transport of cash, the dates in each month or the day or days of the week on which he must be at his central office in order to begin each circuit, and the lines and names of the offices (if any) to be visited during the circuit, arranged in order in which they are to be visited. The overseer will not be required to visit each line or office on a particular day; but he will be required to visit, in the time fixed, all the lines and offices shown in his route statement.

NOTE .- It may not be possible in every case for the overseer to complete his circuit within the prescribed time owing to his having to proceed to another part of his beat in order to enquire into a loss case or make mail arrangements, etc., but whenever this is the case, an explanation should be given by the overseer in his diary.

**345. Thumb and finger impressions.** – When the thumb and finger impressions of an official are required on any document, the officer in whose presence the impressions are taken should enter his name and designation below the impressions as well as the date on which they are taken. In taking thumb and finger impressions, printer's ink (which is supplied for use with metal stamps) should be used with the special pad provided for the purpose, and the following instructions should be observed :-

All grease and dirt should first be carefully removed from the ball of the left thumb and all the fingers of the left hand. They should then be wiped dry. The thumb should then be laid on the inked pad and very lightly rolled from left to right until it is sufficiently inked. It should then be very lightly rolled on the document on which an impression is required. The thumb should be fairly laid on the paper and a complete impression obtained by rolling it once from left to right. This process should be repeated with each of the fingers in turn until impressions of all have been obtained. It should be recollected that if the thumb or any of the fingers is rubbed or allowed to slip either on the pad or paper, a good impression cannot be secured. It is always advisable to take one or two experimental impressions on waste paper before finally making impressions on any document.

**346. Deleted.**

**347. Huts for runners.** – Where huts are provided for the accommodation of runners, they are erected at the public expense but strict economy must be observed in building them. The cheapest materials should be used in their construction, and the runners themselves should ordinarily be utilised for the necessary labour. Runners must also keep their huts in repair, through materials, such as bamboos and rope, which they cannot themselves supply, may, when necessary, be furnished to them for the purpose. It will be the duty of the overseer frequently to inspect the condition of the huts in his beat and to see that they are kept in good repair.

**348. Disbursement of pay\*.-** (1) The overseer is entrusted with the duty of disbursing the pay of the road establishment of the mail line or lines under his charge, when the runners cannot, owing to the situation of their homes and stages, conveniently obtain their pay direct from a post office. He will be held responsible that every runner whom he is ordered to pay received his pay in full, that no unauthorised deductions are made, that the amounts due to substitutes are correctly disbursed and that no avoidable delay occurs in distributing pay.

(2) The overseer should attend on the date and at the office specified by the Superintendent, to receive the pay due to the road establishment. The amount to be paid will be made over to him under receipt, together with acquittance rolls containing particulars of the pay and allowances to be paid. He should then proceed at once along the line and pay the runners, taking care to make every payment in the presence of a witness, and to obtain the payee's signature, seal, or mark in the acquittance roll.

NOTE 1. – When there is a post office at or near a stage, the runners should invariably be paid, by the postmaster. In all cases in which payment is made by the overseer the headman of the village or some other respectable resident, whose name should be recorded in the acquittance roll, should be asked to witness the payment.

NOTE 2 – In cases in which money is paid to illiterate runners, the payee's thumb-impression should, *whenever practicable*, be taken on the acquittance roll.

NOTE 3.- The pay due to a deceased runner should not be paid to any person claiming it without the previous sanction of the Superintendent or the First Class Postmaster, as the case may be. In all such cases, the overseer should return the pay due to the deceased runner, to the postmaster and furnish him with such evidence of the claimant's title to the money as may be available. The postmaster, unless he is a first class postmaster, will then take steps to obtain the Superintendent's orders as to the payment of the amount.

\* This rule is based on rules in the Appendix II of Posts and Telegraphs Financial Hand Book Volume I

**349. Acquittance Rolls.** – (1) Each acquittance roll should, as soon as has been completed, be signed by the overseer and forwarded to the Inspector for disposal. Acquittance rolls must be submitted to the Inspector in sufficient time to enable him to forward them so as to reach the head office at the latest by the end of the month. If the distribution of pay has not been completed before the latest date by which an acquittance roll should be submitted to the Inspector the amount that remains over should be treated as undisbursed and re-drawn for distribution in the next month. As a general rule, the overseer must distribute the pay to all runners present, during his first circuit in the month.

(2) If there are any savings from the amount received by the overseer for disbursement to the runners e.g., pay undisbursed owing to the absence of runners etc., the amount should be paid into the head office, or remitted to it by service money order, on the date on which the acquittance roll is despatched to the Inspector. Such amounts should be shown in the acquittance roll as undisbursed, and the date of remittance or payment to the head office should be entered in the column for remarks.

**350. Deleted.**

**351. Escort of cash remittances.** – (1) When the conveyance or escort of cash is, under the orders of the Head of the circle, included in the duties of the overseer, he will be required to visit the offices mentioned in the route statement, in the order laid down, and if any unusual remittance is to be made, or if the overseer's services are required in any special case, he should, on receiving notice, arrange to perform the special duty required of him with the least possible deviation from the circuit prescribed in his route statement.

(2) When cash is received by the overseer from any office that he visits, he should count the cash if it is given to him loose and grant a receipt for it before taking it over, or if it is to be enclosed in a locked and sealed cash bag he should see the money is placed in the bag and grant a receipt for the bag, noting its weight above his signature. The overseer should adopt every precaution possible to secure the safety of any cash with which he is entrusted. He should never travel by road by night with cash in his possession, and should be careful to rest only at places where the cash will be safe from thieves. When the cash or cash bag is made over to the office for which the remittance is intended, the overseer should take a receipt the amount or the bag in his diary. An overseer should not take over money from a post office until he is on the point of starting on his journey, and he should make over any money in his charge as soon as he reaches the offices for which it is intended. This portion of an overseer's duty is very important and the neglect of it in any particular case will be seriously noticed by the Superintendent.

(3) when conveying cash by train the overseer must conform to the published rules of the railway as to the amount that may be carried free as personal luggage and as to payment for any excess. The cost of the ticket for the journey and excess freight will be advanced under his receipt by the post office making the remittance and treated as travelling allowance and contingent charge respectively of that office, vide rule 3. Appendix 17 to the Posts and Telegraphs Initial Account Code, Volume I.

NOTE – When swords or other weapons supplied to overseers become unserviceable, they should be sent to the stock depot.

**352. Deleted.**

**353. Deleted.**

**354. Extraordinary occurrences.** – On the occurrence of any serious event, such as highway robbery of the mail, the loss of mails, an interruption of the mail service owing to the destruction of bridges by floods, etc., the overseer must proceed with all haste to the spot and make such enquiries and arrangements as may be possible. An urgent report should be sent to the Superintendent and the Inspector. Notice should also be given to the nearest post office and, in a case of loss, also to the police.

**355. Overseer's diary.** – (1) Every overseer must keep a diary in form (Genl. 4) in which he should enter every day particulars of the travelling done by him, the names of stages visited, arrangements made for the conveyance of extra-despatches or cash remittances, substitutes appointed in place of runners absent, irregularities and offences committed by the road establishment, leave applications from runners and all other matters on which orders are required or which should be brought to the notice of the Superintendent or Inspector. The signatures of the postmasters of offices visited should also be taken in the diary.

(2) The overseer should, when travelling over his beat, examine the condition and seals of the bags carried by the runners and the books and the articles in the custody of the village postmen or postmen whom he happens to meet, and of certain percentage, as fixed by the Head of the Circle of money orders, paid by postmen and village postmen in his jurisdiction but the number should not be less than 50 in a month. The particulars of the money order and the result of the verification should be noted in his diary and in the Monthly list of money orders verified (Form Genl.6) submitted with the monthly summary (Genl.12). He should also obtain as money receipts as possible from the remitters of money orders and see that the date and other entries on each receipt correspond with those in the counterfoil bearing the same number in the book of receipts and not the result and the number of the receipts so verified in his diary. He should also from time to time enquire from the residents of the villages through which he passes whether they receive their letters and money order payments punctually, and report in his diary any complaints made by villagers in regard to the delivery of letters or the clearance of letter-boxes or the payment of money orders. The Overseer should verify the balances in cash and stamps of branch offices situated in his beat and, if required by the Superintendent, the balances in cash and stamps of small sub-offices situated in his beat, and report the result of the check in his diary. He should also check the used and unused branch office receipts in the current book of receipts to see that they are in consecutive series up to 100 and that the used ones have been issued in chronological order. He should also compare the dates of issue and other particulars on the branch office counterfoils with those on the relative account office receipts, and if he notices any disagreement between the dates which is not covered by the normal period of transit from the branch office to the account office, or any other discrepancy, such as difference in the amount of money orders and name of payees or addresses, etc., he should forthwith take up enquiries into the matter, reporting the fact to the sub-divisional Inspector. He should also check the used and unused receipts in the current book of Savings Bank Preliminary receipts to see that they are in consecutive order and that the used ones have been issued in chronological order and that the amounts for which such receipts have been issued since the last visit have been accounted for in the Branch Office account correctly. He should also see that pass books for new accounts were received from the Head Office within reasonable time and delivered to the depositors and that the depositor's copy of the Savings Bank Preliminary receipt acknowledging the pass book has been pasted on the office copy of the relative preliminary receipt. The result of the checks should always be noted by the Overseer in his diary and in the order book of the branch office. The results of the checks carried out in accordance with the provisions of the checks carried out in accordance with the provisions of rule 168 A should also be noted in the diary. He should also be required to make enquiries into minor complaints including cases of loss provided he is capable of doing the work properly.

(3) The entries in the diary should be made in duplicate, and at the end of each week, i.e., on the 1<sup>st</sup>, 8<sup>th</sup>, 16<sup>th</sup>, and 24<sup>th</sup> of each month, the upper of the two leaves forming the diary for the preceding week, should be torn out of the book and despatched to the Inspector to whom a summary of work in form (Genl.-12) should be sent with the diary for the last week of the month. Ordinarily, the diary should be the only communication addressed by the overseer to the Inspector: separate reports by letter should be submitted only in urgent cases, when early orders are required. The overseers should note in their diaries the hours of their arrival at and departure from post offices visited.

NOTE 1 – When taking over bags at a stage where there is no post office, runners are required to examine their condition and seals and, if any damage is noticed, to make a report to the first post office that is passed. The overseer should satisfy himself, when travelling over his beat, that this duty is understood by the runners, and state in his diary whether the bags are examined at such stages.

NOTE 2.- The office copies of an overseer's diary should be destroyed twelve months after the date on which they were prepared.

**356. Deleted.**

## CHAPTER 8

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## CHAPTER 8

### STOCK DEPOTS

#### PRELIMINARY RULES

**357. Object of a stock depot.**- A stock depot is established at the headquarters of each circle for the custody and supply of articles required for the use of post offices or R.M.S. offices and sections, as the case may be. The official in charge of a stock depot is designated Manager in postal circles, and is under the immediate orders and supervision of the Head of the Circle.

**358. Books kept in a stock depot.** – The following books and accounts should be kept in a stock depot :-

- |     |   |                     |
|-----|---|---------------------|
| (a) | Receipt day-book (S.K.- 51(a)   | - }                 |
| (b) | Stock register (sk – 51)  | }                   |
| (c) | Index of invoices despatched (SK-53)  | }In all stock depot |
| (d) | Book of orders for the purchase of articles locally (SK-54)                         | }                   |
| (e) | Statements of expenditure   | }                   |
| (f) | Accounts of charges on goods despatched and received by railway and steamer (SK-52) | }In postal stock    |
| (g) | Book of receipts for emergent advances (SK-55)                                      | }depots only.       |

**359. Receipt day-book.**- (1) All articles of stock received in the stock depot day by day, whether received from the Superintendent, Postal Stores, Forms and Seals, Aligarh or from post offices or record offices, or obtained by local purchase of from any other source should, in the first instance, be entered in the receipt day-book (SK-51(a)). No separation should be made in this book of articles of different classes or descriptions, but all the articles received each day should be shown, in the order of their receipt, in a single list against the entry of the date of receipt, in a single list against the entry of the date of receipt, and the manner in which each article is disposed of, whether by transfer to the stock register (SK-51) or otherwise, should also be entered. The receipt day-book will thus serve as a record showing at a glance all the articles received in the stock depot, the sources from which they were received, and how they have been disposed of.

(2) All articles of stock received from the Superintendent Postal Stores, Forms and Seals, Aligarh or from any other source or purchased locally and articles returned by post offices, mail offices or record offices which are still serviceable should, after entry in the receipt day-book, be brought on to the stock register, a remark to the effect that this has been done being made in the column of the receipt day-book headed "Manner of disposal".

EXCEPTION – Petty articles, e.g. jute twine fish line, sealing-wax candles, matches, chimneys, guzzy cloth etc. obtained by local purchase, if issued immediately need not be brought on to the stock register. In such cases, the No. of the invoice issued may be noted against the articles in the column headed, "Manner of disposal" in the receipt day-book.

**360. Stock register.**- Separate pages in this Register (SK-51) should be assigned to each description of article, the names being arranged alphabetically for facility of reference. The entries comprise particulars of articles received and issued, and should constitute a complete record of every receipt and issue. This register is also intended to exhibit balance of each description of article in stock, the balance being struck after each entry. A used-up stock register should be preserved for three years after the close of the year to which it relates.

**361. Account of charges on goods despatched and received.** – The entries in this Account (SK-52) which is kept in postal stock depots only, comprise particulars of goods despatched and received by railway and steamer, and of the amounts paid as railway or steamer freight, as well as other incidental charges, such as cart hire, mazdoor hire, boat hire, toll etc.

**362. Index of invoices despatched.** – (1) The entries in this index (SK-53) comprise the serial Nos. assigned to the invoices despatched, the dates of despatch of invoices and the date of receipt of acknowledgement. Invoices should be numbered in a consecutive annual series for each office, and a fresh index should be begun for each year on the 1<sup>st</sup> April.

(2) Except when there are articles for despatch on the 31<sup>st</sup> March, or when an invoice is issued on this date under Note 2 below Rule 372, a service post card in Form SK-53 (a) showing the closing No. of the annual series should be sent by the stock depot to each office to which articles are supplied by it. The closing No. should also be noted on the reverse of the last invoice.

(3) On receipt of intimation that a post office or record office is to be closed before the end of an official year, the stock depot should send to it in time, in the manner prescribed above, a service postcard bearing the closing No. of the series of invoices despatched to that office and note this No. on the reverse of the last invoice.

**363. Statement of expenditure** - The Manager should keep up a statement of expenditure and should see that the expenditure, as incurred or sanctioned by the Head of the Circle and communicated to him, within the proper proportion (for the period up-to-date) of the whole allotment for the year.

**364. Articles kept in a stock depot.** – The articles kept in reserve in a stock depot are detailed below. A sufficient stock of these articles must always be maintained in all stock depots.

(a) Mail, Parcel, Registration and Packet bags:-

No. 1, size 48" x 17" x 17" }  
No.2, size 42" x 17" x 17" } Jute unproofed Canvas  
No.3, size 32" x 14" x 14" }

No.1, size 32" x 14" x 14" }  
No.2, size 28" x 18" } Blue dosuti.  
No.3, size 16" x 10 ½" }

Size 48" x 26" Water proof

(b) Express delivery bags:-

Size 16" x 10 ½" Deep red dosuti with a black stripe across the bag in the centre horizontally.

Carts.

Clocks and time-pieces.

Letter boxex (square, round and pillar)

Locks and keys

Pads (ink and stamping)

Paints

Pencils

Dinners for adjusting type

Safes  
Scales and weights (letter and parcel)  
Scissors (Parrot-bill and ordinary)  
Sealing was and stoves.  
Stamps and seals.  
Stamp books.  
Stamping ink  
Tin seal-holders.  
Type-boxes

**FOR USE IN POST OFFICES**

Bags of the following classes:-

(a) Cash bags. –

No.1, size 1'-6" x 1'-2"	}	
No.2, size 0'-10" x 0'-6"	}	Green dosuti

No.1, size 1'-6" x 1'-0"	}	
No.2, size 1'-2" x 0'-9"	}	Leather with locks
No.3, size 0'-9" x 0'-6"	}	

(b) Account bags:-

No.1, size 28" x 18"	}	
No.2, size 18" x 14"	}	Red dosuti

(c) Net bags for parcel postmen.  
(d) Leather cash bags for overseers.

Bicycles.  
Cash scales.  
Counter scales.  
Flannel.  
Knives (prove-pointed)  
Life-buoy  
Notice frames  
Seals and Date-stamp for experimental post offices.  
Stamp dampers.  
Stone slabs.  
Tin and wooden trays  
Wallets and road lines  
Waterproof cloth cases for books of runners' appointment certificates  
Waterproof paulins.

**FOR USE IN R.M.S. OFFICES AND SECTIONS**

Acme boards  
Blank books and books required for official use.  
Candles  
Carpets  
Drill-cloth covers for ink pads.  
Dusters  
Files (brass)  
Guard books  
Guzzicloth

Hones.  
Ink powder.  
Ink pots.  
Ink stands  
Knives  
Metal tokens  
Mill-boards  
Needles  
Nibs  
Paper (including carbonic paper)  
Paper-weights  
Pen-holders  
Pencil-holders  
Pins

Pots for paste  
Red tape  
Rulers  
Silk thread  
Stamp cases  
Strops  
Tarpaulins  
Tin-boxes for insurance seals and security bonds.  
Trucks  
Twine  
Waster paper baskets  
Wicks for sealing stoves

NOTE.1- In very special cases the Head of the circle may order the supply of waterproof bags or bags with leather mouths and double bottoms; and he is also authorised in very special cases to prescribe other sizes for bags than those given above. The use of expensive bags should, however, be avoided as much as possible. It will be found, that dosuti cloth mail bags, which are light and inexpensive, generally answer all purposes.

NOTE 2.- The Head of the Circle may, if he considers, it necessary, order the supply of reversible bags for use between the R.L.O. and a head office or another R.L.O. The names of the offices between which the bags are to be used should be printed in bold characters as the two sides (out side and inside) of the bags respectively, with the word.

“To” above the name on each side, thus:-

“To

“To

R.L.O., Bombay

Poona H.O.

NOTE 3.- All cloth bags, except closed bundle bags and dosuti bags of the smallest size are fitted with a “lip”. Canvas bags are provided with four rings, and dosuti bags, except those of the smallest size, or provided with two rings. Heads of Circles, who specially desire it, may have a leather loop fitted to bags of any kind or a single leather strap added in the case of canvas bags. Dosuti bags are not fitted with leather straps.

**365. Mode of obtaining supplies.-** (1) Except where special orders are issued to the contrary, all articles forming the reserve stock of the stock depot may be obtained locally provided

that local rates for articles of similar size and make do not exceed the rates ( plus cost of transit) of the Postal Workshop.

(2) Stamp and Seal must be obtained from the Superintendent Postal Stores, Forms and Seals, Aligarh by placing an indent on him.

(3) In the office copy of the Indent (SK-73) on Aligarh, the number or quantity of each description of article in hand should be shown, to enable the Head of the Circle to satisfy himself that the indent is not for any unusually large number or quantity and if an apparently excessive number or quantity of any article should be asked for, an explanation should be given in the "Remarks" column of the indent. The articles should on receipt from the Workshop be checked with the invoices and examined with the object of ascertaining that they are of good quality. The prices should also be checked and any excess charges noticed.

**366. Indents for stamps and seals.** – (1) Indents for stamps and seals (SK-75) on the Postal Workshop at Aligarh should be issued under the signature or authority of the Head of the Circle. In preparing such indents care must be taken to quote the descriptive number and name of each stamp or seal and to write legibly and accurately according to the spelling adopted in the Post and Telegraph Guide or the List of Indian Post Offices, as the case may require, the names of the offices or section for which the stamps or seals are required. To prevent the possibility of a mistake, the letters should be made out in printed capitals and not written in a current hand. When the articles are supplied, they should at once be credited in the stock register.

(2) It is the duty of the Manager to see that the stamps and seals received in compliance with indents correspond in every particular with articles indented for and the names of offices and sections are spelt in accordance with the authorised spelling referred to above.

**367. Purchase of articles locally.-** Order for the supply of articles to the Stock Depot by local contractors or firms will be issued from respective files in which quotations were received and scrutinised. When articles are supplied they should be at once entered in the receipt day book and brought on to the stock register, the relevant case mark of the file and date being entered in the register against item of article concerned, in the column headed "No. and date of the invoice with which received / issued " and an explanatory remark being also made in the column for remarks.

NOTE. – See exception below Rule 359.

**368. Supply of special and miscellaneous articles.-** Special and miscellaneous articles not kept in the stock depot may be supplied to offices on indent under the authority of the Head of the Circle.

**369. Magenta stamping ink.-** (1) The supply of Magenta stamping ink may be obtained by the Heads of Circles from Stationery office as being done in case of other stationery articles. In emergencies, the ink may be prepared in Stock Depots.

(2) The following is the formula for preparing magenta ink:-

TO MAKE 22 OUNCES

Pulverize in a mortar 1 oz. of fine crystals (aniline dye); add 2 oz. of spirits of wine and wax till the aniline dye is dissolved; then add 8 oz. of boiling water, boil for a short time, stir well and strain through muslin; then add 8 oz. of pure glycerine and 4 oz. of golden syrup or treacle and, after mixing, bottle for use.

**369-A. Black Stamp Cancellation Ink.-** The Superior quality of black stamp cancellation ink is exclusively procured from M/s. Mysore Lac and Paint Works Ltd., Mysore by the Superintendent, Postal Stores Depot Bangalore, in special type of P&T containers in accordance with the following procedure:-

(1) The Superintendent, Postal Stores Depot, Bangalore will supply the empty containers to M/s. Mysore Lac and Paint Works Ltd., Mysore according to the requirements for filling up the same with the ink and he will take delivery thereof from the said Company and keep them in his stock. A separate register will be maintained in the Stock Depot for this purpose wherein a complete record of tins received and supplied will be maintained. The budget provision for the gross cost of purchase of the ink is made by Mysore Circle. The expenditure on purchase will be booked to the final head "J-11-Contingencies – Other Contingencies." When subsequent supplies are made, no account adjustments will be made and a simple numerical account of the receipt, supplies made to the units, and the balance will be maintained in the Postal Stores Depot, Bangalore.

(2) The requirements of ink should be sent by all Heads of Circles etc. to the Superintendent, Postal Stores Depot, Bangalore, who will arrange the supply from his stock in the special containers. The supply, will normally, be made only on return of the empty containers by the Heads of Circles to the Superintendent, Postal Stores Depot, Bangalore.

(3) Accounting Procedure:-

A register should be maintained in respect of the ink under the following heads, monthwise, and a statement in respect of each month should be sent to the Director of Audit and Accounts, Posts and Telegraphs, Madras:-

- (i) Cost of ink received from the Company concerned, brought forward from previous month's account.
- (ii) Value of ink received from the Company during the current month.
- (iii) Value of ink supplied to Post Offices, R.M.S. etc. in different Circles on payment.
- (iv) Value of ink supplied to other offices in different circles, which are allowed separate grants.
- (v) Balance at the close of the current month.

2. In support of the figures in column (ii) above copies of the invoices should accompany the monthly statement, duly signed by the Manager, Postal Stores Depot, Bangalore in token of his having received the supply.

3. Columns (iii) and (iv) of the statement will be filled in from the Stock Register maintained by the Stock Depot. An extra copy of the issue invoice will be prepared and submitted to Audit in support of entries in columns (iii) and (iv). Copies of invoices received back from Post Offices etc., duly acknowledged, need not be sent to Audit along with the monthly statement, but should be kept on record at the Stock Depot and made available for check during administrative and Audit inspections.

4. A separate register should be maintained in respect of the ink-Containers under the following heads, monthwise, and a statement in respect of each month should be sent to the Director of Audit and Accounts, Posts and Telegraphs, Madras:-

- (i) Opening balance –
  - (a) Number and value of empty tins.
  - (b) Number and value of tins containing ink.

- (ii) Number and value of tins received from M/s. Metal Box Co.
- (iii) Number and value of empty tins returned by post offices etc.
- (iv) Number and value of tins (with ink) received from the Company.
- (v) Total receipts (Cols. (i) to (iv)).
- (vi) Number and value of tins sent to the company, for filling;
- (vii) Number and value of tins (with ink) supplied to various offices.
- (viii) Number and value of tins written off the stock as unserviceable and due to loss or damage.
- (ix) Total issues (Cols. (vi) to (viii)).
- (x) Closing balance:-
  - (a) Number and value of empty tins.
  - (b) Number and value of tins with ink.
- (xi) Total (Number and value)

**369-B. Sealing Wax.-** The debits received for the supply of sealing wax from the Stationery Office will be booked to the final head "H-II-A- Supplied from Stationery Office" against the Circle concerned by the Branch Audit Offices. Offices which are in receipt of fixed stationery charges (including this item) will continue to obtain their requirements on payment by Service Money Orders and the value of these Money Orders will, as at present, go to reduce the expenditure under the head to which the cost of purchase of selaign wax is booked, i.e. H-II-A. No account adjustments are to be made when supplies are made by the Postal Stores Depots on indent to the subordinate Units which are not in receipt of fixed stationery charges covering this item.

**370. Indents on the stock depot.-** (1) Indents on the stock depot for articles of Stock (SK-2) and Stationery (SK-11) and Sorting-case labels (SK-12) will be prepared in accordance with the instructions on the subject and submitted direct to the Head of the Circle by the countersigning Officer, who will be held personally responsible for the proper scrutiny of demands made by the officers subordinate to them. Circle Offices will not be responsible for check the indents passed by countersigning officers. The Heads of Circles will place funds required for such indents only at disposal of the Stock Depot, and the supply of articles will be against the allotment of the stock depot.

(2) Indents for Presidency offices and first class head offices will be dealt with by the stock depot on the signature of the Presidency Postmaster or first class head postmaster without any countersignature. Presidency Postmasters and first class head postmasters are also authorised to countersign indents for the town, sub and branch offices placed under their supervision. Indents for all other offices will be countersigned by the Superintendent.

**371. Treatment of indents.-** Indents received in the stock depot should at once be registered and receive a case mark from the ordinary correspondence register. Each indent should form a separate case and be the first paper of the case. The indents received except those mentioned in the exception below should be submitted to the Head of the Circle for orders with any remarks which the Manager or stock clerk may have to make. On receipt of orders, measures should immediately be taken for supply of the articles passed. The case should be kept pending until all the articles passed by the Head of the Circle have been supplied to the indenting office. The date of supply of each article and the No. of the invoice with which it is despatched should be noted on the indent.

**EXCEPTION.-** Indents for the following articles may be passed by the Manager, without being submitted to the Head of the Circle:-

- (a) Indents for books which are treated as articles of stock;

- (b) Indents for articles required to replace those lost or broken by officials from whom the cost has been recovered; and
- (c) Petty articles of stock, viz., ink, pads, stencil plates, stamps, brushes, types, badges, belts, knives, scissors, spear heads, bells for spears when the total value of such articles in any particular indent does not exceed Rs.25.

**372. Preparation and disposal of invoices.-** (1) Invoices (SK-3) should be prepared by the stock depot for each despatch or articles of stock in compliance with indents received. Each invoice should be prepared in triplicate by means of carbon paper, and a serial No. from the index of invoices despatched assigned to it. Manager or Assistant Manager or Head Clerk not below the rank of lower Selection Grade should sign the invoices. Two copies of the invoice should be despatched with the articles of stock to the Indenting Office the first copy should remain on the file in the stock depot, the file mark of the case to which it appertains, being noted on it. The Page of the Stock Register (SK-51) showing the despatch of each description of articles should be noted in the office copy of the invoice against the entry concerned. In the last column of the invoice, copies of invoices despatched should be filed in the stock depot in separate bundles for each office, the invoices being placed in each bundle in the order of their numbers.

(2) Two copies of the Invoice (SK-3) should be despatched with the articles to the indenting office. The receiving official will sign the duplicate copy of the invoice and return it to the stock depot where it should be filed with the copy of the invoice to which it relates. The third copy of the invoice should be retained in the indenting office.

NOTE-1- The entries in invoices for branch offices should be made both in English and vernacular.

NOTE-2- When articles of stock are supplied to an office from a Superintendent's reserve stock, or by local purchase, or by transfer from another office, or when letter box locks are supplied to a post office by an Inspector, particulars of them will be shown in a monthly statement, furnished by the Superintendent within the first week of the month following that in which the supply is made. This statement is a due document on receipt of which the stock depot should prepare and issue a properly numbered invoice to the offices concerned.

**373. Articles returned to the stock depot.-** Articles returned to the stock depot will be received, entered in an Invoice (SK-3) direct from the office to which they belonged, the reason for the return of each article and except in the case of Presidency offices and first class head offices, the No. and date of the Superintendent's or Inspector's order directing the return being noted in the column for remarks. The invoices should be filed in consecutive order in separate bundles for each office. The receipt of returned articles should be acknowledged by the Manager in the prescribed form of acknowledged.

**374. Disposal of returned articles.-** All articles should, in the first instance, be entered in the Receipt Day-book (SK.51(a) on the date on which they are received, and the remark "Entered in receipt day-book on (date)" should be noted on the invoice. Serviceable articles should at once be credited to stock by entry in the stock Register (SK-51) the No. and date of the invoice with which they were received being noted in the proper column. Such articles as can be repaired should, after repair, be credited to stock by transfer, to the stock register. Unserviceable articles should be sold at regular intervals under the orders of the Head of the Circle. Unserviceable bags should, when practicable, be cut up and made into small bags and then brought on to stock. Obsolete and unserviceable stamps and seals should never be sold, but should always be sent by the stock depot to the Postal Workshop at Aligarh for disposal. In so far as badges are concerned, when unserviceable and obsolete, these should be cut and defaced before the badges are sold as scrap metal.

**375. Description of furniture required in an office.-** The number, size and pattern of articles of furniture required for an office will depend on the size and importance of the office and the number of officials. Particulars about the furniture in ordinary use in post offices, mail offices and record offices will be found in Chapter 6 of the Posts and Telegraphs Manual, Volume II.

**376. Supply of furniture.-** (1) Furniture will ordinarily be supplied by the stock depot in compliance with indents, but the Head of the Circle may, if he considers it advisable, authorise the indenting or countersigning officer to purchase furniture locally.

(2) Duplicate keys of all safes should be kept in a locked safe in the stock depot, in the joint custody of the Manager and the Superintendent or Head Assistant of the Circle Office. Each key should be properly labelled and entered in a register in the form below:-

Register of duplicate keys of safe supplied to Offices in the circle

Serial No.	No. of duplicate Key	Name of office to which Key belongs	Initials of office Superintendents, or Head Assistant	Initials of Manager	Remarks
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(3) When the key of such a safe is lost, the postmaster of record clerk, as the case may be, will report the fact by telegram to the Head of the Circle and according to his orders the duplicate key should be issued, after necessary entries have been made in the register by the Manager and the Superintendent or Head Assistant conjointly.

(4) In cases where it is considered dangerous to allow the safe the key of which is lost, to remain in the office where the loss occurs, the Head of the Circle will arrange to have the safe withdrawn and supplied to another office situated in some other part of the Circle.

(5) In the case of steel almirahs, cabinets, cupboards or lockers furnished with body locks (as distinct from padlocks) which are ordinarily applied by their manufacturers with duplicate keys the same should be kept in the Divisional Office of the Superintendent in whose jurisdiction the office is situated in the joint custody of the Head Clerk and Stock Clerk of the Divisional Office.

NOTE.1- In places where there are workshops of the manufacturers who have manufactured the safe, the key of which has been lost, heads of Circles may, in order to avoid transport and railway freight charges in the body-locks of the safe altered and fresh keys prepared. This work should be carried out only by the manufacturer who made the safe. The safe may then be retained in the same office.

NOTE 2.- Indents for furniture may be submitted by a Superintendent only after personal inspection by him, or by the Inspector of the office for which the articles are required, and there should be a note to this effect in the "Remarks" column of the indent.

NOTE 3.- In Circle where the Stock Depot is located at a place different from the Circle Office, the duplicate keys of the safes may be kept in the Circle Office itself in the joint custody of the Office Superintendent and the Assistant Director of Postal Services. The Office Superintendent will maintain the prescribed register of duplicate keys.

NOTE 4.- The duplicate keys of the safe / cash chest in the Telephone Districts should be entrusted to an independent agency in the station, viz., Local Stores Depot, Head of the Circle or the Controller of Telegraph Stores who will keep the keys in sealed cover with proper marking, with the seal of the respective Telephone District duly affixed on the cover. A certificate regarding safe custody and verification of existence of seal in an intact condition will be obtained by the Telephone Districts periodically i.e. once a year, from the person entrusted with safe custody of duplicate keys and maintenance of the register prescribed in Clause 2 of the rule is not necessary.

**377. Supply of Post Office Certificates.-** (1) Stocks of Post Office Certificates for both single and joint holders should be held by each Postal Stock Depot under lock and key for supply to post offices, and accounts of the receipts and issues should be maintained in the prescribed Stock Registers (C.C-12). A separate register should be used for each denomination. Supplies of the certificates should be advised in form of Invoice (C.C.-13) prepared in triplicate. The stock depot should retain the original and send the duplicate and triplicate copies in registered covers to the receiving office. The Nos. of the invoices issued by the stock depot must run in a consecutive series for each head office separately. The series should remain unbroken from year to year, and no closing annual invoices should be issued. In respect of certificates returned to the Stock Depot, the invoice should be prepared in quadruplicate. The original invoice will be retained by the despatching office and the remaining three copies sent to the Stock Depot. The Stock Depot will after checking the stock invoiced return the duplicate and quadruplicate copy of the invoice to the

despatching office and the Audit Office respectively retaining the triplicate copy in the Stock Depot. On receipt of the duplicate copy from the Stock Depot the Dispatching Office will paste it to the original on record.

(2) Ordinarily, certificates should be supplied on requisition to head postmasters only. In exceptional cases, urgent demands from sub-offices may be complied with direct, but in such cases the invoices should always be addressed to the head office.

(3) The duplicate copy of the invoice returned by the receiving office duly signed in token of receipt of Post Office Certificates when received back in the Stock Depot should be pasted on the original invoice for checking purposes by the Inspection Officers.

(4) The Stock Depot should send a consolidated list of certificates issued to Post Offices twice a month to Audit Office one for the period from 1<sup>st</sup> to 14<sup>th</sup> and the other from 15<sup>th</sup> to the end of the month so as to reach the Audit Office by the 25<sup>th</sup> of that month and 10<sup>th</sup> of the following month respectively and also once in each quarter to the Divisional Superintendents or First Class Postmasters. The list should give the names of Post Offices to which supply was made, the numbers and date of the invoices, serial number and total number of certificates of each denomination. Separate sheet should be used for each class of certificates.

(5) Post Office certificate invoices should be preserved in stock depots for a period of 10 years. In case, however, the last invoice on record issued to a particular Head Office is to be destroyed under these orders, this last invoice should nevertheless be preserved.

NOTE 1.- Certificates are serially numbered in each block of certificates and are printed loose and supplied in packets of 10. These packets are put up in lots of five packets, each lot being secured by cross-bands of strong papers. For convenience of supply, the certificates are despatched direct from the office of the Master Security Printing, Nasik Road to stock depots in sealed bundles containing 1,000 certificates but broken bundles can be obtained when so large a quantity is not needed.

NOTE 2.- Stocks of old certificates should be kept separate from the stocks of the current certificates. Stock registers and Books of invoices in respect of such certificates should also be kept separate from the current Stock Registers and Books of invoices, the distinguishing words "Old Certificates" being noted on top of them.

NOTE 3.- On the occasion of the distribution of a new issue and Certificate fresh series of numbers for each head office separately must be assigned to the invoices relating thereto by the Stock Depot.

**378. Stock of Books and forms to be kept in stock depot .-** A sufficient stock of books and forms of each description should be kept in the stock depot to meet the demands of post offices. The rules relating to the indent and supply of forms will be found in Chapter 6 of the Posts and Telegraphs Manual, Volume II.

**379. Translation of vernacular forms** - (1) When it is decided that a Manual form should be printed in vernacular, general orders will be issued by the Director-General, supplemented by special instructions to the Head of the Circle responsible for making the translations. The following table shows the officers by whom forms will be translated into the vernaculars:-

Vernacular	}	Translating Officer
Bengali	}	Postmaster General, West Bengal
Oriya	}	Director of Posts and Telegraphs, Orissa
Urdu		Postmaster General, Uttar Pradesh

Marathi	}	Postmaster-General, Mumbai
Gujarathi	}	
Kanarese	}	}
Malayalam	}	Postmaster- General, Madras.
Gurmukhi		Postmaster-General, Punjab.
Telugu		Director of Posts & Telegraphs, Andhra
Assamese		Postmaster General, Assam
Hindi		Postmaster General, Uttar Pradesh
Kashmiri		Director, Posts & Telegraphs, Srinagar
Sindhi		Postmaster General, Mumbai

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(2) Post Offices will be supplied with forms printed only in those vernaculars which are current in the district in which they are situated.

**380. Despatch of articles of stock.** – All articles of furniture, articles exceeding 10 Kgs. in weight, and those in which, though not exceeding 10Kgs. in weight, cannot from their shape or size conveniently go by post, should be sent as goods by rail, steamer or some other means of conveyance. Articles weighing under 10Kgs. sent by post should only be sent as service registered parcels if they contain anything of value.

NOTE 1. Fragile article, such as lamps and clocks, should be carefully packed in wooden cases. The cases should be placed in bags securely tied and sealed. Unserviceable bags may be used for packing.

NOTE 2.- When an article is despatched as a service registered parcel, the receipt granted by the post office should be filed with the copy of the invoice on record. If, however, a Stock Depot maintains its own separate registered journal, the number and date of the parcel should be noted in the invoice and the receipt should not be filed with the invoice.

**381. Despatch of forms by stock depot** – Books and forms in small quantities should be despatched by the stock depot as service packets, and the packets may be completely closed. When weight of any packet exceeds 5 Kgs., it should be enclosed in a bag and sent as goods by rail, or steamer or by some other means of conveyance.

NOTE-Books of M.O. receipts and Savings Bank Pass-Books should be despatched as packets registered on service.

### **382. Omitted**

**383. Method of payments for articles purchased locally.-** The price of each class of articles will be approved by the Head of the Circle after calling for sealed tenders in cases where the aggregate cost of the local purchases on each occasion is Rs.250 or over. For all articles purchased locally, bills should be obtained and submitted to him to be embodied in the monthly contingent bill of his office. Each entry in the Stock Register (SK-51) on account of the Stock articles purchased locally will be compared with the bills before they are passed by the Head of the Circle. Necessary arrangements will be made by him for the payment of the bills. The price of each class of article will be fixed or approved by the Head of the Circle for all articles purchase, bills should be obtained and submitted to him to be embodied in the monthly contingent bill (A.C.G. 16). Each entry in the Stock Register (SK-51) on account of articles purchased locally will be compared with the bills before they are passed by the Head of the Circle. The bills will be paid by him.

**384. Emergent advances.** - Advances to meet railway or steamer freight, mazdoor hire and other charges of an emergent nature may be obtained from the Head of the Circle by the Manager of a Postal Stock Depot, who should give a receipt, in Form (SK-55) for the amount advanced to him. This advance should be adjusted, as soon, as the full amount is expended, by forwarding to the Head of the Circle vouchers for the sums paid; and the receipt originally given for the advance should be taken back and filed with its counterpart in the stock depot. Each advance must be adjusted before a fresh advance is made.

**385. Supply postal and other publications and books of blank forms-(1)** Postal and other publications and books of blank forms for sale to the public should be supplied by the stock depot to head offices and such sub-offices and record offices as may be selected by the Head of the Circle in accordance with his directions or on requisition from Superintendents and first class head postmasters. Publications for use in post offices, mail offices or record offices should be supplied direct to each office by the stock depot in accordance with the distribution list of such publications prescribed by the Head of the Circle.

(2). Publications and books of blank forms issued for sale should be accompanied by invoices in Form SK-53(b). If, any such publications are issued for use in offices along with those for sale, they should be separately entered in the same invoice. The invoices should be numbered in a consecutive annual series for each office. In all other cases, invoices in the form prescribed for articles of stock should accompany the publications.

NOTE 1.- The instructions in Rule 362(2) should be followed also in respect of publications and books of forms.

NOTE 2. – On receipt by the stock depot of new copies of postal and other publications, the obsolete copies should be torn up and sold as waste paper.

**386. Correspondence.-** In postal stock depots, ordinary and routine correspondence and references such as, enquiries regarding the cost of articles, and dockets forwarding railway receipts or bills of lading may be disposed of by the Manager, but all other correspondence and references must pass through the office of the Head of the Circle.

**387. Examination of books and accounts.** – The Manager must personally check the entries in the books and accounts kept in the stock depot in the following manner, immediately after each transaction giving rise to the entry has been recorded:-

(a) Every entry in the Stock Register (SK-51) of stock received from Aligarh or from the Store Department or the Stationery Office or from any other source should be checked with the invoices and the entry under the heading “Number received” initialled by the Manager.

(b) Every entry in the stock register of stock purchased locally should be checked with the bills submitted and the entry under the heading “Number received” initialled by the Manager.

(c) Every entry in the stock register of articles returned to the stock depot and transferred to stock should be checked by comparison with the entries in the invoice (SK-3) and the entry under the heading “Number received” in the stock register initialled by the Manager.

(d) Every entry of stock issued from the stock depot in the stock register should be checked with the copy of the invoice on record, and the entry under the heading : “Number issued” initialled by the Manager.

(e) Every entry in each invoice or other documents advising despatch of articles returned to the stock depot should be checked with the corresponding entry in the Receipt Day-book (SK-51) (a) showing how the articles were disposed of, and all the entries should be initialled by the Manager.

(f) The entries in the account of charges on goods despatch and received by Railway and Steamer (SK-52) should be compared with the railway receipt or steamer bill of lading, or with the receipts obtained for the amounts paid, and the total charge entered in the account installed by the Manager.

NOTE 1. The Manager should be particularly careful to see that articles which have been supplied to post offices from a Superintendent's reserve stock, or by local purchase, or by transfer from another office, and for which invoices have been prepared and issued by the stock depot, are not entered in the stock register as articles issued from the stock depot.

NOTE 2.- The work of checking entries in the Stock Register in so far as they concern publications and blank forms may, however be delegated to the Assistant Manager, it may be delegated to an official specially authorised by the Manager to do such work after obtaining the sanction of the Head of the Circle for the purpose.

NOTE 3.- Wherever necessary the work of signing the Receipt Day Book and Stock Registers in respect of all the articles received and despatched may be delegated under orders of the Head of the Circle to the Assistant Manager, if there is one.

**388. Deleted.**

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## CHAPTER 9

### RETURNED LETTER OFFICES

#### GENERAL RULES

**389. Returned Letter offices.**- (1) Bihar, Bombay, Central, Punjab, Madras, West Bengal and Uttar Pradesh Circle are each served by a Returned Letter Office established at the headquarters of the Circle. Assam and Orissa Circles are served by the Returned Letter Office at Calcutta while Andhra and Hyderabad Circles are served by the Returned Letter Office at Madras and Rajasthan Circles by the Returned Letter Office at Nagpur. Returned Letter Offices are under the direct control and supervision of the Postmaster General. The Officer in Charge of a Returned Letter Office is designated the Manager and he is responsible to the Postmaster General for the entire work of the office in every detail. In all large Returned Letter Offices, the Manager is assisted in his duties by an official designated the Assistant Manager, in smaller Returned Letter Offices the assisting official is designated the Head Clerk.

(2) The Returned Letter Offices will observe the same Holidays as are observed by P & T Administrative Offices of the Circle.

NOTE.- The abbreviation R.L.O. is used for "Returned Letter Office".

**390. Functions of a Returned Letter Office.** – The functions of a Returned Letter Office are two-fold : in its character of an enquiry office, it deals with articles the delivery of which to the addressees it is possible to effect; in its character of a Returned Letter Office, it deals with articles the addressees of which cannot be found, or which have been refused by the addressees and in this character it is also the deposit office of "Returned articles" i.e., articles the delivery of which cannot be effected either to the addressees or to the senders.

**391. Books of reference.** – Every R.L.O. is supplied with the latest issues of *Directories, Army Lists, Civil Lists, Distribution Lists of Departments* and every useful and available book of reference published in any of the States in India. The Manager will see that every new edition of such a publication is promptly acquired.

**392. Forms.** – The following forms are prescribed for use in a R.L.O. :-

- (a) Form of enumeration of articles received in the R.L.O. (R.L.O.-1).
- (b) Form of enumeration of articles despatched by the R.L.O. (R.L.O.-2).
- (c) Register of registered articles and articles containing valuable property received (R.L.O.-3).
- (d) Register of articles containing valuable property in store (R.L.O.-4)
- (e) Half-yearly return (R.L.O.-5).
- (f) Registered journal (R.P.-51).
- (g) Registered and Parcel abstracts (when ordered by the Postmaster General) (R.P.-33 and R.P.-8).
- (h) Registered article envelope (R.L.O.-6).
- (i) Registered List (R.P.-32)
- (j) Registered bundle (R.P.-37)

- (k) Parcel list (R.P.-3).
- (l) Mail list (M-1)
- (m) Error book (MS.-2).
- (n) Book of postmarks (MS.-2).
- (o) R.L.O. envelope – Unclaimed and Refused (R.L.O.-7)
- (p) R.L.O. envelope - Redirected (R.L.O.-9)
- (q) R.L.O. label – Unclaimed and Refused (R.L.O.-10)
- (r) R.L.O. label – Redirected (R.L.O.-12)
- (s) R.L.O. envelope – Station closed bundle (R.L.O.-13).
- (t) R.L.O. envelope – Sorting closed bundle (R.L.O.-14).
- (u) Form of letter directing recovery of postage due on refused or unclaimed articles (R.L.O.-15).
- (v) Order book (M.S.-8).
- (w) Stock book (SK-1).
- (x) Bond of secrecy (R.L.O.-17).

**393. Stamps and seals.**- The stamps and seals prescribed for use in a R.L.O. are –

- (a) R.L.O. name-stamp
- (b) R.L.O. date-stamp
- (c) R.L.O. postage-due stamp.
- (d) R.L.O. No. slip name-stamp.
- (e) R.L.O. Seal.
- (f) R.L.O. registration seal.
- (g) R.L.O. parcel seal
- (h) R.L.O. insurance seal.

Impressions of the stamps and seals holding date or other moveable type will be made in the Book of postmarks daily before they are brought into use. The Manager is required to see that this is done daily and that the impressions are distinct and clear, and he will initial the book every day after all the impressions of the day have been taken. When not in use the stamps and seals will be locked up by the Manager.

**394. Furniture** – The articles of furniture ordinarily required for use in a R.L.O. are the following :-

- (a) A large table on which to open mails.
- (b) A table on which to stamp articles.

- (c) A sorting case with compartments for R.L.Os.
- (d) A sorting case with compartments for the head and sub-offices for which closed bundles are made up.
- (e) Almirahs fitted with good locks and of such size and number as may be required, and with compartments marked alphabetically where necessary.
- (f) A desk for the Manager.
- (g) Tables for clerks.
- (h) Chairs for the Manager and clerks.
- (i) An iron safe.
- (j) Two large strong boxes with double locks.
- (k) Letter scales and weights
- (l) Parcel scales and weights.
- (m) Stamping pads and ink pads.
- (n) Tin and wooden trays.

**395. Admittance of outsiders prohibited.** – It is a strict rule that strangers or persons not connected with a R.L.O. whether postal officials or not, must not be permitted to enter it.

**396. Enquiry Office.** – To enable the public to make enquiries at the office in its character of an enquiry office, an enquiry window will be provided and the R.L.O. should, if possible, be in the post office building or near it.

**397. Information from postal officials and others.** – To enable him to dispose of articles, the Manager of a R.L.O. should, when necessary, apply for the required information to postal officials of any Circle to heads of offices, and to others, such as agents and managers of commercial concerns. Officers Commanding regiments, etc., who may be in a position to supply such information. If a postal official does not promptly reply to an application for information, a report will be made to the Postmaster-General, at the same time the Manager should be careful not to make necessary enquiries.

**398. Importance of redirection.** – The most important part of the work of a R.L.O. in its character of an enquiry office is the disposal of article by delivery to the addressees. It should be borne in mind that, except in the case of refused articles, every article belongs in the first place to the addressee, and that it should be delivered to the sender only when every possible means to find the addressee has been unsuccessfully tried.

**399. Articles not to be issued on insufficient grounds.** – (1) While every endeavour should be made to effect the delivery of articles to the addressees, or, failing them, to the senders, no article should be issued from a R.L.O. on insufficient grounds or without a reasonable hope of its reaching the addressee or sender. It is preferable that the disposal of an article should be delayed until reliable information regarding the addressee or sender can be obtained, than that it should be sent out on the mere chance of reaching its destination with the probability that it will be returned undelivered to the R.L.O.

(2) When any article issued from a R.L.O. is returned undelivered, it will be examined to see whether the information on which it was issued was sufficient or reliable. If it is found that the revised address was incomplete or illegible owing to carelessness or bad writing or that an article was issued unopened for return to the sender though the latter's name and address were not fully given on the cover, disciplinary action should be taken against the official concerned. This duty of examination will be entrusted by the Manager to a senior experienced clerk in the R.L.O.

**400. Secrecy.** – Every person employed in a R.L.O. must in accordance with section 38 (I) (b) of the Post Office Act, be bound to secrecy, i.e., not to divulge information obtained from any letter or other article opened and read or examined by him. The Manager, Assistant Manager and each clerk will, therefore, on appointment to a R.L.O., be required to sign a bond of secrecy in form R.L.O. 17.

**401. Qualifications of officials.** – The Manager, the Assistant Manager, and the clerks of a R.L.O. should be perfectly trustworthy and should possess a good knowledge of English. The clerks should be so selected that difficulty will be experienced in reading the various vernacular characters. They should be required to commit to memory that portion of the *List of Indian Offices* which comprises the names of the post offices in the Circle or Circles served by the R.L.O. in which they are employed.

**402. Distribution of work.** – (1) The Head of Circle may delegate to the Assistant Manager or to the Head Clerk all or any of the personal duties of the Manager except those relating to the custody of cash, currency notes, postage and other stamps, British and Indian postal orders, cheques Bank drafts. Hundis and all articles of value or containing valuable property (see rule 424).

NOTE.- No delegation of any of the duties relating to the custody of cash, currency notes, articles of value, etc., to the Assistant Manager or to a Head Clerk can be made except with the sanction of the Director General.

(2) A memo. of distribution of work will be supplied to the R.L.O. by the Head of the Circle. The memo. will show the personal duties of the Manager that are delegated to the Assistant Manager or to the Head Clerk, as the case may require, and the duties of the head or senior clerks in charge of the different branches of work in a R.L.O., such as, the opening and closing of mails, disposal of undelivered and Returned unregistered articles or of registered articles of the letter and parcel mails, etc. The memo. of distribution of work will also show by whom one of the two keys of the almirahs under double lock, or of the iron safe or safes, is to be kept.

**403. Custody of keys.** – (1) The almirah in a R.L.O. will always be kept locked, and except in the case mentioned in paragraph (2) below, the senior or head clerk of each branch of the office will be responsible for the keys of the almirahs in his branch. The keys must be kept in his personal custody after, as well as during office hours and the almirahs will be opened only when necessary and in the presence of the senior or head clerk who will continue to be present until the are locked again.

(2) All the almirahs containing articles of value or valuable property and the iron safe in a R.L.O. will be secured with double locks. The key of one of the locks must remain in the personal custody of the Manager and the key of the other in the personal custody of the senior or head clerk in charge of the registration branch. None of these almirahs nor the iron safe will be opened except in the presence of the Manager who will continue to be present until the are locked again.

**404. Stamping of articles.** – All articles received in a R.L.O. will be stamped with the R.L.O. date-stamp when received, and again when despatched, even though the same date may have to be impressed on both occasions.

**405. Report of irregularities.** – It is an important duty of the Manager of a R.L.O. to bring to the notice of the Postmaster-General and Supervising Offices all irregularities detected, such as needless redirection by post offices, and all instances of disregard of rules or carelessness on the part of postal and R.M.S. officials. Cases of a petty nature which constantly recur and all serious irregularities must be reported to the Postmaster-General of the Circle, served by the R.L.O. All other irregularities will be brought to the notice of the supervising officer of the post office or R.M.S. section or office in fault.

**406. Treatment of articles containing goods not transmissible by post.** – The orders of the Postmaster-General must be specially obtained as regards the disposal of postal articles in the following cases :-

- (a) Articles suspected to contain any explosive, dangerous, deleterious or filthy substance, or anything likely to injure the mails or any officer of the Post Office.
- (b) Articles found to contain anything indecent or obscene, or to bear on their outside, - whether on the article itself, as in the case of a newspaper, or on the cover, - words, marks or designs of an indecent, obscene, seditious, scurrilous, threatening, or grossly offensive character.
- (c) (i) A ticket, proposal, or advertisement relating to a lottery, or  
(ii) any other matter descriptive of or otherwise relating to such lottery which is calculated to act as an inducement to persons to participate in that lottery.
- (d) Articles found to contain any other thing the transmission of which by post is prohibited. (See *Post Office and Telegraph Guide*).

EXPLANATION. – (1) The procedure prescribed in this rule applies only (I) to cases in which it is *known for certain*, either on the article being opened under the provisions of the rules in this chapter or in any other way, that the contents are of a kind the transmission of which by post is prohibited and (ii) to the case mentioned in clause (a). In other cases, where the contents are only suspected to contain prohibited goods the procedure laid down in rule 122 (1)(b) of the *Posts and Telegraphs Manual volume V*, should be followed.

(2) In case of lottery tickets, these will be destroyed under the personal supervision of an officer not less than the rank of a Director, after the Post Master General has decided for their destruction. Full particulars of the tickets, the serial No., name of the lottery, name and address of the sender and the addressee of the sender and the addressee of the postal article containing the tickets should be entered in a separate register. The entries should be attested by the officer who should also record a certificate to the effect that the tickets were destroyed in his presence.

**407. Treatment of articles containing goods prohibited from export.** – All articles received in a Return Letter Office bearing the endorsement contains prohibited (name of the article the export of which out of India by post has been specially prohibited), will be forwarded for disposal as follows :-

By the Calcutta, Lucknow and Patna R.L.Os.	To the Calcutta Foreign Post.
By the Bombay and Nagpur R.L.Os.	To the Bombay Foreign Post.
By the Madras R.L.O.	To the Madras Foreign Post

By the Amritsar R.L.O.

To the New Delhi Foreign Post.

By the Hyderabad R.L.O.

To the Bombay Foreign Post.

By the Bangalore R.L.O.

To the Madras Foreign Post.

**408. Disposal of records.** – (1) The records of a R.L.O. which are more than twelve months old [except those mentioned in the Note 2 below and in paragraph (2) and (3)] will, at the end of that period, be torn up and sold as waste paper. Copies of the *Post Office Guide – Part-I and II, List of Indian Post Offices, Directories, Civil Lists*, and other books of reference will also be sold when no longer required. The sale proceeds will be credited to Government in the accounts of the headquarters post office.

NOTE 1.- Obsolete Army Lists should be destroyed and not sold.

NOTE 2.- Registered lists accompanying registered articles redirected to addressees and undeliverable outward foreign registered letters received through the office of exchange should be preserved for a period of eight months.

(2) the following records may, with the special permission of the Postmaster-General, be destroyed after the lapse of three years :-

- a) Form of enumeration of articles received in a R.L.O. (R.L.O.-1).
- b) Form of enumeration of articles despatched by a R.L.O. (R.L.O.-2).
- c) Register of registered articles and articles containing valuable property received (R.L.O.-3).
- d) Register of articles containing valuable property in store (R.L.O.-4).
- e) Half-yearly returns (R.L.O.-5).
- f) Error book (MS.-2).
- g) Postmaster-General's order book (MS-8).
- h) Stock book (SK.-1).
- i) Correspondence relating to such matters as the Postmaster-General may decide.

(3) The Bond of secrecy (R.L.O.-17) of an official may not be destroyed so long as he remains in the service except with the special permission of the Postmaster-General. If the official has died, resigned, retired or been dismissed, his bond of secrecy will be preserved for three years, after which it may be destroyed. If the official has absconded, his bond of secrecy will not be destroyed without the special permission of the Postmaster-General.

#### RECEIPT OF MAILS

**409. Receipt of mails.** – (1) The due mail list supplied to a R.L.O. will show the hour of arrival of each mail, the particulars of the mails that will be received and in what cases the mails will be accompanied by mail lists.

(2) On receipt of the mails each bag must be carefully examined by the clerk, entrusted with this duty and he must satisfy himself that the correct number of bags is received. If a mail list accompanies the mails it will show the number of due and unusual mails that ought to be received and the bags actually received should be compared with the entries in the mail list. The mail list will then be signed and stamped and placed on record by the clerk concerned.

(3) If any portion of the mail received is in any way damaged, or if the condition of any bag, fastening or seal creates suspicion that it has been tampered with, or if any bag is missing, the

clerk must bring the matter at once to the notice of the Manager who is required to take action in accordance with the instructions in the Chapter on Investigations in the *Posts and Telegraphs Manual, Volume V*.

NOTE. – Postmasters-General may arrange with each other for the exchange of direct bags between any two R.L.Os. where the average number of registered articles of the letter mail and of registered for unregistered articles of the parcel mail to be exchanges is very large. A Postmaster-General may also arrange in the same way for the exchange of direct bags between the Railway Mail Service and the R.L.O. of his Circle.

**410. Opening of bags and treatment of contents.** – (1) Every bag received in a R.L.O. will be opened in the presence and under the supervision of the Manager by the clerk entrusted with this duty who will immediately examine the registered bag and the parcels received and make them over together with the registered and parcel lists, to the registration clerk, under receipt or keep them in his own custody until this can be done. The registration clerk will open the registered bags and carefully examine the condition of every registered article and parcel, check the entries in the lists, and then receipt, stamp, and sign the lists and place them on record.

(2) When a bag or an article is received bearing signs of damage or tampering the clerk must at once bring it to the notice of the Manager who will take action in accordance with the instructions in the Chapter on Investigations in the *Posts and Telegraphs Manual, Volume V*.

(3) The unregistered articles will be received ready sorted according to the following classes, viz. :-

- (a) undecipherable articles and articles with fictitious addresses,
- (b) unclaimed articles.
- (c) refused articles,
- (d) undeliverable articles issued from R.L.O. and
- (e) open letters and unpaid and insufficiently prepaid foreign articles of correspondence other than letters and post cards.

These articles will be handed over to the clerk selected for the purpose who will tax such of them as are unpaid or insufficiently prepaid and will have them stamped and then distribute them to the several clerks for disposal in the manner hereinafter described. Unregistered letters received in an open and torn condition will be stamped with the “Received open and torn” stamp before they are distributed.

NOTE 1. – Unclaimed and refused articles received in the R.L.O. will be marked by the despatching post offices with the words “Left”, “Not known”, “Not claimed”, “declared” or “Refused”, as the case may be. The clerks who deal with the unregistered articles will be responsible that all unregistered and registered inland articles of the letter and parcel be returned to the despatching office for supply of the omission. This is an important duty and must be carefully attended to.

NOTE 2.- Any open or insecurely closed unpaid letters that may be received in the R.L.O, will be destroyed daily by being burnt in the presence of the Manager, a note being kept of the total number of each class destroyed each day. If, however, any such letter is found to contain anything valuable, it will be dealt with in accordance with rule 424. This rule does not apply to service unpaid postcards or to open and insecurely closed service unpaid letters. If any such articles, not being unclaimed are irregularly consigned

to the R.L.O. they will be forwarded to destination (letters being securely closed), and a note of the irregularity recorded against the post office concerned in the error book.

NOTE 3.- Unpaid and insufficiently pre-paid foreign article of all kinds that may be received in the R.L.O. should be returned to the senders when their names and addresses are given on or are traceable from the contents of such article; otherwise they should also be destroyed in the manner laid down in Note 2 above.

#### DISPOSAL OF UNREGISTERED ARTICLES

**411. Redirection of articles.** – A R.L.O. may redirect unregistered articles, without restriction to any post office in India or to any place out of India that is served by the inland post. Endeavour must be made by careful and intelligent reference to *Directories, Army Lists, Civil Lists, etc.*, and by seeking information from every available source, to ascertain sufficient and reliable data for the redirection of articles received by the R.L.O. in its character of an enquiry office. Those articles regarding which reliable information can be obtained will be redirected, the revised addresses being written on them legibly in red ink and any marks or words of the previous addresses which it is necessary to obliterate being neatly scored out also in red ink. Those articles the addresses of which cannot be deciphered or ascertained, will be treated under rule 413 or 415, as the case may be.

**412. Redirection to foreign countries.** – (1) All articles of correspondence originally received for delivery in India by the foreign post, may be redirected on reliable information to any country or place served by the foreign post, but correspondence which was originally posted for transmission by the Indian inland post may not be redirected to places which are not served by the inland post or to which inland rates of postage are not applicable without the express written instructions of the addressee.

(2) Before the article is redirected to a country or place served by the foreign post, the original written instructions of the addressee must always be referred to, and, in the absence of such instructions, special care must be taken that the information on which the article is redirected is really reliable and complete.

NOTE. – If a foreign inward article of the letter mail cannot be delivered on account of the addressee having changed his residence, such an article should not be redirected to him if the sender has indicated by means of a suitable remark on the address side of the article that redirection should not be undertaken. The article should be treated as unclaimed and disposed of accordingly.

**413. Disposal of unclaimed and refused inland articles.** – Unclaimed and refused articles received by a R.L.O. in its character of a Returned Letter Office will be separated and disposed of as follows :-

- (a) Unpaid or insufficiently paid articles and articles on which any charges have to be recovered, posted in post offices of Circles not served by the R.L.O., and articles issued by other R.L.Os., will be sent to the R.L.Os. by which the offices where they were posted are served, or by which they were issued, as the case may be, and will be sorted accordingly into the sorting case for R.L.Os.
- (b) All other articles will, if possible, be returned direct, to the senders irrespective of the circles in which they were posted. If the addresses of the senders can be fully ascertained from particulars on the outside, the articles will be returned unopened; if the addresses cannot be so ascertained, the articles will be opened, and in case sufficient information is obtained by a perusal or examination of their contents, they will be returned to the senders; otherwise they will be treated as Returned articles and placed in deposit. Articles, the addresses on and the contents of which are written in a language

not known to the Returned Letter Office to which they have been consigned should, if undelivered, be transferred to the Returned Letter Office by which the offices where they were posted are served.

NOTE 1.- It sometimes happens that articles which have been delivered are reposted unopened but enclosed in another envelope bearing the revised address of the addressee. Such envelopes, when not prepaid, are in the usual course taxed with postage by the office in which reposted; but if refused by the addressees, they will, on receipt in the R.L.O., be opened and their enclosure redirected *free* to the addressees *without being opened* on the presumption that they were refused on account of postage charged.

NOTE 2 – The Manager of the R.L.O will bring to the notice of the Superintendent or the first class postmaster, as the case may require all cases in which unclaimed articles are kept in deposit by post offices for a longer or shorter period than that prescribed, and all cases in which redirected articles that are unclaimed are detained in deposit against the rules.

NOTE 3. – When it is found on opening an article posted in India that the sender's address is in a foreign country, the article will be forwarded to that country through the office of exchange concerned in the same way as un-deliverable correspondence originally posted in that foreign country and returned undeliverable from India. An unregistered packet containing printed papers of no value, such as price lists, trade circulars, etc., will not be forwarded to the foreign country through the office of exchange concerned but will be treated as an article of which the sender is not known.

NOTE 4.- Articles which bear on the outside the name and address of the sender will, when all attempts to return them to the sender unopened have failed be opened before being placed in deposit.

**414. Preparation and use of R.L.O. envelopes and labels.** –(1) When an unregistered article of the letter mail is redirected to the addressee, it will be forwarded enclosed in a R.L.O. redirected envelope (R.L.O.-9), if the article has been opened or is in any way damaged. In every other case, the article will, except as provided in paragraph (3) of this rule, be despatched, without being enclosed in an envelope, the necessary alterations being made in the address as described in rule 411. If the article is so overlaid with writing or corrections that there is no space for the revised address to be written legibly, the name of the new office of destination only will be plainly written in red ink in the face of the article, and a R.L.O. label for redirected articles (R.L.O.-12) with and a R.L.O. label for redirected articles (R.L.O.-12) with the revised address written on it will be pasted to the article.

(2) When an unclaimed or refused inland unregistered article of the letter mail is returned to the sender, it will be enclosed in a R.L.O. envelope (R.L.O.-7) for unclaimed or refused articles, as the case may be, unless the article bears the name and address of the sender in full outside and has not been opened. To an unclaimed or refused inland article, which bears the name and address of the sender in full outside and has not been opened, the appropriate R.L.O. label (R.L.O.-10) will be pasted.

(3) If there is no space on an article for pasting a label or impressing the R.L.O. stamp, or if for any other reason it is considered necessary, the article may be forwarded enclosed in a R.L.O. envelope.

(4) Whenever a R.L.O. envelope or label is used, the name and full address of the addressee or the sender, as the case may be, will be legible written on it.

NOTE 1.- When a refused article is enclosed in envelope (R.L.O.-7) the clerk concerned will write on the envelope the name of the original addressee in the character (English or vernacular, as the case may be) in which the letter was written by the sender. If the clerk cannot write the character, the name of the

original addressee will be entered in the vernacular of the District in which the R.L.O. cover is to be delivered.

NOTE 2.- Letters redirected to foreign countries must on no account be enclosed in R.L.O. envelopes. If such an article is opened or otherwise damaged it must be carefully repaired, a note being made on the cover under the signature of the Manager, or in case of necessity, it may be enclosed in a protecting envelope.

NOTE 3. – Newspapers published in India which are to be returned to the publishers as unclaimed or refused, and on which no postage is due, will be put up in bundles for each newspaper office, instead of each being sent separately. Separate bundles should be made of newspapers on which postage is due. The same procedure will be followed in the case of book and pattern packets which are to be returned to the senders.

**415. Disposal of foreign articles.** – (1) Articles posted in India for foreign countries and returned undeliverable by them will be received by the following Returned Letter Offices in respect of the countries noted under each. These Returned Letter Offices are authorised to open the articles for ascertaining the address of the sender, if necessary :

(a) *Madras Returned Letter Office*

1. Australia
2. Cook (or Harvey) islands
3. Fanning Islands
4. Fiji
5. French Polynesia
6. Friendly or Tonga Islands
7. Gilbert and Ellice Islands
8. Malaysia
9. Maldives Islands
10. New Guinea
11. Nauru Islands
12. New Caledonia and dependencies
13. New Hebrides, including Banks and Torres Islands
14. New Zealand
15. Norfolk Islands
16. Papua
17. Samoa (Pago Pago)

18. Santa Cruz Islands
19. Singapore
20. Solomon Islands
21. Sri Lanka (Ceylon)
22. Timor
23. West Guinea Territory (West Irian)
24. West Samoa (Apia)

(b) *Calcutta Returned Letter Office* :

1. Brunei
2. Burma
3. China
4. Formosa
5. Hong Kong
6. Japan
7. Khmer Republic (formerly Cambodia)
8. Korea
9. Laos
10. Sabah (North Borneo)
11. Phillipines
12. Thailand
13. Vietnam

(c) *Amritsar Returned Letter Office* : Afghanistan

(d) *Patna Returned Letter Office* : Nepal

(e) *Bombay Returned Letter Office* : All other foreign countries except Pakistan

(f) *New Delhi Returned Letter Office* : Pakistan.

(2) Articles posted abroad addressed to India and found undeliverable in India will be sent to the local Returned Letter Office which should make an attempt to decipher the address with the

they will be sent to the Returned Letter Office at Madras, Calcutta, Bombay, Patna or Amritsar (if not already there, according to the country of original of the article as grouped in sub-rule (1)). These Returned Letter Offices will dispose of the articles according to the instructions on the subject in the Foreign Post Manual.

EXCEPTION : Articles bearing on the outside clear instruction from the senders for their delivery to the agents or representatives of the senders in India in case of non-delivery to the addresses, should not be detained but should be forwarded direct immediately to the agents or representatives for delivery. Articles which, however, do not bear such instructions but merely bear a superscription mentioning the name of the agents or representatives should be dealt with under the provisions of the above paragraph.

**416. Omitted.**

**417. Postage due on articles issued.** – When an unregistered article is redirected to the addressee or is returned to the sender it will be taxed with the postage, originally due on it, unless it be redirected to a foreign country in which case the taxing of postage will be left to the office of foreign exchange. Unpaid or insufficiently prepaid correspondence, other than letters and singly postcards, and reply postcards of which the two halves are not fully prepaid, if posted for transmission by the foreign post, will be returned to the sender. If any such article is not prepaid with postage applicable to an inland article of the same category, the sender will be required to pay double the deficiency in the internal postage. Unpaid and insufficiently prepaid foreign correspondence including letters and postcards which have been marked by the sender for dispatch by a ship which is not a mail ship will be similarly returned to the sender.

NOTE 1.- *See Note 1 below rule 413.*

NOTE 2.- *See Rule 124-A of Posts and Telegraphs Manual, Volume V*

**418. Stamping of R.L.O. envelopes and unregistered articles.** – (1) When, according to the provisions of the preceding rule, an article not enclosed in a R.L.O. envelope is taxed, the R.L.O. date-stamp will be impressed on the article, the original “postage-due” impression remaining intact and in force; but if the “postage-due” impression has been omitted or an article, or if an article has to be taxed afresh as insufficiently paid or as a penalty for any infringement of the rules, the R.L.O. postage-due stamp will be impressed on it. If such an article is enclosed in a R.L.O. envelope, the postage-due stamp will be impressed on the envelope only. If a paid article is redirected to the addressee without being enclosed in a R.L.O. envelope, the date-stamp will be impressed on the article, but if it is enclosed in a R.L.O. envelope, the date-stamp will be impressed on the envelope only.

(2) The postage-due stamp will always be impressed on the face of an article or R.L.O. envelope.

**419. Refusal of senders to pay postage due.** – If any article, issued from a R.L.O. for delivery to the sender and realisation of the postage or any other sum taxed on it, is declined by the sender and returned to the R.L.O., the Manager will, in the first instance, issue a letter to the postmaster concerned in form R.L.O.-15. If the sender still refuses to pay the postage due, the Manager will submit the case for the orders of the Postmaster-General, who will decide whether non-official correspondence for the sender should be stopped, and if so, the necessary authority, in form R.L.O.-15(a) will be issued to the postmaster, should the sender still refuse to pay the postage, the Manager, will again submit the case to the Postmaster- General for final orders.

NOTE – In the case of sub-offices, the letters in forms R.L.O.-15 and R.L.O.-15(a) will be addressed to the sub-postmasters concerned, but will be forwarded as unpaid articles, in closed bundles made up for the respective head offices.

#### DISPOSAL OF REGISTERED ARTICLES AND ARTICLES CONTAINING VALUABLE PROPERTY

**420. Treatment of inland registered articles of the letter mail.** – (1) Unclaimed inland registered articles of the letter-mail received in a R.L.O. will be disposed of by the registration clerk in the same manner as unclaimed inland unregistered articles except that (a) they will be disposed of under the supervision of the Manager (b) when redirected to the addressee or returned to the sender unopened they will be accompanied by the acknowledgements (if any) appertaining to them, and (c) when issued for delivery to the sender after having been opened in the presence of the Manager they will be enclosed in R.L.O. registered article envelopes (R.L.O.-6) and despatched under the original Nos. assigned to them by the office of posting. When the No. Slip R.P.-39, R.P.-40, R.P.-41 or R.P.- 41(a) pasted to the registered article is torn or illegible, it will be replaced by a corresponding No. slip by the R.L.O. The names and addresses of the senders of registered articles will be recorded in the last column of the register of registered articles and articles containing valuable property received.

(2) Refused inland registered articles, received in the R.L.O. will be opened by the registration clerk, and if sufficient information as to the addresses of the senders can be obtained by an examination of the contents, the articles will be issued for delivery enclosed in R.L.O. registered article envelopes, in the same manner as unclaimed registered articles. If this information cannot be obtained, they will be treated as Returned articles and placed in deposit.

(3) If a registered article on being opened is found to contain currency notes or other articles of value, an inventory (R.L.O.-22) of the contents will be made by the registration clerk, which after being examined and signed by the Manager, should be placed in the registered article envelope with the article.

(4) If a registered article be refused by the sender, it will be placed in deposit with other Returned articles.

NOTE 1.- Note 3 below Rule 413 applies also to this rule.

NOTE 2.- The Postmaster-General may authorise the maintenance of registered and parcel abstracts (RP-33 and RP-8) in R.L.Os. and, when these abstracts are maintained, the Manager must check daily the entries in the registered and parcel abstracts with the relevant registered and parcel lists etc. The abstracts should be signed by the Manager in the space provided in token of having exercised this check.

**421. Treatment of foreign registered articles of the letter-mail.** – (1) Unclaimed foreign registered articles of the letter mail received in a Returned Letter Office will not be opened but every endeavour will be made by consulting books of reference, etc., to trace the addressees of the unclaimed articles. If the addressees cannot be traced the articles will be sent to the appropriate Returned Letter Office where they will be disposed of according to the instructions on the subject in the Foreign Post Manual.

(2) All foreign registered articles of the letter mail which are refused, or the addressees of which are dead or have left India without leaving instructions as to the disposal of their correspondence, must be disposed of in the same way at once.

(3) If the addressees of foreign inward registered articles of the letter mail do not take delivery of such articles on presentation but request that they should be kept in deposit till called

for, the articles should be detained in the post office for a period not exceeding 7 days from the date of delivery of the prescribed notice, and, if delivery is not taken within this period they should be treated as unclaimed and sent to the Returned Letter Office in the ordinary course for being returned to the country of origin by the first available mail.

**422. Treatment of inland parcels.** – (1) Unclaimed inland parcels received in a R.L.O. will be disposed of in the same manner as unclaimed inland unregistered articles of the letter-mail, except that (a) they will be disposed of under the supervision of the Manager, and (b) registered parcels will be accompanied by the acknowledgements (if any) appertaining to them. Unclaimed parcels which cannot be delivered to the addressees and respecting which the addressees of the senders cannot be ascertained from the particulars on the outside, will be opened by the Registration clerk in the presence of the Manager in order to obtain sufficient information as to the addresses of the senders by an examination of the contents. An inventory (R.L.O.-22) will be prepared for each parcel thus opened. The inventory which will be examined and signed by the Manager must be placed inside the parcel which will then be securely packed and sealed and issued for delivery. When the No. slip [R.P.-16, R.P.-16(a), R.P.-17 or R.P.-17(a)] pasted to the parcel is torn or illegible, it will be replaced by a corresponding No. slip by the R.L.O. The names and addresses of the senders of the parcels will be recorded in the last column of the register of registered articles and articles containing valuable property received.

(2) Inland parcels which have been refused by the addressees and which the offices of posting have been unable to deliver to the senders, will be opened and dealt with in the same manner as unclaimed parcels which cannot be delivered to the addresses and respecting which the addresses of the senders cannot be ascertained from the particulars on the outside.

(3) If information sufficient to justify the issue of an unclaimed or refused parcel from the R.L.O. to the sender cannot be obtained or if, after having been so issued, it is refused by him, it will be treated as a Returned article and placed in deposit. The Returned Letter Office will then issue an intimation in the prescribed form to the Office will then issue an intimation in the prescribed form to the office of posting with full particulars of the parcel held in deposit and the period for which it will be retained.

NOTE 1.- Note 4 below Rule 413 applies also to this rule.

NOTE 2.- No redirection fee will be charged by the R.L.O. on a parcel redirected by it to the addressee, but the fee already marked for recovery on such a parcel will not be cancelled. If a redirected parcel has to be redirected to the sender, the charge for redirection (if any) will be cancelled under the initials of the Manager, before the parcel is returned to the office of posting.

**423. Treatment of outward foreign parcels posted in letterbox.** – Outward foreign parcels found posted in the letter-box which cannot owing to some neglect or breach of conditions, be forwarded to destination, will be received in the R.L.O. for disposal. Such parcels will be opened and action will be taken in accordance with the procedure prescribed for the return of unclaimed inland parcels to senders under similar circumstances.

**424. Register of registered articles and articles containing valuable property received.**  
– (1) The following articles of the letter mail and all parcels must be entered in the register of registered articles and articles containing valuable property received (R.L.O.-3) :-

- (i) all foreign registered letters;
- (ii) all Returned registered articles;
- (iii) all registered articles opened in the R.L.O.; and

(iv) all unregistered articles found to contain any saleable property or anything which makes registration compulsory.

(2) The entries in the register will be made by a clerk in the Registration Branch and will be examined and initialed by the Manager. The articles themselves will remain in the joint custody of the Manager and the senior or head clerk in charge of the registration branch, and will be disposed of by the latter under the supervision of the former.

(3) The Manager must count, examine and compare all articles in deposit with the entries relating to them in the articles relating to them in the register at intervals which will be fixed by the Postmaster- General with reference to the number of articles held in deposit.

NOTE – Hundis, bank drafts and cheques found inside undelivered articles received in the R.L.O. will be impressed with the date-stamp as soon as the articles in which they are enclosed are opened.

**425. articles of which registration is compulsory.** – (1) when an unregistered article containing anything for which registration is compulsory is issued by a R.L.O., it will be forwarded as a registered article enclosed in a R.L.O. registered article envelope (R.L.O.-6). In so far as the registration of these envelopes is concerned, the R.L.O. will be guided by the rules relating to registration in post offices.

(2) An unregistered article which manifestly contains anything of a nature which renders registration compulsory will, when issued for delivery to the addressee, be taxed on registration with double the registration fee in addition to any postage that may be due on it.

NOTE – Unregistered articles issued by the R.L.O. in registered article envelopes for delivery to the senders must in no case be taxed with registration fee.

**426. Articles of which insurance is compulsory.** – (1) When an uninsured article found in a R.L.O. to contain any article the insurance of which is compulsory is issued for delivery to *the addressee*, it will be forwarded in a protecting cover sealed with the insurance seal and addressed to the postmaster of the office of destination after having a note recorded on it explaining why it is so sent. If the article is not a registered article, the protecting cover will be registered on service before it is despatched. If the article is to be returned to the sender, the procedure laid down in the following paragraph will be followed.

(2) The protecting cover in which the article is received from the office of posting will be opened in the presence of the Manager. If the address of the sender can be fully ascertained from the particulars outside the article, it will be placed in another protecting cover and returned to the sender unopened. If his address cannot thus be ascertained, the article itself will be opened in the presence of the Manager and an inventory (R.L.O.-22) of the contents made and signed by him. If sufficient information is obtained by a perusal or examination of its contents, the article will be returned to the sender enclosed, together with the inventory, in a protecting cover, otherwise it will be treated as a returned article and disposed of accordingly.

(3) The special fee of Two Rupees taxed by the office of delivery on an uninsured article found to contain anything of which insurance is compulsory, is recoverable from the addressee on the article being redirected to him by the R.L.O., and from the sender only when an article so taxed is returned to him after having been refused by the addressee or when the addressee cannot be found. Such articles, received in the R.L.O. from offices of posting for return to the senders, will not be taxed with the special fee.

NOTE. – In the case of a registered article of the letter or parcel mail issued from the R.L.O. under this rule for return to the sender, the original No. assigned to the article by the office of posting will still be borne by it.

**427. Articles containing gold coins or gold bullion exceeding prescribed limit.** – When an inland letter, packet, or parcel received in a R.L.O. is found, on being opened, to contain gold coins or gold bullion or both of value exceeding the prescribed limit, of Rs. 2,500, it will be forwarded, for return to the sender, in a protecting cover addressed to the postmaster of the office of posting after having a note recorded on it explaining why it is so sent. If the article is not a registered one, the protecting cover will be registered on service, before it is despatched.

NOTE 1 – The value for the purposes of this rule shall be the market value on the date and at the place of posting.

NOTE 2.- When an inland article is received in the R.L.O. in a protecting cover endorsed “contains gold exceeding prescribed limit”, both the protecting cover and the article will be opened in the presence of the Manager and an inventory of the contents will be made and signed by him. The inventory will be enclosed with the article, in a protecting cover, when the article is issued for return to the sender.

#### DESPATCH OF MAILS

**428. Sorting case.** – The due mail list supplied to a R.L.O. will show the names of post offices and R.M.S. sections for which mail bags are to be made up and for which labelled bundles are usually prepared, and the compartments of the sorting case will be arranged and labelled accordingly. This sorting case will also contain a separate compartment for each head office and such sub-offices, as the Postmaster-General may prescribe, in the Circle or Circles served by the R.L.O. Besides the above, there will be one large compartment labelled “Redirected” for all redirected articles issued by the R.L.O. in its character of an enquiry office. There will be another sorting case containing a separate compartment for every other R.L.O.

**429. R.L.O. closed bundles.** – (1) The redirected unregistered articles to be issued by a R.L.O. in its character of an enquiry office will be sorted into the compartment of the sorting case labelled “Redirected”. The contents of this compartment must be carefully examined by the Assistant Manager or the Head Clerk in charge of the branch to see that revised addresses have been fully given and legally written and that the proper R.L.O. labels and envelopes have been used, where required. The articles should then be tied together in a bundle.

(2) Unclaimed and refused unregistered articles, which are to be forwarded to other R.L.Os., will be sorted into the sorting case labelled with the names of R.L.Os. The articles taken out of each compartment will be tied and placed in the envelope for R.L.O. sorting closed bundles (R.L.O.-14).

(3) Unclaimed and refused unregistered articles to be returned to the senders within the Circle or Circles served by the R.L.O. will be sorted into the sorting case labelled with the names of head and sub-offices, articles for delivery by sub-offices (other than those for which direct bundles have been prescribed) being sorted into the compartments for their respective head offices. The unpaid articles will be separated and tied in bundles, the bundles for each Head or S.O. being placed in the envelope prescribed for RLO station closed (RLO.-13) bundles. The envelope will be closed, the total postage due on the unpaid articles contained therein being entered on the outside in the space provided for the purpose. The articles placed in each compartment must be examined to check missorting, and if any articles are found on which the addresses are not clearly and legibly written, they will be put aside and shown to the Assistant Manager or Head Clerk who will have the defects in the addresses rectified. The paid articles intended for delivery at other offices (excluding those to be delivered from the BOs, in direct account) will be disposed of in the same manner as articles posted for despatch.

NOTE 1. – In cases in which the despatches between a R.L.O. and a head office or another R.L.O. are, as a rule, too bulky to be enclosed in an envelope, the Postmaster-General may order the use of reversible bags for the transmission of articles between the offices concerned. The names of the offices will

be printed on the two sides (outside and inside) of the bags, respectively and the necessity for the use of labels will thus be dispensed with; but before, a reversible bag is used care should be taken to see that the proper side is turned out. A R.L.O. for which the use of reversible bags has not been authorised, may, on any occasion on which the contents of a closed bundles are too bulky to be enclosed in an envelope, use an ordinary bag for the purpose a label prepared in manuscript being fastened to the neck of the bag. Whenever a bag, whether ordinary or reversible is used for the station closed due on the unpaid articles should be written on a piece of paper which will be tied at the top of the bundle of unpaid articles to be placed in the bag.

NOTE 2.- See Note below Rule 409.

**430. Registered articles and parcels for dispatch.**- (1) All registered articles of the letter mail and parcels, whether redirected, unclaimed or refused, intended for delivery from post offices within the Circle or Circles served by a R.L.O. or for transfer to other R.L.Os., will be sorted in accordance with the sorting list, and unless otherwise prescribed in the sorting list, and unless otherwise prescribed in the sorting list all such articles will e sent to the post office at the headquarters station entered in registered or parcel lists (R.P. -32 or R.P.-3) and enclosed in registered or parcel bags which will be closed and sealed in the prescribed manner. All registered articles of the letter-mail and parcels will bear the Nos. originally assigned to them in the offices of posting.

(2) When there are more than two uninsured registered articles for dispatch to any post office other than the post office at the headquarters station or to any R.L.O. for which a direct mail bag is not closed, the registered articles will be entered in a registered list and enclosed, together with the list, in the prescribed envelope RP.-37 or, if necessary in a *dosuti* bag, clearly addressed to the post office of destination or the R.L.O. concerned. The envelope will be securely fastened down with paste and then sealed with good sealing wax. A No. will be given to it corresponding to the number of articles it contains, preceded by the distinguishing letters "R.B.". If a bag has to be used, it will be sealed in the ordinary way; and an envelope prepared in the manner indicated above will be attached to it as a label. The *registered bundle* will then be placed, with other registered articles, inside the appropriate registered bag under preparation.

(3) If on any date the R.L.O makes up two or more *registered bundles* each containing the same number of articles, the No. entered on the registered bundle and in the registered list in which it is invoiced will show the name of the office of destination thus :-

R.B.-5

Delhi

R.B.-5 etc.

Agra

**431. Dispatch of mails.** – The R.L.O. station and sorting closed bundles and the bundles of redirected articles and of unclaimed and refused articles will be placed together with the registered bag in a mail bag which will be closed and sealed in the prescribed manner. The mail bag, together with the parcel bag (if any), will then be despatched as laid down in the due mail list accompanied by mail lists where prescribed.

#### RETURNED ARTICLES

**432. Treatment of Returned unregistered articles of the letter-mail.**- Returned articles are those which cannot be delivered either to the addressees or to the senders. Returned unregistered articles other than those referred to in rule 424 will be dealt with as follows :-

- (a) Packets containing printed papers obviously without value, such as trade circulars, price lists, almanacs, etc., will be disposed of forthwith by being sold as waster paper or destroyed.

- (b) All other articles will be sorted alphabetically according to the names of the addressees into the compartments of two of the locked almirahs, one of which will be used for articles addressed in English and the other for articles addressed in the vernaculars. At the close of the month in which the articles were received, those in each compartment will be tied in separate bundles according to classes (i.e., postcards, letters, packets), and replaced in the almirahs pending any enquiries which may be made regarding them by the addressees or senders.

**433. Final disposal of Returned unregistered articles of the letter-mail.** – Returning unregistered articles, other than those referred to in rule 424 which remain in deposit after the expiration of the month succeeding that in which they were placed in the almirahs referred to in the preceding rule, will be dealt with as follows :-

- (a) Letters and postcards will be destroyed by being burnt in the presence of the Manager.
- (b) Book packets containing articles of no value will be disposed of by being sold as waste paper or destroyed. Unclaimed copies of the magazines, periodicals, etc., shall invariably be returned to their publishers or distributors or agents as the case may be. The despatch of the publications to their publishers or distributors or agents may be made monthly. In case the number of copies of a particular magazine or periodical in a month is less than five, the dispatch may be held over for the second month, at the end of which the copies must be despatched in any case.

**434. Disposal of articles, entered in register of registered articles and articles containing valuable property received.** – (1) Articles which are entered in the register of registered articles and articles containing valuable property received (R.L.O.-3) will be kept in a separate almirah. This almirah will be strong and well secured and provided with compartments in which the articles will be arranged chronologically according to the dates of receipt. An index having columns with the headings named below will be maintained in manuscript in which the articles will be entered alphabetically according to the names of the addresses, a sufficient number of pages being allotted to each letter of the alphabet:

- (a) Date of receipt in the R.L.O.
- (b) No. on each article.
- (c) Office of posting
- (d) Name and address of the addressee.
- (e) Page of the register in which article is entered.

(2) Registered postcards which remain in deposit after the expiration of the month succeeding that in which they were received will be disposed of in the same manner as unregistered postcards, i.e., they will be destroyed by being burnt in the presence of the Manager.

(3) Registered articles of the letter-mail and parcels which contain nothing of intrinsic or saleable value will, after being kept in deposit for a period of three months after the expiration of the month in which they were received, be disposed of as follows :-

- (a) Letters will be destroyed by being burnt in the presence of the Manager.

- (b) Packets and parcels should be destroyed in the presence of the Manager, unless there are special instructions of the Postmaster-General about the disposal of periodicals, magazines and newspapers for any public purpose.

Whenever any articles is disposed of as described above a note to that effect must be made under the initials of the Manager in the last column of the register of registered articles and articles containing valuable property received. If any such article is required to be kept in deposit for more than three months pending a reply to reference regarding its disposal an explanatory remark to that effect will be made against its entry in the last column of the register.

(4) Articles containing anything liable to perish or deteriorate, such as fruit, cheese, medicines, cigars and provisions, may be destroyed or sold at any time at the discretion of the Manager. When the contents are of such nature that, although of intrinsic or saleable value, it may ultimately be found undesirable to sell them, e.g., medals, religious emblems or fire-arms, the orders of the Postmaster-General must be obtained within the period of deposit.

(5) All articles containing valuable property which remain undisposed of will, after the close of the third month succeeding that in which they were received in the office, be transferred to the register of articles containing valuable property in store (R.L.O.-4) a serial No. being given to each in this register, and the same No. clearly written on a label pasted to the article. Such articles must then be removed to another well secured almira where they will be arranged according to their Nos. A fresh series of Nos. will be commenced on the 1<sup>st</sup> April of each year.

(6) The entries in the last column of the register or registered articles and articles containing valuable property received will show how each article has been disposed of i.e., whether redirected to the addressee or returned to the sender or despatched to another R.L.O. or destroyed or placed in store. No article which has been in the office for a period of three complete months succeeding that in which it was received must on the eighth day of the fourth month appear in this register as undisposed of.

(7) The check prescribed by rule 424(3) will be applied also in the case of articles entered in the register of articles containing valuable property in store.

**435. Final disposal of articles entered in register of articles containing valuable property in store.-** Articles of value found in letters, parcels and packets will, after having remained in deposit for one year after the expiration of the month in which they were received, be disposed of in the following manner :-

- (a) Cash and currency notes must be made over under receipt to the postmaster of the post office at the headquarters of the Circle for credit in his account as an unclassified receipt. A note will be made in the register of articles containing valuable property in store of the amount of cash and the value of the currency notes forming the remittance, the total amount of which will be intimated to the Audit Office concerned, in a letter registered on service. Halves of currency notes, however, must be sent in covers insured on service to the currency office from which the notes were issued.
- (b) Postage, court-fee and other stamps, provided that they are of the current Indian issues, will be affixed to the error book and obliterated. A note of the value of the postage and other stamps obliterated under this rule will be made in the register of articles containing valuable property in store. Empty unused envelopes with postage stamps affixed to them unused postcards, empty unused embossed envelopes and stamp booklets should be disposed of in the manner laid down in rule 154(1) of *Posts and Telegraphs Manual, Volume V*.

- (c) British, Irish and Indian postal orders will be forwarded direct to the Deputy Accountant-General Posts and Telegraphs, Calcutta, Nagpur and Delhi, respectively, for disposal, and a note to this effect made in the register of articles containing valuable property in store.
- (d) Hundis, bank drafts, and cheques will be destroyed by being burnt in the presence of the Manager, after taking the orders of the Postmaster-General, and a note that this has been done will be made in the register of articles containing valuable property in store, against the entries of the articles.
- (e) All other articles of value must be disposed of by public auction through the agency of some person selected by the Postmaster-General and unconnected with the Department. Care must be taken that all writing on such articles is obliterated and that, before the articles are made over for sale, any letters or documents accompanying them are destroyed. A complete list of the articles will be prepared in duplicate by the Manager, and be signed by him and the person conducting the sale; one copy will be delivered to the latter with the articles and the other filed in the R.L.O., a serial No. and date being assigned to it. The same No. and date will be entered in the last column of the register of articles containing valuable property in store opposite the entry of each article made over for sale. The amount realised by the sale will be paid under receipt to the postmaster of the headquarter post office to be credited in his accounts as an unclassified receipt.

NOTE 1.- The period of one year will be counted from the date on which the articles were finally received as returned.

NOTE 2.- R.L.O. officials are warned that they are precluded from bidding for or purchasing directly or indirectly, anything put up for sale by auction by the R.L.O.

NOTE 3. – When a valuable article, an entry of which appears in the register of articles containing valuable property in store forms the subject of correspondence with any of the post offices or supervising officers or any member of the public, the article should not be auctioned or otherwise disposed of until it is definitely decided that neither the sender nor the addressee has claimed it or is traceable.

EXCEPTION – This rule does not apply to the cases of inward foreign parcels which cannot be delivered to the addressee in spite of the efforts made to deliver them in accordance with the senders' instructions noted on the parcel or received in response to a notice of non-delivery and which are ultimately declared by the senders to be treated as abandoned. Such of the abandoned parcels as are charged with Customs duty will be made over by the office of exchange to the Collector of Customs concerned at once and other abandoned parcels forwarded to the Returned Letter Office for disposal.

**436. Test of efficiency of post offices.** – The R.L.O. affords a means of testing the efficiency of every postmaster and the working of every post office in the Circle or Circles served by it. Some of the articles sent to the R.L.O. show how the work of delivery is performed; others indicate whether the instructions regarding redirection are attended to or not; and the error book of the R.L.O. gives a general idea of the efficiency of the several post offices.

**437. Enumeration of articles.** – (1) During the second week of the months of February and August of each year, i.e., from the 8<sup>th</sup> to the 14<sup>th</sup> both days inclusive, an enumeration must be made daily of the numbers the different classes of ordinary unregistered articles of the letter and parcel mail received in, and despatched by, each R.L.O. The enumeration for 3 out of the 7 days will be carried out by an Assistant Postmaster-General or Assistant Director.

(2) The result of the enumeration will be entered daily under the appropriate heads in the forms of enumeration return (R.L.O.-1 and R.L.O.-2) which should be prepared in duplicate, the daily totals for R.L.Os. being shown separately from those for head and sub-offices. At the end of the enumeration period, these daily totals will be re-entered at the foot of each return and a grand total will be struck separately for (a) R.L.Os. and (b) post offices. One copy of each enumeration return will be submitted to the Postmaster-General along with the half-yearly R.L.O. return and the other will be kept on record in the office.

(3) The grand total of the enumeration figure under each head will be multiplied by 26 – and the resulting figures will be entered against the appropriate head in the half-yearly R.L.O. return as representing the estimated number for the half-year. If during the enumeration period a Post Office holiday intervenes in addition to Sunday, the figures under each head should be multiplied by  $31 \frac{2}{7}$ .

NOTE – It should invariably be mentioned in the forwarding letter whether the enumeration period was intervened by a Post Office holiday in addition to Sunday and whether the enumeration figures had been multiplied by

$26 \frac{1}{1}$  or  $31 \frac{2}{7}$

(4) Statistics regarding disposal during the enumeration week of accumulated unregistered articles of the letter and parcel mail of previous week or weeks, if any, should be recorded and shown separately under the appropriate heads in form R.L.O.-2.

**438. Half-yearly R.L.O Return.**- (1) As soon as possible after the expiry of each half-year, ending 30<sup>th</sup> September and 31<sup>st</sup> March, the Manager will submit to the Postmaster-General a return, in form R.L.O.-5, showing against the appropriate heads the total number of articles received from, and disposed of by issue to, Returned Letter Offices and post offices during that period and the number deposited in the office. The Manager will also submit to the Postmaster-General another return, in form R.L.O.-5 showing on the receipt side the total number of unregistered articles of the letter and parcel mail lying undisposed of during the previous week or weeks and on the reverse the disposal of those articles during the enumeration week. In this case, only the actual should be shown and the figures need not be multiplied by either

$26 \frac{1}{14}$  or  $31 \frac{2}{7}$  as indicated in rule 437(3).

(2) Figures, relating to the different classes of unregistered articles of the letter and parcel mail will be obtained from the half-yearly enumeration returns in the manner described in rule 437.

**439. Test of efficiency of R.L.O.** – (1) The efficiency of a R.L.O. will be tested :-

(a) by a comparison of the number of articles redirected by it in its character of an enquiry office with the number received; and

(b) by the proportion of articles issued by it and returned as undeliverable.

These tests may be applied by an examination of the office copy of the half-yearly return.

(2) As the first object should be to effect the delivery of articles to the addressees by the office in its character of an enquiry office; and as satisfactory working will be proved by successful efforts in this direction rather than by the number of articles returned to the senders by the office in its character of a Returned Letter Office, special attention must be paid to the result shown in the column headed “Articles redirected to addressees” in the half-yearly return.

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## CHAPTER 10

### BREAKS AND ACCIDENTS

**440. Interruptions** – The procedure to be followed when the mail service on a Railway is interrupted must necessarily depend on the nature and importance of the interruption, and the consequences it is likely to entail. Supervising officers must, in each case, determine at their own discretion whether a break or accident is sufficiently important to require the adoption of the measures indicated in this chapter in their entirety.

**441. Receipt of intelligence** – The Superintendent of the Division in which any interruption to the Railway Mail Service occurs, will receive intimation of the break or accident by telegraph from the head sorter of the set on duty, and probably also from the Railway authorities. He should lose no time in proceeding to the scene of the interruption or, if not able to go himself, in despatching the Assistant Superintendent, if available, otherwise a sub-divisional Inspector or a competent record clerk.

**442. Intimation to Heads of Circles and local authorities** - The instant intelligence is received by the Superintendent of a break or accident which is likely to cause interruption to the ordinary service or delay in the transit of mails or any change in the arrangements of post offices, he must immediately communicate the news by telegraph to the Head of each Circle, that is likely to be affected by the occurrence in any way, mentioning briefly what steps are being taken to meet the emergency, as well as the hours at which mails delayed on account of the break may be expected at their destinations, and the route by which such mails will be forwarded. A fuller written account to the same effect should follow by the earliest opportunity. Subsequently, the Superintendent should acquaint the local officers (Superintendents of post offices and R.M.S. and postmasters) with what goes on and make his arrangements in communication with them, so that confusion may be avoided.

**443. Intimation to Head of Circle** – The Superintendent, R.M.S. is also required to give the earliest news of a break or accident by telegraph to his Head of the Circle stating such particulars as are known and mentioning the arrangements made to meet the emergency. In cases of breaks extending over a considerable distance, or of a series of breaks, where the assistance available in the Division is insufficient, the Superintendent may request the Head of the Circle to depute officers from other Divisions to assist him. The Superintendent should furnish the Head of the Circle with early and full information during the continuance of the interruption.

**444. Arrangements in anticipation of requirements** – If necessary the officer proceeding to the scene of the break or accident should be accompanied by an extra staff of officials to take charge of mails when carried across gaps, or to form new sets. He should also take a supply of tarpulins where necessary, for the protection of the mails from wet weather. It will also be advisable for him to provide himself with a sufficient amount of money to meet any contingent charges that may have to be incurred. The advance needed should be obtained under receipt from the head record office; or if the amount there available is insufficient, the Head of the Circle should be asked by telegraphs to arrange for the supply of the requisite funds. The officer receiving the advance will be responsible for keeping a strict account of it and, where possible, for obtaining receipts on account of all payments that he may take.

**445. Arrangements on the spot** – On the occurrence of any interruption to the mail service, it is the duty of every official on the spot not only to make the best arrangements possible

under the circumstances, in the absence of definite instructions, for the safe and speedy forwarding of mails, but also to telegraph full particulars of the occurrence to his supervising officers mentioning the names of the Postal and R.M.S. officials killed or injured, if any. The Superintendent, R.M.S. or other officer deputed for the purpose must exert himself to make such arrangements for the conveyance of the mails as the circumstances of the case may demand or admit of. It is possible to lay down any fixed rules for his guidance which would meet every contingency. He should co-operate with other postal officials, and with the Railway authorities, and endeavor always to work in harmony with them. The action, to be taken must necessarily depend on his own energy and intelligence as well as on the special circumstances of each case. He should employ any mode of conveyance available for the expeditious carriage of the mails; if trollies can be obtained, he should ask the Railway authorities to supply them, and so on. In some cases it will be advantageous, or even necessary to open a temporary mail office at the spot. When this is decided on, the Railway authorities should be requested to locate a mail van at the place for, this purpose. If the whole of the mails can not be forwarded at one time, the parcel mails should be detained in preference to the letter mails, arrangements being made for the onward despatch of all mails by the earliest opportunity and for the safe custody of those detained. In the case of important mails, e.g. foreign mails, no pains or reasonable expense should be spared in forwarding them with expedition.

**446. Outward foreign mails -** (1) If the interruption to the mails service is likely to cause any detention to the outward foreign, mails, the intimation given to Heads of Circle, etc. should comprise such particulars as will enable them to warn the public at Stations affected by the interruption, to post their foreign correspondence, one or more days (as may be necessary) in advance of the usual mail day. The Railway authorities should likewise be communicated with in order that every endeavour may be made to reduce the period of detention as much as possible.

(2) The head of the Circle has authority, under special circumstances to arrange for special; trains or to detain the out P and O Mail steamer at Bombay for a period not exceeding 24 hours. It will be the duty of the officer at the scene of the interruption to telegraph to the Head of the Circle. If there is any risk whatever of the outward foreign mails not reaching Bombay in time. Similarly if the train conveying the outward foreign mails misses, or is likely to miss, connection will be responsible for telegraphing the news without delay to the Head of the Circle. at any junction the misconnection occurs

**447. Temporary sorting lists.-** In cases where interruptions occur in the beat of a section, requiring the format of one or more new temporary sections, it will be necessary to revise the sorting lists the original section and to prepare sorting lists for any temporary offices or sections that may be opened. This duty should be performed at once. So as to prevent correspondence being delayed or miscarried. The revision or preparation of sorting lists in these cases should be done in concert with Superintendent of Post offices, if he is present otherwise the R.M.S officer should inform the post offices concerned of the changes made in the sorting lists. Such changes sorting lists may be carried out without the previous sanction of the Head of the Circ, but the nature of the changes should be intimated to that officer as early as possible.

**448. Final report on interruption –** When tie interruption to the mail service has ceased, the Superintendent, R.M.S. should submit a report to the Head of the Circle, describing its cause, and the measures taken for the carriage of tile mails and the restoration of communication. The report should be accompanied by a detailed account of expenditure incurred for the conveyance of the mails; where possible, vouchers should be obtained and attached to the account. This account will be examined in the office of the Head of the Circle and returned to the Superintendent. The items passed by the Head of the Circle should be included in the next contingent bill of the Division.

**449. Report to the Director General** – Reports of interruptions to the mail service need be submitted to the Director – General only in cases of a serious or important character likely to be of prolonged duration or which are accompanied by loss of life amongst postal officials or of mails. These cases must be reported by telegram. In all such cases also, a report by post describing, in brief, the arrangements made, for the transmission of mails with any remarks the Head of the Circle may wish to offer, should be submitted as soon as through communication is restored. No report should be sent to the Director – General on tour unless a catastrophe of an alarming character occurs.

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