PAKISTAN POST OFFICE

POST OFFICE MANUAL

Volume IX

POSTAL TRAINING

Second Edition

(Corrected up to 1st January, 2013)

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PREFACE TO SECOND EDITION

This is the Second Edition of the Post Office Manual Volume IX – Postal Training in an updated and revised form. The First Edition of this Manual was previously published about forty-five years ago by the Pakistan Post Office Department in the year 1968.

2. This Manual is a compendium of departmental training intended to be imparted to operative employees, supervisory officials and managerial officers of the Pakistan Post Office Department at the various Postal Training Centres in Pakistan and the Postal Staff College, Islamabad established by the Department.

3. In the First Edition of the Manual, the outline of different training courses to be held at the Postal Training Centres had not been laid down in Chapter XI-Syllabi. However, details of Syllabi of (a) Training Courses for the Operative Staff (b) Training Courses for Supervisory staff, (c) Specialized Training Courses and (d) Workshops have now been incorporated in Chapter XI – Syllabi of Training Courses of the Second Edition of the Post Office Manual Volume IX for the benefit of both the trainees and the instructors.

4 The Study Team constituted by the Establishment Division (Management Services Wing), Government of Pakistan to conduct an in depth overview of the Postal Life Insurance Organization, inter alia, observed in their Management Review of Postal Life Insurance, Northern Pakistan Circle, Lahore submitted to the Government in May 2006, that training was the sheet anchor of sales promotion strategy of the insurance business. But on the contrary it was gathered that almost the entire lot working in Postal Life Insurance lacked professional training in the field of insurance. The Study Team, therefore, recommended that all categories of Postal Life Insurance employees may be subjected to the training programmes developed by the Department which may be declared a sine qua non for all future career planning. Accordingly in line with this recommendation the training courses have been devised for the benefit of office and field staff working in the Postal Life Insurance Organization and have been included in Chapter XI and Chapter XII of this Manual.

5. With a view to imparting training to the officers of the Department holding posts in Basic Pay Scale 16 and above as well as for catering to the training needs of the officers of the Postal Administrations of the developing countries of the world an exclusive training organization known as the Postal Staff College was set up in Pakistan in the year 1987 at Islamabad. Accordingly, a new Chapter XII on Training at Postal Staff College has also been added in the Second Edition of the Post Office Manual Volume IX to make it comprehensive.

6. Besides a new Chapter XIII on Management Courses and Foreign Training has also been included in the Manual for forehand knowledge about the training courses, which the Postal Group Officers will have to attend with the passage of time in their service career in the future.

7. It may be carefully noted that all the rules and instructions contained in this Edition of the Post Office Manual, Volume IX supersede all previous rules, instructions and circulars on the subjects herein dealt with. Accordingly each and every functionary of the Department is bound to act in accordance with the rules contained in this Volume. All officers and employees of the Department dealing with the subject matter must carefully read these rules for strict compliance, as no breach of these rules will be excused on the plea of the ignorance.

8. Every effort has been made to bring the rules contained in this Manual corrected up to date. However, the possibility of printing errors or omissions cannot be ruled out. Intimation of any error, omission or suggestion for the improvement of this Manual would be highly appreciated and promptly attended to by the Department.

9. It may be emphasised that the importance of any publication like this Manual depends upon its being maintained corrected up to date by the Department through issue of periodical amendments to be notified in the Director General's circulars. This aspect should, therefore, be given special attention by all officers and officials of the Pakistan Post Office Department to freely propose to the Director General through proper channel any addition or deletion in this Manual as and when warranted to improve it further and make it comprehensive.

10. The Director General, Pakistan Post Office Department thankfully appreciates the strenuous efforts put by Mr. Muhammad Akhtar, Retired Deputy Director General, Pakistan Post Office Department in bringing about four and half decades old Post Office Manual, Volume IX corrected up-to-date. The retired officer, who during the tenure of his meritorious service held the charge of the post of the Director General, Pakistan Post Office Department on several occasions, also accomplished the rare and gigantic task of revising old and out of date Post Office Manual, Volume I, II, III, IV, V, VII and VIII for which he deserves special and deep gratitude of the Department. However, the Post Office Manual, Volume VI – Post Office is under revision of the Department.

Director General

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POST OFFICE MANUAL

Volume IX

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CHAPTER I
COURSES OF TRAINING

1. **Introductory**.- (1) Pakistan Post Office Department is a labour intensive organization. It is a very large organization; in fact the employer of one of the highest member of civil servants in the Federal Government. There is quite a variety of postal, non-postal and agency services provided by this Department which require professional and technical skills that need to be acquired through training by the employees. The concept of training is as old as that of the existence of human beings in this universe. There are many ways of learning. There is the hard way of learning by trial and error but in view of the present day computerization and speed of the mechanized world as well as the demands placed on the civil service of a developing country they can ill-afford to learn through this out of date method. It is necessary that the training should be placed on a modern and scientific basis through computers and latest techniques and methods. The experience gained in the long history of the Postal Services in this area of the Sub-Continent as well as in the rest of the Postal Administrations and organizations of the world should be utilized for preparing an efficient corps of workers in this administration.

(2) The need for training of human resources of the Department was appreciated almost in the very beginning of the first few years of our independence on 14th August 1947 and a Postal Training Organization was set up in Pakistan in the year 1953. Presently five Postal Training Centres are functioning in the country one each at Islamabad, Karachi, Lahore, Nowshera and Quetta and impart training to different categories of operational and supervisory staff up to Basic Pay Scale 15. The Postal Staff College was established in the year 1987 at Islamabad for training of officers in Basic Pay Scale 16 and above, Postal Group Probationary Officers in Basic Pay Scale 17, Middle Management Postal Executives as well as the foreign fellows and participants of the various Postal Administrations of the world. The training at the Postal Staff College, Islamabad has been dealt with separately in Chapter XII of this Volume. This Volume is intended to consolidate the principles and procedures adopted for the regulation of training in various postal disciplines.

(3) The aims and objectives of the Postal Training primarily revolve around the Mission Statement of the Pakistan Post Office Department. It is the firm commitment of the Department to provide reliable and affordable domestic as well as international postal and allied services to the people of Pakistan on an equitable basis. The Vision of the Pakistan Post Office Department is to transform the Department into a vibrant, modern, customer friendly and self sustainable Service Organization. The achievement of such paramount goals is possible only through deployment of well trained work force of postal functionaries at all levels in the Department.

2. **Main Functions**.- (1) The main objective of the Postal Training is to impart postal knowledge to a trainee methodically and systemically on scientific lines. The training not only enables a trainee to perform his duties efficiently, confidently and correctly but also to make him to understand his position as a civil servant vis-à-vis the public. The Instructors attached to Postal Training Centres have frequently to help the trainees unlearn some of the counter productive attitudes and outmoded procedures and practices which might stand in the way of rendering good service to the general public.

(2) Generally each training course comprises three phases. The first phase consists of theoretical training, the second of practical training in a Dummy Post Office or a Dummy Sorting Office and the third of Field Training at a Post Office, a District Mail Office, or an International Mail Office or a Foreign Post, etc; as the case may be. Field training is mainly applicable to fresh and new recruits. Wherever necessary, trainees may be taken to General Post Office, District Mail Office, International Mail Office, Foreign Post or any other Postal Organization for such observation, demonstration or instruction, as may be necessary.

(3) The field practice is intended to give the trainees a sense of self-confidence and to enable them to take over responsibilities when they have to perform their duties as members of the regular operative staff of the Department.

(4) The syllabi for the various courses include a few lessons on subjects that may not, in some cases, appear to be directly concerned with the operative work of the trainees such as rules relating to the terms and conditions of service, pay, leave, pension, discipline, etc. These are meant to help the trainees to understand their own position and their rights and responsibilities as employees of the Pakistan Post Office Department.

2/1. **Training Needs Assessment**.- (1)(a) Every appointing authority in the Department will issue a Gradation List of officials under his control in Basic Pay Scale 15 and below separately for each cadre once in two years as corrected upto 1st January of that year. The Gradation List will be issued in the first week of January every alternate year in which the names in order of seniority in the cadre and all other requisite particulars of the concerned civil servants will be recorded. In the Remarks column of the Gradation List, inter alia, the information regarding attendance of training course or courses, if any, at Postal Training Centre or other institutions with dates since his entry in service under the Government especially regular appointment in the Department will be shown so as to assess his present and future training needs.

(b) Each Unit Officer will supply to the Principal, Postal Training Centre concerned by 15th January every alternate year an up to date copy of Gradation List of Operative Staff of the following categories with Remarks Column duly completed, as regards training received till date by every official:-

A. **Post Office**.- (1) Post Office Clerks, (2) Head Postmen, Overseers and Departmental Branch Postmasters, (3) Postmen and Village Postmen, (4) Delivery Agents and Assistant Delivery Agents, and (5) Runners, Mail Peons, Packers and Letter Box Peons.

B. **Mail Sorting and Transportation**.- (1) Sorters, (2) Mail Guards, and (3) Porters and Van Peons.

C. **International Mail Office and Foreign Post**.- (1) Sorters and Clerks, and (2) Porters and Packers.

D. **Postal Life Insurance**.- Upper Division Clerks.

Any delay in receipt of Gradation List from any Unit Officer will be promptly brought in to the notice of the Head of the Circle or Organization, as the case may be, by the Principal, Postal Training Centre for causing early submission thereof.

(2) Every Postal Training Centre will maintain a proper data base for assessing the training needs of the operative staff borne on the cadres of Clerks/Sorters and below specified in the preceding paragraph and working in the First Class Head Offices/General Post Offices, Post Malls, Postal Services Divisions, Mail Sorting and Transportation Divisions, Foreign Post/International Mail Office Units, Postal Life Insurance Organization, etc. For this purpose a Register of Training Status will be maintained in each Postal Training Centre for showing the requisite information regarding training needs of operative staff in respect of each Basic Course in each Unit. In the Register one or more pages will be allotted bearing the caption of each Course for Operative Staff listed in clause A of sub-rule (2) of rule 3 appearing hereunder for recording requisite statistical data. The information for each year will be shown in respect of each training course in the Register of Training Status which will have the columns, namely, (1) Name of Division / Unit, (2) Total Number of sanctioned staff in the cadre, (3) Total Number of officials already trained, (4) Total Number of officials yet to be trained, (5) Total Number of officials required to be deputed by the Division/ Unit during the year, (6) Total number of officials actually deputed and trained, and (7) Remarks.

(3) The Principal, Postal Training Centre will compile by 15th April the above information in the Register of Training Status or after collecting it directly from the Divisions and Units whose training needs are catered to by the concerned Postal Training Centre. This vital information will enable the Principal to plan and design the holding of different training courses during each financial year commencing from 1st July and ending on 30th June.

(4) The Principal after finalizing the programme of courses for operative staff scheduled to be conducted during each financial year will address the Heads of Divisions/Units directly one month in advance to depute the particularized officials as selected by him for attending a training course at the Postal Training Centre by the target date. The failure of any Head of the Division or Unit to depute the staff for training as reported by the Principal to the Head of the Circle thereby resulting in under-utilization of training facilities available in the Postal Training Centre will be considered by the Authorized Officer a serious slackness in supervision and control for initiating appropriate action against the defaulting officer concerned. Those officials who do not join the Postal Training Centre by the target date as and when deputed by the Units for training should be dealt with under disciplinary rules by their authorized officers.

(5) Similar action as laid down in preceding sub-paragraphs will be taken by the

Principal for the maintenance of Register of Training Status for conducting Courses for Advanced and Specialized Training at the Postal Training Centre.

(6) A separate Register of Training Status in respect of Courses for Supervisory Staff in the above performa will also be prepared by the Principal, Postal Training Centre. However, after chalking out the programme for conducting these training courses at the Postal Training Centre, the Principal will address the Heads of Circles concerned two months in advance of the scheduled date of commencement of each training course for deputing in order of seniority the requisite number of officials for attending the same by a specific date endorsing a copy thereof to the Units concerned also.

3. **Types of Courses of Study**.- (1) There are three types of training courses viz.-

A.-Operative,
B.-Supervisory; and
C.-Specialized.

(2) A list of training courses provided under these three heads at a Postal Training Centre are indicated below:-

A. — **Training Courses for Operative Staff**:

I. — **Post Office**:

1. Post Office Clerks' Preliminary Training Course.
2. Post Office Clerks' Advanced Training Course.
3. Post Office Clerks' Refresher Training Course.
4. Head Postmen/Overseers/Departmental Branch Postmasters' Training Course.
5. Postmen and Village Postmen Training Course.
6. Delivery Agents and Assistant Delivery Agents' Training Course.
7. Post Office Mail Peons/Packers/Letter Box Peons Training Course.

II. — **Mail Sorting and Transportation**:

8. Mail Sorting and Transportation Sorters' Composite Training Course.
9. Mail Sorting and Transportation Sorters' Refresher Training Course.
10. Mail Guards' Training Course.
11. Mail Sorting and Transportation Porters' and Van Peons' Training Course.

III.— **International Mail Office/Foreign Post**:

12. International Mail Office Sorters and Foreign Post Clerks' Composite Training Course.
13. International Mail Office Sorters and Foreign Post Clerks' Refresher Training Course.
14. International Mail Office Porters and Foreign Post Packers' Training Course.

IV.— **Postal Life Insurance**:

15. Upper Division Clerks' Composite Training Course.
16. Upper Division Clerks' Refresher Training Course.

B. — **Training Courses for Supervisory Staff**:

1. Assistant Superintendents of Post Offices (Probationary and Departmental) Training Course.
2. Post Office Lower and Higher Selection Grades Supervising Officials' Training Course.
3. Assistant Superintendents of Mail Sorting and Transportation (Probationary and Departmental) Training Course.
4. Mail Sorting and Transportation Lower and Higher Selection Grade Officials' Training Course.
5. International Mail Office and Foreign Post Lower and Higher Selection Grade Officials' Training Course.
6. Assistant Superintendents (Field), Postal Life Insurance (Probationary and Departmental) Training Course.
7. Head Clerks, Postal Life Insurance and Assistant Superintendents (Office) Training Course.

C.— **Specialized Training Courses**.

1. Course for Clerical Staff Working in Postal Services Divisional Offices and Administrative Branches of the General Post Offices and Head Offices.
2. Course for Time Scale Clerks , Sorters and Upper Division Clerks on Correspondence and Computer Microsoft Office.
3. Course for Post Office Clerks on Savings Bank, Savings Certificates and Postal Life Insurance.
4. Course for Post Office Clerks of Accounts Branches of Head Post Offices.
5. Course for Mail Sorting and Transportation Sorters of Accounts Branches of Head Record Offices.
6. Course on Basic Computer for Clerical and Supervisory Staff.
7. Course for Postal Life Insurance Canvassing Agents
8. Course for Instructors of Postal Training Centres.
9. Course on Supervisory Management and Resolution of Workplace Conflicts for Supervisory Staff.

NOTE 1.— For facility of reference, the Courses will be numbered as A-1 Post Office Clerks' Preliminary Training Course, B-1 Assistant Superintendents of Post Offices Training Course, C-1 Clerical Staff of Postal Services Divisional Offices and Administrative Branches of General Post Offices and Head Offices Course, and so on.

NOTE 2.— The Director General is the only competent authority to introduce a new training course for holding at a Postal Training Centre. He will formulate and prescribe courses of study and training. He will issue a detailed syllabi or outlines of the courses to be conducted at the Postal Training Centre. He is also authorized to suspend or abolish any training course. The Postal Training Hand Books issued by the Director General, Pakistan Post Office in the past from time to time will be followed by the Training Officers, Instructors and Demonstrators in imparting training to the trainees as far as possible.

NOTE 3.— The Principal of the Postal Training Centre will sub-divide the syllabus into lessons and also issue a list of practical to be undertaken in the Dummy Post Office and Dummy Sorting Office and in the field (Where applicable). He will also determine teaching methods and strategies. He will also organize co-curricular and extra-curricular as well as sports activities in which trainees are expected to participate actively.

NOTE 4.— The Instructor concerned of the Postal Training Centre will issue Trainees' Notes (Where necessary) and Instructors' Notes.

(3) Outlines of the syllabi of training for the various courses, the period of training, examination papers, total marks, time allowed, qualifying marks, etc., are given in Chapter XI of this Volume.

TRAINING COURSES FOR OPERATIVE STAFF.

4. **Post Office Clerks' Preliminary Course**.- (a) All persons selected for regular appointment as Post Office Clerks by promotion or initial recruitment on the basis of recommendation by the Departmental Promotion Committee or the Departmental Selection Committee, as the case may be, are compulsorily required on priority basis to undergo initial training at a Postal Training Centre in the Preliminary Course. The appointees are given this training in all Postal Training Centres. The officials who successfully complete and qualify the Preliminary Course are posted as Post Office Clerks in their Units on probation for one year.

(b) The Preliminary Course is intended to give selected Post Office Clerks a more detailed training in operational work of the less technical branches specially those where extensive handling of cash is not involved. Equal emphasis should be laid on practical work in the Dummy Post Office alongwith the theoretical training. They are also taught about basic computer concepts, customer care and team work. Separate classes may be arranged as far as possible for the direct recruits and the departmentally promoted officials. Medium of instructions for the latter may be national language or English or both Urdu and English for teaching and examination. The emphasis is more on practical work rather than testing the knowledge of language. Direct recruits are, however, expected to write their papers in English.

NOTE 1.- Officials who have already rendered three years approved service or more in the Department as Post Office Clerk after initial recruitment or promotion on regular basis on the recommendation of the Departmental Selection Committee or Departmental Promotion Committee, as the case may be, are exempted from undergoing Preliminary Course. However such officials shall be required to obtain and produce a Certificate for having completed successfully a basic Computer Course at any Institute. They will be nominated to participate in the Advanced Course in preference to other officials. The provision contained in this Note shall remain operative only upto 30th June, 2015, by which time the back-log of training such new officials in Preliminary Course is expected to be cleared by the respective Postal Training Centres. After the close of 30th June, 2015 this Note shall become inoperative and shall be deemed to have been omitted automatically.

NOTE 2.- A Post Office Clerk who after the close of 30th June, 2015 does not successfully complete and qualify the Preliminary Course for Post Office Clerks will be deemed to have not successfully completed the period of his probation thereby entailing serious consequences including discharge from service or reversion to the post from which he was promoted if he holds a lien, or discharged from service if no lien exists, of course, after being given an opportunity to show cause by the appointing authority.

4/1. **Composite Training Course for Mail Sorting and Transportation Sorters, International Mail Office Sorters and Foreign Post Clerks and Postal Life Insurance Upper Division Clerks**.- (1) All persons appointed on regular basis by promotion or initial recruitment or appointment by transfer as M.S.T. Sorters or International Mail Office Sorters or Foreign Post Clerks or Postal Life Insurance Upper Division Clerks are immediately and compulsorily required to attend a Composite Training Course at a Postal Training Centre instead of participating in any Preliminary Training Course. This Training Course is intended to enable the participants to perform their operational work efficiently and confidently when they take up their duties in their respective spheres.

(2) A person recruited by initial appointment or appointed by promotion or transfer shall not be deemed to have completed the prescribed period of probation unless he has successfully completed the Composite Training Course conducted at the Postal Training Centre. Any official who has avoided to undergo the Composite Training Course or has been unable to complete it successfully will be discharged from service, if appointed by initial recruitment, or reverted to his post from which he was promoted and against which he holds a lien or if he does not hold a lien, be discharged from service, of course, after being given an opportunity to show cause by the appointing authority.

NOTE 1.— The abbreviation "M.S.T." denotes Mail Sorting and Transportation.
NOTE 2.— The abbreviation "P.L.I." denotes Postal Life Insurance.

5. **Post Office Clerks' Advanced Course**.- (1) The Advanced Course is intended for officials who have completed three years service after having passed a Preliminary Course or having worked as a Post Office clerk on regular basis for three years or more. The Advanced Course at a Postal Training Centre is compulsory for all Post Office Clerks. It is expected to cover work relating to all branches of the post office. Trainees are also taught about the importance of customer care, marketing and team work. The session in the Advanced Course will always start with a check up and revision of work relating to the subjects covered in the Preliminary Course. The general plan for the training as regards theory and practical will be the same as in the case of the Preliminary Course.

(2) A Time Scale Clerk who has not successfully completed an Advanced Course for Post Office Clerks at a Postal Training Centre will not be given independent charge of the post of a Sub-Postmaster of a Time Scale Sub Post Office or any other office.

6. **Refresher Courses**.- (1) Refresher Courses for Post Office Clerks, Mail Sorting and Transportation Sorters, International Mail Office Sorters and Foreign Post Clerks and Postal Life Insurance Upper Division Clerks are meant for regular operative staff who have

rendered five years service since they attended the Advanced Course for Post Office Clerks or the Composite Training Course for MST Sorters, International Mail Office Sorters and Foreign Post Clerks and Postal Life Insurance Upper Division Clerks. The Course is intended to review and brush up their knowledge of the departmental rules and procedures with practical aspect being emphasized properly. The participants should thoroughly study the rules and regulations in the different volumes of the Post Office Manuals, Post Office Guide, Foreign Post Manuals, Post Office Insurance Fund Rules, Postal Life Insurance Manual, etc., as the case may be, for achieving perfection in their relevant fields. A Sorter from a Mail Sorting and Transportation Unit besides performing other prescribed work should be able to perform sorting with a high standard of speed and accuracy. The trainees participating from International Mail Office and Foreign Post are required to attain proficiency in sorting both inward and overseas mails besides doing other work. The Refresher Course is also mainly intended to make the trainees conversant with the latest changes and modifications in the rules and procedures. It will also include training in Computer to improve their ability and efficiency.

(2) During the period of attendance of this course the participants will be required to take an examination. The examination is necessary to see that they have amply benefited from the training. Care should be taken to see that the officials concerned are normally required to attend a Refresher Course after every five years.

(3) Officials who have already rendered twelve years or more approved service on regular basis in their respective cadres are exempted from undergoing the Refresher Course. However, energetic Post Office Clerks and Sorters regardless of such a lengthy service may be deputed for attending a Specialised Course in selected fields in preference to other officials.

6/1. **Course for Head Postmen, Overseers and Departmental Branch Postmasters**.- All officials selected for regular appointment to the aforesaid cadre by promotion after approval by the Departmental Promotion Committee, are immediately required to undergo training at the Postal Training Centre. This course is meant for such officials who are employed for the supervision and checking the work of Postmen in big post offices, for posting test letters, making enquiries into small matters, etc; for the supervision of Village Postmen, for efficient working of mail lines, to convey or escort remittance from one post office to an other, inspection of extra departmental branch post offices, visit of post offices, etc; and holding the charge of a departmental branch post office. The training of these functionaries whose duties are interchangeable is according to the prescribed syllabi including practical training at the Dummy Post Office at the Postal Training Centre. There is no field practical training prescribed for these categories of staff. Apart from the lessons, these categories of field staff are also instructed about proper maintenance and creasing of the uniforms and importance of enforcement of punctuality and honesty of the staff under them in performance of their duties.

6/2. **Courses for Postmen and Village Postmen, Delivery Agents and Assistant Delivery Agents and Mail Guards**.- All persons selected for regular appointment to any of the aforementioned categories of posts by promotion or direct recruitment after approval

by the Departmental Promotion Committee or the Departmental Selection Committee, as the case may be, are immediately after joining the higher cadre or joining the new post by initial recruitment in the Department are required on priority basis to undergo training at the Postal Training Centre. These courses are meant for the officials who have either some experience of the working in the Department or are new to their work. The training of these functionaries is according to the prescribed syllabi including practical training at the Dummy Post Office or Dummy Sorting Office at the Postal Training Centre. There is no field practical training prescribed for these categories of staff. Apart from the lessons, kit parades are also prescribed for the uniformed officials. During training these categories of staff are also instructed about proper maintenance and creasing of the uniforms and importance of punctuality and honesty in performance of their duties.

6/3. **Courses for Lower grade staff**.- Any person selected for regular appointment to the post of Runner, Mail Peon, Packer or Porter, etc., in Post Office, Mail Sorting and Transportation, International Mail Office and Foreign Post by promotion or direct recruitment after approval by the Departmental Promotion Committee or the Departmental Selection Committee, as the case may be, after joining his post in the Department is required, on priority basis, to undergo training at the Postal Training Centre for the prescribed period of time. Theoretical training has also been prescribed for these categories of staff but the emphasis will be on practical training in the Dummy Post Office or Dummy Sorting Office, as the case may be, in regard to closing and sealing of bags, fixing of tin seal holders, lead or plastic seals, and tying of "Clove-hitch" knots. They are also instructed about fixing of date and year types of stamps and seals and about facing and stamping of articles properly. Great stress is laid on discipline and importance of a clockwise regularity in mail communication. Kit parades are held in order to instruct the trainees how to wear their uniforms properly while on duty. Only oral test including practical work will be held towards the end of the course.

TRAINING COURSES FOR SUPERVISORY STAFF.

7. **Courses for Supervisory Staff in the Post Office, Mail Sorting and Transportation, International Mail Office and Foreign Post and Postal Life Insurance Organization**.- (1) All officials selected for regular appointment to the Supervisory Cadre in the Lower Selection Grade or Higher Selection Grade in the Department by promotion after approval by the Departmental Promotion Committee are immediately after joining the post in the higher cadre in the Department are required, on priority basis, to undergo training at the Postal Training Centre for prescribed period of time. The Course for supervisory staff working on regular basis in Lower Selection Grade and Higher Selection Grade is very important indeed. The supervisory staff forms the back-bone of the Department. To a considerable extent, the normal and regular flow and running of the services depends on their efficiency. They are also responsible for controlling the clerical and the subordinate staff and maintenance of discipline in the office. As a matter of fact, they are an important link between the administration on the one side and the bulk of the staff of the Department, on the other. As most of the officials in supervisory cadres usually have a substantial length of service to their credit when they come for training therefore, they are given training to brush up their knowledge of rules and regulation to get

conversant with the latest modifications thereto, with special reference to the supervisory duties. During their period of training, examinations are prescribed to assess improvement in their knowledge and benefit derived from training.

(2) Any official who has attended a Supervisory Course while holding a post in Lower Selection Grade will not, on promotion to a post in Higher Selection Grade, be nominated to attend the same course again unless a period of five years has since elapsed.

(3) Any Lower Selection Grade or Higher Selection Grade official who has already attained and may attain the age of fifty eight years or above on the date of commencement of the Course for Supervisory Staff will be exempted from undergoing this Course.

(4) Except for exempted category of supervisory staff no official promoted to the cadre of Lower Selection Grade or Higher Selection Grade will be given independent charge of the post of a Postmaster of a post office of Lower Selection Grade or Higher Selection Grade status, as the case may be, unless he has successfully completed a Lower Selection Grade and Higher Selection Grade Officials' Course at a Postal Training Centre.

(5) Any official, other than availing exemption on account of age in the light of paragraph (3) above, who has not successfully completed the Mail Sorting and Transportation Lower and Higher Selection Grade Officials' Training Course will not be appointed to hold independent charge of any Selection Grade post of a Head Sorter, Sub Record Clerk, Record Clerk or Head Record Clerk, as the case may be.

7/1. **Courses for Assistant Superintendents**.- All persons selected for regular appointment to the cadre of Assistant Superintendents of Post Offices or Mail Sorting and Transportation or Postal Life Insurance by promotion or direct recruitment after approval by the Departmental Promotion Committee or the Departmental Selection Committee, as the case may be, are compulsorily required, on priority basis, to undergo training at the Postal Training Centre as prescribed in Appendix No 18 and No. 23 respectively of the Post Office Manual Volume IV, Second Edition January, 2004. With the exception of the persons recruited by initial appointment to the cadre of Assistant Superintendents, the other participants have a substantial length of service to their credit when they come for training, therefore they will be given training with special reference to supervisory duties.

8. **Courses for Postal Officers in Basic Pay Scale 16 and Grade A Postmasters**.- (1) Postal Superintendents, Superintendents of Mail Sorting and Transportation and Postmasters working in Basic Pay Scale 16 are responsible for efficient running of the services in the Units. Appointment to these cadres is made by promotion from lower feeding grades. While entering into an administrative life it is necessary to give them thorough training. As the departmentally promoted officers are expected to have a good knowledge of rules and regulations of the Department because of their long service, therefore, it is not the elementary theory on which the emphasis is laid. Nevertheless they have to be given a general appreciation of the responsibilities and problems which they will have to face while controlling their subordinates. The new concepts of management should also be taught to these officers which, inter alia, may include customer care, marketing, marketing strategies, conflict management, leadership, curbing incidence of fraud.

While training these officers it has to be kept in view that a good task master is one who is really a master of the task. A Postal Management Course to be conducted at the Postal Staff College, Islamabad has been prescribed by the Department for the training of these departmentally promoted officers. Training of officers should generally be conducted in the form of discussions and seminars where certain problems would be thrashed out and results of each discussion compiled in elaborate reports.

(2) It will also be mandatory for any Assistant Director (Field)/Assistant Director (Office), Postal Life Insurance on his promotion to a Basic Pay Scale 16 post to attend the Postal Management Course, to be conducted at the Postal Staff College.

(3) No examination has been prescribed at the end of this course because the departmentally promoted officers are expected to have acquired a good knowledge of departmental rules and regulation during the course of their long service while many of them had also qualified in a tough competitive examination at the stage of their selection by initial appointment as Assistant Superintendent. They will, however be required to write a Research Report on a topic to be given to them by the Head of Institute.

(4) Any officer promoted to a post in Basic Pay Scale 16 who has already attained and may attain the age of fifty eight years or above on the date of commencement of the Course will be exempted from undergoing the Postal Management Course.

(5) Except for exempted functionaries due to age factor, no officer in Basic Pay Scale 16 will be given independent charge of a post of Head of an office in Post Office or Mail Sorting and Transportation or Postal Life Insurance Organization, as the case may be, unless he has successfully attended a Postal Management Course.

SPECIALIZED COURSES:

9. **Specialized Training Courses**.- These Courses are not obligatory. With a view to further improving the knowledge, ability and efficiency of the workforce, promising officials may be selected and nominated by the Unit Officers to attend Specialized Courses at the Postal Training Centre according to requirements. Some of the Specialized Training Courses to be conducted are listed hereafter.

(a) **Course for Clerical Staff of Postal Services Divisional Offices and Administrative Branches of General Post Offices**.- This Course is intended for those officials who have been working as Post Office Clerks on regular basis for at least five years and are required to perform duties in the Office of the Divisional Superintendent of Postal Services or administrative and correspondence branches of General Post Offices. These officials are specially trained in the office work as well as groomed in noting, drafting, correspondence, handling of public complaints, revision of establishment, etc.

(b) **Correspondence and Computer Microsoft Office Course**.- This Course is meant for officials working as Time Scale Clerks in Post Offices and Foreign Post, Sorters in Mail Sorting and Transportation and International Mail Office, Lower and Upper Division Clerks in Postal Regional Offices, Postal Circle Offices and Postal Life Insurance Organization, etc. Only those officials should be nominated for attending this

Course who have completed three years regular service in the cadre and are required to perform correspondence work.

(c) **Savings Bank, Savings Certificates and Postal Life Insurance Course**.- This Course which is of great significance is arranged for the Postal clerical staff specially nominated by the Unit Officer for subsequently working in the Savings Bank, Saving Certificates and Postal Life Insurance branch of a Post Office. This training is imparted to the promising and active officials who have already successfully attended the Post Office Clerks' Advanced Course. Although the selected officials are expected to be well versed in rules and regulations yet this Course will further increase their knowledge relating to the Postal Savings as well as improve their efficiency and technique of work.

NOTE.- Any official who has not successfully completed the Savings Bank Specialized Course shall not be allowed by the Unit Officer to work in the Savings Cell of a Head Office or General Post Office.

(d) **Post Office Clerks'/Mail Sorting and Transportation Sorters' Accounts Course**.- This Course is intended for those Time Scale Clerks or Mail Sorting and Transportation Sorters who have to work in the Accounts Branch of a Head Post Office or a Head Record Office of the Mail Sorting and Transportation. Only those officials who have at least three years regular service at their credit in the cadre shall be nominated to attend this Course. Special emphasis is laid on the practical aspect of the work which an Accounts Clerk/Sorter will be required to perform.

(e) **Course on Basic Computer**.- This Course is intended for all Clerical staff working on regular basis in the cadre in the Department as well as Supervisory staff who are required to have knowledge regarding working on a Computer as a part of their duties.

(f) **Course for Postal Life Insurance Canvassing Agents**.- Every Departmental official working as Canvassing Agent should be deputed to attend this Course.

(g) **Instructors' Course**.- This Course is prescribed to improve the training methods adopted by the trainers. The Course would be held from time to time, so that enough trained instructors from Post Office and Mail Sorting and Transportation, etc; become available for replacement. Officials already working as Instructors without having undergone the Instructors' Course shall also re-orientate themselves thereby enabling them to the use of new and latest methods of teaching such as Computers, Multimedia, etc.

(h) **Supervisory Management and Resolution of Workplace Conflicts Course.-** This Course is intended for supervisory staff in Lower Selection Grade, Higher Selection Grade and in the cadre of Assistant Superintendents in the Department.

GENERAL PROVISIONS.

9/1. **Selection and Nomination of Trainees**.– (1) The officials must be nominated and deputed for attending the training courses at the Postal Training Centre keeping in view of their training needs and strictly in order of their seniority in the Gradation List.

(2) Only those officials recruited on regular basis on the recommendation of the appropriate Departmental Selection Committee shall be nominated to attend a Training Course. A person engaged on contract or daily wage basis shall not be deputed for training. Similarly officials appointed on current charge or acting charge basis to a higher post shall not be nominated to attend a Training Course prescribed for that particular higher post.

(3) An official who has once successfully attended a particular training course at a Postal Training Centre shall not be nominated again to attend the same training course at the Postal Training Centre.

(4) In case of violation of provisions of above paragraphs by the Unit Officer or Nominating Authority, the Principal, Postal Training Centre concerned shall disallow admission to such an official to attend classes in the Training Centre.

(5) No Travelling Allowance, Daily Allowance, etc; shall be payable from the Government account to the irregularly deputed official concerned to attend a Training Course. Nevertheless the actual amount payable to the effected official shall be recovered from the nominating officer responsible for breach of provisions of above mentioned paragraphs of this rule and paid to him for undertaking journey, if any.

9/2. **Age Limit of Departmental Trainees**.– (1) No employee of the Department holding a post in Basic Pay Scale 15 or below, except as laid down in the next paragraph, will be nominated and deputed for attending any Operative, Specialized or Refresher training course, or permitted to participate in a Seminar, Workshop, Symposium, etc; if his age is fifty six years or above on the date of commencement of the Training Course, Seminar, Workshop, Symposium, etc., as the case may be.

(2) An official holding a post in Lower Selection Grade or Higher Selection Grade who has already attained the age of 58 years is exempted to undergo any training course or to participate in a Seminar, Workshop, Symposium, etc., held at the Postal Training Centre.

9/3. **Holding of Examination or Test**.- Examination or test of a trainee attending a Course in the Postal Training Centre and holding a post in Basic Pay Scale 15 or below will invariably be held. The Examination is held immediately on completion of each subject or set of subjects by the trainees or course participants or as otherwise specifically provided in Chapter XI of this Volume.

9/4. **Treatment of Failures**.- (1) Generally an official attending any training course at the Postal Training Centre will be expected to pass the prescribed examination in the first chance. An official who fails to qualify in any subject or subjects in the prescribed examination will be allowed two more chances to appear in the examination to be held subsequently in such subject or subjects. However the fact for not clearing the examination in the first attempt will be mentioned by the reporting officer in the Performance Evaluation Report, Annual Confidential Report or Character Sheet of the official concerned, as the case may be.

(2) The first examination will be held in all papers in the Postal Training Centre.

Those who fail in the examination are detained at the Postal Training Centre for further training for six days or less as determined by the Principal. However, such trainees will not be entitled to Training Allowance or Daily Allowance, if any, during this extended period After the expiry of the extended period they will be examined in the subject or subjects in which they might have failed. If they still fail they are relieved from the Postal Training Centre for joining their parent Units and are given a period of two months for making preparation while holding their posts to appear in the examination in the paper or papers in which they might have failed. But, for the third chance, the officials will not be brought to the Postal Training Centre for sitting in the Examination. The examination in such cases will be held under the personal and direct supervision of the Unit Officer concerned. The job of setting question papers and the evaluation of the scripts will, of course, be done by the Officers and Instructors of the Postal Training Centre in accordance with rules 38 and 39 of this Volume.

9/5 **Effect of Non-Completion of Training Programme**.– If despite availing three chances to appear in the Examination or Test, an official still fails to qualify the Examination or Test in entirety, then his performance will be regarded as unsatisfactory. It may be noted that failure to successfully qualify the Examination or Test would be considered as one of the items for not being retained in service. In case the person concerned was appointed by initial recruitment, he will be discharged from service after serving by the appointing authority a show cause notice. In case he was appointed to such post by promotion or transfer, he will be reverted to the post from which he was promoted or transferred and against which he holds a lien or, if there be no such post, he will be discharged from service, of course, after being given an opportunity to show case.

9/6. **Performance Reports**.- (1) On conclusion of the Operative, Supervisory, Refresher or Specialized training course the Officer Incharge of the class, Training Officer, Vice Principal or Principal, Postal Training Centre, as the case may be; will record a Special Performance Report on the performance, work and conduct of each trainee in the prescribed proforma and send it to the Controlling Authority or Unit Officer concerned.

(2) The specimen of form for writing a Report on the Performance and Conduct of an official of Operative Cadre and an Supervisory Official on the conclusion of the training Course is given in Appendix No.3 and No. 4 respectively of this Volume.

(3) The Special Performance Report will be placed in the Personal File of the official but in any case consulted by the Reporting Officer as regards his result of the training course and benefit derived from training before writing his Performance Evaluation Report, Annual Confidential Report or Character Sheet, as the case may be, for the relevant calendar year or period of duty.

CHAPTER II
ORGANIZATION

10. **Administration of Postal Training Centres**.- Postal Training Centres are set up at important stations having a large concentration of postal staff. At present a Postal Training Centre is located in each Province of the country at Karachi, Lahore, Nowshera, Quetta as well as at metropolis city of Islamabad which is the capital of Pakistan. The Postal Training Centres at Islamabad, Karachi, Lahore and Quetta are situated at the headquarters stations of the Heads of Circles. The cities of Karachi, Lahore and Quetta are also principal seats of the respective Provincial Governments. The administrative control of a Postal Training Centre is the responsibility of a Principal in Basic Pay Scale 17 or 18 who works under the supervision of the Postmaster General concerned. The Director General, Pakistan Post Office Department, however, exercises overall supervision of the training activities and deals inter alia with policy matters relating to training, designing and revision of syllabi, introduction of new training courses, suspension or abolition of existing training courses, determination of teaching method and strategies, organization of workshops and other related programmes, provision for research and allied issues and activities.

11. **Instructional Staff**.- (1) The Principal of a Postal Training Centre, in addition to having the support of the Training Officers in Basic Pay Scale 16, is assisted by Instructional Staff inducted from the cadres of Assistant Superintendents of Post Offices or Mail Sorting and Transportation and Higher Selection Grade according to the requirements of each Postal Training Centre. This would depend on the total number of classes normally held at a Training Centre. Only such staff should be selected to work as Instructors in the Postal Training Centres who have special aptitude for the job. This staff should revert to their parent cadres after completion of a period of tenure in the Training Organization which will normally not exceed five years for an individual post in Basic Pay Scale15 and below.

(2) Any official holding a post below Basic Pay Scale 14 in the Department shall not be eligible to be inducted and deployed in the Postal Training Centre as member of the Instructional Staff. The official selected for posting and appointment as Instructor or Demonstrator must have served in his respective cadre in the Department on regular basis for not less than three years.

(3) Any Assistant Superintendent or Higher Selection Grade Official who has not successfully completed Instructor's Course will not be inducted and posted as Instructor or Demonstrator in the Postal Training Centre.

12. **Officers in the Training Centres**.- (1) The number of officers in Basic Pay Scale 16 at a Postal Training Centre will generally be determined on the basis of one officer for two classes. In the Training Centres where there are more than one officer, each one will have two classes as his specific responsibility for training purposes. He will supervise the arrangements for training, day-to-day progress of each class, synchronization

between theoretical and practical work and use of proper methods of teaching. Each officer will control the instructional staff concerned with the classes under him. The officers posted in the Postal Training Centres will revert to their parent cadres on completion of a period of tenure, which will normally not exceed three years.

(2) Only such B.P.S.-16 officers shall be selected and inducted to work as Vice Principal or Training Officer in the Postal Training Centres who have special aptitude and interest for the instructional job and have also attended the Postal Management Course at the Postal Staff College.

NOTE 1.- Any officer not holding a post in Basic Pay Scale 16 in the Department on a regular basis for at least three years in his cadre shall not be inducted and deployed in the Postal Training Centre as a Vice Principal, Training Officer or Junior Accountant.

NOTE 2.- An officer proposed to be inducted and posted as Principal, Postal Training Centre must have completed at least three years service in his cadre on a regular basis in the Department.

13. **Distribution of Duties amongst Instructional Staff**.- The Principal will arrange distribution of work amongst instructional staff keeping in view their special lines and the weekly periods available. The instructional staff, apart from the duties of teaching, will hold tests, accompany the classes for the practical training including field practical training and also assist the Principal and Training Officers posted in Postal Training Centre in miscellaneous work. Their instructional as well as general and miscellaneous duties will be precisely laid down in the timetable.

14. **Working Hours for Training Officers and Instructional Staff**.- (1) Working hours are fixed for the Postal Training Centre by the Postmaster General. Each staff member is to put in working hours equal to 46 periods of 45 minutes duration per week. A weekly time-table would give details of all the periods/time allocated for instructional, tutorial or other duties. One-fourth of the teaching and practical periods will be allowed for preparation. As a rule, the Principal will have a minimum of 18 teaching periods per week and each Training Officer will have 30 teaching periods. The remaining periods or time will be utilized for non-teaching work. The number of periods of the instructional staff will be fixed keeping in view requirements of the teaching as well as non-teaching work.

(2) The working hours of Postal Training Centres on all working days except on Fridays will be from 0800 hours to 1500 hours with a break of 30 minutes and from 0800 hours to 1200 hours on Fridays.

15. **Daily Training Periods**.- A working day in a Postal Training Centre will consist of eight training periods of 45 minutes duration each day except on Fridays when there will be six periods only with a suitable break. Each class will have normally two periods for practical work daily. The distribution of work should be so arranged that both the Dummy Post Office and the Dummy Sorting Office is utilized to the best advantage of the various classes. In order to ensure proper attendance no officer or member of instructional staff should be allowed the first or the last period of the day as free for

preparation. It may be pointed out that the conditions of work at the Postal Training Centre should be as similar to those at the operative offices as possible so that the trainees do not find the operative offices very much different from the Training Centres.

16. **Instructors' Time-Table**.- Apart from distribution of duties by periods, a time table of studies is to be maintained at the Postal Training Centre for all the classes separately. This Time-Table shows the prescribed daily and weekly duties of an Instructor in relation to the syllabus for each class. The Instructors' Time-Table will be issued before a new class joins and is to be faithfully followed till the completion of the course. The Principal and the Training Officers are to maintain a strict supervision over the progress of the course and adherence to the Time-Table.

17. **Holidays**.- The Postal Training Centres will observe Post Office holidays i.e. Sundays and Gazetted Holidays as closed holidays. They are not treated as administrative offices for this purpose.

18. **Ministerial Staff**.- (1) The ministerial staff will generally include a Draftsman, a Librarian, Upper Division Clerks, Lower Division Clerks, a Steno-typist, etc; according to the requirements of each Postal Training Centre.

NOTE.- The post of Head Clerk, if sanctioned for an Postal Training Centre, will be withdrawn and transferred to the Circle Office alongwith incumbent. The Upper Division Clerk or dealing hands will submit cases on administrative or other matters direct to the Principal for consideration and orders.

(2) The Draftsman will be responsible for preparation of large size specimens of Post Office forms for demonstration purposes not only for his own Postal Training Centre but also for other Training Centres wherein there is no Draftsman as requisitioned by the Head of any other Circle. He will also perform other duties as assigned to him from time to time by the Principal or Head of Circle.

(3) The Librarian of the Postal Training Centre will be responsible not only for the up keep of the lending library but also the Reading Room. His attendance, however, should be fixed by the Principal with due regard to the convenience of the trainees for drawing and returning books and using the reading room.

(4) The Principal and the Office staff must be very prompt in looking to the problems of the trainees, specially in regard to liaison with their parent Units.

19. **Allocation of Work—teaching, preparation, administration and miscellaneous**.- (1) There should be a planned allocation of work between the Principal, Training Officers, Instructors and the staff. Apart from the instructional duties which entail teaching and preparation, there are other non-teaching and miscellaneous duties to be performed by the Principal of the Postal Training Centre, the Training Officers or the Instructors. These duties will be explicitly stated and assigned to the concerned officers and officials.

(2) The weekly time-table of the Postal Training Centre will show the break-up

of the periods into those for teaching, for practical work, preparation and for non-teaching and other miscellaneous work. The Principal, in addition to instructional work, is also responsible for the general administration and all-round supervision. No Training Officer or a member of the Instructional staff will ordinarily be assigned the administrative work of the Postal Training Centre.

(3) One member of the Instructional staff will generally supervise physical training, games and mess accounts. Another will supervise the Recreation and Sports Club and the Library. A Training Officer in Basic Pay Scale 16 will be appointed as Hostel Superintendent by the Principal. In case of his non-availability or un-willingness a member of the Instructional staff will be designated by the Head of the Circle as the Hostel Superintendent. The Hostel Superintendent will exercise supervision over the hostel management including mess arrangements and discipline and general welfare of the trainees living in the hostel.

20. **Justified Strength of Instructional Staff**.- (1) The Instructional/tutorial staff at each Postal Training Centre is fixed in relation to the training capacity of the Training Centre and the number of classes held there. Generally, this strength will be determined as follows:-

No. of Classes	No. of Officers in B.P.S. 16	No. of Instructors below B.P.S. 16 (including a Demonstrator)
2	1	2
3	1	3
4	2	4
5	2	6
6	3	7
7	3	8

NOTE.- The abbreviation "B.P.S." stands for Basic Pay Scale.

(2) The Instructors will be inducted and posted by the Head of the Circle in the Postal Training Centre by transfer from the cadres of Assistant Superintendents of Post Offices or Mail Sorting and Transportation, as the case may be.

(3) One of the members of the Instructional staff will be a Demonstrator belonging to the cadre of the Assistant Superintendent or a supervisory official in Higher Selection Grade with a special aptitude for demonstration and practical work. In large Postal Training Centres it may be necessary to have a second Demonstrator, keeping in view the effective number of periods required for practicals. He must be fully conversant with the details of actual Post Office work.

(4) A Junior Accountant holding a post in B.P.S. 16 will also be a member of the Instructional staff. He will work both as an Instructor as well as Incharge of accounts of the Postal Training Centre.

21. **Instructors' Diaries**.- Each Instructor is required to maintain a Daily Diary which should clearly show the work to be done and actually done by him. This should enable him to prepare for the tasks to be handled the next day. The Instructor's Diary would contain the following columns:-

(i) Particulars of classes to be attended;
(ii) Particulars of daily work and lessons of daily syllabus with relative rules (including a complete list of forms he intends to demonstrate);
(iii) Time spent and work done in connection with field practice (Post Office or Mail Sorting and Transportation.);
(iv) Particulars of work given as home task for the next day;
(v) Observations regarding progress, performance of trainees, failure to do home work by the trainees; and
(vi) Miscellaneous.

The filling in the Daily Instructor's Diary not only enables the Instructor to prepare for his future lessons for the next day but also helps him to keep a day-to-day watch over the progress of the trainees.

22. **Periodical review of progress and co-ordination**.- A fortnightly Progress Report will be submitted by each Incharge of a class to the Principal, Postal Training Centre in respect of the training as well as co-ordination between the theoretical and practical training.

23. **Furniture and Equipment**.- (1) Each class room has normally got a provision to accommodate twenty five trainees and the arrangement for desks and chairs, etc; for such a number of trainees is to be made before the commencement of a session. Each class room should be provided with a white board or a black board and board frames where departmental forms and charts or diagrams are displayed. In addition to the class rooms, the larger Postal Training Centres should also have halls for the assembly of trainees for special lectures or functions.

(2) The following items of furniture will generally be provided for the various rooms in the Postal Training Centre:-

(i) Class Rooms	Chairs-cum-writing space	1 per trainee.
	Instructors' Chair ..	1
	Table for Instructor ..	1
	White Board or Black Board	1
	Laptop Computer ..	1
	Multimedia Projector ..	1
	Transparency Projector	1
(ii) Library	Iron Almirah	As required
	Almirah with glass panes	According to the number of books.

	Table and Chairs ..	1 per clerical staff (Including Librarian).
(iii) Reading Room	Big round table ..	1
	Chairs	10 to 20
(iv) Instructors' Staff Room ..	Big table	1
	Chairs	1 per Instructor.
	File Cabinet	1 per Instructor.
	Computer	1
	Spare Chairs	2
(v) Training Officer's Room	Officer's Table ..	1 per Officer
	Chairs	1 per Officer
	Racks	1 per Officer
	Almirah	1 per Officer
	Spare Chairs	3 per Officer
	Computer	1 per Officer
(vi) Principal's Room ..	Officer's Table ..	1
	Chairs	5
	Racks	2
	Bookshelf (Revolving)	1
	Iron Almirah with Safe	1
	Easy Chairs	2
	Computer	1
(vii) Hall	Desks	1 per trainee.
	Rostrum	1
	Officer's Table ..	1
	Chairs	3
	White Board	1
	Dais with Carpet ..	1

23/1. **Audio-visual Aids**:- In each Postal Training Centre, there should be a (i) Fax Machine (ii) Photocopier (iii) Uninterrupted Power Supply (UPS) (iv) Multimedia Projectors (v) Transparency Projectors (vi) Digital Cameras, etc. for use.

CHAPTER III
REGULATION OF COURSES

24. **Annual Training Programme**.- (1) Each Head of Circle will maintain a data of employees in Basic Pay Scale 15 and below and officers in Basic Pay Scale 16 and above in his jurisdiction who need to be imparted training in the requisite spheres of study. He will regulate the Annual Training Programme in respect of the Postal Training Centre under his jurisdiction. The programme for a year will be prepared by the Principal well in advance after ascertaining information as prescribed in rule 2/1 above regarding the availability of candidates in Basic Pay Scale 15 and below for each course and capacity at the Training Centre. The number of trainees for each course should also be determined at the time of issue of the Annual Training Programme. A Training Calendar for the year will be maintained in the Postal Training Centre. The forecast of the Annual Training Programme may be modified only if there are subsequent and substantial changes in the availability of trainees or when new courses are introduced. No change shall be made without valid administrative reasons. In exceptional circumstances when the quota of candidates for the whole year is not available in the Circle, the training programme may be issued on a six monthly basis and incorporated finally in the Annual Training Programme. A copy of the Annual Training Programme will be forwarded by the Principal to the Head of Circle as soon as it is finalized.

(2) The programme for training of officers in B.P.S. 16 and above will be drawn up by the Director, Postal Staff College, Islamabad in consultation with the Heads of Circles/Organizations. A copy of the Annual Training Programme will be submitted by the Director to the Director General well before the commencement of the new financial year.

(3) Normally the programmes should be arranged in such a manner that rush for similar type of classes going for field practice to the Post Office at the same time is avoided. This can be done by starting new classes of similar courses at Postal Training Centre at suitable intervals of about a month.

(4) The Heads of Units would be personally responsible for deputing trainees from their Units in accordance with the programme. The Heads of Circles shall ensure that the number of candidates and officials deputed for each course report at the Postal Training Centre by target date positively and that the programme of training is meticulously followed and there is no wastage of training capacity.

(5) At the conclusion of each financial year the Principal will prepare as soon as possible a statement showing Training Imparted during the financial year having the columns, namely (1) Serial Number, (2) Name of Course Conducted, (3) Duration of Course in weeks, (4) Period of Training with dates, (5) Number of Officials Trained, and (6) Remarks. The statement will be submitted by the Principal to the Head of the Circle concerned by 15th August of each year for analytical scrutiny. The statement will further be forwarded by 27th August by the Head of Circle to the Director General for close

examination and incorporation of requisite information in the Annual Report of the Pakistan Post Office Department.

25. **Strength of Various Classes**.- (1)(a) The strength of various training classes should be fixed after a very careful consideration with a view to ensuring that each trainee is able to get full benefit from the training and maximum individual attention from the Instructors and that optimum use of training capacity in the Postal Training Centre is also made. For this purpose a class may have to be broken up in groups for practicals.

(b) During the field practice also the classes may be further broken up in convenient batches so that each trainee has full opportunity for practice and gets proper supervision and attention of the Instructor.

(2) The maximum strength in respect of Post Office Preliminary and Advanced Courses would be twenty five trainees per class. The strength in respect of Mail Sorting and Transportation Sorters' Composite Course, International Mail Office Sorters' and Foreign Post Clerks' Composite Training Course, the Refresher Courses, the Postmen' and Village Postmen Course, Overseers' Course and Courses of training for Basic Pay Scale 2 and 3 officials of the Department, would be twenty trainees per class.

(3) The desired strength in respect of Courses of training for Supervisory Staff in Lower and Higher Selection Grades should be twelve officials per class.

(4) The possible strength of classes for the Assistant Superintendents of Post Offices or Mail Sorting and Transportation or Postal Life Insurance has not been laid down because of the uncertain position in regard to availability of candidates in these cadres in the Circles, which depends on the recruitment position of the Department. Generally, the strength of such trainees should be ten in respect of the classes of Assistant Superintendents of Post Offices, Assistant Superintendents, Mail Sorting and Transportation and Assistant Superintendents, Postal Life Insurance, as the case may be.

(5) The optimum strength of a class for a Specialized Training Course should be twelve officials.

(6) The number of participants in a Seminar or Workshop should normally be twenty five persons.

(7) No training course shall normally be conducted if the strength of class is less than fifty percent than that prescribed in the preceding paragraphs unless it is not possible to muster the requisite number of trainees on account of non-availability of officials in those cadres and the Head of the Circle has duly approved the proposal in writing.

26. **Commencement of Courses**.- The programme should, normally, be so regulated as to commence each course on or about the 7th of a calendar month. This is intended to enable the trainees to leave the headquarters of their stations of duty after having received their pay and allowances.

27. **Days of Grace for Late Comers**.- Three days of grace are allowed for late comers for a course subject to submission of full justification in writing by the trainee to the Principal, Postal Training Centre. Any official who joins within that period may be allowed by the Principal to take the course. In case a trainee does not turn up by that time his absence will be reported to the Controlling Officer concerned for suitable departmental action. After expiry of the grace period of three days no official will be allowed to join the course. In no case should the Units relieve the trainees late and particularly after expiry of three days of the stipulated date of commencement of the training course.

NOTE.- Besides the appropriate action against the defaulting Authority responsible for breach of preceding rule, no Travelling Allowance, Daily Allowance, etc; shall be admissible to the would-be-trainee. Any amount if payable to the trainee shall be recovered from the defaulting official or officer concerned.

28. **Form-Folders**.- A soon as a new course commences each trainee shall be supplied with a set of form-folders from the stock kept with the Librarian (See rule 118 (b) of this Volume). There should be a separate folder for each examination paper. This form folder, if used carefully should be of great help to the trainees both during the theoretical and the practical training. The method of filling in these forms should be carefully taught. The folder will remain in the custody of the trainee concerned.

NOTE.- See also rules 29 and 47 of this Volume.

29. **Theoretical and Demonstration Work**.- The Instructor should lay special stress on examination of the forms and registers referred to in the Manual rules under study. Large size specimens of the important forms should be hung in the class rooms for the purpose. Other forms should be available in the folders with the trainees and should be studied during the lessons. In addition, the Instructor will supply every morning to each trainee, sufficient number of forms which are intended to be used during the day. The Instructor will explain special features as regards preparation of each form and register. Filling in the various forms and preparation of registers and returns by the trainees individually will, however, be done more exhaustively as part of practical in the Dummy Post Office or Dummy Sorting Office, as the case may be.

30. **Method of Teaching the fresh recruits**.- (1) The persons appointed in Clerical or Sorters' cadres who come for participation in the training courses are of three categories as detailed below:-

(i) Purely outsider persons who have been selected by the Departmental Selection Committee for appointment by initial recruitment to the post of Post Office Clerks, Mail Sorting and Transportation Sorters, International Mail Office Sorters, Foreign Post Clerks, etc; or other cadres in the Department and have no knowledge of the rules and regulations of the Department.

(ii) The persons who have been working in the Department on a Casual or Contract basis and have been selected by the Departmental Selection Committee for appointment by initial recruitment on regular basis or have been appointed by transfer on the recommendation of the Departmental Selection Committee.

(iii) Departmental officials who have been selected by the Departmental Promotion Committee on qualifying in the Departmental examination for promotion to posts in higher cadres or promoted departmentally on the basis of seniority-cum-fitness.

(2) The Classes for the first two categories of persons should generally be held together while the classes for the departmentally promoted officials should be held separately whenever there is sufficient number to justify the formation of a separate class.

(3) Fresh recruits, who have no previous knowledge of the Department will have to be taught from the very beginning by giving them a fair idea of the Department and their role in it. They will have to be explained every thing in greater detail. Each reference book and form will have to be properly introduced. The full implication of rules, the correct use of forms and the method to find their way though various reference books should also be brought home to them. The trainees will be required to study the relevant portions of the Manual and the Post Office Guide before they take up a specified lesson. In so far as the departmentally promoted officials are concerned, the Instructor should try in each case to assess the knowledge of the trainees by question and answer method and arrange further training on the basis of that assessment. These candidates may be allowed the use of the national language V13. Urdu liberally so that they can fully understand the subject and express themselves.

(4) As regards the lessons regarding working on counters, special emphasis should be laid on the relationship between the counter staff and the public. Systematic work and sympathetic approach and politeness will have much better results than any haphazard, callous and indifferent treatment. Accordingly emphasis should be laid on courteous behaviour, understanding the point of view of the client and adherence to the Department's motto "Service before self".

31. **Method of Teaching for Refreshers**.- As regards the Refresher Training Courses, these are conducted only if capacity is available in the Training Centres after providing for the Preliminary, Advanced and the Specialized Courses which should be given priority over the Refresher Courses. The trainees who come for such courses would have sufficient background knowledge of the rules and regulations of the Department. The question-answer method should be applied to assess their knowledge of rules and procedures. Special attention should be paid to correcting the wrong practices and procedures which may have been followed by them in the past in their respective offices. The purpose of Refresher Training Course is to brush up and improve their knowledge of rules and regulations specially as regards the changes in procedures and important developments that have taken place in the recent past. A Refresher Course may become necessary for an official once in every five years of qualifying service or so rendered in a cadre.

32. **Method of Teaching for Specialized Courses**.- (1) The Specialized Training Courses like that of Savings Bank Course are conducted in classes, the size of which is smaller than those of Preliminary or Advanced Courses. Special emphasis is laid in those

courses on use of the forms during the theoretical and practical training. The practical lessons in filling up of the forms by the trainees are given particular attention, as on it depends much of the efficiency of the Savings Bank Service. After the completion of the theoretical part of their training, trainees are made to work in the Savings Branch of a local Post Office. They may also be taken out to a local National Savings Centre and a local Commercial Bank for being shown modern counter service arrangements and practices.

(2) A Special Course is also available for the Postal Clerks likely to be posted in Postal Services Divisional Offices and in the administrative branches of a first class Head Office. The Postal Clerks who have quailed Advanced Course are selected for this course of training which is for a prescribed period of time. They are trained in noting and drafting, correspondence and handling of files of the various subjects mainly dealt with in those offices. Numbering the files, use of model drafts, model routine noting and efficient handling of cases relating to public complaints, revision of establishment and personal cases are some of the salient features of this course of training.

33. **Demonstration of Work in Dummy Post Office and Dummy Sorting Office**:- Theoretical training is followed by the practical training for which classes are sent to the Dummy Post Office or the Dummy Sorting Office, as the case may be. The Demonstrator will be in charge of the class for practical which should be elaborate and the trainees made to fill in the forms, registers, receipt books and journals and instructed in the use of stamps, seals, etc; in a realistic manner. Stamp impressions should be real and not merely token marks. In the Dummy Sorting Office, trainees have to practice sorting for which sufficient number of test sorting cards should be available. It should be ensured that the trainees acquire the necessary speed of sorting. The volume of work to be done by each individual trainee in the Dummy Office must be adequate to give him confidence in handling similar work back in the operative office. The preparation of records i.e. forms and registers in the Dummy Office will be on a realistic basis. Where a register is used in the Post Office only a register will be used for practical work and loose forms instead will not be used. The records prepared in the course of training will be preserved in the same manner as done in an operative office. The registers will actually be continued from one course to another similar one. For instance, the book of Money Order receipts, Registration or Parcel Abstracts, Savings Bank pass books, Savings Bank ledgers, etc; will not be discarded after a class competes a course but these may be used also by the next class.

34. **Weekly Chart for each course**.-(1) A Weekly Chart for each course should be drawn up in advance. The chart will show the designation of the Instructor together with the particulars of classes and reference to Manual rules and clauses of the Post Office Guide. The Weekly Chart should be displayed in the staff room at least three days before the relevant week starts.

(2) Weekly Time tables of studies are appended to certain syllabi. They should be rigidly followed by the Instructors.

35. **Co-ordination between theoretical and demonstration work**.- (1) The co-ordination between theoretical teaching and demonstration work is to commence from the class room where the theoretical training is imparted. The Instructor should use visual aids (Computers, Multimedia system, slides, etc;) and refer to the forms displayed on the Notice Board as well as the enlarged forms, if any, available in the class room and should explain in detail the procedure regarding filling up of the forms on the white board/black board. In case this co-ordination between theoretical and demonstration work is taken up in right earnest from the commencement of course, the trainees should have no difficulty in the practical work at the Dummy Post Office or the Dummy Sorting Office, as the case may be, and later when they have to work independently in the operative offices.

(2) A regular list of practicals to be carried out by the trainees in respect of each course in Dummy Post Office or the Dummy Sorting Office is appended to each syllabus. All these practicals will be carried out by the trainees individually and collectively, as the case may be, under the guidance of the Demonstrator In-Charge of the Dummy Post Office or Dummy Sorting Office. Coordination between theoretical and practical training shall be the responsibility of the Officer In-Charge of the class. Practicals will, of course, follow the theoretical lesson on the subject.

36. **Period for theoretical learning and written examination**.- (1) The period for theoretical learning for the Preliminary and Advanced Courses of the class including field practical training in local offices and written examination stands prescribed in rule 135 of this Volume. During the field practical training period the trainees have to work as operative hands in respective offices. The intention is to make the trainees familiar with work in actual conditions obtaining in operative offices. The trainees are subjected to written examination after completion of each part of the syllabus of the training course. In the case of a Specialized Course the period of training is generally six weeks or less including theoretical training, practical training and the examination before the completion of training period.

(2) The same practice is followed in case of Lower Selection Grade and Higher Selection Grade Supervisory Officials' course for prescribed period of time. Where a suitable period is spent on the theoretical training followed by a field practical training in local offices. The trainees have to undergo an examination during the conduct of course of training at the Postal Training Centre.

(3) In the case of Officers in B.P.S. 16 participating in a training course, no examination is prescribed as elaborated in rule 8 of this Volume.

37. **Period for speed practice by Mail Sorting and Transportation trainees and practical examination**.- (1) Separate periods should be earmarked for speed practice by MST trainees. The sorters in particular have not only to learn sorting but have to gain adequate speed therein. Practical examination should test speed in sorting as well as correct sorting. Adequate number of test cards should be available in the Dummy Sorting Office for practice by the trainees. These cards will be of three categories.-

(i) Bearing addresses of places shown on the preliminary sorting cases in District Mail Offices.
(ii) Bearing addresses of Branch Offices served by offices covered by item (i), and
(iii) Bearing addresses served through secondary sorting boxes.

(2) Each card will bear on the reverse its correct sorting particulars, so that a trainee may himself check the results after a sorting exercise.

38. **Question Papers**.- (1) The question papers for the examination after completion of each part of the syllabus for a course of training or in the last week of the period of training, as the case may be, are set by the Principal, Training Officers or Instructors in the Postal Training Centre depending upon the nature of training course and the level of training class. The question papers are sent by the paper setters in sealed covers addressed to the Principal, Postal Training Centre by name, a week before the commencement of the examination. The sealed covers of the question papers should be opened on the date and time of the examination which is duly shown on the sealed covers. If there are more than one Postal Training Centres in the jurisdiction of a Circle then the various training courses will commence and examinations in respect thereof will be held at all the Centres in the Circle simultaneously. The question papers for all the Training Centres in a Circle will also be the same.

(2) Except for the class of officers in B.P.S. 16 who are exempted to take a written examination all other categories of staff have to appear in the examination. The Maximum Marks Time Allowed to attempt each paper, etc; is fixed for each examination as shown in Chapter XI of this Volume.

38/1. **Qualifying marks**.- The qualifying marks in the examination in an individual paper and in the aggregate are laid down in the outline of each course of training given in Chapter XI of this Volume.

39. **Evaluation of Answer Books**.- (1) The answer books of the trainees are evaluated by the Instructors, the Training Officers and the Principal of the Postal Training Centre and other officers of the Department as may be decided by the Head of the Circle concerned. Examiner should normally be an official other than the Instructor himself. In evaluation of the answer books, due importance should be given to the trainees practical knowledge and his grasp of the subject. A limited number of grace marks not exceeding five in all may be given by the Principal in one paper only in cases where making up of this deficiency will enable the candidate to qualify in the entire examination.

(2) No remuneration is payable to the examiners nominated from amongst the instructional staff and officers of the Postal Training Centre for setting the question papers for holding examinations and evaluation of answer books of the trainees.

40. **Test Check by the Circle Office**.- The answer books of the candidates are submitted to the Circle Office, wherever possible for a test check of at least 10% of the answer books by an officer holding a post in a higher Basic Pay Scale than the officer who evaluated the answer books but in no case below Basic Pay Scale 17 officer. This is to assess whether the evaluation of the answer books has been fair and of a uniform standard. A similar check may also be exercised at the time of inspection of the Postal Training Centre. A register should be kept in the office of the Head of Circle where a record of test checks carried out should be made.

40/1. **Disposal of Examination Record**.- The whole old record relating to Examinations and Tests conducted by the Postal Training Centre, answer books, evaluated scripts, marks sheets, etc; and other connected documents will be preserved for a period of two years from the date of announcement of the result. On the expiry of the prescribed period of preservation of record it will be disposed of as waste papers after tearing it into pieces. Only those answer books and evaluated scripts of trainees alongwith the requisite record which are required in connection with any complaint or inquiry will be preserved by the Head of Institute till finalization of such case.

CHAPTER IV
THEORETICAL TRAINING

41. **Instructor's Notes**.- Separate notes for the use of Instructors are compiled by the Principals and approved by the Heads of Circles in respect of certain courses and supplied to them. Meanwhile they should prepare their own notes in respect of each lesson. For this purpose they should collect all material regarding the rules and clauses relating to the lessons and also select from among them the special items which have to be emphasized or explained in greater detail. Reference numbers of the relevant forms concerned should also be recorded in the notes so that these can be readily picked up by the Instructor for supply and demonstration. As a rule the Instructor's notes should not be a copy of the Manual and the Post Office Guide, etc; but they should cover the important points with reference to training. The notes will guide the Instructor regarding the manner and context in which he is to impart instructions to the trainees. It should be ensured that no points are lost sight of by the Instructor during the lessons. In no case Instructors' notes should be confused with the Trainees' notes.

42. **Study by trainees for the next day's work**.- The Instructors are required to inform the trainees before-hand about the rules and clauses in the Manual and books of reference they have to study for the next day's work. The trainees are expected to have studied the relevant rules before attending a class. The Instructors should explain in detail the application and implications of these rules and remove any difficulty about understanding these rules that may be faced by the trainees. The Instructor should also question the trainees about the import of the rules and clauses which form the lesson for the day and satisfy himself that they have fully understood their lessons.

43. **Preparation by the Instructors**.- The Instructors should have handy with them a set of forms-folder relevant to the lesson. They are allowed time for preparation at the rate of one period for every four periods of class work. They must spend these periods at the Postal Training Centre for the proper preparation of their lessons, notes, etc; and not treat these periods as just vacant periods. It would be advisable to utilize as much of the preparation time as possible before the commencement of the course. The Instructors are expected to impart the theoretical knowledge of rules and also to instruct the trainees regarding filling of the relevant forms. Good use should be made of the white boards/black boards provided in the class rooms. The Principal will examine the Instructors' Diaries and lecture notes off and on and satisfy himself that they are in full preparation for the lessons.

44. **Revision of the previous day's work**.- Before taking up a new lesson in a class, an Instructor should ask the trainees questions about the previous day's work in order to ascertain whether they have fully benefited from the lesson of the preceding day.

45. **Question-answer method**.- As far as possible the Question and Answer method of training should be adopted. The courses of instructions for operative hands should not be running series of lectures as is generally the case in colleges and universities. The Instructor must continuously ensure that the trainees have assimilated the information

imparted to them. The running lecture method may , however, be adopted for training the officers and in certain cases for the supervisory grade classes. Even in such cases discussions should be welcome and when possible seminar should be organized. In no case, the method of running lectures should be adopted for Preliminary and Advanced courses. Even in the Specialized Courses question answer method should be preferred in order to ensure that the trainees have acquired practical knowledge and have fully benefited from the course of instructions.

46. **Charts of important forms**.- Charts of important forms should be displayed in every class room and especially in the Dummy Post Office and Dummy Sorting Office so that the trainees get well acquainted with the forms. Some of the commonly used forms can be enlarged on the Ferro-printing frames or Ferro printing machines by the Draftsman of the Postal Training Centre. Important forms should also be displayed in original on the boards provided for this purpose in the class rooms.

47. **Form folders to be continuously referred to**.- The Instructors should ask the trainees to refer to the relevant forms in the form folder during the course of instruction. They should keep a set of form folders with them and arrange supply of a set each to the trainee when they join a course. The form folders are taken back from the trainees on the completion of the course. When the Manual, books of reference, Post Office Guide, etc; are referred to the forms quoted therein should be consulted by the trainees for ready reference so that they fully understand the rules and their implications.

48. **Practical Bias**.- The Instructor should clearly understand that the idea of the training is to make good operative hands. He should ensure that the trainees are prepared for doing operative work with necessary speed and efficiency. Co-ordination between the relevant rules and regulations and the forms to be used by the members of the staff and the public is very necessary at all stages. Theoretical knowledge without full acquaintance with practical procedures will not serve the purpose in view.

49. **Home Work**.- The Instructors should give home work regularly to the trainees. The Instructors during the course of the lessons should satisfy themselves that the trainees have carried out their instructions and studied the relevant rules and regulations from the Manual, books of reference, Post Office Guide, etc; before coming to the class. It will be a good practice to require the trainees to fill up relevant forms as part of their home work. Material for practical should be got prepared through home work as far as possible. For instance, filling up of Money Order forms, Savings Bank withdrawal forms, Index cards, Mail lists, etc; may be given as a part of Home work before the relevant practicals are taken in hand.

50. **Revision of Preliminary Course before starting Advanced Course**.-(1) After completing a Preliminary Course the employees are appointed to various operative posts. After completion of three years qualifying service, they are eligible for training for an Advanced Course. Before commencement of the syllabus for the Advanced Course, the Instructors are required to check up the knowledge of trainees as far as the Preliminary Course is concerned. The Instructor should proceed with the syllabus of the Advanced

Course after they are assured that the employees have well assimilated the lessons that had been imparted to them during the Preliminary Course. Provision will be made for these revision lessons in the detailed syllabi. This is specially necessary in respect of trainees who are exempted from undergoing the Preliminary Course and may not be fully aware of the important aspect thereof. With this revision the work in the Advanced Course will become easier and smoother.

(2) The importance of the Advanced Course for the trainees consists in the bare fact that after they have successfully completed this course, they should be able to work on all the operative points in a Post Office or MST Office. They would be eligible for confirmation in their cadre and those who fail to qualify in the Advanced Course would not be confirmed until they have passed the examination subsequently.

(3) No Time Scale Clerk will be appointed by the Divisional Superintendent of Post Offices or Unit Officer to hold independent charge of a Sub Post Office unless he has successfully undergone Advanced Course at the Postal Training Centre.

51. **Standard of proficiency in Postage rates**.- The Instructional staff should specially ensure that the standard of knowledge and proficiency of the trainees for operative work in the postage rates, both inland and foreign must be very high. The trainees should study the Post Office Guide, Post Office Tariff Manual and memorise the rates for booking of Urgent Mail Service and Fax Mail Service articles as well as for dispatch of different kinds of Postal articles in the country. The trainees should also have good knowledge of the tariff of booking of Express Mail Service articles as well as the rates for sending Postal articles, including printed papers, small packets and parcels to foreign countries over the world. The knowledge of rates is basic requirement and should form an essential part of every relevant training course.

52. **Study of miscellaneous rules and regulations**.- Although the main objective of training of operative cadres is to make them good operative hands. It is desirable that these trainees are encouraged to study subjects relating to their terms and conditions of service such as appointment, transfer and posting, seniority, confirmation, leave, resignation, retirement, pension, etc. and briefing about Discipline and Appeal Rules, The syllabi will include these subjects and the trainees should be helped to learn as much of these rules as possible.

CHAPTER V
DUMMY POST OFFICE

53. **Demonstration and practical work**.-(1) A Dummy Post Office which can be used as a Head Office or Sub-Office, as the needs be, should be attached to each Postal Training Centre where the trainees should be made to work as in a "live" Post Office so that they learn their job by doing it under proper supervision and guidance. The class incharge while imparting training in theory would have already, by actual demonstration, explained to the trainees how to fill in correctly different kinds of forms relevant to the lessons under study. In the Dummy Post Office the trainees will themselves fill in different kinds of forms, maintain books, and records and prepare prescribed returns for submission independently. The work performed by the trainees should be thoroughly checked by the Demonstrator. The trainees of the operative cadres will work as the relevant staff of a Post Office such as the Money Order issue clerk, Money Order paid clerk, Registration or Parcel Booking Clerk, etc; or even the Sub Postmaster, the Postmaster, etc. The Demonstrator will supervise and point out the errors and omissions and get them to work correctly. Practice in the work performed exclusively in Head Offices and also the work performed in Sub Offices should be given to the trainees separately so that they understand the difference between the working of a Head Office and a Sub Office. Moreover, the trainees should learn to work on all the positions in a Post Office and not only on the Counters. Preparation of returns for submission to the Director of Accounts, Pakistan Post Office Department, Lahore (Audit Office) should receive as much attention as the books to be maintained by Counter Clerks in the Post Office.

(2) Dummy Post Office attached to the Postal Training Centre, amongst other things, is intended for the benefit of trainees of the following courses:-

(i) Post Office Clerks' Preliminary Training Course.
(ii) Post Office Clerks' Advanced Training Course.
(iii) Post Office Clerks' Refresher Training Course.
(iv) Head Postmen, Overseers and Departmental Branch Postmasters' Training Course.
(v) Postmen and Village Postmen's Training Course.
(vi) Delivery Agents and Assistant Delivery Agents Training Course.
(vii) Mail Peons, Packers, Letter Box Peons and Runners' Training Course.
(viii) Assistant Superintendents of Post Offices (Probationary and Departmental) Training Course.
(ix) Post Office Lower and Higher Selection Grades Supervising Officials' Training Course.
(x) Savings Bank and Saving Certificates Specialized Training Course.
(xi) Post Office Clerks Specialised Training Course for Accounts Branch of General Post Office.

54. **Dummy Post Office work to be realistic**.- (1) The Dummy Post Office should function on the same lines as an operative Post Office, except that the seals and stamps will be distinctive and clearly indicate the Dummy Post Office to avoid any possibility of their being taken for those of any actual Post Office and any misunderstanding as regards the authenticity of cash vouchers, etc. The equipment and articles of stationery will be arranged at the counters and inside the room in accordance with the Manual rules. All the documents prepared or brought into use will be impressed with seals and stamps as in case of real vouchers and they should not be just make-belief vouchers. For instance, registered lists, parcels lists, money orders, Savings Bank pass books, Index cards, applications for withdrawal, Money order journals, etc; will all be impressed with stamps of the date when the work is actually carried out. Similarly, these records will be properly filed and preserved for the prescribed period. For example, a Money Order issued a certain day will be treated as having been received for payment on a later date and dealt with accordingly. These lists of Money Orders issued and Money Orders paid journals will be according to the actual vouchers handled and not filled with imaginary entries.

(2) Inspecting Officers carrying out the inspection of a Postal Training Centre will call for the records of practical and see for themselves that the work had been done in a realistic manner and that each trainee has had adequate practice.

55. **Practice of work at a Head Office and Sub Office**.- Each Dummy Post Office will have one set of seals and stamps of a Head Office and five sets for those of Sub Offices, the latter being marked A,B,C,D, and E. Whenever the practicals relate to a Head Office, the Head Office set will be used. The Sub-Office seals and stamps will be used for Sub-Offices. Arrangements will also be made as regards practical in the Sub-Accounts work and the Sub-Office Savings Bank work in the Head Office. While practicing Sub-Accounts work, various trainees may deal each with a different Sub-Office so that the vouchers received from them in the Head Office form the basis of practicals for the Sub-Office Summary and Sub-Office slips, Audit returns for the Money Orders, etc; Money Orders Paid at Sub-Offices will be duly prepared for dispatch with the periodical returns to the Head Office where they will be duly checked in accordance with the rules, bundled together and prepared with the covering journal for dispatch to the Audit Office and placed on record carefully.

56. **Book of Postmarks and Nominal Roll**.- Books of Postmarks will be regularly maintained and impression of all the stamps and seals used on a day for practicals should be recorded therein. Similarly, a Nominal Roll should also be maintained. This Nominal Roll will show the position assigned to each trainee on a date for the practical work, i.e. it will show whether the trainee worked on the counter as registration, parcel, money order issue clerk, etc; or performed the duties of a Sub-Postmaster, ledger clerk, etc. This roll will also show clearly whether the Dummy Post Office worked as a Head Office or a Sub-Post Office. It may actually work in different capacities in different periods for different

classes. Accordingly, the particulars of the class will be shown at the top of each Nominal Roll for the date concerned.

57. **Chart of practicals**.- A chart of practicals will be maintained in respect of each class. It will show serial number in the first column, name of the trainee in the second column and dates on which the practicals are done by the trainee concerned in the remaining columns which will bear at the head the number and nomenclature of the practical. This chart will show at a glance the progress of practical work in respect of each trainee. This chart should be reviewed by the In-charge of the class every week to ensure that progress of work is adequate. The records of practicals will be preserved carefully so that any papers can be easily made available with reference to this chart. Proper preservation of records will be the responsibility of the Demonstrator.

58. **Home work**.- Normally adequate home work should be assigned to the trainees. Trainees may be required to bring in on a given day about ten forms dully filled in. For example, in case of money order forms the form may be filled in as a remitter for various addresses served by Head Offices, Sub-offices or Branch Offices and to be paid to adults, minors, illiterate persons, blind persons, pradanashin ladies, tourists, residents at hotels, clubs, messengers, commercial travellers, large commercial organizations, etc; and also as a counter clerk. Home work should also be availed of for practice in form filling, preparation of Money Orders Issue List, Money Orders Paid Journals, Savings Bank Memos, etc. (See Rule 49 of this Volume).

NOTE.- The standardized Money Order form may be photo-copied in the Postal Training Centre in requisite numbers and distributed to the participants of the course for use and practical training.

59. **Refreshers and home work**.- Officials coming for a Refresher Course are expected to be generally conversant with the work to be covered by their training course. They may, therefore, be given much of their practical work as Home Work. The Instructor or the Demonstrator will be mainly concerned in their case with a thorough check on the documents prepared by them to detect deficiencies which should be made good. They should not be treated as fresh recruits as that would mean wastage of time. With some experience, it may be possible to divide the trainees in groups so that more efficient hands in these groups can assist the Instructor in correcting the papers and rendering necessary guidance to the other member trainees of these groups. Some irregular practices as regards procedure are sure to be noticed in the practical work of the refreshers and it is the primary object of the Refresher Course to remove them.

60. **Co-ordination between Money Orders Issue and Money Orders Payment work**.- (1) As already pointed out, various items of practicals have to be properly synchronized. Each one of the trainees will fill in Money Orders forms as sender as his Home Work. He will then book these money orders and also journalise and advise them as counter clerk. Thereafter, all the money orders booked on a day will be stamped and drawn on a Head Office as well as five Sub-Offices represented by the Dummy. Thereafter, these money orders will be sent as registered articles for the offices concerned and placed on record. Each trainee should book at least ten money orders.

(2) Latter these very Money Orders may be treated as received for payment at the Head and Sub offices and dealt with accordingly. The Money Orders paid at the Sub-Offices will, after payment, be sent to the Head Office with due return and in the Head Office they will be dealt with, along with Money Orders paid at the Head Office in accordance with the rules.

61. **Extensive Counter Practice**.- Extensive counter practice should be given to the trainees. The Demonstrator will be responsible for having in store a large number of dummy articles of the letter and parcel mail, both inland and foreign for this practice. They will also include an adequate number of articles which are under the normal rules not acceptable for booking or dispatch. The trainees may work as booking clerks and as members of the public. The Demonstrator will carefully watch the working of the booking clerk as regards weighing of articles, calculation of postage required and writing up of the receipt and preparation of the articles for dispatch. All the trainees will work as booking clerks turn by turn. The Demonstrator should also ensure that conditions and problems are created for the booking clerk as are normally faced actually in the post offices and that he handles them tactfully and correctly. Similar may be the case in respect of Money Order Issue Counter. Each one of the trainees should get extensive practice. The Demonstrator must ensure regular and adequate supply of dummy articles of various descriptions that might call for full knowledge of relevant rules in the Manual, clauses in the Post Office Guide and the Tariff Manual.

62. **Individual work**.- Dummy Post Office practice is intended to give extensive individual training to the class. It will not be at all adequate for the Demonstrator only to fill in specimen forms himself for guidance of trainees and consider the practical over. This much work would be done by the Instructor in the class room. Dummy Post Office is intended for extensive practice for the trainees on individual basis. This work will extend to all the aspects of the Post Office and not just be restricted to counter work. All the work done inside the Post Office behind the counter as well as writing up of various registers and returns and maintenance of statistical registers, will be covered thereby. Practical should also cover various aspects of the same work and the general irregularities committed should be specially guarded against and brought home to the trainees. For instance, as regards Money Order issue work, reference to the List of Post Offices must be insisted upon to avoid their mis-drawing and so with the registration of money orders.

63. **Head Office and Audit Office Returns**.- In a Sub-Office, preparation of the daily, weekly and monthly returns for the Head Office and in the latter office returns for the Audit Office is very important. This work should not be neglected. Each trainee should carefully learn and understand the preparation and disposal of these returns. The work is quite simple but many officials fight shy of doing this with the result that not only their offices default in sending these returns on the due dates but also there is risk of frauds being committed by operative hands without being detected by the Supervisors who are not conversant with the details of these returns. For instance, the Sub-Postmaster must insist upon checking the totals of the Money Order issue list and verifying the individual items with reference to Money Orders to safeguard against short credit and fraud due to incorrect totalling.

64. **Savings Bank work**.- Each trainee may be required to open at least ten new Savings Bank Accounts of various descriptions. Relevant Index Cards will be prepared. The new accounts may cover Individual, Joint, Minor Accounts, etc. With a class of 25 hands, this will mean opening of 250 fresh accounts. Besides, there would be a large number of accounts current since previous sessions and these accounts will also be operated upon. In short, each trainee may be required to operate upon at least ten fresh accounts opened by him and twenty old accounts already current. These operations will include deposits, withdrawals, entry of profit and closure of accounts. Operation of previous accounts is necessary for practice in entry of profit, disposal of a Dead Account, etc. The trainees will retain the pass books with them during the course but these will be taken back at the close of session and kept in stock. Care should be taken to see that only such accounts are closed as have been operated upon for a considerable period and the pass book has been fully utilized. Entries of profit should be made in all the old pass books where such entries are due.

65. **Sub Accounts work**.- In connection with practicals of sub-account work, regular Branch Office and Sub-Office summaries should be written up and maintained. Loose forms of summary books my serve the purpose of demonstration in the class room but they should not be used for practicals. Branch Office as well as Sub-Office daily accounts of separate offices should be prepared for the purpose in practicals. These daily accounts will be copied into the Summaries. Transit item entries and their adjustment will receive special attention. It may be useful for the Demonstrator to obtain real old records of some post offices in so far as their daily accounts and Sub-Office slips are concerned. This will make the summaries and entries therein more realistic. Care should be taken to see that entries that are required to be made in the Summaries by the Postmaster personally are not made by the trainee who is working as Sub account clerk. Similarly, the entries in the Sub Office and Branch Office slips that have to be made by the Treasurer will be made by the trainee who is assigned that duty on that date and not by the Sub account clerk himself.

66. **Sub-Postmasters and Head Postmasters**.- Care should be taken to ensure that there is no overlapping in the duties of operative and supervisory staff. The work papers preserved from the sessions of the operative staff may also be, used as dummy articles in case of practical training for the supervisory staff.

67. **Stamps and Seals**.- Stamps and seals occupy a very important position in the Post Office work. Use of proper stamp in the space prescribed is essential, as without this, the relevant voucher remains invalid. The Demonstrator should lay full emphasis on this point. A manuscript mark of a stamp will not do. The trainee must get into the habit of using correct stamp or seal for the purpose in view. He should also be fully conversant with the importance and implication of each stamp or seal and also the necessity for its safe custody. The registers maintained in the Dummy Post Office should in no case be without proper impression of the stamp prescribed, it being presumed that they were impressed. We must ensure that all the work in the Dummy Post Office is on a realistic basis.

NOTE.- The obsolete year type digits of seals and stamps which have become disused will be returned by the Postal Training Centre to the Postal Stock Depot in the first

week of January of each new calendar year as required vide item No. 8 at page 132 of rule 329 of the Post Office Manual Volume II, 2nd Edition, Corrected up to 15th March, 2010.

68. **Practical Training of Postmen and Village Postmen**.- Postmen and Village Postmen should be given extensive training in writing Postman's Book, Village Postman's Register and Visit Book. Deficiencies, if any, should be corrected on the spot. This class of trainee should also be given instructions in other miscellaneous work which is required to be done by them, like changing of date types of stamps and seals, changing of plates of letter boxes, clearance of letter boxes in village, sale of stamps and postal stationery to the general public while passing through their beats and other work which their duties entail, and given in the guidance book for Postmen and Village Postmen.

68/1. **Practical Training of Delivery Agents and Assistant Delivery Agents**.- A great emphasis should be placed on practical training of Delivery Agents and Assistant Delivery Agents in the Dummy Post Office in the work which they are actually required to perform in the office and in their beats.

69. **Training of Lower grade staff**.- The Mail Peons, Packers, Porters, Runners and other Postal officials in Basic Pay Scale 2 and 3 should be explained the importance of keeping the stamps and seals clean. The stamps and seals are generally cleaned with the help of a brush supplied to the Post Offices for the purpose A small Stamps Cancelling machine has also been given to the Post Offices for the purpose. The manner of obtaining clear seals and stamps impressions on Postal articles and on the Post Office records should be explained to such trainees and they should get good practice at that. They should be given extensive training in finding out correct date, month and year types and to know to fix them in stamps and seals and to keep types, when not in use, in the proper tin box so that a date, month or year type can be traced and brought into use with the least possible delay. Proper stamping of postal articles, so that addresses are not spoiled and the impressions are clear, should be taught to the trainees. They should also be taught to avoid damage to the postage stamps that may destroy their philatelic value. Proper closing, tying and sealing of bags should receive special attention. They should be made to learn how to tie "Clove Hitch" Knot which is used for closing bags. Duties as letter box peons require emphasis on punctual and timely clearance of letter boxes and promptness in changing of hour plates. Efficient discharge of these duties by the lower grade staff should also be explained to them in detail.

CHAPTER VI
DUMMY SORTING OFFICE

70. **Objective**.-(1) A Dummy Sorting Office, capable of working as a District Mail Office will be attached to each Postal Training Centre. Trainees should work there as in a "Live" Sorting Office, so that along with the theoretical training, they might get practice in practical sorting. An Assistant Superintendent, Mail Sorting and Transportation (Instructor) should also work as the incharge of the Dummy Sorting Office. Besides sorting, other work performed in District Mail Office, Record Office, Bag Sub-Depot, etc; will also form part of the syllabus for practicals.

(2) Dummy Sorting Office will, inter alia, cater for the benefit of the following Training Courses:-

(i) Mail Sorting and Transportation Sorters' Composite Training Course.
(ii) Mail Sorting and Transportation Sorters' Refresher Training Course.
(iii) Mail Guards' Training Course.
(iv) Mail Sorting and Transportation Porters' Training Course.
(v) Mail Sorting and Transportation Lower and Higher Selection Grade Officials' Training Course.

(3) Sorting is the main activity of a Sorter. The sorting work should, therefore, start from the very beginning of the course. There will, however be various stages of progress from very simple sorting for station bundles to complex secondary sorting. In the case of trainees for Composite Course the Home work will generally include memorization of the Classified List of Post Offices, District Mail Offices, Mail and Sorting Offices and Mail Sorting and Transportation Sections in Pakistan, as corrected up to date.

71. *Deleted*.

71/1. **Composite Training**.- (1) With a view to saving of time and resources the Preliminary Training and Advanced Training Courses for Sorters have been merged. While attending a Composite Training Course the Sorters will initially be given intensive training in the sorting work of specified District Mail Offices or sections. With this end in view, the sorting cases in the Dummy Sorting Office should represent the District Mail Offices and sections. No class should group together trainees coming from more than one Mail Sorting and Transportation Division. The class will be further divided into groups for practical work according to the offices or sections to which the trainees are to be posted after receiving training in the Postal Training Centre.

(2) The Course will thereafter cover the sorting work of all the offices and sections. Intensive practice will be given as regards important mail offices and sections only according to the availability of the relevant sorting cases in the Dummy Sorting Office. The trainees will be given intensive practice also in the sorting of foreign mails. More emphasis will also be laid on the working in the Record Offices and general rules so that after

completion of the course, the trainee may be quite suitable to work in any office or section, including the Divisional Office or Record Office.

(3) Training in circulation of mails, apart from sorting should also receive special attention in the Course. Circulation has presently assumed greater importance in view of the alternate routes by surface and air being available for the same station and it is for the circulation sorter to decide which route would be utilized for any particular articles.

72. *Deleted*.

72/1. **Refresher Course**.- Refresher Course is intended for Mail Sorting and Transportation Sorters in whose case five years have elapsed since they attended a Composite Training Course. As these officials would, have worked in the Department for long period their training should consist mainly of reviewing their knowledge of departmental rules with practical aspect being emphasized properly. They should thoroughly study the rules and regulations in the Post Office Manuals. The course will aim at securing perfection in sorting with a high standard of speed based on actual practice which is done at the Dummy Sorting Office. The trainee after completion of course may be quite suitable to work in any branch of the Mail Sorting and Transportation including Divisional Office or Record Office where his services are required.

73. **Sorting Cases**.- The main equipment of a District Mail Office is the sorting case. All the sorting cases for use in Dummy Sorting Office must be of the standard pattern with 72 boxes. The sorting diagrams to be utilized for practice in sorting for the various sorting offices and sections should be the same as are in use by those offices and sections. The Postal Training Centre may recommend any improvement that may suggest itself as a result of practice, to the Divisional Superintendent, Mail Sorting and Transportation concerned but the sorting diagram in use at the Training Centre will not be modified until the recommendation has been accepted and actually adopted. In order that the same sorting case may be used with more than one sorting diagram, the names of stations, etc; should not be painted on the boxes themselves but on steel rods (fillets) with a square cross section, so that the names can be painted on all the four sides thereby one sorting case being made to serve the purpose of four.

74. **Progressive Schedule for sorting practice**.-(1) **Station Bundles**.- Sorting practice will start from very simple work consisting of sorting for large stations provided for on the Primary Sorting, without bringing in the Branch Post Offices served through them. For this practice there will be test-sorting cards bearing only the names of such stations. After the trainee has been explained the salient features of the 72 Box sorting case and trained to stand in the prescribed position in front of the sorting case, his practice in sorting should begin. During the very first week of the course, it should be possible for him to sort out station articles for the main towns standing blind fold i.e. he must learn the position of the various boxes by memory and not by sight only.

(2) **Sorting Bundles and Territorial Bundles**.- The second stage will consist of practice in making sorting and territorial bundles. This will depend upon the ability of the sorter to learn about the location of the various stations. He should familiarize himself with

Mail Sorting and Transportation Map of Pakistan, memorise the names of the Head Post Offices, Sub-Offices in Pakistan. He should be made to familiarize himself fully with the various sorting lines and Territorial areas for which sorting bundles are made. With his progress in these items, he will start working on Secondary Sorting cases as well.

(3) **Full Sorting**.- The third stage will be reached when the trainee has memorized the branch offices served through various Head and Sub Offices, so that he is able to sort out mails addressed to these Branch Offices (or villages served thereby) into boxes reserved for stations through which these Branch Offices are served on the Primary as well as the Secondary fittings. Thereupon, the trainee will be required to practice in sorting of articles bearing full addresses.

75. **Test Sorting Cards**.- (1) Large number of test sorting cards should be available in the Dummy Sorting Office to give practice to the trainees in sorting. These cards will be of three categories:-

(i) Bearing names of towns, which have a place on the primary sorting case.,
(ii) Bearing names of places that go into sorting and territorial bundles., and
(iii) Bearing full addresses inclusive of large towns, small stations and Branch Offices served through the former two.

(2) There will be separate bundles of each category for each sorting office or section for which practice is to be given. There should be at least two thousand cards of each category bearing as diverse addresses as may be in keeping with the actual conditions in operative sorting offices. These sorting cards as well as those mentioned in the next rules will be prepared by the Assistant Superintendent, Mail Sorting and Transportation incharge of the Dummy Sorting Office. Time for this work is included in 25% of the periods allowed for preparation.

76. **Self Practice Sorting Cards**.- In order to give intensive training in sorting, sufficient number of cards should be available for use by the trainees for practice in their leisure time and without being supervised. There will be separate bundles of cards which will belong to categories number (ii) and (iii) of the preceding rule. On the reverse of the card, in one corner will be written the correct disposal of the card. After a trainee has practiced sorting with these cards for an hour or so, he will verify for himself how far he has been able to sort out correctly. The trainees should be encouraged to have extensive practice in this kind of sorting of articles of mail.

77. **Co-ordination**.- Close co-ordination between the class room instructions and practical in the Dummy Sorting Office is necessary, so that sorting practice develops smoothly. This coordination and a close watch thereon will be the responsibility of the In-charge of the class. The said officer will also personally check from time to time the progress made by the class and ensure that it is in accordance with the syllabus. The Class in-charge will also test the trainees in sorting from time to time. This will work as an incentive to the trainees to learn sorting.

78. *Deleted*.

79. **Chart of Practicals**.- A chart of practicals for each class along with the names of the trainees and the date on which each practical is performed by each trainee will be maintained. This chart will show, at a glance, the progress of work in practicals by the class. The In-charge of the class will review it from time to time to ensure that the progress is adequate. The documents and work papers prepared in connection with each practical will be carefully preserved as records, according to the normal rules and these should be easily traceable and made available to the inspecting officer for reference.

80. **Lower grade staff**.- The Porters and other Lower grade staff holding posts in Basic Pay Scale 2 employed in the Mail Sorting and Transportation are mainly concerned with practical work and have very little of writing work to do. They should be given good practice in their work and ways and means of doing it quickly and efficiently. Cleanliness, smartness and promptness are the basic qualities for this category of staff and these must receive proper attention.

CHAPTER VII
FIELD PRACTICE

81. **Objectives**.- Field practice is intended mainly for fresh recruits who have no background as regards practical working of the Department. This is also necessary for participants of Mail Sorting and Transportation Sorters' Composite Course and Refresher Course to give them good practice in sorting on modern lines. The objective is also to familiarize a fresh recruit from Post Office with the actual working conditions in an operative office, so that he can acquaint himself with the conditions prevailing at the public counters and other positions in the Department with confidence and be aware of the fluctuations of work during the day and learn how to prepare himself for necessary adjustments. The field practice may also be essential for participants of Specialized Courses which require visits to offices in the Department and institutions outside the Department.

82. **Period of Field Practice**.- Field practice should be continuous and for an adequate period for the attainment of its objectives. The items of field training should consist of work on the counter and other work behind the counter where there is likely to be much pressure during certain hours of the day. Keeping the above considerations in view, the period for field practice in local offices may be fixed appropriately for the Preliminary, Advanced and Refresher Courses of the Post Office Clerks, Composite and Refresher Courses of the Sorters and for the various Specialized Courses. The distinction between Demonstration work in the class, practical in the Dummy Office and Field Practice in operative offices must be fully understood. The trainees must be in a position to work at the various points of an operative office independently before they are put on to the Field Practice locally.

83. **Independent working**.- Trainees undergoing Field Practice in the various local offices of the Department should be assigned the performance of specific duties of operative hands independently. They will not just observe the work being done by the regular operative staff, nor should they only assist the latter. The trainees would themselves be given charge of the operative positions and perform all the duties on these points. To start with, however, the regular staff should supervise the work of the trainees to ensure that no serious irregularities are being committed or being passed un-noticed, specially in regard to the work at the counters. After the trainee has become familiar with the working of the position, the regular staff may be utilized elsewhere. In no case, however, a trainee should be put in independent charge of a supervisory position when trainees are working in operative positions also.

84. **Full working hours to be observed**:- Trainees on Field Practice should be required to put in full hours of work on the positions assigned to them. This is essential for their being put to job under real working conditions. A trainee working on the booking counter should continue working there as an operative hand for the full period fixed for the day and not pass the work back to the regular incumbent after working there for an hour or two. If the Officer-in-Charge of the office, however, finds that out turn at the counter is not

adequate and leads to congestion, he may use his regular staff to open an additional counter to meet the situation. This should be done, of course, in special cases only. There may be no objection also to some items of work being done by the regular hand. For instance, if the counter clerk doing Money Order issue is doing booking, journalizing and advising, all by himself, the trainee may be required to start with booking only and the remaining items may be added on to his duty, as he proceeds with his work and can take on more and more work in keeping with the speed of disposal of the counter traffic.

85. **Supervision**.- The trainee will work under the immediate supervision of the Postmaster or the Supervisor according to the normal distribution of work at the office. The Instructor-in-charge of the group of trainees on field practice will, however, be required also to carefully supervise the work of the trainees, apart from the supervision exercised by the supervisory staff of the operative office. To make the supervision of the Instructor effective, the latter should not normally be in charge of more than ten trainees at the same time. This will mean more than one Instructor accompanying a class on Field Practice. It would, however, depend on the staff position of a Postal Training Centre. Groups of trainees for various offices should be so formed that there is one Instructor for each group for the whole day. There should not be shift of an Instructor from one office to another during the day. The Officer-in-charge of the class will also be required to occasionally visit the class on Field Practice and satisfy himself that the practice by the trainees is proceeding in proper order and that the supervision is effective. The Principal will also pay surprise visit to check the Field Practice work, and record the result in the Order Book of the class.

86. **Prior arrangement with local offices**.- The In-charge of the class will see that the trainees are not sent to any operative office for field practice without prior arrangement with the Officer-in-charge of that office. The period of practice should be fixed, keeping in view the volume of work at the office and the latter's slack and busy periods during the month and the capacity of the operative office to take in the trainees on the basis of the total regular staff in the branches concerned as well as accommodation available there. The offices selected for Field Practice should be efficient offices where the trainees could face all sorts of problems connected with the handling of work in an orderly manner and in accordance with the rules. The trainees should not be sent to offices where they are not likely to be welcome. The In-charge of the class will himself visit the operative office and satisfy himself that the working conditions in the office concerned are good and likely to have a healthy effect on the trainees. If any defects are noticed, he will take action to have them removed in consultation with the Officer-in-charge of the office. The capacity of the local operative offices to take in trainees for Field Practice being limited, it is necessary that more than one class should not be due for this practice simultaneously. The training programme should, therefore, provide for only one new class of Preliminary Course for the Post Office or Mail Sorting and Transportation Sorters' Composite Course per month

87. **Specified Offices for Specified work**.- It is not necessary that a full class may have Field Practice at one operative office only. As already stated, distribution of trainees should be made according to the capacity of the office to take in the trainees. It may sometimes be convenient to select specific offices for specific work, in order that the training may be more beneficial. For instance, practice in delivery work at a medium size

post office (like a large Time Scale Sub Post Office or a Lower Selection Grade Sub Post Office) may be more feasible than at a very large office (such as a big Head Office or General Post Office) where the trainees are liable to be confused. Again, a particular office may offer special advantages for the work relating to booking of value-payable articles, parcels or money orders. These factors will be given special consideration by the Principal or Class-In-Charge while finalizing Field Practice Programme.

88. **Saving Bank Specialized Course**.- (1) In addition to the Field Practice in the local Post Office Savings Unit, the trainees in the Saving Bank Specialized Course should be sent, as a part of training, to a local National Savings Centre and the local branch of the National Bank of Pakistan. In those Organisations, they are not required to work independently in any position. They are required mainly to work as observers of the work being done at the counters or elsewhere. The Instructor will carefully point out to the trainees the 'queue' system being observed there. The sympathetic attitude towards the clientele, the relations between the counter staff and the supervisory staff and the initiative and promptness of the latter to relieve congestion, etc., at the counter must receive greater and full attention. The trainees will be taken to the National Savings Centre and the National Bank of the Pakistan by the Instructor in convenient batches in accordance with the arrangement made with the concerned authorities prior to the visit.

(2) The main part of the Field Practice will, however, take place in the Postal Savings Unit of the local General Post Office and the trainees will work in all the positions in rotation at the counters, as ledger clerk, Sub office Saving Bank clerk and correspondence clerk. The In-Charge of class will fix the number of days to be spent by each trainee at each position, so that he gets intensive practice in the relevant work.

89. **Mail Sorting and Transportation Sorters' Refresher Course**.- Sorters coming for a Refresher Course have already a good background of the working of mail and sorting office and they do not particularly need Field Practice to familiarize them with the actual working conditions of such an office. With rapid development in the means of transport, however, sorting and circulation of mails are liable to quick changes for the mail arrangements to keep pace with modern times. It is, therefore, felt necessary that Refresher Course trainees should get good field practice under close supervision in sorting and circulation work in a local District Mail Office in order that the various improvements effected in the system are fully brought home to them. Appropriate circulation arrangements are necessary for transmission of mails in the shortest possible time and efficiency therein requires intensive practice under the guidance of an expert. Filed Practice to Refreshers should, therefore, be programmed with this objective in view.

90. **Conveyance Charges for the Trainees and the Instructors**.- Conveyance charges for the trainees and Instructors should be kept to the minimum. Journeys for the purpose should normally be made without necessitating stay for night out of the headquarters station. In case of stay outside the Postal Training Centre or office or headquarters, Travelling Allowance will be admissible under the prescribed rules. For the journeys the following instructions should be observed:-

(i) If the official concerned, whether the trainee or the Instructor, is in receipt of local conveyance allowance, no conveyance charges will be admissible. The official concerned will proceed to the office concerned direct from his residence and vice versa as the Field Practice programme will be for the full day and so the journeys need not be undertaken via the Postal Training Centre.

(ii) If the official is not in receipt of any conveyance allowance, then actual bus fare from the Postal Training Centre to the operative office and vice versa or from the residence to that office and back, whichever is less, may be allowed to the trainees and taxi hire may be allowed to the Instructors.

(iii) An officer making a journey in this connection should use the Departmental vehicle or staff car and in case it is not available, he may be paid actual taxi hire.

(iv) When a class of officers is to proceed anywhere together, the Departmental vehicle or staff car may be used for the purpose and in case it is not available, a taxi may be hired for the purpose.

(v) No expenditure should be charged if the distance to be travelled is one mile or less.

(vi) Daily allowance will be admissible only for the actual night (s) stay at the out-station for which Daily Allowance claimed. Where night stay is not involved and if absence from headquarters exceeds four hours half daily allowance may be allowed.

(vii) Daily allowance on tours where stay for a night or more is involved will be admissible only for the night (s) spent at out-station.

(viii) Half or full daily allowance, as the case may be, will not be allowed anymore, if the trainee is already being treated on tour during the period of attendance of the training course at the Postal Training Centre.

CHAPTER VIII
HOSTELS

91. **Provision of hostel accommodation**.- Hostel accommodation will be provided to the trainees free of rent in a departmental hostel building or a rented one, as the case may be. Residence at the Hostel during training will, however, not be compulsory. The standard of accommodation will be two officers to one room measuring about 200 square feet and three supervisory staff to that room. Post Office Clerk, Sorters and other officials and lower grade staff will generally be accommodated in dormitories but about 40 square feet living space per head will be provided. There should be adequate provision of bath rooms, there being one bath room for the officers and supervisory staff, and also one bath room for every six time-scale officials. There will generally be one or two separate bath rooms for the staff below clerical cadre officials. If possible wash basins may be provided in the living rooms and dormitories also.

92. **Charges**.- The trainees availing hostel accommodation will not have to bear the expenses of ancillary services provided to them, such as (i) Electric Charges; (ii) Conservancy charges; and (iii) Mess equipment charges. A flat amount for each item will be worked out by the Principal for provision of budgetary grant by the Department for each year. It will, of course depend on the amount of actual expenditure incurred during previous year. The expenditure on electric, gas and conservancy charges will be met by the Hostel from the budget allotment on that account. The budget for Mess Equipment will be utilized to purchase and replace utensils, crockery, etc; used for the purpose of the Mess.

93. **Mess Arrangements and Equipment**.- (1) Management of the Mess will be in the hands of the trainees themselves. A Mess Manager and Assistant Mess Manager for each class of trainees will be elected for the purpose by the trainees themselves. These officials will be responsible for running the Mess and keeping proper accounts. The Hostel Superintendent will supervise the working of the Mess in a general way. He will also be required to arrange proper transfer of charge from one Mess Manager to another. The Mess Equipment will be under the charge of the Hostel Superintendent and expenditure for the replacement and purchase of crockery and utensils will be sanctioned by the Principal, Postal Training Centre within the budgetary allotment.

(2) The officers and the supervisory staff trainees may be allowed to have a separate Mess from the one serving the other trainees. The time scale clerical staff, other staff and the lower grade staff may have their own Mess separately, if desired by the trainees.

(3) The equipment of the Mess will normally be on the scale given below. The Mess Equipment will be provided by the Department including replacement of the items from time to time within the sanctioned budget allotment.

Sl. No.	Items	Standard
1.	Degcha (Large)	3 for 50 boarders.

2.	Degcha (Small)	4 for 50 boarders.
3.	Pressure Cooker (Two Large and One Small)	3 for 50 boarders.
4.	Kafgir (Steel)	1 for 50 boarders.
5.	Fry Pan (Steel)	2 for 50 boarders.
6.	Ladle (A spoon with a long handle and a bowl)	1 for 50 boarders.
7.	Hot Pot (Plastic)	3 for 50 boarders
8.	Water Cooler (Plastic)	2 for 50 boarders.
9..	Electric Water Cooler with Filter	1
10.	Water Jug (Aluminum / Steel / Plastic / Glass)	1 for 6 boarders.
11.	Tumblers (Drinking glass) (Steel/Plastic)	1 for each boarder.
12.	Kitchen Knifes	2 for 50 boarders.
13.	Parat (Metalic Flat)	2 for 50 boarders.
14.	Gas Oven (Tanoor)	1
15.	Cooking Range	1
16.	Tawa (Steel) for baking chapaties	3 for 50 boarders.
17.	Melting Pot (Steel)	2 for 50 boarders.
18.	Plates (Plastic/Stainless Steal)	2 per head
19.	Cups and Saucers	1 per head + 25%
20.	Table Spoons	1 per head + 25%
21.	Thermos Flask (For Tea)	3
22.	Tea Set	1 per 6 officer trainees
23.	Tea Spoons	1 per head + 25%
24.	Water Set (Glass)	1 per 6 officer trainees
25.	Grinder and Blender	1
26.	Microwave Oven	1
27.	Toaster	1
28.	Refrigerator	1
29.	Deep Freezer	1
30.	Television	1

(4) Any loss, damage or breakage, etc; caused by any trainee to the building, furniture, fittings or fixtures, crockery or Mess equipment shall be made good by the trainee. The Hostel Superintendent will prepare a detailed bill for the loss, damage or breakage and give it to the trainee for making payment immediately for credit to Government in the Post Office account, of course, before his relief from the Postal Training Centre after the conclusion of the course of training.

94. **Kitchen and Dining Room**.- (1) The kitchen of the hostel should be properly designed and equipped with necessary furniture. Fuel in use should as far as possible, be clean. Where available the Postal Training Centre should be equipped with gas, kerosene oil may be used at other places, wood being avoided as far as possible. Sinks, racks and shelves should be adequately provided. A kitchen table should also be supplied.

(2) Meals should not be served to the trainees except in the dining room. The dining room should be furnished with decent dining tables with formica top and should be airy and bright. It should be kept neat clean and any unnecessary articles of furniture should not be dumped therein. Racks should be provided in the dining room at suitable place for keeping the dishes, etc., before service. Ceiling fans should be fixed according to the size of the dining room.

95. **Common Room**.- Trainees should be encouraged to arrange for healthy activities to develop among them team spirit as well as to keep their minds and bodies usefully employed during their spare hours. This may include the setting up of a circulation library owned by the trainees, apart from the library of the Postal Training Centre and arranging for indoor games. For this purpose there should be a Recreation and Sports Club at each Postal Training Centre. Although contributions to these clubs may be made by the Department from the Post Office Welfare Fund, but the main effort in this regard will have to be made by the beneficiaries themselves in the shape of small contributions. The actual rate will depend on the requirements of each hostel. The Common Room will be managed by the Hostel Superintendent with the assistance of the office bearers of the Recreation and Sports Club.

96. **Furniture and Equipment**.- Trainees' residential rooms should be provided with adequate lighting arrangements. There should be one light point for two trainees except in the case of officers who may have one light point each. Ceiling fans should be provided according to the size of the room. In addition each trainee will be provided with a cot, a chair and a multi-purpose almirah-cum-desk free of rent. One rack will also be provided in each room for keeping shoes. There will be one set of pegs per trainee fixed in the wall.

97. **Service Staff**.- Service staff, such as cook, attendant, etc., will be provided by the Department according to the scale given below. This staff will be employed on regular basis or paid from contingencies, as the case may be, according to the general rules applicable to such staff.

Sl. No.	Particular of Post	Admissible Scale
1.	Cook	1 for 30 boarders
2.	Attendant	1 for 20 boarders
3.	Security Guard	1 for the hostel, if it is not located on the premises of the Postal Training Centre.

98. **Use of Hostel as Rest House not allowed**.- (1) The Principal will take special care to see that residential accommodation intended for the trainees in the hostel is not converted into residential quarters for any officer or member of the staff of the Postal Training Centre, either on permanent or temporary basis. This would not only restrict the training capacity of the Training Centre but also not be conducive to healthy atmosphere for a departmental training institution. Precaution should also be taken to avoid this accommodation being used as a Rest House by officers and officials of the Postal Training Centre or by the departmental officers or employees otherwise coming to the station transfer, tour or visit. Use of hostel accommodation as a Rest house or residential quarters,

on permanent or temporary basis, by any person, officials or entity is strictly forbidden

(2) No officer or official of the Department or any person who is not a trainee shall be allowed to stay for night at a hostel established for the trainees of the Postal Training Centre.

99. **Hostel Superintendent**.- (1) A Training Officer will be appointed by the Principal, Postal Training Centre as Hostel Superintendent. In case of his non-availability or unwillingness one of the senior members of the Instructional Staff will be appointed by the Head of the Circle as the Hostel Superintendent on the recommendation of the Principal. The Hostel Superintendent will reside on the hostel premises. He will be responsible for running the Hostel efficiently and in an orderly manner, maintaining discipline among the boarder trainees and watching their welfare. He will also control the service staff of the hostel. He will keep a strict but sympathetic watch over the activities of the hostellers during off hours. He should give special attention to the upkeep of the kitchen and the dining rooms and the maintenance of the sanitary installations and overall cleaniness of the hostel. He will also ensure that economical use of electricity, gas and water supplies are made and wastages are avoided by the trainees and hostel staff.

(2) The Hostel Superintendent will be provided with single room furnished accommodation for residential purposes free of rent, if the hostel is located on the premises of the Postal Training Centre wherein his office will be. If the hostel is located on separate premises away from the Training Centre, the Hostel Superintendent may be provided a room also for his office on the hostel premises. If the Hostel Superintendent is given family quarters on the Hostel premises, he will be allowed a proportionate rebate in the rent for the single room accommodation to which he is entitled free of rent. If the Hostel is located near a Residential Colony where the Hostel Superintendent has his family quarters, no separate room except one for office will be given to him in the hostel premises.

99/1. **Observance of Hostel Rules**.- (1) Hostel Rules as regards attendance, staying out overnight, physical exercise, breakages, treatment of the service staff, default in payment of mess charges, use of electrical appliances, observance of discipline, etc., as approved by the competent authority will be prominently displayed and brought home to the hostellers. It will be for the Hostel Superintendent to enforce observance of these rules. Any boarder who defaults in the proper observance of these rules will be liable for action against him on the score of indiscipline.

(2) No outsider person or any relation of the boarder or trainee will be allowed to stay for night at the Hostel.

(3) The boarder trainee will not be allowed to stay away from the hostel for night without the written permission of the Hostel Superintendent.

100. **Extra Curricular Activities**.- Such activities of the participants of various training courses conducted at Postal Training Centre would consist of:-

(i) ***Physical Exercise***.- This is necessary for keeping the body of the boarder fit. The Hostel Superintendent will arrange for physical exercise in the morning for

about fifteen minutes to half an hour daily. The time, therefore, should be fixed keeping in view the location of the station and the weather. This physical exercise should be done as a team and not individually. A Physical Training (P.T) Instructor may be engaged for the purpose on part time basis.

(ii) ***Indoor Games***.- These games will be the main activity in the Common Room and will be financed from the Post Office Welfare Fund. The Hostel Superintendent will appoint a Common Room Committee to manage these games under his supervision.

(iii) ***Outdoor Games and Sports***.- These games and sports will be arranged by the Postal Training Centre Recreation and Sports Club. Any ground attached to the Hostel or Postal Training Centre or ground of the Department or any general ground will be utilized for the purpose. Friendly matches with other local teams may be played. One of the Instructors will be placed in-charge of Sports. These game will be open both to the residents as well as the day scholars and other employees of the Department working at the station. The expenditure will be met from the collection from the members and contributions from the Post Office Welfare Fund.

(iv) ***Field Study tours and visits***.- Visits and tours should be arranged of the nature of the study tours instead of merely going for picnics to places of historical importance or scenic beauty by the trainees. Such visits in addition to information collection would foster among them a spirit of cooperation and team work. Transport expenses on such occasions may be charged to contingent expenditure. Other expenses will be borne by the participants themselves. Such visits will be conducted by an Instructor. A prior arrangements should be made with the organizations to be visited during the tour. A field study report shall be prepared and submitted by the trainees and course participants to the Officer In-Charge of the class in all the cases.

101. **Garden**.- As far as possible, lawns and gardens should be laid on the hostel premises to provide a bright and healthy atmosphere. Decorative trees and plants and annual flowers should be the special feature thereof. Although the maintenance of the garden will be the responsibility of the gardener, the trainees should be encouraged and persuaded to take interest in gardening, so that they learn enough in this field to be able and interested to plant trees and flowers in their operative office premises, which can be done very economically and conveniently, if the official in-charge is conversant with the technique. The idea is that the trainees should move out of the Postal Training Centre with the desire to have as much as greenery and flowers around their offices and residences as possible.

NOTE.- The services of a part-time Gardener (Mali) may be engaged with the approval of the Head of the Circle if there is any lawn or flower garden attached to the Hostel premises owned by the Department.

102. **Visits and Inspections of the Hostel**.- (1) The Hostel Superintendent will go round the hostel frequently and at least once or twice a day and ensure that the premises, the living rooms, kitchens and dining rooms, etc; are kept clean and tidy and that the maintenance of everyday services is efficient. The Principal will also visit the hostel at least twice a month and look into the arrangements there. He must ensure that the living conditions are good and conducive to a healthy climate for studies and training. He will meet the hostellers individually or collectively, as the case may be, and take action to redress any complaint that may come to his notice. The Principal will record the result of his visit in the Hostel Order Book.

(2) The Principal will carry out the inspection of the Hostel twice a year. The result of the inspection will be recorded by the Principal in the Hostel Order Book which will remain with the Hostel Superintendent and there should be a prompt follow up of these remarks for any action that is due thereon. A copy of the Inspection Report will also be sent to the Head of the Circle for information and watching para-wise compliance at his level.

CHAPTER IX
BUDGET AND ACCOUNTS

103. **Periodical Returns**.- (1) The following periodical returns and statements are due to be submitted by each Postal Training Centre in respect of budget and accounts work to the Authorities concerned:-

Sl. No.	Particulars of Return	Due Date of Submission
	Monthly	
1.	"A" Statement regarding Expenditure to the Audit Office.	1st
2.	Not Payable Contingent Bill to the Circle Office.	10th
3.	"B" Statement of Expenditure to the Circle Office.	5th
4.	Local Purchases Statement to the Postal Stock Depot.	1st week
	Quarterly	
5.	Certificate of Reconciliation to the Circle Office	15th of January, April, July, and October.
	Annual	
6.	Statement of outstanding Advances (under the Head "Q Loans") to the Audit Office	1st week of July.
7.	Final Grant Statement to the Circle Office	1st week of July.
8.	New Items Statement to the Circle Office	15th October
9.	Budget Estimates and Revised Estimates Statements to the Circle Office	15th November
10.	Staff Strength Statement for incorporation in Demands for Grants to the Circle Office	31st March
11.	Anticipated Final Grants Statement to Circle Office	31st May

(2) A Calendar of Returns will be maintained by the Junior Accountant posted in the Postal Training Centre showing the due date of submission of the return and the date of actual submission. It will be put up to the Principal every month during the first week for a check on the due dispatch of Returns for the previous month and signed by him in token of having carried out this check.

104. **Account Books to be maintained**.- (1) The following account books will be maintained at each Postal Training Centre:-

Sl.No.	Name of the Book	Particulars and Remarks
1.	Cash Book (TR-4)	Record of individual cash receipts and payments.
2.	Allotment Register (ACE-11)	Showing head-wise allotment and monthly expenditure.
3.	Register of Contingent Charges (TR-29)	Detailed particulars of all contingent expenditure incurred.

4.	Register of Local Purchases	This will show particulars of all purchases, their price and disposal.
5.	Register of Advances Recoverable (ACG-60)	Advances made and their adjustment.
6.	Register of Service Books and Service Rolls (vide Art.273 of Posts, Telegraphs and Telephones Initial Account Code Volume I)	Particulars of Service Books maintained.
7.	Register of Security Bonds (Form Sec.18)	Particulars of Security Bonds maintained.

(2) The Junior Accountant will be In-charge of the Accounts and Cash Branch of the Postal Training Centre and will work under the direct supervision and control of the Principal. The latter will not assign his duties of this supervision to any one of his Training Officers without the prior approval of the Head of the Circle.

105. **Permanent Advance and its Recoupment**.- (1) Each Postal Training Centre will have a permanent cash advance fixed by the Head of Circle in consultation with the Audit Office, to enable it to make payments, before it can place itself in funds by drawing bills. The amount of the permanent advance should be so fixed that the Training Centre should not have normally to prepare more than two contingent bills in a month.

(2) When the permanent advance begins to run short and in any case at the end of each month, various columns of the contingent register will be added up and the several totals posted in the bill in form ACG-19 against the appropriate heads. The Junior Accountant will lay the bills with the sub-vouchers, the contingent register and the register of local purchases before the Principal who will carefully scrutinize all the entries, initial all the entries in the contingent register and the register of local purchases, if this has not already been done by him and sign the bill which will then be dated and numbered and presented for payment at the Post Office concerned. The Principal must take care to see that all items of local purchase entered in the contingent register are recorded in the register of local purchases.

106. **Contingent Expenditure**.- The Principal must ensure that contingent expenditure at his Postal Training Centre is:-

(i) Systematic and not haphazard, i.e., there should be a planning for purchase and all the articles required should be purchased together for a reasonable period not exceeding six months' requirements.

(ii) The expenditure should be spread evenly throughout the financial year and there should not be a rush towards the close of the financial year.

(iii) There should not be any excess of expenditure on the purchase of furniture for the personal use of the Principal and Training Officers. The scale of furniture prescribed should be strictly observed unless an exception has been authorized by the Director General in writing on the recommendation of the Head of the Circle and that requisite budgetary funds are available.

(iv) As far as possible, purchases should be made in bulk for meeting the actual requirements during the current financial year for a period not exceeding six months so that overheads on conveyance and transport charges are not disproportionately heavy.

(v) Most of the expenditure should be incurred on items directly concerned with training and purchase of luxury items for the Officers, Instructors and staff should be avoided.

(vi) All expenditure must be made in accordance with the formalities and provisions laid down in the Public Procurement Rules, 2004, as amended and subject to availability of budgetary allotment.

107. **Maintenance of Contingent Register**.- A Contingent Register in form TR-29 will be maintained at each Postal Training Centre for record therein of each item of contingent expenditure date-wise as and when it is incurred. Entries for the various items will be made under the relevant heads prescribed. The date of payment, brief description of each charge, number of voucher or sub-voucher and the amount will be noted in the proper columns. All the entries of the amount will be initialled by the Junior Accountant. All the sub-vouchers are required to be submitted to the Circle Office with the "Not Payable Contingent Monthly Bill" and these should be carefully numbered and bundled. A daily total will be made for each group of the charges entered in the different sub-columns and the aggregate of the totals for each group will be entered in the column headed "Daily Total".

108. **Not Payable Contingent Bill**.- (1) From the monthly totals of the contingent register, the monthly detailed bill will be prepared in form ACG-19(1), headed "NOT PAYABLE" and showing monthly total of each column with description of each charge; the numbers assigned to the sub-vouchers and authority will be entered against each item; at foot will be a memorandum of the number and date of every abstract contingent bill paid during the month (vide paragraph 105 above) and the amount charged in the bill must agree with the total of the abstract contingent bills cashed during the month. It will be signed by the Principal and submitted to the Circle Office with all the sub-vouchers by 10th of each month following the one during which the expenditure was incurred.

(2) The details of the charges incurred should be entered in the following groups which are according to the new heads of account (detailed object) prescribed by the Controller General of Accounts and required by Audit . These very headings will also be followed in the maintenance of the Contingent Register as well as the preparation of the Abstract Contingent Bills.

(i) A01218-Fixed Contingent/Stationery Allowance.

(ii) A01277-Contingent Paid Staff-Sanitary Workers and other employees paid from Contingencies.

(iii) A03301-Utilities-Gas.

(iv) A03302- Utilities-Water.

(v) A03303- Utilities- Electricity.

(vi) A03304-Utiities- Hot and Cold Weather Charges.

(vii) A03970-Payment to Others for Services rendered-Others.
(viii) A09701-Purchase of Furniture and Fixture.
(ix) A13201-Furniture and Fixture (Repair and Maintenance).
(x) A13801-Maintenance of Gardens.

(3) The bill will be carefully scrutinized by the Circle Accounts Officer before it is countersigned and passed on to the Audit Office to satisfy himself that the expenditure incurred has been reasonable, appropriate and necessary. Instructions given on the bill form as regards preservation and submission of sub-vouchers should be carefully followed.

109. **Disbursement of Pay and Allowances to Trainees**.- Pay and allowances due to the trainees are drawn by their parent Units and remitted to the trainees by means of money order except in case of local units. The funds for the purpose are allocated to the parent units and the expenditure is booked therein. Training Centres do not maintain any accounts in this regard. The Postal Training Centre should, however, take up with the parent Units any case of default in or delay to the disbursement of these pay and allowances, so that the trainees' work is not disturbed on account of worries for non-receipt of pay and allowances. If the trainees require their pay and allowances to be disbursed to their families, they will have to duly authorize a local party to receive payment on their behalf from the drawing and disbursing officer concerned.

110. **Maintenance of Service Records**.- Stay of the trainees at the Postal Training Centre is for a short period. Moreover, all payments to them are booked in their parent Units. Regular leave, etc; to them is also to be sanctioned by the parent Unit. Their service records also are, therefore, maintained by the parent Unit and not the Postal Training Centre. The Principal, Postal Training Centre will, however, intimate to the Unit concerned any particulars that are required to be entered in these records. Copies of Charge Reports for joining and leaving the Postal Training Centre will be duly sent to the Head Office or the Record Office concerned, as the case may be.

111. **Financial Powers**.- (1) Financial Powers of the Principal of a Postal Training Centre as an Unit Officer are laid down in the Schedule of Financial Powers delegated to the Officers of the Pakistan Post Office Department last circulated vide Director General, Pakistan Post Office letter No. B.16-8/2003 (Pt) dated 08-11-2007, as amended from time to time. All the financial powers, however, vest in the Principal and other officers are not authorized to exercise any powers.

(2) The Principal, Postal Training Centre will exercise all the financial powers of an Unit Officer shown in the Schedule of Financial Powers delegated to the Officers of Pakistan Post Office Department.

112. **Control over Expenditure**.- (1) ***Allocation***.- Allocation to the Postal Training Centre under various heads of account will be fixed by the Director General generally on the basis of expenditure in the previous financial year as well as the number of trainees that are to be trained there annually in so far as the Centre-expenditure is concerned. In so far as the allocation for the hostel is concerned, it should be shown separately and the allocation should generally be proportionate to the number of hostellers.

Deviations from this general rule will be necessary but these should carefully be considered. For instance, allocation for the maintenance of garden will depend upon the size of the garden to be maintained and the local conditions.

(2) ***Watch over Expenditure***.- Careful watch will be maintained by the Principal and the Circle Office to see that the progressive expenditure is proportionate to the annual allocation and also that there is no rush at the end of the financial year. Strict action should be taken to see that the allotment of funds is not exceeded. All inessential expenditure should be avoided. No expenditure should be undertaken by the Principal, Postal Training Centre under any head without any budget allotment. Further any surplus funds under any head should be surrendered as soon as the excess is apparent.

(3) ***Correct Charging***.- The expenditure should be charged according to the Major objects, Minor objects, detailed objects as well as new Account Codes laid down in rule 761 of the Post Office Manual Volume II, Edition 2010, as amended.

113. **Conveyance Charges**.- Expenditure on Conveyance Charges should be the minimum possible. No expenditure should be incurred on transport for delivery of local letters, fetching small sums of money from the local Post Office as the contingent bill amounts or for petty articles locally purchased. Such work will be done by the Naib Qasid or staff concerned on a bicycle. In so for as the conveyance charges in connection with Field Practice are concerned, the procedure has been laid down in Chapter VII of this Volume.

114. **Attendance on Holidays**.- Full allowance is made in the time-table for the work assigned to the staff both instructional as well as ministerial. There is no likelihood of the necessity for the staff to attend the Postal Training Centre on Sundays and Holidays or to overstay working hours to clear arrears and charge conveyance allowance thereof. No expenditure will be allowed on this account except in very special circumstances and the Circle Office will carefully scrutinize each such item before allowing it.

NOTE.- Usual Conveyance Charges will be paid to Security Guards and Mess Attendants for working on Sundays and closed holidays.

115. **Quarterly or Monthly Purchases**.- (1) In order that there is a proper watch on expenditure on petty and consumable articles, such as, soap tumblers, phenyl, paper, etc; they should be purchased in bulk, the supply being adequate for three months at least but not exceeding six months' requirements. Bulky items may be purchased on a monthly basis. This will not only reduce transport charges thereon, but also very much reduce the number of entries in the contingent bills and facilitate proper scrutiny. Each Head of the Circle shall fix the quantity that may be consumed by the Postal Training Centre and Hostel of such articles, so that the expenditure at the Training Centre under his jurisdiction is reasonable.

(2) All purchases must be undertaken in accordance with the formalities and provisions contained in the Public Procurement Rules, 2004 which stand reproduced in Appendix No. 19 of the Post Office Manual Volume II, Edition 2010.

116. **Entry in the Stock Register of Local Purchases**.- A monthly statement of local purchases is due to be submitted by each Postal Training Centre to the Postal Stock Depot concerned, so that the latter issues requisite invoices to the Training Centre in this regard. There is likelihood of delay in the inclusion of certain items in this statement or their being omitted. To safeguard against such contingency, copies of these statements will be sent to the Controlling Office as well. The statement will accompany the monthly "Not Payable Contingent Bill". Against every item of local purchase in this bill. The serial number thereof in the local Purchase Statement will be noted. Circle Office will see that all items are entered in the statement of local purchases, which will then be forwarded to the Postal Stock Depot concerned for necessary action.

CHAPTER X
MISCELLANEOUS

117. **Extension Lectures by Extra Tutorial Personnel**.- (1) Extension lectures on important subjects by the officers of the Circle are arranged for the benefit of the Supervisors' class and Officers' class. The subjects would include General Administration. Personnel Management, International Postal Services, Postal Savings, Postal Life Insurance, Traffic Statistics, Planning for Development, Budget, Loss and Fraud Cases, Efficiency, Drives, Philately; etc. The lectures are followed by discussions wherein trainees participate actively. Questions are also put to the lecturer for clarifying any points touched by him or arising out of the lecture.

(2) These lectures may be tape-recorded and reproduced for wider benefit and published in the form of Green Papers. The lectures transcribed from the tape will, of course, be approved by the lecturer before they are published.

118. **Library**.- (a) **Departmental and Other Books**.- A Library-cum-reading room is maintained at each Postal Training Centre. It will maintain, amongst others, a stock of the following books in adequate number for the use of the trainees:-

(i) Post Office Manual Volumes I to IX.
(ii) Post Office Tariff Manual.
(iii) Post Office Guide.
(iv) Foreign Post Manual Volumes I and II.
(v) Rules for Branch Offices.
(vi) Post Office Insurance Fund Rules.
(vii) Postal Life Insurance Account Code.
(viii) Postal Life Insurance Manual.
(ix) Posts, Telegraphs and Telephones Initial Account Code Volumes I and II.
(x) Chart of Classification of Pakistan Post Office Department Receipts and Disbursements.
(xi) Fundamental and Supplementary Rules Volumes I and II.
(xii) Civil Services Regulations.
(xiii) Book of Initial Account Forms.
(xiv) General Provident Fund (Central Services) Rules.
(xv) Revised Leave Rules, 1980.
(xvi) Government Servants (Conduct) Rules, 1964.
(xvii) Government Servants (Efficiency and Discipline) Rules, 1973.
(xviii) Civil Servants (Appeal) Rules, 1977.
(xix) Annual Reports on the Pakistan Post Office Department since Independence (1947).
(xx) Director General's Circulars since Independence (August, 1947).
(xxi) Study Reports on Postal Disciplines.
(xxii) Pakistan Penal Code.
(xxiii) Pakistan Criminal Procedure Code.

(xxiv) Industrial Relations Act, 2012.
(xxv) Trade Union Act, 1926.
(xxvi) Qanoon-e-Shahadat, 1984.

Such books as required will be issued to the trainees in the beginning of the course and taken back before they leave the Postal Training Centre after completion of their training courses.

(b) **Form Folders**.- Folders containing various departmental forms separately bundled for use by trainees and the Instructors in connection with each course duly marked at the top with the name of the course, will be kept in the library in adequate numbers. These will be issued to the trainees concerned at the beginning of the training course and taken back at the completion thereof.

(c) **General Books**.- Books for general study suitable for the trainees for light reading as well as useful in character building, religious literature, copies of Reports of National Development and standard books of general education particularly those about Pakistan will also be kept in the library for issue to the trainees. There will be a suitable proportion of books in English, Urdu and other regional languages according to the requirements of the trainees. Departmental officials outside the Postal Training Centre may also draw books from these libraries. The Head of the Circle will make rules to be observed in connection with the use of the library by the trainees and other employees of the Department. These books will not be issued to the persons not employed in the Pakistan Post Office Department except with the special permission of the Head of the Circle in writing.

NOTE.- Text books, etc; prescribed for study in schools, colleges, universities and other institutions and all other books forming textual studies for sitting in tests and examinations pertaining to Engineering, Medicine, Accountancy, Pure Sciences and other technical subjects will not be purchased for keeping in the Library of a Postal Training Centre.

(d) **Reading Room**.- All the magazines and newspapers will be put on the reading desks for the use of the trainees in the reading room. In order that full advantage may be given to the trainees of the Reading Room. The working hours of the Library and Reading Room need not be the same as those of the Postal Training Centre in general, so that the trainees may use the Reading Room in the evening and also exchange books outside their training hours.

119. **Medical Aid**.- (1) First Aid Kits medicine boxes should be available at each Postal Training Centre and hostel for use in emergencies. Principal or the Hostel Superintendent, as the case may be, will arrange for medical aid for the trainees in case of their serious illness, in accordance with the departmental rules. Medical reimbursement, if any, to the trainees as indoor patients will, however, be made to them by their parent Units, according to the existing rules on the subject. In such cases bill for treatment as indoor patients will be sent by the trainees to their controlling officers concerned for sanction.

(2) In so far as the trainees, the staff and officers of the Postal Training Centre are concerned, the reimbursement of expenses incurred by them on medical treatment as an outdoor patient are not admissible. According to the existing policy of the Government all the employees of the Department in Basis Pay Scale 1 and above are in receipt of a fixed Medical Allowance payable at the prescribed monthly rates instead of the reimbursement of the cost of medicines purchased by them as out-door patients.

(3) The bills for reimbursement of medical charges incurred on medical treatment as in-door patients by staff, instructors and officers posted in the Postal Training Centre will be sanctioned by the Head of the Circle.

120. **Upkeep of the Training Centre**.- The Postal Training Centre, the Hostel and their premises should be kept neat and clean. The atmosphere should be cheerful and bright. If land is available, a good garden should be maintained on the premises and the trainees should also be persuaded to take interest in gardening. The Principal will periodically inspect the building, its electrical, gas, mechanical and sanitary installations and satisfy himself that they are in good condition and good repair and record remarks in this regard in a special register called the Building Register. If any defects are noticed, he must take prompt action to get the defect removed. Noting of the defect in the Building Register should not be considered as adequate action. Petty repairs must be attended to immediately. The Principal will arrange with the local health authorities and have the premises periodically disinfected.

121. **Visits to Offices and Sections in the Neighbourhood**.- It may be useful to start training of the fresh recruits with a visit to the local Post Office, the District Mail Office or a section, etc., to give them the correct background of their training. Officers and Supervisory officials may also be shown the local office of the Pakistan International Airlines Corporation (P.I.A.) and the arrangements made there for exchange of air mails. The officers at the Karachi Postal Training Centre will be shown the factory of the Pakistan Security Printing Corporation where postage stamps are printed, International Mail Office, Dock yard, etc; and also such other local important offices of interest pertaining to the relevant fields of postal disciplines.

122. **Notices and Charts**.- (1) The position of the Postal Training Centre as regards training capacity, number of trainees on roll and the number present will be shown on a large Notice Board fixed at a prominent place. There will be also notice boards displaying notices of interest to the trainees such as, the weekly time-table, any special activities or meetings proposed, the date for the results of the examination held, etc.

(2) Large Charts will be hung in various class rooms and the Dummy Post Office and Dummy Sorting Office to work as visual aids during lectures or demonstration. These Charts may be an enlargement of the important forms in use, such as, the money order, Saving Bank Application for withdrawal, Mail List, etc., or relate to information about the organization of the Department, Table of Potage Rates, etc.

123. **Prescribed Returns and Statements**.- The Principal will maintain a Calendar of Returns and Statements to be sent by his office to the Circle Office or the

Audit Office and note their particulars also in his Desk Calendar under the relevant dates. This will help him to ensure that the returns and statements are sent on the due dates. It is the personal responsibility of the Principal to see that punctuality is observed in sending these returns and statements to the concerned. Authorities.

124. **Casual Leave**.- (1) Regular leave under Revised Leave Rules, 1980 can be sanctioned to a trainee only by the Controlling Officer concerned in his parent Unit. Casual leave will however, be sanctioned by the Principal. Ordinarily, casual leave will not be allowed for more than three days in a session of eight weeks or two days in a session of six weeks or less, except in case of illness, death in the family or some other genuine serious reason. In case a trainee avails of leave both regular and casual leave aggregating beyond nine working days in a training course of eight weeks or seven working days in a course of six weeks or five working days in a course of four weeks or less, he will be struck off the rolls of the Postal Training Centre; the case being reported to the Circle Office and the parent Unit of the trainee. Such trainees are considered to have "Not Benefited" from the training and will be required to have a full course of training later on.

(2) Casual Leave sheets of the trainees will be maintained by the Officer in-charge of the class and these will be forwarded to the parent Unit at close of the session, along with their Charge Joining and Relinquishment Reports.

125. **Discipline**.- The maintenance of discipline by the trainees at the Postal Training Centre and the Hostel is of paramount importance. The Principal has been authorized to administer warning to a trainee guilty of indiscipline. If any Minor or Major penalty seems justified, the Principal will report the case to the Authorized officer of the trainee for taking disciplinary action. In case of breach of discipline, the Principal will examine and consider the case at his personal level and may strike off the rolls of the Postal Training Centre a trainee holding a post in Basic Pay Scale 9 and below and repatriate that trainee to his parent Unit forthwith. In case of indiscipline committed by a trainee holding a post in Basic Pay Scale 10 or above, the Principal will report the matter in detail to the Head of the Circle demi-officially and if the latter so directs the trainee will be struck off the rolls and asked to report to his parent Unit. The competent Controlling Authority will be informed in detail by the Principal about the incident and asked to take disciplinary action in accordance with the Disciplinary rules against the trainee who has been struck off the rolls of the Postal Training Centre for misconduct.

126. **Study Report of Officers who have been Abroad**.- (1) One copy each of the Reports submitted to the Director General of their Study Report by Officers of the Pakistan Post Office Department who have been abroad on Study Fellowships should be obtained and kept in the Library of the Postal Training Centre. These may be issued for study and reference by the officers under training or officers employed at the station. The Principal, the Training Officers and the Instructional staff will also go through these reports and bring to the notice of the trainee any useful or interesting points that may help improve the efficiency of the Department.

(2) The Reports on the subject of Training will be thoroughly studied by all the officers and Instructors working in the Training Organization so that they may benefit from the studies on the subject made by their colleagues abroad.

127. **Films, Slides and Tape Recorded Speeches**.- (1) As part of the visual aids, all Postal Training Centres have been equipped with Film Projectors, Cameras and Tape Recorders. Films are available on loan from the Universal Postal Union, Restricted Postal Unions and developed Postal Administrations of the world. These are obtained and shown to the trainees. Apart from the films, video cassettes, Digital Video Disks (DVDs), on Postal Services and Postal Savings, other documentaries, etc; are also borrowed from foreign Postal Administrations, Pakistan Information Department, Public Relations Department and other services and are shown to the trainees for information and recreation. Projectors for exhibiting slides obtained from abroad or prepared locally should also be available at the Postal Training Centres.

(2) Tape recorders are to be used for recording special lectures or speeches so that such speeches or lectures may be reproduced at other stations also for wider benefit of the staff as well as the trainees. Instructors should also practice their lecture on the tape recorder with the concurrence of or under direction of the Principal, Postal Training Centre.

128. **Periodical Verification of Stock and Library Books**.- Articles of stock in the Postal Training Centre and in the premises of Hostel are subject to physical verification annually. The Principal shall carry out the physical check of the stock articles as entered in the Stock Books including Stock Register, Stock Book of petty articles, etc., once in a year during July personally. Such check may reveal some of the articles of stock or furniture, including utensils of the Mess to have worn out due to constant use. The broken items of furniture should be disposed of by auction and sale receipts credited to the Government with the prior approval of the Head of the Circle. Articles of furniture like mattresses, buckets and other articles which are past use and may not be saleable should be written off under orders of the Head of the Circle. An annual physical verification of the Books in the Library should also be done in August each year by the Principal personally. The result of this physical verification will be reported to the Circle Office.

129. **Building Works**.- There are long-term as well as short-term plans for the development of the Postal Training Centres. Major works are executed by the Pakistan Public Works Department. The works costing not more than five hundred thousand rupees in each case and maintenance work are executed departmentally. The Circles are responsible for all maintenance of buildings and carrying out of petty and minor work of Postal Training Centres and the Hostels. Only expenditure relating to capital work is centrally controlled. However, proposals for any new projects can be initiated by the Heads of Circles for the Director General's consideration. In respect of repairs and maintenance of Postal Training Buildings, separate funds are allotted specially by the Director General and statements of quarterly expenditure in this regard would be sent to the Directorate General for Information.

130. Preservation of Record.- The record of the Postal Training Centre will be preserved for the period as prescribed for operative and administrative offices of the

Department. On completion of the prescribed period of preservation, the old record will be liable to be weeded out. The obsolete record will be listed carefully and after obtaining written approval of the Principal it will be sold as waste papers.

NOTE 1.- The Ruling files will neither be weeded out nor destroyed but shall be preserved permanently after their maintenance subject-wise.

NOTE 2.- The Director General's Circulars will not be weeded out for sale as waste papers but shall be preserved permanently in the Postal Training Centre after binding them year-wise for reference and record.

NOTE 3.- For weeding out examination record, answer sheets and evaluated scripts of trainees see rule 40/1 of this Volume.

131. **Travelling Allowance for attending a Course of Training**.- (1) When a Government servant or any person not already in Government service has to undergo a course of training a competent authority may allow him under the provision of Supplementary Rule 164 to draw Travelling Allowance of the category to which he belongs or as per scale decided by it, for the original journey to and the last journey from the place of training.

(2) Daily allowance for halts at a Postal Training Centre at the usual rate as per their entitlement fixed by the Federal Government from time to time will be admissible to those out stationed trainees who attend a prescribed Training Course of a duration of less than one month or participate in any short term Seminar or Workshop. Such trainees will be treated as on tour for the purpose of Travelling Allowance and Daily Allowance. However, claim for hotel charges will not be entertained by the Controlling authority unless non-availability of accommodation in the departmental hostel is certified by the Principal, Postal Training Centre. Such trainees and participants shall not in addition be entitled to the grant of Monthly Compensatory Allowance.

(3) Instead of grant of the Daily allowance, the Monthly Compensatory Allowance at the prescribed rates, as fixed from time to time by the Government, will be admissible to a trainee who attends any Training Course at a Postal Training Centre stretching over a period of one month or more.

132. **Grant of Compensatory Allowance**.- (1) A Compensatory Allowance for attending a training course of duration of one month or more at the Postal Training Centre will be admissible to a trainee at the scale as shown below. The scale of Monthly Compensatory Allowance was fixed by the Pakistan Post Office Department with effect from 1-4-1992 vide Director General's Memo No.P&A.9-15/86 dated April, 1992 consequent upon approval conveyed by the Finance Division (Regulation Wing) Government of Pakistan under their U.O. No. 7(1)R.13/86-388 dated 11th April, 1992:-

Sl. No.	Trainee holding post in Basic Pay Scale	Monthly Amount admissible
1.	1 to 5	Rs.170
2.	6 to 8	Rs.220

3.	9 to 15	Rs.275
4.	16 to 17	Rs.485

(2) The Compensatory Allowance will be admissible to the trainees of the Pakistan Post Office Department deputed for attending any prescribed course of training of one or more at a Postal Training Centre. The Compensatory Allowance at the scale laid down in the preceding paragraph will be paid by the Controlling authority in addition to the emoluments being drawn by the trainees at the places from where they are deputed for participating in the prescribed course of training at the Postal Training Centre.

(3) The Monthly Compensatory Allowance at the prescribed scale will be paid by the parent Unit of a trainee for the actual period of length of the training course of one month or more attended by the trainee.

133. **Annual Inspection**.- A detailed inspection of the Postal Training Centre will be carried out annually by the Head of the Circle or in case of his inability for specific reason to be recorded by him in writing, by an officer of the Circle Office holding a post not below Basic Pay Scale 19. The inspection, inter alia, will include physical verification of stock of articles as entered in the Stock Books including Stock Register, Stock Book of petty articles of both Postal Training Centre and Hostel. A physical verification of the Books in the Library of the Postal Training Centre will also be completed by the designated officer. A copy of the Inspection Report will be submitted by the Inspecting Officer to all concerned including the Director General, Pakistan Post Office Department for review and appropriate action.

CHAPTER XI
SYLLABI OF TRAINING COURSES

134. **Classification of Training Courses**.- The training courses, which will be mostly conducted in accordance with the Postal Training Hand Books issued by the Director General, Pakistan Post Office Department, from time to time, may be classified into four broad categories, namely, (a) Training Courses for Operative Staff, (b) Training Courses for Supervisory Staff, (c) Specialised Training Courses and (d) Workshops. This will be discussed in detail in succeeding paragraphs.

135. **Training Courses for Operative Staff**.- The training courses for operative staff are intended to give to the participating officials a detailed training and coaching in operational work of different branches of the Department. In addition to imparting knowledge of basic rules and regulations the emphasis should be on practical work. The outlines of the Syllabi for the various training courses for operative staff to be conducted at a Postal Training Centre are given hereafter.

135/1. SYLLABUS OF POST OFFICE CLERKS' PRELIMINARY TRAINING COURSE FOR EIGHT WEEKS

1st Week:

Preparation of Joining Charge Reports. Admission of trainees, etc. Course Orientation. Organizational setup of the Pakistan Post Office Department, Directorate General, Postal Circles, Postal Regions, Postal Divisions, Head Offices, Mail Sorting and Transportation, Postal Life Insurance Organisation, Training Organisation, etc. Importance and role of Post Office in the life of the nation. Motto of the Department. Primary functions of the Department. Exclusive privilege of the Department for carrying letters and delivery thereof. Agency Functions of the Department. Furnishing of security by clerks. Fidelity bond. Examination of entries and personal particulars in the Gradation List and affixing signatures thereon by the Post Office Clerks. Discipline norms. Grounds for penalty. Minor and Major penalties under the Government Servants (Efficiency and Discipline) Rules, 1973. Appeal against penalty lies to the Authority above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. General Provident Fund. Transfer and posting. Tenure of post, Rotation of charge. Joining time. Transfer grants. Kinds of leave under Revised Leave Rules, 1980. Submission of Application for leave in Form GFR-13. Leave cannot be claimed as matter of right. Grant of leave. Submission of medical certificate of fitness in case of return from leave availed of on medical grounds. Casual leave. Maintenance of proper record of Casual Leave availed. Seeking written permission of the Incharge of Post Office for leaving station of duty during holidays or on Sundays or otherwise. Kinds of Pension. Types of Post Offices. Different types of Postal articles. Various departments or branches of a post office and their functions. Definition of Inland Post and Foreign Post. Definition of various items as contained in Chapter I of the Post Office Manual, Volume V. Familiarizing with the

provisions of sections 49 to 56 and 62 to 72 of the Post Office Act, 1898. Breach of provisions of Law punishable. Criminal prosecution in a Court of Law and initiation of departmental disciplinary proceedings. Visit to local General Post Office Counters for learning practical work of various branches.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main-Frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software, Hardware and Devices. Types of Software (Operating Systems, Application Software, Drivers, Languages).

2nd Week.

Secrecy. Information not to be made public. No gratification to be taken by clerks. Service which cannot be claimed. Courtesy towards public. Customer care. Team work. Obligations of postal officials. Responsibility for custody of stamps, seals and keys, etc. Various kinds of postage, non-postage stamps, postal stationery and their stock and sales. Stamps not to be sold above fixed price. International Reply Coupons. Change for currency notes. Method and Manner of addressing. Correct manner of affixing of postage stamps. Postage stamps affixed at the back of an article is not deemed to be prepaid. Postage stamps not to be affixed by clerks. Prepayment of postage charges. Franking Machines and licensing thereof. Articles requiring special attention. Posting in letter boxes. Proficiency in the knowledge of Inland and Foreign postage rates on various types of articles. Prohibited articles. Treatment of injurious and prohibited articles. Book of Postmarks. Certificate of posting, its objects and manner of obtaining. Recall of postal articles. Unpaid and insufficiently paid articles. Business Hours of Post Office. Duty list of a Clerk. Distribution of work. Nominal Roll. Attendance Register. Custody of Government money. Hand to hand receipt of cash from counter. Error Book and its importance in post office. Postmaster's Order Book. Admittance of outsiders inside post office prohibited.

Introduction to Windows XP (Start Menu, Desktop Properties, Paint, Control Panel, etc.). Installation of Software, Hardware and Trouble-shooting of different types of software and hardware. Installation of Printer.

3rd Week.

Taking of Paper I by the trainees. (General and Miscellaneous Rules). (i.e. Course covered in 1st week and 2nd week excluding items pertaining to Computer). Time Allowed 3 Hours. Theory Maximum Marks 60. Practical Maximum Marks 40. Pass Marks 40 percent in the Paper.

Time of arrival of Mail. Time Bills. Monthly Time statement. Detention of mails to be reported. Different means of carriage of mails. Due mail and Sorting list. Disposal of Mails addressed to the office. Contents of mail bag. Immediate examination and verification of mails. Preparation of mail for despatch. Despatch of parcels and packet bags. Entries in mail lists (M.1) dispatched. Delivery of Mails to carriers. Use of water proof bags. Disposal of mails lists received. Latest hours fixed for posting the mails. Types of letter boxes. Clearance of letter boxes in the streets and at Railway Station. Check on clearance of letter

boxes. Correct stamping of articles. Careless stamping to be noticed. Transfer of mail bags to Mail clerks. Runners not to be present when mails are closed. "Delivery" defined. Qualifications of the Delivery clerk. Supervision over postmen. Loss of articles given out for delivery. Hours for delivery. Window delivery tickets and delivery at windows of the Post Office. Post Boxes and Post bags. Delivery to public officers. Beat list. Opening of station mails. Transfer of Account Bag, Cash Bag and Branch Office Bag to Treasurer. Transfer of parcel mail articles to parcel department. Transfer of unpaid station articles to Postmaster. Transfer of sorting articles to sorting department. Distribution of paid articles. Paid unregistered articles in deposit. Delivery to be made once a day. Postage taxed on delivery. Postage charged on official articles to be attested. Letter postage accounts. Method of accounting for postage on articles received by a Sub Office. Unpaid unregistered articles in deposit. Distribution of unpaid articles. Undelivered articles returned by postmen. Articles brought undelivered should carry remarks for non-delivery over dated signatures. Account of postage with postmen and window delivery clerks. Period of detention of articles in Post Office. Custody of articles in deposit. Deposit Account. Disposal of articles in deposit. Sorting of deposit articles. Forward postage. Articles for subordinate offices and village postmen. Redirection and Process of redirection. Book of Addressees Instructions. Redirection cards. Instructions slips. Needless redirection prohibited. Redirection of inland articles. Redirection of Foreign articles. Redirection of articles issued from Returned Letter Office. Missent and misdirected articles. Disposal of redirected articles. Entries in deposit account. Disposal of unclaimed articles. Unclaimed articles forwarded to Returned Letter Office. Disposal of refused articles. Articles addressed to care of Station Master received undelivered. Daily dispatch to Returned Letter Office. Treatment of articles for No Dak village. Post restante articles and period of their detention in the post office.

Introduction of Microsoft Office (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Create File, Open File, Close File, Save, Save As, Save a new Document. Page Setup, Basic editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Border and Shading, Page Column. Create Table (Table Properties, Borders, Cell Properties. Creating/Deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Village sorting list. Yearly Village Return. Route list and beat map. Open delivery of damaged/doubtful/without contents articles. Practical for filling necessary Forms. Supervision over postmen. Beat list of postmen. Beat map and Route list of village postman. Unpaid/unregistered articles in deposit, Hours for delivery. Period of detention of articles. Disposal of unclaimed, refused and missent articles. Preparation of articles for dispatch. Receipt of mail bags. Opening of Mail bag. Transfer of registered and parcel bags. Urgent Mail Service and its salient features. Study of Director General's Special Circular No. 6 dated 15th May, 2008, as corrected up-to-date. Express Mail Service and its important characteristics. Private couriers in Pakistan. Fax Mail Service. Study of Director General's Special Circular No. 7 dated 24th May, 2011.

Introduction of Microsoft Excel. Create Work book, Open File, Close File, Save a new Work book and Save As. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font Style, Font Size, Superscript, Subscript, etc). Insert New Work Sheet, Row and Column, Chart and Picture, etc. Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape). Header, Footer and Print Setup (Current page, Selection page, All pages).

5th Week.

Taking of Paper II by the trainees. (Mail, Sorting, Delivery and Deposit Departments). (i.e. Course covered in 3rd week and 4th week excluding items pertaining to Computer). Time Allowed 3 Hours. Theory Maximum Marks 60. Practical Maximum Marks 40. Pass Marks 40 Percent in the Paper.

Registration. Object of registration. Meaning of the expression. Articles which can be registered. Cases in which registration is compulsory. Conditions of registration. Postage rates and fee. Pre-payment of postage and fee in full. Manner of registering. Sender's receipt. Acknowledgement for registered articles (RP.54) or Advice of Delivery (CN-07) and fee. Attested copies of receipts. Compensation. Negligence resulting in loss to be punished. Treatment of articles presented for registration. Preparation of articles for despatch. Preparation of registered lists and closing of registered bags. Articles of the letter mail registered by the Mail peon, Village postmen and Branch Post Offices. Special forms of registered journals. Registered bag for Returned Letter Office. Delivery of registered articles. Opening of registered bags and examination of their contents. Preparation of receipts to be signed by the addressees. Distribution to Postmen. Disposal of articles of Branch Offices and village postmen. Delivery of articles on which custom duty is due. Receipts, acknowledgements and undeliverable articles taken from postmen. Receipts, acknowledgements and undelivered articles received from Sub account department. Special procedure for delivering registered articles to firms, etc. Examination of registered lists. Disposal of signed acknowledgements (RP-54). Delivery of registered articles to residents at Hotels, Clubs, etc. Delivery of articles at the Post Office. Use of delivery slips. Missent articles. Redirection of registered articles. Unclaimed articles. Refused articles. Return of undelivered articles to senders must carry reasons for non-delivery under dated initials. Registered Abstract (RP.-34). Monthly statistics. Examination of registered abstract. Action to be taken when all the registered bags comprising a despatch are not received. Cases in which registered bags may be sent outside mail bags. Due despatch of registered bags. Definition of registered bundles. Distinguishing letters used for numbering registered bundles. Preparation of registered bundles. Examination and disposal of registered bundles received. Universal Postal Union. Treatment of registered articles for Foreign countries. Countries to which registration is available. Form CN-07 duly filled in to be attached to the registered article if acknowledgement of delivery is desired by the sender. Liability of Post Office for loss. Recovery of lost registered articles. Responsibility of the sender. Insurance of postal articles. Articles which can be insured. Conditions of insurance. Cases in which insurance is compulsory. Treatment of articles the insurance of which is compulsory but not insured. Insurance covers all risks in course of transmission by post. Offices which can insure articles. Fee and rates, etc. Prohibited contents. Prepayment of all postage charges and fees is compulsory. Packing make up and addressing. Size and other conditions.

Manner of insuring. Penalty for breach of conditions. Receipt for sender. Acknowledgement (RP-54)/ Advice of Delivery (CN-07). Responsibility of Post Office. Claim for compensation in respect of insured letters received from other countries. Responsibility of the sender. Recovery of a lost insured article. Responsibility for insured articles. Treatment of articles for despatch. Insured articles posted in Branch Offices. Preparation of insured articles for despatch. Closing of insured bundles and envelopes. Insured articles irregularly accepted. Delivery of insured articles. Examination of book of receipts for intimations and notices delivered (RP-53). Delivery of insured articles addressed to minors. Insured articles for Branch Offices. Disposal of receipts and Acknowledgements. Insured articles in deposit. Missent, redirected, unclaimed and refused insured articles. Insurance of Value-payable articles. Insurance to destination and Inland Insurance. Foreign parcel post insurance. Claim for indemnity in respect of insured articles received from other countries. Closing of insured bags. Examination and opening of insured bag received. Manner of dispatching of insured bags.

Introduction of MS PowerPoint. Open New Slide. New Slide (Choose an Auto layout on Requirement). Save and Save As Slide, Editing of Slides, Design Slides, Custom Animation of Slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Create Table, Delete Table, Insert Row and Column. Animation Effect. Slide Shadow. Slide Show, Slide Transition, Slide Numbering. Page Setup (Portrait and Landscape). Print Setup (Current Page, Selection Page, All Pages), Printing of one, two or more Slides in One Page. Insert chart. Pure Black and White Printing.

6th Week.

Meaning of Registered parcel post articles. Prepayment of postage charges compulsory. Acknowledgement for inland Parcel (RP-54) and Advice of Delivery CN-07 for foreign parcel. Compulsory affixing of Customs Declaration in Form CN-22 or CN-23 and Despatch Note in Form CP-71 to every outward foreign parcel or packet. Weight and Size. Packing and make up. Manner of prepaying postage. Method of addressing. Sender's receipt. Prohibited articles through parcel post. Parcels containing inadmissible communications. Preparation of parcel lists. Closing of parcel bags. Use of more than one parcel bags for the same office. Opening of parcel bags and examination of their contents. Treatment of prohibited or dutiable articles. Redirection fee on parcels. Redirection of parcels. Delivery of parcels on which custom duty is due. Examination of Parcel Abstract (RP-8) and articles in deposit. Period of detention of parcels in the office of delivery. Treatment of undeliverable inward foreign parcels. Final disposal to be determined from Despatch Note CP-71. Definition of Value-payable post. Value-payable articles. Declaration. Manner of posting. Conditions regarding despatch of Value-payable articles. Distinguishing letters placed before number of Value-payable articles. Value-payable Money Order forms. Non Receipt of Value-payable Money Order form. Complaints regarding Value-payable articles. Responsibility of government. Despatch of Value-payable articles. Treatment of Value-payable articles presented for despatch. Realization of postage, registration fee and Supplementary fee on letter only from the sender. Preparation of Value-payable articles for despatch. Value-payable articles posted in Branch Offices. Special form of Value-payable Journal. Despatch of Value-payable articles.

Treatment in District Mail Offices. Value-payable Money Order to be noted in Value-payable Journals. Examination of Value-payable Journals. Entries in the Register of Value-payable articles received. Manner of delivery, payment to sender. Detention in office of delivery and levy of demurrage. Examination of register of Value-payable articles received. Delivery of Value-payable articles not exceeding the prescribed limits of value. Value-payable articles for Branch Offices. Receipts, cash and undelivered articles received from Postmen and Sub account department. Issue of Value-payable Money Order. Disposal of Value-payable articles receipts. Disposal of missent, redirected, unclaimed and refused Value-payable articles. Foreign Value-payable (Cash-on-Delivery) service. Foreign Parcels. Enquiries regarding foreign parcels. Ware housing charges. Customs duties and charges on delivery on inward foreign parcels. Custom clearance fee. Repacking charges. Transmission of Value-payable parcels. Manner of posting. Payment to sender. Insurance of Value-payable parcel. Inland rules generally applicable.

Introduction to Software relating to (1) Counter Automation Software (2) Savings Bank Computerization (3) International Processing System (IPS) and (4) Express Mail Track and Trace System (EMTTS).

7th Week.

Taking of Paper III by the trainees. (Registration, Parcel, Insurance and Value-Payable). (i.e. Course covered in 5th week and 6th week excluding items pertaining to Computer). Time Allowed 3 Hours. Theory Maximum Marks 60. Practical Maximum Marks 40. Pass Marks 40 percent in the Paper.

Ordinary money orders. Limit for issue of a single Ordinary money order. Amount of commission and fee chargeable. Duties of clerk for issue of money order. Remitter's receipt. Money orders from Branch Office. Entries in Journal of Money Orders issued. Preparation of Money Orders for despatch. Despatch of Money Orders. Money Orders issued by Sub Offices. Money Orders received in sorting. Payment of money orders. Examination of Money Orders by clerk for payment. Entries in the Register of Money Orders received. Maximum limit of amount for payment by a single postman. Money Order payment by Village postman and Branch office. Identification of payee. Procedure regarding loss of Money Order before or after payment. Money Order paid to a wrong person. Disposal of payees' acknowledgement. Entries in journal of Money Order paid. Disposal of Money orders received misdirected. Redirection of Money Orders. Unclaimed/Refused Money Orders. Period of currency of Money Orders. Void Money Order and their re-issue. Preparation and submission of Money Order Returns. Salient features of Urgent Money Orders and Fax Money Orders. Limit for issue of a single Urgent Money Order or Fax Money Order and amount of commission and fee chargeable on each. Salient features of Postal Draft Service. Duties of Clerk in connection with issue of Postal Draft. Rates of commission. Precautions regarding payment of Postal Draft. General Post Offices authorized to pay British Postal Orders. Examination of British Postal Order presented for payment. Objects of issue of Pakistan Postal Orders. Denominations of Pakistan Postal Orders. Rate of Commission of Pakistan Postal orders. Offices authorized to sell and encash Pakistan Postal Orders. Entries to be made by the purchaser. Procedure for sale of Pakistan Postal Orders. Entries of sales in journal and stock book. List of Postal orders sold. Memo of unsold Pakistan Postal Orders. Loss or theft of unsold Pakistan Postal

Order. Examination of Pakistan Postal Order presented for Payment. Orders of payment by postmaster. Payment to holder. Payment of crossed postal orders. Period of currency. Refund of value of Postal Order. Pakistan Postal Order paid at Sub Offices. Loss of Pakistan Postal Order after payment. Pakistan Postal Order paid at Branch Post Office. Entries in the journal of Pakistan Postal Order paid. Submission of abstract of payment of Postal Orders to Audit Office. Operation of Savings Bank. Issue and encashment of Savings Certificates.

Introduction to Software relating to (1) Military Pension Payment System and (2) Pakistan Telecommunication Company Limited Pension System.

8th Week.

Collection of Provincial Taxes and Fees. Renewal of Arms Licences. Renewal of Driving Licences. Collection of Motor Vehicle tax. Penalties and grace period for payment. Sale of various types of Provincial stamps. Payment of pension to Postal pensioners and to retired employees of the Pakistan Telecommunications Company Limited. Payment of Military Pension at post Offices. Preparation of Schedule of Pension. Transfer of postal pension. Collection of utility bills. Salient features of Postal Life Insurance. Different kinds of Postal Life Insurance policies. Manner of insuring. Manner of realizing premia. Procedure regarding registration of policy. Lapse of policy. Forfeiture of policy. Revival of policy. Settlement of claims. Conflict Management. Morale, motivation and commitment.

Taking of Paper-IV by the trainees (Money Orders, Postal Orders, Savings Bank, Savings Certificates, Provincial Taxes, Utility Bills, Pension Payment and Postal Life Insurance). (i.e. Course covered in 7th week and 8th week excluding items pertaining to Computer). Time Allowed 3 Hours. Theory Maximum Marks 60. Practical Maximum Marks 40. Pass Marks 40 Percent in the Paper.

Qualifying marks in the Examination comprising Paper I to Paper IV will be 50 percent in the aggregate.

Introduction to Software relating to (1) Benazir Income Support Programme System and (2) Western Union Money Transfer System.

Practical Examination in Computer. (Course covered in 1st week to 8th week). Maximum Marks 100. Time Allowed 1½ Hours. Pass Marks 45 Percent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Departure of trainees.

135/2. SYLLABUS OF POST OFFICE CLERKS' ADVANCED TRAINING COURSE FOR EIGHT WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees, etc. Course Orientation. Military pension paying Agencies. Main classes of Military pension and allowances. Classes of Military pensioners. Descriptive Roll and Pension Certificate for snew pensioners. Maintenance of Index Register. Procedure for opening of Pensioner Saving bank account in Head Offices, Sub Offices, Branch Offices. Procedure of payment of Military pension at General Post Office. Children's Allowance, Jangi Inam, Procedure for first payment to Military pensioner. Identification of accounts of different pensioners.

Practical for filling necessary forms. Payment of pension to widows and payment of allowances to children. Transfer of pensioner Account from one General Post Office to another General Post Office. Visit to a local General Post Office for learning practical work of Military pension. Introduction of different forms to be used under Saving Bank system. Custody of Descriptive Register and Pension papers. Payment of Arrears of pension. Audit Objection Recoveries. Nomination of heirs. Payment of Pension to lepers. Exception to pensioners to appear in person. Re-employed pensioners. Reduction or forfeiture of pension. Division of family pension. Arrears of pension. Death of pensioner Nomination of heirs. Practical for filling necessary forms.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main-Frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software, Hardware and Devices. Types of Software (Operating Systems, Application Software, Drivers, Languages).

2nd Week.

Procedure to adjust over payments. Debits and over payments. Preparation of different schedules of pension. Procedure of first payment of pension to a postal pensioner. Procedure of payment. Schedule of Post Office pension payment cum pension allowance and disability pension. Transfer of postal pension. Procedure of payment of pension to a person other than Postal pensioner. Pensioner half/Disburser half. Postal pension payment register. Payment of postal pension through Agent. Procedure of payment of pension to an employee of the Pakistan Telecommunications Company Limited.

Taking of Paper-I by the trainees. (Course covered in the 1st week and 2nd week excluding items relating to Computer). Time Allowed 3 Hours. Theory Maximum Marks 60. Practical Maximum Marks 40. Pass Marks 40 percent in the Paper.

Definition of Depositor, Deposit, Balance, Account, Pledge, Minor, Guardian. Saving Bank as Agency function of Federal Government. Maintenance of secrecy by postal official. Limitation as to opening an account and maximum deposit. Procedure for opening of Account in Head Office, Sub office and Branch office. Issue of passbook in Head office. Mode of depositing money after opening of an account. Issue of passbooks by Sub offices and preparation of statement of passbooks issued. Deposit not bearing profit. Saving Bank Passbooks and its importance. Cases in which fresh Index Cards are to be obtained. Stock of passbooks. Specimen signature book. Saving Bank ledger. Procedure in Head office in respect of Account opened in a Sub-office or a Branch Office. Special procedure in respect of Minor Account, Lunatic Account. Procedure in Head Office in respect of deposits at other offices. Application for withdrawal. Payment to illiterate depositors. Practical for filling necessary forms. Team work. Conflict Management. Customer Care.

Introduction to Windows XP (Start Menu, Desktop Properties, Paint, Control Panel, etc.). Installation of Software, Hardware and Trouble-shooting of different types of software and hardware. Installation of Printer.

3rd Week.

Withdrawal of money from Savings Bank account at Head office, Sub office and Branch office. Procedure in head office in respect of withdrawal at Sub office. Saving Bank memo. Saving bank Journal. Memo of Admission of payment. Withdrawal from Minor Account, Withdrawal from Security Account. Withdrawal form Joint Account, Withdrawal from Public Account. Receipt for depositor passbook. Register of undelivered passbook in Head office and Sub office. Entry of profit in Sub Office Saving Bank ledger and return of Saving Bank passbook. Deposit and withdrawal in Branch offices. Practical for filling necessary forms. Definition and procedure of Security Account, Procedure of transfer of Account under the same Head office and to an office under an other Head Office. Calculation of profit in respect of Saving Bank account to be closed. Cases under which the transfer of account is not allowed. Annual statement of profit. Entry in the ledger and passbook. Examination of entry of profit in passbooks received in Head office from Sub office and Branch office. Entry of profit in Saving Bank ledger and return of passbook to depositor. Procedure for closing of Account. Procedure for settlement of Saving Bank deceased case. Definition and procedure of dead account. Practical for filling necessary forms. Deduction of Zakat from Sahib-e-Nisab. Asset Code No. Deducting Agency. Assets not liable for Zakat. Issue of Zakat Deduction Certificate. Schedule of daily Zakat Receipt. Deduction of Zakat at head Office from ordinary Savings Bank Account, Procedure in sub offices regarding deduction of Zakat from ordinary Savings account. Procedure in Branch office regarding Zakat deduction from ordinary accounts. Zakat deduction from Time Deposit Account. Practical for filling necessary forms.

Introduction of Microsoft Office (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Create File, Open File, Close File, Save and Save As, Save a new Document. Page Setup, Basic editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Border and Shading, Page Column. Create Table (Table Properties, Borders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Zakat deduction from the Savings Certificates, General Provident Fund and Postal Life Insurance payments. Transfer of Zakat. Refund of Zakat. Procedure of Zakat deduction in post offices situated in Azad Jammu and Kashmir and Gilgit Balitistan. Register of Daily Zakat. Collection and Schedules of Zakat Receipt. Practical for filling necessary forms. Denomination and types of Defence Savings Certificates, Regular Income Certifies, Special Savings Certificates, etc. Salient feature of different types of Certificates and procedure for their purchase. Payment for certificate purchased, payment by investor for purchase of certificate. Distribution and supply of certificates. Stock Register of Certificates. Permissible limit of holding (face value) of certificates by various classes of investors. Issue of certificates. Custody of certificates. Purchase of certificates by persons living abroad. Declaration by a purchaser for not claiming profit. Journal of certificate issued. Discharge of certificates. Discharge of certificate of lunatic, minor and ex-minor. Practical for filling necessary forms. Discharge of certificates held in joint name.

Encashment of saving certificates by non-residents, Discharge of certificate at Branch office. Journal of Certificates discharged, Payment of certificate at an office where it is not registered on transfer. Provisional receipt of certificates. Memo of admission of payment and transfer. Practical for filling necessary forms.

Introduction of Microsoft Excel. Create Work book, Open File, Close File, Save a new Work book and Save As. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font Style, Font Size, Superscript, Subscript, etc). Insert New Work Sheet, Row and Column, Chart and Picture, etc. Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape). Header, Footer and Print Setup (Current page, Selection page, All pages).

5th Week.

Transfer of Savings certificate from one office to another. Transfer of certificate from one holder to another. Acceptance of certificate in payment of Government dues. Acceptance of certificate as securities. Pledging of certificates as securities. Encashment of holding of a deceased person. Payment of certificates of deceased holder. Replacement of lost, destroyed or damaged certificates. Certificate spoiled before issue. Spoiled certificates. Loss or theft of certificate before issue. Loss or theft from the custody of holder. Practical for filling necessary forms. Attachment of certificates by Civil or other Court. Head office weekly Summaries, Savings certificates, Voucher list. Yearly list of unsold certificates. Practical for filling necessary forms.

Taking of Paper-II by the trainees. (Course covered in the 2nd week to 5th week excluding items relating to Computer). Time Allowed 3 Hours. Theory Maximum Marks 60. Practical Maximum Marks 40. Pass Marks 40 percent the Paper.

Introduction of MS PowerPoint. Open New Slide. New Slide (Choose an Auto layout on Requirement). Save and Save As Slide, Editing of Slides, Design Slides, Custom Animation of Slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Create Table, Delete Table, Insert Row and Column. Animation Effect. Slide Shadow. Slide Show, Slide Transition, Slide Numbering. Page Setup (Portrait and Landscape). Print Setup (Current Page, Selection Page, All Pages), Printing of one, two or more Slides in One Page. Insert chart. Pure Black and White Printing.

6th Week.

Responsibilities for Cash Account. Checking of balance of Sub office Account Cash. Treasury cash book. Disbursement of pay. Disposal of Acquittance Roll. Payment of officers' pay bill. Payment of Travelling Allowance Bill. Contingent charges. Preparation of Sub Office Account and monthly copy. Regulation of funds in sub offices. Treasury pass book. Remittances to and drawing from treasury. Summary of Head Office, Sub Office and Branch Office. Sub Office Account. Branch Office Account. Sub Office Slip. Branch Office Slip. Sub Office Daily Account. Branch Office Daily Account. Account Bag, Branch Office Bag, Contents of Account Bag closed by Sub Office and that closed by Head Office. Manner of closing of Cash and Account Bag in Head Office and Sub offices. Opening of Account Bag and Cash Bag in Head Office and Sub office. Remittances

through special carriers and through cash bags. Funds and remittances of cash. Examination of Branch Office Daily Account and Branch Office Summary in Sub Offices. Practical for filling necessary forms. Short receipt of vouchers by Account office and inadmissible Voucher. Preparation of Sub office daily Account and entry of authorized balance. Receipt and Disposal of daily Sub office account by Head Office and Sub Office Summary. Cash in transit. Examination of balances and of Excess Cash Balance Memo by Head office. Receipt of Monthly copies of Sub Office account in Head Office. Disposal of contents of Branch Office bag. Practical for filling necessary forms. Opening of BO bag and Cash bag. Village postman register and its examination by Sub account Clerk or by Postmaster. Visit book of postman and its checking by Sub account clerk or Postmaster. Duties and responsibilities of Treasurer. Treasurer's Cash Book. Daily adjustment of Treasurer account and payment of money order. Responsibilities for and duties about account. Maintenance of Account Book. Summary of Head Office, Sub Office and Branch Office. Head office Cash Book and Cash Account. Letter postage Account. Deposit Account. Postmaster's Balance Sheet. Submission of cash account and cash balance report to Account Office. Practical for filling necessary forms. Statement of balances. Schedule of receipts and payment. Supplementary account for June. Cash balance for June. Postmaster's Balance Sheet for June. Special attention towards Supplementary Account. Practical for filling necessary forms. Account of Consolidated Treasury Receipts and Postal Receipts to be made. Preparation of Supplementary Account for June.

Introduction to Software relating to (1) Counter Automation Software (2) Savings Bank Computerization (3) International Postal System (IPS), (4) Express Mail Track and Trace System (EMTTS),

7th Week.

Taking of Paper-III by the trainees. (Course covered in 6th week excluding items relating to Computer). Time allowed 3 Hours. Theory Maximum Marks 60. Practical Maximum Marks 40. Pass Marks 40 percent in the Paper.

Introduction and functions performed by Pakistan Post Office Department on behalf of Provincial Government. General procedure for sale of Provincial Taxes stamps. Procedure for transaction in respect of Arms licenses, Driving Licenses, Licenses and Motor Vehicle Tax. Supply and accounting of stamps. Monthly Statement showing particulars of fresh entries in Arms Licenses Register (PT-6). Register of Provincial Stamps purchased from Treasury (PT-22). Practical for filling necessary forms. Register of Arms Licenses (PT-1). Register of Driving Licenses (PT-2). Register of Motor Vehicles Tax Receipts (PT-3). Monthly Statement of Provincial Stamps sold (PT-23). Book of Motor Vehicles Tax Receipts (PT-24). Schedule of Motor Vehicles Tax Receipt and Income Tax Collection [PT-24(A)].

Introduction to Software relating to (1) Military Pension Payment System (2) Pakistan Telecommunication Company Limited Pension System.

8th Week.

Annual Statement of defaulters in respect of Arms License (PT-7). Monthly statement of defaulters in respect of Driving Licenses (PT-10). Quarterly Statement of defaulters in respect of Motor Vehicles Tax (PT-13). Transfer Advice (PT-20). Renewal of Arms

License and Driving Licenses. Return of obsolete stamps. Transfer of Arms License and Driving License between post offices. Practical for filling necessary forms. How to make fresh entry of Arms License/Driving License. Monthly statement of Arms License entered and renewed (PT-8). Certificate of Payment (PT-29), Income tax receipt book. Penalties and grace period, Prohibitory orders. Salient features of Food Support Programme. Executive Agencies (Pakistan Bait-ul-Mal, Pakistan Post Office, Provincial Government). Primary responsibilities of Bait-ul-Mal for execution of Food Support Programme. Responsibilities of Post Office in connection with Food Support Programme. Practical for filling necessary forms. Registration of Postal Life Insurance Policies. Realisation of PLI premia and maintenance of PLI Ledger Cards.. Practical for filling necessary forms.

Taking of Paper-IV by the trainees. (Course covered in 7th week and 8th week excluding items relating to Computer). Time Allowed 3 Hours. Theory Maximum Marks 60. Practical Maximum Marks 60. Pass Marks 40 percent in the Paper.

Qualifying marks in the Examination comprising Paper I to Paper IV will be 50 percent in aggregate.

Introduction to Software relating to (1) Benazir Income Support Programme System and (2) Western Union Money Transfer System.

Practical Examination in Computer (Course covered in 1st week to 8th week). Maximum Marks 100. Time Allowed 1½ Hours. Pass Marks 45 percent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

135/3. SYLLABUS OF POST OFFICE CLERKS' REFRESHER TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees. Course orientation. Exclusive privilege of the Pakistan Post Office Department for carrying letters and effecting their delivery. Study of provisions of sections 49 to 56 and 62 to 72 of the Post Office Act 1898. Breach of provisions of Law punishable after criminal prosecution in a Court of Law. Personal supervision of mails by Postmaster. Scheduled timing of receipt and dispatch of mails as per Due Mail and Sorting List. Different means of conveyance of mails. Examination and Verification of mails. Disposal of Registered Bags to Registration Department. Transfer of parcels with parcel lists and Parcel bags and Insured bags to the Parcel Department. Transfer of Account Bag or Branch Office bag to Treasurer. Disposal of mails addressed to Postmaster. Disposal of forward mails to Sorting branch. Study of Revised Bag Account Rules. Preparation of invoices of empty bags dispatched. Filling up of Daily Bag Account and Monthly statement. Indent for supply of bags. Due bag list. Return of surplus bags over the fixed imprest. Segregation of torn and unserviceable bags and their disposal. Requisitioning of empty bags to replenish the deficiency in the fixed imprest and in emergent cases. Time bills and time statements. Detention of mail to be reported. Due mail and unusual mails and connected documents. Preparation of due mail and unusal mails. Handing over of mail to the contractor/carrier. Closing of transit bags. Extra dispatches of mails. Sources of receipt of articles for sorting. Latest hours of posting

of mail. Check on clearance of Letter Boxes. Hour Plates and keys and their custody. Examination of mail. Separation of articles taken from letter boxes. Minimum and maximum size of letter. Proper and clear stamping of articles. Business Reply cards and Reply envelopes. Undecipherable articles. Treatment of unregistered parcels found in letter box. Treatment of articles marked Registered and Value-payable articles found in letter boxes. Articles found open, damaged, or without contents. Articles reposted in letter boxes. Important event to be noted in Error Book. Book of Postmarks. Closing, sealing and dispatch of bags. Locking arrangement of mail boxes. Runners not to be present when mails are closed. Different kinds of mail bags. Contents of various bags. Transfer of mail bag to mail clerk. Mail List. Disposal of mail lists received. Disposal of time bills after submission of time statements. Definition of delivery. Qualifications of delivery clerk. Supervision over postman and other staff as regards wearing of uniform and attendance. Loss of articles given out for delivery. Irregularities to be noted. Careless stamping to be noted. Courtesy to the public. Customer Care. Team work. Cooperation.

What is Computer? Main parts Mainframe of Computer. Classification of Computer. Micro Computer, Mini Computer and Main-Frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software, Hardware and Devices. Types of Software (Operating Systems, Application Software, Drivers, Languages).

2nd Week.

Distribution of paid articles. Delivery of paid articles. Window Delivery, Post box and Post Bags. Post Restante. Delivery to public officers. Treatment of undeliverable articles in Post Office. Disposal of unclaimed and refused articles and recording of remarks. Book of Addressee's Instructions. Redirection Card. Beat Instruction Register. Redirection of Inland articles and Foreign articles. Missent and Misdirected articles. Disposal of redirected and unclaimed articles. Paid unregistered articles in deposit. Examination of bags before their opening. Transfer of registered bags, parcel bags and Account Bags. Delivery of Unpaid articles. Examination of post cards of private manufacture. Articles deliverable through post boxes, Postman, Sub Account and Village Postman. Missent and Misdirected articles and their disposal. Sorting and Distribution to Postmen. Articles returned by postmen should carry their remarks for non-delivery with dated signatures. Checking of returned articles through Town Inspector. Curbing Pilferage of Magazines. Maintaining a special register for entry of Magazines, etc. Disposal of unclaimed articles. Postage taxed on delivery. Postage charged on official articles. Letter Postage account. Memo of unpaid Postage. Distribution of unpaid articles. Account with Postmen and window delivery clerk. Postman's letter Postage Account. Deposit Account. Memo of forwarded postage. Undeliverable unpaid articles forwarded to Returned Letter Office. Return to senders of articles posted. Delivery through Village Postman. Beat Test, Test Card/Test Letter. Practical for filling necessary forms. Yearly enumeration. Annual village return. Meaning of expression "Registered". Conditions regarding Registration. Cases in which registration is compulsory. Liability of Post Office for loss of registered articles. Acknowledgement for registered articles and its Fee. Label on foreign registered articles.

and Money Order form. Entry in Value payable journal. Attestation of entries in Value Payable journal. Examination of Valuable Payable journal. Treatment of Value Payable articles found in letter box. Examination of insured articles presented for booking at counter. Manner of Booking. Conditions of Posting. Cases in which insurance is compulsory. Responsibility of Post Office. Safe custody. Closing of insured envelopes and bundles. Importance of seals. Acknowledgments. Checks to be exercised before despatch. Insured articles liable for custom duty. Articles for which Insurance is available. Prohibited contents. Method of addressing and packing, etc. Penalty for breach of conditions. Responsibility of post Office. Transmission of Value Payable articles. Payment to sender. Insurance of Value Payable articles. Registered List. Registered bundle. Insured Bundle. Attestation of entries by Postmaster. Entries of booking and dispatch on the reverse of last receipt of registered journal. Maintenance of Registered abstract. Maintenance of Statistical register. Monthly statistics. Booking of Registered parcels Inland and Foreign. Minimum and maximum size of parcels. Maximum weight limit of a parcel. Preparation of articles for dispatch checks to be exercised. Booking of Value Payable parcels. Examination of Value Payable Money Order. Prepayment of postage on foreign parcels is compulsory. Dispatch note (CP-71). Customs Declaration (CN-22 and CN-23) about contents and value. Packing, make up and method of addressing. Addressee's Acknowledgements RP-54. Advice of Delivery CN-07. Articles prohibited from export. Responsibility of post office. Checks to be exercised before dispatch. Insurance of foreign parcels. Prepayment of postage and non-postal charges. Penalty for breach of conditions. Manner of posting. Insurance of Inland Value payable parcels. Special forms of Registration and Parcel journals. Distribution to postman for delivery of registered articles and parcels. Delivery of article on which custom duty is due. Receipts and acknowledgements. Registered articles addressed to firms. Missent articles. Unclaimed articles. Refused articles. Period of detention. Redirection of parcels. Delivery of Insured Articles. Insured articles in deposit. Redirection of Insured articles. Entry in Register of Value Payable articles received. Prescribed limits of value for delivery by postman. Book of receipts for intimations. Value Payable articles for Branch Post Offices. Issue of Value Payable Money Order. Disposal of Value Payable articles receipts. Redirection of Value Payable articles. Delay in delivery.

Introduction to Windows XP (Start Menu, Desktop Properties, Paint, Control Panel, etc.). Installation of Software, Hardware and Trouble-shooting of different types of software and hardware. Installation of Printer.

3rd Week.

Taking of Paper-I by the trainees. (Course covered in 1st week and 2nd week excluding items relating to Computer). Time allowed 3 Hours. Theory Maximum Marks 50. Practical Maximum Marks 50. Pass marks 40 percent in the Paper.

Issue of Ordinary Money Order/Urgent Money Order/Fax Money Order. Limits regarding issue of money order of each description. Commission and fee chargeable from the remitter on each type. Realization of money. Acceptance of cheque for issue of Money Order. Money Orders received from Treasury Officer. Money Orders received from Branch Offices. Payment of Money Orders by Branch Offices. Limit of payment of money order by Village Postman. Supply of funds for payment of Money Order. Payment of money Order at Head Office and by Sub Office or by Postman. Limit of payment. Examination of

book of receipts for intimations and notices delivered. Examination of money order paid by postmen and at the window. Identification of payee. Payment at places not served by Postman/village postman. Money Order Paid to wrong person. Disposal of payees acknowledgements. Entries in Journals of money order paid. Money Order paid by Pay order or cheque. Money orders in deposit. Issue of Value Payable money orders. Payment of Value Payable money order. Withholding of Value Payable money order on the complaint of addressee of Value Payable articles. Monthly statistics. Compilation of daily totals of Money Order paid. Attachment of Money Order by Civil Court. Period of currency of Money Orders. Payment of order whose currency period has expired. Money Order lost before payment. Procedure of issue of duplicate Money Order. Description of Void Money Order. Application for payment of void Money order. Void Money Order reissued by Audit Office. List of Void Money Order. Redirection of money orders. Unclaimed and Refused Money Order. Claim of defrauded person. Money Order lost before and after payment. Daily Money Order journals from Sub Offices. Submission by Head Office of return and documents to Audit office. Due date for Submission of Money Order list. Abstract of daily Money Order. Summaries of monthly totals of Money orders Issued and Paid. Closing entries in Summary. List of void money orders. Dispatch of Money Order Returns to Audit Office. General Post Offices authorized to pay British Postal Orders. Denominations of Pakistan Postal Orders and Commission to be charged. Supply and Sale of Pakistan Postal Order. Stamping and affixing of signature. Journal of Pakistan Postal Orders sold. List of Pakistan Postal Orders Sold. Spoiled Pakistan Postal Orders. Memo of unsold Pakistan Postal Orders. Stock register of Pakistan Postal Orders. Payment of Pakistan Postal Orders. Daily list of Pakistan Postal Orders Paid. Abstract of Payment of Pakistan Postal Orders. Refund of Value of Pakistan Postal Order. Period of Currency of Pakistan Postal Order and Payment after period of currency. Loss of Pakistan Postal Order after payment, Loss or theft of unsold Pakistan Postal Order. Post Office Savings Bank. Object of Government for establishment of Post Office Savings Bank. Secrecy of information. Persons who may deposit money. Limitations as to opening account and deposit. Powers to withdraw and limitations as to Withdrawals. Opening of account. Filling of Index card. Procedure for depositing money after account has been opened. Procedure for withdrawal. Account in Branch Offices, Sub Offices and Head Offices. Accounts in Audit Office. Opening of account in Sub offices and Branch Offices. Procedure in Head Office regarding account opened in Sub Offices and Branch Offices. Practical for filling necessary forms. Specimen Signature Book. Cases in which revised Index Card is obtained. Declaration by agent. Stock of Savings Bank Pass Books.

Introduction of Microsoft Office (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Create File, Open File, Close File, Save, Save As, Save a new Document. Page Setup, Basic editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Border and Shading, Page Column. Create Table (Table Properties, Borders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Conflict Management. Minors Accounts, Lunatics' Account. Security deposit accounts, Public Accounts, Joint account. Special Savings Account. Deposit by cheques. Application for withdrawal. Payment to illiterate depositors. General Power of Attorney regarding withdrawal. Visit to local General Post Office. Withdrawal at Sub Offices, Memo of Admission of payment. Register of undelivered Pass Books in Head Offices and Sub Office. Transfer of Savings Bank Accounts. Cases under which transfer of account is not allowed. Account transferred to Head Office. Advice of transfer. Transfer of account from a Sub Office/Branch Office to a Head Office other than the Head Office of Account. Practical for filling necessary forms. Calculation of profit in the case of an account to be closed. Annual Statement of Profit. Entry of Profit in the ledger. Entry of Profit in Pass Books. Closing of account. Closing of Minor's account on Maturity. Preparation and submission of Savings Bank Returns to Audit Office. Dates for submission. Copy of Savings Bank Journal. List of Savings Bank account transferred and opened on transfer. Savings Bank voucher list. Adjustment of errors. Change of depositor's name. Issue of duplicate pass book in lieu of spoiled or lost pass book. Issue of fresh pass book in lieu of used one. Dead accounts. List of dead accounts. Re-opening of dead account. Practical for filling necessary forms.

Introduction of Microsoft Excel. Create Work book, Open File, Close File, Save a new Work book and Save As. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font Style, Font Size, Superscript, Subscript, etc). Insert New Work Sheet, Row and Column, Chart and Picture, etc. Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape). Header, Footer and Print Setup (Current page, Selection page, All pages).

5th Week.

Morale Motivation. Settlement of Savings Bank deceased claim cases. Powers of different officers to sanction claims. Attachment of money at the credit of an account by Civil or other courts. Salient features of Defence Savings Certificates, Special Savings Certificates and Regular Income Certificates. Procedure for purchase of certificates. Payment by investors for certificates purchased. Preparation of journals of certificates Issued. Supply of Stock of certificates. Stock register of certificates. Custody of certificates. Declaration by purchaser not claiming profit. Discharge and encashment of certificates. Restrictions on encashment and premature encashment. Discharge and encashment of certificate in the name of minors and joint names. Discharge and encashment of certificates in the office where not registered. Exchange and partial payment of Certificates. Journal of certificates discharged. Profit payable on certificates, provisional receipts. Memo of Admission of payment of Certificates. Memo of Admission of Transfer. Change of name of holder of a certificate. Transfer of certificates form one person to another. Transfer of certificate from one office to another. Practical for filling necessary forms. Deceased claim cases of Savings certificates and payment. Replacement of destroyed and damaged certificates. Certificates spoiled before issue, Spoiled in the custody of holder. Loss or theft from the custody of holder. Attachment of certificates by the Court. Head Office weekly summaries. Savings certificates voucher list. Yearly list of unsold savings certificates.

Taking of Paper-II by the trainees. (Course covered in 3rd week to 5th week excluding items relating to Computer). Time Allowed: 3 Hours. Theory Maximum Marks 50. Practical Maximum Marks 50. Pass marks 40 percent in the Paper.

Postal Life Insurance. Introduction and History. Eligibilities of Insurance. Kinds of Postal Life Insurance Policies. Proposal for Postal Life Insurance. Payment of first premium and Medical examination. Transmission of proposal to Director, Postal Life Insurance. Acceptance, Acknowledgement and Issue of Premium Receipt Book for depositing premium. Postal Life Insurance Receipt schedules preparation and submission. Surrender Value, Paid-up policies. Payment of Postal Life Insurance policies. Commission of Canvassing Agents. Loan from Postal Life Insurance policy, Payment of Loan by Loanees. Interest on Loans. Postal Life Insurance work in Post Office. Practical for filling necessary forms. Responsibility for accounts, cash, etc. Checking of balance in Sub Office Account. Verification of balance by Postmaster. Treasurer's Cash book and duties of Treasurer. Custody of postage, non-postal and other stamps.

Introduction of MS PowerPoint. Open New Slide. New Slide (Choose an Auto layout on Requirement). Save and Save As Slide, Editing of Slides, Design Slides, Custom Animation of Slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Create Table, Delete Tables, Insert Row and Column. Animation Effect. Slide Shadow. Slide Show, Slide Transition, Slide Numbering. Page Setup (Portrait and Landscape). Print Setup (Current Page, Selection Page, All Pages), Printing of one, two or more Slides in One Page. Insert chart. Pure Black and White Printing.

6th Week.

Disbursement of pay. Disposal of Acquittance Roll relating to pay. Officer's Pay bill. Payment of Travelling Allowance and Contingent charges (Bills). Preparation of Sub Office Account. Checking balance of sub-office account. Monthly Copy of Sub Office Accounts. Regulation and provision of funds for Sub Offices by Head Office. Disposal of surplus funds at Sub Office. Removal of funds though Overseer. Authorized balance. Practical for filling necessary forms. Treasury Pass Book. Treasury Receipt and Treasury Voucher. Purchase of postage stamps. Sub Office and Branch Office Daily Accounts. Sub Office and Branch Office Slips. Account Bag. Branch Office Bag. Contents of Account bag from Sub Office. Contents of Account bag from Head Office. Closing of cash in Head Office Bag. Closing of Account bag in Head Office. Closing of Cash bag in Sub Office. Closing of Account bag in Sub Office. Opening of Account and Cash bag in Head Office. Opening of Account and Cash bag in Sub Office. Remittances in Cash bag. Mode of remittance. Remittance through special carrier. Unnecessary remittances to be avoided. Provision of funds for Sub Offices. Supply of funds to Sub Offices at treasury station. Principles for supply and disposal of funds. Disposal of surplus funds. Exchange of remittance from one Sub Office to an other under same Head Office. Check of remittances between Sub Office and Head Office Remittances. Exchange between Sub Offices under different Head Offices. Check on remittances between sub offices. Remittances in cash and postage. Cash office. Manner of exchange of remittances. Head Office Summary. Treasurer's Cash Book. Register of Stamps. Register of Cheques. Sub Office Summary. Branch Office Summary. Sub Office Daily Accounts and Branch Office

Daily Accounts to be copied in Sub Office and Branch Sub Office Summaries. Examination of Branch Office daily accounts and Branch Office Summary in Sub Office. Short Receipt of voucher by Account Office. Inadmissible vouchers. Preparation of Sub Office Daily Account. Details of postage received direct and taxed. Remarks on Sub Office Daily Account. Liabilities of Sub Office. Daily account when there is no daily communication. Details of unpaid returned. Check of Account items in Head Office. Check in Head office of remittances between sub-offices under the same head office. Examination of undeliverable articles before transfer to deposit. Sub Office Money Order Journals and documents. Memo of Pakistan Postal Orders Sold. Comparison in Head Office of Savings Bank Memos with documents. Sub-Office Certificates lists and documents. Postage in transit from Head Office. Cash and Stamp in transit from head Office. Transit items from Sub Office to Sub Office. Liabilities of Sub Office. Examination of balances by Head Office. Authorized balance. Excess Cash Balance Memo. Action regarding Irregularities in Sub Office balances. Receipt of monthly copy of the Sub Office account in Head Office. Contents of Branch Office bag. Branch Office Slip. Check of Branch Office daily accounts. Branch Office transactions to be copied in Branch Office Summary. Cash and Unpaid postage in transit. Adjustment of errors and irregularities. Articles given to Village Postman for delivery. Payment of money order by Village Postman. Village and Sorting list. Village Postman's Visit Book. Village Postman's Register. Village Postman's Receipt Book. Realisation of letter postage. Main classes of pension and allowance. Children allowances. Classes of Pakistan Military Pensioners. Maintenance of Various Registers. List of Pensioners. Identification of Pensioner. Certificate from new pensioner. Index Register of Military Pensioners. Address of Pensioners. Change in name. Transfer of Pension. Dates of Payments of pensions. Procedure of payment. Arrears of pensions. Re-employed pensioners. Reduction or forfeiture of pension. Procedure of Adjustments. Audit Objections and recoveries. Pension payment in Branch Offices and its accounts in Sub Office/Head Office.

Taking of Paper-III by the trainees. Time Allowed: 3 Hours. Theory Maximum Marks 50. Practical Maximum Marks 50. Pass marks 40 percent in the Paper.

Qualifying marks in the Examination will be 50 percent in aggregate.

Introduction to Software relating to Computerization. (1) Counter Automation Software (2) Savings Bank Computerization (3) International Processing System (IPS), (4) Express Mail Track and Trace System (EMTTS), (5) Military Pension Payment System (6) Pakistan Telecommunications Company Limited Pension System, (7) Benazir Income Support Programme System and (8) Western Union Money Transfer System.

Practical Examination in Computer (Course covered in 1st week to 6th week). Maximum Marks 100. Time Allowed 1 ½ Hours. Pass Marks 45 percent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

135/4. SYLLABUS OF HEAD POSTMEN/OVERSEERS/DEPARTMENTAL BRANCH POSTMASTERS' TRAINING COURSE FOR FOUR WEEKS

1st Week:

Preparation of Joining Charge Reports. Admission of trainees, etc. Purpose of Course. Motto of the Pakistan Post Office Department. Role of Pakistan Post Office Department in socio-economic development of Pakistan. Different Modes of Conveyance of mail in Pakistan. Basic functions and Agency functions of the Pakistan Post Office Department. Organizational set up of Pakistan Post Office Department. Different types of Post offices. Head Office, Sub Office, Branch Office, Night Post Office, Town Sub Office, Transit Office, Cash Office. Difference between a Head Office and a Sub Office and their relationship. Relationship between a Branch Office and its Account Office. Different departments and branches of a Post office and their functions in brief. Different categories of Postal articles. Different types of Express Post Services such as Urgent Mail Service. Fax Mail Service and Express Mail Service. Competition with Courier Companies. Knowledge of postage rates chargeable, size and weight of inland and overseas articles of letter and parcel mail. Registration fee chargeable on a letter and a parcel. Maximum value of a money order which can be remitted. Fees and commission payable on Ordinary money order, Urgent money order, Fax Money Order and Benazir Income Support Programme money order. Secrecy of official information. Certificates of posting. Recall of letters. Various Units of Post Office and role of their Heads. District Mail Office. Returned Letter Office and its functions. Bag Control Office and Bag Sub Depot.

2nd Week.

Relation of Overseer with the Town Inspector and Assistant Superintendent of Post Offices. Penalty under sections 49 to 56, 62 and 63 of the Post Office Act, 1898. Discipline. Ground for penalty. Government Servants (Efficiency and Discipline) Rules, 1973. Major and Minor Penalties. Appeal against punishment. Kinds of leave. Casual Leave. Travelling Allowance and Daily Allowance. Joining Time. Transfer Grants. Welfare grants. Q Loans and Advances. Types of pension. General Provident Fund. Duties and responsibilities of (a) Mail Overseer, (b) Cash Overseer, (c) Overseer Postman and (d) Head Postman. Working of Mail lines. Conveyance of mail through runners. Huts for Runners. Beat of Overseer. Overseer's Central office. Route statement of Overseer. Supervision over mail lines and branch mail lines. Inspection and visits of Branch Post Offices. Verification of cash and stamps balances in Branch Post Offices. Examination of Value-payable articles, Insured articles and Money Orders in deposit in Branch Post offices. Examination of Book of Postmarks. Examination of Savings Bank Pass Books and warrants of payment in deposit.

3rd Week.

Acquittance Roll. Disbursement of pay by overseer to runners. Witness for payment. Remittance to and withdrawal from a bank or treasury. Conveyance of cash. Escort of cash remittances. Extra dispatches of mails. Special mail arrangements. Enquiries. Check over Village postmen. Preparation of Village Sorting List, Route List and Beat Map. Preparation

of Annual Village Return. Extraordinary occurrences. Diaries of overseers. Negligence resulting in fraud to be investigated and reported. Order Book of Overseer (MS.-8). Hours of duty to be rendered by a postman. Rates of coolly charges. Check over the work of postmen by Head Postman. Instructions regarding delivery of Urgent Mail Service articles, Express Mail Service articles and Fax Mail Service articles to the addresses. Instructions for delivery of registered and insured articles of letter and parcel mail. Delivery of registered articles of letter and parcel mail, value-payable article and insured article addressed to an illiterate, a minor, a Pardanasheen lady, a handicapped, a bed ridden, a blind addressee, a person who is not a permanent resident, a resident of hotel or club, a patient admitted in a hospital, a leper, etc. Recording reasons of non delivery of articles by postmen under dated initials before return. Payment of money order payable to aforementioned categories of payees including a messenger, a care party or a departmental pensioner, etc. Payment of Fax Money Order. Payment of Urgent Money Order. Responsibility for correct payment of money orders.

4th Week.

Highway robbery of mails to be reported. List of Dos and Don'ts. Handling of complaints from users of service. Improvement in quality of service. Marketing. Competition of Pakistan Post Office Department with Couriers. Visit to a local General Post Office.

Taking of Paper I Theory by the trainees (Course covered in 1st week to 2nd week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 per cent.

Taking of Paper II Theory by the trainees (Course covered in 3rd week to 4th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 per cent.

Taking of Paper III Practical by the trainees. Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 per cent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

135/5. SYLLABUS OF POSTMEN AND VILLAGE POSTMEN TRAINING COURSE FOR FOUR WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees, etc. Purpose of training. Organizational setup of Pakistan Post Office Department. Directorate General, Postal Circle, Postal Life Insurance, Postal Region, Postal Division, General Post Office, Head Office, Mail Sorting and Transportation Division. Head Record and Sub Record Office. District Mail Office, Postal Training Organization, etc. Avoiding indebtedness. Attachment of pay by Court. Discipline. Punishment. Ground for penalty. Minor Penalty and Major penalty under the Government Servants (Efficiency and Discipline) Rules, 1973. Appeal against penalty lies to the authority above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Gradation List and affixing signatures thereon by the officials concerned. Kinds of Leave. Submission of application for leave in Form GFR-13. Leave cannot be availed of unless sanctioned in writing. Submission of medical certificate of Fitness in case of return from leave

granted on medical grounds. Casual leave. Seeking written permission for leaving station of duty during holidays or otherwise. Travelling Allowances. Joining Time. Pension. General Provident Fund. Q-Loans and Advances. Free indoor medical treatment at Government Hospitals. Welfare grants. Pride in the Department. Personal cleanliness and smart appearance while on duty. Courtesy, Cooperation and Honesty. Respect and care of Postal clientele. Appearance on duty without uniform is misconduct. Wearing of uniform and its importance. Secrecy of Official information. To ensure taking acquittance in hand to hand exchanges. Types of post offices. Head Offices, Sub Offices, Branch Offices, Town Sub offices, Night Post Offices, Transit offices, Cash Offices and Franchise post offices. Departments of a post office and their functions. Types of postal articles. Knowledge of Postal Rates chargeable on different types of Ordinary and Registered postal articles. Certificate of posting. Recall of letters. Limitations of weight of mail to be carried and distance to be travelled by a Postman. Maximum aggregate amount of Cash to be carried. Maximum value of a single Money Order to be paid through a Postman. Value-payable and insured articles to be delivered by a postman. Knowledge about fees and commission chargeable on booking of an Urgent Mail Service article, Fax Mail Service item, an Express Mail Service article, an Ordinary Money Order, Urgent Money Order and Fax Money Order. Rates of coolly charges. Hours of duty to be rendered by a postman.

2nd Week.

Supply of forms to be carried by postmen. Sale of stamps and postal stationery to general public by postmen. Use of Postman's Book MS.27. Use of Delivery Slip RP-58. Use of book of receipt for notices and intimations delivered RP-53. Introduction of forms of various intimations viz. MS-17, MO-11, RP-15(a), RP-63, RP-65 and RP-68. Receipt for articles issued for delivery. Damaged articles to be noticed. Definition of delivery. Postman's delivery beat. Responsibility for correct delivery of articles. Delivery of paid articles. Instructions for delivery. Proper identification of addressee. To take reasonable precautions against misdelivery. Delivery of an Urgent Mail Service, Fax Mail Service article and Express Mail Service article. Delivery of unpaid articles. Payable postage and sums to be realized from addressees before delivery. Receipt of addressees for Registered, Value-payable and Insured articles delivered. Delivery of a registered article of letter and parcel mail, value-payable article and insured article addressed to an illiterate addressee, a minor, a Pardanasheen lady, a handicapped, a blind, a bed ridden, a person who is not a permanent resident, a resident of hotel or club or a patient admitted in a hospital, a leper, etc. Payment of Money Orders. Postman to sign register in acknowledgement of money orders and cash. Cleaning of thumb and method of taking thumb impression. Payment of value-payable Money Order. Payment of Money Order to a minor, a Pardanasheen lady, a handicapped, a blind, a bed ridden, a person who is not a permanent resident, a resident of hotel or club, a patient admitted in a hospital, a leper, a non-resident payee, a departmental pensioner, etc. Payment of Benazir Income Support Programme money orders. Payment of Urgent Money Order. Payment of Fax Money Order. Payment of Foreign Money Orders. Accounts between the postman, the Treasurer and the Money Order clerk to be adjusted before the close of office. Revision of lessons regarding payment of money orders.

3rd Week.

Responsibility for correct delivery of articles and payment of money orders. Identification of addressees and payees. Loss of cash and articles to be reported at once in writing to the official incharge. Return of undelivered, unclaimed articles and articles addressed to deceased persons. Articles addressed indefinitely and fictitiously. Delivery of registered articles, etc., to messenger and care party. Duties of Village postmen. Village Postman's bag. Maximum amount of cash to be carried. Conveyance of cash. Village postman's register MS.85. Village postman's visit book MS.86. Village sorting list. Route list and beat map. Village postman's Book of receipts MS.87. Sale of stamps and supply of forms to be carried by Village Postman. Articles collected for dispatch. Return of signed receipts and acknowledgements. Return of unpaid articles and money orders. Adjustment of accounts of postage. Remittance through postman and village postman. Security measures. Briefing about Section 49 to 56, 62 and 63 of the Post Office Act, 1898. Penalty for misconduct while an duty. Penalty for voluntary withdrawal from duty. Penalty for making false entry. Penalty for theft, dishonest misappropriation, secretion, destruction or throwing away of postal articles. Penalty for opening, detaining or delaying postal articles. Penalty for fraud in connection with official marks and for receipt of excess postage. Penalty for fraudulently preparing, altering secreting or destroying Post Office documents. Penalty for fraudulently sending unpaid postal articles. Penalty for defiling or injuring post office letter boxes. Penalty for affixing without authority thing to, or painting or disfiguring post office or post office letter box.

4th Week.

Salient features of Post Office Savings Bank. Salient features of Savings Certificates. Salient features of Postal Life Insurance. A brief introduction to Agency Functions performed by the Pakistan Post Office Department. Marketing. Competition with Courier companies. Improvement in Quality of Service. List of DO's and Don'ts.

Taking of Paper I by trainees (Course covered in 1st week to 2nd week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Taking of Paper II by trainees (Course covered in 3rd week to 4th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of Trainees. Departure of Trainees.

135/6. SYLLABUS OF DELIVERY AGENTS AND ASSISTANT DELIVERY AGENTS' TRAINING COURSE FOR THREE WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees, etc. Purpose of training. Knowledge about Organizational setup of Pakistan Post Office Department. Directorate General, Postal Circle, Postal Life insurance, Postal Region, Postal Division, General Post Office, Head Office, Post Mall, Mail Sorting and Transportation Division. Head Record and Sub Record Office. District Mail Office, Postal Training Organization, etc. Briefing about Agency Functions and traditional functions of the Department. Avoiding indebtedness. Attachment of pay by Court. Discipline. Ground for penalty. Minor Penalty

and Major penalty under the Government Servants (Efficiency and Discipline) Rules, 1973. Appeal against punishment lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Examination of Gradation List and affixing signatures thereon by the official concerned. Kinds of Leave. Submission of leave application in Form GFR 13. Leave cannot be availed of unless sanctioned in writing. Submission of medical certificate of fitness in case of return from leave granted on medical grounds. Casual leave. Seeking written permission for leaving station of duty on Sundays or during holidays or otherwise. Travelling Allowances. Joining Time. Pension. General Provident Fund. Q-Loans and Advances. Free indoor medical treatment at Government Hospitals. Welfare grants. Pride in the Department. Personal cleanliness and smart appearance while on duty. Courtesy, Cooperation and honesty. Customer Care. Team work. Appearance on duty without uniform is misconduct. Wearing of uniform and its importance. Briefing about Section 49 to 56, 62 and 63 of the Post Office Act, 1898. Penalty for misconduct while an duty. Penalty for voluntary withdrawal from duty. Penalty for making false entry. Penalty for theft, dishonest misappropriation, secretion, destruction or throwing away of postal articles. Penalty for opening, detaining or delaying postal articles. Penalty for fraud in connection with official marks and for receipt of excess postage. Penalty for fraudulently preparing, altering secreting or destroying Post Office documents. Penalty for fraudulently sending unpaid postal articles. Penalty for defiling or injuring post office letter boxes. Penalty for affixing without authority thing to, or painting or disfiguring post office or post office letter box. Secrecy of Official information. Types of post offices. Head Offices, Sub Offices, Branch Offices. Town Sub Offices, Night Post Offices, Transit Offices, Cash Offices and Franchise post offices. Departments of a post office. Types of postal articles.

2nd Week.

Types of Special Mail Service articles. Limitation of weight of mail to be carried and distance to be traveled by a Delivery Agent. Maximum aggregate amount of Cash to be carried. Maximum value of a single Urgent and Fax Money Order to be paid through a Delivery Agent. Knowledge about fees and commission chargeable on booking of an Urgent mail Service article, Fax Mail Service item, an Express Mail Service article, an Urgent Money Order and Fax Money Order. Rates of coolly charges. Hours of duty to be rendered by a Delivery Agent. To ensure taking acquittance in hand to hand exchanges. Use of Delivery Agent's Book. Use of Delivery Slip. Use of book of Receipts for notices and intimations delivered. Receipt for articles issued for delivery. Damaged articles to be brought to the notice of seniors. Definition of delivery. Delivery beat. Responsibility for correct delivery of articles. Instructions for delivery. Proper identification of addressee before delivering an article. To take reasonable precautions against misdelivery of an Urgent Mail Service, Express Mail Service and Fax Mail Service article. Sums and custom duty to be realized from addressees before delivery. To obtain receipt from the addressees for articles delivered. Delivery of an article addressed to an illiterate addressee, a minor, a Pardanasheen lady, a handicapped, a blind, a bed ridden, a person who is not a permanent resident, a resident of hotel or club, a patient admitted in a hospital, a leper, a care party, etc. Return of undelivered, unclaimed articles and articles addressed to deceased persons. Articles addressed indefinitely and fictitiously. Delivery Agent to sign register in

acknowledgement of money orders and cash. Cleaning of thumb and method of taking thumb impression. Proper identification of payees before effecting payment. Loss of cash and articles to be reported at once in writing to the official incharge. Responsibility for correct payment of Urgent Money Order and Fax Money Order to a minor, a Pardanasheen lady, a handicapped, a blind, a bed ridden, a resident of hotel or club, a patient admitted in a hospital, a leper, a non-resident payee, a departmental pensioner, etc. Return of unpaid money orders along-with un-disbursed amounts of money. Accounts between the Delivery Agent, the Treasurer and the Money Order clerk to be adjusted before the close of office.

3rd Week.

Revision of lessons regarding delivery of articles and payment of money orders. Collection of Urgent Mail Service articles from customers for dispatch. Improving quality of service. Marketing. Competition with Courier Companies.

Taking of Paper I by Trainees (Course covered in 1st week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Taking of Paper II by trainees(Course covered in 2nd week to 3rd week).. Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of Trainees.

135/7. SYLLABUS OF POST OFFICE MAIL PEONS / PACKERS / LETTER BOX PEONS' TRAINING COURSE FOR TWO WEEKS

1st Week.

Preparation of Joining charge reports. Admission of Trainees. Purpose of Training. Role of Pakistan Post Office Department in the development of Pakistan. Organizational setup of the Pakistan Post Office Department, Directorate General, Postal Circles, Postal Regions, Postal Divisions, General Post Offices/Head Offices, Sub-Offices, Branch Post Offices, Franchise Post Offices. Mail Sorting and Transportation Divisions. Postal Life Insurance Organisation. Training Organisation, etc. Basic Knowledge of Postal Services. Motto of the Department. Meaning and importance of Khidmat, Deeayanat, Amanat in the light of Islamic, moral and social teachings. Avoiding indebtedness. Attachment of pay by court. Discipline, Punctuality in attendance of duties. Pride in the Department. Personal cleanliness and smart appearance while on duty. Wearing of neat and clean uniforms while on duty. Appearance on duty without uniform is misconduct. Secrecy of official information. Official information not to be made public. To ensure taking acquittance in hand to hand exchanges. Officials of the Department not to affix postage stamps to postal articles. Lower grade staff not to receive cash in payment of postage. Courtesy, cooperation and honesty. Travelling allowances. Joining Time. Pension. General Provident Fund. Minor and major penalties under the Government Servants (Efficiency and Discipline) Rules, 1973. Appeal against punishment lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Circulation of Gradation List. Kinds of leave. Submission of leave application in Form GFR 13. Leave cannot be availed of unless sanctioned in writing. Submission of

medical certificate of fitness in case of return from leave granted on medical grounds, Casual leave. Seeking written permission for leaving station of duty on Sundays or during holidays or otherwise. Q Loans and Advances. Free In-door medical facilities in Government Hospitals and Dispensaries. Postal articles to be treated as sacred trust. Familiarizing with the provisions of Sections 49 to 56, 62 and 63 of the Post Office Act, 1898. Penalty for misconduct while employed to carry or deliver mail bags or postal articles. Penalty for voluntary withdrawal from duty. Penalty for making false entry. Penalty for theft, dishonest misappropriation, secretion, destruction or throwing away of postal articles. Penalty for opening, detaining or delaying postal articles. Penalty for fraud in connection with officials marks and for receipt of excess postage. Penalty for preparing, altering, secreting or destroying Post Office documents. Penalty for fraudulently sending unpaid postal articles. Gravity of each offence. Breach of provisions of law liable to lead to Criminal prosecution in a court of law, departmental disciplinary action, etc.

Definition of departmental terms.- Inland mail, Foreign mail, Mail Bag. Registered Bag. Insured Bag. Parcel Bag. Packet Bag. Transit Bag. Certificate of posting. Letter box. Post Box. Post bag. Departmental Identity card. Labelled bundle. Check Slips.

Postal articles.- Kinds of postal articles; Envelope, Postcard, Aerogramme. Unregistered or ordinary articles, Paid and Unpaid articles, Registered articles. Insured articles, Value-payable articles, Parcels, Business reply card, Business reply envelope, Urgent Mail Service articles, Express Mail Service articles. Postage rates chargeable on an inland postcard and an Ordinary letter of first weight step. Fee for registration of an article both inland and foreign. Treatment of unpaid and insufficiently stamped articles. Treatment of damaged and defective articles. Pre-cautions against use of defective, spoilt and fictitious postage stamps. Service stamps can only be used by Government and authorized organizations. Service stamps not to be used on private correspondence. Departments of a Post Office: Mail, Sorting, Delivery, Deposit, Registration, Parcel, Money order, Savings Bank, Sub Account, Pension payment, Special Mail Service, Agency Functions, Utility bills, etc. Ordinary Money Order, Urgent Money Order, Fax Money Order. Value-payable Money Order, Commission chargeable on different types of Money Orders. Visit to local General Post Office.

2nd Week.

Date Stamps and Seals. Different kinds of stamps and seals. Method of changing of date type, cleaning of stamps and seals. Method of stamping. Book of Postmarks. Impressions of all seal, and stamps to be taken daily in the book of Postmarks duly initialed and thereafter got examined and initialled by the Postmaster before they are brought into use. Face and facing of articles. Proper and clear stamping of articles. Treatment of articles bearing defective, spoilt, fictitious, non-postal stamps (e.g. Revenue stamps), postage stamps of a foreign country, etc. Method of stamping of articles bearing franked impression and on Postal Service articles. Instructions to be kept in view while stamping articles. Rubber pads. Stone slab to be kept beneath the Stamping Pad. Replacement of damaged cloth of stamping pad. Inking of Stamping pad. Use of black ink and of proper consistency. Care and upkeep of stamping pad. Ink pad to be covered while not in use. How articles, correspondence, forms, etc; are stamped? Obtaining of clear impressions of defacements.

Importance and necessity of seals. Purpose of Tin seal holders. Use of lead or plastic seals. Guarding against misuse of seals and stamps. Avoiding wastage of sealing wax.

Use of proper bag. Kinds of bags. Mail bag, its definition Contents of mail bag, method of tying mail bag. Preparation and dispatch of mail bag. Precaution at the time of preparing mail bag. Method of labeling, closing and sealing of mail bags. Due mails and unusual mails. Receipt of Mail bag and its opening. Checking of label of mail bag, handling over of mail bag. Precaution to be observed in opening mail bag. Examination and opening of Air-mail bag, Urgent Mail Service bag, Express Mail Service bag, Registered bag, Parcel bag, Packet bag, Transit bag, Account bag, Branch Office bag, etc. Any damage to contents of a bag to be brought to the notice of Incharge at once. Bags should not be dragged but lifted. Procedure relating to return of empty bags. Torn and unserviceable bags not to be used but to be returned to Bag Sub-Depot.

Duties of Mail Peon/Packer. Punctuality in attendance. Wearing of full uniform while on duty. Upkeep of stamping pad, date stamps and seals. Obtaining of clear impressions in the Book of Postmarks. Changing of types of stamps and seals. Rendering assistance to staff in closing mail. Care, watch and maintenance of office equipment. Timely preparation of mail. Preparation and closing of bags. Bags to be tied with a clove-hitch. A single knot to be tied and sealing wax applied over the knot. Impression of seal to be clear. Suitable length of string to be attached to labels. Timely dispatch of mail. To keep office furniture clean and tidy. To prevent injury or misuse of Post Office building, bags, forms, stamps, seals, bicycle, etc. Loading and unloading of bags. Never to leave mails unattended while waiting. Only serviceable bags are to be used for dispatch of mail. Empty bags to be rolled and made into packets of convenient sizes. Bags when not in use should be kept reversed i.e. inside out. Articles to be stamped on the back side: unpaid articles bearing no postage stamps, missent articles, misdirected articles, undecipherable articles, protecting and on Postal Service envelopes. Postage stamps affixed on back of a postal article is not recognized for pre-payment of postal charges. (see rule 197 (f) of the Pakistan Post Office Rules, 1961). Opening of bags. Using scissors (not knife) in cutting the ends of cords and opening bags. Any damage to bag to be brought to the notice of Incharge. Safe custody of postal articles.

Duties of Letter Box Peon. Punctuality in timely opening of letter boxes in the beat. Careful watch and custody of keys and changeable hour plates. Instructions to be observed in clearing letter boxes. To leave Post office in time. To take keys of letter boxes, changeable hour plates and a bag for putting articles cleared. Letter boxes not to be cleared before time. Scheduled route must always be followed. Letter boxes at the most distant points to be cleared first. Concept of latest clearance. Clearance of mail from all letter boxes. Nothing to be left inside. Proper closing of doors for letter boxes. Doors of letter boxes not to be slammed. Proper locking of letter boxes. Return to Post Office on time and without delay. Conveyance of entire dak to the Post Office. Handing over of dak, keys and letter box hour plates to the concerned clerk. Treatment of defective articles, parcels, articles marked “Registered,” money, coins, valuables, etc; found in the letter box. Never to receive letters from the public direct. Never to return any letter cleared from letter box to any one claiming it. Never to retain any article posted in letter box. Complaints regarding

letter boxes. Safety and protection of letter box. Reporting in writing of any defect in any letter box to the official Incharge or Postmaster e.g. fading of colour of letter box, wilful damage to any letter box, pasting of any advertisement material on letter box, non-availability of timings of clearance, non-painting of Post Code number, insecure locking arrangements, etc.

Visit to local General Post Office.

Holding of Examination. Oral Test. Theory 80 marks. Practical 20 marks. Pass marks 50 percent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

135/8. SYLLABUS OF MAIL SORTING AND TRANSPORTATION SORTERS' COMPOSITE TRAINING COURSE FOR SIX WEEKS

1st Week:

Preparation of Joining Charge Reports. Admission of Trainees, etc. Course Orientation. Organizational setup of the Pakistan Post Office Department i.e. Directorate General, Postmaster General, Regional Deputy Postmaster General, Divisional Superintendent Postal Services / Mail Sorting and Transportation, International Mail Office, Foreign Post, Postal Life Insurance Organization, Stamps Organisation, Training Organisation, etc. Role of Pakistan Post Office Department in the Socio-economic development of the country. Motto of the Department. Traditional and Agency functions of the Department. Exclusive privilege of the Pakistan Post Office Department for carrying letters and effecting their delivery. Grounds for penalty under the Government Servants (Efficiency and Discipline) Rules, 1973. Minor and major penalties. Appeal against penalty lies to the Authority above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Joining Time. Travelling Allowances bill. Kinds of leave. Leave cannot be granted as a matter of right. Submission of Application for leave in form GFR-13. Leave cannot be availed of unless sanctioned. Submission of Medical Certificate of Fitness in the prescribed form in case of return to duty by an official granted leave on medical grounds. Casual leave. Seeking written permission for leaving station of duty on Sundays and holidays. Q Loans and Advances. General Provident Fund. Benevolent Fund. Welfare Grants. Service book and service Roll. Verification of service after completion of 10 years/25 years qualifying service by Audit Office. Kinds of Pension. Submission of application for grant of pension in Form C.S.R. 25 (Revised) six months before retirement. Examination of Gradation List particulars and affixing signature by each official thereon. Memorizing the names of all Head Post Offices and Sub Post Offices alongwith the names of their Branch Post Offices directly in account with them located within the jurisdiction of the Mail Sorting and Transportation Division to which the trainee is attached. To memorize the names of State Mail Express (SME) and Transit Sections originating and terminating within trainee's Division. To memorize the names of all District Mail Offices in Pakistan and names of districts served through them. To memorize the names of Post Offices in Pakistan for which direct mail bags are closed by the District Mail Offices working in the trainee's Division. Practical sorting of unregistered mail in Dummy Sorting Office.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer. Kinds of Computer. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware and Devices. Types of Software (Operating Systems, Application Software, Drivers, Languages).

2nd Week.

Studying and understanding of terms and expressions, namely, Postmaster General, Mail Sorting and Transportation, Divisional Superintendent, Head Office, Sub-Office, Extra-Departmental Sub-Office, Branch Office, Extra-Departmental Branch Post Office, Franchised Post Office, Transit Office, Sorting Office, Sorting Sub-Office, Returned Letter Office, Office of Exchange, Section, District Mail Office, Record Office, Head record office, Sub-Record office, Sorter, Subsidiary Sorter, Set, In Trip, Out Trip, Station and sorting articles, Labelled bundle, Check-slip, Mail bags, Air Mail bag, Urgent Mail Service bag, Express Mail Service (Formerly International Speed Post) bag, Registered bundle, Registered bag, Insured bundle, Parcel bag, Insured bag, Packet bag, Transit bag, Account bag, Branch office bag, Cash bag, Special bag, District officers' post bag, Changing Station, Connecting section, Extra duty, Rest house, Closed well, Press packet, 'A' orders, 'B' orders, Return-train, Work-papers, Daily Report of Head Sorter and Sub Record Clerk, Transfer articles, Wrongly posted articles, Over-carried articles, Due mails and unusual mails, Face and facing, Beat, Camp correspondence, Missent and misdirected articles. Definition of Station Mail bag, Combined bag, Parcel Mail bag, Sorting Mail bag, Express Mail bag, Mail List, Registered List, Parcel List, Search bill, CN 08 Inquiry Form, Delivery Book, Rough Note Book, Error Report, Due Mail and Sorting Lists, Classified List, Weekly Sorting Order. Articles prohibited from transmission by inland post. Sorters/ officials not to affix postage stamps to articles. Information not to be made public. Knowledge of postal services. Different types of postal articles. Customs Declaration. Object of Certificate of posting and its procedure. Postage Rates of Certificate of Posting. Knowledge of Postage rates chargeable on different categories of articles of letter and parcel mails. Correct manner of affixing of postage stamps. Correct manner of writing address on the articles. Checking of proper bar code label. Procedure for Recall of articles. Redirection of articles. Different Departments of a set of Mail Sorting and Transportation. Briefing about provisions of sections 49 to 56 and 62 to 72 of the Post Office Act, 1898. Mail Guard or Mail Runner, etc; need not be present when mail is closed. Sorting cases to be locked when not in use. Kinds of seals and stamps and their custody. Negligence resulting in loss to be punished. Cases of loss/injury/damage and theft. Short receipt of registered/parcel mail articles, etc. Fraud facilitated by lax supervision. Team work. Cooperation. Practical sorting of unregistered mail in Dummy Sorting Office.

Introduction to Windows XP (Start Menu, Desktop Properties, Paint, Control Panel, etc.). Installation of Software, Hardware and Trouble-shooting of different types of software and hardware. Installation of Printer.

3rd Week.

Taking of Paper I by the trainees. (Course covered in 1st week and 2nd week excluding items relating to Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass marks 45 percent.

Mail Department. Definition of Mail Agency and Air Mail Agency. Functions of Mail agency in a District Mail Office/Transit Section/State Mail Express. Duties of the Mail Agent as incharge of Mail Agency. In smaller offices/Sections the Head Sorter performs the work of Mail Agency also. Portfolio and its contents. Obtaining of advance Work Papers prepared in Record Office.

Receipt. Source of receipt of mail in the Mail Agency, (From Post Offices, District Mail Offices, Sections, State Mail Express, Air carriers, through Railway Guards under weighment system, etc.). Concept of Due Mail List. Kinds of bags- Due Mail and Unusual Mail. Kinds of Mail Lists. Difference between Post Office Mail List. Sectional Mail List, Special Mail List, Air Mail Way Bill (M.57). When and how those are used? Examination of mail received; Important points which need attention in examining condition of bag, seal cord, label, etc. Opening of transit bags; Separation of bags (Forward and Sorting). Entry of forward mail and disposal of mail lists received, Transfer of closed mail bags to sorting branch. Practical filling of Mail List. Receipt of mail under Weighment/occasional dispatch system; Record of irregularities noticed and action to be taken, Re-closing of bags received in damaged condition. Irregularities on which report is necessary in Mail Department.

Dispatch. Collection of closed mail bags from sorting branch; Sorting of bags and closing of transit bags according to Due Mail List (Despatch side). Preparation of Mail List. Placing of Closed bags in the transit bag labelling, tying and sealing the outer bag. Preparation of mail for dispatch including weighment system bags at the hour fixed in case of mail office and before the arrival of the train at a station where mails are to be dispatched through transit/sorting sections; Filing of work papers. Preparation and completion of mail abstract, Preparation of daily report containing also all irregularities noticed during working hours/trip. Final duties before quitting Office/Van. Examination of fittings and furniture, placing of stamps, seals and unconsumed stationery in the portfolio, cleaning of office/section, collection and preparation of bundle of sweepings for submission to Record Office along with the bundle of work papers and return of empty bags.

Camp Correspondence. Receipt and dispatch of closed bags from Secretariat Office; special bags for high officers on tour; manner of delivery of special bags.

Counter facility in Mail Agencies and Record Offices. Providing facility for sale of postage stamps and postal stationery; granting of certificates of posting on articles; booking of ordinary registered articles; transfer of registered articles booked to the Sorting Branch of the District Mail Office through Registered List..

Sources of receipt of unregistered articles. From the letter boxes attached to the District Mail Office; clearance of street letter boxes, if any; check over the work of clearance of

letter boxes; Utility of hour plates, Custody of hour plates, scrutiny of articles cleared from the letter boxes; stamping; taxing and transfer of articles to Sorting Branch duly faced.

Extra Accommodation. Situations in which extra train accommodation for sections is required; Method of requisitioning of extra accommodation from Railways; Desposal of four parts of Memo of Requisition (MS.60); detention of mail carrying trains for Postal purposes; Issue of Detention Memo. (M.20) in duplicate. Practical sorting of unregistered mail in Dummy Sorting Office.

Introduction of Microsoft Office (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Create File, Open File, Close File, Save, Save As, Save a new Document. Page Setup, Basic editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Border and Shading, Page Column. Create Table (Table Properties, Borders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week:

Taking of Paper II by the trainees. (Course covered in 3rd week excluding items relating to Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 45 percent.

Sorting Department. Duties of Sorter in Sorting Branch. Knowledge of Musts for sorting efficiency.

Receipt. Sources of receipt of unregistered articles of letter mail; (i) Mail cleared from letter boxes attached to DMO and street letter boxes, if any; (ii) Letter bags, (iii) Mail bags; and (iv) Mail Agency Counter (Mails dispatched under Certificate of Posting). Segregation of mail received into different categories, scrutiny of articles; facing, postmarking of articles (either manually or mechanically), taxing of unpaid and insufficiently prepaid articles; transfer of faced articles to sorting fittings;

Sorting. Concept of sorting and circulation; Provision of 72 box standard sorting fitting; Desired position of Sorter before the sorting fitting; Preparation of labeled bundles. Different kinds of labeled bundles. Use of check slips of various colours. Sorting Diagram.

Circulation. Concept of circulation chart and calendar; receipt of mail, big covers, packets from Head sorters and labelled bundles from Sorters; disposal of mail as per circulation chart and calendar in bags hung on drop bag fitting; Importance of keeping the circulation chart/calendar upto date; closing of letter bag, transfer of closed letter bags and other bags to Head Sorter. Practical sorting of unregistered mail in the Dummy Sorting Office.

Registration Department. Main duties of a Registration Sorter in the Registration branch. Obtaining of work-papers already prepared in advance in the Record Office. Work papers consist of registered lists for despatch and Registered Abstract. Obtaining of articles of stationery including envelops for registered bundles and other equipment from the Head Sorter. Registered bag is a due bag and Registered List (even Nil) has to accompany. Cases in which registration is compulsory.

Receipt. Receipt of closed registered bags/loose registered articles with registered lists from the head sorter; Acknowledgement of Registered bag/loose registered articles in the Registered abstract; Examination of cord, seal, label and condition of all bags received; Opening of Registered bags and check and examination of their contents Opening of bag containing insured articles in the presence of Head Sorter and verification of weight of Insured letter/bundles in his presence; record of irregularities noticed; action in case of loss or suspected loss; preservation of exhibits; protection of articles found open or received in damaged condition or without contents. Irregularities on which report is necessary in Registration Department.

Sorting. Sorting of all registered/insured articles received as per sorting list (registered mail portion). Preparation of Registered bundle. A Registered bundle and insured bundle is treated as one article. Safe custody of insured items till final dispatch; Registration cage to be kept locked when sorting work is not going on.

Despatch. Entry of sorted registered articles in the relevant registered lists; preparation of registered bundles and their inclusion in the registered bags. Closing of registered bags for dispatch; Preparation of Registered List for despatch containing systematic entries of ordinary registered articles, Value-payable articles, Registered bundles, Insured articles and Insured bundles. How totals are struck? What articles are to be separately sub-totaled in the Registered List? Registered lists bearing entries of insured articles to be presented to the head sorter for verification; closing, tying and sealing the registered bag with Insured seal in presence of the head sorter. Custody of Registration seal with Registration Sorter, Insured seal will remain in the custody of Head Sorter.

Final Duties of the Registration Sorter. Filing of work papers; completion of Registered abstract; delivery of work-papers with rough note book; sweepings, unconsumed stationery; stamp and seal and empty bags, if any, to the head sorter; check of pigeon holes to see that no articles is left in the crevices of the sorting fitting. Practical sorting of registered articles in Dummy Sorting Office and local District Mail Office i.e. Receipt and Examination of Registered mail, Opening of Registered bags, checking of contents. Preparation of Registered bundles and Registered Lists, Closing of Registered bags for despatch. Completion of Registered Abstract.
Introduction of Microsoft Excel. Create Work book, Open File, Close File, Save a new Work book and Save As. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font Style, Font Size, Superscript, Subscript, etc). Insert New Work Sheet, Row and Column, Chart and Picture, etc. Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape). Header, Footer and Print Setup (Current page, Selection page, All pages).

5th Week.
Taking of Paper III by the trainees. (Course covered in 4th week excluding items relating to Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 45 percent.

Parcel Department. Duties and responsibilities of a Parcel Sorter in Parcel Branch. Obtaining of work-papers (prepared in advance) and Parcel Lists, Parcel Abstract, empty

bags, stationery and other equipment from the Head Sorter; A parcel bag is not due bag and when dispatched it is treated as unusual mail. A Parcel bag contains registered parcels, value-payable parcels, insured bags besides a Parcel List (RP.3).

Receipt. Receipt of Parcel bags/insured bags and loose parcels with parcel lists from the Head Sorter; Acknowledgement of bags and lists in the Parcel Abstract (RP.7); check of cord, seal, label and condition of the closed bags; opening and check of parcels contained in the parcel bags (weight of insured bags/insured parcels to be verified in the presence of Head Sorter); recording of irregularities noticed. Action in case of loss or suspected loss or abstraction of contents of parcel. Protection of damaged parcels and preservation of exhibits; Action to be taken in case of receipt of a missent parcel. Irregularities on which a report is necessary.

Sorting. Sorting of all parcels including insured parcel and value-payable packets as per due mail and sorting list; safe custody of insured parcels till their final dispatch;

Despatch. Entry of sorted parcels in the relevant parcel lists; closing of parcel bags not containing any insured parcels; parcels lists bearing entries of insured parcels to be presented to the Head Sorter for verification; closing of insured bags in presence of the Head sorter; closing of parcel bags containing the insured bags in presence of the Head Sorter and sealing it with insured seal; transfer of closed parcel bags and parcel mail articles to Head Sorter under receipt to be taken in Parcel Abstract;

Final Duties of Parcel Sorter. Filing of work-papers and completion of Parcel abstract; delivery of work-papers with rough note book, sweepings, unconsumed stationery, stamp, seal and empty bags, if any, to the Head Sorter. Practical sorting of parcels in Dummy Sorting Office and local District Mail Office i.e. Receipt and examination of Registered Parcel mail, Opening of Parcel bags, checking of bags and contents thereof. Sorting of Parcels and Insured bags received. Preparation of Parcel List, closing of Parcel bag, Insured bag for despatch. Completion of Parcel Abstract.

Transit Section/State Mail Express. Duties of Mail Guard or Mail Agent in Transit Section or Transit Mail Office. Responsibilities of Sorter while traveling on State Mail Express. Receipt and examination of mail Preparation of bags for delivery or despatch. Exchange of mail at the stations and DMO as per Due Mail List (Action to be taken in case of non-exchange of mail). Preparation of bags to be dispatched under weighment system (restriction on contents of the weighment system bag); situations in which extra train accommodation is required; requisitioning of extra train accommodation from the Railways; detention of mail carrying trains for postal purposes.

Introduction of MS PowerPoint. Open New Slide. New Slide (Choose an Auto layout on Requirement). Save and Save As Slide, Editing of Slides, Design Slides, Custom Animation of Slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Create Table, Delete Table, Insert Row and Column. Animation Effect. Slide Shadow. Slide Show, Slide Transition, Slide Numbering. Page Setup (Portrait and Landscape). Print Setup (Current Page, Selection Page, All Pages),

Printing of one, two or more Slides in One Page. Insert chart. Pure Black and White Printing.

6th Week.

Record Office. Definition and organisation of Record Office. Functions of a Record office (1) General supervision over staff; (2) Assignment of duties to the Sorter as per Distribution List and arrangement of staff- temporary transfers and employment of staff on extra duty; (3) Examination and checking of work papers of the previous trip (In Trip and Out Trip) as well as checking of Mail Abstract, Registered Abstract and Parcel Abstract with relevant lists and examination of Daily Report of Head Sorter; Conveying of orders of Superintendent MST to various sets of attached offices/sections; (4) Maintenance of bag account; (5) Disbursement of pay and allowances; (6) Arranging supplies of stationery, printed forms and equipment for offices/sections; (7) Maintenance of nominal roll of metal tokens or departmental cards; (8) Submission of periodical returns; (9) Maintenance, preservation and custody of record; (10) Weeding out and disposal of old record after preparation of inventory by the Sorter and duly countersigned by the Incharge; (11) Production of record before Courts. Study of Revised Bag Account Rules. Kinds and size of bags. Bag Sub Depot, Supply of bags. Visit to the local District Mail Office for learning the work of maintenance of bag account. Submission of weekly and monthly statements to Bag Control Office, Lahore. Maintenance of Bag Account (BCO-2, BCO-3, BCO-4).

Taking of Paper IV by the trainees. (Course covered in 5th week and 6th week excluding items relating to Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass marks 45 percent.

Qualifying marks in the Examination as a whole consisting of four papers will be 50 percent in aggregate.

Practical Sorting Test. Time Allowed 1 ½ Hours. Maximum Marks 100. Pass marks 80 percent.

Introduction to Software relating to (1) International Processing System (IPS) and (2) Express Mail Track and Trace System (EMTTS).

Computer Revision and Computer practice.

Computer Test. (Course covered in 1st week to 6th week). Time Allowed 1 ½ Hours. Maximum Marks 100. Pass marks 45 percent.

Announcement of Result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports by the trainees. Relief from the Postal Training Centre. Departure of trainees.

135/9. SYLLABUS OF MAIL SORTING AND TRANSPORTATION SORTERS' REFRESHER TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of Trainees, etc. Course Orientation. Introduction to the Government Servants (Efficiency and Discipline) Rules, 1973, Civil Servants (Appeal) Rules, 1977 and Revised Leave Rules, 1980. Study of sections 49 to 56

and 62 to 72 of the Post Office Act, 1898. Knowledge of the equipment of the District Mail Office/Section. Duties of a Head Sorter. Duties of Sorter in Sorting branch. Duties of Registration Sorter in Registration Branch. Receipt and examination of registered mail and opening of registered bags and checking of contents. Practical Sorting of registered Mail in Dummy Sorting Office. Practical Sorting of registered mail in the local District Mail Office i.e. Preparation of registered bundles, Registered List, Closing of registered bags for dispatch. Completion of Registered Abstract. Duties of Parcel Sorter in Parcel Branch. Receipt and examination of parcel mail. Opening of parcel bags and insured bag received. Sorting of parcels received. Practical Sorting of parcels in the local District Mail Office i.e. Preparation of Parcel List, Closing of parcel, Insured bag for dispatch. Completion of Parcel Abstract. Handling of cases of loss/injury/ damage and theft. Action to be taken in case of short receipt of registered/parcel articles, etc. Fraud facilitated by lax supervision. Watch of Head Sorter on the movement of sorters during working hours. To see that no Postal article is secreted and done away by any official on duty. Entry of strangers in the office/van prohibited. Enforcement of discipline. Check of uniform and metal tokens of staff. Examination of sorters in the knowledge of sorting list and maintenance of corrected Note Books of sorters. Precaution against misuse of stamp and seals. Tact of dealing the situation in emergencies.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer. Kinds of Computer. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software, Hardware and Devices. Types of Software (Operating Systems, Application Software, Drivers, Languages).

2nd Week.

Supervision of Head Sorter over all classes of mails. Arrangement for safe custody of mails. Collection and transfer of mails. Supervision over clearance of letter boxes. Check of honesty of the officials clearing letter boxes. Arrangement for facing and stamping through Cancelling machines and removal to sorting ledges. Taxing of inland/foreign mails not fully paid. Clearance of mails from the Custom/Special Branch, etc. Knowledge of Musts for sorting efficiency. Checking of unregistered articles of the letter mails sorted out on sorting fitting. Signing of check slips of station bundles/territorial bundles and sorting bundles made up. Thorough check of mails received. Check of high value stamps. Issue of deficiency memo. Supervision over Blind (Undecipherable) section. Disposal of postage doubtful articles. Special care in handling Insured items. Check over the transfer/collection of Registered articles and Bags. Arrangement for timely closing of bags. Ensuring supply of articles of stationery and stock required in closing bags, etc. Duties of Head Sorter and sorter in connection with the disposal of Urgent Mail Service and Express Mail Service/ items/bags. Check over the receipt/ dispatch/delivery of mails on the line. Use of discretion while neglecting air service and utilizing surface route. Disposal of over carried and detained mails. Knowledge of Foreign Air Mail Index Register, preparation and filling of letter bills. Careful handling of embassy mails. Disposal of camp mails. Duties in connection with the preparation and delivery of special bags of high officers on tour and

handling of Secretariat mail. Knowledge of Weighment System; Occasional dispatches. Requisitioning of extra accommodation. Situation when mail carrying train is to be detained. Issue of Detention Memos. Action in case of breaks and accidents. Action in case a mail carrying aeroplane meets an accident. Duties of Head Sorter in connection with Enumeration Return.

Introduction to Windows XP (Start Menu, Desktop Properties, Paint, Control Panel, etc.). Installation of Software, Hardware and Trouble-shooting of different types of software and hardware. Installation of Printer.

3rd Week.

Taking of Paper I by the trainees. (Course covered in 1st week and 2nd week excluding items relating to Computer). Time Allowed 3 hours. Maximum Marks 100. Pass Marks 45 percent.

Duties, responsibility and authority of Record Clerk/Sub Record Clerk. To order sorters to do extra duty. To transfer sorters temporarily from one Set or Section to another. To summon a sorter to the Record Office or to the railway station during his rest time for enquiring into losses or complaint cases. Guidance to new sorters. To order sorters to practice card sorting during rest time. General supervision over the Sorters and their work. Distribution of work amongst the officials strictly in accordance with Memorandum of Distribution of Work. Maintenance of Nominal Roll of metal tokens in the prescribed format. Proper filing of receipts of tokens. Recovery of cost of lost tokens. Hours of attendance of staff and ensuring punctuality of attendance. Attendance of Record/Sub Record Clerk on railway platform, if prescribed by the Divisional Superintendent. Travelling of Record/Sub Record Clerk in emergencies and interruption to the mail service. Duties of Record/Sub Record Clerk at the point of break. Work and duties to be performed during attendance hours of Sets. Importance of proper examination and filing of work-papers. Points to be observed in examining work-papers of Out Trip and In Trip of a Set. Examination of work-papers of sorting sections and mail offices. Examination of Mail Abstract (M-43). Registered Abstract (RP.34), Parcel Abstract (RP-7), Head Sorter's daily report. Examination of work-papers of Out and In Trip of transit sections. Examination and Disposal of daily reports of sets. Supply/issue of forms and labels, stationery, etc; to sets to be used during the next trips or working hours. Inspection of work-papers prepared by a Set. Check of bags remaining over from previous trips or working hours with Mail Abstract. Examination of sweepings of mail vans/mail offices. Issue of empty bags of each description as shown in the Due Bag List to the Set. Performance of duties connected with receipt, custody and issue of bags and maintenance of bag account. Maintenance of Delivery Book in prescribed format. To have 'B' Orders to be copied into guidance book of the Sets. Filing of work-papers and their proper arrangement in the Record Office. Periodical returns to be submitted by Record Clerk (Daily Report, Corrected copies of sorting list of sections. Indent for stationery. Indent for sorting case labels. Indent for articles of stock. Statement of extra duties in form No. A.C.G.37. Consolidated statement (bill) of extra duty allowance in form No. A.C.G.37. Extracts from the register of miscellaneous sums received and disposed of. Preparation of Record Clerk's daily report and its submission to the Divisional Superintendent. Train misconnection report.

Submission of corrected copies of sorting lists of Sections. Prompt disposal of Superintendent's communications and references.

Introduction of Microsoft Office (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Create File, Open File, Close File, Save, Save As, Save a new Document. Page Setup, Basic editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Border and Shading, Page Column. Create Table (Table Properties, Borders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Taking of Paper II by the trainees. (Course covered in 3rd week excluding items relating to Computer). Time Allowed 3 hours. Maximum Marks 100. Pass Marks 45 percent.

Management and Control. Relation of Sorters with Record Clerk. Direct subordination of Sorters to Record Clerk. Main channel of receiving instructions on all subjects. Agency through which work papers of the previous and next trip pass. Posting of sorters according to capability and fitness for particular branches. Grant of Casual Leave and privilege leave to lower grade staff under the administrative control of Record Clerk. Recording of Character Sheets of lower grade staff by the Incharge. Communication of adverse entries in character sheets to staff concerned. Delivery of Show Cause Notices. Obtaining of defence statement from the officials and their submission to Divisional Superintendent for further action. Statement of uniforms to be supplied. Absentee statement. Statement of Out Station Allowance. Accounting duties. Disbursement of pay and Allowances. Preparation of Out Station Allowance/Extra Duty Allowance Bills. Credit of amount/postage stamps in the Post Office. Return of Acquittance Rolls after disbursement. Maintenance of Cash Abstract/Contingent Register and watch on the adjustment of amount spent on local purchases. Prescribed recoveries from the pay of the officials and their disposal. Crediting of sale proceeds of old record and cash found in the letter box. Submission of Credit Certificates to Head Record Clerk. Custody of Government money. Iron safe/Iron Chest; Locking arrangement and keeping of cash, files and other documents as ordered by the Postmaster General. Duties of Head Record Clerk in connection with the maintenance of Enumeration Return and its submission to the Divisional Superintendent. Maintenance, preservation and safe custody of records. Period of preservation of various classes of records. Ruling files and permanent records need not be destroyed. Disposal of old and weeded out records after preparation of an inventory. Production of Records before Police, Excise Officer, Income Tax Officer or Courts. Attachment of documents required by the Court. Search Bill and enquiry cases. Object of Search Bill and its speedy disposal. Watch on Search Bills Issued. Disposal of enquiry cases pertaining to loss, short receipt, abstraction, mishandling of accountable articles and bags. Sorters not to leave office unless reply to all communications is furnished, and work papers thoroughly got examined and discrepancies reconciled.

Introduction of Microsoft Excel. Create Work book, Open File, Close File, Save a new Work book and Save As. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste alongwith Font Style, Font Size, Superscript, Subscript, etc). Insert New Work Sheet,

Row and Column, Chart and Picture, etc. Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape). Header, Footer and Print Setup (Current page, Selection page, All pages).

5th Week.

Investigations. Negligence resulting in loss is liable to be punished. Action to be taken in case of receipt of various classes of bags bearing signs of damage or tampering. Steps to be taken in case of the contents of a transit bag or mail bag are missing. Action in case of short receipt of registered articles of all kinds. Issuance of Express Memo in particular cases. Action when defective stamp is detected. Procedure to be followed in case of presentation of forged notes or counterfeit coins on the counters. Solution of problems noticed in the course of service. Study of Revised Bag Account Rules. Preparation of Due Bag List. Supervision over the maintenance of Bag Account. Correspondence. Recording of reports in the Daily Report from the Rough Note Books of sorters. Issue and filling of revised lists. Scrutiny of explanations of sorters and check of reports made in the Daily Report.

Introduction of MS PowerPoint. Open New Slide. New Slide (Choose an Auto layout on Requirement). Save and Save As Slide, Editing of Slides, Design Slides, Custom Animation of Slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Create Table, Delete Table, Insert Row and Column. Animation Effect. Slide Shadow. Slide Show, Slide Transition, Slide Numbering. Page Setup (Portrait and Landscape). Print Setup (Current Page, Selection Page, All Pages), Printing of one, two or more Slides in One Page. Insert chart. Pure Black and White Printing.

6th Week.

Work Hours Statement and Staff Hour Statement for Sorters and Supervisory staff in Lower Selection Grade and Higher Selector Grade. Review of operative and supervisory establishment of District Mail Office in accordance with provision of Revised Time Test for Mail, Sorting and Transportation contained in Appendix D of Special Director General Circular No. 01 dated 1st January, 2000. Preparation and submission of proposals for the creation or abolition of posts in the cadres of Sorter and Supervisor in the Mail Sorting and Transportation.

Taking of Paper-III by the trainees. (Course covered in 4th week to 6th week excluding items relating to Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 45 percent.

Qualifying marks in the Examination as a whole consisting of three papers will be 50 percent in aggregate.

Taking of Practical Test in Sorting by the trainees. Time Allowed 1½ Hours. Pass marks 80 percent.

Introduction to Software relating to (1) International Processing System (IPS) and (2) Express Mail Track and Trace System (EMTTS).

Computer Revision and Computer practice.

Taking of Computer Test by the trainees. (Course covered in 1st week to 6th week). Time Allowed 1½ Hours. Pass Marks 45 percent.

Announcement of result. Certificate Distribution ceremony.
Preparation of Charge Relinquishment Reports. Relief from the Postal Training Centre. Departure of trainees.

135/10. SYLLABUS OF MAIL GUARDS' TRAINING COURSE FOR THREE WEEKS

1st Week.
Preparation of Joining Charge Reports. Admission of Trainees. Purpose of Training. Role of Pakistan Post Office Department in the development of Pakistan. Organizational setup of the Pakistan Post Office Department, Directorate General, Postal Circles, Postal Regions, Postal Divisions, General Post Offices/Head Offices, Sub-Offices, Branch Post Offices, Franchise Post Offices. Mail Sorting and Transportation Divisions. Head Record Office, Record Office, Sub-Record Office. District Mail Office. Postal Life Insurance Organisation. Training Organisation. Bag Control Office. Returned Letter Office. Motto of the Department. Meaning and importance of Khidmat, Deeayanat, Amanat in the light of Islamic, moral and social teachings. Avoiding indebtedness. Attachment of pay by court. Discipline, Punctuality in attendance of duties. Pride in the Department. Personal cleanliness and smart appearance while on duty. Wearing of neat and clean uniforms while on duty. Appearance on duty without uniform is misconduct. Secrecy of official information. Official information not to be made public. To ensure taking acquittance in hand to hand exchanges. Officials of the Department not to affix postage stamps to postal articles nor to receive cash in payment of postage. Courtesy, Cooperation and Honesty. Transfer and joining time. Travelling Allowance. Grounds for penalty. Minor and major penalties under the Government Servants (Efficiency and Discipline) Rules, 1973. Appeal against punishment lies to the Authority above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Signing of Gradation List after examination of personal service particulars therein. Kinds of leave. Submission of application for leave in Form GFR-13. Leave cannot be claimed as matter of right. Leave cannot be availed of unless sanctioned in writing. Submission of Medical Certificate of Fitness in case of return from leave granted on medical grounds. Prior written permission is necessary to leave station of duty during holidays and on Sundays. Pension benefits. General Provident Fund. Welfare Grants. Q Loans and Advances. Privileges under the Workmen's Compensation Act, 1923 in case of injury or death while on official duty. Free In-door medical facilities in Government Hospitals and Dispensaries. Postal articles to be treated as sacred trust. Familiarizing with the provisions of Sections 49 to 56, 62 and 63 of the Post Office Act, 1898. Penalty for misconduct while employed to carry or deliver mail bags or postal articles. Penalty for voluntary withdrawal from duty. Penalty for making false entry. Penalty for theft, dishonest misappropriation, secretion, destruction or throwing away of postal articles. Penalty for opening, detaining or delaying postal articles. Penalty for fraud in connection with officials marks and for receipt of excess postage. Penalty for preparing, altering, secreting or destroying Post Office documents. Penalty for fraudulently sending unpaid postal articles. Gravity of each offence to be explained. Breach of provisions liable to lead to Criminal prosecution in a court of law or initiation departmental disciplinary action.

2nd Week.

Definition of departmental terms commonly used.- Inland mail, Foreign mail. Different types of bags. Mail Bag. Registered Bag. Insured Bag. Parcel Bag. Packet Bag. Transit Bag. Sorting Bag. Special Bag, Branch Office Bag, Account Bag. Different types of articles. Envelope, Postcard, Aerogramme. Unregistered or ordinary articles, Paid and Unpaid articles, Registered articles. Insured articles, Value-payable articles, Parcels, Business reply card, Business reply envelope, Urgent Mail Service articles, Express Mail Service articles. Work papers. Closed well. Transit Mail Office, Sorting Section, Transit Section, Registered Bundle, Set, Trip, Beat, Changing station, Connecting station, Check Slips, Portfolio and its contents. Metal Token. Certificate of posting. Recall of article. Extra reserved accommodation. Form of Requisition. Detention Memo. Weighment system. Occasional Despatch. Visit to local District Mail Office.

Taking to Paper I by the trainees (Course covered in 1st week and 2nd week). Time Allowed 3 Hours, Maximum Marks 100. Pass Marks 40 percent.

Date Stamps and Seals.- Different kinds of stamps and seals. Every set is supplied with the following stamps and seals: Date stamp, Name stamp, Postage Due stamp, Date seal. Postage Doubtful stamp. Insurance seal is provided in a box with lock and key. A type box is also supplied, on the lid of which is painted the name of a section or office. Type box and name stamp are kept in Record Office. Method of changing of date type, cleaning of stamps and seals. Book of Postmarks. Face and facing of articles. Method of stamping. Proper and clear stamping of articles. Treatment and disposal of articles bearing defective, spoilt, fictitious, non-postal stamps (e.g. Revenue stamps, etc.) and postage stamps of a foreign country. Method of stamping of articles bearing franked impression and Postal Service articles. Instructions to be kept in view while stamping articles. Rubber pads. Stone slab to be kept beneath the Stamping Pad. Replacement of damaged cloth of stamping pad. Inking of Stamping pad. Use of black ink and of proper consistency. Care and upkeep of stamping pad. Ink pad to be covered while not in use. How articles, correspondence, forms, etc; are stamped? Treatment of unpaid and insufficiently paid articles. Treatment of damaged and defective articles. Importance and necessity of seals. Tin seal holders. Use of lead or plastic seals. To guard against misuse of seals and stamps.

3rd Week.

General Duties and Responsibilities of a Mail Guard. To attend duty in full uniform. Punctuality in attendance. Knowledge of tariff rates and fees on different postal articles. Duties connected with receipt, custody and dispatch of mails. Opening of transit bags. To examine cord and seal. To check entries in the Mail List. Irregularities to be reported. Bags to be sorted. Nothing to do with the articles contained in closed bags. Prompt entry of unusual mails received in the Mail List. Preparation of mails for dispatch. Preparation of Mail list in duplicate. To show the number of due and unusual mails dispatched. To give explanation if number of due mail differs. Each bag to be numbered and last page of Mail List to be signed. Closing of Transit bag at prescribed hours. Responsibility for contents of Transit bags closed by the Mail Guard. Transit bags must always be closed and sealed in the presence of the Mail Guard. Preparation of Special Mail List, if prescribed. Advising of Special Mail List in the regular Mail List with a remark. Completion of Mail Abstract

before close of work. Columns "Actually Received" and "Actually Dispatched" to be filled up. Both parts of Mail Abstract should be totalled and balanced. Disposal of special bag. Precautions against loss. Preparation of Daily Report. All irregularities to be reported. Text of the Fax massages sent to be given. Fax massages received to be attached in original to the Daily Report. No person not belonging to the Department should be permitted to examine any article.

Duties of Mail Guard while working in a Mail Office. Preliminary work. Public business transactions. Sale of Postage stamps and stationery. To keep sufficient stock of postage stamps and stationery. Amount of imprest to be fixed by the Divisional Superintendent, Mail Sorting and Transportation. Registration of letters and parcels. Booking of insured articles. Grant of Certificate of posting. Custody of stamps and seals. Same to be kept locked while not in use Keys to be kept in personal custody. Responsibility for safe keeping of books of Registered Journals and blank forms. To keep Mail Office neat and clean. Exchange of mails. Carriers who exchange mails are not permitted to enter Mail Office. Sorting List to be used. Clearance of Letter Box punctually. Examination and arrangement of work papers in a bundle. Final Duties regarding arrangement of every thing and examination of sweepings before quitting office.

Duties of Mail Guard while working in a Mail Van. Preliminary work. Examination of fittings, glass windows, lights, etc., after entering the Mail Van. To ensure that nothing is damaged. To keep Mail Van clean and tidy. Portfolio to be opened and articles arranged after taking them out. Arrangement of empty bags and articles at proper place. Opening of Mail Bag. Bags or Transits Bags to be opened immediately and contents disposed of. Bags entered in the mail list of a T.B. to be compared, examined and dealt with first. Bags to be hung in order of stations. Disposal of Mails. Clearance of Van letter box. Exchange of Mails. Receipt of mails first at Changing Station from the official Incharge of the relieved Set. Examination of mails. Signing of Sectional Mail List. Breaks, interruptions and accidents to be reported by fax. To make best arrangements. To ensure safety and speedy forwarding of mails. Articles to be sorted according to the Sorting List. A sorting bag to be closed for each office or section with which mails are exchanged. Disposal of unregistered articles. Delivery of articles on the line. Delivery of mails at Terminal Stations. Change of sets at changing stations. Window of Mail Van to be kept closed at Platform side till the train moves. Prohibition against smoking, cooking and the use of naked lights in Mail Van. Examination and arrangement of work papers in bundle. Final duties before quitting Mail Van. Duties of Mail Guards with State Mail Express.

Duties of Mail Guard in Record Office. Attendance at Record Office. To bring Portfolio, Sorting List, Rough Note Book. Correction of Sorting List in compliance of 'A' Orders or Weekly Sorting Order, if any. Copying of 'B' Orders in Guidance Book. Checking of work papers of previous trip and their submission. Writing of extracts and Daily Report. Important irregularities to be mentioned in Daily Report. Work papers to be made over to the Record Clerk personally. Delivery of empty bags to Record Office. Preparation of Work papers of next trip and its submission to the Record Clerk for examination. Taking care of Port folio and its contents before leaving. Affixing of initials in the Mail Abstract. List of Do's and Dont's.

Taking of Paper II by trainees. (Course covered in 2nd week and 3rd week). Time Allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.
Announcement of Result. Certificate Distribution Ceremony.
Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

135/11. SYLLABUS OF MAIL SORTING AND TRANSPORTATION PORTERS AND VAN PEONS' TRAINING COURSE FOR TWO WEEKS

1st Week.
Preparation of Joining charge reports. Admission of trainees. Purpose of training. Role of Pakistan Post Office Department in the development of Pakistan. Organizational setup of the Pakistan Post Office Department, Directorate General, Postal Circles, Postal Regions, Postal Divisions, General Post Offices/Head Offices, Sub-Offices, Branch Post Offices, Franchise Post Offices. Mail Sorting and Transportation Divisions. Head Record Office, Record Office, Sub-Record Office. District Mail Office. Postal Life Insurance Organisation. Training Organisation. Motto of the Department. Meaning and importance of Khidmat, Deeayanat, Amanat in the light of Islamic, moral and social teachings. Avoiding indebtedness. Attachment of pay by Court. Discipline, Punctuality in attendance of duties. Pride in the Department. Personal cleanliness and smart appearance while on duty. Wearing of neat and clean uniforms while on duty. Appearance on duty without uniform is misconduct. Secrecy of official information. Official information not to be made public. To ensure taking acquittance in hand to hand exchanges. Officials of the Department not to affix postage stamps to postal articles. Lower grade staff not to receive cash in payment of postage. Courtesy, Cooperation and Honesty. Minor and major penalties under the Government Servants (Efficiency and Discipline) Rules, 1973. Appeal against punishment lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal. Examination of Gradation List particulars by the official concerned. Kinds of leave. Submission of leave application in Form GFR-13. Leave cannot be claimed as matter of right. Leave cannot be availed of unless sanctioned in writing. Submission of Medical Certificate of Fitness in case of return from leave granted on medical grounds. Casual leave. Seeking written permission for leaving station of duly on Sundays or during holidays or otherwise. Q Loans and Advances. Welfare Grants. Free In-door medical facilities in Government Hospitals and Dispensaries. Postal articles to be treated as sacred trust. Familiarizing with the provisions of Sections 49 to 56, 62 and 63 of the Post Office Act, 1898. Penalty for misconduct while employed to carry or deliver mail bags or postal articles. Penalty for voluntary withdrawal from duty. Penalty for making false entry. Penalty for theft, dishonest misappropriation, secretion, destruction or throwing away of postal articles. Penalty for opening, detaining or delaying postal articles. Penalty for fraud in connection with officials marks and for receipt of excess postage. Penalty for preparing, altering, secreting or destroying Post Office documents. Penalty for fraudulently sending unpaid postal articles. Gravity of each offence. Breach of provisions liable to lead to Criminal prosecution in a Court of Law, departmental disciplinary action, etc.

Definition of departmental terms.- Inland mail, Foreign mail. Different types of bags. Mail Bag. Registered Bag. Insured Bag. Parcel Bag. Packet Bag. Transit Bag. Extra Bag, Registered Packet bag. Sorting Bag. Special Bag, Branch Office Bag, Account Bag. Different types of articles. Envelope, Postcard, Aerogramme. Unregistered or ordinary articles, Paid and Unpaid articles, Registered articles. Insured articles, Value-payable articles, Parcels, Business reply card, Business reply envelope, Urgent Mail Service articles, Express Mail Service articles. Portfolio, Work papers. Closed well. Transit Mail Office, Sorting Section, Transit Section, Registered Bundle, Trip, Beat. Drop Bag Fittings. Visit to local District Mail Office.

2nd Week

Date Stamps and Seals. Different kinds of stamps and seals. Every set is supplied with the following stamps and seals: Date stamp, Name stamp, Postage Due stamp, Date Seal. Postage Doubtful stamp. Insurance seal is provided in a box with lock and key. A type box is also supplied, on the lid of which is painted the name of a section or office. Type box and name stamp are kept in Record Office. Method of changing of date type, cleaning of stamps and seals. Book of Postmarks. Face and facing of articles. Method of stamping. Proper and clear stamping of articles. Disposal of articles bearing defective, spoilt, fictitious or non-postal stamps (e.g. Revenue stamps, etc.) as well as postage stamps of a foreign country. Method of stamping of articles bearing franked impression and Postal Service articles. Instructions to be kept in view while stamping articles. Rubber pads. Stone slab to be kept beneath the Stamping Pad. Replacement of damaged cloth of stamping pad. Inking of Stamping pad. Use of black ink and of proper consistency. Care and upkeep of stamping pad. Ink pad to be covered while not in use. How articles, correspondence, forms, etc; are stamped? Obtaining of clear impressions of defacements. Treatment of unpaid and insufficiently paid articles. Treatment of damaged and defective articles. Service Postage stamps can only be used by Government and authorized organizations. Service stamps not to be used on private correspondence. Effectual effacement of postage stamps is of special importance. Obtaining a separate impression for individual postage stamp. After stamping all articles to be removed at once to the ledge of the sorting case duly faced. Importance and necessity of seals. Tin seal holders. Use of lead or plastic seals. Guard against misuse of seals and stamps.

Use of proper bag. Classes of bags. Bags of proper type and suitable size to be used. Method of tying mail bag. Preparation and dispatch of mail bag. Precaution at the time of preparing mail bag. Method of labelling, closing and sealing of mail bags. Due mails and unusual mails. Receipt of Mail bag and its opening. Checking of label of mail bag, handling over of mail bag. Precaution to be observed in opening mail bag. Preparation and Opening of Air-mail bag, Urgent Mail Service bag, Express Mail Service bag, Registered bag, Parcel bag, Packet bag, Transit bag, etc. Small rent and cut marks to be tied and sealed before use of bags. Bags should not be dragged but lifted. Procedure relating to return of empty bags. Torn and unserviceable bags not to be used but should be returned to Bag Sub-Depot for repair or disposal. Label with names and date Stamp to be loosely attached to the ring of each bag. Bag to be closed when all articles are enclosed. If there are no articles empty mail bag is to be closed. Date Seal to be used in sealing bags. Mis-use of bags to be

avoided. Canvas bags are not to be used where Dosuti bags are prescribed and vice-versa. Bags when not in use to be kept reversed. Bags to be examined after opening to see that none of the contents have been left in. All seals, fastenings, envelopes and covers with seals as well as relevant bag to be carefully preserved when a loss case occurs or is suspected.

Check Slip. Definition, types and use of Check Slips, Method of tying of labelled bundles, Number of articles in a labelled bundle. Purpose of preparing labelled bundle. Difference between ordinary and registered labelled bundle. Strings/rubber bands removed from incoming bundles should be retained for further use. A labelled bundle not to contain more than 50 to 60 letters. Large articles to be separately tied. Station bundle to be closed in a separate bag. A separate labelled bundle for Air Mail letters to be prepared.

Duties of Porters. Porters assigned the duties of clearing letter boxes to know the hours at which mails are dispatched. To bring to the notice of the Head Sorter any damage or defect to a letter box. To take with him a bag to place in all articles cleared from letter boxes and changed hour plates. Letter boxes of mail offices to be opened and cleared regularly at convenient intervals. To attend the Mail Sorting Office at appointed time. To sign attendance register and enter time of attendance. To give general assistance whenever it is required. To stamp and face articles. All letters to be put on facing tables and separated into six groups namely: Short letters, Post Cards and short packets, Long letters, News papers and bulky packets, Articles which bear postage stamps on both sides. Unpaid and insufficiently paid articles. Disposal of unpaid postcards of private manufacture and insufficiently paid foreign packets, Opened and damaged articles or without contents to be brought to the notice of Incharge. Articles to be given to the Sorters concerned for repair. Articles found open and insecurely closed unpaid letters to be securely closed so as to protect the contents. To assist in packing mail, closing and sending mail bags. Proper custody of bags and labels. To attach proper label loosely with string to each bag. Mounting labels on wooden blocks. To stamp with date stamp the following work papers during duty hours: Mail lists, Tag labels for Packets bags, Registered bags and Parcel bags. To hang an empty bag to drop bag fitting before the start of work.

Duties of Van Peons. General assistance in the Sorting Section like that of a Set Porter in a Mail Office. To be present on Railway Platform at the fixed time and the waiting place as prescribed by the Superintendent. On entering Mail Van to help Sorters in arranging the mails and articles. To stamp articles and documents with rapidity and clearness. To face letters and packets taken out of bags before handing them to the sorters. To close, tie and seal bags with facility and dispatch. To be cleanly and neatly dressed in uniform when on duty. Smoking, cooking and use of naked lights strictly prohibited in the Mail Van. Window of Mail Van on the side of platform to be kept closed. Assistant Head Sorter to take delivery of mails for the Set before giving out those for despatch. Official exchanging mail with the section is not permitted to enter the Van. No Van peon may leave the Mail Van except under special permission. Portfolio to be kept at waiting place at platform. On arrival of train to be kept in hand truck (If one is provided) and conveyed to the Mail Van. Portfolio to be carried while travelling in Mail Van or in a reserved compartment. Attaché Case and a roll of bedding may be taken in Mail Van. An Assistant

Superintendent has the authority to require a Van Peon to open his Attaché Case or bedding be passed and exchanged through the window.

Duties of Porters in Record Office. Carrying articles supplied to Sections between the Record Office and Mail Office. To give help where it is needed. To keep Office furniture clean and tidy. To look-after the Hand Trucks and to keep them in order. To assist Head Sorter in taking over the bags and labels to be used by the Set on the next trip. To impress name and date stamps on the following: Daily report, Registered Abstracts, Parcels Abstracts, Mail Abstracts, Mail List, Check Slip, Registered list, Parcel list, etc. To impress date stamp on the following: Weighment system labels, tag labels for transit mail and registered bags. To impress Name stamp on Registered bundle envelope. Failure to attend Record Office during attendance hours would be treated as absence. To bring metal token and Portfolio, etc. Should not leave unless completed performance of duties in connection with both previous and next working hours or trips, as the case may be.

Visit of trainees to local Sub Record Office.

Holding of Examination. Oral Test. Theory 80 marks. Practical 20 marks. Pass marks 50 percent in aggregate.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

135/12. SYLLABUS OF INTERNATIONAL MAIL OFFICE SORTERS' AND FOREIGN POST CLERKS' COMPOSITE TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of Trainees, etc. Course Orientation. Organizational setup of the Pakistan Post Office Department i.e. Directorate General, Postmaster General, Regional Deputy Postmaster General, Divisional Superintendent Postal Services / Mail Sorting and Transportation, International Mail Office, Foreign Post, Postal Life Insurance Organization, Stamps Organisation, Training Organisation, etc. Motto of the Department. Grounds for penalty under the Government Servants (Efficiency and Discipline) Rules, 1973. Minor and major penalties. Appeal against penalty lies to the Authority above the punishing Authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Joining Time. Travelling Allowances bill. Kinds of leave. Leave cannot be claimed as a matter of right. Submission of Application for leave in form GFR-13. Leave cannot be availed of unless sanctioned in writing. Submission of Medical Certificate of Fitness in the prescribed form in case of return to duty by an official granted leave on medical grounds. Casual leave. Seeking written permission for leaving station of duty on Sundays and during holidays. Q Loans and Advances. General Provident Fund. Group Insurance and Benevolent Fund. Welfare Grants. Service Book and Service Roll and their maintenance. Verification of service after completion of 10 years/25 years qualifying service by Audit Office. Kinds of Pension. Examination of Gradation List particulars and affixing signature by each official thereon. Familiarising with the provisions of sections 49 to 56 and 62 to 72 of the Post Office Act, 1898. Breach of provisions of Law punishable. Criminal prosecution in a Court of Law. Definition of terms, namely,

Letter post items (Correspondence), Bulk mail, Country of origin, Country of destination, Direct Correspondence, Transit correspondence, Open transit, Closed transit, Closed mail, Office of Exchange, Intermediary Service, Transit, Transit Charges, Storage Charge, Special Charges, Presentation to Customs charge, Warehousing charges, Mail and sorting lists, Express Items, Letter Bill, Special list, Dispatch list, Verification note. Inquiry in Form CN 08. Monetary Unit of the Universal Postal Union. Access to universal postal services. Ownership of postal items. Freedom of transit. Definition of International Mail Office and its importance. Offices of Exchange in Pakistan. Different branches of an International Mail Office.

Foreign Air Mail Agency. ***Incoming Air Mail***:- Source of receipt of mail; special forms used in the exchange of mail with air carriers; circumstances in which verification notes issued; disposal of forward mail and transfer of bags to be opened in International Mail Office.

Outgoing Air Mail:- Receipt of closed Air Mail bags from the Head Sorters of different sets; examination and manner of despatch of air mail bags in accordance with the schedule of air mail dispatches from Pakistan. Delivery of mail to the agency of the air carrier. Treatment of airmail in the event of an accident or interrupted flight. Filing of work-papers and submission to the relevant authority.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main-Frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware. Types of Software (Operating Systems, Application Software, Drivers, Computer Languages).

2nd Week.

Taking of Paper I by the trainees. (Course covered in 1st week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Receipt of bags from the Air Mail Agent. Examination of bag, seal, cord and label; verification of weight; opening of bags; disposal of letter bill; and maintenance of the Index book of air mail received; treatment of transit mail received; treatment of unpaid and insufficiently prepaid articles; treatment of articles liable to customs duty; disposal of Registered and Insured articles; sorting of ordinary and registered articles; irregularities to be reported through verification note CN 43. Checking of mail and preparation of verification notes on receipt of mails. Procedure to be adopted in case of irregularities observed in receipt of mails containing insured letters or when an article is slightly damaged or seal is partially destroyed. Procedure in case of short receipt of due mail or when missing mail is received subsequently. Blank Exchange bill. Treatment of articles addressed in local languages. Transcription of addresses by Sorters on outgoing foreign articles in English language and Arabic numerals, if not addressed in English or in the language of country of destination. Treatment of Express Delivery articles. Procedure to be

adopted in case of receipt of a request for withdrawal from post or alteration of address of outward foreign article. Cases in which the request may not be accepted. Articles which ought to be registered or sent by insured post. Treatment of registered and insured letters passing through an office of exchange. Treatment of letters and packets containing articles liable to customs duty. Treatment of damaged articles. Treatment of contraband and prohibited articles. Treatment of articles which cannot be forwarded. Treatment of undelivered items. Special stamps used on foreign articles. Procedure of enquiry regarding loss of ordinary unregistered articles. Disposal of enquiries relating to registered and insured articles and applications for supply of their acknowledgements. Compensation. Payment of indemnity. Non-responsibility of Postal Administration. Cases in which a Postal Administration should not be liable for loss. Determination of liability between Postal Administrations. Recovery of Indemnity paid to claimants from Air Carrier. Responsibility of sender. Liability of Postal Administrations. Payment of indemnity for lost, totally rifled or totally damaged registered articles, recorded delivery items and insured items. Procedure for determining the liability of Postal administrations. Settlement of indemnities between Postal Administrations. Free Service. Correspondence with foreign countries. Preservation of records. Visit to local International Mail Office, if any.
Introduction to Windows XP (Start Menu, Desktop Properties, MS Paint, Control Panel, etc.). Installation of Software, Hardware and trouble-shooting. Installation of Printer.

3rd Week.
Despatch of mails. Mode of payment of postage on Correspondence for despatch. Method of denoting prepayment of postage. Characteristics of postage stamps and prepayment impressions. Suspected fraudulent use of postage. Acton to be taken on detection of an article bearing the suspicious postage stamp. Application of date stamp. Treatment of unpaid or underpaid items. Stamping of correspondence. Redirected articles. Treatment of letters and packets containing articles liable to custom duty. Separation of articles and making up of mails. Transmission of registered articles received for onward despatch. Transmission of recorded delivery items. Transmission of Express Mail Service articles and airmail articles sent in surface mail. Disposal of insured letter. Preparation for despatch of air correspondence; use of special forms; closing of air dispatches; maintenance of the index of mail dispatched. Closing of surface dispatches. Closing of air dispatches. Delivery bill. Airmail delivery bill. Return of foreign empty bags. Maintenance of record of mails dispatched. Record of closed transit mail. Routeing of mail. Routeing of airmail. Trial Note. Surface Airlifted mail. Treatment of airmails in the case of interrupted flight and in the event of an accident. Steps to be taken in the event of an accident. Record of Letter bills dispatched. Record of Verification Notes received. Receipt of mails. Examination of mails. How received mail should be checked? Action to be taken if one or more mail bags are missing. Action to be taken if letter bill or any list is missing. Action to be taken in case of irregularities regarding receipt of insured items. Treatment of letter containing articles liable to custom duty. Preparation of CN 55 and CN 56. Transmission and acceptance of CN 55 and CN 56 statements of mail. Record of mails received. Treatment of Transit Mail. Opening of mail bags. Treatment of unpaid and insufficiently paid articles. Treatment of articles containing articles liable to custom duty. Stamping of articles. Disposal of registered articles. Disposal of insured letters. Treatment of irregularly addressed,

undelivered, unpaid or insufficiently paid insured articles. Treatment of damaged insured letters. Cases in which preparation of verification notes are necessary. Period of detention of Post Restante articles. Receipt of empty bags from foreign countries.

Introduction of Microsoft Office 2007 (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Introduction to Ribbon and Tab-groups. Create File, Open File, Close File and save, Save a new Document. Page Setup, Basic editing(Bold, Italic, Underline, Copy, Cut and Paste alongwith selection Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Boarder and Shading, Page Column. Create Table (Table Properties, Boarders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape, Margins, Page Size letter, A4, etc., Paper Source, Layout). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Taking of Paper II by the trainees. (Course covered in 2nd week and 3rd week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Names of Foreign Post Offices in Pakistan. Foreign Post branches functioning under General Post Offices in Pakistan. Knowledge of equipment of Foreign Post. Postal Parcel Agreement. Freedom of Transit. Monetary unit of the Universal Postal Union. Definition of Office of origin, Office of exchange of origin, Country of Origin, Country of destination, Office of exchange of destination, Office of destination, Intermediate office of exchange, Inquiry CN 08. Definition of non-parcel union countries and their relations with Pakistan. Categories of parcels. Limits of weight and size of parcels. Conditions of acceptance of parcels. Packing of parcels. Indication of method of forwarding. Formalities to be complied with by the sender at the time of booking. Filling of Despatch Note CP 71 and Customs Declaration CN 23 by the sender. Compulsory prepayment of postage on all parcels. Exemption from prepayment of postage in certain cases. Marking of parcels sent post-free. Post Restante charge. Preservation of record. Treatment to be given to an insured parcel at the time of booking. Make up, marking and treatment of insured parcels. Delivery procedure of insured parcel. Delivery procedure of express parcels Observance of sender's instructions contained in Despatch Note CP 71. Condition for re-direction of a parcel. Treatment of undeliverable parcels. Period of retention of a parcel. Customs declaration. Steps to be taken for speedy customs clearance. Procedure of presentation to customs charge. How customs duty and other fees should be got cancelled?

Introduction of Microsoft Excel. Introduction to Ribbon and Tab-groups. Create File, Open File, Close and Save a new Work book. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste, Font Size, Superscript, Subscript, etc). Insert New Sheet, Insert Row and Column, Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape Margins, Page Size, etc.). Header, Footer and Print Setup. Entire Work book, Individual Pages..

5th Week.

Liability of a Postal administration if an ordinary parcel is lost or damaged. Procedure of delivery of rifled or damaged parcel. Liabilities of a sender in case of any damage caused to a parcel. Payment of indemnity. Period for payment of indemnity. Settlement of indemnity with Postal administration. Transmission and routeing of parcels. Different methods of transmission of parcel. Make up of bags. Measures to be adopted during closing parcels. Types of labels to be used for closing foreign Parcel Mail. Parcel bills. Drawing up of CP Parcel Bill (Surface, SAL and Air parcels). Despatch of documents accompanying a parcel. Steps to be taken in case of accident. Steps necessary in case of an interrupted flight or diversion of mails. Steps to be taken in case of an interrupted flight or missing of Surface air lifted (SAL) mail. Preparation of trial notes (CN-44). Procedure of preparing and checking of delivery bill (CN 37). Procedure of preparing delivery bill for SAL Parcel (CN 41) and air parcel (CN 38) and their transmission. Procedure to be adopted in case of missing of CN 37, CN 38 and CN 41. Procedure to be adopted on receipt of parcel mails in an office of exchange. Discovery of irregularities and processing of Verification notes. Steps to be taken when the mail which is to be re-forwarded to other Administration has been received in bad condition Notification of irregularities. Preparation of verification note CP 78. Discrepancies of weight or size of parcel. Receipt by the office of exchange of a damaged or insufficiently packed parcel. Check of parcels received in bulk. Dispatch of parcel received missent. Delivery procedure. Procedure of return of empty bags. Preparation of Delivery bill of empty bags (CN 47). Treatment of cases of liability. Visit to local Foreign Post, if any.

Introduction of MS PowerPoint. Open New Slide (Design template, Blank Presentation, Open an Existing Presentation), Insert New Slide (Choose layout on Requirement). Save, Editing of Slides, Design Slides, Custom Animation of slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Animation Effect. Slide Shadow. Slide Show, Slide Numbering. Insert chart. Printing slide in pure black and white. Printing two slides in one page.

6th Week.

Determination of liability between Postal Administrations. Recovery of indemnity paid from air carriers. Reimbursement of indemnity to the paying Administrations. Settlement of indemnities between Postal Administrations.

Taking of Paper III by the trainees (Course covered in 4th week to 6th week excluding items relating to the Computer). Time allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Qualifying marks in the Examination consisting of three papers as a whole will be 45 percent in aggregate.

Introduction to Software relating to (1) International Processing System (IPS) and (2) Express Mail Track and Trace System (EMTTS).

Computer Revision and Computer Practice.

Practical Examination in Computer. (Course covered in 1st week to 6th week pertaining to Computer items). Time Allowed 1½ Hours. Maximum Marks 100. Pass Marks 45 percent.

Announcement of result. Certificate Distribution ceremony.

Preparation of Charge Relinquishment Reports by the trainees. Relief of trainees.

Departure of trainees.

135/13. SYLLABUS OF INTERNATIONAL MAIL OFFICE SORTERS' AND FOREIGN POST CLERKS' REFRESHER TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of Trainees, etc. Course Orientation. Study of the Government Servants (Efficiency and Discipline) Rules, 1973. Civil Servants (Appeal) Rules, 1977. Revised Leave Rules, 1980. Familiarizing with the provisions of sections 49 to 56 and 62 to 72 of the Post Office Act, 1898. Breach of provisions of Law punishable. Criminal prosecution in a Court of Law. Maintenance of Service book and service Roll. Verification of service after completion of 10 years/25 years qualifying service by Audit Office. Kinds of Pension. Submission of Application for grant of pension in Form C.S.R. 25 (Revised) by the official six months before the date of retirement. Early sanction of pension by the competent Authority and its prompt dispatch to the Audit Office. Grant of Anticipatory pension in belated cases. Examination of Gradation List particulars and affixing signature by each official thereon. Universal Postal Union and its relations with the United Nations. Convention and Agreements of the Union. Letter Post Regulations and Parcel Post Regulations. Council of Administration and its functions. Postal Operations Council and its functions. International Bureau of the Universal Postal Union and its functions. Receipt of bags from the Air Mail Agent. Examination of bag, seal, cord and label; verification of weight; opening of bags; disposal of letter bill; and maintenance of the Index book of air mail received; treatment of transit mail received; treatment of unpaid and insufficiently prepaid articles; treatment of articles liable to customs duty; disposal of Registered and insured articles; sorting of ordinary and registered articles; irregularities to be reported through Verification Note CN 43. Checking of mail and preparation of Verification Notes on receipt of mails. Procedure to be adopted in case of irregularities observed in receipt of mails containing insured letters or when an article is slightly damaged or seal is partially destroyed. Procedure in case of short receipt of due mail or when missing mail is received subsequently. Blank Letter Bill. Treatment of articles addressed in local languages. Transcription of addresses by Sorters on outgoing foreign articles in English language and Arabic numerals, if not addressed in English or in the language of country of destination. Treatment of Express Delivery articles. Procedure to be adopted in case of receipt of a request for withdrawal from post or alteration of address of outward foreign postal article. Cases in which the request may not be accepted. Articles which ought to be registered or sent by insured post. Treatment of registered and insured letters passing through an office of exchange. Treatment of letters and packets containing articles liable to customs duty. Treatment of damaged articles. Treatment of contraband and prohibited articles. Treatment of articles which cannot be forwarded. Treatment of undelivered items. Special stamps used on foreign postal articles. Procedure of enquiry regarding loss of ordinary unregistered articles. Disposal of enquiries relating to registered and insured articles and applications for supply of their acknowledgements. Compensation. Payment of indemnity. Non-responsibility of Postal Administration. Cases in which a Postal Administration should not be liable for loss. Determination of liability

between Postal Administrations. Recovery of Indemnity paid to claimants from Air Carriers. Responsibility of sender. Liability of Postal administrations. Payment of indemnity for lost, totally rifled or totally damaged registered articles, recorded delivery items and insured items. Procedure for determining the liability of Postal administrations. Settlement of indemnities between Postal administrations. Free Service. Correspondence with foreign countries. Preservation of records.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main Frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware. Types of Software (Operating Systems, Application Software, Drivers, Computer Languages).

2nd Week.

Taking of Paper I by the trainees. (Course covered in 1st week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Despatch of mails. Mode of payment of postage on Correspondence for despatch. Method of denoting prepayment of postage. Characteristics of postage stamps and postal prepayment or franking impressions. Suspected fraudulent use of postage. Application of date stamp. Treatment of unpaid or underpaid items. Stamping of correspondence. Redirected articles. Treatment of letters and packets containing articles liable to custom duty. Separation of articles and making up of mails. Transmission of registered articles received for onward despatch. Transmission of recorded delivery items. Transmission of express articles and airmail articles sent in surface mail. Disposal of insured letter. Preparation for despatch of air correspondence; use of special forms; closing of air dispatches; maintenance of the index of mail dispatched. Closing of surface dispatches. Closing of air dispatches. Delivery bill. Airmail delivery bill. Return of foreign empty bags. Maintenance of record of mails dispatched. Record of closed transit mail. Routeing of mail. Routeing of airmail. Trial Note. Surface Airlifted (S.A.L.) mail. Treatment of airmails in the case of interrupted flight and in the event of an accident. Steps to be taken in the event of an accident. Record of Letter bills dispatched. Record of Verification Notes received. Receipt of mails. Examination of mails. How received mail should be checked? Action to be taken if one or more mail bags are missing. Action to be taken if letter bill or any list is missing. Action to be taken in case of irregularities regarding receipt of insured items. Treatment of letter containing articles liable to custom duty. Preparation of CN 55 and CN 56. Transmission and acceptance of CN 55 and CN 56 statements of mail. Record of mails received. Treatment of Transit Mail. Opening of mail bags. Treatment of unpaid and insufficiently paid articles. Treatment of articles containing articles liable to custom duty. Stamping of articles. Disposal of Registered articles. Disposal of Insured letters. Treatment of irregularly addressed, undelivered and unpaid or insufficiently paid insured articles. Treatment of damaged insured letters. Enquiry relating to registered articles and insured letters. Cases in which preparation of Verification Notes are necessary. Record of Verification Notes dispatched. Filing of Registered Lists and Insured letter despatch lists and receipts. Period of detention of Post Restante articles. Receipt of empty

bags from foreign Postal Administrations. Visit to the local International Mail Office, if any.

Introduction to Windows XP (Start Menu, Desktop Properties, MS Paint, Control Panel, etc.). Installation of Software, Hardware and trouble-shooting. Installation of Printer.

3rd Week.

Accounts. Services which give rise to account. Transit charges application. Extraordinary services, Multimodal transport. Transit charges for diverted or missent mail. Airmails and SAL mails in transit by surface. Exemption from transit charges and terminal dues. Method of Calculation of Terminal dues and revision mechanism. Provisions applicable to exchanges between industrialized countries. Terminal dues . Provisions applicable to mail flows from developing countries to industrialized countries. Payment of Terminal dues according to provisions applicable to mail flows from industrialized countries to developing countries. Terminal dues provisions applicable to exchanges between developing countries. Accounting for transit charges and terminal dues. Request for payment specific to bulk mail. Accounting for bulk mail. Accounting for mail intended for direct access to the domestic system. Preparation, transmission and approval of transit charges and terminal dues accounts. Provisional payments of transit charges and terminal dues. Special address for the transmission of forms concerning transit charges and terminal dues. Payment of transit charges and terminal dues. Payment of amounts due into the Fund to finance improving quality of service in the developing countries. Air Conveyance Dues-General Principles. Basic rates and calculation of air conveyance dues. Formula for calculating the basic rate and calculation of air conveyance dues for closed mails. Method of calculation of Internal Air Conveyance. Calculation of and accounting for air conveyance dues for priority items and airmail conveyance dues or priority items and airmail items in transit a decouvert. Accounting for air conveyance dues. Preparation of CN 66 and CN 67 statement of weights. Preparation of CN 51 detailed accounts and CN 52 General accounts. Submission and acceptance of CN 66, CN 55 and CN 67 statements CN 51 detailed accounts and CN 52 general accounts. Amendments to air conveyance dues. Payment of air conveyance dues. Payment of air conveyance dues for the transport of empty bags. Air conveyance dues for diverted or missent mails or bags. Air conveyance dues for mail lost or destroyed. Collection of special statistics. Settlement of Inter-Administration Accounts. Settlement of accounts. Preparation and settlement of accounts. Settlement of accounts through the International Bureau. Adjustment of outstanding debts arising from the settlement of accounts through the International Bureau clearing system. Payment of debts expressed in Special Drawing Rights (SDRs)-General provisions. Rules for payment of accounts not settled through the International Bureau. Mails by ships other than mail ships. Dispatch of mail by ships other than mail ships. Gratuities for mails sent by ships other than mail ships. Receipt of mails from ships other than mail ships. Disposal of mails brought by ships other than mail ship.

Introduction of Microsoft Office 2007 (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Introduction to Ribbon and Tab-groups. Create File, Open File, Close File and save, Save a new Document. Page Setup, Basic editing(Bold, Italic, Underline, Copy, Cut and Paste alongwith selection Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering,

Page Boarder and Shading, Page Column. Create Table (Table Properties, Boarders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape, Margins, Page Size letter, A4, etc., Paper Source, Layout). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Taking of Paper II by the trainees. (Course covered in 2nd week and 3rd week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Names of Foreign Post Offices in Pakistan. Foreign Post branches functioning under General Post Offices in Pakistan. Postal Parcel Agreement. Freedom of Transit. Monetary unit of the Universal Postal Union. Definition of Office of origin, Office of exchange of origin, Country of Origin, Country of destination, Office of exchange of destination, Office of destination, Intermediate office of exchange. Definition of non-parcel union countries and their relations with Pakistan. Categories of parcels. Limits of weight and size of parcel. Conditions of acceptance of parcels. Packing of parcels. Indication of method of forwarding. Formalities to be complied with by the sender at the time of booking. Filling of Despatch Note CP-71 and Customs Declaration CN 23 by the sender. Compulsory prepayment of postage on all parcels. Exemption from prepayment of postage in certain cases. Marking of parcels sent post-free. Post Restante charge. Preservation of record of Postal Parcels. Treatment to be given to an insured parcel at the time of booking. Make up, marking and treatment of insured parcels. Parcels with Advice of Delivery CN-07. Delivery procedure of insured parcel. Delivery procedure of express parcels. Condition for re-direction of a parcel. Treatment of undeliverable parcels. Period of retention of a parcel. Customs declaration. Steps to be taken for speedy customs clearance. Procedure of presentation to customs charge. How customs duty and other fees should be got cancelled?

Introduction of Microsoft Excel. Introduction to Ribbon and Tab-groups. Create File, Open File, Close and Save a new Work book. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste, Font Size, Superscript, Subscript, etc). Insert New Sheet, Insert Row and Column, Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape Margins, Page Size, etc.). Header, Footer and Print Setup. Entire Work book, Individual Pages..

5th Week.

Liability of a Postal administration if a parcel is lost or damaged. Procedure of delivery of rifled or damaged parcel. Liabilities of a sender in case of any damage caused to a parcel. Payment of indemnity. Period for payment of indemnity. Settlement of indemnity with Postal administration. Transmission and routeing of parcels. Different methods of transmission of parcels. Make up of bags. Measures to be adopted during closing parcels. Types of labels to be used for closing foreign Parcel Mail. Parcel bills. Drawing up of CP Parcel Bill (Surface, SAL and Air parcels). Despatch of documents accompanying a parcel. Steps to be taken in case of accident. Steps necessary in case of an interrupted flight or diversion of mails. Steps to be taken in case of an interrupted flight or missing of Surface air lifted (SAL) mail. Preparation of Trial Notes (CN-44). Procedure of preparing and

checking of Delivery Bill (CN 37). Procedure of preparing Delivery bill for SAL Parcel (CN 41) and air parcel (CN 38) and their transmission. Procedure to be adopted in case of missing of CN 37, CN 38 and CN 41. Procedure to be adopted on receipt of parcel mails in an office of exchange. Discovery of irregularities and processing of Verification notes. Steps to be taken when the mail which is to be re-forwarded to other Postal administration has been received in bad condition Notification of irregularities after preparation of Verification Note CP 78. Discrepancies of weight or size of parcel. Receipt by the office of exchange of a damaged or insufficiently packed parcel. Check of parcels received in bulk. Dispatch of parcel received missent. Delivery procedure. Procedure of return of empty bags. Preparation of Delivery bill of empty bags (CN 47). Treatment of cases of liability. Determination of liability between Postal Administrations. Recovery of indemnity paid from Air carriers. Reimbursement of indemnity to the paying Administrations. Settlement of indemnities between Postal administrations. Accounting for amounts due in respect of indemnity for parcels. Visit to the local Foreign Post, if any.
Introduction of MS PowerPoint. Open New Slide (Design template, Blank Presentation, Open an Existing Presentation), Insert New Slide (Choose layout on Requirement). Save, Editing of Slides, Design Slides, Custom Animation of slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Animation Effect. Slide Shadow. Slide Show, Slide Numbering. Insert chart. Printing slide in pure black and white.

6th Week.

Rates and Air conveyance dues. Inward land rates. Application of new rates following unforeseeable changes in routeing. Weight of mails used for remuneration of admissible Transit land rates. Application of transit rates. Sea Rates. Application of Sea Rates. Allocation of rates. Rates and dues credited to other administrations by the administration of origin of mail. Preparation of Accounts. Preparation of CN 66 and CN 67 statement of weight. Preparation of CN 51 Detailed Accounts and CN 52 General account. Settlement of accounts. Payment of debts expressed in SDRs General Provision. Rules of payment. Air conveyance dues. Air conveyance dues for lost or destroyed parcels. Parcels addressed to or originating in countries not participating in the agreement.
Introduction to Software relating to (1) International Processing System (IPS) and (2) Express Mail Track and Trace System (EMTTS).
Taking of Paper III by the trainees. (Course covered in 4th week to 6th week excluding items relating to the Computer). Time allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.
Qualifying marks in the Examination as a whole consisting of three papers will be 45 percent in aggregate.
Computer Revision and Computer Practice.
Practical Examination in Computer. (Course covered in 1st week to 6th week pertaining to Computer items). Time Allowed 1½ Hours. Maximum Marks 100. Pass Marks 45 percent.
Announcement of result. Certificate Distribution ceremony.
Preparation of Charge Relinquishment Reports by the trainees. Relief of trainees from the Postal Training Centre. Departure of trainees.

135/14. SYLLABUS OF INTERNATIONAL MAIL OFFICE PORTERS AND FOREIGN POST PACKERS' TRAINING COURSE FOR TWO WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of Trainees. Purpose of training. Organizational setup of the Pakistan Post Office Department, Directorate General, Postal Circles, Postal Regions, Postal Services Divisions, Mail Sorting and Transportation Divisions, General Post Offices/Head Offices, Sub-Offices, Branch Post Offices, Franchise Post Offices. International Mail Office. Foreign Post. Head Record Office, Record Office, Sub-Record Office. District Mail Office. Postal Life Insurance Organisation, Training Organisation. Motto of the Department. Meaning and importance of Khidmat, Deeayanat, Amanat in the light of Islamic, moral and social teachings. Avoiding indebtedness. Attachment of pay by Court. Discipline, Punctuality in attendance of duties. Pride in the Department. Personal cleanliness and smart appearance in public. Wearing of neat and clean uniforms while on duty. Appearance on duty without uniform is misconduct. Secrecy of official information. Official information not to be made public. To ensure taking acquittance in hand to hand exchanges. Courtesy, Cooperation and Honesty. Minor and major penalties under the Government Servants (Efficiency and Discipline) Rules, 1973. Appeal against punishment lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Examination of personal service particulars in the Gradation List and affixing signatures thereon. Kinds of leave. Leave cannot be claimed as matter of right. Submission of application for leave in Form GFR-13. Leave cannot be availed of unless sanctioned. Submission of Medical Certificate of Fitness in the prescribed form in case of return to duty by an official granted leave on medical grounds. Casual leave. Seeking written permission for leaving station of duty on Sundays and during holidays or otherwise. Q Loans and Advances. Free In-door medical treatment in Government Hospitals and Dispensaries. Postal articles to be treated as sacred trust. Familiarizing with the provisions of Sections 49 to 56, 62 and 63 of the Post Office Act, 1898. Penalty for misconduct while employed to carry or deliver mail bags or postal articles. Penalty for voluntary withdrawal from duty. Penalty for making false entry. Penalty for theft, dishonest misappropriation, secretion, destruction or throwing away of postal articles. Penalty for opening, detaining or delaying postal articles. Penalty for fraud in connection with officials marks and for receipt of excess postage. Penalty for preparing, altering, secreting or destroying Post Office documents. Penalty for fraudulently sending unpaid postal articles. Gravity of each offence to be explained. Breach of provisions of law liable to lead to Criminal prosecution in a Court of Law, departmental disciplinary action, etc.

Definition of terms.- Universal Postal Union. Inland mail, Foreign mail. Different types of bags. Mail Bag. Registered Bag. Insured Bag. Parcel Bag. Packet Bag. Different types of articles. Envelope, Postcard, Aerogramme. Unregistered or ordinary articles, Under Paid and Unpaid articles, Registered articles. Insured articles, Value-payable (Cash-on-Delivery) articles, Parcels. Express Mail Service articles. Face and facing of articles. L.C.

(Letter and Post cards) A.O. (Other items). Letter Bill Exchange of mails (CN 31). Special List Registered items (CN 33). Despatch list Insured items (CN 16). Verification Note (CN 43). Delivery Bill. Surface Mails (CN 37). Parcel Bill (Surface, SAL and Air Parcels). Machine Franked Articles. Delivery Bill of Air Mails (CN 38). Label of Letter Mail Bag. Label of Air Mail Bag.

2nd Week

Date Stamps and Seals. Different kinds of stamps and seals. Date stamp, Name stamp, Date Seal. Special stamps which are used on Foreign mail articles. "AD" Stamp (on registered articles or insured letters). "T" Stamp (on unpaid and insufficiently paid articles posted in Pakistan for dispatch to foreign countries). "Postage Due" Stamp (on unpaid and insufficiently paid articles received in Pakistan for delivery). "Reexpedie" Stamp (on redirected articles). "Maldring" Stamp (on missent articles). "Paquebot" Stamp (on articles posted or received on board). Correspondence received to be impressed with date stamp. Missent articles to be impressed with date stamp and "Maldring Stamp". Articles posted on board a vessel to be impressed with combined date stamp and the "Paquebot" or "Navire" stamp. Postage stamp not cancelled by the country of origin need not be obliterated with the date stamp. Special treatment of unpaid and insufficiently paid post cards. All articles posted for dispatch to be impressed with combined date stamp. Date stamping is not obligatory on correspondence prepaid by means of franking machine, or of a printing press, and unregistered reduced rates articles. Correspondence relating to postal service, articles of Prisoners of War, or Civil Internees sent directly or sent through Information Bureau or Central Prisoner of War Agencies and Literature for Blind are exempt from all postal charges. These will be marked "Service Des Postes" and "Service Des Internees". Impressions of all seals and stamps to be taken daily in Book of Postmarks and got examined and initialled by the clerk concerned before they are brought into use. Method of changing of date type, cleaning of stamps and seals. Method of stamping. Disposal of articles bearing defective, spoilt, fictitious or non-postal stamps (e.g. Revenue stamps) as well as postage stamps of a foreign country. Rubber pads. Stone slab to be kept beneath the Stamping pad. Replacement of damaged cloth of Stamping pad. Inking of Stamping pad. Use of black ink and of proper consistency. Care and upkeep of Stamping pad. Ink pad to be covered while not in use. Treatment of unpaid and insufficiently stamped articles. Treatment of damaged and defective articles. Importance and necessity of seals. Tin seal holders. Use of wax or lead or plastic seals. Safe custody of seals. Guarding against misuse of seals and stamps.

Use of proper bag. Classes of bags. Bags of prescribed description and of proper type and suitable size to be used. Care must be taken to avoid misuse of bags. Bags when not in use to be kept reversed i.e. inside out. In case of Air bags to make special dispatches when the number of empty bags is ten or more. Empty bags to be rolled and made into Packets of convenient sizes. Bags received from other Postal Administrations to be returned empty. Use of foreign Administration's bags for dispatch of mail prohibited. Wooden blocks, labels, of canvas, linen, parchment or other strong material, to be returned with empty bags. Packets of empty bags to be tied up sealed and labelled. When the number of bags is not too large, they may be placed in bags containing correspondence. On no account torn and

unserviceable bags to be used. Method of tying mail bag. Preparation and dispatch of mail bag. Precaution at the time of preparing mail bag. Method of labelling, closing and sealing of mail bags. Receipt and opening of Mail bag. Checking of label of mail bag, handling over of mail bag. Precaution to be observed in opening mail bag. Preparation and Opening of Air-mail bag, Express Mail Service bag, Registered bag, Parcel bag. Bags should not be dragged but lifted. Procedure relating to return of empty bags. Torn and unserviceable bags not to be used but should be returned to Bag Sub-Depot for repair or disposal. Label with names and date Stamp to be loosely attached to the ring of each bag. Bag to be closed when all articles are enclosed. Date Seal to be used in sealing bags. Bags to be examined after opening to see that none of the contents have been left inside the bag.

Duties of Porters. Verification of mails received. Bags received to be weighed first and compared with the entries in the Letter Bill and on the label before opening. Porters should not make haste in cutting the string. Receptacles and their packing to be checked and the parcels and various documents to be verified in the presence of the official from whom the mails are taken over. In opening the receptacles the material constituting the packing (String, Seals, Label, Empty bag, boxes) to be preserved intact until the entire mail has been opened, verified and disposed of. Each bag to be opened separately. Acceptance of mails cannot be refused on account of any damage to it. Receipt of damaged bags to be subject to observations duly recorded and signed. Paid articles including those on Postal Service to be separated from unpaid ones. Insufficiently paid articles received from Foreign countries are to be impressed with "T" stamp to distinguish them from fully paid articles. If an inward foreign article on which full postage is paid is to be redirected out of Pakistan it should be marked with the "Re-expedie" stamp. Bundles of transit correspondence for other countries are also to be weighed, counted and verified by referring to the entries in letter bill. Articles to be divided into the following classes: Paid letters and post cards. News papers and Periodicals. Other articles i.e. printed papers, small packets, etc. Unpaid and insufficiently paid articles. Postal service articles, paid redirected and missent articles.

Dispatch of Mails. Closing of surface mails dispatched. Convenient size of bags to be used in closing mails. Sealing of bags. When string is used in closing bags it should be passed twice round the neck of the bag before being tied in such a way that one of the two ends is drawn under the loops. Labels of the bags should be of linen, strong card board or parchment of paper gummed to wooden block. The make-up and text of label should conform to CN 34. The labels should be of the following colours, the use of which is obligatory: Vermilion Red label for bags containing registered items. White Lables for bags containing only unregistered letters and post cards. Light blue labels for Bags containing A.O. items. Green labels for bags containing only empty bags returned to the country of origin. White labels can also be used in place of coloured labels provided they are used in conjunction with tags of relevant colour. A red label is not to be used unless the bag contains Registered articles. When dispatch is very small or there are no articles to be sent, the contents and due documents may be placed in a strong paper cover so as to prevent any damage to them, tied round with a string and sealed. The mails must in such a manner be made up so that the string cannot be detached. If the contents consist of unregistered correspondence the cover may be closed by means of a gummed seal. The

weight of any bag should not exceed 30 Kilograms under any circumstances. Air Mail correspondence or Registered Air Mail correspondence to be dispatched in small numbers may be enclosed in envelopes made of strong blue paper.
Visit to local International Mail Office or Foreign Post. (If any, located at the station).
Holding of Examination. Oral Test. Theory 80 marks. Practical 20 marks. Pass marks 50 percent in the aggregate.
Announcement of result. Certificate Distribution Ceremony.
Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

135/15. SYLLABUS OF POSTAL LIFE INSURANCE UPPER DIVISION CLERKS' COMPOSITE TRAINING COURSE FOR SIX WEEKS

1st Week.
Preparation of Joining Charge Reports. Admission of Trainees, etc. Course Orientation. Organizational setup of the Pakistan Post Office Department i.e. Directorate General, Postmaster General, Regional Deputy Postmaster General, Divisional Superintendent Postal Services / Mail Sorting and Transportation, International Mail Office, Foreign Post, Postal Life Insurance Organization, General Manager, Regional Director, Assistant Director, Postal Life Insurance Field Unit, Stamps Organisation, Training Organisation, etc. Motto of the Pakistan Post Office Department. Grounds for penalty under the Government Servants (Efficiency and Discipline) Rules, 1973. Minor and major penalties. Appeal against penalty lies to the Authority above the punishing Authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Joining Time. Travelling Allowances bill. Examination of Gradation List particulars and affixing signature by each official thereon. Kinds of leave. Leave cannot be claimed as a matter of right. Submission of Application for grant of leave in form GFR-13. Leave cannot be availed of unless sanctioned in writing. Submission of Medical Certificate of Fitness in the prescribed form in case of return to duty by an official granted leave on medical grounds. Casual leave. Seeking written permission for leaving station of duty on Sundays and holidays. Q Loans and Advances. General Provident Fund. Benevolent Fund. Welfare Grants. Service Book and Service Roll. Verification of service after completion of 10 years and 25 years qualifying service by Audit Office. Kinds of Pension. Submission of application for grant of pension in form CSR-25 (Revised) six months before the date of retirement.
What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main-Frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware. Types of Software (Operating Systems, Application Software, Drivers, Computer Languages).

2nd Week.
What is life Insurance? Historical back ground of Postal Life Insurance. A welfare service provided by the Government. Business like dealings as well as service to Policy holders.

Contribution of Postal Life Insurance to National Economy. Salient features. Relative advantages of Postal Life Insurance Vis-a-vis other competitors. Concepts of Life Insurance from Islamic perspective. Is Life Insurance a socially beneficial? How life insurance provides economic security? Definition of Life Insurance and Endowment Assurance. Kinds of Endowment Assurance. Manner of effecting an Insurance policy. Persons eligible to benefits of Insurance. Minimum and Maximum limit of amount of Insurance. Non-Medical policies. Status of Medical Officers with reference to value of policy. Role of Consulting Physician. Different Forms of Assignment of policies. Assignment for the purpose of obtaining loan. Assignment for financing policies through General Provident Fund. Revoking the assignment. Manner of realizing premia. Different mode of payment of Postal Life Insurance premia. Rebate admissible on advance payment of Postal Life Insurance premia on quarterly, half yearly or yearly basis. Acceptance of Proposal. Register of Proposals. How it is to be maintained? Sorting of proposals in three groups viz, Civil, Defence (Army and Navy) and Air Force. Checking of proposal forms. Preparation of scrutiny slip with particular reference to the eligibility to Insurance Fund, proof of birth, report of Medical Officer, verification of signatures of the Postal Life Insurance proposer, payment of correct amount of 1st Provisional Premia. Provisional acceptance of proposal in writing. Preparation of Notice of Provisional Acceptance of Cash Policies in Form Acctts.208 and of Bill deduction policies in Form Acctts.209. Preparation of Policy Draft and its scrutiny by the Supervisor and the Officer. Submission of Policy Draft to Concurrent Audit Party for Audit. Common defects noticed in filling of proposal forms L.I-24 viz, Non Availability of Sound Age Proof, Omission of Identification by the Immediate Superior, Payment of 1st Premium after Medical Examination, Defective Medical Opinion, Miscalculations of amount of Provisional 1st premium, etc. Procedure for getting the defects removed through Canvasser/Assistant Superintendent, Postal Life Insurance Issue of Policy. Policy writing in good hand writing and proper ink. Policy Register. How they are to be maintained? No. of various category of policies to which old and current Registers pertain to be explained. Documents which are to accompany the policy. The form of forwarding memo and policy acknowledgement to be shown. Despatch of policy to the policy holder. Manner of dispatch. Transfer of Policy File for Record. Refund of the amount of premia of Rejected Proposals. Procedure of Refund to be explained. Refund Order Register. How is it maintained? Acceptance of proposal. Extent of Value of proposal which can be accepted by Assistant Director (Policy Issue) independently. Powers of higher authorities relating to acceptance of proposal. Procedure of Verification of date of birth of previously insured proposer. Financing of policies from General Provident Fund (G.P.F.) account. How monthly premium is to be diverted by the Drawing and Disbursing Officer to Post Office Insurance Fund. Issue of a Duplicate Policy. Responsibility of the Organization in regard to damaged or Lost Policy. Precautions to be taken before a duplicate policy is issued. Indemnity Bond used for issue of a duplicate policy. Stamp duty required for the Indemnity Bond. Requirements for acceptance of delayed proposal, Second Medical Examination of proposer, Recovery of Cost of Medical Fee. Good Health Certificate in case of short payment of 1st Premium. Posting of Policy Account. Functions of posting Sections. Accounting of premia. To detect and verify irregularities in the Receipt of P.L.I. Premia. Intimation of credit position to the

Policy Holders. Cancellation, forfeiture and revival of policies.
Introduction to Windows XP (Start Menu, Desktop Properties, MS Paint, Control Panel, etc.). Installation of Software, Hardware and trouble-shooting. Installation of Printer.

3rd Week.
Refund of premia realised in excess except the provisional 1st premium. Distribution of accounting work among various Sections. Schedule of P.L.I. Receipts. Definition of Schedules, kinds of schedules. Sections in which to be received. Particulars of all Drawing and Disbursing Officers and other Accounts Heads from whom to be received. Broad Sheet Proforma in which to be maintained and the purpose it serves. Action to be taken for delay in the receipt of schedules. Action to be taken for wanting schedules. Reconciliation of amount of schedules and its purpose. Itemisation of Schedules. Manner of itemisation. Different kinds of ink used in respect of Civil, Defence and Air Force policies. Transfer of schedules to Posting Sections. Ledger-Cards. Form in which to be maintained. Information which they contain. Alphabetical, numerical and Premium-wise Index Registers of Policies. Sorting of Ledger-Cards. How sorting is made? Different systems, applied for sorting. Index Registers to facilitate tracing out Ledger-Cards. Posting of P.L.I. Premia in Ledger-Cards. Procedure of posting of P.L.I. premia in the Ledger-Cards. Definition of un-posted and Non-Credits. Posting of P.L.I. premia in Head Offices in respect of Cash and Postal Bill Policies, Various registers to be maintained and statements to be submitted to G.M's Office. Method of posting. Machine Posting and Hand Posting. Duties of Machinist. How the Hand Posting is made and what are the instructions about it? Duties of posting clerk. Unadjusted Items. Definition. Form Acctts.120 in which Unadjusted Items are to be listed. How entries are made in it? Methods to be applied for clearance of Unadjusted Items. Follow up of the items till their clearance. Unadjusted Items Register. Purpose of its maintenance and manner of clearance from the Register. Periodical review of Register by Director, P.L.I. Non-Credits. Definition. Manner of clearance by following up with the policy holders and Drawing and Disbursing Officers in Form Acctts.120-A. Maintenance of Records in Form Acctts.120-A. Register of Non-Credits. Purpose of its maintenance and manner of clearance. Head Clerk's Abstract of Ledger Cards. Purpose of maintenance. Procedure of maintenance. Form prescribed for the Abstract. Manner of carrying out Review of Posting. Important points which are to be reviewed. Purpose of reviews. Duties of the reviewer. Issue of Annual intimation of credit position. Posting Clerk Ledger Card Abstract. Purpose of its maintenance. Procedure of its maintenance. Form to be used for the monthly abstracts. Action to be taken when a card is temporally removed from the lot. Matching. Utility of the process in clearance of Unadjusted and Non-Credit items. Method of the process and standard forms to be used. Check on Posting work. How it is to be exercised by the Assistant Directors? What documents are to be maintained to exercise the check? Which of the registers are to be reviewed by the Section Officer. Daily and weekly Reports on the progress of posting work. Treatment of Ledger Cards on which premium is to be discontinued. Intimation to the policy holders or Drawing and Disbursing Officers regarding discontinuation of premia. Forms to be used for the intimation. Action to be taken as soon as intimation has been issued. Accounting of P.L.I. Premia receipts. Broad Sheet of premia receipt. How it is to be maintained. The documents with which to be reconciled. Forms to be used for the Broad Sheet. Sanction which has to be maintained in

consolidated Broad Sheet of Premia Receipts. Common irregularities in the Schedules of PLI receipts. Excess or double credits. Short credits. Credit passed on after the payment of premia has ceased. Manner of dealing with irregularities. Study of relevant forms used in Posting Section. Circumstances under which a policy is treated as lapsed or forfeited or cancelled. Procedure for the revival of lapsed or forfeited policies. Authority competent to order revival of policy.

Introduction of Microsoft Office 2007 (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Introduction to Ribbon and Tab-groups. Create File, Open File, Close File and save, Save a new Document. Page Setup, Basic editing(Bold, Italic, Underline, Copy, Cut and Paste alongwith selection Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Boarder and Shading, Page Column. Create Table (Table Properties, Boarders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape, Margins, Page Size letter, A4, etc., Paper Source, Layout). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Talking of Paper I by the trainees . (Course covered in 1st week to 3rd week excluding items relating to the Computer). Time allowed 3 Hours. Maximum marks 100. Pass marks 35 percent.

Conservation of lapsed policies. Segregation of active and inactive ledger cards and conservation of lapsed policies. Issue of duplicate Premium Receipt. Book. Posting of premia on Collateral Evidence (C.E). Basis and refund of premia. Change in terms and conditions of Insurance. Commutation of future premia. Payment of surrender value of policies of more than two years duration. Paid up of policies. Reduction in the value of the policy. Conversion of policies from life to endowment and vice-versa. Facility of Rebates on advance payment of premia. Assignment of policies to the nominated beneficiaries. Supplementary contract. Education and marriage policies. Records. Maintenance of records of policies. Maintenance of record of Index Cards. Section responsible to keep the records. Broad groups in which main policy are to be maintained. Movement Registers. Period of preservation (Appendix-E). Register of Assignment. Assignment purpose legality procedure of assignment and re-assignment. Endorsement to be made on the policy of assignment. Entries to be made in the Register of assignment. Standard form in which assignment register is to be maintained. Index Cards. What purpose does it serve? Manner of preparation of Index Cards. Treatment of Index Cards when a policy ceased to exit due to forfeiture/maturity/surrender, etc. Settlement of Claims. Categories of Claims. maturity, death, by surrender-explain each one. Maturity Calendar-method of preparation and its utility. Forms to be used for entertainment of claims. Procedure for settlement of claim. Maturity claims. Kind of policies which are liable to become claim on completion of terms of Insurance of specified date. Endowment, education and marriage policies. Issue of notices to policy holders to prefer claim and to Drawing and Disbursing Officers to stop recovery of premia. Review of credit position of policies due to mature within a year. Documents to accompany the claim. Manner of filling of forms to be explained. Calculation of maturity value. Assigned and unassigned polices. Scrutiny of claim papers.

Death Claims. Action to be taken in case of insured's death within two years of the currency of the policy. Natural death and suicide. Death Certificate to accompany claim. Requisite information to be contained in Death Certificate. Procedure to be followed for death claims regarding Education and Marriage policies. Surrender Value. Period after which surrender value can be claimed. By whom value can be claimed. Policy holder or assignee. Surrender Value Claim Register Standard forms used. Method of calculation and procedure for settlement of claims. Supplementary contract meaning and purpose. Claims for accidental death or permanent disability. Conditions precedent to the admission of claim. Claim Documents. Precaution to be taken before issue of payment sanction. Advance payment of premia. Authority to allow advance payment. Rebates admissible on advance payment. Sanction for rebate on advance payment of premia. Commutation of future premia. Define commutation and its benefits. Method of calculating rebate. Records to be maintained Acctts.138. Paid up policies. Terms and conditions. Method of calculation of Paid Up Value. Benefits under Paid-up policies. Maintenance of Register of Paid-up Policies (Accts.138). Conversion of policies. Cases covered under conversion of polices. Documents to accompany the application for effecting conversion. Methods of conversion. Grant of Loans. What security is to be obtained for sanction of loan? Extent of amount of loan to be sanctioned. Other conditions governing sanction of loan. Payment of loan and extent of number of installments and period prescribed for repayment. Notices to Loanees. Loan account legers. Review of credit position of policies on which loan is outstanding. Forms of assignments to be endorsed on policy on which loans are to be sanctioned. Detailed procedure for sanction of loan. Schedules and lists of Postal Life Insurance Receipts. When the Schedules lists are due to be received? Treatment of schedules and lists in G.M.'s Office. Broad-Sheet Acctts.238, the manner in which to be maintained. Receipt of Certified lists of premia recovered by Bill deduction by various Drawing and Disbursing Officers. Treatment of certified list in respect of Bill Deduction in G.M.'s Office. Reconciliation of certified lists with book receipts. With what documents certified receipts are to be reconciled with book receipts. Utility of statement Acctts. 156 in connection with reconciliation and adjustment. Importance of reconciliation. Reconciliation with the Posting Sections. Compilation of total of posted and un-posted items amount of various schedules during each month in Form Acctts.155 Section-wise by Posting Sections. Reconciliation of figures contained in Acctts.155 by the Accounts Sections with the figures contained in Form Acctts. 156. Annual reconciliation of figures contained in Acctts. 155 and Acctts. 156 through Audit Office. Watch on the receipt of schedules. Action to betaken in cases of Non-Receipts or delay in receipt of schedules and lists. Personal contacts through Field Staff for obtaining the schedules and lists. Schedules of P.L.I. Payments. Standard forms to be used for preparation of schedules of P.L.I. payments. Frequency of the receipts of the schedules from Head Post Office. Treatment of these schedules in General Manager's Office. Procedure of classification of payment in the Broad Sheet of charges in form Acctts.160. Main heads under which the payments are to be classified. Classification under various sections i.e. Civil, Defence and Air Force. Post Audits of the vouchers attached to the schedules of P.L.I. payments. Payment of Medical fees. By which Section the sanctions are to be issued. How the sanctions serially numbered and how they are advised in monthly lists? Maintenance of Sanction Registers. Disposal of monthly lists of Medical Fees by Issue Sections. Scrutiny of original payment sanctions and noting the

date of payment in the relevant column of the registers. Action to be taken in cases of discrepancy. Payment of Honoraria to Canvassing Agents. By whom the sanctions are to be issued. Conditions for payment of loan and commission and their rates. How the sanctions are serially numbered and how monthly lists to be prepared? Scrutiny of paid vouchers and noting down the date of payment against the relevant column in the register. Action to be taken in cases of discrepancies. Method of recording the paid vouchers. Sanction of refund. How the sanctions will be serially numbered? Maintenance of record of refunds on monthly basis in the register in Form Acctts.139. How the paid vouchers are recorded in monthly bundles. Payment sanctions in respect of claims. How the record of Payment Sanction is maintained by various sections in General Manager's Office? Maintenance of Payment Sanction Register Acctts. 237. Noting down the date of payment in the register by the Accounts Section. Action to be taken in cases of delay in payment. Treatment of paid vouchers in Accounts Section in General Manager's Office. Necessary entry in the discharged policy register. Post Audit of paid vouchers by the Concurrent Audit. Record of paid vouchers to be explained. Miscellaneous Payment. What payments fall within this definition? How these payments are to be classified in Broad Sheet of Charges in Form Acctts.160?

Introduction of Microsoft Excel. Introduction to Ribbon and Tab-groups. Create File, Open File, Close and Save a new Work book. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste, Font Size, Superscript, Subscript, etc). Insert New Sheet, Insert Row and Column, Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape Margins, Page Size, etc.). Header, Footer and Print Setup. Entire Work book, Individual Pages..

5th Week.

Post Office Insurance Fund. How the accounts of Fund is to be maintained? Standard forms to be used for balance of the Fund to be worked out at the close of last working day of each month. Method of working out Section-wise balance of the Fund. Accounts Statement and Annual Reports. Responsibility of Accounts Section of General Manager's Office to prepare and submit Accounts Statements and information for Annual Report. Particulars of statements to be prepared and submitted by Accounts Section to be explained. Revision of Postal Life Insurance Accounts Code. Authority by whom amendments are to be issued. Relations of the amendments of Post Office Insurance Fund Rules or modification of the Accounts procedure with the Postal Life Insurance Account Code. Valuation of Post Office Insurance Fund. Prescribed period within which valuation is to be carried out. Purpose of valuation. Relation of valuation. Relation of the Valuation with the declaration of Bonus. Valuation Records. What records apart from Valuation Cards is to be maintained for the purpose of compilation of valuation data? Importance of upto date Policy Registers, Policy Payment Registers, Register of Policies cancelled and treated as void and Register of Paid-up policies in relation to valuation of Fund. Valuation in Cards. Standard form in which they are to be prepared. Procedure of preparation of Valuation Cards. Valuation Statistical Data. Particulars of statistical statements necessary in connection with actuarial valuation. Authority who is to be consulted in connection with valuation of Fund. Section-wise statistical data for the valuation. Bonus Certificate. How the bonus is to be declared after valuation? Standard forms to be issued for preparation of Bonus Certificates. Manner of

dispatch of Bonus Certificates to Policy Holders. What documents will form the office copy of Bonus Certificate and where it is to be recorded? Receipt and dispatch of dak and supervision on this work. Review of dak by Assistant Directors. Making of important letters and reminders for prompt disposal. Reminders and disposal diaries. Review of dak register by the Section Incharge. Movement of files between Sections. Daily dispatch of fair copies of letters. Initiating fair copies by the typist to keep a watch on issue of copies. Correct Addressing. A Test check of the address on covers by the Assistant Director. Importance of this check. Booking Journal for Registered Articles. Dispatches at intervals. Use of Economy Registered Service Covers. The circumstances under which to be issued. What is to be contained in acknowledgement cards or letters? Credit position enquiries. Prompt disposal of such enquiries to be stressed. Manner of collecting material for a reply. Responsibility for supplying correct information. Liasion with Policy Holders and its importance. Aiming at welfare of Policy Holders. Liaison with the field Staff. Prompt attention to the communications from Field Staff. Arranging prompt disposal of cases referred by the Field Staff. Replies to the Policy Holders in such cases under intimation to Field Staff. Preparation of claim documents. Assistance to Policy Holders in preparation of claim documents. Particulars of forms which are sent to Policy Holders.

Introduction of MS PowerPoint. Open New Slide (Design template, Blank Presentation, Open an Existing Presentation), Insert New Slide (Choose layout on Requirement). Save, Editing of Slides, Design Slides, Custom Animation of slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Animation Effect. Slide Shadow. Slide Show, Slide Numbering. Insert chart. Printing slide in pure black and white.

6th Week.

Calendar of Returns. Purpose of periodical returns. Particulars of returns to be submitted by various officers to Directorate General. Special periodical visits to sections. Officers by whom these visits are to be made. Purpose of these visits. Inspections of various branches in General Manager's Office. Frequency of these inspections by whom these inspections are to be carried out. Purpose of Inspections. Publicity of the Organization, by whom it is done. Printing of Publicity literature containing statistics. Standardization of Forms. Number of groups of standard forms in use in Postal Life Insurance. Procedure of allotting number to the standard forms from the respective groups. Responsibility of standardization and printing of Postal Life Insurance forms. Exercise of powers by Director General under Post Office Insurance Fund Rules and over-all supervision of the Organization. Various Returns required to be submitted to Directorate General. Maintenance of annual accounts of Postal Life Insurance Cash/Postal Policies by Head Post Offices. Purpose behind the maintenance of accounts of Cash and Postal Policies. Sections in General Manger's Office responsible for maintenance of accounts. Registration of Cash Policies at Head Post Offices. Procedure of Registration of Cash Policies. Records maintained for registered policies and their utility. Advice of transfer of Policy Account in Form Acctts.293. What purpose does it serve? How it is prepared and what documents it contains be explained with Form Acctts.293. To whom it is issued and steps involved in this transaction. Documents and Periodical Statements due to be sent by Head Post Office. Kinds of statements, due dates of their submission. Disposal of each statement in General Manager's Office. Receipt and Disposal of Postal Life Insurance schedules along-with Re-conciliation

sheets in the Office of General Manager, Postal Life Insurance. Period after which to be dispatched by Head Post Offices to the General Manager's Office. Action to be taken in General Manager's Office.

Taking of Paper-II by the trainees (Course covered in 4th week to 6th week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 35 Percent.

NOTE.- Qualifying marks in the Examination consisting of two papers will be 40 percent in aggregate.

Practice in Computer by the trainees.

Practical Examination in Computer (Course covered in 1st week to 5th week). Maximum Marks 100. Time Allowed 2 Hours. Pass Marks 45 percent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

135/16. SYLLABUS OF POSTAL LIFE INSURANCE UPPER DIVISION CLERKS' REFRESHER TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees, etc. Course Orientation. Organizational setup of the Pakistan Post Office Department. Administrative Setup of Postal Life Insurance organization. Historical background of Postal Life Insurance Organization. Definition of life Insurance and its benefits. Special role and contribution of Postal Life Insurance to National Economy. Its salient features. No Profit, No loss, lowest premium, highest Bonus, Payment of Premium on monthly basis, etc. Relative advantages of Postal Life Insurance vis-à-vis policies offered by State Life Insurance Corporation of Pakistan and other important competitors. Proposal form (LI-24). Common defects noticed in filling proposal Form (LI-24) and procedure for getting the defects removed. Types of different PLI policies. Calculation of rate of premia. Manner of effecting Life Insurance and Endowment Assurance. Kinds of Endowment Assurance policies. Persons eligible to its benefits. Minimum and maximum limit of amount of Insurance. Medical Examination and status of Medical Officer for the purpose of examining PLI proposers. Forms of assignment and their legal force. Assignment for financing policies through General Provident Fund. Procedure as to how premium is diverted form General Provident Fund. Mode of payment of premium and rebate admissible on advance payment of premium. Group-wise sorting of proposals, Civil, Defence and Air-Force, etc. Maintenance of proposal register. Checking and preparation of Scrutiny sheet and its submission in Form LI-106. Preparation of Notice of Provisional Acceptance in Form Acctts. 208 and Acctts. 209. Scrutiny of Policy Draft. Writing of Policy in good handwriting. Maintenance of policy register. Documents to accompany the policy. Dispatch of policy to the policy holder. Transfer of policy file to Record Section. Requirements for delayed acceptance of PLI proposal. Second medial Examination of PLI proposer. Good Health Certificate required for short payment of 1st Premium. Rejected proposals and Refund of amount of premium and its procedure. Maintenance of Refund Order Register of 1st provisional premium (LI-112). Issue of duplicate policy and measures to be taken before issue.

Indemnity Bond in use for issue of duplicate policy and Stamp duty required for the purpose. Standard Printed forms used in Issue Section to be shown to trainees.
What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main-Frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware. Types of Software (Operating Systems, Application Software, Drivers, Computer Languages).

2nd Week.
Main functions of the Posting Section. Posting of premia. Checking and detection of irregularities in the receipt of premia. Receipt of ledger card and preparation of Index Registers (Premia-wise and Numerical). Sorting of Ledger Cards to facilitate posting of Premia. Procedure of posting of premia in the ledger card. Receipt of schedule from PG Section. Receipt of Lists and Schedules. Exercise of strict watch on receipt of pending schedules. Method of machine posting and hand posting and duties of posting clerk. Preparation of Posting Reconciliation Sheet and List of Unadjusted items pertaining to Cash policies in form Acctts.120 (Cash) and Bill Policies in form Accts.120 (Bill). Preparation of Statement showing disposal of Non-Credit items (Acctts.120-A). Maintenance of Unadjusted Accounts Register and its submission for review. Maintenance of Ledger Card abstract. Checking of posting made by the Posting Clerks. Manner and purpose of review of posting. Duties of Reviewer. Important points to be reviewed. Define Ledger Card Abstract and procedure of its maintenance. Action taken when a ledger card is removed from the lot. Issue of Annual Intimation of Premia. Study of various forms used in Posting Section. Maintenance of Annual Accounts in respect of Cash and Postal Bill Deduction policies in Head Offices. Functions and importance of Cent Per Cent Checking Cell. Action to be taken on the Ledger Card in which premium is to be discontinued. Intimation of Complete Credit Position to insurants on their demand. Excess, short, double credits and common irregularities committed. Lapsation, forfeiture and revival of policies. New policies in lieu of void and forfeited policies. Circumstances under which a policy is treated as forfeited and cancelled. Supply of duplicate or fresh Premium Receipt Book to the insurant. Procedure of refund of excess premia. Maturity Claim. Kind of policies which are liable to become claim on completion of insurance of the term of specified time, Endowment, Educational, Marriage policies. Issue of notices to policy holders to prefer claims and advice to Drawing and Disbursing Officers to stop recovery. Review of credit position of the policies due to mature within a year. Documents to accompany the claim and manner of filling of forms. Death Claims. Action taken in cases of insurant's death within two years. Natural death, Accidental death, Suicide and death at hands of justice. Production of Death Certificate in the manner as prescribed under the rules. Procedure to be followed for death claim regarding education and marriage policies. Scrutiny of papers and calculation of claim for submission to Audit. Procedure to be followed for settlement of death claims in respect of un-assigned policies. Surrender of a policy. Period after which surrender value can be claimed. By whom surrender value can be claimed, policyholder or

assignee. Method of calculation and procedure of settlement of surrender value claim. Surrender Value Claim Register. Difference between surrender value and forfeited surrender value.

Introduction to Windows XP (Start Menu, Desktop Properties, MS Paint, Control Panel, etc.). Installation of Software, Hardware and trouble-shooting. Installation of Printer.

3rd Week.

Taking of Paper I by the trainees. (Course covered in 1st week and 2nd week excluding items relating to the Computer). Time allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.

Grant of Loan. Security to be obtained for grant of loan. Maximum amount of loan to be sanctioned. Conditions for grant of loan and repayment of installments and interest. Payment of loan and extent of number of installments and period prescribed for repayment. Loan against policies financed from General Provident Fund not admissible. Form of assignment to be endorsed on policy on which loan is sanctioned. Maintenance of loan sanction register and submission of monthly review. Precautionary measures to be taken for issue of payment sanction in respect of claim of Surrender Value and Loan. How the Audit objection is to be removed? Study of standard forms used in Claim Branch. Purpose of embossing the sanction memo. Procedure for refund of the amount deducted from the payment sanction, when credit for the recovered amount is traced later on. Receipt of List and Schedule of Postal Life Insurance. What is schedule, its definition and kinds. List of Drawing and Disbursing Officers and other Accounts Authorities from whom schedules are to be received. Broad sheet, Proforma in which to be maintained and the purpose it serves. Action to be taken for delay in receipt and in respect of wanting schedules. Reconciliation of amount of schedules. Itemisation of schedule. Purpose and manner of itemization with different kinds of ink used in respect of Civil, Defence and Air Force policies. Accounting of Postal Life Insurance Premium Receipts. Procedure of maintenance of Broad Sheet of Postal Life Insurance premia receipts. Compilation of Postal Life Insurance Receipts. Treatment of schedules and lists. Manner of maintenance of Broad Sheet in Acctts.238. Receipt of certified list of premia recovered by bill deduction by various Drawing and Disbursing Officers and its treatment. Reconciliation of certified receipts with book receipts. With what document the certified receipts are to be reconciled with book receipts? Utility of statement of Reconciliation between booked and accounted figures of premia in form Acctts.156 in connection with re-conciliation and adjustment. Reconciliation with the Posting Section. Compilation of total of posted and un-posted items, amount of various schedules from Broad Sheet of Premia Realised in form Acctts.155 during each month. Annual Reconciliation of figures contained in Acctts.155 with Acctts.156. Study of forms used in P.G. Section. Conservation of lapsed policies. Segregation of active and inactive ledger cards and conservation of lapsed policies. Issue of notices to policy holders. Cancellation of policies and maintenance of its register. Posting of premia on Collateral Evidence basis and refund of excess premium. Study of standard forms used. Group Insurance. General information. Entertainment of claims. Claim register. Scrutiny of claims and issuance of Payment Sanctions. Payment of Premia by the party.

Introduction of Microsoft Office 2007 (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Introduction to Ribbon and Tab-groups. Create File, Open File,

Close File and save, Save a new Document. Page Setup, Basic editing(Bold, Italic, Underline, Copy, Cut and Paste alongwith selection Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Boarder and Shading, Page Column. Create Table (Table Properties, Boarders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape, Margins, Page Size letter, A4, etc., Paper Source, Layout). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Importance of publicity. Various means of publicity. How the publicity material is released? Standardization and Printing of Forms. Number of groups of standard forms and procedure of allotting number to the forms. Responsibility for standardization and printing of Postal Life Insurance Forms. Authority by whom amendments in the Postal Life Insurance Account Code are issued. Procedure as to how amendments are made. Payment of Medical Fees to Medical Officers. Preparation and issue of sanctions. How the sanctions are serially numbered and monthly list prepared in form Acctts.240? Payment of honoraria to the canvassers. Procedure for sanction of Renewal Commission to the canvassers. Limit of Honoraria to be paid to departmental canvassers. Different rates of Honoraria to be paid Quarterly, Half Yearly and Annually. Importance of List of Honorarium Medical Fees sanctioned in form Acctts.240. Study of forms used. Define Collateral Evidence. Importance of Collateral Evidence. Circumstances under which premia is to be admitted on the basis of Certificate regarding Collateral Evidence Form Acctts.196 (Revised) to be shown to trainees. Action taken after admittance of premia on Collateral Evidence basis. Form Acctts.121 to be shown to trainees. Detailed procedure for having the items posted, be explained. Necessity of transfer entry be explained. Circumstances under which the steps regarding "write off" of the amount are taken. Valuation of Post Office Insurance Fund. Definition of valuation and its purpose. Prescribed period in which the valuation is to be carried out. Main functions of Actuary. Importance of the valuation with the declaration of Bonus. Records apart from valuation cards to be maintained for the purpose of completion of valuation data. Importance of (a) Upto-date policy register, (b) Policy payment register, (c) Register of policies cancelled and treated as void, and (d) Register of "Paid up" policies. Preparation of valuation cards. Explain the different ways in which the cards are arranged. Particulars of statistical statements in connection with actuarial valuation. Study of standard forms used in Fund Valuation Section. Definition of Bonus. Manner of preparation of Bonus Certificate and its dispatch to policy-holders.

Introduction of Microsoft Excel. Introduction to Ribbon and Tab-groups. Create File, Open File, Close and Save a new Work book. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste, Font Size, Superscript, Subscript, etc). Insert New Sheet, Insert Row and Column, Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape Margins, Page Size, etc.). Header, Footer and Print Setup. Entire Work book, Individual Pages.

5th Week.

Taking of Paper II by the trainees. (Course covered in 3rd week and 4th week excluding items relating to the Computer). Time allowed 3 Hours. Maximum Marks 100. Pass marks

40 percent.

Receipt and Dispatch of Dak. Main functions of the Central Receipt Section. Procedure of maintenance of "Inward Dak Register" and its importance. Treatment of bags received from different agencies. Treatment of letters received from Director General and Wafaqi Mothasib's Secretariat. Manner of dispatch of Dak by the Central Receipt Section. Duties of Dispatching official. Dispatch to ensure that addresses are quite legible and correct. Maintenance and submission of three different types of complaint registers. Importance of registers. Prompt attention to the communications received from Field Staff. Prompt disposal of the cases received from the policy holders and complaints addressed to the Wafaqi Mohtasib. Procedure to pursue cases diarised for submission to the Wafaqi Mohtasib. Preparation of comments on Court cases preferred by claimants. Main duties and functions of the Record Section. Maintenance of records of policies. Upkeep of the policy files. Movement register and manner of its maintenance. Maintenance of record of index card. Circumstances under which duplicate Bonus Certificate is issued. Registration of Assignment. Procedure and legality of Assignment, re-assignment, revocation of assignment. Entries to be made in the Register of assignment. Procedure of assignment of Policies financed from General Provident Fund. Standard forms used for the purpose to be shown. Purpose of Conversion to be explained. Main functions of Conversion Section. Reduction in the value of policy. Conversion of policies from life to endowment and vice-versa. How the calculation is made of "Paid up" value? Explain in detail Commutation and Conversion of policies. Importance of maintenance of Conversion Register. Study of forms used in the Section. Main functions of Loan Account Section. Maintenance of loan part files. What is loan recovery schedule and how loan ledger is to be maintained? Procedure of posting of loan and interest to be demonstrated. How the loan payment schedules are checked? Maintenance of defaulters register in form Acctts.253. Issue of notices to defaulters who failed to pay interest and loan. Procedure of final settlement of loan with the help of loan re-payment book. How policies are re-assigned in favour of the loanee? How the variation of loan receipt and loan repayment are reconciled? Procedure of post-audit of loan payment. Broad Sheet of loan and interest and recoveries and its reconciliation. How the amount is reconciled with those booked by the Audit office? Procedure of preparation of monthly statement of balance of outstanding loan. Study of the forms used in the Section.

Introduction of MS PowerPoint. Open New Slide (Design template, Blank Presentation, Open an Existing Presentation), Insert New Slide (Choose layout on Requirement). Save, Editing of Slides, Design Slides, Custom Animation of slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Animation Effect. Slide Shadow. Slide Show, Slide Numbering. Insert chart. Printing slide in pure black and white.

6th Week.

Furnishing of security by clerks. Fidelity bond. Examination of entries and personal particulars in the Gradation List and affixing signatures thereon. Grounds for penalty. Minor and Major penalties under the Government Servants (Efficiency and Discipline) Rules, 1973. Appeal against penalty lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. General Provident Fund. Transfer and posting. Tenure of post. Study of Revised

Leave Rules, 1980. Submission of Application for leave in Form GFR-13. Grant of leave. Method of maintenance of leave account. Submission of medical certificate of fitness in case of return from leave availed of on medical grounds. Casual leave. Seeking written permission for leaving station of duty during holidays or on Sundays or otherwise. Issue of General Manager's Monthly Circulars. Purpose of their issue. Maintenance of Guard Files of Director General's Circulars and General Manager's Circulars. Main functions of Administration Branch. Study by trainees of some cases of appointment, transfer and posting of staff. Drafting of Memo of transfer by each trainee with imaginary particulars. Maintenance of Personal Files of the staff. Procedure in respect of grant of different types of recoverable advances and Q Loans. Service Book and its maintenance. Kinds of Pension. Submission of application for grant of pension in Form CSR-25 (Revised) six months before expected date of retirement. Timely preparation of pension cases. Issue of Anticipatory pension in belated cases. Preparation of Gradation list and its circulation amongst the staff. Fixing of seniority in Gradation list. Method of fixation of pay on promotion and revision of basic pay scale. How the Pay Bills are prepared? Explain in detail about the registers of advances recoverable. How the Budget Estimates (B.E.) and Revised Estimates (R.E.) is prepared? Maintenance of Cash Book. Contingent Register and how is it maintained? Maintenance of Budget Register. Maintenance of expenditure statements and their submission to Director General. Functions and responsibilities of Stock Branch. From where the stationery is supplied? Who is responsible for printing of Postal Life Insurance forms?

Taking of Paper III by the trainees. (Course covered in 5th week and 6th week excluding items relating to the Computer). Time allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.

NOTE.- Qualifying marks in the Examination consisting of Paper I to Paper III will be 45 percent in the aggregate.

Practice in Computer by the trainees.
Practical Examination in Computer (Course covered in 1st week to 5th week). Maximum Marks 100. Time Allowed 2 Hours. Pass Marks 40 percent.
Announcement of Result. Certificate Distribution Ceremony.
Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

136. **Training Courses for Supervising Officials**.- A Compulsory training course must successfully be attended by a departmental official immediately on his promotion to a post in supervisory cadre in a higher Basic Pay Scale on regular basis on the recommendation of the appropriate Departmental Promotion Committee. Similarly a person appointed by initial recruitment to the post of Assistant Superintendent, Post Offices or Mail Sorting Transportation or Assistant Superintendent (Field), Postal Life Insurance on the basis of a competitive examination and after clearance by the appropriate Department Selection Committee must successfully undergo the prescribed training course at the Postal Training Centre for specific period of time. The outlines of syllabi for the various compulsory training courses for supervising officials of the Pakistan Post Office Department to be conducted at a Postal Training Centre for the prescribed period of time

are given hereafter.

136/1. SYLLABUS OF ASSISTANT SUPERINTENDENTS OF POST OFFICES TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of Course participants. Course orientation Assignment of topics for preparation of Research Reports. Organizational set up of the Pakistan Post Office Department. Origin of the Post. Development of Pakistan Postal Services after independence. Importance of Post in socio-economic development. Provision of infra-structure. Dissemination of knowledge and information. Facility to trade and industry for exchange of samples of merchandise. Facilities for remittance of money. Promotion of sense of national unity. Management functions of the Pakistan Post Office Directorate General. Planning and Organizing. Staffing. Direction and Control. Discipline. Management techniques. Motivation. Human Relations. Communication. Leadership. Problem solving and Decision making. Concept of Public utility service vis-à-vis commercial aspect of the Department. Exclusive privilege of the Department to carry letters. Primary and Agency functions performed by the Pakistan Post Office Department.

2nd Week.

Principal duties and administrative functions of Assistant Superintendent of Post Offices. Jurisdiction of Sub-Division and its knowledge. Headquarters of Sub-division. Personal knowledge of character and abilities of subordinates in the Sub-division. Knowledge of rules and regulations. Verification of Character and antecedents of new appointees. Obtaining of Declaration regarding furnishing of fidelity bond/surety bond/deposit of security by the Postmen/Village Postmen and other subordinate staff. Utilization of Leave reserve staff. Relation with staff. Relation with Service Unions. Transfer of services to another Government office or department with the approval of the Appointing Authority. Circulation of Gradation list and obtaining signatures of concerned employees thereon. Fixation of seniority. Transfer and posting of officials below the rank of Postman and Village Postman. Transfer of charge. Transit memo in Form A.C.G.76. Apprising the competent authority two months in advance about completion of prescribed tenure of post for arranging rotation of charge of Mail Overseers, Cash Overseers, Postmen, Village Postmen, etc. Strict observance of tenure of post. Extension in tenure of post of any official in Basic Pay Scale 1 to 15 requires approval of Director General. Kinds of Leave. Submission of application for leave in form GFR-13. Leave cannot be availed of unless sanctioned in writing by the competent authority. Submission of Medical Certificate of fitness in the prescribed form in case of return of an official to duty granted leave on medical grounds. Causal Leave. Seeking written permission by the staff for leaving station of duty on Sundays and during Post Office holidays or otherwise. Conditions of qualifying service. Classes of pension. Verification of qualifying service. Pension and Gratuity. Submission of Pension Application in form C.S.R. 25 (Revised) six months in advance of expected date of retirement. Timely preparation of pension papers and their prompt submission to the competent Authority. Grant of anticipatory pension in belated cases. Study of Rules for recruitment to posts of Postmen, Village Postmen, Stamp Venders and

Lower Grade Staff as contained in the Post Office Manual Volume IV. Conditions for filling of leave and short-term vacancies. Posting of substitutes on dual charge basis and current charge basis by the competent Authority. Service Books, Service Rolls. Verification of service after completion of 10 years and 25 years qualifying service by the Audit Office. Memorandum of Service in Form App-43. Writing and maintenance of Character Sheets of employees in Basic Pay Scale 1 and 2. Writing of Annual Confidential Reports of Time scale clerks and other staff (See rule 74 of the Post Office Manual Volume IV, Edition 2004). Communication of adverse entries in Character Sheets and Annual Confidential Reports to the staff concerned in writing. Framing and submission of reports and their submission to Authorized Officer regarding initiation of disciplinary proceedings against accused officials for imposition of prescribed penalties. Ground of penalties. Submission of proposals for suspension of or sending on Forced leave the accused clerical staff and below. Reporting of absence from duty or desertion from duty of employees immediately to the competent authority. Resignation from service during suspension. Appeal against punishment lies to the Authority next above the punishing Authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan.

3rd Week.

Taking of Paper I by the Course participants (Course covered in 1st week and 2nd week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 35 percent.

Preparation and submission of Weekly Diaries, Monthly Summaries and Travelling Allowance bills. Collection of Mail and its sorting and transmission. Maintenance of mail services. Emergent mail arrangements, delivery, town delivery and village delivery. Cash supply. Control over the authorized balances of Branch Offices. Arrangement for custody of cash at Branch Offices. Custody and disposal of uniforms. Keeping of Order book. Maintenance of Memorandum Book and nature of entries contained therein. Handing over of Memorandum Book to the successor on transfer. Preparation of Sketch map of Sub-Division and its up-keeping. Visits of post offices at Headquarters and in course of tours in Sub-Division. Surprise visits. Systematic Inspection of Sub-Post Offices, Branch Post Offices, and Mail lines. Verification of balances of Head Office. Timely submission of Visits/Inspection/Verification remarks. Correspondence regarding compliance of Visit/Inspection Remarks. Importance of statistics. Study and application of the Revised Time Test for Clerical and Supervisory Staff in Operative Offices as contained in Special Director General Circular No. 01 dated 1st January, 2000. Preparation and submission of proposal for creation or abolition of posts in the cadres of Time Scale Clerks, Postmen, Mail Peon/Packer and below. Revision of establishment of a post office. Method of calculation of income and cost of a post office. Experimental posts of postmen and village postmen. General and periodical review of establishment of the Sub-division. Value return and its calculation. Monsoon and Road Establishment. Submission of Periodical returns. Preparation of proposals for opening and closing of a post office or change in status of a post office.

4th Week.

Object of applying tests, test of clearance of letter boxes. Test letters, trial cards. Fixation

of Hours of Business in Branch Offices. Supervision over lines and stages. Maintenance of Register of lines and stages. Supervision over sorting and delivery arrangements and work of postmen during town delivery and work of village postmen during village delivery. Fixed beat system. Unfixed beat system. Village Sorting List. Village Return. List of letter boxes. Up-keep of letter boxes. Painting of letter boxes. Carrying of Letter boxes locks when on tour for replacement of defective ones. Maintenance of Stock Book (SK.-1) and files of invoices. Preparation of indents. Timely receipt of Overseers' Diaries and their purposeful review. Acquittance Rolls for road establishments. Monthly copies of Sub-office accounts. Monthly Abstracts of branch office transactions. Up-keep of Departmental buildings and public counters of post offices. Renting of buildings. Timely submission of prescribed Periodical Returns. Maintenance of Guard File of Director General's Circulars and Head of Circle's Circulars. Currency period of Circulars. Manual correction slips. Keeping personal copies of Post Office Manuals corrected up-to-date on the basis of amendments notified in Director General's Circulars.

5th Week.

Complaints and their prompt disposal. Enquiries into public complaints. Search bills. Loss and fraud cases for report to the Circle Office, the Audit Office and the Director General. Investigation and inquiries and report writing. Joint inquiries. Public dealing. Compensation, verification of claim, liabilities of Post Office. Foreign articles and responsibilities of insured letters. Claim of compensation in respect of letters received from Foreign countries. Legal proceedings. Cognizable cases and Non-cognizable cases. Lodging of First Information Report (FIR). Institution of criminal proceedings and follow up in the Court of Law. Conduct of criminal prosecution. Moving a written application to the Court in advance requesting that any fine, if imposed on the accused may be made over to the Department to make good the loss. Attachment of property. Arbitrations proceedings, preparation of statement of facts. Drafting of pleading affidavits and action on termination of proceedings. Civil suit, Appointment of legal Counsel by the Ministry of Law. Briefing about Agency functions performed by the Department. Manner of Official correspondence. Office procedures. Forms of official communication. Kinds of documents. Daily correspondence. Demi-official correspondence. Practice in preparation of notes, summaries and drafting, etc. Maintenance of record, Correspondence Register and Monthly Correspondence bundles. Weeding and disposal of old record after preparation of an inventory duly countersigned. Preservation of permanent record and Ruling Files.

6th Week.

Taking of Paper II by the Course participants (Course covered in 3rd week to 5th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 35 per cent.

NOTE.- Qualifying marks in the Examination consisting of Paper I and Paper II will be 40 percent in the aggregate.

Study and application of the provisions of the Post Office Act, 1898, Pakistan Post Office Rules, 1961, Government Savings Bank Act 1873, Post Office Cash Certificates Act, 1917, Pakistan Penal Code (Chapters I, II, V, IX, XII, XVII to section 424, and Chapter XVIII to section 477A), the Code of Criminal Procedure, 1898 (Act V of 1898), (Chapters I, V, VI,

VII, XIV, XXII, XXIV, XXV, XXXIX to XLI), Qanoon-e-Shahadat, 1984 (Erstwhile Evidence Act), Industrial Relations Act, 2012, Revised Leave Rules, 1980, Government Servants (Conduct) Rules, 1964, Government Servants (Efficiency and Discipline) Rules, 1973, Civil Servants (Appeal) Rules, 1977 and Revised Bag Account Rules.

Taking of Paper III by the Course participants with the aid of books. (Course covered in 6th Week). Time allowed 3 Hours. Maximum Marks 100. Pass Marks 50 percent.

Presentation of Research Reports by the Course participants on the topics assigned.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of Course participants from the Postal Training Centre. Departure of Course participants.

136/2. SYLLABUS OF POST OFFICE LOWER SELECTION GRADE AND HIGHER SELECTION GRADE SUPERVISING OFFICIALS' TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge reports. Admission of Course participants, etc. Course Orientation. Assignment of topics for preparation of Research Reports. Importance of Post Office in national context and its national and International commitments. Origin of post. Development of Pakistan Postal Services after independence. Introduction to the Government Servants (Conduct) Rules, 1964. Study of Government Servants (Efficiency and Discipline) Rules, 1973. Framing of report and its submission to the Authorized Officer for initiation of disciplinary proceedings against the defaulting official for imposition of prescribed penalties. Ground of penalties. Submission of proposal to the competent Authority for suspension of an accused employee or sending him on Forced Leave. Study of Civil Servants (Appeal) Rules, 1977. Appeal against punishment lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Study of Revised Leave Rules, 1980. Kinds of Leave. Grant of leave. Application for leave in Form GFR-13. Leave cannot be claimed as matter of right. Leave cannot be availed of unless sanctioned in writing. Production of medical certificate of fitness in prescribed form before joining duty by an official granted leave on medical certificate. Casual Leave. Seeking written permission of Incharge for leaving station of duty by an employee on Sundays, holidays or otherwise. Grant of permission by the Incharge to leave office for short duration of time. Verification of Character and antecedents of new appointees. Obtaining of Declaration regarding furnishing of fidelity bond/surety bond/deposit of security by the staff. Utilization of Leave reserve staff. Conditions for filling of leave and temporary vacancies. Posting of substitutes against short term and leave vacancies on dual charge and current charge basis by the competent Authority. Transfer of services to another Government office or department requires the approval of the Appointing Authority. Circulation of Gradation list and obtaining signatures of concerned employees thereon. Fixation of seniority. Transfer and posting of lower grade officials. Joining Time. Transfer of charge. Transit memo in Form A.C.G.76. Apprising the competent authority two months in advance about completion of prescribed tenure of post for arranging rotation of charge of staff. Strict observance of Tenure of each post. Extension in tenure of post of any official in Basic Pay Scale 1 to 15

requires approval of Director General. Maintenance of Service Books and Service Rolls. Verification of service after completion of 10 years and 25 years qualifying service by the Audit Office. Conditions of qualifying service. Classes of pension and verification of service. Pension and Gratuity. Submission of Application for grant of Pension in Form CSR-25 (Revised) six months before the expected date of retirement. Timely preparation of pension papers and their prompt submission. Recommendation for grant of anticipatory pension in belated cases. No grant of pension to an official dismissed or removed from service. No pension for qualifying service of less than ten years. An official cannot earn two pensions in the same office at same time or with the same continuous service. No grant of pension if an official does not apply in writing in the prescribed from CSR-25 (Revised). General Provident Fund. Q loans and Advances. Death of or serious injury to a Postal Official while on duty. Study and application of Sections 4 to 6, 18 to 20, 49 to 56 and 62 to 72 of the Post Office Act, 1898. Study of Rules for recruitment to posts of Clerks, Postmen, Village Postmen. Stamp Venders and lower grade staff as contained in the Post Office Manual, Volume IV. Maintenance of Memorandum of Service in Form App-43. Writing and maintenance of Character Sheets of employees in Basic Pay Scale 1 and 2. Writing and maintenance of Annual Confidential Reports of Time scale clerks and other subordinate staff (See rule 74 of Post Office Manual Volume II, March 2010). Reporting of absence from duty or desertion from duty of employees to the competent authority. Resignation from service during suspension. Maintenance of Guard File of Director General's and Postmaster General's Circulars after obtaining signatures of all subordinate officials thereon. Keeping personal copies of Post Office Manuals corrected up-to-date on the basis of amendments notified in Director General's Circulars. Submission of proposals for amendments of rules and procedures. Preparation and submission of Schedule of forms for Head Office SK.4, Indent for articles of stock SK.2, Indent for Stationery SK.11, etc. Maintenance of invoices of articles of stock SK.3 and closing invoices SK-53 (a). Proper upkeep of Stock book SK.1 and Stock register SK.I (b). Proper Custody of blank forms. Arrangement and up-keep of office record. Weeding out and disposal of old and obsolete record after preparation of an inventory to be countersigned by the Incharge of the office. Permanent record and Ruling files need not be weeded out and destroyed. Co-operation with Assistant Superintendent of Post Offices/Assistant. Superintendent Mail Sorting and Transportation, Police and other Investigating officers. Submission of periodical returns.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware. Types of Software (Operating Systems, Application Software, Drivers, Computer Languages).

2nd Week.

Taking of Paper I by the Course participants (Course covered in 1st week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum marks 100. Pass marks 40 percent.

Preparation of Memorandum of distribution of work of the Post Office. Maintenance of

Attendance Register and its daily examination. Daily examination of Book of Postmarks Ms-18. Check over proper arrangements for conduct of business by the public at counters. Arrangements for periodical collection of surplus cash from Counters and Sub offices. Supply of funds to counters and Sub offices and mode of remittance. Proper watch of accounts with licensees of franking machines. General supervision of the office and personal duties of the Postmaster. Examination of Village Postmen's work and delivery work of subordinate offices. Preparation and submission of Statistical Memorandum. Fixation of amount of Stamps Advances of Counter Clerks, Stamp Vendors, Postmen, Village Postmen, Mail Peon for sale to the public. Postmaster's Order Book and items to be recorded in it. Submission of Memorandum of disbursement of pay and allowances. Preservation of Acquittance Rolls returned by Head of the Circle after their binding. Knowledge of rules. Control over the work and Check over the diaries of Cash Overseers. Proper custody of Government money, postage stamps and Postal Orders. Proper custody of stamps, seals, types and keys. Arrangements for office and counters cupboards. Testing of knowledge of clerks. Supervision by Postmaster over Mails Department. Time bills, Time Table, Monthly Time statement. Due mail and Sorting list. Punctuality in attendance of mail clerks and mail carriers. Receipt of mails and Dispatch of mails. Procedure to be adopted in case of receipt of request from the sender for withdrawal from post or alteration of address of a postal article. Cases in which request may not be accepted. Treatment of damaged articles. Treatment of prohibited articles. Direct correspondence by Postmasters with Foreign Postal Administrations prohibited. Treatment of airmail articles in the event of accident or interrupted flight. Closing of transit bags. Booking, safe custody and examination of insured articles. Practical for filling necessary forms. Duties in connection with noting and examination of journals. Statistical Register. Delivery at the window and through Post boxes and Post bags. Transfer to Sub account clerk. Safe custody arrangement of Value-payable insured articles. Delivery of Value-payable articles. Action to be taken when Value-payable Money Order is not received with Value-payable article. Detention of Value-payable articles. Return of articles as undelivered. Check of Registered Abstract and Parcel Abstract. Supervision over booking, despatch and delivery of Urgent Mail Service, Fax Mail Service and Express Mail Service articles. Study of Director General's Special Circular containing Revised Procedure for Operation of Urgent Mail Service articles, Fax Mail Service articles and Express Mail Service articles. Check over proper arrangement for booking of money orders. Check over receipt of money orders, Authorizing payment. Payment of Money Orders when aggregate amount to be entrusted to a postman is above permissible limit. Paid vouchers and responsibility of Postmaster. Void money order and currency period. Payment of Money order to a wrong person. Certificate of payment. Money Order issue and paid account and its submission to Head Office/Audit Office. Audit objections and their compliance. Disposal of Money Order issue journals, Register of unpaid Money Orders and responsibility of Postmaster. Unclaimed money order. Loss of money order before payment. Loss of money order after payment. Short receipt of voucher by Account Office. Cancellation of Money Order receipts remarks to be passed by Postmaster himself. Procedure relating to requests for change of Payee's name and address. Acceptance of cheque. Procedure of payment of money order to illiterate/parda-nasheen/blind person/lepor/minor payee. Study of Director General's Special Circular containing Revised Procedure for Operation of Urgent Money Order Service. Fax Money

Order Service and Electronic Money Order Service. Supervision over the work of booking and payment of UMOs and FMOs and EMOs. Group discussion on topics assigned.
Practice in preparation of notes, summaries and drafting, etc.

3rd Week.

Pakistan Postal Orders and their denomination. Maintenance of Stock Register of Pakistan Postal Orders. Sale of Postal orders, Payment of Postal orders. Refund of Postal Orders. Duties in connection with loss and theft of Postal Orders. Payment of British Postal Orders only at six specified General Post Offices. Adjustment of Errors. Comparative study of Post Office Savings Bank and Commercial banks. Disposal of cheques received in Savings Bank transactions. Manner of disposal of pass book. Responsibility of Postmaster. Stock of unused pass books, their supply and safe custody. Undelivered pass books, delivery in sub offices. Custody of Savings Bank ledgers. Maintenance of Specimen signature book and its periodical check. Minor accounts. Memo of admission of payment. Issue of fresh pass book and duplicate pass book. Dead accounts and their revival. Transfer of account. Various kinds of Savings Certificates. Indenting, receipt, custody and supply and distribution of certificates. Stock register of certificates and its periodical check. Supervision over work of issue and discharge of Savings Certificates. Transfer of certificates from one person to another and from one Post Office to another. Settlement of cases of certificate belonging to a deceased person. Issue of Postal Draft. Rates of Commission chargeable. Payment of Postal Draft. Study of Director General's Special Circular containing Revised Procedure for Operation of Postal Draft Service.
Introduction of Microsoft Office 2007 (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Introduction to Ribbon and Tab-groups. Create File, Open File, Close File and save, Save a new Document. Page Setup, Basic editing(Bold, Italic, Underline, Copy, Cut and Paste alongwith selection Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Boarder and Shading, Page Column. Create Table (Table Properties, Boarders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape, Margins, Page Size letter, A4, etc., Paper Source, Layout). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Taking of Paper II by the Course participants (Course covered in 2nd week and 3rd week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum marks 100. Pass marks 40 percent.
Types of Postal Life Insurance policies. Supervision over receipt of PLI premia. Maintenance of PLI Ledger Cards. Postal Life Insurance payments. Postal Life Insurance schedule. Correspondence in deceased cases. Introduction and Definition of Zakat. Deduction of Zakat. Posting of Zakat deducted in ledgers and depositors' Savings Bank pass books. Accounting and transfer of Zakat deducted. Zakat deduction at source from Savings Certificates, Postal Life Insurance payments and Provident Fund payments. Refund of Zakat. Proper arrangement of sale of Provincial Taxes Stamps. Proper maintenance of Provincial Taxes registers. Preparation and submission of periodical

statements. Safe custody of Motor Vehicle Tax receipt books (PT-24). Obtaining and examining medical certificates of fitness from drivers of motor cars who are paid employees and from the driving license holders of transport vehicles (Rickshaw, Taxi, LTV, HTV, Stage Carriage, etc.) at the time of renewal of Driving Licences. .

Introduction of Microsoft Excel. Introduction to Ribbon and Tab-groups. Create File, Open File, Close and Save a new Work book. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste, Font Size, Superscript, Subscript, etc). Insert New Sheet, Insert Row and Column, Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape Margins, Page Size, etc.). Header, Footer and Print Setup. Entire Work book, Individual Pages..

5th Week.

Taking of Paper III by the Course participants (Course covered in 4th week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum marks 100. Pass marks 40 percent.

Control over work of accounts. Preparation and signing the pay order. Timely preparation and prompt submission of Audit Returns. Immediate attention towards settlement of Audit Objections. Proper upkeep of Accounts record. Verification of balance and examination of Accounts. Duties of disbursing office. Maintenance of General Provident Fund deductions. Proper maintenance of record of recovery of installments of principal amount and interest on account of various Loans and Advances. Prompt settlement of Travelling Allowance advances by the staff and officers. Postmaster's responsibilities in respect of Service Books and Service Rolls. Register of security bonds. Paying agencies. Supervision over Pension Payment work. Transfer of pension. Submission of monthly return of pending pension and gratuity cases (Est-52). Appointment of honest intelligent and swift worker in Treasury. Writing of Head Office Cash book. Check of Treasurer's Cash book and Head Office Summary. Verification of cash and stamp balances, statement of maximum and minimum cash balances/stamps balances. Maintenance of register of cheques. Treasury pass book. Transaction with Government. Treasury Receipt vouchers, Consolidated Treasury Receipts and Consolidated Postal Receipts. Remittances between Head offices. Cash office. Supplementary cash accounts. Supervision over sub accounts department. Regulation and Provision of funds to Sub offices and Branch offices in account. Examination of 'Memo of Reasons" for excess cash balance. Check of Sub Office and Branch Office Daily Accounts. Check of Sub Office and Branch Office summaries. Watch on Adjustment of transit items. Watch on timely Receipt of Monthly Copies of Sub Office Accounts in the Head Office from all Sub Offices and their submission to the Divisional Superintendent, Postal Services for review.

Introduction of MS PowerPoint. Open New Slide (Design template, Blank Presentation, Open an Existing Presentation), Insert New Slide (Choose layout on Requirement). Save, Editing of Slides, Design Slides, Custom Animation of slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Animation Effect. Slide Shadow. Slide Show, Slide Numbering. Insert chart. Printing slide in pure black and white.

6th Week.

Periodical review of work of post office (see rule 876 to 878 of Post Office Manual

Volume IV, 2nd Edition 2004). Review of Clerical and Supervisory establishment in accordance with provisions of Revised Time Tests contained in Special Director General Circular No. 01 dated 1st January, 2000. Preparation and submission of proposals for the creation or abolition of posts in the cadres of Time Scale Clerks and below in the Post Office. Preparation of proposal for creation of posts of Leave Reserve Clerks upto the permissible extent of 17 percent of total clerical strength. Practical for filling necessary forms. Planning and Organizing. Conflict Management. Morale, Motivation and Commitment. Customer Care. Team work.

Taking of Paper IV by the Course participants (Course covered in 5th week and 6th week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum marks 100. Pass marks 40 percent.

Qualifying marks in the Examination as a whole consisting of four papers will be 50 percent in aggregate.

Introduction to Software relating to (1) Counter Automation Software (2) Savings Bank Computerization (3) International Processing System (IPS), (4) Express Mail Track and Trace System (EMTTS), (5) Military Pension Payment System (6) Pakistan Telecommunication Company Limited Pension System, (7) Benazir Income Support Programme System, (8) Western Union Money Transfer System.

Revision and Practice in Computer.

Practical Test in Computer (Course covered in 1st week to 6th week). Time Allowed 1½ Hours. Maximum marks 100. Pass marks 45 percent.

Presentation of Research Reports by the Course participants.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of Course participants from the Postal Training Centre. Departure of Course participants to their parent Units.

136/3. SYLLABUS OF ASSISTANT SUPERINTENDENTS OF MAIL SORTING AND TRANSPORTATION TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of joining charge reports. Admission of participants. Course orientation. Assignment of topics for preparation of Research Reports. Organisational set up of the Pakistan Post Office Department. Origin of the Post. Development of Pakistan Postal Services after independence. Importance of Post in socio-economic development of community and the nation. Provision of infra-structure. Dissemination of knowledge and information. Facility to trade and industry for exchange of samples of merchandise. Facilities for remittance of money. Promotion of sense of national unity. Management functions of the Pakistan Post Office Directorate General. Planning and Organizing. Staffing. Direction and Control. Discipline. Management Techniques. Motivation. Human Relations. Communication. Leadership. Problem solving and Decision making. Concept of Public Utility Service vis-à-vis commercial aspect of the Pakistan Post Office Department. Exclusive privilege of the Department to carry letters. Primary and Agency functions performed by the Department. Constitution of Mail Sorting and Transportation Sub-

Division. Headquarters of Mail Sorting and Transportation Sub-Division. Duties of Assistant Superintendent at headquarters and out of Headquarters. Administrative functions of an Assistant Superintendent, Mail Sorting and Transportation. Verification of character and antecedents of new appointees. Service Book and Service Roll. Verification of service after completion of 10 years and 25 years qualifying service by the Audit Office. Circulation of Gradation list and affixation of signatures by the concerned staff thereon. Fixation of seniority. Deposit of security by officials and classes of officials exempted from furnishing security. Kinds of Leave. Submission of Application for leave in Form GFR-13. Leave cannot be claimed as matter of right. Leave cannot be availed of unless sanctioned in writing. Grant of leave. Submission of medical certificate of fitness in the prescribed form in case of return of an official granted leave on medical grounds. Casual leave. Seeking written permission by the staff for leaving station of duty on Sundays and holidays or otherwise. Classes of pensions. General rules. Qualifying service. Submission of Application for Pension in Form C.S.R. 25 (Revised) six months before the expected date of retirement. Timely Preparation of pension papers and their prompt submission to competent Authority. Pension and gratuity. Grant of anticipatory pension in belated cases. Grant of gratuity to Mail Sorting and Transportation officials injured in Railway accidents or otherwise when on official duty. Grant of compensation to Mail Sorting and Transportation officials included in the definition of "Workman" under the Workmen's Compensation Act, 1923. Relations with staff. Relations with Service Unions.

2nd Week.

Transfer and posting of Lower Grade officials. Utilization of Leave Reserve staff. Conditions for posting of substitutes in leave and short term vacancies. Submission of proposals to the competent authority for appointment on Current charge and Dual charge basis against short term and leave vacancies of one month and over but not exceeding three months. Check over the tenure of staff. Intimating the competent authority two months in advance about completion of tenure and for arranging transfer. Check over rotation of staff. Director General is the only competent authority to allow extension in tenure to any employee. Maintenance of Guard Files of Director General's Circular's. Correction of personal copies of Manuals and reference books on the basis of amendments notified in Director General's Circulars. Guard File of Head of Circle's Circulars. Currency period of Circulars. Maintenance of Order Book. Study of existing Rules of Recruitment of Sorters, Mail Guards and Lower Grade officials. Method of appointment. Maintenance of Service books/Service Rolls and their authentication and verification. Maintenance of Memo of Services in form App.43. Writing of Character Sheets of Lower Grade staff. Recording of Annual Confidential Reports of staff. (See rule 74 of the Post Office Manual, Volume IV, Edition January, 2004). Communication of adverse remarks recorded in Character Sheets and Annual Confidential Reports to the staff concerned. Discipline. Grounds for penalties under the Government Servants (Efficiency and Discipline) Rules, 1973. Minor and major penalties. Framing and submission of solid reports to the Authorized Officer regarding initiation of disciplinary proceedings against accused sorters, mail guards and other staff. Submission of proposal to the Appointing Authority for placing under suspension a defaulting sorter or any other subordinate official when deemed necessary. Making a report

to the Authorized Officer for requiring a defaulting employee to proceed on leave.

3rd Week.

Taking of Paper I by the Course participants (Course covered in 1st week and 2nd week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 35 per cent.

Preparation of weekly diaries and Monthly summaries. Preparation and submission of Travelling Allowance Bills. Maintenance of mail services in the Sub-Division. Duties in regard to delivery of Camp mail bag. Inspection of Record and Sub Record Offices/subordinate offices/sections/State Mail Express Services. Surprise Visits. Visits to Mail Offices at Headquarters and in the jurisdiction of the Sub-Division. Inspection of District Mail Offices. Preparation and maintenance of Memorandum Book. Completion of Statistical Memorandum. Examination of sorting arrangements. Submission of proposals regarding discontinuation or introduction of new bags. Functions of a District Mail Office. Up keep of letter boxes. Collection of mails. Clearance of letter boxes of District Mail Offices and at Railway stations. Posting of test letters. Treatment of unpaid and insufficiently paid articles. Checking of sorting efficiency. Supervision over receipt, sorting and disposal of mails. Study of Railway Time Table and Pakistan International Airlines, Air Flight Schedule and submission of proposals for effecting changes in mail and sorting arrangements. Circulation of the schedule of closed airmail. Supply of Mail Vans. Arrangement of proper train accommodation. Weighment system. Occasional dispatch. Haulage and weighment statement. Provision of reserved accommodation. Dealing with interruption to mails. Accident to mail carrying aeroplane/State Mail Express/Transit sections. Arrangement on spot to cope with emergencies. Detention of train for postal purposes.

4th Week.

Maintenance of stock of articles. Stock register. Preparation and submission of Schedule of Forms. Emergent Indent. Maintenance of file of Invoices. Transfer of Surplus articles. Maintenance of record regarding departmental buildings. Revision of existing establishment. Opening of new Mail and Sorting Offices. Creation of new posts. Study and application of the Revised Time Test for Sorters and Supervisory Staff in Operational Offices as contained in Special Director General Circular No. 01 dated 1st July 2000. Study of Director General's Special Circular containing Revised Procedure for Operation of Urgent Mail Service and Express Mail Service. Sorting and transmission of Urgent Money Orders.

5th Week.

Public complaints and their prompt disposal. Enquiries into complaints. Frequent complaints against particular offices. Contact with Public. Public relations and public dealing. Indemnity. Exemption from liability of loss, misdelivery or damage. Compensation. Insured Articles. Liabilities of the Post Office. Verification of claims. Claim settlement in case of loss of articles of various kinds. Search bills. Loss and fraud cases for report to the Circle Office, the Audit Office and the Director General. Investigation and inquiries and report writing. Joint inquiries. Foreign articles and responsibilities in respect of insured letters. Claim of compensation in respect of letters received from Foreign countries. Prevention of corruption. Legal proceedings. Cognizable

cases and Non-cognizable cases. Lodging of First Information Report. Institution of criminal cases and proceedings and their follow up in the Court of Law. Conduct of criminal prosecution. Moving a written application to the Court in advance requesting that any fine, if imposed on the accused may be made over to the Department to make good the loss. Attachment of property. Arbitrations proceedings, preparation of statement of facts. Drafting of pleading affidavits and action on termination of proceedings. Filing of and defence of Civil suit. Appointment of legal Counsel by the Ministry of Law for institution or defence of cases against the Department. Manner of Official correspondence. Office procedures. Forms of official communication. Kinds of documents. Daily correspondence. Demi-official correspondence. Practice in preparation of notes, summaries and drafting, etc. Maintenance of record, Correspondence Register and Monthly Correspondence bundles. Weeding and disposal of old record after preparation of an inventory and duly countersigned. Preservation of permanent record and Ruling Files.

6th Week.

Taking of Paper II by the Course participants (Course covered in 3rd week to 5th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 35 per cent.

NOTE.- Qualifying marks in the Examination consisting of Paper I and Paper II will be 40 percent in the aggregate.

Study and application of the provisions of the Post Office Act, 1898, Pakistan Post Office Rules, 1961, Pakistan Penal Code (Chapters I, II, V, IX, XII, XVII to section 424, and Chapter XVIII to section 477A), the Code of Criminal Procedure, 1898 (Act V of 1898), (Chapters I, V, VI, VII, XIV, XXII, XXIV, XXV, XXXIX to XLI), Qanoon-e-Shahadat, 1984 (Erstwhile Evidence Act), Industrial Relations Act, 2012, Revised Leave Rules, 1980, Government Servants (Conduct) Rules, 1964, Government Servants (Efficiency and Discipline) Rules, 1973, Civil Servants (Appeal) Rules, 1977 and Revised Bag Account Rules.

Taking of Paper III by the Course participants with the aid of books (Course covered in 6th week). Time Allowed 3 Hours. Maximum Marks 100. Pass marks 50 percent.

Presentation of Research Reports by the course participants on the topics assigned.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of participants from the Postal Training Centre. Departure of participants.

136/4. SYLLABUS OF MAIL SORTING AND TRANSPORTATION LOWER AND HIGHER SELECTION GRADE OFFICIALS' TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of participants, etc. Course Orientation. Assignment of topics for preparation of Research Reports. Importance of Post Office in national context and its national and International commitments. Origin of post. Development of Postal Services in Pakistan after independence. Various functions including agency functions performed by the Pakistan Post Office Department on behalf of

Federal Government, Provincial Government, etc. Introduction to the Government Servants (Conduct) Rules, 1964. Study of Government Servants (Efficiency and Discipline) Rules, 1973. Framing of reports and their submission to the Authorized Officer regarding initiation of disciplinary proceedings against accused officials for imposition of prescribed penalties. Ground of penalties. Submission of proposals to the competent authority for suspension of defaulting subordinate employees or sending them on Forced Leave. Study of Civil Servants (Appeal) Rules, 1977. Appeal against punishment lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Study of Revised Leave Rules, 1980. Kinds of Leave. Grant of leave. Application for leave in form GFR-13. Leave cannot be claimed as matter of right. Leave can not be availed of unless sanctioned in writing. Production of Medical Certificate of Fitness to Return to Duty in prescribed form (Form-II) before joining duty by an official granted leave on medical certificate. Casual Leave. Seeking written permission of Incharge for leaving station of duty by an employee on Sundays, holidays or otherwise. Grant of permission by the incharge to leave office for short duration of time. Verification of Character and antecedents of new appointees. Obtaining of Declaration regarding furnishing of fidelity bond/surety bond/deposit of security by the staff. Utilization of Leave reserve sorters. Transfer of services to another Government office or department with the approval of the Appointing Authority. Circulation of Gradation list and obtaining signatures of concerned employees thereon. Fixation of seniority. Transfer and posting of lower grade officials. Joining Time. Transfer of charge. Transit memo in Form A.C.G.76. Apprising the competent authority two months in advance about completion of prescribed tenure of post for arranging rotation of charge of staff. Strict observance of tenure of each post. Extension in tenure of post of any official in Basic Pay Scale 1 to 15 requires approval of Director General. Conditions of qualifying service. Classes of pension and verification of service. Pension and Gratuity. Submission of Application for Pension in Form C.S.R.25 (Revised) six months before the expected date of retirement. Timely preparation of pension papers and their prompt submission. Grant of anticipatory pension in belated cases. Study of Rules for recruitment to posts of Sorters, Mail Guards and lower grade staff. Conditions for filling of leave and short term vacancies. Posting of substitutes on dual charge basis or current charge basis for a period of not less than one month or more than three months with the approval of the competent authority. Service Books and Service Rolls and their maintenance. Verification of service after completion of 10 years and 25 years qualifying service by the Audit Office. Maintenance of Memorandum of Service in Form App-43. Writing and maintenance of Character Sheets of employees in Basic Pay Scale 1 and 2. Writing and maintenance of Annual Confidential Reports of Sorters and other subordinate staff (See rules 74 of the Post Office Manual Volume II, Edition January, 2004). Communication of adverse entries in Annual Confidential Record and Character Sheets to staff concerned. Reporting of absence from duty or desertion from duty of employees immediately to the competent Authority. Resignation from service during suspension. Maintenance of Guard Files of Director General's and Postmaster General's Circulars. Keeping personal copies of Post Office Manuals, Post Office Guide, reference books, etc; corrected up-to-date on the basis of amendments notified in Director General's Circulars. Arrangement and up-keep of record. General Provident Fund. Q Loans and Advances. Death of or serious injury to an official while on duty. Preparation of case for

grant of Gratuity to Mail Sorting and Transportation employees injured in railway accidents or otherwise while on official duty under the provision of Workmen's Compensation Act, 1923. Study and application of Sections 2 to 5, 14, 15, 17 to 20, 23 to 28, 30, 31, 33, 40, 41, 49 to 56, 62, 63, 67 to 71 and 75 of Post Office Act, 1898. Breach of provisions of Law liable to be punished. Prosecution in a Court of Law. Co-operation with Assistant Superintendent of Post Offices/Assistant. Superintendent Mail Sorting and Transportation, Police and other Investigating officers. Behaviour with subordinates and officials of the Railways and Airlines as well as with the members of the public.

2nd Week.

Taking of Paper-I by the Course participants. (Course covered in 1st week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Knowledge of the equipment required in a District Mail Office/Section. Management and Control. Relation of sorters with Record Clerk. Direct subordination of sorters to Record Clerk. Main channel of receiving instructions on all subjects. Agency through which work papers of the previous and next trips pass. Guidance to new sorters. Posting of sorters according to capability and fitness for particular branches. To order for Extra Duty. Authority of Record Clerk. To order the sorters to practice card sorting during rest time. Summon the sorters to attend Railway platform and Record Office for enquiry into cases of loss and fraud. Watch on the movement of sorters during working hours. To see that no Postal article is secreted and done away by any official on duty. Entry of strangers in the office/Mail van prohibited. Enforcement of discipline. Check of uniform and metal token/official card. Examination of sorters in the knowledge of sorting list. Ensuring maintenance of corrected Note Books of sorters. Tact of dealing the situation in emergencies. Precaution against misuse of stamps and seals. Accounting duties. Disbursement of pay and Allowances. Maintenance of Cash Abstract/Contingent Register. Watch on the adjustment of amounts spent on local purchases. Preparation of rough pay bill and its submission to the Head Record Office. Prescribed recoveries from the pay of the officials and their disposal. Preparation and submission of Outstation Allowance Bill and Extra Duty Allowance Bill. Disposal of un-defaced postage stamps. Crediting of sale proceeds of old record and cash found in the letter box to the Government. Submission of Credit Certificates to Head Record Clerk. Procedure of returning Acquittance Rolls after payment. Custody of Government money. Iron safe/Iron Chest; Locking arrangement and keeping of cash, files and other documents as ordered by the Postmaster General. Duties of Head Sorters/Record Clerk in connection with the maintenance of Enumeration Return and their submission to the Postmaster General. Supervision over all classes of mails. Arrangement for satisfactory and safe custody of mails. Supervision over Blind (Undecipherable) section and disposal of postage doubtful articles/un-cancelled items. Special care in handing Insured items. Check over the transfer/collection of Registered articles and bags. Arrangement for timely closing of bags. Watch on the supply of articles of stationery and stock required in closing bags, etc. Supervision over clearance of letter boxes and disposal of mails. Check of honesty of the officials clearing letter boxes. Arrangement for facing and stamping through Cancelling Machines and removal to sorting ledges. Taxing of inland/foreign mails not fully pre-paid. Clearance of mails from the Custom/Special Branch, etc. Knowledge of Musts for sorting efficiency. Checking of

unregistered articles of the letter mails sorted out on sorting fitting. Signing of check slips of station bundles/territorial bundles and sorting bundles made up. Thorough check of letter mails received and sorted out. Check of high value postage stamps. Issue of Deficiency memo. Duties in connection with the receipt and disposal of Urgent Mail Service and Express Mail Service items/bags. Check over the receipt/dispatch/delivery/exchange of mails on the line. Daily submission of flood and Mail Situation report to the Divisional Superintendent in rainy season. Use of quickest means of transmission. Discretion in regard to use of air service or utilizing surface route. Action in case a mail carrying aeroplane, train or State Mail Express meets an accident. Disposal of over-carried and detained mails. Submission of proposals regarding discontinuation or introduction of bags. Knowledge of Schedule of Air Mail Despatches. Index Register, preparation and filing of letter bills. Disposal of camp mails. Duties in connection with the preparation and delivery of special bags and boxes of high officers on tour and Secretariat mail. Careful handling of embassy mails. Knowledge of Weighment System. Occasional dispatches. Requisitioning of extra train accommodation. Situations when mail carrying train is to be detained. Issue of Detention Memos. Action in case of breaks and accidents. Duties of Record Clerk at the point of break. Maintenance, preservation and safe custody of records. Period of preservation of various classes of records. Disposal of old and weeded out records after preparing an inventory and duly countersigned by the Incharge. Ruling files and permanent records not to be destroyed. Production of Records before Police, Excise or Income Tax Officer. Production of records before Courts and attachment of documents required by the Court. Search Bill and enquiry cases. Object of Search Bill and its speedy disposal. Watch on Search Bills Issued. Disposal of enquiry cases pertaining to loss, short receipt, abstraction, mishandling of accountable articles and bags. Sorters not to leave office unless reply to all communications is furnished, and work papers thoroughly got examined by the checker and discrepancies reconciled.

3rd Week.

Duties, responsibility and authority of Record Clerk/Sub Record Clerk. To order sorters to do extra duty. To transfer sorters temporarily from one Set or Section to another. To summon a sorter to the Record Office or to the railway station during his rest time for enquiring into losses or complaint cases or reconciliation of discrepancies. Guidance to new sorters. To order sorters to practice card sorting during rest time. General supervision over the Sorters and their work. Distribution of Work amongst the officials strictly in accordance with Memorandum of Distribution of Work. Maintenance of Nominal Roll of metal tokens in the prescribed format. Proper filing of receipts of tokens. Recovery of cost of lost tokens. Hours of attendance of staff and ensuring punctuality of attendance. Display of corrected up to date Hours of Business on the office premises at prominent place for public information. Attendance of Record/Sub Record Clerk on railway platform, if prescribed by the Divisional Superintendent. Travelling of Record/Sub Record Clerk in emergencies and interruption to the mail service. Duties of Record/Sub Record Clerk at the point of break. Work and duties to be performed during attendance hours of Sets. Importance of proper examination and filing of work-papers. Points to be observed in examining work-papers of Out Trip and In Trip of a Set. Examination of work-papers of sorting sections and mail offices. Examination of Mail Abstract (M-43). Registered

Abstract (RP.34), Parcel Abstract (RP-7), Head Sorter's Daily Report. Examination of work-papers of Out and In Trip of transit sections. Examination and Disposal of Daily Reports of Sets. Supply/issue of forms and labels, stationery, etc; to Sets to be used during the next trips or working hours. Inspection of work-papers prepared by a Set. Check of bags remaining over from previous trips or working hours with Mail Abstract. Examination of sweepings of mail vans/mail offices. Issue of empty bags of each description as shown in the Due Bag List to the Set. Performance of duties connected with receipt, custody and issue of bags and maintenance of bag account. Maintenance of Delivery Book in prescribed format. To have "B" Orders to be copied into Guidance book of the Sets and duly signed by the officials. Filing of work-papers and their proper arrangement in the Record Office. Periodical returns to be submitted by Record Clerk e.g. Daily Report, Corrected copies of sorting list of sections. Indent for stationery. Indent for sorting case labels. Indent for articles of stock. Statement of extra duties in Form No. A.C.G.37. Consolidated statement (Bill) of extra duty allowance in Form No. A.C.G.37. Extracts from the register of miscellaneous sums received and disposed of. Preparation of Record Clerk's Daily Report and its submission to the Divisional Superintendent. Train misconnection report. Submission of corrected copies of sorting lists of Sections. Prompt disposal of Superintendent's communications and references.

4th Week.

Taking of Paper-II by the Course participants (Course covered in 2nd week and 3rd week). Time Allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.

Investigations. Preliminary enquiry into cases of highway robbery, theft, loss or tampering with any postal article or bag and theft or misappropriation of Government money. Joint enquiries. Defaulting officials liable to make good the loss occurring due to their negligence, default or non-observance of rules besides facing departmental disciplinary proceedings and criminal prosecution. List of cases to be reported to the Circle Office, Audit Office and Director General. Submission of Preliminary Reports and Final reports to the Authorities concerned. Action to be taken in case of receipt of Urgent Mail Service bag, Express Mail Service bag, Transit bag, Mail bag, Parcel bag, Account bag, Branch Office bag, Registered bag, Insured bag, Cash bag, Registered/Insured bundle, etc; bearing signs of damage or tampering. Steps to be taken in case of the contents of a transit bag or mail bag are missing. Action in case of short receipt of registered articles of all kinds. Action required when defective stamp is detected. Procedure to be followed in case of presentation of forged notes or counterfeit coins on the counters. Solution of problems noticed in the course of service.

5th Week.

Study of Revised Bag Account Rules. Preparation of Due Bag List. Preparation of Due Mail and Sorting List and their submission to Divisional Office for approval. Supervision over the maintenance of Bag Account. How to fix imprest of bags of a Bag Sub Depot? Preparation of daily and weekly statements. Return of repairable and torn bags to Bag Control Office. Check on misuse of bags. Use of proper bags for despatch of mails. Correspondence. Good Report writing. Recording of Daily Reports from the Rough Note Books of sorters. Issue and filling of revised lists. Scrutiny of explanations of sorters and

check reports made in the Daily Report. Constant pursuance of reports made by the Head Sorter till reconciliation. Preparation of Daily Report by the Record Clerk. Supply of forms and articles of stock/stationery. Duties, responsibilities and Authority of the Head Record Clerk.

6th Week.

Work Hours Statement and Staff Hour Statement for Sorters and Supervisory staff in Lower Selection Grade and Higher Selection Grade Offices. Review of operative and supervisory establishment of District Mail Office in accordance with provisions of Revised Time Test for Mail, Sorting and Transportation contained in Appendix D of Special Director General Circular No. 01 dated 1st January, 2000. Preparation and submission of proposals for the creation or abolition of posts in the cadres of Sorter and Supervisor in the Mail Sorting and Transportation. Preparation of proposal for creation of posts of Leave Reserve Sorters upto the permissible extent of 20 percent of total sanctioned strength of Sorters.

Taking of Paper-III by the Course participants (Course coved in 4th week to 6th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Qualifying marks in the Examination as a whole consisting of three papers will be 45 percent in aggregate.

Presentation of Research Reports by the Course participants.

Announcement of result. Certificate Distribution ceremony.

Preparation of Charge Relinquishment Reports. Relief of participants from the Postal Training Centre. Departure of Course participants.

136/5. SYLLABUS OF INTERNATIONAL MAIL OFFICE AND FOREIGN POST LOWER AND HIGHER SELECTION GRADE OFFICIALS' TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of Course participants, etc. Course Orientation. Assignment of topics for preparation of Research Reports by the Course participants. Importance of Post Office in national context and its national and International commitments. Origin of post. Development of Postal Services in Pakistan after independence. Introduction to the Government Servants (Conduct) Rules, 1964. Study of Government Servants (Efficiency and Discipline) Rules, 1973. Framing of report and their submission to the Authorized Officer regarding initiation of disciplinary proceedings against a defaulting official for imposition of prescribed penalties. Grounds of penalties. Submission of proposals to the competent Authority for suspension of defaulting subordinate employees or sending them on Forced Leave. Study of Civil Servants (Appeal) Rules, 1977. Appeal against punishment lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Study of Revised Leave Rules, 1980. Kinds of Leave. Grant of leave. Application for leave in form GFR-13. Leave cannot be availed of unless sanctioned in writing by the competent authority. Production of Medical Certificate of Fitness to Return to Duty in prescribed form (Form-II) before joining duty by an official granted leave on medical

certificate. Casual Leave. Seeking written permission of Incharge for leaving station of duty by an employee on Sundays, holidays or otherwise. Grant of permission by the Incharge to leave office for short duration of time. Verification of Character and antecedents of new appointees. Obtaining of Declaration regarding furnishing of fidelity bond/surety bond/deposit of security by the staff. Utilization of Leave reserve sorters. Transfer of services to another Government office or Department with the approval of the Appointing Authority. Circulation of Gradation list and obtaining signatures of concerned employees thereon. Fixation of seniority. Transfer and posting of lower grade officials. Joining Time. Transfer of charge. Transit memo in Form A.C.G.76. Apprising the competent authority two months in advance about completion of prescribed tenure of post for arranging rotation of charge of staff. Strict observance of tenure of each post. Extension in tenure of post of any official in Basic Pay Scale 1 to 15 requires approval of Director General. Conditions of qualifying service. Classes of pension and verification of service. Submission of application for Grant of Pension in Form C.S.R. 25 (Revised) six months in advance of expected date of retirement. Pension and Gratuity. Timely preparation of pension papers and their prompt submission. Grant of anticipatory pension in belated cases. Study of Rules for recruitment to posts of Sorters/Clerks, Mail Guards and lower grade staff. Conditions for filling of leave and short term vacancies and posting of substitutes on dual charge basis or current charge basis with the approval of the competent Authority. Service Book and Service Roll and its maintenance. Verification of service after completion of 10 years and 25 years qualifying service by the Audit Office. Maintenance of Memorandum of Service in Form App-43. Writing and maintenance of Character Sheets of employees in Basic Pay Scale 1 and 2. Writing and maintenance of Annual Confidential Reports of Sorters/Clerks and other subordinate staff (See rule 74 of the Post Office Manual Volume II). Communication of adverse entries in Annual Confidential Record and Character Sheets to staff concerned. Reporting of absence from duty or desertion from duty of employees immediately to the competent Authority. Resignation from service during suspension. Maintenance of Guard Files of Director General's and Postmaster General's Circulars. Keeping personal copies of Post Office Manuals corrected up-to-date on the basis of amendments notified in Director General's Circulars. Arrangement and up-keep of record. General Provident Fund. Q Loans and Advances. Death of or serious injury to an official while on duty. Preparation of case for grant of Gratuity to employees injured in accidents while performing outdoor official duty under the provision of Workmen's Compensation Act, 1923. Study and application of Sections 2 to 5, 14, 15, 17 to 20, 23 to 28, 30, 31, 33, 40, 41, 49 to 56, 62, 63, 67 to 71 and 75 of the Post Office Act, 1898. Breach of provisions of Law liable to be punished. Prosecution in a Court of Law. Co-operation with Departmental Inquiry Officers, Police and other Investigating Officers. Behaviour with subordinates and officials of the Railways, Airlines, Shipping, etc; as well as with the members of the public.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main Frame Computer. Kinds of Computers. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware. Types of Software (Software

Systems, Application Software, Drivers, Computer Languages).

2nd Week.

Taking of Paper-I by the Course participants (Course covered in 1st week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Universal Postal Union and its relations with the United Nations. Convention and Agreements of the Union. Letter Post Regulations and Parcel Post Regulations. Council of Administration and its functions. Postal Operations Council and its functions. International Bureau of the Universal Postal Union and its functions. Knowledge of equipment of International Mail Office. Receipt of bags from the Air Mail Agent. Examination of bag, seal, cord and label; verification of weight; opening of bags; disposal of letter bill; and maintenance of the Index book of air mail received; treatment of transit mail received; treatment of unpaid and insufficiently prepaid articles; treatment of articles liable to customs duty; disposal of Registered and Insured articles; sorting of ordinary and registered articles; irregularities to be reported through Verification Note CN 43. Checking of mail and preparation of Verification Notes on receipt of mails. Procedure to be adopted in case of irregularities observed in receipt of mails containing insured letters or when an article is slightly damaged or seal is partially destroyed. Procedure in case of short receipt of due mail or when missing mail is received subsequently. Blank Letter bill. Treatment of articles addressed in local languages. Transcription of addresses by Sorters on outgoing foreign articles in English language and Arabic numerals, if not addressed in English or in the language of country of destination. Treatment of Express Delivery articles. Procedure to be adopted in case of receipt of a request for withdrawal from post or alteration of address of outward foreign postal article. Cases in which the request may not be accepted. Articles which ought to be registered or sent by insured post. Treatment of registered and insured letters passing through an Office of Exchange. Treatment of letters and packets containing articles liable to customs duty. Treatment of damaged articles. Treatment of contraband and prohibited articles. Treatment of articles which cannot be forwarded. Treatment of undelivered items. Special stamps used on foreign postal articles. Procedure of enquiry regarding loss of ordinary unregistered articles. Disposal of enquiries relating to registered and insured articles and applications for supply of their acknowledgements. Compensation. Payment of indemnity. Non-responsibility of Postal Administration. Cases in which a Postal Administration should not be liable for loss. Determination of liability between Postal Administrations. Recovery of Indemnity paid to claimants from Air Carrier. Responsibility of sender. Liability of Postal administrations. Payment of indemnity for lost, totally rifled or totally damaged registered articles, recorded delivery items and insured items. Procedure for determining the liability of Postal administrations. Settlement of indemnities between Postal administrations. Free Service. Correspondence with foreign countries. Preservation of records. Despatch of mails. Mode of payment of postage on Correspondence for despatch. Method of denoting prepayment of postage. Characteristics of postage stamps and prepayment impressions. Suspected fraudulent use of postage. Application of date stamp. Treatment of unpaid or underpaid items. Stamping of correspondence. Redirected articles. Treatment of letters and packets containing articles liable to custom duty. Separation of articles and making up of mails. Transmission of

registered articles received for onward despatch. Transmission of recorded delivery items. Transmission of express articles and airmail articles sent in surface mail. Disposal of insured letter. Preparation for despatch of air correspondence; use of special forms; closing of air dispatches; maintenance of the index of mail dispatched. Closing of surface dispatches. Closing of air dispatches. Delivery bill. Airmail delivery bill. Return of foreign empty bags. Maintenance of record of mails dispatched. Record of closed transit mail. Routeing of mail. Routeing of airmail. Trial Note. Surface Airlifted mail. Treatment of airmails in the case of interrupted flight and in the event of an accident. Steps to be taken in the event of an accident. Record of Letter bills dispatched. Record of Verification Notes received. Receipt of mails. Examination of mails. How received mail should be checked? Action to be taken if one or more mail bags are missing. Action to be taken if letter bill or any list is missing. Action to be taken in case of irregularities regarding receipt of insured items. Treatment of letter containing articles liable to custom duty. Preparation of CN 55 and CN 56. Transmission and acceptance of CN 55 and CN 56 statements of mail. Record of mails received. Treatment of Transit Mail. Opening of mail bags. Treatment of unpaid and insufficiently paid articles. Treatment of articles containing articles liable to custom duty. Stamping of articles. Disposal of registered articles. Disposal of insured letters. Treatment of irregularly addressed, undelivered and unpaid or insufficiently paid insured articles. Treatment of damaged insured letters. Enquiry relating to registered articles and insured letters. Cases in which preparation of Verification Notes are necessary. Record of Verification Notes dispatched. Filing of Registered Lists and Insured letter despatch lists and receipts. Period of detention of Post Restante articles. Receipt of empty bags from foreign Postal Administrations. Visit by Course participants to the local International Mail Office, if any.

Introduction to Windows XP (Start Menu, Desktop Properties, MS Paint, Control Panel, etc.). Installation of Software, Hardware and trouble-shooting. Installation of Printer.

3rd Week.

Accounts. Services which give rise to account. Transit charges application. Extraordinary services, Multimodal transport. Transit charges for diverted or missent mail. Airmails and Surface Air Lifted (SAL) mails in transit by surface. Exemption from transit charges and terminal dues. Method of Calculation of Terminal dues and revision mechanism. Provisions applicable to exchanges between industrialized countries. Terminal dues. Provisions applicable to mail flows from developing countries to industrialized countries. Payment of Terminal dues according to provisions applicable to mail flows from industrialized countries to developing countries. Terminal dues provisions applicable to exchanges between developing countries. Accounting for transit charges and terminal dues. Request for payment specific to bulk mail. Accounting for bulk mail. Accounting for mail intended for direct access to the domestic system. Preparation, transmission and approval of transit charges and terminal dues accounts. Provisional payments of transit charges and terminal dues. Special address for the transmission of forms concerning transit charges and terminal dues. Payment of transit charges and terminal dues. Payment of amounts due into the Fund to finance improving quality of service in the developing countries. Air Conveyance Dues-General Principles. Basic rates and calculation of air conveyance dues. Formula for calculating the basic rate and calculation of air conveyance dues for closed

mails. Method of calculation of Internal Air Conveyance. Calculation of and accounting for air conveyance dues for priority items and airmail items in transit a decouvert. Accounting for air conveyance dues. Preparation of CN 66 and CN 67, statement of weights. Preparation of CN 51 Detailed accounts and CN 52 General accounts. Submission and acceptance of CN 66, CN 55 and CN 67, statements CN 51 Detailed accounts and CN 52 General accounts. Amendments to air conveyance dues. Payment of air conveyance dues. Payment of air conveyance dues for the transport of empty bags. Air conveyance dues for diverted or missent mails or bags. Air conveyance dues for mail lost or destroyed. Collection of special statistics. Settlement of Inter-Administration Accounts. Settlement of accounts. Preparation and settlement of accounts. Settlement of accounts through the International Bureau. Adjustment of outstanding debts arising from the settlement of accounts through the International Bureau clearing system. Payment of debts expressed in Special Drawing Right (SDR) General provisions. Rules for payment of accounts not settled through the International Bureau. Mails by ships other than mail ships. Dispatch of mail by ships other than mail ships. Gratuities for mails sent by ships other than mail ships. Receipt of mails from ships other than mail ships. Disposal of mails brought by ships other than mail ship.

Introduction of Microsoft Office 2007 (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Introduction to Ribbon and Tab-groups. Create File, Open File, Close File and save, Save a new Document. Page Setup, Basic editing (Bold, Italic, Underline, Copy, Cut and Paste along with selection Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Boarder and Shading, Page Column. Create Table (Table Properties, Boarders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape, Margins, Page Size letter, A4, etc., Paper Source, Layout). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Taking of Paper II by the Course participants (Course covered in 2nd week and 3rd week excluding items relating to the Computer). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Names of Foreign Posts in Pakistan. Foreign Post branches functioning under General Post Offices in Pakistan. Knowledge of equipment of Foreign Post. Postal Parcel Agreement. Freedom of Transit. Monetary unit of the Universal Postal Union. Definition of non-parcel union countries and their relations with Pakistan. Categories of parcels. Limits of weight and size of a parcel. Indication of method of forwarding. Formalities to be complied with by the sender at the time of booking. Filling of Despatch Note CP 71 and Customs Declaration CN 23 by the sender. Compulsory prepayment of postage on all outward foreign parcels. Exemption from prepayment of postage in certain cases. Marking of parcels sent post-free. Post Restante charge. Preservation of record of Postal parcels. Treatment to be given to an insured parcel at the time of booking. Make up, marking and treatment of insured parcels. Parcels with Advice of Delivery CN 07. Delivery procedure of insured parcel. Delivery procedure of express parcels. Condition for re-direction of a parcel. Treatment of undeliverable parcels. Period of retention of a parcel. Steps to be taken

for speedy customs clearance. Procedure of presentation to customs charge. How customs duty and other fees should be got cancelled?
Introduction of Microsoft Excel. Create File, Open File, Close and Save a new Document. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste along with section Font style, Font Size, Superscript, Subscript, etc). Paragraph and Formatting, Bullets and Numbering, Page Border and Shading, Insert New Sheet and Create Table, Delete Table, Insert Row and Column, Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

5th Week.
Liability of a Postal Administration if a parcel is lost or damaged. Procedure of delivery of rifled or damaged parcel. Liabilities of a sender in case of any damage caused to a parcel. Payment of indemnity. Period for payment of indemnity. Settlement of indemnity with Postal Administration. Transmission and routeing of parcels. Different methods of transmission of parcel. Make up of bags. Measures to be adopted during closing parcels. Types of labels to be used for closing foreign Parcel Mail. Parcel bills. Drawing up of CP Parcel Bill (Surface, SAL and Air parcels). Despatch of documents accompanying a parcel. Steps to be taken in case of accident. Steps necessary in case of an interrupted flight or diversion of mails. Steps to be taken in case of an interrupted flight or missing of Surface Air Lifted (SAL) mail. Preparation of trial notes (CN 44). Procedure of preparing and checking of delivery bill (CN 37). Procedure of preparing delivery bill for SAL Parcel (CN 41) and Air Parcel (CN 38) and their transmission. Procedure to be adopted in case of missing of CN 37, CN 38 and CN 41. Procedure to be adopted on receipt of parcel mails in an Office of Exchange. Discovery of irregularities and processing of Verification Notes. Steps to be taken when the mail which is to be re-forwarded to other Postal Administration has been received in bad condition. Notification of irregularities after preparation of Verification Note CP 78. Discrepancies of weight or size of parcel. Receipt by the Office of Exchange of a damaged or insufficiently packed parcel. Check of parcels received in bulk. Dispatch of parcel received missent. Delivery procedure. Procedure of return of empty bags. Preparation of Delivery bill of empty bags (CN 47). Treatment of cases of liability. Determination of liability between Postal Administrations. Recovery of indemnity paid from Air carriers. Reimbursement of indemnity to the paying Administrations. Settlement of indemnities between Postal Administrations. Accounting for amounts due in respect of indemnity for parcels. Visit by Course participants to the local Foreign Post, if any.
Introduction of MS PowerPoint. Open New Slide (Design template, Blank Presentation, Open an Existing Presentation), Insert New Slide (Choose layout on Requirement). Save, Editing of Slides, Design Slides, Custom Animation of slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Animation Effect. Slide Shadow. Slide Show, Slide Numbering. Insert chart. Printing side in pure black and white.

6th Week.
Rates and Air conveyance dues. Inward land rates. Application of new rates following unforeseeable changes in routeing. Weight of mails used for remuneration if admissible.

Transit land rates. Application of transit rates. Sea Rates. Application of Sea Rates. Allocation of rates. Rates and dues credited to other Administrations by the Administration of origin of mail. Preparation of Accounts. Preparation of CN 66 and CN 67 statement of weight. Preparation of CN 51 Detailed accounts and CN 52 General account. Settlement of accounts. Payment of debts expressed in Special Drawing Rights-General Provision. Rules of payment. Air conveyance dues. Air conveyance dues for lost or destroyed parcels. Parcels addressed to or originating in countries not participating in the agreement.

Taking of Paper III by the Course participants (Course covered in 4th week to 6th week excluding items relating to the Computer). Time allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Qualifying marks in the Examination as a whole consisting of three papers will be 45 percent in the aggregate.

Introduction to Software relating to (1) Counter Automation Software (2) Express Mail Track and Trace System (EMTTS) and (3) International Processing System (IPS).

Practical Examination in Computer (Course covered in 1st week to 6th week). Time Allowed 1½ Hours. Maximum Marks 100. Pass Marks 45 percent.

Presentation of Research Reports by the Course participants.

Announcement of result. Certificate Distribution ceremony.

Preparation of Charge Relinquishment Reports. Relief of participants from the Postal Training Centre. Departure of participants.

136/6. SYLLABUS OF ASSISTANT SUPERINTENDENTS (FIELD) POSTAL LIFE INSURANCE TRAINING COURSE FOR FOUR WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of Course participants, etc. Course orientation. Assignment of topics for preparation of Research Reports by the Course participants. Organizational set up of the Pakistan Post Office Department. Importance of Postal Life Insurance as Agency Function of the Department. What is Insurance? Concept of Insurance. Difference between Life Insurance and General Insurance. Insurance from Islamic perspective. Different Islamic Opinions (Fatwas) regarding Insurance. Grounds of objection or support to Insurance. Why people buy Life Insurance? How Life Insurance provides security? Introduction of Postal Life Insurance. Organizational and Administrative setup of the Postal Life Insurance. General Features of Postal Life Insurance. Salient Features of Postal Life Insurance. Comparison of Postal Life Insurance with State Life Insurance Corporation of Pakistan. Comparison of Postal Life Insurance policies with Life Insurance policies of other Companies. Insurance Marketing. Action Plan. Qualities of Assistant Superintendent (Field). Achieving Service Excellence. Role of a Canvassing Agent/Sales Representative. Qualities of Sales Representative. Personality, Punctuality, Behaviour, Politeness. Art of Selling. Selling Ethics. Natural Contacts. Planning and prospecting approach of selling. Negotiation Skill. How to deal with Clients? Postal Life Insurance Products/Types of PLI Policies. Qualities that make a successful sales man. Tips of Marketing.

2nd Week.

Taking of Paper I by the Course participants. Time allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.

Maturity Claim. Surrender Value Claim. Death Claim. Inquiry of Death Claim. Loan on Postal Life Insurance Policies. Registration of Assignment. Revocation of Assignment. Irregular Refund of Postal Life Insurance Premium. Procedure of settlement of Claim. Filling of Proposal Form. Medical history of Proposer. Declaration of Proposer. Local enquiry about health status of Proposer. Assignment of Policy. Canvasser Report. Age Limit. Persons eligible. Proof of Age. Calculation of Age of Entry. Calculation of correct amount of Premium. Payment of 1st Premia. Permission to avail rebate facility. Maximum and Minimum Value of Postal Life Insurance Policy. Medical and Non medical policies. Void policies. Lapsed policies. Paid up policies. Revival of Policy. Forfeited policy. Conversion of policies. Posting of Premia in Ledger Cards and Account of Premium. Procedure of Payment of Honorarium/Renewal. Commission of a canvasser. Supplementary Contract. When Supplementary Contract to be added with the policy? Beneficiary of Supplementary Contract. Different kinds of Conversion. Procedure for Admittance and Clearance of items on Collateral Evidence (C.E.) Basis. Group Insurance.

3rd Week.

Taking of Paper II by the Course participants (Course covered in 2nd week). Time allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.

Duties of Assistant Superintendent (Field). Appointment of Reliable Canvassing Agents. Focus and selection of the areas for procurement of fresh Postal Life Insurance business within his jurisdiction. How to facilitate the Canvassing Agents for promotion of Postal Life Insurance business? How to make schedule for contacting the Canvassing Agents with a view to discussing about the action plan for securing fresh Postal Life Insurance business. How to manage the field force for procurement of Postal Life Insurance business from the Insurance Market? Visit of big organizations for delivery of lectures about Life Insurance and Group Insurance business. How to organize the field force/Canvassing Agent in his area of jurisdiction?

4th Week.

Rendering help to Canvassing Agents for processing medical examination of clients for high value cases. How to check/scrutinize the proposal secured by the Canvassing Agent and to assist for submission of proposal to General Manager's Office. How to pursue in General Manger's Office for acceptance of proposal and documentation for early delivery to the Insurant for the satisfaction of Canvassing Agents and Insurant?

Taking of paper III by the Course participants (Course covered in 3rd week and 4th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Presentation of Research Reports by the Course participants.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of Course participants. Departure of Course participants.

136/7. SYLLABUS OF HEAD CLERKS POSTAL LIFE INSURANCE AND ASSISTANT SUPERINTENDENTS (OFFICE) TRAINING COURSE FOR SIX WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of Course participants. Object of training course. Assignment of topics for preparation of Research Reports by the Course participants. Administrative Setup of Pakistan Post Office Department and Postal Life Insurance Organization. General duties of Head Clerks/Assistant Superintendents (Office), Postal Life Insurance (a) Watch on movement of staff, (b) Submission of periodical returns, (c) Marking of Dak, (d) Prompt disposal of complaints, (e) Maintenance of Casual Leave files of the staff, etc. Introduction to the Government Servants (Conduct) Rules, 1964. Study of Government Servants (Efficiency and Discipline) Rules, 1973. Framing of report and its submission to the Authorized Officer for initiation of disciplinary proceedings against the accused official for imposition of prescribed penalties. Ground of penalties. Submission of proposal to the competent Authority for suspension of an accused employee or sending him on Forced Leave. Study of Civil Servants (Appeal) Rules, 1977. Appeal against punishment lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Study of Revised Leave Rules, 1980. Kinds of Leave. Submission of Application for leave in Form GFR-13. Leave cannot be claimed as matter of right. Leave cannot be availed of unless sanctioned in writing. Production of Medical Certificate of Fitness to Return to Duty in prescribed form (Form-II) before joining duty by an official granted leave on medical certificate. Casual Leave. Seeking written permission of Incharge for leaving station of duty by an employee on Sundays, holidays or otherwise. Grant of permission by the Incharge to leave office for short duration of time. Verification of Character and antecedents of new appointees. Obtaining of Declaration regarding furnishing of fidelity bond/surety bond/deposit of security by the concerned staff. Transfer of services to another Government office or department with the approval of the Appointing Authority. Maintenance of Gradation list of staff. Circulation of Gradation list and obtaining signatures of concerned employees thereon. Fixation of seniority. Apprising the competent authority one month in advance about completion of prescribed tenure of post for arranging rotation of charge of staff. Strict observance of Tenure of each post. Extension in tenure of post of any official in Basic Pay Scale 1 to 15 requires approval of Director General. Study of Rules for recruitment to various posts of staff in General Manager's Office as contained in Appendix No. 24 of the Post Office Manual, Volume IV. Conditions for filling of leave and short term vacancies. Posting of substitutes on dual charge basis or current charge basis with the approval of the competent Authority for a period of not less than one month or more than three months. Service Books and Service Rolls and their maintenance. Verification of service after completion of 10 years and 25 years qualifying service by the Audit Office. Maintenance of Memorandum of Service in Form App-43. Writing and maintenance of Character Sheets of employees in Basic Pay Scale 1 and 2. Writing and maintenance of Annual Confidential Reports of clerks and other subordinate staff. Reporting of absence from duty or desertion from duty of employees immediately to the competent Authority. Resignation from service during suspension. Maintenance of Guard

Files of Director General's and General Manager's Circulars. Keeping personal copies of Post Office Manuals corrected up-to-date on the basis of amendments notified in Director General's Circulars. Submission of proposals for amendments of rules and procedures. Main functions of Administration Branch. Study by Course participants of some cases of appointment, transfer and posting of staff. Drafting of Memo of transfer by each Course participant with imaginary particulars. Maintenance of Personal Files of the staff. Procedure in respect of grant of different types of recoverable advances and Q Loans. General Provident Fund. Historical background of Postal Life Insurance Organization. Definition of life Insurance and its benefits. Special role and contribution of Postal Life Insurance to National Economy. Its salient features. No Profit, No loss, lowest premium, highest Bonus, Premium on monthly basis, etc. Relative advantages of Postal Life Insurance vis-à-vis policies offered by State Life Insurance Corporation of Pakistan and other important competitors. Study by the Course participants of Proposal Form (LI-24). Types of different PLI policies. Calculation of rate of premia. Manner of effecting Life Insurance and Endowment Assurance. Kinds of Endowment Assurance. Persons eligible to its benefits. Minimum and maximum limit of amount of Insurance. Medical Examination and status of Medical Officer for the purpose of examining proposers. Forms of assignment and their legal force. Assignment for grant of loan and for financing policies through General Provident Fund. Procedure as to how premium is diverted form General Provident Fund? Mode of payment of premium and rebate admissible on advance payment of premium. Calculation of Rebate of Premium on different policies. Group-wise sorting of proposals, Civil, Defence and Air-Force, etc. Maintenance of Proposal Register. Checking and preparation of Scrutiny Sheet and its submission to concerned Officer in Form LI-106. Preparation of Notice of Provisional Acceptance in Form Acctts. 208 and Acctts. 209. Scrutiny of Policy Draft. Common defects in filling Proposal Form (LI-24) and procedure for getting the defects removed. Writing of Policy in good handwriting. Maintenance of Policy register. Documents to accompany the policy. Dispatch of policy to the policy holder. Transfer of policy file to Record Section. Rejected proposals and Refund of amount of premium and its procedure. Maintenance of Refund Order Register of 1st provisional premium (LI-112). Extent of value of proposal which can be accepted by Assistant Director (Issue) and other higher authorities. Issue of duplicate policy and measures to be taken before issue. Indemnity Bond in use for issue of duplicate policy and Stamp duty required for the purpose. Requirements for delayed acceptance of proposal. Second medial Examination of Proposer. Good Health Certificate required for short payment of 1st Premium. Standard Printed Forms used in Issue Section to be shown to Course participants.

2nd Week.

Taking of Paper I by the Course participants (Course covered in 1st week). Time allowed 3 Hours. Maximum Marks 100. Pass marks 35 percent.

Main functions of the Posting Section. Posting of premia. Checking and detection of irregularities in the receipt of Postal Life Insurance premia. Receipt of ledger card and preparation of Index Registers (Premia-wise and Numerical). Sorting of Ledger Cards to facilitate posting of Premia. Procedure of posting of premia in the ledger card. Receipt of Schedule from PG Section. Receipt of Lists and Schedules. Exercise of strict watch on receipt of pending schedules. Method of machine posting and hand posting and duties of

posting clerk. Preparation of Posting Reconciliation Sheet and List of Unadjusted items Cash policies in form Acctts.120 (Cash). Preparation of Posting Reconciliation Sheet and List of Unadjusted Bill Policies in form Accts.120 (Bill). Preparation of Statement showing disposal of Non-Credit items (Acctts.120-A). Maintenance of Unadjusted Accounts Register and its review by the Director, Postal Life Insurance. Maintenance of Ledger Card Abstract. Checking of posting made by the Posting Clerks. Manner and purpose of review of posting. Duties of Reviewer. Important points to be reviewed. Define Ledger Card Abstract and procedure of its maintenance. Action taken when a ledger card is removed from the lot. Issue of Annual Intimation of premia. Study by Course participants of various forms used in Posting Section. Maintenance of Annual Accounts in respect of Cash and Postal Bill Deduction policies in Head Offices. Functions and importance of Cent Per Cent Checking Cell. Action to be taken on the Ledger Card in which premium is to be discontinued. Intimation of Complete Credit Position to insurants on their demand. Excess, short, double credits and common irregularities committed. Lapsation, forfeiture and revival of policies. New policies in lieu of void and forfeited policies. Circumstances under which a policy is treated as forfeited and cancelled. Supply of duplicate and fresh Premium Receipt Book to the insurant. Procedure of refund of excess premia. Maturity Claim. Kind of policies which are liable to become claim on completion of insurance cover of specified period of time, Endowment, Educational, Marriage policies. Issue of notices to policy holders to prefer claims and advice to Drawing and Disbursing Officers to stop recovery of premia. Review of credit position of the policies due to mature within a year. Documents to accompany the claim application and manner of filling of forms. Death Claims. Action taken in cases of insurant's death within two years of date of taking an insurance policy. Natural death, Accidental death, Suicide and death at hands of justice. Production of Death Certificate in the manner as prescribed under the Rules. Procedure to be followed for death claim regarding education and marriage policies. Scrutiny of papers and calculation of claim for submission to Audit. Procedure to be followed for settlement of death claims in respect of un-assigned policies. Surrender of a policy. Period after which surrender value can be claimed. By whom surrender value can be claimed, policyholder or assignee? Method of calculation and procedure of settlement of surrender value claim. Surrender Value Claim Register. Standard forms used to be shown to the Course participants. Difference between surrender value and forfeited surrender value.

3rd Week.

Taking of Paper II by the Course participants. (Course covered in 2nd week). Time allowed 3 Hours. Maximum Marks 100. Pass marks 35 percent.

Grant of Loan. Security to be obtained for grant of loan. Maximum amount of loan to be sanctioned. Conditions for grant of loan and repayment of installments and interest. Payment of loan and extent of number of installments and period prescribed for repayment. Loan against policies financed from General Provident Fund not admissible. Form of assignment to be endorsed on policy on which loan is sanctioned. Maintenance of loan sanction register and its monthly review by Assistant Director. Precautionary measures to be taken for issue of payment sanction in respect of claim of Surrender Value and Loan. How the Audit objection is to be removed? Study by Course participants of standard forms used in Claim Branch. Purpose of embossing the sanction memo. Procedure for refund of

the amount deducted from the payment sanction, when credit for the recovered amount is traced later on. Receipt of List and Schedule of Postal Life Insurance. What is schedule, its definition and kinds to be made known to the Course participants. Particulars of Drawing and Disbursing Officers and other Accounts Authorities from whom schedules are to be received. Broad Sheet, Proforma in which to be maintained and the purpose it serves. Action to be taken for delay in receipt and in respect of waiting schedules. Reconciliation of amount of schedules. Itemisation of schedule. Purpose and manner of itemization with different kinds of ink used in respect of Civil, Defence and Air Force policies. Accounting of Postal Life Insurance Premium receipts. Procedure of maintenance of Broad Sheet of Postal Life Insurance premia receipts. Compilation of Postal Life Insurance Receipts. What are schedules and lists? Treatment of schedules and lists in General Manager's Office. Manner of maintenance of Broad Sheet in Acctts.238. Receipt of certified list of premia recovered by bill deduction by various Drawing and Disbursing Officers and its treatment in General Manager's Office. Reconciliation of certified receipts with book receipts. With what document the certified receipts are to be reconciled with book receipts? Utility of Statement of Reconciliation between booked and accounted figures of premia in form Acctts.156 in connection with re-conciliation and adjustment. Reconciliation with the Posting Section. Compilation of total of posted and un-posted items, amount of various schedules from Broad Sheet of Premia Realised in form Acctts.155 during each month. Annual Reconciliation of figures contained in Acctts.155 with Acctts.156. Action taken in cases of non-receipt of Schedule through Field Staff by personal contact. Study by Course participants of forms used in P.G. Section. Entertainment of claims. Claim register. Scrutiny of claims and issuance of Payment Sanctions. Payment of Premia by the party. Conservation of lapsed policies. Segregation of active and inactive ledger cards and conservation of lapsed policies. Issue of notices to policy holders. Cancellation of policies and maintenance of its register. Issue of duplicate or fresh Premium Receipt Book. Posting of premia on Collateral Evidence basis and refund of excess premium. Study by Course participants of the standard forms to be used. Group Insurance. General Information. Entertainment of claims.

4th Week.

Importance of publicity. Various means of publicity. How the publicity material is released? Standardization and Printing of Forms. Number of groups of standard forms and procedure of allotting number to the standard forms. Responsibility for standardization and printing of Postal Life Insurance Forms. Authority by whom amendments in the Postal Life Insurance Account Code are issued. Procedure as to how amendments are made. Payment of Medical Fees to Medical Officers. By whom the sanctions are to be issued. How the sanctions are serially numbered and monthly list prepared in form Acctts.240? How the honoraria to the canvassers are paid? Detailed procedure to be explained. Procedure for sanction of Renewal Commission to the canvassers. Limit of Honoraria to be paid to departmental canvassers. Different rates of Honoraria to be paid Quarterly, Half Yearly and Annually. Importance of List of Honorarium Medical Fees sanctioned in form Acctts.240. Study of forms used. Define Collateral Evidence in detail. Importance of Collateral Evidence. Circumstances under which premia is to be admitted on the basis of Certificate regarding Collateral Evidence Form Acctts.196 (Revised) to be shown to Course

participants. Action taken after admittance of premia on Collateral Evidence basis. Form Acctts.121 to be shown. Detailed procedure for having the items posted, be explained. Necessity of transfer entry be explained. Circumstances under which the steps regarding "write off" of the amount are taken. Valuation of Post Office Insurance Fund. Definition of valuation and its purpose. Prescribed period in which the valuation is to be carried out. Main functions of Actuary. Importance of the valuation with the declaration of Bonus. Records apart from valuation cards to be maintained for the purpose of completion of valuation data. Importance of (a) Upto-date Policy register, (b) Policy payment register, (c) Register of policies cancelled and treated as void, and (d) Register of "Paid up" policies. Standard forms, in which the above registers are maintained, to be shown to the Course participants. Preparation of valuation cards. Explain the different ways in which the cards are arranged. Particulars of statistical statements in connection with actuarial valuation. Study of standard forms used in Fund Valuation Section. Definition of Bonus. How the Bonus is to be declared after valuation? Manner of preparation of Bonus Certificate and its dispatch to policy-holders.

5th Week.

Taking of Paper III by the Course participants (Course covered in 3rd week and 4th week). Time allowed 3 Hours. Maximum Marks 100. Pass marks 35 percent.

Describe (a) Monthly Bulletin to the Director General, (b) Director General's Annual Report, (c) Director General's Quarterly Statement, (d) Annual Audit Report and (e) Monthly consolidated statement. Purpose of General Manager's Circular and how is it issued? Receipt and Dispatch of Dak. Main functions of the Central Receipt Section. Procedure of maintenance of "Inward Dak Register" and its importance. Explain the points to be kept in view while marking the Dak. Treatment of bags received from different agencies. Treatment of letters received from Director General and Wafaqi Mothasib's Secretariat. Manner of receipt of Dak in the Central Receipt Section from various sections for dispatch. Duties of Dispatching official. Test check of the covers ready for dispatch to ensure that addresses are quite legible and correct. Maintenance of three different types of Complaint Registers. Manner of submission of the registers? Who is responsible for submission of these registers. Importance of registers. Liaison with the Field Staff and policy holders. Prompt attention to the communications received from Field Staff. Prompt disposal of the cases received from the policy holders and complaints addressed to the Wafaqi Mohtasib. Procedure to pursue cases diarised for submission to the Wafaqi Mohtasib. Preparation of comments on Court cases preferred by claimants. Main duties and functions of the Record Section. Maintenance of records of policies. In what way the policy files are being kept? Movement register and manner of its maintenance. Maintenance of record of index card. Circumstances under which duplicate Bonus Certificate is issued. Registration of Assignment. Procedure and legality of Assignment, re-assignment, revocation of assignment. Entries to be made in the Register of assignment. Procedure of assignment of Policies financed from General Provident Fund. Standard forms used for the purpose to be shown. Purpose of Conversion to be explained. Main functions of Conversion Section. Reduction in the value of policy. Conversion of policies from life to endowment and vice-versa. How the calculation is made of "Paid up" value? Explain in detail Commutation and Conversion of policies. Study by Course participants of forms

used in the Section. Importance of maintenance of Conversion Register.

6th Week.

Main functions of Loan Account Section. How the loan part files are maintained? What is loan recovery schedule and how loan ledger is to be maintained? Procedure of posting of loan and interest to be demonstrated . How the loan payment schedules are checked? How the loan interest notices are issued to the loanees? Maintenance of defaulters register in form Acctts.253. Issue of notices to defaulters who failed to pay interest and loan. Procedure of final settlement of loan with the help of loan re-payment book. How policies are re-assigned in favour of the loanees? How the variation of loan receipt and loan repayment are reconciled? Procedure of post-audit of loan payment. Broad Sheet of loan and interest and recoveries and its reconciliation. How the amount is reconciled with those booked by the Audit Office? Procedure of preparation of monthly statement of balance of outstanding loan. Study by the Course participants of the forms used in the Section. Main functions of Cash and Budget Branch. Service Book and Service Roll and their maintenance. Method of maintenance of leave account. Method of fixation of pay on promotion and revision of basic pay scales. How the Pay Bills are prepared? Explain in detail about the registers of advances recoverable. How the Budget Estimates (B.E.) and Revised Estimates (R.E.) is prepared? Maintenance of Cash Book. Contingent Register and how is it maintained? Maintenance of Budget Register. Maintenance of expenditure statements and their submission to Director General. Duties and responsibilities of Stock Branch. From where the stationery is supplied? Who is responsible for printing of Postal Life Insurance forms? Preparation and submission of Schedule of forms. Proper upkeep of Stock book and Stock register. Proper Custody of blank forms. Arrangement and up-keep of office record. Weeding out and disposal of old and obsolete record after preparation of an inventory and duly countersigned by the Incharge of the office. Permanent record and Ruling files need not be weeded out and destroyed. Conditions of qualifying service. Classes of pension and verification of service. Pension and Gratuity. Submission of Application for Pension in form C.S.R.25 (Revised) by the official six months before retirement. Timely preparation of pension papers and their prompt submission to the competent Authority. Recommendation for grant of anticipatory pension in belated cases. No grant of pension to an official dismissed or removed from service. No pension for qualifying service of less than ten years. No grant of pension if an official does not apply in writing in the prescribed Form CSR-25 (Revised). Importance of Computerization in PLI. Linking Computer Cell with Field Offices and GPO's for day to day payment of premia. Credibility of Complete Credit Position for the purposes of settlement of claims.

Taking of Paper IV by the Course participants. (Course covered in 5th week and 6th week). Time allowed 3 Hours. Maximum Marks 100. Pass marks 35 percent.

NOTE.- Qualifying marks in the Examination consisting of Paper I to Paper IV will be 40 percent in the aggregate.

Presentation of Research Reports by the Course participants.

Announcement of Result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of Course participants from the Postal Training Centre. Departure of Course participants.

137. **Specialized Training Courses**.- The outline of syllabi for different Specialized Training Courses to be conducted at a Postal Training Centre are given here below. More Specialized Training Courses may be added in the syllabus with the approval of the Director General -

137/1. SYLLABUS OF SPECIALIZED TRAINING COURSE FOR CLERICAL STAFF WORKING IN POSTAL SERVICES DIVISIONAL OFFICES AND ADMINISTRATIVE BRANCHES OF THE GENERAL POST OFFICES FOR FIVE WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees. Course Orientation. Parts of the Speech. Kinds of nouns and Verbs. Adjective. Direct and Indirect Speech. Active Voice. Passive Voice. Study of tenses. Kinds of tenses. Present Tense. Present continuous tense. Present perfect tense. Present perfect continuous tense. Past tense. Past continuous tense. Past perfect tense. Past perfect continuous tense. Future tense. Future continuous tense. Future perfect tense. Future perfect continuous tense. Use of punctuation. Use of easy words and precise language in correspondence. Construction of correct sentences. Role of Correspondence in human life. Post office in comparison to other means of communications. Importance of Computer, Internet and E-mail in present day correspondence. Kinds of Correspondence. Summary. Review Report. Story Writing. Precis writing. Writing of a Paragraph. Different kinds of reports written to higher authorities. Ability of a good correspondence clerk. Case mark system. Filing System. Importance of Serial Numbers in Correspondence. Correspondence Registers. References with higher/subordinate offices and other offices. Correspondence with the Public. Maintenance of secrecy in official work. Secret and confidential cases. Treatment of secret and confidential cases. Writing of demi-official (D.O) letters (Rule 626 of Post Office Manual Volume II, Edition January, 2004). Prohibition of writing by name letters to departmental authorities (Rule 613(2) Volume II). Model of the form of a letter. Drafting of letters. Drafting of memos. Drafting of Endorsement. Purpose of endorsement? Drafting of report writing. Kinds of letters. Mode of writing Official Correspondence. Maintenance of diaries. Diary of cases. Reminders Diary. Maintenance of file, Case mark system, Use of Code words-Abbreviation. Maintenance of Correspondence Register. Heads of Units and Postmasters are not competent to issue letter post items and send parcels on Postal Service to a foreign Postal Administration. Ordinary mail be issued usually instead of fax or e-mail whenever they may serve equally well. Use of Urgent Mail Service in the interest of postal business. Express mail is transmitted by post but is treated as Fax Mail. Electronic Correspondence. Issue of Inland fax messages on Postal business. Important occurrences to be reported by fax or e-mail. Secret Register. Documents requiring special precautions to bear marks. To be sent in a sealed cover. Contents to be disclosed to an authorized person only. To be kept in personal custody to whom issued. Use of double covers. Inner cover to be sealed and should bear marks “Confidential” or “Secret” superscribed with the name of the officer by whom it is to be opened. Outer cover should bear the usual official address. Confidential or secret documents/correspondence to be sent registered Acknowledgement Due. Disclosure of information to any unconnected person is a penal offence. Maintenance

of receipt and dispatch register of Dak and reminder diary. Receipt and dispatch register for correspondence to be maintained.

2nd Week.

Taking of Paper I by the trainees. (Course covered in 1st week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Study of Initial Appointment to Civil Posts (Relaxation of Upper Age Limit) Rules, 1993 (Appendix No.3 of the Post Office Manual Volume IV), Rules for Recruitment to the post of Time Scale Clerks (Appendix No.19 of Volume IV) and Rules for Recruitment to posts in Basic Pay Scale-1 to 8. Holding of meetings of Departmental Selection Committees and Departmental Promotion Committees. Orders for appointment and promotion. Transfer, deputation, exchange of charges. Transfer to fill new vacancies. Utilization of Leave reserve staff. Posting of staff on current and dual charge basis against short term and leave vacancies for a period of one to three months with the approval of competent Authority. Study of Government Servants (Efficiency and Discipline) Rules, 1973 (Appendix No.5 of the Post Office Manual Volume III). Penalties. Minor and Major penalties. Appeal. Representation. Authorized officer, Authority and Appellate Authority. Suspension. Memo of charges. How to draft a memo of charges? Drafting of a show-cause notice. Drafting of punishment order. Appeal against penalty lies to the Authority next above the punishing authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan. Punishment register. Transfer of services to another Government office or department with the approval of the Appointing Authority. Resignation from service. Absence from duty. Tenure post. Lien of post. Preparation of Gradation List and obtaining signature of employee concerned thereon. Study of Revised Leave Rules, 1980 (Appendix No.7 of Volume IV). Submission of Application for Leave in prescribed form GFR-13. Leave cannot be claimed as matter of right. Leave cannot be availed of unless sanctioned in writing. Production of Medical Certificate of Fitness to Return to Duty in prescribed form (Form-II) before joining duty by an official granted leave on Medical Certificate. Casual Leave. Seeking written permission of Incharge for leaving station of duty by an employee on Sundays, holidays or otherwise. Grant of permission by the Incharge to leave office for short duration of time.

3rd Week.

Obtaining of Declarations regarding furnishing of fidelity bond/surety bond/deposit of security by the staff working in the jurisdiction of the Unit. Service Verifications from Audit office after completion of 10 and 25 years of qualifying service. Maintenance of Service Roll. Service Book. Maintenance of duplicate Service Book. Military Services, Deficiency in Service to be condoned, Period of suspension. General rules regarding admissibility of pension. Submission of Application for Pension in form CSR 25 by a Government servant six months before date of expected retirement. Preparation of Pension cases. Length of service. Calculation of Pension. Timely submission of Pension cases to Audit Office. Expeditious disposal of pension cases. Sanction of Anticipatory Pension in belated cases. No. Demand Certificate. Issue of provisional Pension Payment Order. Conversion of Provisional into final Pension Payment order. Gratuity. Commutation of Pension. Register of Loss and fraud cases. Preliminary enquiry, joint enquiries. Settlement

of claims. Fixation of Responsibility. Cases required to be reported to the Postmaster General on their occurrence. Report to the Director General. Report to the Audit Office. Report to the police. First Information Report (F.I.R). Possibilities of independent action from each point of view. Punishment imposed departmentally. Dual aspect of loss and fraud cases. Individual custody. Negligence resulting in loss to be punished. Temporary misappropriation of money. Deficiency in cash or stamp balance. Claims of defrauded persons. Settlement of loss and fraud cases. Register of losses and its index. Prompt settlement of claims. Recovery and writing off of losses. Cases of highway robbery. What kind of documentary evidence should accompany the report? Production of record before Police/Court. Information not to be made public. Frequent complaints against a particular Post office. Position of officials under enquiry working on counters. Prompt replies of complaints. Complaints which indicate fraud. Complaints regarding Foreign articles. Value payable articles and money order complaints. Register of Complaints. Submission of Periodical statements of complaints. Review and scrutiny of complaint statements. Press complaints. Issue of Press Rejoinders. Final reply. Compensation. Analysis of complaints after settlement of cases. Initiation of disciplinary proceedings against a negligent and defaulting official responsible for causing the occurrence of compliant. Precautions regarding avoiding public and press complaints. Provision of better quality of service to clientele.

4th Week.

Taking of Paper II by the trainees. (Course covered in 2nd week and 3rd week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Correspondence from Head Office to its Sub Offices and branch offices or vice versa to be sent in Account Bag or Branch Office Bag. Postmaster's Order Book. Error Book. Due mail and sorting list. Mail contracts. Award of contracts for carriage of Mails. Manner of transmission of mails. Time Statements. Breaks and accidents. Treatment of airmails in case of accidents to an aero plane. Memo of distribution of work. Map of Postal Division/Unit. Memorandum Book. Professional Letter writers. Examination of Assistant Superintendent's diaries. Remarks on the diaries by the Unit Officer and their monitoring. Notice of Hours of Business, Route lists and beat maps. Unfixed beat system. Scrutiny of Monthly copies of Sub Office Accounts. How to examine copy of Sub Office Account received in Account Office? What is an Excess Cash Balance Memo when is it prepared? Cash balance in post Offices. Maximum balance in stamps. Memo of authorized balances. How to prepare Memo of Authorized balances? Maximum and Minimum cash balance. Precautionary measures to be taken by the Unit Officer while fixing authorized balances. Reserve stock in possession of Divisional Superintendent. Emergent indents. Preparation of emergent indents. Supply of articles in compliance of indents. Stock Book. Disposal of requisition. Custody and storage of forms. Disposal of damaged, unserviceable and surplus articles of stock, etc. Posting of Test letters. Inspection and Visits of Post offices and Mail lines. Bag Control Office. Inspection of Sub Bag Depots in the jurisdiction. Compliance and monitoring of Inspection Remarks and Visit Remarks. Order Book. Relations of Divisional Superintendent with First Class Head Offices. General Provident Fund. Q Loans

and other Advances and their recovery. Travelling Allowance Bills. How to check Travelling Allowance Bills and Daily Allowance Bills? Budget Estimates and Revised Estimates. Preparation of Annual Budget Estimates. Annual Expenditure. Maintenance of departmental buildings. Preparation of proposals for Annual Repair. Proposal for extension /renovation/reconstruction of post office buildings. Maintenance of Guard Files of Post Master General's Circulars and Director General's Circulars. Preservation of record. Maintenance of Ruling Files permanently.

5th Week.

Preparation of proposal for fixed establishment. Register of sanctioned establishment. Review of work. Time test. Revision of Establishment. Preparation of proposals for creation, abolition and upgrading of posts. Temporary and Sanctioned Establishment. Compilation of Work hours and Staff Hours Statement. (See Special Director General's Circular No.01 dated 1st January, 2000 containing Revised Time Tests for Clerical and Supervisory Offices). Maintenance of Register of Establishment. Proposal of opening or upgrading of a post office. Periodical review of post offices. Preparation of proposal of opening an extra departmental branch post office. Proposal for creation of a post of experimental Postman/Village Postman. Non-Returnable Contribution for making good the loss of the Department. Opening of post office on payment of N.R.C. Calculation of postal Income and cost. Periodical checks of income after permanency. Value returns of experimental post offices. Statistical memorandum. Department's policy of expansion in Postal network.

Taking of Paper III by the trainees. (Course covered in 4th week and 5th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Announcement of result. Certificate distribution ceremony.

Preparation of Charge Relinquishment Reports. Relief of the trainees from the Postal Training Centre. Departure of trainees.

137/2. SYLLABUS OF SPECIALIZED TRAINING COURSE FOR TIME SCALE CLERKS , SORTERS AND UPPER DIVISION CLERKS ON CORRESPONDENCE AND COMPUTER MICROSOFT OFFICE FOR FOUR WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees. Course Orientation. Grammar. Parts of Speech. Kinds of nouns, Verbs, Adjective. Active and passive voice. Explain active and passive voice in detail. Kinds of tenses. Present Tense. Present continuous tense. Present perfect tense. Present perfect continuous tense. Past tense. Past continuous tense. Past perfect tense, Past perfect continuous tense. Future tense. Future continuous tense. Future perfect tense. Future perfect continuous tense.

What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main Frame Computer. Kinds of Computer. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era.

2nd Week.

Composition. Use of punctuation. Use of easy words and precise language. Construction of correct sentences. Writing of a paragraph or a story and drafting. Paraphrasing. What is Precis? Explain Precis, its meaning and its use. Manner of writing. Acquaint the trainees with model passages and their precis. Distinction between correspondence and other means of communication. Kinds of letters. Provide model drafts of different kinds of Private, Commercial and Officials correspondence. Importance of correspondence. Role of correspondence in human life. General instructions regarding correspondence. Official correspondence to be concise. To contain reference to only one subject. No officer to correspond direct with an authority superior to the officer to whom he is immediately subordinate. Complementary phrases to be abbreviated as far as possible. Writing in third person must ordinarily be avoided. Letters or fax messages received direct from the Director General to be replied direct by endorsing a copy to the Controlling Officer (Rules 613 to 623 of the Post Office Manual, Volume II). Correspondence Register. Correspondence Register in the prescribed form to be maintained and entries to be numbered in an annual consecutive series commencing from 1st January (Rules 624 and 625 of Volume II). Manner and purpose of writing demi-official correspondence: D.O. to be numbered and copies made like official correspondence. When information is called for officially it must be given officially. Purpose and manner of writing memorandum.

Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware and Devices. Types of Software (Operating Systems, Application Software, Drivers, Languages). Introduction to Windows XP (Start Menu, Desktop Properties, MS Paint, Control Panel, etc.). Installation of Software, Hardware and trouble shooting of different types of software and hardware. Installation of Printer.

3rd Week.

Taking of Paper I by the trainees (Course covered in 1st week and 2nd week excluding items relating to Computer). Time allowed 3 hours. Maximum Marks 100. Pass Marks 40 percent.

Endorsement. Explain manner and purpose of endorsement. Disposal of reference. Diary of dealing officials. Note regarding reminder, etc. Covers containing official documents. Official documents to be despatched on the same date. Documents addressed to the same officer to be enclosed in one envelope. Cover should bear official designation and not the name. The word Urgent to be written on covers containing letters requiring immediate attention. Important or valuable papers to be sent in Registered cover. Economy slip to be used. Covers not to be disproportionately large. While opening an envelop only economy slip to be torn. Facsimile stamps of signature or initials strictly forbidden. Filing and case mark system. Correspondence to be arranged in files. Case mark system in the Regional Office and office of the Head of a Circle and other offices. Whole of the office correspondence is divided into several main divisions. Assignment of letters of alphabets to the division dealing with separate subject. Maintenance of ruling and general files under each head. Preservation of Ruling Files permanently. Opening of Files and cases in other offices. How to place an extract in another file? Case numbers to commence from 1st January each year. When the subject is continued file to be carried from year to year until

closed. An index register to be maintained showing case marks and the titles of cases. Communication of private nature not to be sent free on Postal Service. The method of opening/maintaining files and putting up references in files may be got practiced by the trainees with the help of old closed files of the office.
Introduction of Microsoft Office (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Create File, Open File, Close File and save, Save a new Document. Page Setup, Basic editing (Bold, Italic, Underline, Copy, Cut and Paste along with selection Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Border and Shading, Page Column. Create Table (Table Properties, Borders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.
Offices of Exchange, Heads of Circles or Director General only is competent to issue letter post items and send on Postal Service parcels to a foreign Postal Administration. Ordinary mail be issued usually instead of fax or e-mail whenever they may serve equally well. Express mail is transmitted by post but is treated as Fax Mail. Treatment of secret and confidential cases. Electronic Correspondence. Issue of Inland fax messages on Postal business. Important occurrences to be reported by fax or e-mail. Use of Urgent Mail Service in the interest of postal business. Documents requiring special precautions to bear marks. To be sent in a sealed cover. Contents to be disclosed to an authorized person only. To be kept in personal custody to whom issued. Use of double covers. Inner cover to be sealed and should bear marks “Confidential” or “Secret” superscribed with the name of the officer by whom it is to be opened. Outer cover should bear the usual official address. Confidential or secret documents/correspondence to be sent registered Acknowledgement Due. Disclosure of information to any unconnected person is a penal offence. Maintenance of receipt and dispatch register of Dak and reminder diary. Maintenance of receipt and dispatch register for correspondence. Dealing clerks to maintain reminder diary.

Taking of Paper II by the trainees (Course covered in 3rd week and 4th week excluding items relating to Computer). Time allowed 3 hours. Maximum Marks 100. Pass Marks 40 percent.

Practical Examination in Computer. (Course covered in 1st week to 3rd week). Maximum Marks 100. Time Allowed 1½ Hours. Pass Marks 45 Percent.

Announcement of result. Certificates Distribution Ceremony.
Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of trainees.

137/3. SYLLABUS OF SPECIALIZED TRAINING COURSE FOR POST OFFICE CLERKS ON SAVINGS BANK, SAVINGS CERTIFICATES AND POSTAL LIFE INSURANCE FOR FIVE WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees. Course Orientation. Introduction to the Government Savings Banks Act, 1873. Study of the Post Office Savings

Banks Rules. Definitions of terms. Deposit, Depositor, Account, Balance, Minor, Guardian. Objects of establishing Post Office Savings Bank. Limits as to opening and deposit of Account. Powers to withdraw money and limitations as to withdrawal. Index Card S.B.-3 (Revised). Kinds of Accounts. Procedure of Opening of Savings Bank Accounts at Head Offices, Sub Offices and in Branch Offices. Filling of Nomination Form SB-57 by the depositor. Security Account. Special Savings Account. Business Hours of Post Office Savings Bank. Maintenance of secrecy. Duties and Responsibilities of Postmaster in Savings Bank work. Savings Bank pass book and its importance. Opening of joint account. Stock Register of Savings Bank pass books. Register of undelivered pass books. Issue of pass books at Head Office. Issue of pass books independently by the authorized Sub Offices. Savings Bank Memo. Savings Bank Journal. Specimen Signature Book S.B.-6. Preliminary S.B. receipt book (SB-26). Procedure for subsequent deposit at Head Office and Sub Office. Application for withdrawal. Withdrawal at Head Office, Sub Office, Extra Departmental Sub Office and Extra Departmental Branch office. Payment to illiterate person. Procedure in Head Office in respect of withdrawal at Sub Offices. Withdrawals from Minor Account, Public Account, Joint Account. Issue of duplicate pass book. Issue of pass book in continuation of used up one and in lieu of spoiled pass book. Memo of Admission of payment. Savings Bank ledger. Register of pass books sent to Sub Offices, Branch Offices by Head Offices. Issue of notices to depositor for undelivered pass books. Visit to local General Post Office (Savings Bank Counter). Practical for filling necessary forms.

2nd Week.

Calculation of profit in case of closure of an account. Annual statement of profit, Entry of profit in the Savings Bank ledger book and pass book. Examination of profit in the pass books received in Head Office from Sub Offices and Branch Offices. Practical for filling necessary forms. Entry of profit in the Sub Office Savings Bank ledger and return of pass books to depositor. Closing of Account. Meaning of accounts jurisdiction. Transfer of accounts of same Head Office and to an other Sub Office, Branch office and Head Office. Cases under which the transfer of Savings Bank account is not allowed. Submission of Savings Bank returns by Head Office. Dead Account. Procedure for reopening of a Dead Account. Procedure for settlement of Savings Bank deceased claim cases. Power of sanctions of Claim cases in respect of Savings Bank accounts held in the name of a deceased person. Sanctioning power of a Head Postmaster in Selection Grade, Head Postmaster in Basic Pay Scale 16 and above, Divisional Superintendent of Post Offices and Postmaster General in Savings Bank deceased claim ceases. Practical for filling necessary forms.

3rd Week.

Taking of Paper I by the trainees. (Course covered in 1st week and 2nd week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Study of the Post Office Cash Certificates Act, 1917 and Post Office National Savings Certificates Ordinance, 1944. Study of Defence Savings Certificates Rules, 1966, Special

Savings Certificates Rules, 1990 and Regular Income Certificates Rules, 1993. Salient features of each type of Certificates. Procedure for purchase of Defence Savings Certificates. Stock register of Savings Certificates, Custody of certificates. Disposal of applications for purchase of certificates made at Head Office, Sub Office and Branch Office. Payment for Savings certificates. Payment by cheque Purchase of Savings certificate for a person living abroad. Procedure for discharge of Savings Certificates. Practical for filling necessary forms. Procedure for purchase and discharge of Special Savings Certificates and Regular Income Certificates. Memo of admission of payment. Transfer and change of name of holder of certificates. Partial payment and exchange of certificate. Issue of provisional certificates. Attachment of certificates by civil court or other court. Submission of return to Audit office. Visit to local General Post Office (Savings Certificates Counter). Procedure of issuance of declaration in lieu of lost certificates from the custody of holder. Spoiled Certificates. Practical for filling necessary forms. Customer Care and its importance. Total Customer Satisfaction. Understanding Customers. Removing barriers of customer care. Customer Needs. Customers' trust is our success.

4th Week.

Definition of Zakat. Zakat collection form Muslims. Definition of Sahib-E-Nisab, deduction date, assets, deduction agency. Rates for deduction of Zakat. Different assets and Code numbers. Submission of declaration for non-deduction of Zakat at source by followers of Fiqhs, by a non-Muslim and non-citizen of Pakistan. Zakat deduction at source at Head Office from Ordinary Savings Bank account. Practical for filling necessary forms. Sorting of Zakat certificate Sub Office-wise. Preparation of Sub Office-wise deduction list in duplicate. Dispatch of deduction list and Zakat certificate to Sub Office. Preparation of list of accounts from which Zakat could not be deducted. Procedure in Sub Office regarding Zakat deduction from Ordinary Savings Bank accounts. Procedure of Zakat deduction at Branch Offices. Zakat deduction from Time deposit accounts, Savings certificates, Postal Life Insurance and General Provident Fund payments, etc. Practical for filling necessary forms. Submission of returns to Audit office. Transfer of Zakat collection, Payment of Zakat collection to the Central Zakat Fund. Procedure for deduction of Zakat in Branch Offices. Schedule of Daily Zakat Receipt. Zakat Collection Register. Procedure for refund of Zakat. Declaration for Exemption from deduction of Zakat. Practical for filling necessary forms.

Taking of Paper II by the trainees. (Course covered in 3rd week and 4th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

5th Week.

Types of Postal Life Insurance Policies. Registration of Postal Life Insurance policy in Head Office Transfer of policies from Sub Office to another Sub office under the same Head Office. Cash payer Index Register. Opening of Ledger cards. Duties of ledger clerk. Checking of schedule of Postal Life Insurance. Itemization of schedule of Postal Life Insurance receipt, Daily posting of ledgers. Preparation of list of unadjusted items. Kinds of credits, Casual payment, advance payment, Arrears of premium. Arrears recovered from

the value of policy. First premium. Practical for filling necessary forms. Maintenance of various documents and periodical statements to be sent to the General Manager, Postal Life Insurance. Attestation of entries in the ledger card by the Postmaster. Transfer of ledger card to General Manger's office. Steps to be taken for transfer of ledger cards and recopying of ledger cards for next financial year. Clearance of unadjusted items in form Accounts-120. Maintenance of separate monthly files in Head Office in respect of unadjusted items. Monthly review of ledger cards and preparation of Non-Credit (NC) lists. Practical for filling necessary forms. Custody of schedule of Postal Life Insurance receipts. Transfer of schedule to General Manager, Postal Life Insurance. Maintenance of records for Premium Receipt books, Register of Premium receipt Book Acctt.-289. Register of undelivered Premium Receipt books. Stock Register of Premium Receipt Books (Acctt.-291. Supplementary contract. Entries Regarding credit position and copies of ledger. Premium Receipts Books in respect of new policies. Noting of Head Office Number in the Schedule. Change in terms of policy, correction in records. Practical for filling necessary forms.

Taking of Paper III by the trainees. (Course covered in 5th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees from the Postal Training Centre. Departure of trainees.

137/4. SYLLABUS OF SPECIALIZED TRAINING COURSE FOR POST OFFICE CLERKS OF ACCOUNTS BRANCHES OF HEAD POST OFFICES FOR FOUR WEEKS

1st Week.

Preparation of Charge Reports. Admission of trainees. Course Orientation. Organization of Accounts set-up and Relationship therewith. Functions and Responsibilities of Accounts branch of the Head Post Office. Service Books and Service Rolls and their maintenance. Annual Service Verification. Verification of service on completion of 10 and 25 years qualifying service by the Audit. Re-attestation of Service Book/Service Roll. Leave Account. Verification of Leave. Study of Revised Leave Rules, 1980 (Appendix No.7 of the Post Office Manual Volume IV). Revised Pay Scales (latest). Kinds of Pay. Pay fixation on Promotion and Reversion. Joining time. Days for joining time. Rate of Pay and Allowances during Joining Time. Tenure Post. Study of New Classification Chart of Accounts of the Pakistan Post Office Department. Classification of expenditure. Sanctioned Establishment Register. Preparation of Establishment Pay Bill. Documents to be attached with Pay Bill. Preparation of Arrear Bill. Period for claim of arrear.

2nd Week.

Pre-audit. Preparation of Acquittance Roll. Payment of pay and allowances. Last Pay Certificate. Prohibition of erasures and over writings. Correct manner of making corrections. Contingent expenditure. Preparation of Contingent Bill. Not payable

contingent bill. Disallowed contingent expenditure. Detailed Bill. Schedules of Receipts and Payments. Payments of dues of deceased officials. Comparison of total of schedule with cash account. Submission of Cash Account to the Director of Accounts, Pakistan Post Office Department, Lahore. Kinds of pension. Preparation and submission of cases for grant of anticipatory pension in belated cases. Receipt of Pension Payment Order from Director of Accounts, Pakistan Post Office Department, Lahore. Payment of Pension. Pension of deceased pensioner. Transfer of pension from one office to another. Pension lapses and forfeiture. Renewal of Pension Payment Order.

3rd Week.

Taking of Paper I by the trainees. (Course covered in 1st week and 2nd week). Time allowed 3 Hours. Maximum Marks 100. Pass Marks 40 percent.

Classes of officials required to give security. Forms of security. Custody of Security Bonds. Register of Security Bonds. Transfer of Security Bonds. Disposal of Security Bonds. Receipt of Postal Life Insurance Schedule. Ledger Card. Posting of premium. Index register. Transfer of ledger. Clearance of unadjusted items. Submission of Postal Life Insurance Schedule to General Manger, Postal Life Insurance. Transfer of Postal Life Insurance Accounts. Sanction memo and check before payment. General Provident Fund final payments. Advances from General Provident Fund accounts. Maintenance of Specimen signature. Register of pay of officers. Kinds of advances. Register of Recoverable Advances. Entry of each kind of advances. Watch on recovery of advances from the employees. Retrenchment. Register and Advances.

4th Week.

Attachment Order. Deduction of income tax at source. Deduction of premium and other dues of Postal and R.M.S. Cooperative Credit Society, Lahore. Format of Cash Account. Audit observation. Recovery. Disallowed Payments. Budget Allocation. Control of expenditure. Benevolent Fund. Group Insurance. Maintenance of General Provident Fund accounts of officials in Basic Pay Scale 1 and 2.

Taking of Paper-II by the trainees. (Course covered in 3rd week and 4th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees from Postal Training Centre. Departure of trainees.

137/5. SYLLABUS OF SPECIALIZED TRAINING COURSE FOR MAIL SORTING AND TRANSPORTATION SORTERS OF ACCOUNTS BRANCHES OF HEAD RECORD OFFICES FOR FOUR WEEKS

1st Week.

Preparation of Charge Reports. Admission of trainees. Course Orientation. Organization of Accounts set-up and Relationship therewith. Functions and Responsibilities of Accounts

branch of Head Record Office. Maintenance of Service Book/Service Roll. Study of New Classification Chart of Accounts of the Pakistan Post Office Department. Definition of Major, Minor head and Detailed object. How Classification is taken into account? Miscellaneous sums accounted for Cash Book. Cash Abstract. Cash account. Contingent Register. Register of sanctioned Establishment and its importance for Accounts Branch. Permanent Advance. Last Pay Certificate. Attachment of documents with Pay Bill. Preparation of Pay Bill. Preparation of Acquittance Roll. Memo of Disbursement of Pay and Allowances. Attachment of papers with Pay Bill. Payment through money order. Erasures and over-writings prohibited. How corrections in accounts are made? Submission of Acquittance Roll to Circle Office. Importance of Computer in Accounts Branch.

2nd Week.

Arrear bills. Disputable Claim. Pre-Audit. Payment of dues to family of deceased official. Honorarium Bill. Preparation of Extra Duty Allowance (EDA) Bill. Preparation of Out Station Allowance (OSA) Bill. Contingent Register. Different kinds of Contingent Expenditure. Preparation of Countersigned contingency. Not payable Contingent bill. Disallowed contingent expenditure. Deduction from Pay bill. Income Tax deduction at source. Attachment Order of the court. Audit Objections and Recovery. Retrenchment Order and Retrenchment register. Deduction of Dues of Postal and R.M.S. Co-operative Credit Society, Lahore.

3rd Week.

Taking of Paper I by the trainees. (Course covered in 1st week and 2nd week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40.

Forms of Security. Security Bonds. Register of Security Bonds. Amount of Security. Custody of Security Bonds. General Provident Fund relating to officials in Basic Pay Scale 1 and 2. New pay scales (latest). Fixation of pay. Different kinds of Pension. Preparation of Pension papers. Sanction of Anticipatory Pension in belated cases. Verification of Leave. Study of Revised Leave Rules, 1980 (Appendix No.7 of Volume IV). Kinds of Leave. Leave Account. Leave Preparatory to Retirement. Casual Leave. Expenditure incurred in connection with Casual Leave. Service Verification. Joining Time. Account of Joining Time. Different Conditions and Joining Time. Travelling Allowance. Daily Allowance. Transportation effect. Schedule preparation. Receipt and Disposal.

4th Week.

Importance of Computer in Accounts Branch. Preparation of Budget. Remittance memo. Remittance of pay by service money order. Benevolent Fund. Group Insurance. Interest Calculation.

Taking of Paper II by the trainees. (Course covered in 3rd week and 4th week). Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40.

Announcement of result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees form the Postal Training Centre. Departure of trainees.

137/6. SYLLABUS OF SPECIALIZED TRAINING COURSE ON BASIC COMPUTER FOR CLERICAL AND SUPERVISORY STAFF FOR FOUR WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of trainees. Course Orientation. What is Computer? Main parts of Computer. Classification of Computer. Micro Computer, Mini Computer and Main Frame Computer. Kinds of Computer. Analog Computer, Digital Computer and Hybrid Computer, Desktop Computer, Laptop Computer and Tower Computer. Importance of Computer in the present era. Input and Output devices of Computer. Difference between Hardware and Software. Types of Software. Mouse and Keyboard functions. Introduction of Software and Hardware and Devices. Types of Software (Operating Systems, Application Software, Drivers, Languages). Introduction of Windows XP (Start Menu, Desktop Properties, MS Paint, Control Panel, etc.). Installation of Software, Hardware and trouble shooting of different types of software and hardware. Installation of Printer.

2nd Week.

Introduction of Microsoft Office (MS Word, MS Excel, MS PowerPoint). Introduction of MS Word. Create File, Open File, Close File and save, Save a new Document. Page Setup, Basic editing(Bold, Italic, Underline, Copy, Cut and Paste along with selection Font style, Font Size, Superscript, Subscript, etc.) Understanding of Paragraph and its formatting. Bullets and Numbering, Page Border and Shading, Page Column. Create Table (Table Properties, Borders, Cell Properties. Creating/deleting Rows and Columns, Merge Cells, Formulas). Mail Merge Command. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

3rd Week.

Introduction of Microsoft Excel. Create File, Open File, Close and Save a new Document. Page Setup, Basic Editing (Bold, Italic, Underline, Copy, Cut and Paste along with section Font style, Font Size, Superscript, Subscript, etc). Paragraph and Formatting, Bullets and Numbering, Page Border and Shading, Insert New Sheet and Create Table, Delete Table, Insert Row and Column, Merge Cell, Formulas. Sorting and Filter of data. Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

4th Week.

Introduction of MS PowerPoint. Open New Slide (AutoContent Wizard, Design template, Blank Presentation, Open an Existing Presentation), New Slide (Choose an Auto layout on Requirement). Save Slides, Editing of Slides, Design Slides, Custom Animation of slides, Show and Hide Slides, Insert Picture and Tables, Front and Background Colour of Slides, Create Table, Delete Table, Insert Row and Column. Animation Effect. Slide Shadow. Slide Show, Slide Numbering, Page Setup (Portrait and Landscape). Header and Footer and Print Setup (Current page, Selection page. All pages).

Practical Examination in Computer. Maximum Marks 100. Time Allowed 2 Hours. Pass Marks 45 percent.
Announcement of result. Certificate Distribution Ceremony.
Preparation of Charge Relinquishment Reports. Relief from the Postal Training Centre. Departure of trainees.

137/7. SYLLABUS OF SPECIALIZED TRAINING COURSE FOR POSTAL LIFE INSURANCE CANVASSING AGENTS FOR ONE WEEK

Preparation of Joining Charge Reports. Admission of trainees. Course Orientation. What is Insurance? Difference between Life Insurance and General Insurance. Why people buy Life Insurance? Social aspects of Life Insurance. Concept of economic security. Life Insurance from Islamic perspective. Grounds of objection or support to Life Insurance. Introduction of Postal Life Insurance. Salient features of Postal Life Insurance. Different kinds of Postal Life Insurance Products. Types of Postal Life Insurance policies. Sound knowledge of Postal Life Insurance Products for sale. Age limit for insurance. Persons eligible to buy Insurance Policy. Proof of Age. Maximum and minimum value of Insurance Policy. Medical and non-medical policies. Assessment of particular needs of clients for matching them with an appropriate type of Insurance Policy. How to canvass the clients? Ensuring correct and complete filling of Proposal for Life Insurance [Form Ll-24 (Rev-II)]. Minute and careful scrutiny by the canvasser securing the proposal before affixing signatures. Correct calculation of age of entry and amount of premium. Availing rebate facility of premia payment. Credit of Provisional first premium in the Post Office. Medical examination of the proposer when the proposed sum assured exceeds a particular limit. Arranging early acceptance of Proposal for Insurance by the office of General Manager, Postal Life Insurance. Ensuring prompt receipt of Memo of Provisional Acceptance of Policy and Premium Receipt Book. Registration of policy by the insurant in a Post Office for payment of future premia. Role of a Canvassing Agent/Sales Representative. Qualities of a good Canvassing Agent/Sales Representative. Exploration of Insurance market. Professional Salesmanship. Approach of selling. Closing techniques of Canvassing Agents. Application of Modern Selling Techniques. Selling Ethics. Exhibition of values like honesty, transparency, courtesy, etc. Avoiding aggressive and unethical tactics to sell the Insurance Products. Art of selling. Natural Contacts. Action Plan. Planning and prospecting approach of selling. Negotiation Skill. How to deal with Clients? Dealing with difficult people/clients. Tips of effective Marketing. Achieving Service Excellence. Emphases on customer retention. Focus on after Sale Service. Contacting the policy holders about receipt of Annual Intimation of Credit Position of payment of premia. Customer Care. Customer Assistance for processing Maturity Claim, Surrender Value Claim, Prompt handling of Death Claim cases, Inquiry of Death Claim and obtaining Loan on Postal Life Insurance policy. Registration of Assignment of policies with the office of General Manager, Postal Life Insurance. Revocation of Assignment. Revival of void/lapsed/forfeited policy. Refund of Postal Life Insurance Premium deposited irregularly.
Taking of Paper I by the trainees. Time Allowed 3 Hours. Maximum Marks 100. Pass Marks 40.
Announcement of Result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of trainees. Departure of the trainees.

137/8. SYLLABUS OF SPECIALIZED TRAINING COURSE FOR INSTRUCTORS OF POSTAL TRAINING CENTRES FOR FOUR WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of participants. Course Orientation. Assignment of topics for preparation of Research Reports by the Course participants. Meanings of Instructors' Training. Training for Trainers. Scope of training. Need for training of Instructors. Role of Instructors. Assessing training needs of the individual trainees. Human Resource Development Designing effective training programmes. Individual development. Manpower planning. Multi Skilled Trainer, Operational Links, Trainees' psychology, Training versus Education.

2nd Week.

Techniques and skills required. Strategies to be adopted in making the training effective. Effective preparation. Effective Communication skills and making speech. Instructional skills. Getting the right trainee, Action before course, during the course and after the course (follow-up), Barriers to effective training. Organizational Check list. Preparation and use of training material.

3rd Week.

Taking of Paper I by the trainees (Course covered in 1st week to 2nd week). Time Allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.

Choosing a Training Strategy. Modular structure, performance objective, work based material, the learning cycle (the target population, when and how training be carried out, mode of delivery, leaving something behind). Oral learning. Practical learning, E-learning. Distance learning and Virtual/Computer based Training (Theory and Practical). Developing a questioning technique. Methods of training for the older employees.

4th Week.

Choosing and using Training. Choice of instructing technique, training aids, Case studies, Simulation, Role plays, Panel discussions, Group discussions. Study visits, On the job practice, Course Terminology-Course, seminars and workshops. Establishment of professional standards for Instructors. Imparting knowledge and skill to measure and assess effectiveness of a training programme.

Taking of Paper II by the trainees (Course covered in 3rd week to 4th week). Time Allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.

Presentation of Research Reports by the Course Participants.

Announcement of Result. Certificate Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of Course Participants. Departure of participants from the Postal Training Centre.

137/9. SYLLABUS OF SPECIALIZED TRAINING COURSE ON SUPERVISORY MANAGEMENT AND RESOLUTION OF WORKPLACE CONFLICTS FOR SUPERVISORY STAFF FOR TWO WEEKS

1st Week.

Preparation of Joining Charge Reports. Admission of participants. Course Orientation. Assignment of topics for preparation of Research Reports by the Course participants. Effective supervisor-ship. Common reasons of supervisors' failure. How to improve supervisory efficiency? Supervisors' sources of power. Resistance to change. Why do people resist change? How is resistance overcome? The importance of team. Supervisors' role in the Pakistan Post Office Department. Qualities of supervisor. Difference between managing and doing. Good and bad practice in supervision. How to build and lead a team? A servant leader. The gentle-man leader. Not followers but companion. Guidelines for working together. Workplace relationship dimensions. Working effectively with others. Personal vs. professional relationships. Defining roles and expectations. Identifying goals. Establishing inter-personal procedures. Four major factors in the breakdown of working relationships. Personalizing vs. professionalizing conflicts. Building relationships. How to build life time relationship. Turning people into loyal customer. Definition and significance of conflict. Importance of the study of the nature of conflict. Types of work-place conflict. Valuing conflict. Setting conflict ground rules. Role of Supervisor and Supervisory potential Quotients. Management of conflict. Communication skills that promote conflict management. Strategies for responding to and negotiating conflict. Mediation Skills. Job attitudes. Dynamics. Understanding the causes of others behaviour. Strategies of attitude change. How people change. Ten ways to change. Job satisfaction. Job motivation. Motivation directions. How to increase job motivation? Difference between a job and a mission. Mission, vision and passion. Job Stress. Definition. Measurement and Chemistry of stress. Organizational and Interpersonal stress factors. Different classifications of stressful persons. Management of stress.

2nd Week.

The power of positive and negative thinking. Resistance to persuasion. Ways of attitude change. Creative and critical thinking skills of sales person. The power of negative thinking and error in thinking. Fallacies and invalid thinking. Aggression and Anger. Determinants. Prevention and Control of anger. Emotional Intelligence. Emotional intelligence indicators. Emotional intelligence skills. How to gain emotional control, composure and calmness. Handling emotions of anger and frustration. Art of persuasion. Resistance to persuasion. Ways of attitude change from resistance to persuasion. How to break prejudice and bias. Compliance-gaining strategies. The power of empowerment in creating harmonious work environment and sense of self fulfillment. Definition and relevance. Benefits. Changing the behaviour of supervisors. What makes workers change behaviour? Discipline. Definition and Types. Why necessary? Positive and negative discipline. Case for and against punitive discipline and guidance for administering punitive discipline. Deciding on appropriate discipline. Progressive discipline. Guidance and counseling. Tackling problem employees-category-wise. Grievance procedure. Counseling. Mediation. Negotiation. Conciliation.

Various types of Arbitration. Legal aspect, Unions and Associations.

Taking of Paper I by the Course Participants (Course covered in 1st week and 2nd week). Time Allowed 3 Hours. Maximum Marks 100. Pass marks 40 percent.
Presentation of Research Reports by the Course Participants.
Announcement of result. Certificates Distribution Ceremony.
Preparation of Charge Relinquishment Reports. Relief of Course Participants from the Postal Training Centre. Departure of Course Participants.

138. **Workshops**.- The outline of a few selected topics for holding workshops, seminars, etc; at a Postal Training Centre are given below. More topics for holding workshops may be added for the benefit of trainees after obtaining written approval of the Director General.-

138/1. OUTLINES OF WORKSHOP ON CUSTOMERS RELATIONS FOR POST OFFICE CLERKS FOR THREE DAYS

Preparation of Joining Charge Reports. Admission of trainees. Course Orientation. What is customer? Understanding Customer. Understanding Customer's Behaviour. Managing Customer Care. Importance of Customer Care in the competitive world. Developing a Profitable Lifetime Relationship with Customers. Customer is a king. The Value of Continuing Relationship. Recognize the Lifetime Value of Customer. Beginning the Relationship. Removing Barriers of Customer Care. Building Customer Perceptions. Defining Role of Postmasters. Trust and Loyalty. Basic Principles of Built Customer Relationships. Interpersonal skills. Understanding others. Personal traits. Personal Skills. Interpersonal skills in marketing. Customer Retention and Activation. Planning Fulfillment. Salesperson. Most wanted characteristics of effective salesperson. Salesperson quality ratings. Better Ways to Deal with Customer. Why Customer Quit? Type of Customers. Service Design. Total Customer Satisfaction. Emergency and Crisis. Handling customer questions and objections. Welcome and plan for objections. Common objections. Different types of questions and tricks to tackle each. Defining the Offer. Cultivate a Good Personality. Become a Good Talker. Become a Good Listener. Become a Good Writer and Reader.
Certificate Distribution Ceremony.
Preparation of Charge Relinquishment Reports. Relief from the Postal Training Centre. Departure of trainees.

138/2. OUTLINES OF WORKSHOP ON QUALITY OF SERVICE STANDARDS FOR POST OFFICE CLERKS FOR FOUR DAYS

Preparation of Joining Charge Reports. Admission of trainees. Course Orientation. Assignment of topics for preparation of Research Reports. What is business? What are services? Essentials of a service business? How is Pakistan Post a Service Market? Do we understand fully the type of service business we are in? Who are our customers? How do they distinguish between competitors? How can we defend our business from competitors?

Interpersonal skills. Understanding others. Personal traits. Personal skills in marketing. Public relations and publicity The concept. Customer relations. Publicity and Public relations at workplace. Communications Skills. Motives. Communicating with the individual's perspective. Blocks to effective communication and remedies. Speaking. Tips for good speaking. Using the voice and telephone skills. Call Center operation. Quality of service standards in dispatch, transmission and delivery of mail. The District Mail Office. The Express Post. At counters. Payment of Military Pension, Savings Bank, Provincial Tax, and Money Orders Branches. Common Grievances of Savings Bank Account Holders and how to deal with them. Other Departments e.g. Food Support Programme, etc. What is selling? Personal and non personal selling. When personal selling is critical? What it takes to sell? The sale presentation. The steps of sale. The pre approach and prospecting. Product presentation. What to do during presentation? Tidy desk and welcoming. Handling customer questions and objections. Welcome and plan for objections. Common objections. Different types of questions and tricks to tackle each. Salesperson. Most wanted characteristics of effective salesperson. Salesperson quality ratings. Ethics in business. Business morality vs. Concept of morality in Islam. Prophet's teachings.
Presentation of Research Reports by the Trainees.
Certificate Distribution Ceremony.
Preparation of Charge Relinquishment Reports. Relief from the Postal Training Centre. Departure of trainees.

138/3. OUTLINES OF WORKSHOP ON INSPECTION, INVESTIGATION, DETECTION OF FRAUD AND REPORT WRITING FOR ASSISTANT SUPERINTENDENTS OF POST OFFICES AND SELECTION GRADE SUPERVISORY STAFF FOR ONE WEEK

Preparation of Joining Charge Reports. Admission of participants. Course Orientation. Assignment of topics for preparation of Research Reports. Inspection and Verification. Method of Inspection. Circumstances which lead to commission of frauds and misappropriation in Postal business. Non carrying out inspection by the inspecting officials and officers in accordance with the Collection of Post Office Inspection Report Forms and departmental instructions. Non verification of payment of money order from the payees/remitters. Non checking of balances showing part of cash. Non checking of payment of Military pension work properly. Non verification of pensioners attaining the age of seventy years. Non checking of correct withdrawal of money orders. Non issue of notices to ten Savings Bank account holders for confirmation of their balances. Non verification of balances from Account office. Non checking of total of Savings Bank deposit/withdrawal, cash certificates issued/discharged. Role of single handed Post Offices in frequent occurrences of frauds. Modus operandi adopted in commission of frauds. Proactive approach to stop incidences of frauds. The role of immediate Supervisory staff, Assistant Superintendents of Post Offices, Unit Officers, Divisional Superintendents Postal Services, Senior Postmasters, Chief Post Masters, etc; in prevention of frauds specially in Savings Bank transactions, issue and discharge of Savings Certificates, disbursement of Military Pension and payment of pensions to employees of other Departments by the Post Offices, leakage of revenue, etc. Measures to check it. Obtaining security deposits and

personal bonds from the officials handling cash and valuable items. Verification of Character and Antecedents of staff. Strengthening the system of internal control and internal check in prevention of frauds and embezzlements. Periodical Inspection/ Verification by Unit Officer/Divisional Superintendent/Chief Post Master, etc. in accordance with Collection of Post Office Inspection Report Forms and departmental administrative instructions Items to be checked in. Surprise Visits and Raids. Investigation and Inquiries in Post Offices. Study of the Government Servants (Efficiency and Discipline) Rules, 1973 (See Appendix No.5 of Post Office Manual Volume III). Ground for penalty. Penalties. Procedure for Enquiries under Government Servants (Efficiency and Discipline) Rules, 1973. Report writing, Basic ingredients of good enquiry report. Drafting of Show Cause Notice and Charge Sheet for issue to the accused official. Drafting of punishment order and imposition of penalty. Appeal against penalty lies to the Authority next above the punishing Authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan.

Presentation of Research Reports by the participants.

Certificates Distribution Ceremony.

Preparation of Charge Relinquishment Reports. Relief of participants from the Postal Training Centre. Departure of trainees.

CHAPTER XII
TRAINING AT POSTAL STAFF COLLEGE

139. **Introduction to the Postal Staff College**.- (1) In order to impart training to the officers of the Pakistan Post Office Department and fellows from foreign Postal Administrations of developing countries seeking technical assistance particularly of Asia, Middle East, Far East, Africa and Pacific Region a premium training institution named as Postal Staff College was established in the year 1987 at Islamabad under the charge of a Director. The idea of setting up a centre of excellence for training the postal executives and managers of the Pakistan Post Office Department and the member countries of the Universal Postal Union was originally conceived in the year 1982. The project of establishment of Postal Staff College was jointly sponsored by the Government of Pakistan, United Nations Development Programme (UNDP) and the Universal Postal Union (UPU). With a view to expanding the physical infrastructure of the College, the second floor of the building of the College was added in the year 2004. The College building is exclusively owned by the Pakistan Post Office Department, Government of Pakistan. The Postal Staff College has also been declared as the Training Centre for Postal Officers of the Economic Cooperation Organization Countries. The College has also got a well furnished and comfortable hostel which is located in the vicinity of the College Campus.

(2) Though the Director Postal Staff College, Islamabad is the Head of the Institution, yet the overall control of training activity including policy guide-lines and monitoring over the Postal Staff College vests with the Director General, Pakistan Post Office Department. The revision of the existing training courses, designing and introduction of new training courses after due assessment of training needs of the Department is the prerogative of the Director General. The training courses and programmes including workshops and seminars approved by the Director General are conducted by the faculty members of the College under the supervision and guidance of the Director.

140. **Aims and Objectives of the College**.- The aims and main objectives of the Postal Staff College, which is a centre of excellence for training the Postal functionaries, are laid down as follows.-

(1) To train the postal executives and managers according to challenges of the rapidly changing world of today.
(2) Updating, generating, exchanging and sharing knowledge and information pertaining to the Post by means of holding seminars, conferences and workshops.
(3) Extending training assistance to the developing friendly member countries of the Universal Postal Union.
(4) To develop administrative, managerial, communication, technological and negotiation skills of the postal officers to make them true professionals.

(5) To remain in touch with the rest of the higher level training institutions and human resource centers in order to review and update the training needs of the officers of the Pakistan Post Office Department.

141. **Organization of the College**.- (1) The Postal Staff College, Islamabad which is a premium training institution of Pakistan Post Office Department works under the administrative umbrella of the Director, Postal Staff College. The Director who holds a post in Basic Pay Scale 20 in the Pakistan Post Office Department occupies a senior position in the Postal Occupational Group. He reports to the Director General, Pakistan Post Office Department through the Additional Director General (Operation). The Director is assisted by a Joint Director in Basic Pay Scale 19, two Senior Instructors holding posts in Basic Pay Scale 18 and a Junior Instructor in Basic Pay Scale 17. An Accounts Officer in Basic Pay Scale 18 and a Junior Accountant in Basic Pay Scale 16 render assistance to the Director in accounts matters and preparation and submission of budgets. The Administrative Officer assists the Director in the conduct and handling of administrative matters of the College. An Assistant Engineer also renders advice to the Director in all matters pertaining to repair and maintenance of College campus and hostel building. All the above mentioned officers except the Administrative Officer revert to their parent cadres after completion of a maximum period of tenure of three years' service in the Postal Staff College.

(2) The ministerial posts of the College generally include Head Assistant, Head Clerk, Upper Division Clerks, Lower Division Clerks, Stenographer, Steno Typists, Laboratory Assistant, etc. The ministerial staff, other allied functionaries and the lower grade staff of the College are non-transferable as they are recruited specifically to serve in the Postal Staff College exclusively and permanently.

142. **Infrastructure of the College**.- The physical infrastructure of Postal Staff College comprises a beautiful campus, which includes adequate number of well-furnished class rooms, a seminar room, two lecture rooms, syndicate rooms, well equipped and modern Computer laboratory and numerous rooms for the faculty members, administrative and support staff. In addition a very well equipped and centrally air-conditioned modern auditorium with a seating capacity of two hundred persons is also available on the premises. The auditorium is provided with very fine modern sound system and it is equipped with multimedia facilities. The College is also fitted with Close Circuit Television through which the Director can monitor the activities in the class rooms and auditorium. There is also a well maintained cafeteria in the College campus. There is also a well built mosque for practicing Muslims for offering prayers.

143. **College Library**.- (1) The College has a well-stocked and very fine Library. Besides the Postal Manuals, code books, departmental reference books, etc; the Library also contains a fairly large collection of books on Management, Computer, Finance, Accounting, Cost and Management Accounting, Social Sciences, Literature, History, Religion and host of subjects. The Library also keeps professional journals, magazines and most of daily newspapers for the benefit of the members of the faculty and the trainees.

The news papers and magazines are properly bound, classified and catalogued.

(2) A Reference Section also exists in the Library where Government Publications, Documents, Encyclopedia, Year Books and Reports inclusive of Universal Postal Union Reports of experts and consultants and professional journals are made available.

(3) All books are well categorized and are traceable with reference to both the subject and the authors. The reading material stands arranged in the shelves and on display racks and panels in an orderly and neat manner.

(4) The stock of books, magazines, documents in the Library has been computerized and software for searching the books and other documents in the Library has also been developed on self help basis.

144. **Computerization**.- (1) The Postal Staff College has the latest state of the art and modern computers for use by the members of the faculty and the trainees. Local Area networking is also available in the College.

(2) The Computer Laboratory is equipped with latest version of Computers, Printers and Scanning Devices, Internet facility, etc; which are updated/upgraded as and when considered necessary.

(3) The College has created its Website www.psc.edu.pk

145. **Audio-Visual Aids**:- All essential audiovisual equipments are available in the Postal Staff College. It includes Multimedia Projectors, Overhead Projectors, Close Circuit Television Cameras, Digital Cameras, Sound System, Television, Video Cassette Recorder, etc.

146. **Faculty**.- (1) The regular faculty of the Postal Staff College is drawn from the officers belonging to the Postal Occupational Group posted in the Pakistan Post Office Department. The faculty consists of a Director, a Joint Director (the post stands temporarily withdrawn at present), two Senior Instructors and a Junior Instructor. These Postal Group Officers revert to their parent cadres on completion of the prescribed period of tenure of posting which will normally not exceed three years.

(2) The College also benefits from the knowledge and experience of the visiting/associate faculty which is mainly drawn from the senior Postal officers of the Pakistan Post Office Department. The expert services of the executives and professionals from the corporate and public sectors, managers of the international organizations, etc. based in Islamabad are also utilized during different training sessions and programmes at the College. The faculty members of Islamabad based public and private universities are also invited to deliver lectures to the trainees on different topics and subjects selected by the Director, Postal Staff College. Eminent persons from various fields are also invited to interact with the Course participants.

147. **Annual Training Programme**.- (1) The Annual Training Programme

including holding of various kinds of management courses for training of officers in Basic Pay Scale 16 and above of the Pakistan Post Office Department will be drawn up by the Director, Postal Staff College in consultation with Heads of Circles and Pakistan Post Office Directorate General. The total number of trainees to be nominated for each course should also be pre-determined by the Director at the time of framing of the training programme. The Heads of Circles would be personally responsible for deputing nominated officers for training at the Postal Staff College in accordance with the approved programme to ensure that there is no wastage of training capacity of the College. The training schedule for the Specialized Training Programme for the Probationary Officers of Postal Group in Basic Pay Scale 17 selected on the basis of the results of the Central Superior Services Examination is also prepared by the Director. The Annual Training Programme for officers of Foreign Postal Administrations is also finalized by the Director with the approval of the Government of Pakistan obtained through the Director General, Pakistan Post Office.

(2) A Training Roster of officers in Postal Group in Basic Pay Scale 16 and above should be maintained by the Heads of Circles and Director, Postal Staff College showing the particulars of inland training received by each officer since his initial appointment till present posting and the aforesaid information should be updated regularly.

(3) A copy of the Annual Training Programme for training of officers during each calendar year commencing from 1st January to 31st December will be forwarded by the Director, Postal Staff College to the Director General, Pakistan Post Office Department well in advance of the commencement of a new calendar year but by any means by 3rd of December each year for approval of the Director General.

(4) A statement showing the number of officers of the Pakistan Post Office Department trained during each financial (official) year (1st July to 30th June) in each discipline indicating dates of course attended will be submitted by the Director, Postal Staff College by 27th July each year to the Director General for scrutiny and inclusion in the Annual Report of the Pakistan Post Office Department. A separate statement showing fellowships offered by Pakistan Post Office Department to the Postal Officers of Foreign Postal Administrations at Postal Staff College during a financial year will also be prepared by the Director, Postal Staff College and submitted to the Directorate General for inclusion in the Annual Report of the Department.

148. **Strength of various classes**.- (1) The maximum strength of a class of departmental officers of the Pakistan Post Office Department in Basic Pay Scale 16 and 17 should not exceed twelve participants, while the minimum number may not be less than eight trainees.

(2) No officer of the Pakistan Post Office Department holding a post in Basic Pay Scale 16 or 17 shall be deputed for attending a Training Course at the Postal Staff College if his age is fifty eight years or above on the date of commencement of the Training Course.

(3) No departmental functionary promoted to a post in Basic Pay Scale 16 or 17

comprising the cadres of Postal Superintendent/Postmaster/Superintendent Mail Sorting and Transportation/Assistant Director, except an officer exempted on account of being overage, will be given independent charge of any Unit or Division unless he has successfully completed the Postal Management Course for Departmental Officers for four weeks at the Postal Staff College.

149. **Training Methodology**.- The training methodologies/strategies at the Postal Staff College vary with the nature of a course. However following methods are adopted in accordance with their suitability for the various segment of a training course designed for Postal Officers:-

Lectures	Individual Research
Group Discussions	Group Research
Syndicate Sessions	Workshops
Tutorial Discussion	Seminars
Case Studies	Symposia
Presentation	Conferences
Synopsis Writing	Field Studies and Visits.

The College provides a learning situation to groups of Postal managers. Most of the training at Postal Staff Collage is mutual learning amongst Course participants who share their experiences, exchange practical ideas and inform each other of trends and issues.

150. **Nature of Courses**.- (1) The aims of the training courses conducted at Postal Staff College are imparting of knowledge and skills and to improve the knowledge, skills and attitudes with a focus on concept and skill development, developing and inculcating at the same time right attitudes for achievement of the objectives set for Pakistan Post Office Department. These training courses can broadly be grouped into three main categories as under:-

(a) ***Basic Management Courses***.- Basic Management Course for Junior Postal Executives, Costing and rate fixing system, Time management and service delivery, Track and Trace, Specialized Course on (i) Savings bank and Pension Payment, (ii) District Mail Offices, (iii) Express Post Services, and (iv) Special Financial Services, Mail Transmission Routeing and Planning, Modern Marketing Strategy of Traditional and Express Post Products to compete with private couriers and to attract bulk corporate clients; etc.

(b) ***Middle Level Management Courses***.- Middle Level Management Course for Postal Executives in Basic Pay Scale 18, Commercial Accounting and Budgeting, Universal Postal Union and International Mail, Communications Skills, Quality Control, Marketing Challenges for Pakistan Post Office Department, Stress Management, Course on Preparing, Implementation and Monitoring the Development Projects; etc.

(c) ***Advanced Management Courses***.- Budgeting and Financial Management, Leadership Skills, Managerial Competences and effective Delegating Skills, Human Resources Management, Modern Management, Technique with emphasis on Strategic management, Courses on Morale, Motivation and Commitment, Groups Dynamic and

Team building Project Management, Capacity building.

(2) The nomination of officers of the Pakistan Post Office Department for attending Middle Level Management Courses and Advanced Management Courses at Postal Staff College will be finalized by the Directorate General Pakistan Post Office Department.

(3) Besides attendance of Management Training Courses, the officers of the Pakistan Post Office Department are also nominated by the Director General to participate in the Workshops, Seminars, Conferences, etc; as and when organized to be held at the Postal Staff College, Islamabad.

151. **Departmental Specialized Training Programme**.- (1) On completion of the Common Training Programme at the Civil Services Academy, Lahore, the Departmental Specialized Training of the Postal Group Probationary Officers inducted in Basic Pay Scale 17 on the basis of results of the Central Superior Services Examination, will be conducted for the prescribed period of time at the Postal Staff College, Islamabad and in the field in accordance with the provisions of rule 593 and Appendix No.14 of the Post Office Manual Volume IV, as amended from time to time.

NOTE 1.- The detailed programme for each phase of training shall be supplied to all concerned well in advance by the Director, Postal Staff College, Islamabad.

NOTE 2.- The Director, Postal Staff College will issue orders regarding attachment of each probationary officer for Departmental Specialized Training and for holding independent charge of a post at a nearby station from Islamabad with a view to economising travelling expenses and shortening the time spent in journey.

NOTE 3.- The actual incumbent of the post shall remain on duty during the period the probationary officer continues holding independent charge of that post as a segment of his training. The regular incumbent of the post will render assistance to the probationary officer concerned as far as possible.

NOTE 4.- The probationary officer shall, while holding independent charge of a post as well as during his attachment outside the Postal Staff College, submit weekly diaries to his Course Coordinator on the work performed by him and the knowledge gained as well as the subjects studied during the week.

NOTE 5.- The Course Coordinator shall maintain a progress sheet in respect of each probationary officer. A detailed report regarding work of each probationary officer shall be submitted to the Director General by the Director, Postal Staff College on completion of the training programme.

NOTE 6.- During each period of training including attachments and holding of independent charges, the probationary officers should read the books that relate to the work in which they are practically engaged. They will be given real life situations i.e. case studies by Course Coordinator to test the level of their understanding of each segment of training.

(2) During the Specialized Training Programme, each probationary officer shall be required to write a Research paper on a relevant topic approved by the Director, Postal Staff College. This will be an integral and mandatory part for the successful completion of Specialized Training Programme by a Postal Group Probationary Officer.

NOTE.- A Research Paper will be written by a Probationary Officer on any one topic approved by the Director, Postal Staff College. As a guide line a few suggested topics are namely, (1) Opening of Postal Information Technology Centres, (2) Advertisement Management through printing, voice and picture, (3) Modern Management Techniques with emphasis on Strategic Management (4) Conflicts and Negotiations Skills (5) Effective Delegating Skills. (6) Improving Personal Effectiveness, (7) Handling Difficult People, (8) Human Resource Development, (9) Improvement of Morale, Motivation and Commitment, (10) Identifying, Preparing, Implementing and monitoring a Development Project. (11) Fundamental Functions of Management-Planning, Organizing, Actuating and Controlling, (12) Total Quality Management of Pakistan Post Office Department, (13) Developing, Testing and Launching new Products, (14) Managing Product Life Cycle and Strategies, (15) Transmission of Mail through Pakistan International Airlines, Railways and Road Transport (16) Collective Bargaining Agent-Union Policy of Pakistan Post Office Department and Conflict Resolving through dialogue, (17) Overall Efficiency and Output of Pakistan Post Office Department, (18) Leadership Skills, (19) Agency Functions of Pakistan Post Office Department, (20) Postal Life Insurance vs. State Life Insurance Corporation of Pakistan, (21) Growth of National and International Courier Services, (22) Bureaucratic Set up of Pakistan Post Office Department, (23) Post Office Savings Bank bringing it at par with commercial banks, (24) Privatization of Pakistan Post Office Department, (25) Performance Audit of Pakistan Post Office Department, (26) Role of Postal Managers vis-à-vis their work ethics, (27) How to reduce Incidence of Loss and Fraud Cases in Post Offices, etc, etc.

(3) Every Postal Group Probationary Officer shall be required to qualify the Specialized Training Programme Examination in the subjects and papers contained in Appendix No.14 of the Post Office Manual Volume IV, as amended.

(4) A Postal Group Probationary Officer who fails to qualify in any subject or subjects in the Specialized Training Programme Examination in the first attempt shall be allowed two more chances to appear in the examination to be held subsequently in such subject or subjects.

152. **Syllabus for Departmental Specialized Training Programme Examination**.- The syllabus for the papers of the Specialized Training Programme Examination of the Postal Group Probationary Officers in Basic Pay Scale 17 will be as given in Appendix No.14 of the Post Office Manual Volume IV, as amended.

NOTE 1.- The qualifying marks in each Paper of the Examination shall be 45 percent individually as well as in the aggregate.

NOTE 2.- The Research Paper to be written by a Postal Group Probationary

Officer shall carry 50 Marks, out of total of 600 marks allocated for the Specialized Training Programme Examination. The Research Paper written by each Probationary officer shall be evaluated by the Director, Postal Staff College himself for awarding marks out of 50 marks. The qualifying marks in Research paper shall be 45 percent.

NOTE 3.- The question papers for the Specialised Training Programme Examination shall be set and evaluated by serving officers in Basic Pay Scale 18 and above in the Pakistan Post Office Department and if required by the retired Postal Officers in Basic Pay Scale 19 and above. The serving officers of other Government Departments and Public Organizations holding posts in Basic Pay Scale 19 and above may also be asked to set and evaluate question papers in the relevant subjects.

153. **Effect of Unsatisfactory Completion of Training Programme and or Failure in Specialized Training Programme Examination**.- (1) If on the conclusion of the training programme the performance or conduct of a Postal Group Probationary Officer is determined by the Director, Postal Staff College to be unsatisfactory, the Director General, Pakistan Post Office Department may require such probationer to undergo such further training, as he deems fit.

(2) If a probationer is prevented by sickness or any other adequate cause from completing a training programme to the satisfaction of the Director, Postal Staff College, the Director General, may require him to undergo such further training as he deems fit.

(3) A probationer who fails to qualify in the Specialized Training Programme Examination shall have his increments withheld until such time he qualifies such examination.

(4) A probationer who fails to qualify in the Specialized Training Programme Examination in three attempts shall be liable to be removed from service. Before a probationer is removed from service he shall be given an opportunity to show cause as required under sub-rule (2) of rule 10 of the Occupational Groups and Services (Probation, Training and Seniority) Rules, 1990 as reproduced in Appendix No.11 of the Post Office Manual Volume IV.

(5) Absence from the Specialized Training Programme Examination without permission of the Director, Postal Staff College shall be deemed to be a failure to qualifying in the examination.

(6) Prevention by sickness, ill health or other adequate cause from taking in full or in part the Specialized Training Programme Examination will not be treated as an attempt.

154. **Final Passing Out Examination**.- (1) The syllabus for the Final Passing Out Examination for Postal Group Probationary Officers in Basic Pay Scale 17 will be as given in Appendix No.15 of the Post Office Manual Volume IV, 2nd Edition 2004, as amended. The Examination will consist of ten papers carrying in aggregate 1000 marks. The Maximum Time Allowed for attempting each Question Paper will be three hours. The Qualifying marks in each paper as well as in the aggregate shall be 45 percent. The

examination will be conduced by the Federal Public Service Commission on the notified dates and time.

(2) A Postal Group Probationary Officer who fails to qualify in any subject in Final Passing Out Examination shall be allowed two more chances to appear in the examination to be held subsequently in such subject or subjects.

155. **Probationary Officers failing to qualifying in the Final Passing Out Examination**.- (1) A Postal Group Probationary Officer who fails to qualify in the Final Passing Out Examination shall have his increments withheld until such time he qualifies such examination.

(2) A probationary officer who fails to qualify in the Final Passing Out Examination in three attempts shall be liable for removal from service after serving of a Show Cause Notice.

(3) Absence of a probationary officer from the Final Passing Out Examination without permission of the Government shall be deemed to be a failure to qualifying in that examination.

156. **Seniority of Postal Group Probationers**.- The inter-se seniority of the Postal Group Probationary Officers shall be determined by the Government after Final Passing Out Examination in accordance with the provisions of rule 7 of the Occupational Group and Services (Probation, Training and Seniority) Rules, 1990, as amended from time to time.

157. **Probation Period**.- (1) The period of probation of a Postal Group Probationary Officer shall be two years or for such period as the Government may extend for successful completion of training programme.

NOTE.- The successful completion of training programme among other things includes receiving effective training in such training institutions and at such places and for such periods as the Government may specify as well as passing of Specialized Training Programme Examination, Final Passing Out Examination, writing and submission of Research Paper, etc.

(2) On the successful completion of probation period of a Postal Group Probationary Officer, the appointing authority shall, by specific order, terminate the probation.

(3) A Probationary Officer, while under probation, will not normally be allowed by the Department to avail of long leave or extra ordinary leave. He shall also not be allowed by the Department to proceed on deputation to Foreign Service in Pakistan or abroad. He shall also not be transferred from Pakistan Post Office Department to any other office, Department or Organization under Section 10 of the Civil Servants Act, 1973 before termination of his probation.

158. **Special Performance Report**.- (1) On conclusion of a Training Course at the

Postal Staff College the Course Coordinator will record a Special Performance Report on the work and conduct of a Departmental officer in Basic Pay Scale 16 and above, except the Postal Group Probationary Officer in Basic Pay Scale 17, in the prescribed Proforma given at Appendix No. 5 of this Volume and send it to the Controlling Authority.

(2) On the basis of the conduct, behaviour and performance of the Postal Group Probationary Officer during the period of his stay at the Postal Staff College, the written assessment received from the Unit Officers with whom he remained posted for the Departmental Specialized Training or under whom he held independent charge of a post and on the examination of weekly diaries submitted by him, etc; the Course Coordinator will write the Special Performance Report of the Probationer in the prescribed format given at Appendix No.6 of this Volume. The Special Performance Report will be put up to the Joint Director / Director, Postal Staff College for countersignature.

(3) The Special Performance Report of the Course Participant or the Postal Group Probationary Officer, as the case may be, will be placed by the Controlling Authority in his Personal File. The Report will be gone through by the reporting officer for including the contents thereof in the Performance Evaluation Report of the officer for the relevant year or period in the 'S' series of standardized printed forms prescribed by the Establishment Division, Government of Pakistan before its submission to the Countersigning Officer for signature .

159. **Grant of Compensatory Allowance**.- The Postal Group Probationary Officers when deputed to the Postal Staff College for training during the probationary period are entitled to Travelling Allowance as on tour without Daily Allowance. However, in lieu of Daily allowance a fixed compensatory allowance at the fixed rates prescribed by the Government from time to time shall be payable on monthly basis during the period of training at the Postal Staff College.

160. **College Hostel**.- (1) The Postal Staff College Hostel, Islamabad which is located in the vicinity of the College Campus is a modern building reflecting beauty, comfort and homeliness. The College Hostel provides residential facilities free of rent at a time-up to forty resident trainees of the Department as well as to the participants from the Foreign Postal Administrations coming to Pakistan. It has got twenty well furnished, air-conditioned rooms, a number of Guest Rooms and a Warden's residence. It has got a modern kitchen, a big dining hall, a Television Lounge, a specious Drawing Room fitted with Split-Unit air conditioners. A few Computers with internet connections are also available in the Hostel. The Hostel building which is owned by the Pakistan Post Office Department is well maintained and furnished.

(2) The College Hostel also maintains specious grassy lawns, a very fine flower garden and a citrus orchard. The lawn and garden in the College Hostel provide a very bright and healthy atmosphere to the resident Course participants and Hostellers.

(3) A Stock Register of College Hostel will be maintained wherein an inventory of all stock items including furniture and fixtures, equipment, crockery, cutlery, etc., at the Hostel will be prepared. The stocks of the Hostel will be verified by a senior most Senior

Instructor annually. The Verification Report will expeditiously be submitted to the Director. Postal Staff College and Director General amongst others for review and orders.

161. **Hostel Warden**. (1) One of the officers of the Postal Staff College will be appointed by the Director as the Hostel Warden. He will be responsible for running the hostel efficiently and in an orderly manner, maintaining discipline among resident trainees and watching their welfare. He will encourage sports, indoor games, outdoor games and extra curricular activities in the hostel. He may be freely consulted by the trainees for any guidance. He will also effectively control the service staff of the hostel. He will keep a watch over the work output of gardeners, sweepers, attendants and other staff employed at the hostel. He will give special attention to the upkeep, cleanliness and sanitation of the kitchen and dining lounge in order to maintain highly hygienic environments. He will ensure proper maintenance of electric, gas and water supply installations of the hostel. He shall pay special attention to avoid wastage of water. To achieve this objective he should ensure that all water taps in the hostel premises are functioning properly and are not leaking and that flush tanks installed in the wash rooms and toilets are adjusted to have intake of less water by 30 percent by adjustment of float valves instead of letting them fill upto the brim. The Hostel Warden should assign responsibilities to the security guards regarding the foolproof security arrangements at the hostel especially during night and morning hours. He should have the main gates of the hostel closed all the time with a view to ensuring that no outsider is allowed entry in the hostel without proper identification and valid purpose. In order to conserve energy, the Hostel Warden should ensure that all unnecessary electric lights in hostel compound, corridors and rooms, etc; and all fans, air conditioners, etc; are switched off after the departure of trainees from the hostel to College or for any other purpose.

(2) The Hostel Warden will be provided with a house for residential purposes free of rent at the hostel premises. He will be under obligation to reside on the hostel premises. He may also be provided a room for his office on the hostel premises if Warden House is not located nearby. The Hostel Warden will take rounds of the hostel as frequently as possible during day and night on all days of the week.

162. **Living of Trainees in Hostel**.- (1) The residence at hostel during training is not obligatory. The hostel accommodation is a facility but availing this facility is subject to observance of Hostel Rules. The standard of accommodation in the hostel will be two officers or foreign participants in one room. The stay of the trainees in the hostel ought to be comfortable and purposeful. The living in the hostel by the trainees brings about esprit de corps and creates better understanding among fellow trainees. Nevertheless it is the mutual responsibility of the hostellers to maintain utmost discipline and congenial atmosphere at the hostel and if need arises to settle any dispute among themselves. The Hostel Warden may be consulted for amicable resolution of the problems whenever considered inevitable.

(2) No resident trainee or Course participant will be allowed to stay away from the hostel for night without express permission of the Hostel Warden obtained in advance.

(3) No resident trainee or Course participant is authorized to allow any of his relations or any person to stay with him for night at the hostel. The stay of any guest with the trainee in the Hostel is strictly forbidden. The security guards and other staff of the Hostel is duty bound to restrain the violators and inform the Hostel Warden immediately about infringement of this rule.

163. **Use of College Hostel as Residential Accommodation Prohibited**.- The Director, Postal Staff College will take special care to see that residential accommodation available in the College Hostel and intended for lodging the trainees and Course participants is in no case converted into residential quarters on permanent or temporary basis for any member of the faculty of the College, departmental postal officers, non-departmental officers, Government functionaries, or any person, etc. This practice would not only restrict the training capacity of the College but also not be conducive to healthy atmosphere for a prestigious training institution.

164. **Use of College Hostel as Inspection Quarters or Rest House Forbidden**.- (1) The Director, Postal Staff College should take special measures to ensure that hostel rooms meant for accommodating the trainees and Course participants are not in any way used as a Rest House by any staff member of the College or departmental or non-departmental officer coming to Islamabad on transfer, visit, official business or otherwise.

(2) Any person who is not a trainee will not be allowed by the Director, Postal Staff College or any of his subordinates to stay for night at the College hostel.

165. **Hostel Rules**.- (1) The Director, Postal Staff College will issue Hostel Rules as regards occupancy of room, use of electrical appliances, maintenance of discipline, staying out overnight, treatment of service staff, payment of mess charges, recovery of cost of breakages or damage to the room, fixtures, fittings, furniture, crockery, etc; belonging to the Government, etc. The Hostel Rules will also lay down norms of discipline, decorum and decency for observance by the hostellers.

(2) The Hostel Rules as approved by the Director, Postal Staff College will be prominently displayed and exhibited in the Hostel for the information and guidance of hostellers.

(3) It will be the duty of the Hostel Warden to enforce strict observance of Hostel Rules by all concerned. Any hosteller who violates or defaults in the proper observance of Hostel Rules will be liable for action against him on the score of indiscipline besides immediate expulsion from the Hostel premises by the Director, Postal Staff College.

166. **Inspections**.- The inspection of the Postal Staff College and the College Hostel will be carried out annually by the Director, Postal Staff College himself during the first half of the calendar year and once a year by the Additional Director General (Operations) during the second half of the calendar year. There will be a gap of at least four months between the two inspections. A copy of the Inspection Remarks recorded by the Inspecting Officer shall be sent to the Director General amongst others within seven days of the conclusion of inspection.

167. **Conduct of Courses in the Postal Staff College**.- The objectives and outlines of some of the selected training courses to be conducted at Postal Staff College, Islamabad are given hereafter. The Syllabi of more training courses should be devised by the Director, Postal Staff College for running at the College with the approval of the Director General, Pakistan Post Office Department for the benefit of the trainees.-

167/1. INDUCTION TRAINING COURSE FOR POSTAL GROUP PROBATIONERS

(a) The objectives of the Induction Training Course meant for the Postal Group Probationers are laid down briefly:-

(i) To give Probationary Officers of the Postal Group a basic orientation into the Ministry of Postal Services;
(ii) The give an overview of the functioning of Pakistan Post Office Department;
(iii) To provide introductory information about the agency functions of the Department;
(iv) To give detailed information regarding the products and services provided by the Department, and
(v) To impart an understanding of the duties of an Unit Officer.

(b) The course outline consists of overview of Pakistan Post Office Department; functioning of a Post Office; maintenance of accounts in a Post Office; Traditional mail services; Express Post Services; mail arrangements; introduction to Savings Bank, Savings Certificates and Postal Life Insurance business of the Department; loss and fraud cases; inspection of a Post Office; duties and responsibilities of the Chief Postmaster; duties and responsibilities of the Divisional Superintendent of Post Offices; revenue and expenditure of Pakistan Post Office Department; role of Pakistan Post Office Department in socio-economic development of the country; Pakistan Post and international forums; Universal Postal Union, its functions and bodies.

167/2. POSTAL MANAGEMENT COURSE.

(a) The objectives of Postal Management Course meant for Postal Group Probationary Officers and departmentally promoted officers to posts in Basic Pay Scale 16 in the Post Office side, Mail Sorting and Transportation side as well as to the cadre of Assistant Director, Postal Life Insurance,etc., are given below.-

(i) Imparting training of modern management concepts like Leadership, Team Management, Human Resource Management, etc;
(ii) Grooming managerial skills of officers for better management of postal operations;
(iii) Orientation in important legislations and rules, which govern the working of the officers of Pakistan Post Office Department and determine their conditions of service;
(iv) Providing an opportunity to the trainees to meet senior postal officers during their field study tour for firsthand knowledge of operational work in field offices; and

(v) Imparting skills for doing research work and producing a Research paper during the Postal Management Course.

(b) The outline on Postal Management Course consists of topics, namely, a brief introduction into the cases of loss and fraud occurring in Pakistan Post Office Department, presentation of analysis by Course Participants on loss and fraud case studies; mail arrangements; Quality of Service Standards; Detailed study of the Government Servants (Efficiency and Discipline) Rules, 1973, Government Servants (Conduct) Rules, 1964 and Civil Servants (Appeal) Rules, 1977. Representations and Petitions; Presentation of analysis by Course Participants on case studies of disciplinary proceedings; Industrial Relations Act, 2012; Public Procurement Rules, 2004, as amended up to date; general outlines of the system of accounts; allocation of expenditure between capital revenues reserve fund and working expenses; relations with audit; supply of fund and other remittance transactions; supply of stamps; contingent charges; miscellaneous charges; pay and allowances general rules; gazetted officer's bills; establishment; miscellaneous advances; Post office accounts; Mail Sorting and Transportation accounts; general conditions of service; pay, addition to pay; combination of appointments. Deputation out of Pakistan; foreign service; dismissal, removal and suspension; compulsory retirement; Revised Leave Rules,1980; allotment of government residences; rent of government residences; fee, travelling allowance, record of service; joining time; drawing of compensatory allowances. Noting and drafting; international mail; introduction to financial management; use of financial statements; financial control system; improving cash flow; financial planning and forecasting; costing of postal services and fixation of postal rates; introduction to marketing, its scope and strategies; avenues of creating new sources of revenue for the Pakistan Post Office Department; generating revenue from existing sources; leadership; theories and approaches to the phenomenon of leadership; types and styles of leadership; leadership and motivation; power – sources of power – its uses and abuses; organizational and personal leadership development; team building and team management; characteristics of effective teams; conflict management; negotiation skills; negotiation exercises.

167/3. **POSTAL INSPECTION AND VERIFICATION SYSTEMS COURSE**

(a) The Postal Inspection and Verification Systems Course aims at objectives as given below briefly.-

(i) Highlighting the importance of Inspection and Verification Systems of Pakistan Post Office Department;

(ii) Helping the Course participants to carry out effective inspections and verification of the accounts; and

(iii) Helping the Course participants to explore the areas of improvement in the System and make practical recommendations;

(b) The outline of the Postal Inspection and Verification Systems Course consists of the role of inspections in safeguarding the economic resources of Pakistan Post Office Department and in detection of frauds and misappropriations in Savings Bank and Savings Certificates business; inspection system for examining of vouchers, books of accounts relating to disbursement of Military and other Pension payment by Pakistan Post Office

Department at Branch Post Offices, Sub-Post Offices, Head Post Offices and General Post Offices; inspection system for money remittance services (Ordinary Money Orders, Urgent Money Orders, Fax Money Orders, Electronic Money Orders, Western Union Payments); follow up system of inspection and verification remarks.

167/4. **SAVINGS BANK AND PENSION PAYMENT COURSE**

(a) The main objectives of the Savings Bank and Pension Payment Course are as laid down below.-

(i) To introduce Course participants about case method of training;
(ii) To generate a healthy debate on real-life cases of loss and fraud in the Savings Bank and Pension Work;
(iii) To invite practical recommendation from Course participants to increase the Savings Bank business as well as to improve the Military Pension Payment in Post Offices;
(iv) To enable the Course participants to learn all the departmental rules and procedures, which should be followed in order to prevent frauds in Savings Bank and Pension Payment work of Pakistan Post Office Department; and
(v) To instruct the Course participants to take effective steps to minimize loss and make maximum recovery, once fraud has occurred.

(b) The Course participants of Savings Bank and Pension Payment Course will be given case studies on various instances of loss and fraud and they will be required to make and present their analysis. The presentation will be followed by discussion, conclusion and recommendations to prevent loss and fraud in future. Practical suggestions will be invited to strictly implement the rules and to make changes in standard operating procedure when needed.

167/5. **COMMERCIAL ACCOUNTING, COSTING AND RATE FIXING COURSE**

(a) The Commercial Accounting, Costing and Rate Fixing Course pursues the following objectives.-

(i) Imparting knowledge to the Course participants on the basic concepts of Generally Accepted Accounting Principles (GAAP), commercial accounting concepts and preparation of financial statements under commercial accounting;
(ii) Imparting knowledge to the Course participants on maintenance and preparation of Post Office Accounts under Commercial Accounting System;
(iii) Familiarizing the Course participants with the Cost Accounting Concepts, Cost Classifications, Costing Methods and Costing of Postal Services;
(iv) Enabling the Course participants to understand the principles of cost-based rate-fixing; and
(v) Involving the Course participants on practical exercises in costing procedures, preparation of financial statements and cost-based Postal Tariff for better understanding of the concepts.

(b) The outlines of the Commercial Accounting, Costing and Rate Fixing Course covers the topics, namely, introduction to accounting; single entry vs. double entry system of book keeping, cash based vs. accrual based accounting; balance sheet – starting point to the study of commercial accounting; Generally Accepted Accounting Principles and Concepts under commercial accounting; financial statements; profit and loss account– measuring result of financial business operations; year-end adjustments of income and expenses; deferral and accruals; depreciation of fixed assets creation of reserves for doubtful debts and others; inventory management–different methods; inventory valuation– various approaches; financial management – general principles; cost accounting: scope of cost accounting; relationship between cost and commercial accounting; cost classification, cost and expense; cost concepts; cost behavior analysis; planning and control of overheads; principles of joint product costing, costing of joint services; costing methods and procedures; methods of costing in a service department like Pakistan Post Office Department, cost of goods, manufactured and sold statement; costing of Postal services, principles and pre-requisites for developing a costing system; collection of data for costing of Postal service – mail volume; statistics and cost data; rate fixation principles; costing and rate fixing of Urgent Mail Service and Express Mail Service operated by the Pakistan Post Office Department.

167/6. **COURSE ON TOTAL QUALITY MANAGEMENT**

(a) The Course on Total Quality Management in Pakistan Post Office Department has the following objectives.-

(i) Creating an awareness regarding Quality Control concepts, objectives and principles,
(ii) Studying the concepts of Quality Standards like ISO 9000, ISO 9001 and Six Sigma to understand their significance for Pakistan Post Office Department,
(iii) Examining the role of implementation of Quality Control measures to achieve customers' satisfaction for Pakistan Post Office Department,
(iv) Critically analyzing the impact of ISO 9000 certification obtained by Postal Life Insurance, and
(v) Evaluating implementation of Universal Postal Union Quality Standards regarding Delivery of Mail by Pakistan Post Office Department.

(b) The outline of Course on Total Quality Management in Pakistan Post Office Department stretches over the topics; like quality control: objectives, principles and techniques; quality standards: ISO 9000, ISO 9001 and Six Sigma quality control and customer's satisfaction in modern era; Postal Life Insurance – a critical study with reference to ISO 9000; delivery of mail and quality standards;

167/7. **PROJECT MANAGEMENT COURSE**

(a) The Project Management Course has the following aims and objectives.-

(i) To give Course participants the basic comprehension of Project Management and Implementation; and

(ii) To enable the Course participants (1) to practice project related skills, (2) to lead teams, (3) to prepare a project implementation plan and budget, and (4) to examine and analyze project documents.

(b) The Project Management Course follows the outline, namely, introduction to project and project management; phases of project management; project cost management; project human resource management; project communication management; project procurement management; project risk management; process re-engineering; project change management; project leadership; quality management; project integration management; project stakeholder management; monitoring and evaluation management; causes of project failure. The course will conclude with a visit to the Pakistan Project Management Institute, Islamabad.

167/8. **STRESS MANAGEMENT COURSE**

(a) The aims and objectives of Stress Management Course are enumerated briefly as below.-

(i) To familiarize the Course participants with the concept of Stress Management and the causes and effects of Stress at the workplace;

(ii) To enable the Course participants to learn the mechanism and techniques for coping with and managing the Stress as a positive tool for improving productivity and efficiency; and

(iii) To prepare the Course participants to learn how to increase human resilience to organizational change with ability to respond to the crises of change.

(b) The outline of Stress Management Course consists of introduction to stress management; fundamental causes of stress; social, psychological, individual, organizational; effects of stress – psychological and physiological; understanding and managing change; types of changes: operational changes; strategic change; cultural change; political change; individual propensity to stress; workplace stress; mechanism and techniques for coping with the stress.

167/9. **INFORMATION TECHNOLOGY, BASIC COMPUTER AND MICROSOFT OFFICE SKILLS COURSE**

(a) The Information Technology, Basic Computer and Microsoft Office Skills Course is designed for officers who are not well familiar with information technology and computer skills. The Course has the following aims and objectives.-

(i) Impart basic concepts of hardware, software and computer architecture;

(ii) Impart basic training in hardware and software troubleshooting;

(iii) Introduction to concepts of Microsoft Word, Excel and PowerPoint; and

(iv) Introduction and basic training in concepts of Internet, Email and Intranet .

(b) The contents of the Information Technology, Basic Computer and Microsoft Office Skills Course consist of, introduction to information technology; basis concepts of operating system; use of input and output devices; Microsoft Word – Basic Concepts, important commands and short keys; MS Word – Creating, Saving, Editing and Printing documents; use of advanced features of MS Word; Computer Laboratory. Assignment –

Creating an MS Word Document; Microsoft Excel – basic concepts, important commands and short keys; uses of MS Excel; MS Excel – Creating, Saving, Editing and Printing worksheet; using formulas and functions; Computer Laboratory. Assignment – Creating an MS Excel worksheet; Microsoft PowerPoint – basic concepts, commands and short keys; MS PowerPoint – Creating, Saving, Editing and Printing, Presentations; using Animations, designs and tables; Computer Laboratory. Assignment – Creating an MS PowerPoint Presentation; introduction to Internet, Email and online social and professional networking websites (Facebook, Linkedin etc.); creating an Email account and a Face book profile.

167/10. **CUSTOMER RELATIONSHIP MANAGEMENT COURSE**

(a) The aims and objectives of Customer Relationship Management Course are enumerated below.-

(i) To raise the awareness of the importance of Customer Focus;
(ii) To discuss ways and means to identify the customers and their needs;
(iii) To enhance the significance of communication with the customers with reference to their needs, getting a feedback and handling their complaints; and
(iv) To train the Course participants in developing a strategy for gaining customer loyalty and customer satisfaction.

(b) The outline of Customer Relationship Management Course is briefly enumerated as, Overview of Customer Relationship Management; evaluation and current status of Customer Relationship Management; concepts and definitions; a micro and macro analysis; why do organizations undertake Customer Relationship Management; aspects and characteristics of Customer Relationship Management; constituents of a good Customer Relationship Management strategy; what causes Customer Relationship Management projects to fail; pros and cons of Customer Relationship Management; Customer Relationship Management and Technology, Customer Relationship Management Solutions Map; privacy and data security; developing a customer-centric strategy; fundamentals of customer strategy; customer loyalty; customer satisfaction; customer profiling and modeling; defining the customer and his needs; communication with the customers with reference to their needs; recording the customer feedback and designing the response; customer lifecycle management and lifetime value; handling customer complaints and service recovery; customer care with reference to a courier company.

167/11. **TRAINING FOR TRAINERS COURSE**

(a) The following are objectives of Training for Trainers Course.-

(i) Train the trainers about the instructional skills required in imparting training;
(ii) Assess the training needs of the individual participants;
(iii) Provide a through insight into the process of designing effective training programmes workshop sessions and group discussion; and
(iv) Evaluation and assessment of the effectiveness of training.

(b) The outline of Training for Trainers Course is training need assessment study and analysis; communication skills, effective preparation and making speech; instructional sills; developing a session plan, questioning technique; strategies for developing training

material; barriers to effective training; the learning cycle; e-learning, distance learning and Computer Based Training (CBT); choosing and using training: choice of technique, training aids, case studies, simulation, role plays, panel discussions, study visits, on the job practice, course terminology – course, seminars and workshops.

167/12. **INTERNATIONAL MAIL ACCOUNTS COURSE**

(a) The aims and objectives of International Mail Accounts Course are as given below.-

(i) Acquaint the Course participants with the preparation of Proper Air Mail and Parcel Dispatches with Relevant Documents.

(ii) Acquaint the Course participants with the system of preparation of Surface Mail Accounting Procedures and Concept for Shipping and Surface Mail Transmission Charges;

(iii) Acquaint the participants with Terminal Dues, Transit Charges and Accounting Procedure and Concepts; and

(iv) Acquaint the participants with International Mail Quality of Service Standards, Procedure of QSF and Preparation of QSF Projects.

(b) The outline of International Mail Accounts Course is, Universal Postal Union history, main functions of Universal Postal Union bodies like Congress, Council of Administration, Postal Operations Council, etc; and restricted Union; handling of international mail, mail routeing planning; section of air carriers and devising of air mail schedules for ensuing period of six months; air mail conveyance accounting procedure and the system of payments to contractual and other airlines; preparation of various closed air mail dispatches i.e. Parcel Mail (CP), Surface Air Lifted (SAL) parcel mail, letter mail, dispatches and procedure of preparation of required forms; letter mail terminal dues system and accounting procedures and concepts for calculating terminal dues; transit charges system and accounting procedures and concepts for calculating transit charges; quality of service standards and targets; quality of service linked terminal dues remuneration; accounting procedure of QSF and Preparation of QSF Projects; introduction of parcel post accounting procedure and Forms; preparation of surface mails and their handing over to concerned shipping company or mail carrier; accounting procedures and concepts for shipping and surface mail transmission charges (including practical field study); computerized tracking systems of Express Mail Service (EMS) articles; requirements and performance of Express Mail Track and Trace System (EMTTS) to achieve the desired Quality of Service Standards to compete with the private couriers; functions and operational management system of International Mail Offices or Offices of Exchange and flow of data or information with practical study.

167/13. **LEADERSHIP, TEAM MANAGEMENT AND MANAGERIAL COMPETENCIES COURSE**

(a) The Leadership, Team Management and Managerial Competencies Course is designed to achieve the following objectives.-

(i) Acquainting the Course participants with the Basic Concepts, and Theories of Leadership, enabling them to exercise leadership and to empower personnel to

achieve departmental goals;

(ii) Educating the participants about various aspects of leadership development like talent identification, individual development and succession planning;

(iii) Familiarizing the participants with the importance of effective leadership in crisis management challenges; and

(iv) Creating awareness among the participants regarding significance of proper team management for getting optimum output in any venture.

(b) The contents of Leadership, Team Management and Managerial Competencies Course are as follows.- an historical overview of leadership; leadership development; talent identification and management, individual development and mentoring, management development and succession planning; leadership styles; attributes of leadership; self-assessment and personal leadership development; leadership and motivation; leaders as agents of change; team building and team management; characteristics of effective teams; conflict management; working effectively in teams – communication skills, problem solving and decision making; motivating the team-members; negotiation theories and negotiation exercises.

167/14. **ELECTRONIC COMMERCE AND STRATEGIES FOR POSTAL ADMINISTRATION COURSE**

(a) The aims and objectives of Electronic Commerce and Strategies for Postal Administration Course are given below briefly.-

(i) To give the Course participants a deep understanding of the concept of E-Commerce;

(ii) To enable the participants to understand the future trends in E-Commerce and E-tail through a comprehensive discussion of the statistics, market analysis and case studies of successful players of the market;

(iii) To give them a deep understanding of the national and global Information Technology environment in which E-Commerce operates;

(iv) To enable the participants to have a deep knowledge of E-Commerce business ventures taken by some of the postal operators of advanced countries i.e. Australia, New Zealand, Korea, Singapore, etc.

(v) To create enthusiasm in the participants about E-Commerce and the potential it holds for the postal operators, and

(vi) To build the capacity of participants to propose practicable and profitable E-Commerce business ventures for their employing Operators.

(b) The outline of Electronic Commerce and Strategies for Postal Administration Course is as follows: introduction to E-Commerce; E-Commerce architecture; model of an E-Commerce transaction; E-Commerce payment processes; E-Commerce security issues and ethical challenges; future trends in E-Commerce; case studies on E-Bay and Amazon; E-Marketing; cases study on TCS; case study on Fedex – track and trace and biometric systems; potential of E-Commerce for postal services across the globe; need assessment throughout the chain of E-Business transaction; SWOT analysis of Posts vis-à-vis E-Commerce opportunities; state of E-Commerce business in different

Postal Administrations and some case studies: Australia Post, New Zealand Post, Singapore Post, Korea Post and other Postal Administrations; the mechanics of an E-Commerce rollout in postal services and role of Postal Technology Centre of Universal Postal Union; integrating E-Commerce into postal operations framework – the problem areas and organizational deficiencies in: business and Information Technology environment, financing E-Commerce initiatives, leadership support, Information Technology skill level of the personnel – and the strategy to move forward; E-Government.

167/15. **COMMUNICATION AND PRESENTATION SKILLS COURSE**

(a) The Communication and Presentation Skills Course sets the following aims and objectives.-

(i) Highlighting the importance of effective communication in organizational as well as personal context;

(ii) Helping the Course participants to become good communicators and presenters; and

(iii) Teaching the tools and techniques for effective preparation and delivery of presentation.

(b) The outline of Communication and Presentation Skills Course stretches over the topics like importance of communication; communication process; purpose of communication; 7C's of effective communication; communication systems and vehicles in organizations; interpersonal and group communication; communication in modern and culturally diverse organizations; mediums of communication; effective listening; using body language effectively; preparing effective PowerPoint presentation; time management during the presentation; overcoming stage fright and distractions.

167/16. **CONFLICT MANAGEMENT, NEGOTIATION SKILLS, PROBLEM SOLVING AND CRISIS MANAGEMENT COURSE**

(a) The aims and objectives of the Conflict Management, Negotiation Skills, Problem Solving and Crisis Management Course are as given below.-

(i) Teaching the Course participants how to deal with difficult people and situations at work;

(ii) Enabling the Course participants to be good negotiators to create win-win situations in their professional life;

(iii) Showing the Course participants how creative solutions to problems can be achieved; and

(iv) How crises can be anticipated, prevented and managed once they have occurred.

(b) The outline of the Conflict Management, Negotiation Skills, Problem Solving and Crisis Management Course covers the topics like, defining conflict; types of conflict; styles of conflict resolution; techniques to manage emotions during conflict; turning argument into discussion; communication in conflict; maintaining relationships during conflict; power of positive attitude; negotiation theories; best alternative to negotiated agreement; zone of possible agreement; negotiation styles; negotiation exercises;

recognizing problem; structured process of problem solving; different problem solving models; creative problem solving; the need for crisis management planning; objectives and scope of crisis management plan; developing crisis management plan; organization, activation and mobilization in crisis; communication and reporting during crises; public and community involvement; external relations during crises.

167/17. COMPARATIVE ANALYSIS OF PRODUCTS AND SERVICES OFFERED BY THE PAKISTAN POST OFFICE DEPARTMENT AND OTHER PRIVATE COURIERS COURSE

(a) The aims and objectives of the Comparative Analysis of Products and Services Offered by the Pakistan Post Office Department and Other Private Couriers Course are given below.-

(i) Identifying the competitors of Pakistan Post Office Department in various market offerings to the customer;
(ii) Understanding the customer value offered by Pakistan Post Office Department and its Competitors;
(iii) Highlighting the strengths and weaknesses of competitive offerings of Pakistan Post Office Department; and
(iv) Suggesting improvements in service attributes and service delivery to gain a better customer perceived value.

(b) The outline of the Comparative Analysis of Products and Services Offered by the Pakistan Post Office Department and Other Private Couriers Course is briefly enumerated as, Services offered by the Pakistan Post Office Department like Mail Services, Express Post Services; Financial Services: Savings Bank, Postal Life Insurance and Money Remittance Services; Competing services in each segment offered by the competitors A comparison on the attributes of price and product and service attributes and features; need for improvement in the services (price, fees, tariffs, service features, etc.) of Pakistan Post Office Department in order to create a better customer perceived value.

167/18. COURSE ON MORALE, MOTIVATION AND COMMITMENT

(a) The Course Objectives are given below:-

(i) Understanding the importance and significance of the concepts and techniques of Morale, Motivation, and Commitment and the relationship of these elements with productivity;
(ii) Acquainting the participants with the strategies to improve morale, motivation and commitment, examining at the same time how these elements work together synergizing their effect for better business and economic activity from micro to macro level; and
(iii) Evaluating and understanding the need of modern trends and tools of Morale and Motivation in promoting the organizational's growth and expansion of external frontiers in order to compete in the market.

(b) The outline of the course on Morale, Motivation and Commitment stretches over the topics, namely, Tools and Techniques for Understanding and Assessing

Employees Morale; Improving Employee Morale and Job Satisfaction; Effective Morale Management Strategies; Early and Contemporary Theories of Motivation; Pay-For-Performance Programs; Designing of Motivating Jobs; Job Enlargement, Job Enrichment, Job Characteristic Model; Organizational Commitment; Measuring Commitment, Factors Affecting Departmental Commitment; Correlation of Commitment; Job Satisfaction, Turn Over, Job Performance.

167/19. **INVESTIGATION INTO LOSS AND FRAUD CASES COURSE**

(a) The aims and objectives of the Investigation into Loss and Fraud Cases Course are given below.-

(i) To evolve a mechanism to curb the tendency of committing fraud;
(ii) Prevent loss to the Department;
(iii) To ensure security of the postal items;
(iv) To bring improvement in systems to eliminate incidents of loss and fraud; and
(v) To improve inspection and investigation system.

(b) The outline of the Investigation into Loss and Fraud Cases Course is as follows.- Rules and instructions for inspections by Heads of Circles, Superintendents, Chief Post Masters and Assistant Superintendents; Standard Inspection Questionnaires; evaluation of the present system of inspection for prevention of loss and fraud; the scope and importance of postal investigation; the procedure of investigation and role of investigator into loss and fraud cases; the causes and modus-operandi of different loss and fraud cases; effective handling of cases at the level of other investigation agencies and at court level.

167/20. **COURSE FOR PROBATIONARY JUNIOR ACCOUNTANTS**

(a) The objectives of this training course in which participation for six weeks is mandatory for Probationary Junior Accountants Basic Pay Scale 16 on their recruitment by initial appointment in the Pakistan Post Office Department are given below:-

(i) Briefing Course participants about the organization and functions of the Pakistan Post Office Department;
(ii) Imparting the knowledge about the financial accounting and auditing structure of the Department;
(iii) Acquainting the participants about the techniques and modalities of financial accounting and book-keeping; and
(iv) Imparting the knowledge with a view to effectively supervise the work in the Accounts Branch.

(b) The outline of the Course for Probationary Junior Accountants will stretch over the subjects, namely, Origin of the Post, Development of Postal Services after independence. Organization and functions of Pakistan Post Office Department. Importance of the Post in socio-economic development of Pakistan. Introduction to accounting and auditing system in Pakistan Post Office Department. Organization and its objectives. Evolution of Financial Management. General Principles. Financial Accounting and book-keeping. Sources of Postal Revenue. Rate Structure and Costing of Service. Rationalization

of Tariff. Forecasting and Budgeting. New Items Statements. Revised Estimates. Anticipatory Final Grants. Demands for Grants. Revenue and Capital Budget. Leakage of Revenue. Expenditure Statements. Estimates and Actual. Audit and Accountability. Local Audit Inspection Reports and settlement of Audit Objections. Financial Powers. Introductory Management.

167/21. **DISCIPLINARY PROCEEDINGS COURSE**

(a) The Disciplinary Proceedings Course for the officers of the Pakistan Post Office Department aims at.-

(i) To refresh the knowledge of Course participants regarding the prescribed procedure to initiate, pursue and finalize the disciplinary cases;

(ii) To point out various technical flaws observed in the conduct and finalization of disciplinary proceedings; and

(iii) To train the Course participants to take disciplinary action in the true letter and spirit of the law and rules.

(b) The outline of Disciplinary Proceedings Course encompasses following topics: Study of the Civil Servants Act, 1973 and the Government Servants (Efficiency and Disciplinary) Rules, 1973: definitions, kinds of penalties, definition of authority and authorized officer and their powers; enquiry procedure; inquiry officer or inquiry committee and its powers; procedure of inquiry against Government servants on deputation or leave; appearance of Counsel; preparation of charge sheet and statement of allegations under Government Servants (Efficiency and Disciplinary) Rules, 1973; common technical flaws observed in real disciplinary proceedings; Appeals, Appellate Authority; Appeal against the penalty finally imposed by a departmental officer lies to the departmental Appellate Authority which is next above the punishing Authority and thereafter to the Federal Service Tribunal and then to the Supreme Court of Pakistan.

167/22. **COURSE ON PROMOTION OF FRESH POSTAL LIFE INSURANCE BUSINESS**

(a) The objectives of this training course which is intended to be participated for four weeks by Assistant Directors (Field), Postal Life Insurance are given below:-

(i) To acquaint the Course participants to evolve strategy for promotion of sale of Postal Life Insurance products;

(ii) Acquainting the participants with modern selling techniques, selecting potential markets and planning promotion of business;

(iii) Imparting the knowledge with a view to effectively supervise procurement of fresh Postal Life Insurance business in the field unit;

(iv) Enhancing the expertise of participants for optimum utilization of field force for capturing a big chunk of Life Insurance business in the market;

(v) Focusing attention on Customers' Care and achieving highest levels of satisfaction of the Postal Life Insurance clientele and adequately providing after sales service to the utmost satisfaction of the policy holders; and

(vi) Improving the performance and growth of Postal Life Insurance in competitive environment with other competitors in the area of securing life insurance business.

(b) The outline of the Training Course on Promotion of Fresh Postal Life Insurance Business will stretch over topics, namely, Definition of Insurance, Difference between Life Insurance and General Insurance, Social and economic aspects of Life Insurance, Life Insurance from Islamic perspective, etc. Different Islamic Opinions (Fatwas) regarding Insurance. Grounds of objection or support to Insurance. Introduction to the Postal Life Insurance-History, Salient features, Types of Postal Life Insurance Policies and Products. Targeting of prospective insurants. Significance and impact of advertisements and media campaign. Knowledge of Products. Effective presentation skills. Art of Selling. Negotiation Skills. Marketing Ethics. Avoiding aggressive and unethical tactics to sell Postal Life Insurance products. Comparative analysis of marketing. Tactics used by other Insurance competitors. Hallmarks of Postal Life Insurance (PLI). How to improve PLI business? Procedures regarding calculation of Age of Entry and amount of PLI premium, Completion of PLI Proposal Form (LI-24) and Issuance of Acceptance memos for PLI policies. Study of Procedures regarding Surrender of a PLI policy, Revival of lapsed and forfeited policies, Issuance of loans against PLI policies. Settlement of claims on maturity, death or surrender of PLI policies. Life Insurance Marketing. Qualities of a successful sales person in life insurance business. Strength, Weaknesses, Opportunities, Threats Analysis of PLI. Strength: Existence of PLI Organization purely in Government Sector guaranteed by the Government of Pakistan, Network of Post offices throughout the country, Low cost, Credibility of Pakistan Post Office Department, Favourable opinion given to PLI by the Islamic Ideology Counsel of Pakistan, Prompt payment of claims on maturity, death or surrender of polices. Weaknesses: Non commercial approach, Lack of availability of funds, Lack of Publicity Campaign, Shortage of professionally trained officers and members of staff, Lack of after sale service, Non-availability of Reinsurance arrangements, State of the art computerization is not working, Higher Customers Expectations and Loopholes in PLI System, Slow administrative process, Lack of follow up and after sales service of products and Lack of Customer Care with specially PLI policy holders. Opportunities: Availability of vast Insurance market for exploration. Threats: Increasing business of the State Life Insurance Corporation of Pakistan in public sector and of other insurance companies in private sector is posing a threat to the growth of PLI organization, Fear of prospective Policy holders. Dissatisfaction of existing PLI policy holders, Fear of Privatization spread in the masses about PLI. Duties of Assistant Director (Field). Supervision of the Administrative work. Organization of the field. Arrangement of the field force consisting of Assistant Superintendents (Field), Postal Life Insurance and PLI Canvassing Agents. Checking and verification of the Proposal Form for insurance (Ll-24) and scrutiny sheet submitted by field force. How to facilitate the field force specially the Canvassing Agents? How to make plan in coordination with Assistant Superintendent (Field) and Canvassing Agents for procurement of fresh Life Insurance business? Arranging delivery of lectures about Postal Life Insurance and Group Insurance in big organizations for procurement of fresh PLI business. Convening of periodical meetings with Assistant Superintendents (Field) and Canvassing Agents for reviewing the business performance and for discussing and sharing the business techniques for achieving insurance business targets. How to provide training to field force for providing after sale service to the Policy holders? How to make calendar for 1st, 2nd and maturity of policies secured by the field force? Solving the problems of field force on the part of Field Unit Officer. Product engineering. Submission

of proposals for introduction of new PLI products and policies. Computerization of PLI can improve the working of the PLI Organization through Rapid issuance of acceptance memos and preparation of policy documents, etc; Quick feeding and posting of credits of PLI Premia, Timely issuance of annual intimation of credit position, Issuance of Bonus Certificates in time with a view to encouraging policy holders to keep the policy in force, Issuance of notice for revival of policy in a case where policy holder has defaulted in payment of premium, Automatic issuance of renewal commission to canvassers with a view to motivating them to procure more PLI business, Issuance of maturity notices in respect of 1st, 2nd terms, final terms, and Issuance of loan repayment notices to the PLI policy holders.

168. **Workshops**.- The aims and objectives with outlines of a few selected subjects for holding workshops at the Postal Staff College are given hereafter. More topics for organizing workshops may be added by the Director, Postal Staff College after obtaining written approval of the Director General, Pakistan Post Office Department for the benefit of the participants.

168/1. WORKSHOP ON STRATEGIES FOR REVENUE GENERATION AND PROTECTION OF PAKISTAN POST

(a) The workshop on Strategies for Revenue Generation and Protection of Pakistan Post has the following objectivities.-

(i) Apprise the Course participants about the role of traditional postal services in the revenue generation of the Pakistan Post Office Department;

(ii) Reflect upon the importance of fixing the tariffs, commission, fees, etc; based on cost of products and services, as a measure for increasing revenue of the Department;

(iii) Reflect upon the importance of non-financial measures such as Quality Management Systems, product quality, customer satisfaction and compensation systems in increasing revenue of the Department; and

(iv) Learn through discussion the impact of adverse economic conditions of the country's economy like depression, inflation, etc; on public service providers like Pakistan Post Office Department and the measures for bringing improvements.

168/2. AUDIT PROCEDURE, AUDIT PARAS, APPROPRIATION ACCOUNT AND PREPARATION FOR DEPARTMENTAL ACCOUNTS COMMITTEE AND PUBIC ACCOUNTS COMMITTEE MEETINGS

(a) The Workshop on Audit Procedure, Audit Paras, Appropriation Account and Preparation for Departmental Accounts Committee and Pubic Accounts Committee

Meetings aims at.-

(i) Summarizing the Accounting System of Pakistan Post Office Department with a view to documenting the salient features to be kept in view from audit standpoint.

(ii) Familiarizing the participants with the role of Director of Accounts, Pakistan Post Office Department in maintenance of Post office accounts-an aspect which is crucially important to reconcile the financial figures with authenticity;

(iii) Educating the participants about audit principles and significance of settling the audit observations at an initial stage as lack of awareness on the part of Postal officers can result into conversion of simple audit observations into serious Advance and Draft Paras and thus may cause unnecessary problems at Departmental Accounts Committee and Pubic Accounts Committee level;

(iv) Emphasizing the role of Internal Audit in proper documentation before arrival of teams for Financial Audit; and

(v) Creating a realization among the participants regarding the role and functions of Departmental Accounts Committee and Public Accounts Committee.

(b) The topics of the workshop are, accounting system of Pakistan Post Office Department; introduction to financial management with special reference to statutory audit of Pakistan Post Office Department; role of Director of Accounts, Pakistan Post Office Department in maintenance of Post Office Accounts; process and significance of settling audit observations at initial stage; role and function of Departmental Accounts Committee and Pubic Accounts Committee.

168/3. WORKSHOP ON CREATING AWARENESS ABOUT GENDER ISSUES AT WORKPLACE

(a) The objectives of workshop on Creating Awareness about Gender Issues at Workplace are given below briefly.-

(i) Creating awareness about gender related issues at workplace;

(ii) Achieve an attitudinal change in the participants to overcome gender biases and stereotyping; and

(iii) Impart an understanding of acceptable behavior towards opposite gender at workplace.

(b) The workshop on Creating Awareness about Gender Issues at workplace will highlight the topics namely, defining gender; effects on gender; family, gender role perception, socio-cultural environment; gender issues at workplace: sexual harassment, fair distribution and equality, stereotyping; communication barriers with opposite gender; stress resulting from gender discrimination; the legal regime regulating gender issues at workplace.

169. **Courses Conducted for Officers of Foreign Postal Administrations**.- With the approval of the Economic Affairs Division, Government of Pakistan, the Pakistan Post Office Department offers fellowships to the officers of the Postal Administrations of

the developing countries of the world which are members of the Universal Postal Union. The training courses are conducted at Postal Staff College, Islamabad on different selected topics for the benefit of foreign participants. The expenses of Training Courses are partly financed by the Pakistan Post Office Department, Universal Postal Union, United Nations Development Programme, etc.

CHAPTER XIII
MANAGEMENT COURSES AND FOREIGN TRAINING

170. **Promotion Related Training Programmes of the Government**.- The Federal Government has devised a broad based institutional training policy to provide in service training to its officers in Pakistan in Public Administration, Public Policy, Law, Economics, Finance, Management Sciences and other relevant disciplines. Under the Promotion Related Public Policy Training Programme all officers of the Federal Government belonging to the All Pakistan Unified Grades, Federal Unified Grades and incumbents of ex-cadre posts and services have respectively to undergo in their service career the mandatory training courses, namely, Mid Career Management Course, Senior Management Course and National Management Course or alternatively National Defence Course. The Postal Group Officers holding posts on regular basis in Basic Pay Scale 18 to Basic Pay Scale 20 have also compulsorily to participate and successfully complete different Management Courses as discussed hereafter in detail.

171. **Mid Career Management Course**.- (1) All officers holding posts in Basic Pay Scale 18 on regular basis except civil servants who are in specialist cadres such as doctors, teachers, professors, research scientist and incumbents of purely technical posts are given training at the National Institute of Management at Islamabad, Karachi, Lahore, Peshawar or Quetta. The successful completion of this ten weeks' course is obligatory and pre-requisite with effect from 1st January, 2009 for considering an officer holding a post in Basic Pay Scale 18 for promotion to a post in Basic Pay Scale 19. An officer who has already attained the age of 50 years or above is exempted from attending the Mid Career Management Course. This Course shall not be mandatory for such officers on account of age factor.

(2) The criteria for making nominations for participation in the Mid Career Management Course at a National Institute of Management will be as follows.-

(i) The nominee should be in the promotion zone in the next three years.
(ii) An officer who is on long leave / on deputation with United Nations agencies or international organizations may not be nominated.
(iii) The nominations should be made strictly in order of seniority and an officer otherwise senior to the nominee may not be ignored except on account of disciplinary proceedings.
(iv) Nominations should accompany a Certificate of No Disciplinary Proceedings and a valid Seniority List of respective officers in Basic Pay Scale 18.
(v) The nominee should be less than 50 years of age. Those who have already attained the age of 50 years or may attain the age of 50 years during the currency of Mid Career Management Course are exempted from attending this Course for promotion to a post in Basic Pay Scale 19.

(3) A prescribed Course Fee per participant in respect of the officers belonging to regularly constituted Occupational Groups / Services and ex-cadre officers posted in various Divisions / Departments of Federal Government will be payable by the

Establishment Division. The aforesaid amount will cover expenses of a Course participant on his free boarding and lodging at the hostel of a National Institute of Management as well as the mandatory local study tours (The prescribed Course Fee as in June 2011 per participant was Rs.200,000). The Provincial Governments, Autonomous Bodies shall pay Course fee in respect of their officers nominated for Mid Career Management Course through bank draft or cross cheque at the time of joining by the officer concerned at National Institute of Management

(4) All nominations are required to be made in the prescribed Panel Proforma in respect of nomination for Mid Career Management Course along with complete requirements and must reach the Establishment Division sufficiently before the date of commencement of Mid Career Management Course to ensure timely consideration and final nomination by the Government.

(5) The Course participant will be paid by the nominating Department travelling expenses according to his entitlement under the Travelling Allowance Rules from the place of his duty to the National Institute of Management and back.

NOTE 1.- Nomination should be made according to seniority and fitness of officers for promotion. If a senior officer in the Seniority List of Basic Pay Scale 18 Officers is not nominated for participation in the Mid Career Management Course for any valid reason the responsibility for deferment of his promotion to a post in Basic Pay Scale 19 shall lie with the dealing officer of the nominating Department.

NOTE 2.- An officer in Basic Pay Scale 18 who is holding a post in Basic Pay Scale 19 on acting charge basis will be nominated in preference to others to undergo Mid Career Management Course at a National Institute of Management

NOTE 3.- No Junior Officer in the Seniority List of Basic Pay Scale 18 will be nominated for participating in the Mid Career Management Course so far as reasonable number of senior officers is available in the Seniority List who have already successfully attended the Mid Career Management Course. The officer under contemplation for nomination for attending the Course should be likely to be promoted to a post in Basic Pay Scale 19 within the ensuing three years keeping into view the normal promotion prospects.

NOTE 4.- A nominee for attending Mid Career Management Course should be relieved on time by the Department to enable him to accomplish his professional requirements.

NOTE 5.- In case of any withdrawal of nomination either through the Department or by the officer himself, the officer concerned will be responsible, if it adversely affects his promotion prospects.

NOTE 6.- A nominee if not accommodated by the Establishment Division in any running or previous Mid Career Management Course shall not be considered by the Government automatically for the next Course unless such a nominee is recommended again by the Department as a fresh case.

NOTE 7.- Proficiency in Computer related skills has become a pre-requisite for successful operation of any Course. Nominated officers, who are not Computer literate, may be advised to start working on Computers.

172. **Senior Management Course**.- (1) All officers holding posts in Basic Pay Scale 19 on regular basis have necessarily to attend a Senior Management Course at National Management College (Senior Management Wing), Lahore or National Institute of Management, Karachi for a period of 20 weeks. The successful completion of Senior Management Course is obligatory and mandatory condition for an officer in Basic Pay Scale 19 for further elevation and promotion to a post in Basic Pay Scale 20. An officer who has already attained the age of 58 years is exempted to necessarily attend the Senior Management Course for promotion.

(2) The Department will forward nominations of officers in Basic Pay Scale 19 keeping in view the following criteria.-

(i) The nominees should be in Basic Pay Scale 19 or equivalent, on regular basis.

(ii) The officers should be in promotion zone in the next 2 years.

(iii) The nominations should be made in order of seniority and an officer otherwise senior to the nominee should not be ignored except on account of court case or disciplinary proceedings and in case the nominee is approved for participation in the course, he may be relieved by the nominating agency.

(iv) Nominations should accompany the following certificates.-

(a) The nominees/officers proposed for Senior Management Course are not undergoing any criminal or disciplinary action/proceedings under the Government Servants (Efficiency and Discipline) Rules, 1973.

(b) Copy of valid Seniority List; and

(c) Copy of Recruitment Rules of the post.

(v) The over-all quantified score in the Performance Evaluation Reports should not be less than 70.

(vi) The officers on long leave may not be nominated.

(vii) The officers of the Foreign Service of Pakistan including those who are posted abroad are allowed to participate in the mandatory Course, if other wise fulfill the criteria and after the recommendation of their Ministry.

(viii) According to change in Promotion Policy vide Establishment Division's OM No. 10/2/2009-CP-II (Pt-IX), dated 19-12-2011.-

"The nominations for mandatory training having been made in order of seniority. If the Officer so nominated for mandatory training declines to proceed on training for two consecutive training courses, then he/she would forfeit the right to be considered for promotion. Provided that the Prime Minister may dispense with this provision (in any case) in the public interest".

(ix) The officers in Basic Pay Scale 19 who have attained the age of 58 years or above and may attain 58 years of age during the currency of the course are exempted from mandatory Senior Management Course for promotion to Basic Pay Scale 20 posts.

(3) Important Instructions of National School of Public Policy.-

(i) Proficiency in Computer related skills has become a pre-requisite for successful operation of Senior Management Course. Nominated officers, who are not Computer literate, may be advised to immediately start working on Computers so that they do not start the training with a handicap.

(ii) No casual leave is granted during the training. Those officers, who are sick or may have any important personal or official engagements coming up during the training, may not be nominated.

(iii) Any participant who remains absent for a total of seven days from training (cumulatively) will be liable for withdrawal from the Course.

(4) The Senior Management Course will be fully residential. A prescribed Course Fee per participant is payable which covers the boarding and loading expenses at the National Management College Hostel, besides expenses on mandatory local study tours (The Course fee as in November, 2012 was Rs.225,000/-per participant). The Establishment Division will make payment of course fee for mandatory training in respect of the officers belonging to All Pakistan Unified Grades (Pakistan Administration Service, Police Service of Pakistan and Secretariat Group) and other services/groups as well as ex-cadre officers controlled by the Establishment Division and other Ministries/Divisions/ Departments of the Federal Government irrespective of their place of posting.

(5) The Course fee in respect of officers belonging to the cadres/services controlled by the Provincial Governments, General Headquarters and Autonomous Bodies/Corporations, etc; will be paid by the respective Provincial Governments, Armed Forces Headquarters and Autonomous Bodies/Corporations.

173. **National Management Course**.- (1) All officers holding posts in Basic Pay Scale 20 on regular basis have necessarily to attend National Management Course at National Management College, Lahore (erstwhile Pakistan Administrative Staff College, Lahore) for five months to acquire eligibility for promotion to a post in Basic Pay Scale 21. Any officer who has already attained the age of 58 year is exempted to undergo the mandatory training of National Management Course. The following criteria shall strictly be observed by the nominating Agency while nominating the officers.-

(i) Officer(s) is/are in Basic Pay Scale 20 or equivalent on regular basis.

(ii) The officer(s) is/are in the promotion zone.

(iii) The officers may be considered in order of seniority in their respective cadres and the officers otherwise senior to them should not be ignored (Seniority list of the respective cadre shall be supplied).

(v) That Basic Pay Scale 21 posts are available in the organization.

(2) The nominating Agency will forward two copies of following documents in respect of each nominee.-

(i) Detailed bio-data.
(ii) Panel Proforma duly filled in.
(iii) ACR synopsis along with pen picture for the last five years.
(iv) Copy of Individual Career Planning Chart.
(v) Certificate that no disciplinary action is pending/contemplated against the officer.
(vi) Present residential and official address along with official/residential telephone numbers, fax numbers and e-mail address/Cell number.

(3) Important Requirements.-

(i) Proficiency in Computer related skills has become a pre-requisite for successful operation of National Management Course. Nominated officers, who are not Computer literate, may be advised to immediately start working on Computers so that they do not start the training with a handicap.
(ii) The officers who are posted abroad except of Foreign Affairs Group may not be nominated.
(iii) The subject course is mandatory for promotion, therefore, controlling Ministries/Divisions/Departments will have to relieve the nominated officers.

(4) The National Management Course will be fully residential. The prescribed Course Fee which is payable in respect of each approved nominee will cover the boarding and lodging expenses at the National Management College Hostel, besides expenses on mandatory in land/foreign study tours (Course Fee in December, 2011 was Rs.650,000/-per participant). The Establishment Division will make payment of Course Fee for mandatory training at National Management Course in respect of the officers belonging to All Pakistan Unified Grades (District Management Group, Police Service of Pakistan and Secretariat Group) and other services/groups as well as ex-cadre officers controlled by the Establishment Division and other Ministries/Divisions/Departments of the Federal Government irrespective of their place of posting. However, the fee in respect of officers belonging to the cadres/services controlled by the Provincial Governments, General Headquarters and Autonomous Bodies/Corporations, etc; will be paid by the respective Provincial Governments, Armed Forces Headquarters and Autonomous Bodies / Corporations.

NOTE 1.- The Government of Pakistan has granted exemption to the officers who have attained the age of 58 years from the mandatory training of National Management Course.

NOTE 2.- A nominee finally approved by the Establishment Division for attending National Management Course shall report to the National Management College, The Mall, Lahore by the target date positively.

NOTE 3.- If any request for withdrawal of approved nomination is received through the Department of the officer or by the officer himself, he will be responsible if it adversely affects the promotion prospects of the officer.

NOTE 4.- The nominations of officers received directly from the Attached Departments/Autonomous Organizations shall not be entertained by the Establishment Division. Such nominations must be routed through their controlling Ministries/Divisions.

174. **National Defence Course**.- (1) As an alternative instead of nominating an officer holding a post in Basic Pay Scale 20 on regular basis for attending the National Management Course he may be deputed to participate in National Defense Course for 10 months at the National Defence University, Islamabad. An officer who has already attained the age of 58 years is exempted to attend the National Defence Course.

(2) The following criteria shall strictly be observed while nominating the officers.-

(i) Officer(s) is/are in Basic Pay Scale 20 or equivalent.
(ii) The officer(s) is/are in the promotion zone.
(iii) Overall service record of the officer based on Performance Evaluation Reports.
(iv) The officers may be considered in order of seniority in their respective cadres and the officers otherwise senior to them should not be ignored (Seniority List of the respective cadre will be provided).

(3) The nominating agency will forward ten copies of following documents in respect of each nominee.-

(i) Detailed Bio-Data.
(ii) Panel Proforma duly filled.
(iii) ACR synopsis along with pen picture for the last five years.
(iv) Copy of Individual Career Planning Chart.
(v) Certificate that no disciplinary action is pending/contemplated against the officer.
(vi) Certificate that vacancy exists or is likely to become available for promotion of officers to Basic Pay Scale 21.
(vii) Present residential and official address of the nominee along with his official/residential telephone numbers, Cell number, fax numbers and E-mail address in the prescribed proforma.

(4) In view of the instructions of the Establishment Division effective from 15th December, 1988 the Civil Servants participating in National Defence Course at National Defence University, Islamabad and posted at places other than Rawalpindi/Islamabad immediately before their deputation to the National Defence Course will be allowed the following.-

(i) Reimbursement of actual accommodation charges (room rent) in any of the Federal/Provincial Lodges/Rest House.
(ii) Subsistence allowance equal to the Daily Allowance admissible on duty away from the place of posting.

(5) The Course participant will be paid by the nominating Department travelling expenses according to his entitlement under the Travelling Allowance Rules from the place of his duty to the National Defence University, Islamabad and back.

(6) The Course participant attending National Defence Course will not be entitled to conveyance allowance as the Daily Allowance is meant to cover such expenses.

175. **Other Domestic Training Courses**.- (1) The departmental officers of Middle Management and above with a view to increasing their expertise and efficiency are deputed to attend variety of short courses in different disciplines at different Institutions in Pakistan like National Institute of Management, Pakistan Institute of Manpower, Lahore University of Management Sciences (LUMS), etc. The nomination is made by the Director General subject to availability of funds in the relevant budget. The officer to be nominated must not have attained the age of fifty six years on the date of commencement of a Course.

(2) The energetic departmental officers and officials should also be deputed to attend Civil Defence Course, Fire Fighting Course, etc; in the institutions established by the Government.

(3) Suitable officers and officials should also be deputed to Pakistan Computer Bureau to attend selected courses offered by them.

(4) The departmental officials who are below the age of fifty six years should be deputed, from time to time, to the Secretariat Training Institute, Islamabad to attend courses on (1) Secretariat Instructions, (2) Rules of Business, (4) Travelling Allowance and Daily Allowance Rules and Procedures, (5) Forms of Official Correspondence and Communications, (6) Information Technology, (7) Responsibilities of Drawing and Disbursing Officers, etc. The officers and officials participating in a full time or part time training course at Secretariat Training Institute, Sector H-9, Islamabad are allowed by the Establishment Division vide their O.M.No.F.3/ 6/93-T-I dated 31st March, 2009 issued with the concurrence of Finance Division, the following revised rates of conveyance charges:-

(a) Officers of Basic Pay Scale 16 and above residing in Islamabad / Rawalpindi deputed for full-time or part-time training course: Taxi Charges as permissible under the rules. Daily Allowance will not be admissible in addition.

(b) Officials up to Basic Pay Scale 15 residing in Islamabad / Rawalpindi deputed for full-time or part-time training courses: Rs.50/- for each day of attendance. Daily Allowance will not be admissible in addition.

(c) Officers of Basic Pay Scale 16 and above residing at POF, Wah, PAC Kamra/HIB and Taxila deputed for full-time or part-time training courses: Taxi Charges as permissible. Daily Allowance will not be admissible in addition.

(d) Officials up to Basic Pay Scale 15 residing at POF, Wah, PAC Kamra/HIB and Taxila deputed for full-time or part-time training courses: Rs.60/- for each day of attendance for those belonging to Taxila/Wah and Rs.70/- for those belonging to Kamra. Daily Allowance will not be admissible in addition.

(5) With the exception of Promotion Related Training Programmes of the Government discussed in rule 170 to 174 above, no departmental officer or official will be nominated to attend any domestic training course, if his age is fifty six years or above on the date of commencement of a Training Course.

176. **Nomination for Participating in Workshops, Seminars, Symposia, etc; within Pakistan**.– (1) The departmental officers as selected by the Director General, Pakistan Post Office may be nominated by the Department to participate in Workshops, Seminars, Symposia, etc., held at an University or Institute of repute in Pakistan. The nomination should be made by the Department only, if such participation by the officers is likely to increase their efficiency and also that necessary budgetary provision exits in the current year's allocation.

(2) No officer or official will be selected and nominated by the Department to attend any Workshop, Seminar, Symposium, etc; held within Pakistan if his age is fifty six years or above on the date of commencement of Workshop, Seminar, Symposium, etc.

177. **Foreign Training**.- (1) The departmental officers on the recommendation of the Director General, Pakistan Post Office Department are nominated by the Government to attend selected Training Courses offered by Universal Postal Union, Foreign Postal Administrations, United Nations Development Programme, International Agencies of foreign countries, etc.

(2) Some foreign countries under their Aid Programmes approach the Government of Pakistan to depute officers of the Pakistan Post Office Department to participate in Workshops, Seminars, Symposia, etc. of short duration held abroad.

(3) No officer of the Pakistan Post Office Department shall be deputed for attending a training course or nominated to participate in a Seminar, Workshop, Symposium, etc; held in a foreign country if his age is fifty five years or above on the date of commencement of Training Course, Seminar, Workshop, Symposium, etc.

(4) The Director General, Pakistan Post Office Department shall, on receipt of invitation for nominating an officer for participating in a Training Course Seminar, Workshop or Symposium in a foreign country, select one Principal candidate and one Alternate candidate from amongst the eligible officers of the Department and refer the matter to the Secretary, Ministry of Postal Services for seeking approval of the Federal Minister, Postal Services to the nominations. In case the Training Course, Seminar, etc; is fully funded and no expenditure of Government of Pakistan is involved the Minister Inchage is competent authority to accord approval to the nominations.

178. **Guidelines for Attending Meetings and Visits abroad**.- The procedure for processing cases regarding attending officials meetings, participating in seminars, etc; and visits abroad by the Government servants as well as relevant instructions relating thereto are given below:-

(i) Where no Government funding is involved, Secretary Incharge of Ministry/ Division will be competent authority to accord permission for training, etc; abroad of officers upto and including Basic Pay Scale 20. Where Government funds are involved approval of the Minister Incharge will be necessary subject to the availability of funds in the relevant budget and prior clearance by the Ministry of Finance.

NOTE.- Due to the financial crunch, from 20th April, 2010, prior approval of the Prime Minister shall be obtained for visits/training abroad of Government servants in Basic Pay Scale 20 and above, where the same is at the expense of Government of Pakistan.

(ii) The visits should be well planned and be made only if essential and serve vital national interests.

(iii) In cases of participation in conferences, seminars, workshops, etc; categorization of the same i.e. "Obligatory" or "Desirable" as classified by the Cabinet Division may invariably be indicated in the Summary.

(iv) Seminars and Symposia have generally not been categorized. Participation in such Seminars and Symposia should be treated as "Desirable" provided the travel expenses both ways and daily allowance of the participants(s) is paid by the sponsoring organizations. If these conditions are not fulfilled, the Seminars/Symposia will be treated as "Not Necessary".

(v) While the advantage is recognized of maintaining continuity it is equally necessary to impart experience to, and train up as may people as possible. As far as possible such functionaries should be nominated who have not attended meetings/conferences/seminars, etc; abroad. Multiple trips abroad by the same officers within short periods of the time (i.e. last two or three years) should be discouraged.

(vi) It should be ensured that duration and membership of all visits abroad involving Government funds is kept at the bare minimum.

(vii) No Objection Certificate for proceeding abroad by all Government servants will be required from the Head of the Department/parent Division.

(viii) All cases of visits abroad will require clearance from the Ministry of Foreign Affairs except the cases for undertaking private visits.

(ix) All delegations proceeding abroad on official visit shall secure necessary briefing from the Ministry of Foreign Affairs before departure.

(x) Officers detailed to attend seminars, etc; should not leave Pakistan without prior approval.

(xi) Summaries seeking orders of the Prime Minister should be submitted at least two weeks prior to the visit abroad through prescribed channels and should contain details of expenditure involved including the Foreign Exchange component and balance in the relevant budget head (in the main body of the

Summary) and details of previous visits abroad during the last twelve months.

(xii) The summaries, containing proposals for seeking approval of the Prime Minister on visits abroad, should be submitted by the concerned Ministries/ Divisions, under the signatures of the Secretary/Additional Secretary Incharge (where applicable), with the approval of the Minister Incharge, and routed through the following, as per the order given below:-

1. Secretary, Ministry of Foreign Affairs.
2. Secretary, Finance Division (where Government funding, in any way, is involved).
3. Secretary, Cabinet Division.
4. Principal Secretary to the Prime Minister.

(xiii) The requests to facilitate the official visits abroad of delegation, etc; by Pakistan Mission abroad should be routed through the Ministry of Foreign Affairs. Sufficient advance notice may be given about the visits being undertaken. Any change of itinerary should be immediately intimated.

(xiv) All Government functionaries proceeding abroad at Government expenses should book their air passage with Pakistan International Airlines (PIA). Even in cases when travel is to be performed by foreign airline, the bookings are required to be arranged through PIA after prior clearance of Finance Division.

(xv) At the conclusion of a foreign visit a visiting functionary/Head of Delegation shall submit post visit report within 15 days of the completion of the visit to the Ministry of Foreign Affairs and Economic Affairs Division.

(xvi) No functionary should solicit at his own an invitation for participation in training, seminars, workshops, etc; from any source.

APPENDIX NO. 1

SATANDARD EQUIPMENT OF A DUMMY POST OFFICE

A- FURNITURE AND FIXTURE

Counter	5 Positions
Counter Chairs	5
Table for the Postmaster	1
Chair for the Postmaster	1
Stamping table with stool	1 each counter position+ 1
Steel Almirahs for record	3 (1 for S.O, 1 each for H.O and Audit Office)
72 box fitting sorting case (Multi-purpose) with locking arrangement	2
Forms Racks	4
Parcel Box (with double lock)	1
Embedded safe	1

B- STAMPS AND SEALS

Seals and Stamps (for use in Head Office)	1 set
Seals and Stamps (for use in Sub Offices-A.B.C.D&E	5 set
Rubber Pads	6
Stone Slabs	6
Stamping Ink Pads (brass bound)	6
Wooden Stamp Boxes each containing a pair of Pincers and a Brush	6
Dates, Months and Year types	1 set
Spare round cloth pieces for Ink Pads..	1 dozen
Parrot Bill Scissors	1 pair

NOTE.- Previous year type digits of all seals and stamps will be returned to the Postal Stock Depot soon after the close of each calendar year.

C- SCALES AND WEIGHTS

Weighing scale for letters upto 2 Kilogrammes with divisions in 10^{th} of grams	3
Weighing scale for parcels upto 50 Kilogrammes with divisions in Kilogrammes	2

APPENDIX NO. 1

D- BAGS

Bags	20 mail bags and 10 of each type/size.
Bag Stand (If space permits)	1
Tin Seal Holders	10
Leather Cash Bags (Large) (with five locks having two keys each).	5
Leather Cash Bags (Small) (with five locks having two keys each).	5
Wax	
Paste	
Jute and Cotton Twine	
Wax Heater (Electric)	1

E.- MISCELLANEOUS ARTICLES

Tin Sheets (for use with journals)	5
Cash Trays	6
Cash-cum-Stamps Boxes	6
Changeable position plates	1 set
No Admission Board	1
Notice Board (General and for Notice of Hours of Business)	2

SPECIMEN OF :

Stamps and stationery (Postal and Non-Postal) Pakistan Postal Orders British Postal Orders Savings Certificates	To be duly authorized by the respective Head of the Circle

BOOKS OF REFERENCE

Tariff Manual
List of Post Offices
Classified List of Post Offices, District Mail Offices, Mail and Sorting Offices and Mail Sorting and Transportation Sections in Pakistan
Post Office Guide
Relevant Manual (s)
Files of Director General's Circulars and Postmaster General's Circulars

FORMS

Public forms
Executive Forms

APPENDIX NO. 1

DELIVERY OFFICE EQUIPMENT

Postmen's delivery table with stools	1 set
Thumb impression pads	6
Postmen's Cash Bags	6
Postmen's leather delivery bags	6
Postmen's net parcel bags	6
Brass badges and /or belts	6

GENERAL

Chart of practicals
Attendance Register
Notice of Hours of Business and latest Hours of Posting
Memo. of Distribution of Work
Nominal Roll
Book of Postmarks
Error book
Order book
Relevant Charts and Maps

APPENDIX NO. 2

LIST OF EQUIPMENT OF A DUMMY SORTING OFFICE

1.	72 Box Sorting Fittings with removable rods	6
2.	Sorting Plans of all Mail Offices and Sections within the jurisdiction	District Mail Offices-wise
3.	Table for opening of mails	1
4.	Stamping table fitted with stone slab	1
5.	Facing Table	1
6.	Tray Trolley	1
7.	Drop-bag-fittings	1
8.	Steel Almirah	2
9.	Map of the world showing sea routes and air mail routes	1
10.	Map of Pakistan	1
11.	Chart showing Mail Sorting and Transportation Sections / District Mail Offices in Pakistan ..	1
12.	Set of Stamps and Seal for Sub Record Office	1
13.	Set of Stamps and Seal for Sorting Mail Office	1
14.	Set of Stamps and Seal for Sorting Section ..	1
15.	Stamping Pads with cover	2
16.	Stamping Rubber Pad	2
17.	Pen Knife	1
18.	Parrot Billed Scissors	2
19.	Type Twizer	2
20.	Type Box	3
21.	Wax Heater	1
22.	Brass files	3
23.	Pockers	2
24.	Acme cover	3
25.	Stamping Brush	2
26.	Tin seal holders	1
27.	Wooden blocks	20
28.	Book of Postmarks	1
29.	Rough Note Books	6
30.	Guidance Book	1
31.	Order Book	1
32.	Bags (Canvas, Drill and Air Mail)	10 of each type
33.	Metal Tokens	10
34.	Weighing Scale with 500 kg. Capacity	1
35.	Dummy Cards, Letters, Printed papers, Small Packets (Unregistered, Registered issued), Parcels, Registered Newspapers and Blind literature, Money Orders in sufficient numbers	As required

APPENDIX NO. 3

REMARKS ON THE PERFORMANCE AND WORK AND CONDUCT OF AN OFFICIAL OF OPERATIVE CADRE ATTENDING A TRAINING COURSE AT A POSTAL TRAINING CENTRE

Name ……
Designation also showing Name of Office and Station ...……
……..
Basic Pay Scale Held ……..
Unit/Division/Office which nominated ……...
…… …….
Name of Training Course attended ……...
Period of training from ……..……to……

1. Knowledge of rules and regulations.
2. Behaviour and Conduct.
3. Adherence to religion in practice.
4. Sense of discipline.
5. Co-operation and tact.
6. Punctuality.
7. Extent to which benefited by training.
8. Remarks.

Signature ……
Date ……
Name ……..
Designation …….

APPENDIX NO. 4

REPORT ON THE PERFORMANCE AND CONDUCT OF A SUPERVISORY OFFICIAL ATTENDING A TRAINING COURSE AT A POSTAL TRAINING CENTRE

Name ……
Designation also showing Name of Office and Station ...……
……..
Basic Pay Scale Held ……..
Unit/Division/Office which nominated ……...
…… …….
Name of Training Course ……...
Period of Training from ……..……to……

1. Knowledge of rules and regulations.
2. Behaviour and Conduct.
3. Adherence to religion in practice.
4. Sense of discipline.
5. Co-operation and tact.
6. Punctuality.
7. Controlling Capacity.
8. Sense of responsibility.
9. Quality and Output of work.
10 Integrity.
11. Power of expression.
    (i) Oral.
    (ii) In Writing.
12. Personality.
13. Extent to which benefited by training.
14. Remarks.

Signature ……
Date ……
Name ……..
Designation …….

APPENDIX NO. 5

REPORT ON THE PERFORMANCE AND CONDUCT OF AN OFFFICER ATTENDING A TRAINING COURSE AT THE POSTAL TRINING CENTRE / POSTAL STAFF COLLEGE

Name ……
Designation also showing Name of Office and Station ...……
……..
Basic Pay Scale Held ……..
Nominating Organization ……
Name of Training Course ……....
Period of Training from ……..…...…to……

1. General Appearance.
2. Quality of Leadership.
3. Ability for Communication.
   (i) Oral.
   (ii) In Writing.
4. Class Room Performance.
5. Amount of interest taken in receiving training.
6. Cooperation extended to the Instructor.
7. Cooperation extended to fellow trainees.
8. Participation in class discussions and other training exercises.
9. Field Study Tour Performance.
10. Syndicate and Written Assignment.
11. Qualitative characteristics of Research Report submitted by the participant on the given topic.
12. Conduct and Discipline.
13. Adherence to religion in practice.
14. Initiative.
15. Objectivity.
16. Analytical Ability.
17. Integrity.
18. Capacity to Control.
19. Remarks.

Signature ……
Date ……
Name ……..
Designation …….

APPENDIX NO. 6

PERFORMANCE REPORT OF THE POSTAL GROUP PROBATIONARY OFFICER FOR THE PERIOD UNDER TRAINING AT THE POSTAL STAFF COLLEGE

Name ……
Basic Pay Scale ……
Period of Training from ……..…...…to……

1. Discipline 10%

		Percentage
a.	Punctuality	
b.	Regularity in attendance	
c.	Amenability to discipline in general	
d.	Behaviour and attitude with Faculty, Colleagues and Staff	
e.	Attitude towards the Course and Postal Staff College	
Total:		

2. Class Room Participation 10%

		Percentage
a.	Attitude in group exercise	
b.	Participation in discussion	
c.	Ability to make pertinent questions	
d.	General conduct in class	
e.	Presentation skills	
Total:		

3. Interpersonal Skills 10%

		Percentage
a.	Ability to appreciate others point of view	
b.	Listening Skill	
c.	Ability to interact	
d.	Participation and contribution in discussion	
e.	Tolerance	
f.	Acceptability	
Total:		

4. Research Paper 15%

		Percentage
a.	Critical analysis	
b.	Quality of data collected and relevance to the topic	

APPENDIX NO. 6

c.	Presentation/organization of data and its applicability to the topic	
d.	Format, language, length	
e.	Quality of recommendations	
Total:		

5. Communication 10%

		Percentage
a.	Ability to speak effectively	
b.	Ability to speak extempore	
c.	Ability to participate in discussion	
d.	Ability to write precisely	
Total:		

6. Creativity 10%

		Percentage
a.	Intelligence	
b.	New ideas, proposals, concepts	
Total:		

7. Leadership 10%

		Percentage
a.	Ability to lead the Group	
b.	Potential for growth	
c.	Ability to motivate	
Total:		

8. Information Technology 10%

		Percentage
a.	MS Word	
b.	MS Excel	
c.	MS PowerPoint	
d.	Internet	
Total:		

9. Weekly Progress Report 15%

		Percentage
a.	Punctuality in submission of reports	
b.	Format, language, length	
c.	Quality of substance	
d.	Relevance of substance to the topic	
Total:		

APPENDIX NO. 6

10. Pen Picture

Dated:

Signature ……
Name ……..
Designation …….

Official Stamp

REMARKS OF THE COUNTERSIGNING OFFICER

Dated

Signature ……
Name ……..
Designation …….

Official Stamp

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