PAKISTAN POST OFFICE

POST OFFICE MANUAL

Volume V

POST OFFICE AND MAIL SORTING AND TRANSPORTATION GENERAL REGULATIONS

2nd Edition

(Corrected up to 30th September 2002)

Published under the Authority of the Director General, Pakistan Post Office, Islamabad-44080
2002

PREFACE TO SECOND EDITION

This is the Second Edition of the Post Office Manual V in an updated form. The First Edition was previously published by the Department as corrected upt 1st July, 1965. The rules contained in this volume of the Post Office Manual supersede all previous rule and circulars on the subjects herein treated of.

These rules must be carefully read by all officers and employees of the Department, as no breach of the rules will be excused on the plea of the ignorance.

Every effort has been made to bring the rules corrected upto date. However, the possibilityof printing errors or omissions cannot be ruled out. Intimation of any omission or commission would be welcome and promply attended to.

CONTENTS

CHAPTER		PAGES
1.	Definition	1—10
2.	Miscellaneous Rules	11—83
3.	Investigations	84—118
4.	Transmission of Mails under the Weighment System	119—124
5.	Complaints	125—135
6.	Criminal Proceeding and Civil Suits	137—148
7.	Forged, Counterfeit and Defaced Postage Stamps, Coins and Currency Notes	149—157

APPENDIX

	List of Account Rules	158
INDEX		159—188
INDEX TO CORRECTIONS		189—194

CONTENTS OF CHAPTER
CHAPTER I
DEFINITIONS

Rule		Page
1.	Postmaster-General	1
2.	Mail sorting and Transportation	1
3.	Deleted.	1
4.	Divisional Superintendent	1
5.	Head Office	1
6.	Deleted.	1
7.	Sub-office	1
8.	Branch office	
8/1.	Franchised Post Office	1
9.	Transit office	1
10.	Sorting office	1
11.	Sorting sub-office	1
12.	Returned Letter office	1
13.	Office of exchange	1
14.	Section	1
15.	District Mail Office	1
16.	Record office	1
17.	Head record office	1
18.	Sub-record office	1
19.	Sorter	1
20.	Subsidiary sorter	1
21.	Set	1
22.	Trip	1
23.	Station and sorting articles	1
24.	Labelled bundle	1
25.	Check-slip	1
26.	Mail bags	1
26/1.	Air mail bag	1
26/2.	Air Express station bag	1
27.	Registered bundle	1
28.	Registered bag	1
29.	Insured bundle	1
30.	Porce bag	1
31.	Insunce bag	1
32.	Packet bag	1
33.	Transit bag	1
34.	Account bag	1
35.	Branch office bag	1
36.	Cash bag	1
37.	Special bag	1
38.	District officers' post bag	1
39.	Deleted.	1
40.	Changing station	1

Rule		Page
41.	Connecting section	1
42.	Extra duty	1
43.	Rest house	1
44.	Closed well	1
45.	Press packet	1
46.	A orders	1
47.	B orders	1
48.	Deleted	1
49.	Work-papers	1
50.	Transfer articles	1
51.	Deleted.	1
52.	Deleted.	1
53.	Due mails and unusual mails	1
54.	Face and facing	1
55.	Beat	1
56.	Camp correspondence	1
57.	Missent and misdirected articles	1

CHAPTER 2
MISCELLANEOUS RULES
MAILS AND SORTING DEPARTMENTS

58.	Latest hours fixed for posting the mails	1
59.	Clearance of letter-boxes	1
60.	Clearance of letter-boxes at railway stations	1
61.	Deleted.	1
62.	Unpaid articles marked “Stamped”	1
63.	Treatment of packets	1
64.	Treatment of articles addressed to foreign countries	1
65.	Deleted	1
66.	Articles with under..... or incomplete addresses	1
67.	Preparation of labeled bundles	1
68.	Despatch of surplus due bags	1
69.	Contents of a station mail bag for a head or sub-office	1
70.	Contents of a station mail bag for a branch office	1
71.	Contents of a sorting mail bag	1
72.	Contents of a combined mail bag	1
73.	Preparation of mail bags of despatch	1
74.	Plural mail bags	1
75.	Extra mail bags	1
76.	Mail lists	1
76/1.	Entry of forward mail lists in the mail lists for intervening offices and sections.	1
77.	Plural transit bags	1
78.	Extra transit bags	1
79.	Extra despatches of mails	1

Rule		Page
80.	Waterproof bags	1
81.	Immediate examination and verification of mails	1
82.	Disposal of mail lists received	1
	REGISTRATION AND PARCEL DEPARTMENTS	
83.	Meaning of the expressions "registered articles of the letter mail" and "parcel mail articles"	1
84.	Condition regarding registration, insurance, etc.	1
85.	Distinguishing letters placed before Numbers	1
86.	No. slips printed with names of offices of posting	1
87.	Acknowledgments for registered articles and enquiries regarding Foreign registered articles of the letter mail and foreign parcels	1
88.	Parcels containing inadmissible communications	1
89.	Preparation of registered bundles	1
90.	Preparation of registered and parcel lists	1
91.	Closing of registered and parcel bags	1
92.	Closing of registered and parcel bags	1
92.	Closing of insured bags	1
93.	Use of more than one registered or parcel bag for the same office or section	1
94.	Use of wicker baskets in place of parcel bags	1
95.	Insured articles irregularly accepted	1
96.	Opening of registered and parcel bags and examination of their contents	1
97.	Examination and opening of insured bags received	1
98.	Examination of insured parcels received	1
99.	Deficiency in fees or postage on registered articles and unregistered parcels	1
	GENERAL	
100.	Use of the term "Superintendent"	1
101.	Use of the term "Unpaid articles"	
102.	Admittance of strangers inside an office or mail van prohibited	1
102/1.	Maintinance of order and tidiness in offices.	1
102/2.	Courtesy towards public	1
103.	Book of postmarks	1
104.	Letter-boxes	1
105.	Certificates of posting	1
106.	Officials not to affix postage stamps to articles	1
107.	Stamping	1
108.	Importance of proper stamping	1
109.	English transcription of addresses written in Pakistan languages on postal articles	1
110.	Foreign postage stamps on articles for	

Rule		Page
	despatch or delivery	1
111.	Unpaid postcards, unpaid and insufficiently paid foreign packets	1
111/1.	Open and insecurely closed unpaid letters . .	1
112.	Postcards of private manufacture	1
113.	Unpaid articles addressed by the public to officials of the Department	1
113/1	Prepayment of Postage on official articles . .	1
114.	Articles found open, damaged or without contents	1
114/1	Correspondence for persons other than the addressee	1
115.	Treatment of articles the registration or insurance of which is compulsory	1
116.	Articles marked “By parcel post”	1
117.	Articles addressed to more than one person . .	1
118.	Articles intended for ultimate return to sender	1
119.	Articles addressed “Camp”	1
120.	Correspondence of certain officers when on tour	1
121.	Facing of articles	1
122.	Articles prohibited from transmission by inland post	1
122/1.	Circulars relating to lotteries	1
123.	Articles prohibited from importation or liable to Customs duty	1
124.	Articles containing goods prohibited from export	1
124/1.	Correspondence sent by ship other than mail ships	1
125.	Responsibility for examination of frank . .	1
126.	Transmission of packets	1
127.	Manner of forwarding parcels	1
128.	Correction of documents	1
128/1	Erasures Forbidden	1
129.	Use of proper bags	1
130.	Manner of labeling, closing and sealing bags	1
131.	Supply of stamped tag-labels	1
132.	Tin seal-holders	1
133.	Due despatch of registered bags	1
134.	Preparation and disposal of special bags . .	1
135.	Limit of weight of mans	1
136.	Supply of due mail and sorting lists . .	1
137.	Changes in due mail and sorting lists . .	1
138.	Examination and opening of bags	1
139.	Bags to be turned inside out	1
140.	Treatment of missent and misdirected articles of the unregistered letter mail and labelled bundles	1
141.	Disposal of check-slips	1
142.	Mails received damaged or tampered with . .	1
143.	Preservation of seals and bags	1
144.	Important irregularities to be reported by telegraph or fax	1

Rule		Page
145.	Record of irregularities	1
146.	Facsimile impressions of signature	1
146.	Facsimile impressions of signature	1
146/1.	Initialling and signing documents	1
147.	Applications for interception of letters	1
148.	Return to senders of articles posted	1
149.	Director-General's circulars	1
149/1	Head of the Circles Circulars	1
150.	Postal notices and advertisements	1
151.	Explanation of rules and circulars	1
152.	Information not to be made public	1
152/1.	Production of record before Police, Excise or Incometax Officer	1
152/2.	Production of records before courts	1
152/3.	Attachment of Postal articles	1
153.	Deleted	1
154.	Ordinary postage stamps, coins and other articles of value found in letter boxes or on a counter	1
155.	Deleted	1
156.	Arrangement and inspection of records	1
157.	Office order book	1
158.	Deleted	1
159.	Deleted	1
160.	Travelling allowances of non-gazetted officials	1
160/1	Disposal of Foreign Post bags	1
160/2.	Disposal of bags received from Foreign countries	1

DISPOSAL OF SURPLUS UNUSUAL BAGS

1. Direct exchanges between Important District Mail and post offices and other post offices, and sections of the MST

161.	Preparation of unusual bag invoice	1
162.	Return of bags and invoices	1
163.	Check of unusual imported bag invoice	1

II. Other exchanges

164.	Unusual bag account	1
165.	Clearance of unusual bag accounts	1
166.	Manner of despatch of surplus unusual bags	1

CONTENTS OF CHAPTER
CHAPTER 3

Rule		Page
	General Rules	
167.	Introductory	1
167/1.	Preliminaries	1
168.	Joint Enquiries	1
169.	Employment of telegraph, fax and telephone . .	1
170.	Settlement of claims	1
170/1.	Claim from the surety	1
171.	Responsibilities	1
171/1.	Punishment imposed departmentally	1
172.	Cases for report to the Circle Office . .	1
172/1.	Report to the Head of the Circle	1
173.	Cases to be reported to the Director-General	1
173/1.	Report to the Director-General	1
174.	Final reports	1
175.	Examination of records	1
176.	Statements, etc, of loss and fraud cases . .	1
176/1.	Summary sheet	1
176/2.	Register of losses and its index	1
	Case of Highway Robbery	
177.	Highway robbery to be reported	1
178.	Contents of mails to be ascertained . .	1
179.	Undue detention in any office	1
180.	Superintendent to proceed to the spot . .	1
181.	Preliminary investigation by Assistant Superintendent	1
182.	Postmaster and Overseer to assist the enquiry	1
183.	Deposition of witnesses to be recorded . .	1
184.	Inventory of recovered articles	1
185.	Articles subsequently recovered	1
186.	Disposal of recovered articles	1
187.	District authorities to be informed	1
188.	Postmaster-General to be referred to for orders	1
189.	Deleted.	1
190.	Documentary evidence to accompany report . .	1
	Case of These	
191.	Negligence resulting ..... to be punished . .	1
192.	Transit bags bearing signs of damage or tampering	1
193.	Mail bags bearing..... damage or tampering	1
194.	Parcel bags bearing signs of damage or tampering	1

Rule		Page
195.	Account bags bearing signs of damage or tampering	1
196.	Branch office bags bearing signs of damage or tampering	1
197.	Uninsured registered articles of the letter mail bearing signs of damage or tampering . .	1
198.	Registered bundles bearing signs of damage or tampering	1
199.	Uninsured registered parcels bearing signs of damage or tampering	1
200.	Insured envelopes and insured letters bearing signs of damage or tampering	1 1
201.	Insured bundles bearing signs of damage or tampering	1
202.	Insured bags and insured parcels bearing sign of damage or tempering	1
203.	Cash bags bearing signs of damage or tampering	1
204.	Enquiries to be made by Superintendent case of abstraction of the contents of articles . .	1
205.	Short receipt of registered articles of all kinds	1
207.	Enquires to be made by Superintendent in cases of loss	1
208.	*Deleted*	1
209.	*Deleted*	1
210.	*Deleted*	1
211.	*Deleted*	1
212.	*Deleted*	1
213.	*Deleted*	

CASE OF FRAUD AND MISAPPROPRIATION

214.	Fraud facilitated by lax supervision	1
215.	Check on credit of unpaid postage	1
216.	Temporary misappropriation of money . .	1
217.	Deficiency in the cash or stamp balance . .	1
218.	Deleted.	1
219.	Deleted.	1
220.	Requisition for money orders and Pakistan postal orders on receipt of complaints and their preservation	1
221.	Requisition on the Audit Office for discr..... cash e..... or warrants of payment in respect of Savings Bank withdrawals	11
222.	Deleted.	1
223.	Claims of defrauded persons	1
224.	Deleted.	1
225.	Deleted.	1

CHAPTER-4
TRANSMISSION OF MAILS UNDER THE WEIGHMENT SYSTEM

GENERAL

Rule		Page
226.	Definition of weighment system	1
227.	Cases in which the weighment system may be adopted	1
228.	Weighment system as a regular service not to be introduced without reference to Head of Circle	1
229.	Definition of occasional despatches	1
230.	Cases in which the system of occasional despatches may be adopted	1
	DESPATCH UNDER SYSTEM OF OCCASIONAL DESPATCHES	
231.	Preparation of bags for despatch	1
232.	Enteries to be made in mail list	1
233.	Transfer of bags to station master	1
234.	Half-yearly weighment of bags	1
235.	Despatch of mails containing valuables to and from offices or sections served solely by weighment system	1 1
	RECEIPT UNDER WEIGHMENT SYSTEM AS A REGULAR SERVICE	
236.	Receipt of mails from station master . .	1
	DESPATCH UNDER SYSTEM OF OCCASIONAL DESPATCHES	
237.	Preparation of bags for despatch	1
238.	Eateries to be made in requisitions . .	1
239.	Monthly list of requisitions	1
240.	Delivery of bag to station master	1
241.	Intimation to be given by telegraph to receiving office	1
242.	Submission of monthly list of requisitions to	1
	RECEIPT UNDER SYSTEM OF OCCASIONAL DEPATCHES	
	CHAPTER-5	
	COMPLAINTS	
244.	General	1
245.	Publish complaints	1
246.	Disposal of complaints	1
247.	Frequent complaints against a particular office	1
248.	Complaints which increase fraud	1
249.	Complaints regarding Foreign articles . .	1
250.	Non-receipt of acknowledgements	1
251.	V.-P. articles	1
252.	Money Orders complaints	1
253.	Press complaints	1
254.	Register and statements of complaints . .	1
255.	Educating the public	1
256.	Search Bills	1

Rule		Page
257.	Personal contact with the public	1
258.	Neatly typed replies	1
259.	Final reply or compensation before full enquiries are completed in cases of loss	1
260.	Exemption from liability for loss, misdelivery delay or damage	1
261.	Complaints an occasion for improvement . .	1

CHAPTER 6
CRIMINAL PROCEEDINGS AND CIVIL SUITS

262.	Criminal Proceedings	1
263.	First Information Report	1
264.	Institution of criminal proceedings	1
265.	Follow up in Court	1
266.	Conduct of criminal prosecutions	1
267.	Employment of Government pleader	1
268.	Application for fines imposed by Court . .	1
269.	Attachment of property	1
270.	Punishment imposed departmentally	1
271.	Institution and defence of Civil Suits . .	1
272.	Suits by the Government	1
273.	Defence of cases against the Government . .	1
274.	Arbitration Proceedings	1
273.	General	1
275.	Ast..... termination of Proceedings	1
277.	Preparation of the Statement of facts . .	1
278.	Drafting of Pleadings and Aftidavis	1
279.	Heads of Circles authorised to institute and defend Civil Suits	1
280.	Civil Suits against departmental employees . .	1
281.	Indence of law charge on Civil Suits in connection with the execution of Government works . .	1

CHAPTER - 7
FORGED, COUNTERFEIT AND DEFACED POSTAGE STAMPS, SILVER COINS AND CURRENCY NOTES

SECTION I,— FORGED COUNTERFEIT FICTITIOUS OR WASHED POSTAGE STAMPS (ORDINARY AND SERVICE) AND MISUE OF SERVICE STAMPS

282.	Extent of application	1
283.	Cases which are not offences	1
284.	Cases which are not offences	1
285.	Offences	1
286.	Action to be taken when a defective stamp is detected	1
287.	Suspicious stamps detected in office of destination	

Rule		Page
	or intermediate office	1
288.	Suspicious stamps detected in office of destination or intermediate office. . . .	1
289.	Suspicious stamps detected in office of destination or intermediate office	1
290.	Mis-use of service postage stamps	1
291.	Foreign Inward articles bearing defective stamps	1
296.	Foreign Inward articles bearing defective stamps	1

SECTION III,— COUNTERFEIT OR FRAUDULENTLY DEFACED COINS OR FORGED CURRENCY NOTE

301.	Treatment of counterfeit or fraudulently defaced coins 155	1
302.	Procedure to be followed on the presentation of forged notes or counterfeit coins over the counter where cash transactions take place with the public 165	1

APPENDIX

List of account rules		1

POST OFFICE MANUAL

VOLUME V

POST OFFICE AND MAIL SORTING AND TRANSPORTATION GENERAL REGULATIONS

CHAPTER 1

DEFINITIONS

1. Postmaster-General.—The expression Postmaster-General means Head of a Postal Circle which includes the offices and sections of the Mail Sorting and Transportation apportioned to it. It also includes all officers exercising the powers of a Postmaster-General.

NOTE.—The abbreviation PMG is used for Postmaster-General.

2. Mail Sorting and Transportation.—The expression Mail Sorting and Transportation means the service which is responsible for arrangements for the sorting of mails in post offices and district mail offices (D.M.Os) and sections and for the safe custody and correct disposal of mails dispatched by railways, road, river and air.

NOTE.—The abbreviation M.S.T is used for Mail Sorting and Transportation.

3. *Deleted*

4. Divisional Superintendent.—A Divisional Superintendent of Post Offices is the chief officer in a Postal Division and a Divisional Superintendent, M.S.T is the officer holding a similar position in a M.S.T Division. A Divisional Superintendent is in administrative charge of the Division under his control and all offices in the Division are subordinate to him. He is immediately subordinate to the Head of the Circle.

Explanation-With the exception of few all GPOs / Head offices of the first class and their establishment are under the control of Divisional Superintendents of Post Offices.

5. Head Office.—A head office is the chief of a group of post offices consisting of itself and a number of smaller post offices, called

sub-offices and luanch offices, which have been placed under its jurisdiction. It is the central office of account for itself and for all the sub and branch offices within the group; and the monetary transactions of the later offices are incorporated in its account. The officer in charge of a GPO/ Head Office is designated a Chief Postmaster/ Senior Postmaster/ Head Postmaster. These nomenclatures will be only for the purpose of identification by the public.

NOTE.—There are two classes of head offices. Those of the first class are under the charge of Postmasters in Basic Pay Scale 16 and above, while those of the second class are under the charge of Postmasters in Higher selection grade (Basic Pay Scale II).

6. *Deleted*

7. Sub-Office.—(1) A sub office is a post office in account with a GPO/ Head Office and its monetary transactions are incorporated in the accounts of the later office. The officer in-charge Of a sub office is designated a sub-postmaster.

(2) A sub-office situated in town or its suburbs where there is also a head office is termed a town sub-office.

8. Branch Office.—(1) A branch office is a post office of lower status than a sub office. It is in direct account with a head or sub office, which is termed its account office, and its monetary transactions are incorporated in the accounts of the later office. The officer in-charge of a branch office is designated a branch postmaster.

8/1 Franchised Post Office.—A franchised post office is an agency post office run by private sector as a measure of economy and in order to provide avenues of employment for retired postal employees. Franchised post offices provide only a limited type of postal business at the counter of the post offices.

9. Transit Office.—Any post office which is situated on a line of through mail communication, and receives and sorts bags intended for offices in advance, without opening them, is a transit office. The bags, which are thus forwarded onwards unopened, are termed forward bags. The transit bags addressed to a transit office are opened there, and the forward bags contained in them are sent onwards, either loose or enclosed in other transit bags. The use of a transit office is to reduce the number of loose bags.

10. Sorting Office.—An office charged with the duty of opening the sorting mall bags received by it and disposing of their contents is termed a sorting office. A sorting office may receive articles of all kinds in sorting. The use of a sorting office is (a) to simplify the work

of sorting in other offices, (b) to reduce the number of bags exchanged between post offices, and (c) to reduce the weight of mails carried on mail lines.

11. Sorting Sub-Office.—A sorting sub-office is sub-office which is selected, from its position at or near the junction of several mail lines to serve as a sorting office for articles addressed to, or received from offices to which the route lies through the sorting sub-office. It is authorized to receive articles of all kinds in sorting.

12. Returned letter office.—A Returned Letter office is established at the headquarters of a postal circle and deals with unclaimed and refused articles and articles without addresses or with undecipherable or incomplete addresses.

NOTE.—The abbreviation R.L.O is used for Returned Letter Office.

13. Office of Exchange.—An *office of exchange* is the Frontier post office through which articles for and from foreign countries pass. It is entrusted with the duty of preparing the accounts resulting from the exchange.

14. Section.—*Sections* are travelling offices of the M.S.T working on railway or river steamer lines and are of two kinds, viz., sorting section and transit section. The principal point of difference is that while the former deal with the contents of mail bags addressed to them as well as with closed forward bags, the later deal only with closed bags. The officer in charge of a set of a sorting section is designated a head sorter, and the officer in charge of a set of a transit section, is a mail guard.

NOTE 1.—Sections are numbered serially and designated by the name of the MST Division followed by the Serial No. The numbers given to sorting sections commence with No. 1 for each Division while these given to transit sections commence with No. 25; thus "K-2" denotes a sorting section of the 'K' Division and "L-27" denotes a transit section of the 'L' Division.

NOTE 2.—Important transit sections may be placed in-charge of sorters instead of mail guards.

15. District Mail Office.—*Mail offices* are stationary offices of the MST and are of two kinds, viz., Sorting mail offices and transit mail offices. The principal point of difference is that while the former deal with the contents of mail bags addressed to them as well as with closed forward bags, the later deal only with closed bags. The officer in-charge of a set of a sorting mall office is designated a head sorter, and the officer in-charge of a single-handed mail office, a mail agent. However, in the case of a transit mail office having more than one sorter, the official in-charge is designated a Head Sorter.

16. Record Office.—A *Record office* is a stationery office of the MST where the work-papers of the sections attached to it are prepared, checked and placed on record, and by which all forms, bags and stationery required for the use of those sections are supplied. The official in charge of record office is designated a record clerk.

17. Head record office.—The branch of the office of a Divisional Superintendent, MST, which, in addition to the ordinary duties of a record office, is entrusted with the preparation of salary and contingent bills for the entire Division and the accounts connected therewith is termed a head record office. The official in charge of a head record office is designated a head record clerk.

18. Sub-Record office.—A *Sub-record office* is a stationary office of the MST, situated at the same station as a mail office, where the work papers of the mail office as well as the sections, if any, attached to the Sub-Record office are prepared, checked and placed on record and by which all forms bags and stationery required for the use of the mail office and the sections are supplied. The official in charge of a Sub-Record office is designated a Sub-Record Clerk. A Sub-Record Clerk, may also work as Head Sorter, Sorter, Sub-Sorter or Mail Agent.

NOTE.—Wherever the terms "Record Office" and "Record Clerk" are used they include head and sub-record offices and head and sub-record clerks, respectively, unless there is anything to the contrary in the context.

19. Sorter.—The term *sorter* is used to designate all officials in the MST other than Supervising officers, mail guards and other subordinate officials.

20. Subsidiary Sorter.—A sorter who works with a sorting section or Distt. mail office over only a portion of its beat or during a portion of its working hours, to assist the set where the work is heavy is called *a subsidiary sorter.*

21. Set.—The establishment of MST sorters which works together in the same beat of a section or which is on duty at the same time in a District mail office is termed a set. A set may consist of one or more sorters, the number depending on the work to be done.

Note.—Sets are numbered serially and are designated by their serial Nos. preceded by the name of the section or office : thus "L-2" set No.4 denotes the fourth set of the "L-2" section, and "Lahore D.M.O. , set No. 2, denotes the second set of the District Mail Office at Lahore.

22. Trip.—A journey performed by a set of a section travelling on duty from one end of its beat to the other is called a trip. The

trip from the headquarters of the set towards its out-station is called *the Out trip* while that towards its headquarters or *in-station* is called the In trip.

23. Station and sorting articles.—*Station articles* are articles intended for delivery from the post office to which they are sent; but unpaid and insufficiently paid articles of the letter mail intended for delivery from sub and branch offices are, when sent to the head office, treated as station articles for the head office, and all articles, whether paid or unpaid, registered or unregistered, intended for delivery from branch offices are, when sent to the account office, treated as station articles for the account office. Sorting articles are articles that are to be sorted by the post office, Distt. mail office or section, to which they are sent and forwarded thence to offices of final destination or to other sorting offices.

24. Labelled bundle.—(1) A *labelled bundle* is a collection of faced unregistered articles of the letter mail securely tied with a check-slip at the top. It is treated in sorting as a single article and is opened by the office or section to which it is addressed.

(2) Labelled bundles are of two classes, viz. station bundles and sorting bundles.—

(i) A station bundle contains station unregistered articles, and may be either a *paid bundle,* consisting of only paid articles, or an unpaid bundle, consisting of only unpaid articles. Station bundles are prepared ordinarily, when the number of articles either paid or unpaid, for any office exceeds seven.

(ii) A sorting bundle contains both paid and unpaid unregistered articles which are not included in station bundles. Sorting bundles may be of two kinds, *viz., express bundles* and deferred bundles. An express bundle contains articles which require to be sorted immediately on receipt by the section, mail office or post office to which they are consigned, and a deferred bundle contains articles which can be disposed of later. When a strong bundle is prepared for a province, a clearly defined tract of country, or a foreign country, it is termed a *territorial bundle.* Territorial bundles are prepared when the number of articles is 25 or more.

(3) Labelled bundles are not due.

25. Check-slip.—(1) A *check-slip* is a label tied to the top of each labelled bundle; the form is printed on paper of different colours— white [M-10 (White)] for ordinary sorting bundles, pink [M-10 (Pink)] for ordinary paid bundles, green [M-10 (Green)] for ordinary unpaid bundles, blue [M-10 (a)] for air mail articles, and red [M-10 (b)] for express delivery articles. In the case of 'Unpaid' or 'Sorting' air mail bundles, the necessary indication should be given in manuscript on the blue check-slip attached to the bundle. The white check slip is used for both express and deferred bundles, the slip being marked on the face with two diagonal lines in blue pencil, when it is used for express bundles. Every check-slip bears the name and date stamp of the office or section which prepares the bundle, the name of the office or section to which it is addressed, and full signatures of both the preparing and the bagging officials. In the case of a territorial bundle, it also shows the name of the province, etc., to which the articles in the bundle are addressed as well as the office or section by which it is to be opened, thus:—

Kashmir

Gujrat - DMO

In the case of an unpaid station bundle the check-slip shows the number of unpaid station articles enclosed in the bundle.

(2) Check-slips are designed to fix responsibility for the missending of any articles wrongly included in a labelled bundle.

26. Mail bags.—(1) A *mail* bag contains unregistered and registered articles of the letter mail, viz., letters, postcards, and printed papers and small packets, the registered articles being enclosed in a registered bag; but when a packet bag is prescribed, heavy packets, unregistered and registered, are dispatched inside the packet bag and not inside the mail bag. When parcel bags are not prescribed, mail bags may also contain articles of the parcel mail. There are three kinds or mail bags, *viz., station mail bags, sorting mail bags and combined mail bags.* Mail bags are due bags.

(2) Sorting mails bags may be of two kinds *viz., express* mail bags and *deferred* mail bags. An *express* mail bag contains articles which require to be sorted immediately on receipt by the section, district mail office or post office to which they are consigned, and a deferred mail bag contains articles which can be disposed of later. Express and deferred mail bags are prepared in cases in which the number and bulk of articles justify their introduction. The label of the former is marked "Express" and that of the latter "Deferred".

Note.—In any case in which the Head of the Circle or the Heads of the Circles concerned consider it advantageous that the registered bag should not be sent inside the mail bag, the registered bag may be forwarded outside; and in such cases, the mail bag need not be sealed if the Heads of the Circles concerned do not consider this necessary. In every such case, the arrangement will be clearly indicated in the due mail and sorting list.

26/1. Air Mail bag.—A mail bag containing unregistered and registered articles of the letter mail to be carried by an air service is called an air mail bag. Such a bag should not contain articles not intended to be conveyed by air. A special blue label bearing the words "By Air" or a similar expression should be securely pasted to the ordinary label borne by the bag.

26/2. Air Express Station ag.— An airmail station bag containing unregistered airex articles, booked in accordance with Clause 68 of the Post Office Guide, is called an airex station bag. A special label bearing the word “AIREX” should be securely pasted to the label borne by the bag. That label should also bear on the back the serial number of the despatch from the office of origin to the office of destination as well as the number of the particular flight earmarked for the transmission of the bag. Airex station bags are not due bags.

27. Registered bundle.—(1) A *registered bundle is* a collection of faced, uninsured registered articles of the letter mail placed, together with a registered list, in a prescribed form of envelope, carefully gummed, or, if necessary, in a dosuti bag, tied and sealed in the ordinary way with the label showing distinctly that it is a "registered bundle" and not a "registered bag". Registered bundles are not due, but are made up, ordinarily when the number of registered articles to be enclosed exceeds four; they are treated in sorting as single registered articles.

(2) Registered bundles are of two kinds, *viz., station registered bundles,* containing station registered articles, and *territorial registered bundles,* containing registered articles for a province, a clearly defined tract of country, or a foreign country.

28. Registered bag.—(1) A *registered* bag contains ordinary and V.P. registered letters and packets, insured envelopes, registered bundles, insured bundles, ordinary and V.P. money orders within closed envelopes, and a registered list.

(2) A registered bag is a due bag and must be prepared, together with a registered list, whether there are registered articles for despatch or not.

29. Insured bundle.—(1) An *insured bundle* is a collection of

insured letters enclosed, together with a registered list in an insured envelope or , if necessary, in a dosuti bag, properly closed and sealed showing distinctly on the envelope or the label of the bag that it is an "insured bundle". Insured bundles are not due, but are made up, ordinarily, when the number of insured letters for despatch to a post office is more than one; they are treated in sorting as single insured envelopes.

30. Parcel bag.—A *parcel bag* contains ordinary (registered and unregistered) parcel, V.P. parcels and insured bags. It also contains a parcel list in which all the registered articles of the parcel mail are entered in detail. Parcel bags are not due bags, and when despatched they are treated as unusual mails.

31. Insured bag.—An insured bag is intended to give cover to insured parcels (including insured V.P. parcels) so as to afford them greater security. Insured bags do not come under the category either of due or unusual bags nor do they contain any list of their contents, these being detailed in the ordinary parcel list. An insured bag is never dispatched lose, but is always enclosed in a parcel bag or mail bag. It is placed inside the parcel bag when a parcel bag is made up for the office or section to which it is addressed; when a parcel bag is not made up, it is placed inside the mail bag.

32. Packet bag.—(1) A packet bag contains heavy packets, registered and unregistered, and a registered list. Packet bags are not due bags, and when dispatched they are treated as unusual mails and always travel with the parcel mail. Heavy packets are usually enclosed in mail bags, and packet bags are made up only when to send heavy packets in mail bags would delay the transit of the letter mail. A packet bag must always contain a registered list, whether there are heavy registered packets for despatch or not.

(2) The bundles of heavy registered packets enclosed in packet bags are termed registered packet bundles.

Note.—Bags returned empty to a post office or a record office or sacks containing such bags are treated as packet bags.

33. Transit bag.—A transit bag is used to enclose several bags sent to the same office or section, thereby affording protection to them, and securing the disposal in transit of only one bag in place of several. A transit bag must contain a mail list. Transit bags are due bags.

34. Account bag.— An account bag is used between a sub-office and its head office to enclose cash bags and articles, documents, etc.,

giving rise to, or connected with, accounts as well as correspondence unconnected with accounts, from the head office to one of its sub-office and vice versa. When sent by the head office to the sub-office, it contains the s.o. slip, and when sent by the sub office to the head office, it contains the s.o. daily account. Account bags may be sent loose or enclosed in mail bags made up by post offices, sections and mail offices. Account bags are due bags.

35. Branch office bag.—A branch office bag is used between a branch office and its account office to enclose cash bags and all articles, documents, etc., exchanged with the account office. It is also used between a branch office and any post office or section with which it is in direct communication and in this case it contains all articles except V.P. and and insured articles.

36. Cash bag.—A cash bag is used to enclose remittances of cash between post offices. Cash bags are not due bags. They are ordinarily despatch enclosed in account bags, mail bags, or branch office bags, but may also be sent loose in the charge of a postman, village postman, overseer, or other subordinate.

37. Special bag.—A *special bag* is used to enclose the correspondence of the high officers of Government mentioned in the Post Office Guide as entitled to the privilege, and the correspondence of the Director-General, Pakistan Post Office, when on tour. It may also, with the Director-General's sanction be used to enclose correspondence for the representative of any Foreign Government whose headquarters are changed with those of the Government of Pakistan. A special bag contains unregistered and registered articles of the letter mail, the latter being tied in a separate bundle with the registered list in which they are entered placed on top. Special bags are not due bags, but when dispatched they are treated as unusual mails.

38. District officers' post bag.—This bag is used to enclose the correspondence of District officers when on tour. It is not a due bag but when dispatched, is treated as an unusual mail.

39. Deleted

40. Changing Station.—A railway station where the beats of two sections join and where the mails brought by one of them are handed over to the other, is called a *changing station.*

41. Connecting section.—A *connecting section* is a M.S.T. section working in a train in immediate connection with another train in which another M.S.T. section works. If the interval between the arrival

of one section and the departure of another is sufficient to admit of bags being made up by the mail office at the junction station, the sections are not termed "Connecting sections".

42. Extra duty.—The expression *extra duty* means the duty performed during the period of rest earned after the completion of prescribed duty under the orders of the Superintendent, Assistant Superintendent or record clerk, (a) by a sorter, mail guard, van peon, porter or other subordinate official of the M.S.T./UMS and (b) by an Assistant Superintendent M.S.T. who is attached with a 'Set' where the set is detained for Extra Duty.

43. Rest house.—*Rest houses* are houses or rooms provided at terminal or changing stations for the accommodation of sorters and for mail guards, van peons and other officials of M.S.T. where absolutely necessary.

44. Closed well.—The term *closed well* is applied to the well below the flooring of a Railway Mail van or office when mails are placed in it, and the well is sealed and labelled.

45. Press packet.—A *press packet* is a packet containing registered news papers, intended for sale by a news-agent recognized as such and marked for delivery from the District Mail Office at the railway station to which it is addressed.

46. A orders.—*A orders* are orders issued by a Divisional Superintendent, MST prescribing change in sorting lists.

47. B orders.—*B orders* are orders issued by a Divisional Superintendent, M.S.T. , for the guidance of his subordinates in the performance of their duties on all subjects except alterations in sorting lists.

Note.—The letter T will be prefixed to the letter B in the case of B order issued in connection with the disposal of camp articles for high officials on tour.

48. Return-train.—(1) The term *return train* means a train conveying a section at work which meets a similar train proceeding in the reverse direction.

(2) The bags closed by the two sections for each other are called *return-train* bags, the station at which the bags are given out is called the *return-train* station, and the articles contained in the bags are called *return-train* articles.

49. Work-papers.—The expression *work papers* means the documents received and dispatched by a set of a section of District Mail Office as well as abstracts and other documents prepared by it while at work.

50. Transfer articles.—Articles which are prescribed to be sent to a section for transfer to a return-train section are called *transfer articles.*

51. Deleted.

52. Deleted.

53. Due mails and unusual mails.—The term *due mail* comprises all the bags, articles and documents which must be dispatched every day or at regular intervals. The term unusual mail comprises parcel bags, packet bags, special bags, and any other bags not included in the term "due mail".

54. Face and facing.—The face of an article is the side on which the address is written. The term *facing means* the arrangement of articles with the address-side upwards and the addresses turned in the same direction.

55. Beat.—The term beat used in relation to a MST section means, the portion of a Railway or Steamer line over which the section works. When used in relation to postal overseers and delivery agents such as, postmen, village postmen, etc., it denotes the area within which they are required to perform their respective duties. A beat includes post offices served by the section or official concerned.

56. Camp correspondence.—The expression *camp* correspondence means letters and other articles of correspondence addressed "camp" or with any other prescribed address, without the addition of the name of any post-town, and intended for high officers on tour.

57. Missent and misdirected articles.—A *missent* article is an article which has been erroneously forwarded by an office or section to an office other than the office of destination or by a route other than the prescribed one. A misdirected article is a vernacular article on which the incorrect destination has been written in English by the office of posting.

***57-A.—Deleted.**

***57-B.—Deleted.**

CHAPTER 2

MISCELLANEOUS RULES

MAIL AND SORTING DEPARTMENTS

58. Latest hourse fixed for posting the mails.—The latest hour of posing of mails at the post office or mail office will be notified in connection with each despatch in the notice of "latest hours of posting of mails" supplied to the office and the letter-box should be finally cleared at this hour. In the case of night mails, the latest hours of posting will ordinarily be 6 p.m. and in the case of day mails, thirty minutes before the hour fixed for the closing of the mail at the post office. The hours of clearance of letter-boxes placed at railway stations where there are mail offices should, as far as possible, be fixed by Superintendents of M.S.T., sometime after the hour fixed for clearance at the local post office. Mails which are to be forwarded by railway should ordinarily reach the railway station ten minutes before the arrival of the train by which they are to be sent.

59. Clearance of letter-boxes.—(1) The letter-box of a post office or mail office should be opened and cleared by the sorting clerk or assistant sorter, as the case may be, at convenient intervals during the day so as to expedite the preparation of the mail for despatch. The key of the letter-box must remain in the custody of that official during working hours.

(2) Deleted.

(3) Articles posted in fixed outside letter-boxes should be brought to the post office immediatily before the hour fixed for the final clearance of the office letter-box. The keys and changeable hour plates must be kept in the custody of the sorting clerk during working hours.

(4) The sorting, clerk should see that the letter-box peons leave the office for the clearance of outside letter-boxes and return from their rounds punctually at the time fixed. He should make over the keys of fixed outside letter-boxes and, where changeable hour-plates are used the proper plates to the letter-box peons, and see that the correct plates are brought back to the office.

(5) Time taken by a letter box peon in going out for clearance of letter boxes and returning after the performance of his duty should not normally exceed 1 to 1-1/2 hours on each occasion.

(6) Street letter boxes should be cleared at the time nearest to the closing of mails. Letter boxes in M.S.T. Mail and Sorting offices and other important places should be cleared as many times as is convenient in order to feed sorting work.

(7) If necessary other subordinate officials may also be utilized in addition to the regular letter box peons for the main clearance of letter boxes, so that the clearance is made in as short a time as prescribed above.

Note.—Runners may be employed in clearing letter-boxes which actually lie on their way. They should not be required to deviate from their prescribed line of route for the purpose of making additional clearances of letter-boxes which are already cleaned at frequent intervals by other officials.

60. Clearance of letter-boxes at railway stations.—(1) Letters posted without late fees in letter-boxes at railway stations at which DMO are not established should, whenever practicable be cleared by the mail peon some time before the arrival of the train, and handed over to M.S.T., as though they have been received from the post office. The following procedure should, however, be observed:-

(a) When the mail peon or other official appointed to clear the box is competent to sort the articles found in it after the last despatch through the local post office, he will make over to the M.S.T. any articles for the direction in which the set is travelling.

(b) At small stations at a distance from the post office and where not more than 10 articles on an average are posted in the station letter-box between the last clearance for inclusion in the post office despatch and the arrival of the train, articles taken from the letter-box shortly before the train is due may, with the previous concurrence of the Superintendent, R.M.T., concerned and , when the mail peon is not sufficiently literate to sort letters, be handed to the officer in charge of the section to sort.

Note.—At places where letter boxes are not cleared by mail peons who attend the Railway stations for the exchange of mails, they are strictly forbidden from accepting any loose letters from any member of the public. Heads of Circles may, however, use their own discretion in regulating acceptance of articles by mail peons or other officials deputed to exchange mails where local conditions demand it, keeping in view principles underying the rules on the subject.

(2) The keys and the changeable hour-plates of the letter-boxes

concerned must be kept by the sorting clerk during working hours, but should be temporarily entrusted to the mail peon or other official appointed for the purpose of clearing the boxes.

61. Deleted.

62. Unpaid articles marked "Stamped".—If an article not bearing any postage stamps is found in a letter-box or received in sorting with the word "Stamped" or "Paid" written on it, the remark "Found without stamp" should be written on the article over the initials of the sorting clerk or assistant sorter, as the case may be.

63. Treatment of Packets—(1) Packets taken from letter-boxes should be examined in order to ascertain whether they fulfil the conditions in the Post Office Guide. Those which fulfil the prescribed conditions should be stamped and removed at once to the ledge of the sorting case; those which do not, should be charged with postage at letter or parcel rates, whichever may be less, according to the rule in the Guide and then disposed of in the same manner as other packets.

(2) Printed papers containing documents wholly or party printed in imitation of typewriting, or reproductions of a manuscript or typewritten original, having the appearance of an ordinary manuscript or type written letter, which are presented for posting at the window of a post office should be counted and examined and if the conditions laid down in the Guide are fulfilled, the articles should be removed to the ledge of the sorting case after being impressed with the combinated date-stamp. When such articles are once passed by the office of posting, they may not be challenged by any other office.

(3) A pattern, in the sense of a specimen to be copied such as a boot or an article of apparel, is admissible to the small packet rules, provided that there is reason to believe that the person to whom it is addressed manufactures goods of this kind, and provided, of course, that the article has no saleable value.

Exception.—A packet containing samples of glass, liquid oils, fatty substances, dry powders or live bees, which is not packed in the manner prescribed in the Post office Guide, should be dealt with in accordance with the procedure prescribed for the treatment of injurious articles.

64. Treatment of articles addressed to foreign countries.— In all offices and sections, except offices of foreign exchange and frontier M.S.T. Offices articles addressed to foreign countries should be treated in the same way as inland articles, except that in no case should postage be taxed on them ; the duty of taxing postage rests entirely with the offices of foreign exchange and frontier M.S.T.

Offices.

65. Deleted.

66. Articles with undecipherable or incomplete addresses.—(1) Articles found in the course of sorting with destinations that are illegible or imperfect, or written in an unknown character or without envelopes or wrappers so that the destination cannot be ascertained should be placed in the compartment of the sorting case labelled "Undecipherable". When the sorting is completed, these articles should be examined and every endeavour should be made to decipher the addresses : if necessary the assistance of other clerks or sorters should be obtained or the List of Post Offices in Pakistan should be consulted.

(2) If the destinations can be ascertained, the names of the post towns should be written clearly in the articles by the sorting clerk-or assistant sorter, as the chase may, be and they should then be disposed of in the usual course. Articles the covers of which are so overlaid with writing or with postmarks as to leave no room for the clear entry of destination should be forwarded to the postmaster of the office of destination in an ordinary correspondence envelope. If the destinations cannot be ascertained, the articles, after having been shown to the postmaster or head sorter, as the case may be should be enclosed in an ordinary correspondence envelop addressed to the R.L.O. and marked “undecipherable” in the upper left-hand corner. This envelope should then be sorted for the post office which serves the R.L.O. Articles found in the office of posting or in the course of sorting without the addressee’s name or post-town of destination should be returned to the sender, if his name and address appear on the outside; in all other cases, such articles should be sent to the R.L.O. in the same way as those with undecipherable or incomplete addresses. The postmaster or head sorter should satisfy himself that the action proposed to be taken by the sorting clerk or assistant sorter is correct. He should impress on the latter that it is preferable to send articles, the destinations of which are doubtful, to the R.L.O. than to forward them to post offices merely on the chance of their reaching the addressees. When necessary, a small bag should be used instead of an envelope. In such cases, a label should be pasted to the bag addressed to the R.L.O. and marked “Undecipherable” in the upper left-hand corner.

Exception 1.—This rule does not apply to correspondence addressed “Camp” (or other prescribed address with no post-town (for certain high officers on tour, the disposal of which is governed by the special rules on the subject. When articles of any kind addressed “Camp” or “Camp post office” are received by an office or section which has not been specially instructed how to dispose them of, they should be sent to the office or section

working towards the camp, if authentic information is available regarding the movements of the "Camp" or "Camp post office" If no such information is available, the articles should be forwarded to the first sorting.

Exception 2.—This rule does not apply to correspondence for persons serving on any of the ships of the Pakistan Navy and addressed merely to the ship, or Naval station to which the ship is attached, without the addition in the address of the name of a post-town. When articles thus addressed are found in the course of sorting in an office or section which has no definite information as to the precise whereabouts of the ship, named in the address, they should be dealt with in accordance with the following instructions :-

(a) Articles addressed to ships in Pakistan should be sent to the Fleet Mail Office, West Wharf, Karachi

(b) Articles addressed to the squadrons or fleets of other countries should be sent to the capitals of the countries concerned.

Exception 3.—A telegram bearing an incomplete or undecipherable address found in the course of sorting should be sent to the post office of the place where it was posted. When the office of posting cannot be determined owing to indistinct or illegible date-stamp impression, the telegram should be sent to the R.L.O. for disposal.

(3) Articles received for delivery with addresses which cannot be easily read or are so incomplete that they cannot at once be distributed, should be put aside till the close of the distribution, and then every endeavour should be made to decipher or complete the addresses with the assistance, if necessary, of other clerks and the postmen. If the addresses cannot be deciphered or completed the articles should be shown to the postmaster who will decide whether they are to be transferred to the deposit department for transmission to the R.L.O.

67. Preparation of labelled bundles.—(1) A labelled bundle should not contain more that 50 to 60 letters and postcards. Large articles, such as newspapers and packets, should be separately bundled and, when such articles are to form a station bundle and cannot conveniently be tied together, the bundle with its check slip should be enclosed in a dosuti bag, to which should be tied a label, showing the name of the place for which the articles are intended.

Exception.—Post Offices, District Mail Offices and MST Sections should prepare separate labelled bundles for Express Delivery articles irrespective of the number of such articles involved. These bundles should bear the distinctive form of check slip [M.10 (b)] printed on red paper with the title " Express Delivery".

Note.—When dosuti bags are used for enclosing labelled bundles, the clerk or sorter by whom the mail list is prepared should be asked to note the number of such bags, in words and figures, at the top of the list. Where a mail list is not prescribed the registration clerk or sorter should be asked to make this note at the top of registered list.

(2) No post office, unless specially exempted, should in any circumstances send unbundled unregistered mail matter of any kind to a section.

(3) Separate labelled bundle containing Air Mail letters only, inland and /or foreign, should invariably be prepared for an air station when the number of such letters for the air station is five or more. A blue check-slip [M-10 (a)] should be tied to each bundle. In the case of 'Unpaid' or 'Sorting' air mail bundles, the necessary indication should be given in manuscript on the blue check-slip attached to the bundle.

68. Despatch of surplus due bags.—(1) The surplus empty bags due should be packed and dispatched in the manner prescribed in the rule 166 for the disposal of surplus unusual bags except that no invoice will be put in the packet bags so closed.

(2) In matters relating to accounts or correspondence in respect of surplus due bags the date of despatch of the bags should in all cases be taken into account and not the date of receipt. In the case of bags from M.S.T. Offices or Sections, the date shown by the date stamp on the registered list should be taken as the date of despatch. When no registered bags are enclosed in the mail bags made up by the M.S.T. Offices and Sections, the date of despatch should be noted from the date of the stamp impression on the labels on the mail bags.

69. Contents of a station mail bag for a head or sub office.—A station mail bag for a head or sub-office may contain the following articles intended for delivery from the office itself as well as unpaid articles of the better mail and V.P. articles for delivery from branch offices in account with it:-

(a) station bundles, paid and unpaid;

(b) parcel mail articles entered in a parcel list.

It must always contain a registered bag. Station mail bags exchanged between a head office and any of its sub offices must also contain an account bag unless there is more than one despatch daily to the sub or head office, in which case the account bag must be enclosed in one of the mail bags.

70. Contents of a station mail bag for a branch office.—A station mail bag made up by an office or section for a branch office with which it is not in direct account may contain only paid station bundles and registered (excluding V.P.), articles of the letter and

parcel mail with the registered and parcel lists.

71. Contents of a sorting mail bag.—A sorting mail bag may contain the following articles intended for onward transmission from the office to which the bag is addressed:-

station bundles ;
sorting bundles ;
parcel mail articles entered in a parcel list.

It must always contain a registered bag.

Note.—This rule does not apply to sorting mail bags closed by a post office at the headquarters of a Circle for the local R.L.O.

72. Contents of a combined mail bag.—A combined mail bag for a post office may contain all the articles mentioned in the preceding rules as forming the contents both of a station and sorting mail bags. The registered bag to be enclosed in a combined mail bag will contain both station and sorting registered articles.

73. Preparation of mail bags for despatch.—A label bearing the name of the office or section of destination should be stamped and fastened to the cord with which each bag is to be tied, and then loosely attached to one of the rings of the bag. The bags with the labels attached should be placed in a convenient posting near the sorting case, so that the contents of the several compartments may be readily transferred to them. When all the bags and articles to be enclosed in the mail bags have been placed in them, they should be closed and sealed with the date-seal. If there are no articles to send in a mail bag, an empty mail bag duly closed and sealed, and containing a registered bag must be despatched.

(2) In Post offices where the same clerk is not in charge of both the sorting and mail departments, the sorting clerk should use the sorting seal in sealing bags closed by him.

Note 1.—In the case of a sorting mail bag or a B.O. bag addressed to a post office by a D.M.O. or section, the word "Sorting" or the words "B.O. bag" as the case may be, should be written conspicuously on the address side of the tag label by the head sorter.

Note 2.—In any case in which the due number of account and branch office bags is not enclosed in a mail bag, the sorting clerk or head sorter, as the case may be should record on the registered list included in the mail bag a remark showing the cause of short despatch or non-despatch. In cases where registered list are not exchanged, a memo, explaining such reasons should be enclosed in the mail bag.

74. Plural mail bags.—If, as an ordinary circumstance, the bulk

of the correspondence for any office or section is more than a single mail bag can contain, the use of two or more mail bags will be ordered in the due mail list. In such cases, the mail bags should be numbered 1, 2, and so or and these numbers should be marked on the labels of the bags. The registered bag should always be placed in mail bag No. 1. The use of several due mail bags instead of one will also be prescribed whenever it is desirable to limit the size and weight of the bags to be carried.

75. Extra mail bags.—Whenever owing to the unusual bulk of the correspondence to be despatched to on office or section, it is necessary to use one or more mail bags in excess of the number entered in the due mail list, the words "Extra bag" should be written on the label of each additional mail bag and, in post offices, the mail clerk's attention should be drawn to the circumstance. Extra mail bags should contain only unregistered articles, the registered bag being invariabl placed in the usual due mail bag.

76. Mail list.—(1) The due mail list will show in what cases mail lists are to accompany transit and other loose bags dispatched or received, As a general rule, mail lists should accompany transit and other loose bags only when the due mails to be received or dispatched comprise more than one bag; but when transit bags are made up, mail lists of their contents must always be prepared and placed inside.

(2) Mails conveyed under contract in a vehicle provided by a contractor, unusual mails and special bags must invariably be accompanied by mail lists.

(3) Mails exchanged by one section with another and between sections and District Mail Offices will be accompanied by Sectional mail lists containing details of all the bags, due as well as unusual, invoiced in them; a sectional mail list must always be prepared, irrespective of the number of bags dispatched; and in the case of mails transferred at a changing station by a relieved set to a relieving set, the official in charge of the latter is required to sign the original list in proof of having received the mails correctly.

Note.—Divisional Superintendent may, when he considers it advisable order the use of section mail lists by post offices at station, where a large number of bags due and unusual are dispatched to the MST.

(4) No correction may on any account be made in the totals of the entries in mail list prepared; if an incorrect total has been entered, the list should be destroyed and a fresh one prepared.

76/1. Entry of forward mail lists in the mail lists for intervening offices and sections.—When mails are forwarded by one section or office to another through one or more intervening sections or offices, the forward mail list should be entered in the mail list for the next intervening section or office under the head "Due Mails" in the column for "Transit bags" against entries of the names of the section or office of despatch and that of destination and followed by an entry of the total number of forward bags invoiced in the forward mail list, thus—

"L-3 Out (to) R-13. In 1 Mail list with 4 Bags."

These entries should be similarly repeated by all the intervening sections or offices. The forward mail list should in each case be included in the total of the due mails entered in the mail list for the intervening office or section.

When special bags with special mail lists are forwarded through one or more intervening offices or sections, the special mail list should be entered under the head "Unusual Mails" in the column for "special bags". Thus : One special mail list with one bag.

77. Plural transit bags.—If, as an ordinary circumstance, the bulk of the mail to be dispatched to any office or section is more than a single transit bag can contain, the use of two or more transit bags will be ordered in the due mail list. In such cases, the due transit bags should be numbered 1, 2, and so on, and these numbers should be marked on the labels of the bag. The mail list should always be placed in transit bag No. 1.

78. Extra transit bags.—Whenever, owing to the unusual bulk of the mails for an office or section, it is necessary to use one or more transit bags in excess of the number entered in the due mail list, the words "extra bag" should be written on the label of each additional transit bag. The number of extra transit bags should be included in the number of due mails entered in the mail list as actually dispatched, and a note should be written on the mail list specifying the number of extra transit bags made up. The mail list should always be placed in the usual due transit bag.

79. Extra dispatches of mails.—(1) When the weight of letter or parcel mails to be dispatched by a post office to another post office, a mails office or section or by a mail office or a section to a post office is more than what the ordinary establishment can carry, the post master or the head sorter in charge of the dispatching office is authorised to make an extra despatch, but in the case of transit and

parcel bags with numbered labels, care must be taken to forward the bags in the order of the numbers marked on the labels, and in the case of “extra” transit bags, to forward the due transit bag first.

(2) Whenever an extra despatch is made, the dispatching office should prepare the mail list in triplicate in the usual manner, send the two duplicate copies with the mail and retain the third copy duly receipted by the carrier on record. The weight of the mail should be entered on all copies of the list and they should be headed with the words "Extra despatch". In the receiving office or section one copy of the mail list should be receipted by the postmaster or head sorter and placed on record in the usual manner and the other copy should be returned attested to the office of despatch, to be used as a voucher for the expense incurred. The charge should be treated as contingent expenditure and paid form the cash balance of the office and in sub offices, the attested copy of mail list and payee's receipts should then be sent to the head office attached to and entered in the daily account.

Exception.—In the case of an extra despatch made by a DMO, the charge for the conveyance of the extra mail should be paid by the receiving Post office and accounted for in the same way as that incurred by it in making its own extra dispatches. In such cases, the two copies of the mail list received should be disposed of in the manner described except that the second copy should, instead of being returned to the DMO after attestation be used as a voucher for the expenditure incurred. In the case of an extra despatch made by a DMO section, the receiving office itself should prepare a true copy of the mail list with which the bags under extra despatch were received , record in it the weight of mails and use it as a voucher for expenditure incurred.

(3) In the case of an extra despatch of parcel mails from one post office to another, the dispatching office must also send intimation by first post to the office to which the despatch is made, stating the probable date and hour of arrival of the extra mails at the latter office, the number of parcels intended for it, and the number and weight of the parcels intended for onward transmission so that timely arrangements may, if necessary, be made to send on the parcels as soon as possible.

(4) As each charge is incurred in a sub-office, the sub - postmaster should enter the required particulars in a statement in the prescribed form and when the statement is complete at the end of the month, it should be sent to the head office entered in the daily account. On receipt at the head office, these statements should be checked by the head postmaster or any other official who may be authorised in this behalf by the Postmaster-General with the vouchers on record in the office and the checking official should write the word "Verified" at the bottom of the statements, sign the entry in token of

having carried out the check and forward the statements to the Superintendent with the relative vouchers. Similarly, each head postmaster should submit to the Superintendent, at the end of the month, a statement in the prescribed from showing the charges incurred by his own office during the month accompanied by the attested copies of mail lists and payee's receipts. Extra mail dispatches, the cost of which cannot appear in the head office accounts for the same month, should be shown in the next month's statement.

(5) The Superintendent will check, countersign, and return statement to the head office as quickly as possible for transmission to the Postmaster-General with the monthly contingent bill, or with a separate letter if the bill has already been dispatched.

(6) In the case of charges incurred by 1st Class head offices and their town offices, the statement of extra mail dispatches need not be sent to the Superintendent.

Note 1.—The permanent staff should not be employed to carry extra mail dispatches.

Note 2.—Mails intended for delivery at the camp of the Federal or Local Government should when necessary, be dealt with according to this rule. This rule applies also to bags of forms received through the M.S.T., from the Stock Depot for onward transmission to another post office, and to cases in which bags have accumulated owing to detention, or in which the number of bags for mail line has been unusually swelled by the receipt of mails detained in other offices in consequence of the supply of insufficient accommodation by railway, mis-connection of trains, interruption of mail communication, or other unforeseen causes.

80. Water proof bags.—(1) When the use of water-proof bags by a post office for mails conveyed by boat or runners, during the rainy season, is ordered by the Superintendent, the mail clerk concerned will be responsible that such bags are used only during the period fixed. At the end of the rains, the bags should be kept in the office to which they were supplied, and not returned to the Stock Depot nor should they be used during the dry season except in wet weather.

(2) Water-proof bags are not supplied to the M.S.T., but if such bags are received by a section or mail office from a post office, they should be utilised for the despatch of return mails to that post office.

81. Immediate examination and verification of mails.—(1) The immediate examination of the mails received is a most important duty. In post offices the mail clerk and in sections and mail offices, the head sorter must carefully and closely examine the condition of each bag and satisfy himself that the correct number of bags is

received. If a mail list accompanies a despatch, the bags actually received should be compared with the entries in the mail list.

(2) If the mail clerk or head sorter takes delivery of the mails as correct and in good condition and permits the carrier to leave the office unquestioned or does not question the official in charge of the section from which the emails were received the carrier or the official will be freed from all responsibility which will then rest entirely on the mail clerk or the head sorter, as the case may be, in th event of a bag being subsequently found to be missing or to have been tampered with.

82. Disposal of mail lists received.—As soon as the mails received have been compared with the entries in the mail lists which accompany them, these documents must be signed by the mail clerk or head sorter, as the case may be, who may then put them aside and at his leisure stamp them and place them on record, provided that this is done before the close of the working hours, in the case of post offices and mail offices, or before arrival at the terminal station, in the case of sections.

REGISTRATION AND PARCEL DEPARTMENTS

83. Meaning of the expressions "registered articles of the letter mail" and "parcel mail articles".—Whenever in the Manual rules expressions are used, they include, respectively, the following classes of articles unless it is clear from the context that any of them is excluded :-

I.— Ordinary registered letters and packets,
V. P. registered letters and packets,
Insured letters (ordinary and V. P.),
Insured envelopes,
Registered bundles, and
Insured bundles,

II.— Unregistered parcels,
Ordinary registered parcels,
V. P. registered parcels, and
Insured parcels (ordinary and V. P.)

84. Conditions regarding registration, Insurance, etc.—(1) The conditions under which parcels may be posted and articles of the letter and parcel mails may be registered, insured or dispatched under

the V. P. system and other information on the subject will be found in the Post Office Guide. Before a letter or parcel is accepted for insurance, it should be ascertained from the Guide that insurance is available to the office or country to which the article is addressed.

(2) Registered and insured articles addressed to foreign countries should be treated in the same way as inland articles of the same classes and forwarded to the offices of foreign exchange or Frontier M.S.T., Offices concerned. An acknowledgment for a foreign insured article should, however, be prepared only if the prescribed fee for such an acknowledgment is paid by means of stamps affixed to the article in addition to the postage and the fees for registration and insurance.

Note.—It is not obligatory on the part of the sender of a foreign insured letter to give his name and address either on the cover of the article or on a separate sheet of paper. When, however, the information is given by the sender, it should be recorded on the reverse of the office copy of the receipt in the registered journal.

85. Distinguishing letters placed before Numbers.—(1)The classes of registered articles of the letter and parcel mails named below are distinguished by the following letters placed before the Nos:-

Insured articles ..... by "Ins.".
V.P. articles ..... by "V.P.".
Insured V.P. articles ..... by "V.P. Ins."

(2) Postal and Telegraph Service registered articles..by a cipher "O"; and the same mode of distinguishing these classes of articles should be adopted wherever the Nos. are recorded.

Note.—In the case of registered or insured bundles, the distinguishing letters "R.B." or "I.B." are used as part of the No.

86. Number slips printed with names of offices of posting.— When the number of articles of any class for which No. slips are used, posted at an office, averages fifty a day or more the name of the office will under the orders of the Head of the Circle, be printed on the No. slips for that particular class of articles supplied to that office, but not on any other No. slips.

Note.—See Note below rule 22 (1) of the Post Office Manual, Volume VI.

87. Acknowledgment for registered articles and enquires regarding Foreign registered articles of the letter mail and foreign parcels.—(1) If the sender of a registered article or a foreign parcel desires to obtain an acknowledgment of its delivery, he must affix postage stamps to the article in payment of the prescribed fee.

The acknowledgment form filled in by the sender should be impressed with the name-stamp in the space provided for the purpose and the name of the office of destination should be clearly noted on it in red ink below the word "Acknowledgment."

The entry regarding No. on the acknowledgment should be made in ink.

(2) The abbreviation "A.D." should be written on the face of the article in bold letters and also across the receipt for the sender and reproduced on the copy of the receipt in the registered journal.

(3) Registered articles of the letter mail and parcels addressed to foreign countries for which acknowledgments of receipt are required by the senders should be marked on the face very clearly with the words "Avis—reception". The same entry should also be made on the despatch-note in the case of foreign parcels which are required to be accompanied by despatch-notes. The articles should then be forwarded to the office of exchange concerned accompanied by the special form of acknowledgment of receipt in postcard size. The form should be duly filled in by the office of origin.

(4) The registration or parcel clerk in post offices or the head sorter in the M.S.T., is responsible that an acknowledgment, when paid for by the sender, is actually forwarded with the article, whether the acknowledgment is prepared by himself or by the sender.

(5) When the sender of a foreign registered articel of the letter mail or foreign parcel applies for an acknowledgment of receipt after the article has been posted action should be taken in accordance with rule 249(2).

88. Parcels containing inadmissible communications.—If at the time of presentation at the window of the Post Office for despatch it comes to notice that a parcel contains more than one written communication of the nature of a letter, or having the character of a personal communication or any such communication addressed to a person other than the addressee, the parcel should not be accepted for despatch and the sender should be told accordingly. If, however, the irregularity comes to notice in course of transmission by post after the parcel has been accepted for despatch it should be endorsed. "For open delivery" and forwarded to destination for arranging an open delivery to the addressese.

89. Preparation of registered bundles.—(1) Whenever there are more than four station uninsured registered articles of the letter mail for any post office for which a direct mail bag is not closed, the

registration clerk or sorter, as the case may be, should enclose them in a station registered bundle for that office. The registered articles should be entered in a registered list and after being arranged in the order of entries in the list, they should be tied together and enclosed, together with the list, in the prescribed envelope or, if necessary, in a dosuti bag, clearly addressed to the office of destination. Before the registered list containing entries of un-insured registered articles is placed in the bundle, the total number of ordinary registered articles and the total number of ordinary V.P. articles should be entered separately in the space provided at the foot of the registered list against the words "total" (in words) and all other items should be scored out". The envelope should be securely fastened down with gum. A No. should be given to it corresponding to the number of articles it contains, preceded by the distinguishing letters "R.B." if a bag has to be used , it should be sealed in the ordinary way, and an envelop prepared in the manner indicated above should be attached to it as a label. The registered bundle should then be placed with other registered articels inside the registered bag under preparation for the section or office to which the mails for the the office to which it is addressed are sent.

Note.—In cases where dosuti bags are used for enclosing registered bundles, the number of bags so used should be written in words and figures at the top of the registered list.

(2) If on any date the same office or section makes up two or more registered bundles each containing the same number of articles, the No. entered on the registered bundle and in the due registered list in which it is invoiced should show the name of the office of destination thus:-

R. B.-5	R. B.-5
----------	----------, etc.
Karachi	Lahore

These entries should be similarly repeated by all intervening sections or offices. If two registered bundles bearing the same distinguishing marks pass through the same office or section at the same time, the names of offices or section closing the registered bundles should be added within brackets, thus:-

R.B.-5	R.B.-5
---------- (of Sialkot),	---------- , (of Peshawar), etc.
Lahore	Lahore

(3) Territorial registered bundles should where prescribed be prepared in the same manner as station registered bundles except that the envelope or label should be superscribed with the name of the province, clearly-defined tract of country or foreign country to which the articles in the bundles are addressed as well as the name of the office or section by which the bundle is to be opened.

Note 1.—Uninsured registered articles for despatch to the R. L. O. may be sent in registered bundles addressed to the R. L. O.

Note 2.—Registered articles to be dealt with by a mail office or section may, under the orders of the Head of Circle be put up by another mail office or section in Registered bundles.

90. Preparation of registered and parcel lists.—(1) When the mails are under preparation for despatch, registered and parcel list should be prepared. The total number of registered articles for despatch with each registered or parcel list should be entered in the registered or parcel abstract immediately after the preparation of the registered or parcel list for the office or section to which it is to be sent.

(2) A parcel list should be prepared every day for each post office mail office, or section to which the sorting list shows that parcel mail articles may be sent, whether there are parcel mail articles for dispatched or not. If on any day there are no parcel mail articles for despatch with a parcel list, the blank list to be sent should be duly stamped and signed, and the word "Nil" should be written in the place for totals.

Exception.—As no—delivery town sub-offices which have no branch offices in account with them do not exchange registered articels or parcels with their head offices and stationary sorting offices in the same station on Sundays and Post Office holidays these no-delivery town sub-offices need not exchange "Nil " registered and parcel lists with those offices on such Sundays and Post Office holidays. A remark should, however, be made in the registered or parcel list sent on the following day to the effect that the previous day was a Sunday or Post Office holiday.

Note.—In no-delivery offices which are not authorised to deliver from their window insured and value-payable articles exceeding the prescribed limits of value, the total number of registered articels and bundles of parcels dispatched each day should be recorded on the back of the last used page of the registered journal for the day, instead of in the parcel or registered abstract as the case may be.

(3) In the case of inland parcels charged with postage, customs duty or registration or other fee, or dues, the amount due should be noted against the entry of the parcel in the parcel list. The distinguishing letters prescribed for the different classes of parcels

should also be used when required.

(4) Registered and parcel lists should be prepared in duplicate by means of carbonic paper and, if more than one registered or parcel bag is closed for any office or section, a separate list should be prepared for each bag. The upper (pencil copy) should be kept on record and the lower (carbonic) copy should be dispatched.

(5) The abbreviation "A.D." should be written in the parcel list immediately below the No. of the registered parcel for which acknowledgement has been paid for by the sender and the acknowledgments (if any) relating to the registered parcels entered in the parcel list should be arranged in the order of the entries and attached to the copy of parcel list for despatch.

(6) If any correction is made to the entries of the Nos. or of the offices of posting in a list, it should be attested by the initials of the clerk or sorter concerned; but no correction is on any account to be made in the total of the entries in a list. If an incorrect total has been entered in a list, the list should be destroyed and a fresh one prepared.

(7) The total number of articles to be sent with each list with the details, for which spaces are provided at the foot of the list, should be entered in words. if there are any money order envelopes for despatch with a registered list, the total number of such envelopes also should be entered separately at the foot of the list in the space provided for the purpose. The list should then be stamped and signed by the clerk or sorter concerned. If more than one page is used each page should be numbered and totals carried over from page to page with remarks "carried over" or "brought forward" as the case may be; each page should be stamped and the last page signed by the clerk or sorter concerned.

(8) In post offices, registered articles of the letter or parcel mail for branch offices in account which perform registration work independently should be made over with the registered or parcel lists to the sub-account clerk, under receipt to be taken in the registered or parcel abstract. Registered and parcel lists for branch offices of this class are due documents.

(9) Articles registered in a post office for delivery from the office itself, or from any of its branch offices which are not authorised to perform registration work independently, should be entered in a station registered list.

(10) In post offices, the ascertained weight of the insured articles to be despatched to branch offices should be noted in the registered list against their respective entries.

Note.—Insured envelopes and insured bundles should be entered in the same registered list and placed in the same registered bag as registered articles of the letter-mail. When there are no insured envelopes or bundles for despatch the word "Nil" should be entered in the space provided at the foot of the registered list. Insured parcels should be entered in the same parcel lists as other registered parcels. V.P. articles should be entered in the same registered parcel lists and in the same way as ordinary registered articles of the letter or parcel mail.

(11) Incoming foreign letter mail articles which have passed through the customs will be forwarded by the office of exchange duly entered in the registered list (R.P. 32) with the remarks "Free" (if no custom duty has been levied on the article) and "Custom Duty", (if custom duty has been levied on the article). The remark will be recorded in the weight column of R.P. 32 which is meant for recording the weight of the insured articles. If the article happens to be insured as well, the remarks will be given in addition to the weight of the article in the column. The remark will continue to be repeated by each intermediate office or section till the article reaches the office of delivery.

(12) In order to enable correct maintenance of bag account and to ensure its proper verification and chek, the actual number and class of bags used for the despatch of registered/parcel articles should be noted at top right hand corner of the list.

91. Closing of registered and parcel bags.—(1) When a registered or parcel bag is to be closed, the articles to be placed in it, and, in the case of registered parcels, the acknowledgements (if any) should be examined with a view to the correction of errors in sorting. The articles should then be checked with the entries in the list concerned, and the total number of articles advised in each list should be compared with the number entered in the appropriate abstract.

(2) The registered articles of the letter mail should be arranged in the order of the entries in the registered list, tied in a bundle and then enclosed with the registered list in the bag which should be labelled closed and sealed as prescribed in rule 130 with the registration seal or, in offices and sections where this seal in not in use, with the date-seal. Registered bags must alawys be closed and sealed in the presence and under the direct supervision of the registration clerk or registration sorter, as the case may be, and he will be held responsible for the correctness of their contents. Registered

bags containing insured articles should be closed in the presence of the Postmaster or the head sorter, as the case may be, and sealed with his insurance seal unless the office is a single handed office in which case the ordinary seal should be used. Before such bags are closed and sealed, he should examine each insured article and verify the entries of insured articles in the registered list and sign both the pencil and carbon copies of the list in token of his having carried out the check. Both copies should be signed separately either in ink or blue pencil and not by means of the carbon process. Stamping should also be done on both copies. He should personally see that the insured articles entered in the registered list have been placed in the proper bag. The bag should be made over under receipt (to be taken in the registered abstract) to the sorting clerk or head sorter.

(3) The parcel list with acknowledgements attached should be placed with the parcels in the parcel bag which should then be labelled, closed and sealed with the parcel seal or, in offices and sections where this seal is not supplied, with the date-seal. Parcel bags must always be closed and sealed in the presence and under the direct supervision of the parcel clerk or parcel sorter, as the case may be, and he will be held responsible for the correctness of their contents. Parcel bag containing insured bags should be closed in the presence of the Postmaster or head sorter, as the case may be, and sealed with his insurance seal unless the office is a single handed sub-office in which case the ordinary seal should be used. Parcel bags should be handed under receipt to be taken in the parcel abstract to the mail clerk or head sorter.

Note.—The Postmaster's personal duties prescribed in this rule may, under the orders of the Head of a Circle, be delegated to the deputy postmaster, assistant postmaster, or senior clerk of the office, as the case may be. Similarly the Head sorter's personal duties may be delegated to the Supervisor, if any, sanctioned exclusively for the Registration and parcel branches.

(4) Care should be taken that only bags which are in every respect sound and strong are used as registered or parcel bags.

92. Closing of insured bags.—(1) When an insured bag is to be closed, the insured parcels for despatch should, after entry on the issue side of the parcel abstract, be shown along with the parcel list in which they are entered, to the Postmaster or head sorter, as the case may be, who should sign both the pencil and carbon copies of the list separately, either in ink or blue pencil, and not by means of the carbonic process, the stamping being also done separately on both copies. The insured parcels should then be placed by the parcel clerk or parcel sorter himself in the insured bag in the presence of the postmaster or head sorter, who should satisfy himself that the parcels

entered in the list have been actually placed in the bag.

(2) The insured bag should then and there be closed, sealed and labelled by the parcel clerk or parcel sorter in the presence of the postmaster or head sorter in the manner described in paragraph (4) and should be written on the insured label, and the weight (in grammes) of the office or section of destination as indicated in the parcel sorting list should then be accurately weighed in his presence. The name of the bag should be clearly noted thereon, in words and in ink, in the place provided as well as in the parcel abstract against the entry of the name of the post office or section to which the insured bag is despatched.

Note 1.—In the M.S.T., the instructions about weighing the insured bag and recording its weight apply only to sorting mail offices.

Note 2.—In no-delivery offices which are not authorised to deliver from their window insured and V.P. articles exceeding the prescribed limits of value, the weight of the insured bag should be noted on the office copy of the parcel list dispatched.

(3) The postmaster or head sorter will be responsible that each bag contains the correct number of insured parcels, that the insured parcels have not been tampered with before despatch, that the bags used are in good condition, that they are properly closed and sealed and that the weight is entered correctly in ink on the insured label and in the parcel abstract.

Note.—The Postmaster's personal duties prescribed in this rule may under the orders of the Head of Circle, be delegated to the deputy postmaster, assistant postmaster, or senior clerk of the office, as the case may be, Similarly , the Head Sorter's personal duties may be delegated to the Supervisor if any sanctioned exclusively for the Registration and parcel branches.

(4) Light dosuti cloth bags should always be used for insured bags which should be closed, sealed and labelled in the following manner :-

A blue tag label should be fastened to a piece of strong cord which should be tied tightly round the neck of the bag and knotted in two places opposite each other; the ends of the cord should then be passed through the holes of a tin seal-holder and again fastened in knot. The insurance seal, where provided, should be impressed on good red sealing wax applied over the knot of the cord in the hollow of the tin seal-holder and also over the knot at the point opposite, under with a piece of paper should be first placed in order to prevent damage

to the bag. An insured label should be pasted to the tag label.

Note.—A canvas bag of suitable size may be used for the preparation of an insured bag when the parcel to be enclosed in the bag cannot conveniently be placed in a dosuti cloth bag and a remark "Canvas bag used" should be entered at the top of the parcel list.

93. Use of more than one registered or parcel bag for the same office or section.—(1) When the number of registered articles of the letter mail or parcels to be dispatched to a section or office necessitates the use of more than one registered or parcel bag, the labels on the bags should be clearly numbered 1, 2 and so on. By the side of number marked on the label of bag No. 1 should be written the total number of bags forming the despatch, thus 1/3, 1/4, etc. The bag made up last should be numbered 1, so that the total number of bags can conveniently be noted on the label.

(2) A separate registered or parcel list, as the case may be, should be placed in each bag, giving a detail of its contents and bearing the number given to the bag, thus "Bag No. 1," "Bag No. 2," and "Bag No. 3" in the case of a despatch consisting of three bags. By the side of the number written on the list enclosed in bag No. 1 should be entered the total number of bags forming the despatch, as in the case of the label of that bag. The receiving office or section should see by reference to the second number on the list enclosed in bag No. 1 that all the bags comprising the despatch have been received. If, from any cause, bag No. 1 is not received along with the others forming the despatch, the irregularity should be noted, and a telegram or fax sent to the dispatching office or, in the case of a section, to the record office concerned, intimating the non-receipt of the bag in question and enquiring what the total number of bags used for the despatch was.

94. Use of wicker basket in place of parcel bags.—Where wicker baskets are supplied for use in place of parcel bags in direct mutual exchanges of parcel mails, the baskets should be treated by the offices concerned as due to be dispatched every day (except Sunday) even if they have to be sent partially filled or empty. Any office having parcels to despatch on a Sunday should send them in bags. The baskets should be treated in every respect like parcel bags, the number of bags and baskets being entered separately in the mail list under the head "Details of Unusual Mails".

95. Insured articles irregularly accepted.—If an insured article has been irregularly accepted for an office not authorised to deliver it, the first office or section detecting the irregularity should

return the article direct to the office of posting for re-delivery to the sender, enclosed in a protecting cover or bag, as the case may require.

96. Opening of registered and parcel bags and examination of their contents.—(1) The registered bags and bundles addressed to an office or section should be opened by the registration clerk or registration sorter and the parcel bags addressed to an office or section by the parcel clerk or parcel sorter, as the case may be.

Note.—Insured envelopes appertaining to letters for delivery from a post office or from branch offices in account which are not authorised to perform registration work independently should be preserved until the addressees' receipts have been obtained. Those appertaining to letters which are redirected or sent for delivery to branch offices authoised to perform registration work independantely need not be preserved.

(2) All the registered articles and parcels (including heavy registered packets received in packet bags and parcels received in mail bags) should be carefully examined and compared with the entries in the registered or parcel lists. The parcel list should also be examined to see that acknowledgments (if any) relating to the acknowledgment due registered parcels, entered therein, have been correctly received and the lists should then be signed. The total number of articles received with each registered or parcel list should be entered on the receipt side of the registered or parcel alestrad. In examining a registered article or parcel, the place where the No. Slip, stamp label or any other piece of paper, etc., is pasted to the article, whether by the sender or by the Post Office, should be subjected to minute scrutiny so as to detect any attempt to conceal signs of tampering.

(3) Insured envelopes and registered and insured bundles should be examined with special care to see that they are in good condition, that they have been properly closed and sealed and that the seals and fastenings are intact. Any imperfection, however slight, in any of these respects should be immediately brought to the notice of the postmaster or head sorter, as the case may be, and a note of it should be made on the envelope or bundle and in the registered list with which it was received and, in the case of an envelope or bundle for onward transmission, also in the list with which it is dispatched.

If an insured envelope or bundle is received without its weight having been recorded by the office of posting, the irregularity should be immediately brought to the notice of the head sorter who will deal with in accordance with the instructions contained in Rules 200 and 201 as the case may be.

(4) Except in sorting sections, each insured envelope and insured bundle should be weighed and the weight thus ascertained entered in

the registered list with which the envelope or bundle was received and, in offices of delivery, also on the envelope or bundle itself. If this weight agrees with that entered on the envelope or bundle by the office of posting, or if there is a slight difference in weight not giving rise to suspicion that it has been tampered with, the envelope or bundle should, in office of delivery, be opened and its contents taken out in the presence of the postmaster and stamped by the registration clerk, while in sorting offices it should be forwarded onwards, a note of the difference in weight being made in the registered list with which the envelope or bundle should be made over unopened to the postmaster or head sorter, as the case may be, who will deal with it in accordance with the rules relating to Investigations. In offices of delivery, insured letters should be examined in the manner prescribed above both for registered letter and insured envelopes. The weight of each letter should also be checked with that noted on it by the office of posting and it should be seen that it bears the date-stamp impression of that office. Any imperfection or any discrepancy in weight or the absence of the date-stamp impression of the office of posting should be immediately brought to the notice of the postmaster.

Note.—When a number of insured letters for delivery are received by a town sub-office from its head office or from another town sub-office under that head office enclosed in a paper cover or bag, the cover or bag should be examined and weighed and the weight should be checked in the manner prescribed for insured bundles or insured bags, as the case may require.

(5) In post offices, registered articles and parcels with the acknowledgments, if any, should be separated into—

those for delivery, and

those for onward transmission.

The former should be stamped (this being done by the registration or parcel clerk himself in the case of registered articles) and put aside for distribution, and the latter should be locked up till it is time to prepare the mail for despatch.

Note.—So long as insured articles remain undelivered, they must be kept under lock and key. If they cannot be delivered with-in a reasonable time, they should be kept in the office safe.

(6) The registered and parcel lists should be stamped and placed on record, the registered lists received in registered or insured bundles being kept attached to the due registered list in which the bundles are involved.

Note.—When a money order form relating to a value-payable article is not received with the article, the first office or section detecting the irregularity should note it in the registered or parcel list with which the article is received and also in the list with which it is dispatched in the case of articles for onward transmission and report the irregularity to the Superintendent of post offices or first class postmaster to whom the office of posting of the article is subordinate. Intervening offices or sections which may have to handle the article should repeat, the remark in the registered or parcel lists dispatched by them, and in the office of delivery, the irregularity should be noted in the error book.

97. Examination and opening of insured bags received.—(1) Insured bags will be received enclosed in parcel and mail bags and in the latter case, they will be made over under receipt to the parcel clerk or parcel sorter, as the case may be, by the delivery clerk or the head sorter, respectively.

(2) Each insured bag received must be carefully examined at once in the presence of the postmaster or head sorter, to see that it is in good order, that the fastening and both seals are intact, that the seals are those of the despatching office or section, that the stitching of the bag has not been tampered with, and that there is no rent concealed by the fold of the bag.

(3) Each insured bag received must be carefully weighed and the ascertained weight should be checked with the weight (if any) recorded on the insured label. If these weights differ, the bag should be given unopened to the postmaster or head sorter who should open it in the presence of witnesses and deal with it further in accordance with the rules relating to investigations. If the weights agree, and in the case of insured bags bearing labels on which the weight is not noted, the bag should, if addressed to the office or section, be opened and the contents taken out by the parcel clerk or parcel sorter himself in the presence of the postmaster or head sorter.

(4) Insured bags are not weighed by sections, and no weight is therefore entered on the insured label of an insured bag closed by the section. The weight must be entered clearly in ink on the insured label by the receiving post office or mail office.

98. Examination of insured parcels received.—Insured parcels received, whether in sorting or for delivery, must be carefully examined by the parcel clerk or parcel sorter, as the case may be, in the presence of the postmaster or head sorter, respectively, at the time the insured bags are opened, to see that they are in good condition, that they bear the date-stamp impressions of the offices of posting, that they have been properly packed and sealed, and that the seals, sewing, etc., are in tact. The parcels should also be scrutinised in the

manner prescribed for uninsured parcels. Each parcel should then be weighed and the ascertained weight (in grms) should, after check with that entered on the parcel, be recorded on the parcel list with which it was received. Any imperfection, however slight, or any discrepancy in the weight, or the absence of the date-stamp impression of the office of posting should be immediately brought to the notice of the postmaster or head sorter. If there are no grounds for suspecting that the parcel has been tampered with, a note of the defect or discrepancy should be made on the parcel list with which it was received and, if the parcel is for onward transmission, also on the list with which it is to be dispatched. If there are grounds for suspicion, the parcels should be made over to the postmaster or head sorter who will deal with it in accordance with the rules relating to Investigation.

Note 1.—In the M.S.T. the instructions about weighing the parcels and recording their weights do not apply to sections.

Note 2.—Parcels posted at Pakistan post-offices situated in some acceding States have, before posting, to be taken to the custom-house, where they are sealed by the custom-house authorities in token of customs dues having been paid; and consequently, insured parcels posted under such conditions bear two diffferent seal impressions and frequently two different kinds of sealing-wax. In such a case, the parcel clerk or parcel sorter must see that the office of posting has written on the parcel the words "Custom-house seals added to the parcel: total number of seals (number): and that this number corresponds with the number of seals borne by the parcel. If the note has not been entered on the parcel, the parcel clerk or parcel sorter should himself add it.

99. Deficiency in fees or postage on registered article and un-registered parcels.—(1) If the postage including the registration or other fee, on a registered article of the letter mail or insured letter received in a post office for delivery is found to be insufficient, the registration clerk must bring the fact to the notice of the postmaster, who should note the weight of the article on the cover, and in the error book whether it is insured or not, and obtain the cover from the addressee.

(2) The parcel clerk should similarly bring to the notice of the postmaster any deficiency in postage or other fees prepaid on parcels. For this purpose, the parcel clerk must examine all station articles of the parcel mail received and weigh them, if necessary, in order to see that :-

(a) in the case of all registered parcels (insured or uninsured), the postage stamps affixed to the parcels or to official labels pasted on them represent the full amount of the postage and prescribed fees, including any redirection fee which may have been prepaid;

(b) in the case of all unregistered parcels, the postage stamps affixed to them or to official labels pasted on them represent the full amount of the postage and redirection fee in case the latter has been prepaid.

Note 1.—In the case of redirected parcels (registered and unregistered) on which redirection fee is recoverable from the addressee, the parcel clerk must see that the correct amount of fee has been marked on the parcel and, if any incorrect entry has been made, bring the fact to the notice of the postmaster who should correct it under his initials. In a branch office, the branch postmaster should see whether the correct-amount of postage has been marked on the parcel and, if any incorrect entry has been made, he should correct it under his initials.

Note 2.—In the case of a parcel redirected by any branch office, it should be shown to the postmaster who should check the amount of redirection fee, if paid as well as the entry :Redirected postage ..... " or "Redirection charges paid" made thereon and initial the entry in token of his having carried out the check. If the entry is made in vernacular by the branch postmaster, fresh entry should be made by the postmaster in English. If any inland redirected parcel is received from a branch office as effused, the charge for redirection should be cancelled under the initials of the postmaster.

(3) The Postmaster should report the deficiency to the Superintendent to whom the office of posting is subordinate, the report being accompanied in the case of inland articles of the letter mail, by the cover obtained from the addressee. In all such cases, the office of posting will be required by the Superintendent concerned to pay a sum equal to the deficiency. The Postmaster of the office of posting will make efforts to realise the amount, equal to the deficiency, from the sender, failing which the question of penal recovery from the official at fault in accordance with the Government Servants Efficiency and Discipline Rules, (1973) should be taken up. The amount recovered should be converted into postage stamps which should be affixed to the Divisional Superintendent's letter ordering the recovery and defaced with the date-stamp of the office.

(4) If the deficiency is detected in sorting or in the case of an article posted at a branch office, in its account office, the attention of the office of delivery should be drawn to the deficiency. In the latter case, a note should also be made by the account office in its error book.

(5) In the case of outward foreign articles, the office of exchange will for the purposes of this rule, take the place of the office of delivery.

GENERAL

100. Use of the term "Superintendent" ".—The expression

Superintendent includes both the Divisional Superintendents of Post Office and Divisional superintendent, M.S.T., unless it is clear from the context that only one of these classes of Superintendents is meant. When used to signify a Superintendent of Post Offices, the term also includes a first-class postmaster except where there is anything to the contrary in the context.

(2) Wherever it is stated that a postmaster should submit reports, returns, etc., to the Superintendent it should be understood that if the postmaster is a first-class postmaster he should deal with them in the same way as a Divisional Superintendent of Post Offices, unless anything to the contrary is stated in the context.

Note.—When a town, sub or branch office is placed under the supervision of head postmaster he will exercise all the functions of a superintendent in respect of that office.

101. Use of the term "Unpaid Articles".—Where the term 'unpaid" is used in respect of a postal articles, it includes "insufficiently paid" except where both the terms are used in contra-distinction to each other.

102. Admittance of strangers inside an office or mail van prohibited.—No person not belonging toe the Department should be admitted into the interior of a post or mail office or a mail van or permitted to take part in or interface with the work of the office or set. When any person representing himself to be an official of this Department requests admittance into the interior of a post or mail office or of a mail van he should be required to produce a letter of authority unless he is personally known to the Head of the office or the head sorter, as the case may be. All enquires by the public must be made in writing or at the window of the office concerned and no unauthorised person should be admitted inside the counter.

102/1. Maintenance of order and tidiness in offices.—It is the duty of the officer in charge of an office to see that order and tidiness are strictly maintained in and about the office. All articles of stock and stationery should be kept clean and in good order and be neatly arranged in their proper places. Obsolete forms, damaged articles of stock, used labels, broken seals, waste paper, etc., should not be kept in office but disposed of according to rules. The office should be kept free of wearing apparels and other personal property of the officials. Smoking in office and expectorating about the floor or any other part of the building are strictly prohibited.

102/2. Courtesy towards the public.—Members of the public are not conversant with the rules in the Post Office Guide and sometimes

unwittingly contravene them. or do not follow the procedure indicated. It is, therefore, expected all officials of the Department should help the public as far as possible indicating the correct procedure and how an applicant can best attain his object. The officer in charge of an office must invariably be courteous in all dealings with the public and should strictly enjoin courtesy on every member of the office establishment. He should always be willing to give information and meet all reasonable requirements where this can be done without any infraction of the rules. He should study the of persons attending to transact business and see that they are not subjected to any avoidable detention. He should afford every facility to the public, and specially to ignorant persons in transacting business of any kind and see that documents and forms which are filled in by them are not rejected by clerks merely because of some slight informality which might easily be corrected.

103. Book of postmarks.—A book in the prescribed form must be kept in every post office, in each set of a DMO and section and in every record office in which impressions of all the stamps and seal holding date or other moveable type should be taken daily before they are brought into use. In post offices where special delivery stamps are supplied, the delivery clerk should examine the book before each delivery to see that the required change has been correctly made, and in all offices and sections where stamps holding date or other moveable type are used, the clerks or sorters in charge of the several departments or sets concerned should examine the book to see that the type is correctly and punctually changed and are responsible that they are kept clean. In every case, the officials responsible for the examination should initial the impressions in token of having carried out the check.

(2) The postmaster head sorter, mail agent, mail guard or receipt clerk, as the case may be, is required to see that this rule is carried out and that the impressions are distinct and clear, and he should initial the book every day after all the impressions for the day have been taken.

104. Letter boxes.—(1) Letter boxes are placed at public thoroughfares and other central positions and are intended for the reception of unregistered articles of the letter mail.

(2) Letter-boxes are of two kinds, fixed and portable. Pillar and other fixed letter-boxes are cleared at intervals, and, if outside the post office, their contents are brought in by letter-box peons or other sub-ordinates : or, in the case of letter-boxes located at railway stations which are cleared by mail peons, the contents are either

brought to the post office or handed by the mail peons to the MST officials. All wall and pillar letter-boxes are provided with moveable or fixed hour or date plates.

(3) The hours at which, and, in the case of letter-boxes placed in rural localities, the day on which, the letter-boxes are cleared, should be marked on them; and they should be kept locked or sealed. The marking of all hours of clearance on letter-boxes should be restricted to (1) the letter-boxes in post-offices, (2) a very limited number of important outside letter boxes at the discretion of the head of the circle, (3) outside wall or other letter-boxes not equipped with moveable hour plates. In fixing the hours of clearance for outside letter-boxes which are cleared for daily dispatches or local deliveries , the time actually occupied by a letter-box peon in going his rounds must be ascertained as the first step and for this purpose a clerk, town inspector or the postmaster himself should walk round the beat with the letter-box peon and note the exact time required for visiting each letter-box. The hours of clearance can then be accurately fixed with due regard to hours of despatch or to local delivery, as may be necessary in each case.

(4) Letter-boxes at railway stations and other letter-boxes in which, for any special reason, it is not desirable that any articles other than letters should be posted, are market "For letters only".

Note.1-Large official or other letters which, owing to there size, cannot be posted in the letter box may be received by hand at the window of the office.

Note.2- Please see note below rules 59 of this volume.

105. Certificates of posting.—(1) Certificates of posting should be granted to the public under the conditions, and in the manner, laid down in the Post Office Guide. If a certificate of posting prepared on a piece of plain paper is presented, it should be accepted and pasted on to one of the prescribed forms, before it is returned to the sender.

(2) Certificates of posting should, if required be granted for postal service articles without any fee being charged.

Note.—This rules does not apply to M.S.T. sections.

106. Officials not to affix postage stamps to articles.—Officials of the Department are strictly prohibited from affixing postage stamps to letters, registered news papers, printed pappers or small packets brought to an office for dispatch; this must always be done by the sender of the articles or his messenger. This prohibition is specially applicable to articles tendered for registration, and the postmaster,

head sorter or mail agent, as the case may be, will be held responsible if he allows any of his subordinates to receive cash in payment of postage or registration or insurance fees on articles other than parcel mail articles.

107. Stamping.—(1) The following instructions for stamping must be carefully observed.**—**

(a) Postage stamps borne by articles of all classes posted should be defaced by separately impressing the combined date-stamp or, where this stamp is not available, the date-stamp over each postage stamp. Postage stamps found unobliterated on station articles received for delivery or on articles, passing in sorting should be defaced in the same manner.

Note.—Stamps other than those of Pakistan, which cannot, under the rules, be recognised in payment of postage, should not be defaced.

(b) Postcards should be impressed with the round obliterator only by the office of posting and the first office of delivery on the portion of the address-side, reserved for the address of the recipient. Reply postcards should not be stamped on the unused portion when the two halves are posted together.

Exception.—In the case of foreign articles in the form of cards redirected out of Pakistan the date-stamp of the re-directing office should, however, be impressed on the front side of the articles.

Note.—None of the rules below apply to postcards.

(c) Unregistered articles of the letter mail posted bearing no postage stamps should be impressed on the back with the date-stamp.

(d) Unpaid and insufficiently paid unregistered articles posted or received in sorting without having been taxed with postage should also be impressed on the face with the postage due stamp.

(e) Deleted

(f) Station articles received should be impressed on the back with the delivery stamp in post offices to which this stamp is supplied and with the date-stamp in other post offices.

Note.1.—Articles for delivery by a village postman, if not made over to him immediately after receipt, and all deposit articles should againt be stamped with the delivery or date-stamp when issued for delivery.

Note.2.—In Head Offices, station articles of the letter mail on which postage is due should be impressed on the back with the postmaster's unpaid stamp only.

Note.3.—In the DMO articles delivered direct to the addressees without the intervention of a post office should be impressed on the back with the date-stamp.

(g) Missent and misdirected articles, including money order whether station or sorting should be impressed on the back with the date-stamp when received and again when forwarded to destination even though the same date be impressed on both occasions. In the DMO such articles should be impressed on the back with the date-stamp, only at the time the irregularity is detected.

Exception.—This rule does not apply to articles contained in missent and mislabelled bundles.

Note.—As regards the stamping of acknowledgements for postal articles and money orders *see* clause *(l)*.

(h) Overcarried articles should be impressed on the back with the date stamp by the set overcarrying them, and Return train articles should be similarly impressed on the back both by the set which closes and by the set which receives the return-train bag. But see clause (k).

(i) Articles redirected, and undeliverable articles returned to offices of posting or sent to the R.L.O. by post offices should be impressed on the back with the date-stamps when received, with the deposit stamp when placed in deposit, and again with the date-stamp when forwarded.

Note.—In the M.S.T. undecipherable articles should be impressed on the back with the date-stamp by the office or section which receives them.

(j) Unpaid and insufficiently paid unregistered articles of the letter mail intended for despatch from head and sub-offices to subordinate offices should be impressed on the back with the date-stamp when issued from deposit and those that are returned by subordinate offices and again placed in deposit should be impressed with the deposit stamp. Other articles for despatch to branch offices received as station articles in the account office should be similarly treated.

(k) Articles for despatch by sea by non-contract vessels should be impressed by the post office at the seaport of embarkation with the date-stamp of the date on which they are dispatched on board; and articels received by see by non-contract vessels should be impressed by the post office at the seaport of receipt with the date-stamp of the date on which they are received.

(l) Acknowledgments for registered articles of the letter or parcel mail, should be impressed on the face i.e., the address side whether they are impressed with the date, delivery, or deposit stamp. Any stamps required to be impressed on acknowledgments for ordinary money orders other than those for which space is specifically provided on the face of the acknowledgment, should be impressed on the back.

(m) Registration No. slips, parcel No. slips and v.p. No. slips should be impressed with the No. slip name-stamp by the office of despatch.

(n) Labels attached to bags should be impressed by the despatching office or section with the date-stamp (i) on the back in the case of tag-labels and (ii) on the face in the case of other labels.

(o) Documents (including M.S.T. work-papers) received and dispatched should be, impressed with stamps by the offices, departments or sets concerned. The forms themselves will indicate where a stamp is to be impressed by the dispatching,a and where by the receiving office, department or set.

(p) Check-slips should be impressed with the name and date-stamps of the office or section by which they are prepared.

(q) Stamps affixed to acquittance rolls, bills or receipts of any kind in payment of stamp duty should be defaced by the date-stamp in such a way that the impression will be partly over the stamp and partly over the document to which it is affixed.

(r) Protecting and service envelopes closed should be impressed on the back with the date-stamp.

(s) Official and service covers when closed with "Economy" labels should be impressed with the date and delivery stamps on the "Economy" labels

(2) Black ink must always be used for stamping articles, documents, etc., except in cases where another colour is specified.

(3) Instructions for the stamping of other documents, money orders, etc., will be found in their proper places in the relative rules.

(4) When articles are stamped on a table, a stone slab should be placed beneath the stamping pad in order to deaden the sound. Ink-pads should be kept covered up when not in use.

Note.—In sub-offices, the date-stamp should be used in place of the deposit stamp.

108. Importance of proper stamping.—The stamping of articles passing through the post is important, and requires the constant and vigilant attention of the sorting clerk or the head sorter, as the case may be. The effectual defacement of postage stamps is of special importance, and to secure this it is necessary that each individual postage stamp should be defaced by means of a separate impression. Indistinct postmarks hinder the prosecution of enquires in case of delay in the delivery of articles; and imperfect defacement affords opportunities for fraud. Stamping ink of proper consistency must be used to ensure clear stamp-impressions.

109. English transcription of addresses written in Pakistan languages on postal articles.—(1) In the case of all ordinary inland unregistered articles of the letter mail addressed in a Pakistan language of the province of posting that are to be sent to another province in which postal officials are not normally conversant with that language and also in the case of such articles posted in a province and intended to be delivered within the province but where the language in which the address is written is not known to the prople of the area in which the article is to be delivered, the full address should be transcribed into English by the offices of posting (the name of the post-town of destination along with that of the District or Province, if any, in the address that has been transcribed being underlined) before they are sent to intermediate sorting offices or sections for disposal. Except in the case referred to above, no such transcription should be made, if the articles are to be delivered within the same province and have been addressed in the language of that province. Articles posted in a province with addresses written in the language of a different province with which postal officials of the

province of posting are not normally conversant, should be disposed of in accordance with the instructions given in rule 66.

Exception.—For the purpose of this rule, a blue pencil should be used in a M.S.T. section.

(2) When the address on an inland registered article of the letter mail or on a parcel is written in vernacular, the clerk or sorter concerned should transcribe the name and address of the addressee in English below the vernacular entries, unless he knows for certain that the vernacular in which the article is addressed can be read and understood at the office of delivery, in which case only the name of the office of destination need be so transcribed in red ink. In the case of V.P. articles, all the prescribed entries which may have been made in vernacular should be similarly transcribed.

(3) In the case of every article, whether of the letter or of the parcel mail, which may be posted for transmission by the foreign post addressed in vernacular, the full address must be transcribed on it in English by the clerk or sorter concerned.

110. Foreign postage stamps on articles for despatch.—(1) Postage stamps of foreign countries should not be recognised in payment of postage or other postal charges on articles posted in Pakistan post offices, mail offices, section or letter=boxes. If an article so posted bears only such stamps, it should be treated as wholly unpaid, the stamps being ignored. The stamps, however should not be defaced, but a remark, drawing attention to the fact that they are those of a foreign country should be written on the face of the article by the office or section of posting.

Exception .—The reply-halves of double postcards originally posted in a foreign country should be given free transit to destination when re-posted in a Pakistan office, section or letter-box..

111. Unpaid postcards, unpaid and insufficiently paid foreign packets.—(1) Any unpaid inland postcard of private manufacture which may be found in a letter-box or received from any other office or section either in sorting or for delivery, should not be allowed to pass, on but should be forwarded to the R.L.O. If either portion of a reply postcard is not fully prepaid, that portion should be detached and forwarded to the R.L.O. Unpaid and insufficiently prepaid correspondence other than letters and single postcards and reply postcards of which the two halves are not fully prepaid, addressed to foreign countries, should be similarly sent to the R.L.O. These unpaid articles should be made up in to a separate bundle which should be labelled "Unpaid postcards and Unpaid insufficiently paid foreign packets." and placed with other articles in the envelope addressed to

the R.L.O. The unpaid postage represented by these articles should not be included in the amount of postage due noted on the envelope for the R.L.O. nor should it be included in the accounts at any stage . Unpaid and insufficiently paid letters and single postcards and reply postcards of which the two halves are not fully prepaid addressed to foreign countries should be disposed of as prescribed in clauses 160 to 173 of Post Office Guide.

Note.—In post offices such articles should be made over to the deposit department where they should be bundled and labelled in the manner described above for inclusion in the next daily despatch to the R.L.O.

(2) Articles bearing spoilt or defaced postage stamps or bearing previously used postage stamps from which no attempt has been made to remove the marks of obliteration, or bearing service stamp from which no attempt has been made to remove the letters denoting service (see Chapter seven), as well as those posted in Pakistan post office or letter-boxes and bearing postage stamps of foreign countries but not prepaid with Pakistan postage stamps, should be disposed of in the same way as unpaid articles under the preceding paragraph.

Exception. This rule does not apply to service unpaid postcards.

111/1. Open and insecurely closed unpaid letters.—Unpaid letter which are posted open or insecurely closed should not be sent to the R.L.O. but should be securely closed and forwarded to its destination.

112. Postcards of private manufacture.—(1) One of the conditions laid down in the Post office Guide under which single and reply cards of private manufacturer may be transmitted by the inland post as postcards is that , as regards substance, they are neither thinner nor more flexible than the inland postcards issued by the Post Office. This condition does not preclude the use as postcards of private cards which are either thicker or less flexible than the departmental inland postcards. So long as a card of private manufacture is of the consistence of a card and not merely a piece of ordinary paper cut to the size of a postcard, it should be allowed to pass unchallenged.

(2) No objection should be raised to postcards from the address-side of which inadmissible words, formerly printed, have been erased, provided that the words have been so erased as to remove them altogether and not merely struck out by drawing a line through them.

113. Unpaid articles addressed by the public to officials of the Department.—Unpaid articles addressed to officials of the Pakistan Post Office as such, should be taxed with postage in the

usual way, treated as refused and sent to the Returned Letter Office for return to the sender and recovery from him of the amount of the Postage due on them.

Exception.—See exception below 113/1 (1).

(2) Applications for refunds on unused reply paid passes for telegrams should not be transmitted to the Telegraph Check Office, free on postal service,. Applicants for free service in this connection should be informed that they must address the officer in-charge of the Check Office direct, paying the usual postal charge including those for registration if they wish to send the application by registered post.

113/1. Prepayment of postage on official articles.—(1) Articles on Pakistan State Service should be prepaid with Service Stamps if intended for transmission with in the country or to any country. Foreign official parcels addressed to any country must also be prepaid with service postage stamps.

Exception.—Covers superscribed "On Pakistan State Service" are allowed free transmission provided they contain.

(a) Deleted.

(b) Articles such as guides, message drafts or correspondence relating thereto as well as correspondence dealing with Railway Telegraph matters addressed by Railway Administration to officers of the Post Office or PTCL.

(2) Articles on PTCL, PTA and NTC service superscribed as such are allowed free transmission through the inland post only.

Note.—The abbreviation PTCL, PTA and NTC is meant for Pakistan Telecommunication Company Ltd.; Pakistan Telecommunication Authority and National Telecommunication Corporation.

(3) (a) Articles on Postal Service are allowed free transmission through the inland post.

The following can also send official correspondence of all classes free on postal service in covers bearing the superscription "Pakistan Post Office" and PTCL, PTA and NTC.

(i) The Minister for Communications and on his behalf his Private Secretary.

(ii) The Director General, Audit Posts, Telegraphs and Telephones, Lahore.

(iii) The Director of Accounts, Pakistan Post Office.

(iv) Customs Appraising Officers at Offices of Exchange at Karachi, Islamabad, Gilgit, Peshawar Quetta and Lahore may send intimation and other relevant correspondence regarding the detention and release of incoming and outgoing postal articles in covers bearing the superscription "Pakistan Post Office".

In addition to the above, the Deputy Controller, Stationery and Forms, Karachi, may send letters, etc., free on postal service provided such correspondence relates solely to the business of the Pakistan Post Office Department.

(b) Correspondence on Postal Service is allowed free transmission through the foreign post if it relates to some postal business and is addressed by one postal administration to another or by a postal administration to the International Bureau or by a post office in one country to a post office in another country.

(c) Correspondence on postal business if addressed to any private person or organisation in any country may be sent free.

(d) Correspondence on any business other than postal must be prepaid with Service Stamps if addressed to any country.

(e) Foreign parcels must be prepaid with service postage stamps.

114. Articles found open damaged or without contents.—(1) If an unregistered article of the letter mail taken from a letter-box or received in sorting is observed to be open, torn or otherwise, damaged, or without contents, a remarks, in accordance with the directions given below, should be written on the article by the sorting clerk or assistant sorter and initialled by the postmaster or head sorter, as the case may be :-

“Received open”, when found in open state.

“Received torn”, or “Received damaged”, when received

torn or otherwise damaged, e.g., soiled, stained, etc.

"without contents", when the article is manifestly merely an empty cover.

If there are any suspicious circumstances attending the case, the postmaster or head sorter should make enquires and endeavour to discover the offender.

(2) Open and damaged articles should be closed or repaired by the sorting clerk or assistant sorter, so as to protect their contents, or if necessary, the articles should be forwarded enclosed in envelopes addressed to the offices of destination but a damaged article addressed to a foreign country must never be placed in an envelope.

(3) If any article of the kind mentioned in paragraph (1) is notice in the office of delivery, in course of distribution of articles to postmen, it should be closed or repaired before it is issued for delivery and, if necessary, enclosed in an envelope by the delivery clerk who should note on it the condition in which it was received and obtain the postmaster's initials to the remark.

(4) If a damaged article is received enclosed in an envelope to the postmaster's address, the envelope should be opened and its enclosure dealt with in the manner described above.

(5) If a wrapper or cover is received for delivery without its contents, a label with the entries "Cover received without contents. Please return to post office with information as to what the contents should have been," prepared in manuscript, should be affixed to it before it is issued for delivery. Should the wrapper or cover be received back from the addressee with information as to the nature of the missing contents, an enquiry regarding the latter should be made without delay from the Home R.L.O. If the office of delivery is at the same station as the Home R.L.O., the enquiry should be made by sending a clerk round to the latter office or by telephonic communication, if this is possible, and not by letter. Sub-offices other than those served direct by the R.L.O. , should forward to the head office, for enquiry from the appropriate R.L.O., all empty wrappers and covers immediately they are received back from the addresses with information as to the missing contents.

(6) Any registered article of the letter mail or parcel mail article found damaged, torn or bearing signs of having been tampered with, should be made over at once to the postmaster or head sorter, as the case may be, who should be guided in dealing with the case by the

rules relating to Investigations.

114/1. Correspondence for persons other than the addressee.—Foreign letters, both insured and outward, if found to contain any letter, note or document having the character of actual or personal correspondence for persons other than the addressee or person living with him should be dealt in accordance with clause 169 of Post Office Guide.

115. Treatment of articles the registration or insurance of which is compulsory.—(1) (a) If an article, the registration of which is compulsory but which has not been registered, is found in the course of sorting in a post office, section or DMO or received for delivery in a post office, the clerk or sorter detecting the irregularity should, after noting it in his error book or note-book as the case may require, show the article to the postmaster or head sorter and then make it over to the official in charge of the registration or parcel department. In post offices and in DMO authorised to perform registration work, the article should be registered and, if the fee for registration has not been prepaid, a fee equal to double the usual registration fee should be charged on it. The amount of this fee plus any postage due on the article should be marked on its face below the registration No. slip and a note should be added under the signature of the postmaster, head sorter or mail agent, as the case may be explaining the reason for the charge. The usual receipt for the sender should be given to the clerk or sorter detecting the irregularity. In post offices the receipt should be pasted in the error book against the entry concerned , while in mail offices, it should be attached to the head sorter's or mail agent's daily report. In a section or in a DMO not authorised to perform registration work, the article should be forwarded in a protecting cover or bag, as the case may require, addressed to the postmaster of the office of destination after having a note recorded on it, under the initials of the head sorter, mail agent or mail guard, explaining why it is so sent. The protecting cover or bag should except in transit sections and transit mail offices, be treated as an article registered on service. A No. preceded by the letters "D.M.O." should be given to it and marked in large bold figures on the face in the upper left hand corner. The article should then be entered on the receipt side of the Registered Abstract opposite to an entry "Unregistered article registered" and dispatched to destination in the usual course, the name of the section or office being entered in the registered list as that of the office of posting.

(b) If the article is found in the course of sorting during late fee hours in DMO authorised to perform registration work with and without late fee, it should be kept in deposit till the office is open

for registration without-late fee and disposed of in accordance with the procedure described above. If the article is found during late fee hours in a mail office authorised to perform registration work with but not without late fee it should be kept in deposit till the next day and disposed of in the manner prescribed to be followed by mail offices not authorised to perform registration work.

Note 1.—Orders for the payment of money issued by the Military Pay Department, whether in the form of a cheque or in any other form, are exempted entirely from the operation of the rule regarding compulsory registration.

Note 2.—When an article, the registration of which is compulsory, is found in a letter-box at a time when it would not be accepted for registration if tendered at the window of the post office or mail office concerned. it should be kept in deposit till the office is next open for registration when it should be made over to the registration clerk or sorter, as the case may be, for disposal in accordance with the procedure described above.

(c) If there is an indication on the article that the sender desires to have an acknowledgment for the article and if the acknowledgment form, duly filed by the sender, is found along with the article, the acknowledgment, should be forwarded to the office of destination as usual, provided that the prescribed fee for acknowledgment has been prepaid. If the fee for acknowledgment has not been prepaid, the form of acknowledgment, if any, should be kept in the error book where the entry of the incident is made and should not be forwarded with the article nor should any charge be made for the same. If the form of acknowledgment is not found along with the article, the remark "A. D." or any other indication to that effect made on the article should be scored out, and necessary remarks added in the error book.

Note.—When an article of the foreign letter mail marked "Registered" is found in a letter box, it should, if fully prepaid (including the registration fee) and addressed to a country to which registration is available, be dealt with in accordance with the procedure described in this rule, otherwise it should be treated as an ordinary article, the word "Registered" marked on it being completely scored out.

(2) If an uninsured article passing through the post is found to contain coin, bullion, precious stones, jewels or other articles of value the insurance of which is compulsory, the following procedure should be followed :-

(a) If found in the office of posting, the article should be endorsed "Contains (Coins, etc.,)" and enclosed in a protecting cover or bag, which should be registered on Service and delivered to the sender. An appropriate not of the irregularity should be made in the Error Book and the usual receipt for the sender should be pasted in the Error Book against the relevant entry. If,

however, the address of the sender is not available on the outside of the article it should be forwarded to the R.L.O.

Note.—In sub-offices, such articles for the R.L.O. should be sent to the head office.

(b) If found in an intermediate office or section, the article should be forwarded by it in a protecting cover or bag addressed to the postmaster of the office of posting after having a note recorded on it explaining why it is so sent. If the article is not a registered one, the protecting cover or bag should be treated in the manner laid down in the preceding clause.

(c) If found in the post office of delivery the article should be charged with a fee of one rupee, and the amount of this fee plus any postage due on it should be marked in red ink on its face where a note should be added under the postmaster's signature explaining the reason for the additional charge of one rupee. The article should then be delivered to the addressee with an intimation that no compensation would have been paid by the post office had the articles been lost, damaged or tampered with in transit, If the article is refused by the addressee or if the addressee cannot be found, the fee should be recovered from the sender.

(d) The fee when recovered should be converted into postage stamps which should be affixed to the error book against the entry relating to the irregularity and then defaced with the date stamps of the post office concerned.

Note.—If an outward foreign parcel, the insurance of which is compulsory, is found in the office of exchange to be insured that office should forward it as an insured parcel. In such cases, the amount of the insurance fee should be recovered from the official in fault in the office of posting in manner prescribed in rule 99(3).

116. Articles marked "By parcel Post".—(1) If an inland article marked "By parcel post" is found in a letter or packet box, the official detecting the irregularity should make a note of it in his error book or note-book, as the case may require. The following action should then be taken :-

(a) In post offices, the article should be transferred to the parcel clerk and treated and charged with postage as a registered parcel, any stamp affixed to the cover being

recognised in assessing the postage due on delivery. The amount of postage, due and the remark "Found in letter Box" should be written in ink on the face of the parcel under the initials of the postmaster and the receipt for the sender should be handed to the sorting clerk and pasted by the latter in his error book against the entry of the irregularity.

(b) In the M.S.T. the article should be marked "Found in letter-box" over the initials of the assistant sorter concerned and, after being shown to the head sorter, transferred to the parcel sorter, if any. The latter or, if there is no parcel sorter, the assistant sorter himself, should then at once forward the article to the postmaster of the nearest head or sub-office with which the mail office or section is in communication in a protecting bag superscribed "Parcel found in letter-box". In transit sections and transit mail offices, the mail guard or mail agent, as the case may be, should mark and forward the article himself in the manner described above, the protecting bag being entered in the mail list and despatched as an unusual mail.

(2) If an inland article marked "By parcel post" is found among those of the letter mail received from another office or section, the detecting official should, after noting the irregularity in his error book or note-book, transfer the article to the clerk or sorter concerned. The latter should acknowledge receipt of the article in the error book or note book and dispose of it as an unregistered parcel. In mail offices and sections which do not perform parcel sorting work the assistant sorter detecting the irregularity should forward the article to the postmaster of the office of destination in the same way a an article of the letter mail enclosed in a protecting bag superscribed "Unregistered parcel received with sorting letters". Should the article, however, bear the word "Registered" or any other word, phrase, or mark to the like effect, if should be sent to the postmaster of the nearest head or sub-office in a protecting bag, superscribed "Parcel marked registered received with scoring letters", whether the office or section detecting the irregularity does or does not do parcel sorting work.

(3) If an outward foreign article marked "By parcel post" is found in a letter or packet box or received with articles of the letter mail form another office or section, the detecting official should, after noting the irregularity in the manner described above, transfer the article to the parcel department where it should be dealt with as follows:-

(a) In post offices, the procedure laid down in the Post Office Manual, Volume VI, should be followed.

(b) In the DMO the article should in every case be forwarded to the postmaster of the nearest head or sub-office with which the detecting mail office or section is in communication, in a protecting bag superscribed "Foreign article marked 'By parcel post" for disposal in accordance with clause (a) above.

117. Articles addressed to more than one person.— Unregistered articles of the letter and parcel mail addressed to more than one person should be forwarded to destination. they may be delivered to any one of the persons whose names they bear, but should ordinarily be offered to them in the order in which the names appear on the cover.

118. Articles intended for ultimate return to sender.—Articles addressed in such a way as to effect their return to the sender after having been delivered to a number of addresses or redirected to fictitious addresses, should not be forwarded , but should be disposed of in the same way as articles which are otherwise ineligible for transmission by post.

119. Articles addressed "Camp".—(1) Unregistered and uninsured registered articles of the letter mail intended for the high Government officers named in the Post Office Guide as entitled to special bags while on tour or for the party accompanying them when addressed to "Camp" should be disposed of according to the instructions given in Exception 1 to rule 66.

(2) Parcels, V.P. articles insured articles and money orders will ordinarily be addressed to a post-town. Should, however such an article addressed to "Camp" be presented at a post office, it should not be refused on the ground that no post-town has been named in the address, but should be disposed of according to the instructions referred to above.

120. Correspondence of certain officers when on Tour.—When any of the officers of the Pakistan Post Office, the Assistant Superintendent of Post Offices / M.S.T. and the Financial Advisor, Communications is on tour, correspondence and office files for and fromhim will be sent, by his office at headquarters or by him self in camp, as the case may be, in sealed bags which will, in every instance, be addressed to a specified post-town of destination or mail

office. Except in the case of camp bags for the Directors General, which may be addressed c/o D.M.O. also, these bags should be sent loose (i.e. without being enclosed in any mail or transit bag) and treated as unusual mails. They are to be treated as special bags for the purpose of entry in the Mail list (M-1).

121. Facing of articles.—With a view to facilitate the handling of unregistered articles of the letter mail, they should be faced before they are stamped, sorted, distributed to the postmen for delivery, or made up into labelled bundles for despatch. When labelled bundles are untied, care should be taken not to disturb the facing done by the office or section which made up the bundles.

122. Articles prohibited from transmission by inland post.— (1) When there is a good reason to suppose that an article passing through the posts contains any goods the transmission of which through the inland post is prohibited by the rules in the Post Office Guide it should be dealt with as follows:-

(a) (i) If the article is suspected to contain any explosive, dangerous, noxious, deleterious or filthy substance, any sharp instrument not properly protected, or any thing likely to injure the mails or any officer of the Post Office, it should, if detected in a section, be enclosed in a protecting cover or bag and made over outside to the first mail office where the train halts. If there be no mail office in the beat of the section the article should be forwarded to the nearest head or sub-office with which the section is in direct communication. The article should be entered in a separate registered or parcel list or in the mail list according as it belongs to the registered letter mail, the parcel mail or the unregistered latter mail, the entry being followed by an explanatory note over the initials of the head sorted or mail guard drawing attention to the nature of the content; and a receipt for the article should be obtained in the registered abstract, parcel abstract or the duplicate mail list, as the case may require, from the official to whom it is made over. The nature of the contents of the article should at the same time be explained to that official.

(ii) If detected in a mail office or received by it from a section, the article should be made over at once to the mail carrier under the procedure described above for conveyance to the nearest post office, except when it is

suspected to contain explosives or when, owing to the nature of the article or the distance from the post office, it may not be practicable or convenient to transfer the article to that office. In the latter case, the article should be detained in the mail office and the matter reported at once to the Postmaster-General of the Circle in which the mail office is situated through the Superintendent, M.S.T for orders regarding its final disposal.

(iii) If detected in a post office or transferred to it by a section or mail office, the article should be detained and an immediate report submitted to the Postmaster-General through the usual channel.

Note.—A leaky article would come under the operation of this Clause. When such article is received in a Post Office a notice should be issued to the sender informing him that the article has been detained in the Post Office as its transmission by post is not permissible. He may be asked to take delivery of the article at the Post Office, or authorise the Postmaster to sell its content and remit the sale proceeds to him or to dispose it off in any other way. He should also be informed that if the article is not taken delivery of or instructions regarding its disposal are not received within 14 days of the recipt of the notice by him, it will be destroyed.

If the Post Office happens to be the office of destination of the article a notice should also be sent to the addressee and the article made over to him if he is willing to accept delivery without the department being held responsible in any way. The addressee may also be asked to take delivery of the article if the address of the sender is not available on it.

In case the article has been sold in accordance with the sender's written instructions the sale proceeds less the money order commission should be remitted to him. When the article is finally disposed off either by delivery to the sender or to the addressee by sale in pursuance of the authority from the sender a report should be sent to the Superintendent of Post Offices giving the full particulars of the article alongwith the description of its contents, the manner of its disposal and the number and date of the notice to the sender and/or addressee.

(b) If the article is suspected to contain any other prohibited goods, it should be forwarded in a protecting cover or bag, as the case may require, marked "Doubtful" addressed to the postmaster of the office of destination, with a note over the initials of the postmaster, head sorter, mail guard or mail agent, as the case may be, explaining the reasons for suspecting the article.

(2) If an article received for delivery is (a) suspected to contain

anything the transmission of which by the inland post is prohibited, or (b) enclosed in a cover or bag marked "Doubtful", the postmaster should send a notice in writing to the addressee inviting him to attend either in person or by agent within 48 hours at the Post Office. He should under the authority given in setion 24 of the Post Office Act, open and examine the article in the presence of the addressee or his agent, or in his absence, if he fails to attend within the time specified, reporting the matter to the Head of the Circle. [See Exception below paragraph (2) of rule 123]

(3) If an article in course of transmission by post is actually found in a mail office or section to contain any goods the transmission of which through the inland post is prohibited, either generally or to and from any particular localities, the procedure prescribed in paragraph (1) should be followed except that the case referred to in clause (b) of that paragraph, the article should not be marked "Doubtful" but a remark explaining the nature of the contents should be written upon it.

(4) In post offices, the following action should be taken in respect of articles (whether detected by them or transferred to them by section or mail offices) which, on being opened or otherwise, are actually found to contain prohibited goods of the kinds mentioned in the proceeding paragraph :-

(a) Deleted;

(b) In the case of an article containing a circular relating to a lottery, it should be endorsed with a remark to this effect and returned to the sender.

(c) In the case of an article containing anything indecent or obscene or bearing on the outside whether on the article itself, as in the case of a newspaper, or on the cover, words, marks or designs of an indecent or obscene character or of a character falling under the other heads of the category given in the Post Office Guide, it should be forwarded to the R.L.O. with a remark drawing attention to the irregularity. This power should not be exercised in respect of advertisements without the express order of the Head of the Circle, and no advertisement should be intercepted on the ground that it is indecent or obscene without first making a report to him and obtaining his orders. In the report, a full description of the advertisement should be given, an exact copy of the passages supposed to be indecent or obscene being sent with it.

(d) In the case of an article containing (i) opium, (ii) morphia, (iii) cocaine or this allied drugs, (iv) preparation of opium, morphia, or cocaine or (v) any other intoxicating drug, the transmission of which is prohibited, the article should be made over with all its contents to the nearest Excise Office for the adoption of such further proceedings as may be deemed proper.

(e) In all other cases, the articles should be detained and the case reported for the orders of the Head of the Circle.

Note 1.—If an article infringes any of the prescribed conditions as to the manner of posting, packing, size, contents, etc., for which the penalty is the payment of a higher rate of postage, it should be charg with the enhanced rate of postage in accordance with the rules laid down in the Post Office Guide.

Note 2.—For the purpose of this rule, any newspaper, or any printed papers or small packet suspected to contain any thing on contravention of the provisions of the Post Office Guide, may be opened or unfastened by the postmaster in order to verify the suspicion.

Note 3.—In sub-offices the articles referred to in clauses (a) to (c) of paragraph (4) should be forwarded to the head office with a remark drawing attention to the irregularity.

122/1. Circulars relating to lotteries.—(1) The following instructions are laid down for the guidance of the officials concerned in discriminating between articles which are, and those which are not, "circulars relating to lotteries" within the meaning of rule 49 of the Pakistan Post Office Rules under the Post Office Act.

(2) The law on the subject of lotteries is thus laid down in section 294-A of the Pakistan Penal Code :

294-A. Whoever keeps any office or place for the purpose of drawing any lottery not authorised by Government shall be punished with imprisonment of either description for a term which may extend to six month, or with fine or with both;

> And whoever publishes any proposal to pay any sum or to deliver any goods, or to do or forbear doing anything for the benefit of any person, on any event or contingency relative or applicable to the drawing of any ticket, lot, number of figure in any such lottery shall be punished with fine which may extend to one thousand rupees ;

and the rule of the Pakistan Post Office Rules referred to above,

which has the force of Law, prohibits the transmission by post of circulars relating to lotteries and directs the interception and return to the senders of postal articles which are actually found, in course of transmission by post to contain such circulars.

(3) A lottery is a distribution of prizes by lot or chance, and any scheme or transaction in which the winner gets the prize, without any option or action of his will but as a result of mere chance or accident, i.e. the result of which depends entirely on chance, is prima facie a lottery, irrespective of whether the transaction is genuine, or where or by whom it is carried on. This definition includes lotteries and raffles of all kinds, schemes for investment in what are known as "Premium bonds", and the like.

Exception.—A ballot in which the competitor has, for example, to enumerate flowers, etc., in the order of popularity which is determined by a majority of votes cast for any particulars flower, is not a lottery, as in winning the prize the winner must exercise some skill or knowledge in placing the flowers, etc., in the most popular order in the list and the result does not as in the case of a lottery, depend entirely on chance.

(4) As to what constitutes a circular relating to a lottery, any paper, pamphlet, etc., which contains a notice, announcement, or advertisement mentioning the terms, conditions, or other particulars concerning a lottery, and is used with the intention of advertising a lottery, should be regarded as a circular relating to the lottery. As an exception to this general rule, a newspaper or other periodical, which the of fending advertisement appearing in the body of the paper, should not be so regarded, provided that the paper is distributed in its ordinary form and in the ordinary course of business.

Note.—A premium bond or a letter, report or other communication addressed to the holder of a premium bond in regard to prizes drawn by him is not a circular relating to a lottery.

(5) The following examples illustrate the application of the rule mentioned in the preceding paragraph :-

(a) A pamphlet containing an advertisement regarding a lottery is a circular relating to the lottery.

(b) A supplement to a newspaper not ordinarily attached to or used in conjunction with the paper, which contains any such advertisement is prima facie a circular relating to a lottery, whether distributed as an enclosure to the newspaper or as a separate article. In the former case, the newspaper itself is liable to be intercepted and returned to the sender.

(c) When an advertisement of the kind referred to appears in the body of a newspaper, and the newspaper is distributed by the printers, publishers or news vendors in the ordinary form and in the ordinary course of business, it is not a circular relating to lottery. If, however, a newspaper containing such an advertisement is distributed with the primary object of announcing such advertisement, it is a circular relating to a lottery, irrespective of whether the advertisement appears in the body of the paper or on a supplement accompanying it.

(d) A lottery ticket or a raffle ticket, or a book of such tickets, is a circular relating to a lottery, if it contains or is accompanied by a communication or advertisement of any kind relating to the transaction. Without such communication or advertisement the ticket or book is not a circular relating to a lottery.

123. Articles prohibited form importation or liable to customs duty.—(1) When there is good reason to suppose that an article passing through the post contains any goods (a) the import of which into Pakistan by post is prohibited, or (b) which are liable to duty, it should be forwarded in a cover (or in the case of a parcel, in a bag) marked "Doubtful" addressed to the postmaster of the office of destination, with a note explaining the reasons for suspecting the article. Special care should be exercised in the examination of bulky articles of the inward foreign letter mail.

Exception 1.—Any articles of the class referred to in (b) detected at the Karachi Foreign Post Lahore, should be made over to the nearest Foreign Post and assessed to duty before it is delivered or transmitted onward by post, as the case may be. Articles containing fictitious stamps as defined in such-section (4) of Section 263-A of the Pakistan Penal Code if detected at those post offices should be made over to the nearest collector of customs for disposal.

Exception 2.—Inward articles of the foreign mail prepaid at the letter rate which contain dutiable goods and are furnished on the address side with either a green label marked "Douanen" showing the nature, weight and value of the contents or a green label marked Douane accompanied by a separate customs declaration, should be detained for custom Examination.

(2) If an article received for delivery (a) is suspected to contain anything the importation of which is prohibited or which is liable to duty, or (b) is enclosed in a cover or bag marked "Doubtful|, the postmaster should send a notice in writing to the addressee inviting him to attend either in person or through an agent within 48 hourse

at the post office. He should under the authority given in section 24 of the Post Office Act, open and examine the article in the presence of the addressee or his agent, or in his absence if he fails to attend within the time specified, report the matter to the Head of the Circle. In sub-offices the opening and examination of the article should, if the addressee fails to attend be done in the presence of two respectable witnesses.

(3) When an article has been opened in the office of delivery, action should be taken as follows :-

(a) If found to contain anything on which customs duty is payable, it should be sent to the nearest office of exchange for disposal.

(b) If found to contain any intoxicating drugs the importation of which is prohibited (see Post Office Guide), it should be made over with all its contents to the nearest Customs Collector, for disposal in accordance with the provisions of the Customs Act, 1969, applicable to prohibitions and restrictions imposed under Section 19 of the said Act. If found to contain circulars relating to lotteries, it should be returned to the sender. If found to contain unset diamonds, firearms, military stores or articles, other than explosive, included in the term "ammunition", as defined in the portion of section II of the Post Office Guide relating to prohibited articles, or fictitious stamps as defined in sub-section (4) of Section 263-A of the Pakistan Penal Code the article should not be delivered to the addressee, but the postmaster should at once take steps, in accordance with the procedure laid down in the Post Office Manual, Volume VI, to forward the article to the nearest office of exchange to be made over to the Customs authorities for any actin that may be considered necessary. In case where an article is found to contain explosives, the postmaster should act on the instruction contained in rule 122 (1) (a). If the article is to contain anything else, the importation of which is prohibited, it should be detained and the case reported for the orders of the Postmaster-General.

(4) When once an article has been opened for the purposes mentioned above, the post office is bound to exercise scrupulous care in checking and repacking the contents at every stage so as to prevent loss or damage in transit. The outer covering used for repacking should be of sufficiently substantial material to afford adequate protection to the contents.

Note.—In sub-offices, articles found to contain anything the importation of which is prohibited should be sent to the head office except when found to contain intoxicating drugs in which case they should be made over with all the contents to the nearest Excise officer for the adoption of such further proceedings as may be deemed proper.

124. Articles containing goods prohibited from export.—If an article posted at any place in Pakistan and addressed to a foreign country is actually found, while in course of transmission by post, to contain anything the export of which either generally or to that particular destination is prohibited by the clause bearing the heading "Local prohibitions" in the Inland Post section or by the clauses bearing the heading "Articles prohibited from export" in the Foreign Post and Foreign Parcel Post Sections of the Post Office Guide, it should be endorsed "Contains prohibited (name of the prohibited article)" and sent for disposal to the Office of Exchange which serves the office of posting except in case in which order are in existence for the disposal of such articles in a different manner.

124/1. Correspondence sent by ships other than mail ships.—Correspondence addressed to foreign countries and marked by the sender for despatch by a ship, not being a mail ship, should not be forwarded to destination unless the postage chargeable on it has been fully prepaid. If any such correspondence while passing through the post is found to infringe this condition it should be endorsed "unpaid" or "not fully prepaid" as the case may be. The following procedure should be observed in the dealing with such articles :-

(a) In post offices, such correspondence should be sent to the R.L.O. in the usual way for return to the sender on payment by him, of double the deficiency in the internal postage.

(b) In the DMO such articles should be similarly endorsed and sent to the nearest post office for disposal in the manner prescribed in (a) above.

125. Responsibility for examination of frank.—(1) The post office DMO or section at which an article superscribed "On Pakistan Service" is posted is the office responsible for the examination of the frank ' and a frank which has been passed be the office of posting must not be challenged by any other office.

(2) Abbreviations of official designations should be accepted provided they are intelligible or recognised by ordinary usage, Official articles should not be charged which postage merely on the ground of some informality in the frank, such as the omission on the part of

the sender to add his official designation to his signature unless there is reason to suspect fraud, or because the frank extends beyond the centre of a postcard ; but any office which observes any irregularity in regard to the manner in which an article is franked should bring it to the notice of the office of posting so that the attention of the official concerned may be drawn to it with a view to its discontinuance. There are certain established forms of abbreviated signature and designation which must be recognised. Such recognised abbreviated franks on official correspondence should not be challenged.

(3) If an article is franked by a person who is not entitled to the privilege, the frank should be ignored and the article should be taxed with postage under the signature of the official in charge of the office or section in which it was posted.

(4) If any article, believed to be a service article, is found to bear service stamps without the prescribed superscription and frank, it should be treated as unpaid and the service stamps should not be defaced, but a semark drawing attention to the fact that they not impported by the prescribed superscription and frank should be written on the face of the article.

Note.—A postcard which contains an obviously bonafide official communication should not be treated as unpaid on the ground that the service stamp which it bears is unsupported prescribed superscription or frank but should be despatched to destination as a paid articlely. The irregularity should, however, be brought to the notice of the office of posting so that attendtion of the Government official concerned may be drawn to the matter.

126. Transmission of packets.—(1) Ordinarily, unregistered packets will be forwarded in mail bags and registered packets in registered bags. In all cases, however in which packet bags are prescribed to be made up, they should be used for the transmission of heavy packets, i.e. packets weighing over 20, registered and unregistered,-the registered packets being made up into separate bundle called the registered packet bundle".

(2) When a packet bag is made up for an office, all the heavy unregistered packets, paid and unpaid, intended for that office should be enclosed in the bag by the sorting clerk or head sorter, as the case may be. If there are any heavy registered packets for despatch to the office, the registration clerk or registration sorter, as the case may be, should tie them in a bundle with the registered list on top in such a manner as to exhibit the name of the office of destination and transfer the bundle under receipt (to be taken in the registered abstract) to the sorting clerk or head sorter, who should compare the articles with the entries in the list before granting receipt and then place the bundle himself in the packet bag. If there are no heavy

registered packets for despatch a blank registered list with the word "Nill" written on it in the place for the total and duly signed should be made over by the registration clerk or registration sorter to the sorting clerk or head sorter, as the case may be, who should see that the list has been properly prepared and then place it inside the packet bag. Every packet bag must contain a registered list.

(3) If, however, owing to the number of registered packets, all the articels cannot be enclosed in the due registered bag, they should be forwarded in the registered packet bag, an entry showing the number of registered packets so dispatched being made on the registered list placed in the due registered bag.

127. Manner of forwarding parcels.—(1) The parcel sorting list will show whether parcels for despatch to an office or section are to be enclosed in a parcel bag or in the mail bag. As a general rule, the use of parcel bags will be prescribed only when an office or section ordinarily dispatches many parcels or where a separate establishment of parcel runners is entertained. a parcel bag must never be included in a despatch which is not accompanied by a mail list.

(2) In cases where the despatch of parcel mail articles in mail bags is prescribed, such articles should be made over, with the parcel list by the parcel clerk or parcel sorter, as the case may be, to the sorting clerk or head sorter, respectively, to be forwarded to destination inside the mail bags for the offices or sections concerned and a receipt of the articles and the lists should be granted by the latter official in the parcel abstract after comparing the articles with the entries in the lists. If however owing to their number the articels cannot all be enclosed in the mail bag, they should be forwarded in a parcel bag, the parcel list being placed in the parcel bag and not in the mail bag, and a note that this has been done being entered on the registered list.

(3) If, on any day, there are no parcel mail articles for despatch in a mail bag, a blank parcel list, enclosed in an envelope, should be mad over to the sorting clerk or head sorter for despatch to destination inside the mail bag. That official should, after examining the list see that it bears the word "Nil" in the space for total and that it has been stamped and signed by the parcel clerk or parcel sorter, grant a receipt for it in the parcel abstract. Similarly if there are not such articles for despatch to an office or section for which a parcel bag is prescribed, no parcel bag need be made up, but a blank parcel list should be made over to the official concerned in the manner described above for transmission inside the mail bag, or if it should

happen that a direct mail bag is not made up for the office or section concerned, the blank list should be forwarded to destination in a cover duly entered in the mail list through the section or office working in that direction.

When no mail bag (or registered bag in the case of offices closing a registered bag only) is closed for the Office or section for which a parcel list is to be issued, the balnk parcel list enclosed in a cover should be dispatched with an entry in the mail list of the Section through which mails for the particulars Office or Section are ordinarily disposed of.

(4) Uninsured parcel which from their size, shape or mode of packing (e.g., large wooden cases, maps packed in tintubes and the like) cannot conveniently be placed in parcel or mail bags, may be sent outside and should be made over to the mail clerk or head sorter, as the case may be, under receipt to be taken in the parcel abstract. In such cases, the remark "Sent outside: entered in mail list" should be written by the parcel clerk or parcel sorter opposite the entry of the parcel in the parcel list. The following particulars, viz., the office of posting of the parcel and the name of the office or section to which the parcel list containing the entry of the parcel is addressed and in the case of a registered parcel the No. must also be entered in the mail list by the mail clerk or head sorter.

(5) When there are insured parcels for despatch, they should be enclosed in an insured bag which should be placed inside the parcel bag or where a parcel bag is not prescribed, inside the mail bag, In the latter case, the insured bag should be made over to the sorting clerk or head sorter under receipt to be taken in the parcel abstract.

(6) The parcel mail articles, insured bag and parcel lists for transmission inside mail bag should be placed by the sorting clerk or head sorter himself in the proper mail bags.

Note—Paragraph (4) applies also to bulky registered packet.

128. Correction of Documents.—(1) In the event of an error in a mail list, registered list, parcel list, daily account, s.o. slip, or any other document to be placed on record, the document should not be returned to the issuing office for correction, except under the orders of the Head of the Circle or Superintendent. If necessary, a copy of the document may be prepared and sent to the office concerned, or a revised document may be called for, or the correction may be carried out on the authority of a letter, provided that there is no special prohibition against doing so. In the last case, the letter of authority

should be filed with the corrected document.

Note 1.—When a revised or corrected document is received under this rule in substitution for the original, both should be retained on record, attached to each other, a note being added on the original above the signature of the Postmaster or the record clerk, as the case may be.

Note 2.—In all cases, whenever copies of original documents are issued or revised lists are supplied, they should be properly attested or signed by records clerks or postmasters or on their behalf by their assistant as the case may be.

128/1. Erasure forbidden.—All books, accounts journals and documents must be neatly, clearly and carefully written up or filled in the erasure of any entry once made is strictly forbidden. In rectifying a mistake the correction should be recorded in red ink above the erroneous entry which should be scored out also in red ink, but in such a manner as to leave it still legible. Corrections must always be attested by the initials of the officer responsible.

129. Use of proper bags.—(1) It is the duty of the postmaster or head sorter to see that bags of suitable sizes are used for each despatch or mails. When required, extra bags should be used: and if the use of "plural" bags would facilitate the conveyance of the mails, the matter should be brought to the notice of the officer by whom the due mail list are supplied.

(2) Great care must be taken to avoid the misuse of bags, Canvas bags should not be used when dosuti bags are prescribed and vice versa.

(3) All the bags received every day should be examined by the clerks or sorters concerned, and if any misuse of bags is detected, a report should be made to the Superintendent, In the D.M.O., the irregularity should also be noted by the head sorter in the space provided for the purpose in the mail abstract.

(4) If from any case, a bag not of the prescribed description has to be used by a section or mail office for due mails made up, or is dispatched as a surplus due bag, an explanation of the irregularity should be written by the head sorter in the space provided for the purpose in the mail abstract.

130. Manner of labelling, closing and sealing bags.—(1) In cases where sealing -wax is used, the cord should first be passed through the hole in the tag label to be attached to the bag; the two ends should then be brought together and the double cord tied in a loop knot close up against the label. After this has been done, the

bags should be tied with a "Clove-hitch" as explained in the following sketches :-

THE "CLOVE-HITCH"

The cord should be passed twice round the neck of the bag as shown in sketches 1 and 2.

The ends should then be crossed as in sketch 3 and the end marked "B" passed between the cord and the bag as in sketch 4. One end should then be taken in each hand and the cord pulled as tight as possible, a small piece of paper being previously placed under the "clove hitch". A single knot should then be tied and the seal impressed on sealing-wax applied over the knot. Care should be taken that the knot over the "calve-hitch" and the loop-knot of the label do not come too close together, as the sealing-wax is to be applied only over the former. The impression of the seal should be clear and complete, and this can be secured only by pressing the seal hard down on the wax and keeping it there till the wax gets cold. Only enough sealing-wax should be used to obtain a distinct impression, as the use of too great a quantity facilitates tampering. Both ends of the cord to the bag should be cut close to the single knot over the "clove-hitch" before the sealing-wax is applied.

Note 1.—If the bag is provided with side loops, both rounds of the cord should be passed through one of them

Note 2.—In cases where small in seal-holders are used under the orders of the Head of the Circle, both rounds of the cord should be passed through the holes of the seal holders and tied inside the seal holder by means of the clove-hitch and single knot. In such cases it will of course not be necessary to place a piece of paper under the knot.

(2) Where lead seals are used, they are supplied with the cord duly passed through it in such a manner that on one side there are

two loops, while on the other there are two ends of the cord knotted together and a loop. This loop should first be passed through the hole in the tag label or wooden block to be attached to the bag and the tag label or wooden block should then be passed through the loop coming out of its hole and the cord of this loop pulled tight. The neck of the bag should then be passed through the double loop on the other side of the lead seal and tightened by pulling the wo knotted ends of the cord as tight as possible. The ends should then be tied in a knot close below the seal to prevent the cord from getting slack during the process of sealing. The seal should next be made fast by means of the sealer and the ends of the cord should be cut close to the knot below the seal.

(3) Only bags which are in every respect sound and strong should be used.

131. Supply of stamped tag labels.—Every post office or record office will be supplied periodically by the post offices and by the record offices of sections which receive mails from it with a sufficient number of tag labels impressed with the label name stamps of the post offices and sections in black ink. Similarly they should supply periodically to the post offices and to the record offices of sections which make up bags for them a sufficient number of tag labels impressed in balck ink by means of the label name-stamp.

132. Tin seal-holders.—(1) Tin seal-holders are used on all insured bags dispatched, and the Head of the Circle will prescribe in what other cases such seal-holders should be used by offices and sections to afford protection to wax seals on bags. Ordinarily the seal holders will be required only for large and heavy bags containing letter or parcel mails.

(2) When a tin seal-holder is received with a bag, it should be kept with the empty bag and re-used with the bag, the bag, is used for the despatch of mails, or returned with the bag, if the bag is returned as surplus.

133. Due despatch of registered bags.—(1) A registered bag should be placed in every mail bag dispatched, except “plural” and “extra mail bags.

(2) Registered bags for despatch should be handed by the registration clerk in post offices and the registration sorter in sorting sections and sorting mail offices to the sorting clerk or head sorter, as the case may be, who should examine the bags, grant receipts for them in the registered abstract and place each of them himself in the

proper mail bag. If there are no registered articels for despatch to the office or section for which a mail bag is made up an unsealed empty registered bag should be made over to the sorting clerk or head sorter for inclusion in the mail bag. In such cases the empty bag should be folded and a blank registered list with the word "Nil" written on it in the place for the total that the word and duly signed should be tied with it in such a manner that the word "Nil" can be readily seen. The sorting clerk or head sorter should examine the list to see that it bears the word "Nil" in the place mentioned above and the signature of the registration clerk or sorter.

134. Preparation and disposal of special bags.—(1) If any orders are received regarding special bags in a post office, mail office or section the postmaster or head sorter, as the case may be, should communicate them to the officials concerned and see that they are correctly understood and promptly carried out. If a special bag accompanied by a special mail list is received, it must be shown at once, by day or night, to the postmaster or in the D.M.O. taken charge of by the head sorter. If a special bag is made up for despatch, a special mail list should, if prescribed be prepared in post offices by the mail clerk and in mail offices and sections by the head sorter, and handed with the special bag to the carrier who should be required to sign the duplicate of the list. Forward special bags accompanied by special mails lists should be similarly dealt with. The postmaster or head sorter is personally responsible for the safe custody and the prompt and correct delivery or despatch of special bags and is required to sign the special mail lists.

(2) When special bags, for which special mail lists are prepared in accordance with this rule, are forwarded along with the ordinary mails, the special mal list should be invoiced in the regular mail list by a remark across the body thereof special mail list with ..... bags accompanies".

(3) When delivery of a special bag is made either by or through a post office or direct by a MST section or mail office it is the duty of the postmaster or the bead sorter, as the case may be, to see that a receipt for the bag is taken on the mail list, that the empty bag is recovered, that the registered list contained in the bag is obtained, and that the list is signed by or on behalf of the officer concerned in token of receipt for the registered articles details in it. The mail list and registered list should be filed in post offices with the ordinary daily bundle and in the MST with the work-paper of the set which delivered the special bag. The empty bag should be returned to the post office or to the record office of the section or mail office, which closed the bag.

Note.—The instructions in paragraph (3) apply also to supervising officers in respect of special bags delivered by them.

135. Limit of weight of Mails.—(1) The weight to be carried by each letter mail runner on a main line should not ordinarily exceed 15 kilograms (Kg,) but in special localities where the country to be traversed is of a hilly or otherwise difficult nature, or where the speed of the mail is of importance, a lower limit may be fixed by the Postmaster-General.

(2) In the case of parcel mails conveyed by special parcel runners the weight of each parcel bag should not exceed 15 Kg. and the weight to be carried by each man should not exceed 30 Kg. This is the maximum weight but a lower limit may be prescribed by the Post master-General on lines which traverse hilly or difficult country or where other circumstances render it impracticable for runners to travel with heavy load.

(3) The maximum limit of weight for a parcel bag conveyed by the M.S.T. is 50 Kgs. but a lower limit may be fixed in special cases by the Head of Circle.

(4) The weight of postal articles (including parcels and cash) to be carried by a postman or a village postman should not exceed 10 kgs.

Note.—The Director General has fixed the following ceiling of weight and rate of coolie charges of the carriage of heavy parcels by postmen, etc.:-

10 Kgs to 15 Kgs Rs.5.00

For every 5 kgs above 15 kgs excluding fraction of 5 kgs Rs. 3.00

136. Supply of due mail and sorting lists.—(1) The due mail and sorting list consists of (i) the due mail list of receipts and dispatches, (ii) the letter mail sorting list and (iii) the registered and parcel mail sorting list, in the three separate parts each of which can ordinarily be printed or prepared in manuscript, as the case may require, on a single page of the prescribed form,—the lists for the Out and In trip of sections being kept separate. These lists are prepared and supplied as follows :-

(a) For post offices in direct communication with the M.S.T., and for sorting sections and sorting mail offices—By the head of the Circle, the list for post offices being

prepared in manuscript and supplied direct to each office and those for sections and mail offices being printed and supplied to the Superintendents concerned for their own use and for distribution to Assistant Superintendents, record clerks, officials in charge of sets and individual sorters. One copy of the sorting list for a post office is also supplied to the Superintendent of post offices concerned and one copy of the list for a section or mail office to each of the other Heads of Circles having under him post offices in communication with that section or office.

(b) For first class head offices not in direct communication with the M.S.T.,—By the Heads of Circle in manuscript.

(c) For post offices under the control of a first class postmaster other than those in direct communication with the M.S.T.,—By the first class postmaster, in manuscript.

(d) For all sub-offices and such branch offices as are either transit o9r sorting offices except those in direct communication with the M.S.T., and for transit-sections under the control of Superintendent of post offices—By the Superintendent of post offices, in manuscript.

(e) For transit sections and transit mail offices—by the Superintendent M.S.T., in manuscript.

(2) Village sorting lists are prepared and supplied to head sub and branch offices by Sub-Divisional Assistant Superintendent.

Note.—The due Mail and Sorting List should invariably be prepared on the standard form (M-9). The instructions contained in the conventions printed on the first page of the form (M-9). are intended to serve the dual purpose of guiding the officer who prepares the list and of assisting the post office officials to whom it is issued to understand it.

2. The instruction must, therefore, be carefully studied and altered by the supervising Officials concerned.

137. Changes in due mail and sorting lists.—(1) The head postmaster or record clerk, as the case may be, should bring to the notice of the officer by whom the list was supplied, any alterations (whether affecting his own office or an office or section under it or any other office or section) in sorting or transit arrangements that may appear to be necessary or desirable, owing to alterations in Railway time-table or similar causes. When the transmission of articles

can be expedited by adopting a new route or by forwarding them through an office or section other than the one through which they were being forwarded or by exchanging mails with offices or sections not already shown in the due mail list, the change should be proposed for consideration. If the change is approved, a sorting order prescribing the alterations to be made in the due mail and sorting list will be issued or if the alterations are extensive the offices or sections concerned will be furnished with revised lists. In head offices when a proposal requiring the orders of the Head of the Circle concerns any post office or mail line under the control of the Superintendent it must be submitted through the latter officer; and if it affects the village sorting list of a branch office, it should be brought to the notice of the Assistant Superintendent by whom the list was supplied. In sub-offices, all suggestions should be made to the Superintendent, those affecting the village sorting list of a branch office being also brought to the notice of the Assistant Superintendent concerned.

(2) When a sorting order prescribing alterations in a due mail and sorting list is received from the Head of the Circle or the Superintendent, each postal or M.S.T., official to who or for whose office the list was supplied should make the required corrections in it neatly and wherever possible in ink. The list belonging to a set should be corrected by the record clerk concerned who should explain the changes to the sorters of the set and require them to initial the order in evidence of their having thoroughly understood it, and should also, if necessary, see that the workpapers are prepared in accordance with the changes prescribed. Sorting orders should be filed in separate bundles. In record offices the weekly sorting order and A. orders for each years should be filed separately in a guard book in the consecutive order of their Nos.

(3) Except in urgent cases, effect will be given to alterations in due mail and sorting lists from the beginning of a quarter.

138. Examination and opening of bags.—(1) Every bag received in a post office, mail office or section from another office or section, or received in one department of an office from another, must be carefully examined to see that it is in good condition, that the cord with which it is tied and the seal or seals, as well as the lock, if any, are intact and that none of them bear any signs of having been damaged or tampered with.

(2) Bags addressed to the office or section, which are found to be in good condition, should be opened one at a time. In cutting the cord to open a bag, care must be taken not to damage the seal or seals. The label seal and cord should then be tied to the ring of the

bag for identification of the bags if the necessity arises. The sal label, cord and lock if any, should be preserved with the bag until it has ben ascertained that the contents of the bag are correct. The official who is responsible for the opening of a bag is also responsible for its examination.

139. Bags to be turned inside out.—So long as bags are not in actual use, they should be kept reversed, i.e. turned inside out, In every case after a bag has been opened and emptied of its contents it should be turned inside out and carefully examined to see that none of the contents remain in it.

140. Treatment of missent and misdirected articles of the unregistered latter mail and labelled bundles.—(1) When a missent or misdirected articles is received in sorting, the sorting clerk or assistant sorter should make a note of the irregualirty in the error book or notebook, as the case may be, and obtain the postmaster's or head sorter's initials to the entry. He should also, in the case of a misdirected article substitute neatly in English in red ink (or in blue pencil, in case of M.S.T., section), the correct name of the office of destination for the incorrect name. If the wrong vernacular entry was underlined by the office of posting, he should strike out the line and underline the correct entry i.e., the entry of the office of destination in vernacular. The missent or misdirected article should be dispatched to its proper destination by first mail.

(2) When a missent or misdirected labelled bundle is received in sorting, the irregularity should be noted by the official concerned in the manner prescribed above. The contents of the bundle should not, however, be stamped but should be sent forward with a fresh check-slip. The original check-slip should be endorsed on the back with the remark "Bundle missent by (name of office or section)" or "Bundle mislabelled", as the case may be, and the slip disposed of in the usual course.

(3) When a missent or misdirected article or labelled bundle is found among the station articles, the delivery clerk should put it aside until the distribution is over. The article or bundle should then be dealt with in the manner prescribed in the preceding paragraphs in respect of those received in sorting except that it should be transfered to the deposit department for further disposal.

141. Disposal of check-slips.—Check-slips tied to the top of labelled bundles should be disposed of as follows by the office or section which open the bundles :-

(a) When a labelled bundle contains no missent articles the check-slip received with it should forthwith be destroyed;

(b) When a labelled bundle is found to contain any missent articles particulars of such articles, i.e. the number of missent articles for each post-town should be clearly entered on the reverse of the check-slip which should also be impressed with the date stamp. In post offices, the entries should then be signed by th official in charge of the delivery department or the sorting department, as he case may be, and the check-slip forwarded by first mail in a service envelope addressed to the supervising officer of the dispatching office or section; while in the M.S.T., the entries should be signed by the head sorter and the check-slip attached to his daily report.

142. Mails received damaged or tampered with.—If any portion of the mail received in post office, mail office or section is in any way damaged or if the condition of any bag, fastening or seal creates suspicion that it has been tampaed with,or if any bag is missing , the mail clerk or other official concerned must bring the matter at once (by day or night) to the notice of the postmaster or head sorter, as the case may be, who should take immediate action in accordance with the rules relating to investigations. The responsibility of the postmaster or head sorter commerces as soon as the matter comes to his notice.

143. Preservation of seals and bags.—(7) When a loss occurs or is suspected, or a bag is received damaged, all seals and fastenings envelopes and covers with seals, etc, should be carefully preserved in a tin case, and the fact noted in the error book. The tin box can be obtained or made locally, and the articles damaged should always be forwarded in the case when sent through the post so as to prevent their being damaged in transit. The bas too should always be preserved after being initiated and dated by the postmaster, head sorter or mail agent, as the case may be, for future identification.

(2) In the case of parcels received in a wicker basket, the basket should be preserved only if it is obvious that it was forced open, or if it is damaged to such an extent as to admit of any of this content being abstracted. In such cases, the basket should be marked for future identification.

144. Important irregularities to be reported by telegraph or fax .—(1) If any of the following irregularities occur, viz :-

(a) a due bag not received or left behind or one or more bags received missent or mail bag stolen, lost or destroyed by fire, etc.,

Exception.—This does not apply to cases in which the short despatch of a mail bag or bags has been duly explained by the dispatching M.S.T., office or section on the relevant mail list, as required by rule 45 (1) of Post Office Manual, Vol,. VII.

(b) a bag entered in a mail list, but not received or one or more bag received in excess of the number entered in a mail list ;

(c) a mail registered or parcel list (when prescribed) not received or received missent ;

(d) a daily account or s.o. slip not received by a post office;

(e) a mail, registered or parcel list received with any correction made in it, but not attested or any such list received with a wrong total entered or without entry of the total or with the total corrected whether the correction be attested or not;

(f) a registered article of the letter or parcel mail entered in a registered or parcel list, but not received or any such articles received in excess of the number entered in a list, or a registered article of the letter or parcel mail or a v.p. letter or parcel other than that invoiced in the registered or parcel list is received :

(g) an insured article entered in a registered or parcel list not received but an article bearing a different No. received instead.

(h) a registered or insured bundle entered in a registered list not received, or such a bundle bearing a different No. received instead.

(i) the total number or registered or insured bundle entered in a registered list not received or a registered or insured bundle received in excess of the total number entered in a registered list;

(j) [Deleted]

(k) an insured letter or parcel entered in a registered or parcel list but not received or an insured article received damaged or bearing signs of having been tampered with or without its weight having been recorded by the office of posting or the weight of any such article received in a post office, DMO or stationary sorting office differs from that noted on the article;

(l) a money order received in a post office with a discrepancy of Rs. 10 or more between the amounts entered by remitter and office of issue, or a money order received without having been signed by the issuing postmaster or the money order clerk or not bearing the prescribed postmarks or affording any other reason to suspect its genuineness ;

(m) a money order lost by a post office before payment,

(n) Deleted

(o) a remittance of cash advised not received in a post office or an amount received short or in excess of the sum advised.

(p) absence of a carrier (mail peon, postman, mail agent, etc. appointed to exchange mails with a M.S.T. section.

an immediate report should be made by telegraph, or fax by the postmaster or the official in charge of the MST set concerned to the receiving or dispatching office or, if the dispatching office is a section, to its record office. If the dispatching office happens to be a branch office, an immediate report by telegraph or fax should also be made to the account office and to the Assistant Superintendent concerned, a copy of the telegram or fax being sent by post to the Divisional Superintendent of Post Offices of the Division. In the case of irregularities coming under clause (o), a similar report should also be made to the Postmaster-General concerned, if the office committing the irregularity is a first class head office, otherwise to the Superintendent of Post Offices. In the case of any of the other irregularities mentioned above a copy of the fax or telegraphic report should be sent by post to the Postmasters-General or Divisional Superintendent of Post Offices, as the case may be, when the receiving or dispatching office is a post office, or to the Superintendent of M.S.T., concerned when the receiving or dispatching office is a M.S.T., office or section. In every case a note of the irregularity should be made by post office in the error book or by a M.S.T., set in its note book for subsequent

mention in the daily report.

Note 1.—When a post office or mail office happens to be in the same station as the officer to whom an irregularity has to be reported, the telegraph, or fax should not be used if it is practicable to employ other means of communication without extra expenses or loss of time.

Note. 2.—In case where non-receipt of an article or document has been communicated by telegraph, or fax its subsequent receipt or discovery should also be communicated to the officers concerned, by telegraph or fax as soon as it is received or traced.

Note 3.—Should an overseer, runner or village postman report to a post office nay damage to a telegraph line an immediate report of the nature and position of the accident should be made to the nearest telegraph office by service postcard or otherwise. Combined offices should be guided in such cases by the rules for such offices in the Post Office Manual, Volume VI.

Note 4.—If a mail bag is lost, stolen, destroyed by fire, etc; a report should be sent by telegraph or fax to the Superintendent of the Division within whose jurisdiction the loss occurs.

Note 5.—When an irregualirty is committed by a branch office the same should be communicated to the branch office by telegraph in plain language instead of in code language. Care should be taken to see that the telegram is worded as briefly as possible.

(2) On the occurrence of any of the irregularities mentioned in the preceding paragraph a careful enquiry should be made and the responsibility for the irregularities which necessitate the issue of the telegram should be fixed and the official or officials through whose default or negligence the irregularity occurred should be dealt with by the appropriate punishing authority according to the merits of the case.

145. Record of irregularities.—(1) Each post office and, in the larger post offices, each department of the office should keep an error book in the prescribed form, while each sorter in the M.S.T., should keep a similar book called the rough note-book. Every irregularity, serious or petty, committed by any member of the establishment of an office or section or noticed to have been committed by any other office or section in connection with the preparation, receipt or despatch of mails or any other postal duties, or any articles or document relating thereto should be recorded at the time, as briefly as possible, in one or other of these book by the official noticing the irregularity, special care being taken to bring to notice by this means, cases of the missending and misdirection of articles.

Note.—In the M.S.T., the rough note=book should also be used for the purpose of recording unusual incidents noticed and the entries in the book should subsequently he used by the head sorter in writing up the daily report of the set concerned.

(2) Entries in these book should be initialed by the officials by whom they are made. An entry made by a clerk or sorter must also be initialed by the postmaster or head sorter as the case may be. In case a note of any irregularity is made against an official of the same office or section, the entry should be initialed by the official concerned.

(3) In cases in which a report is required to be made to the Head of the Circle Superintendent or Assistant Superintendent, the No. and date of the report should be noted in the error book. in other cases, no report ned be made; the entry in the beak will be sufficient evidence that their irregularity was noticed by the postmaster.

Note.—Reports against the M.S.T., should contain, in addition to the name of the section or mail office the No. of the set concerned which can be ascertained from the name-stamp of the section or mail office impressed on the registered list or any other document received.

(4) Extracts from error book and unimportant report of a similar nature concerning irregularities committed by sorters of the M.S.T., and by head, sub and branch post offices may be sent by postmasters direct to the Superintendent of post offices or M.S.T., concerned whether in the same division or circle or not. This does not apply to cases where a special report to a specified officer is prescribed. Reports of irregularities which are not of an urgent or serious character should be kept together in a bundle and at the end of a week the Superintendent should sort them and send them on to the office or section for which they are intended, all the reports for the same office or section being enclosed in the same cover. If the number of reports received by a Superintendent be very large, the action stated above should be taken twice a week.

Note.—In a sub-office not under the charge of a BPS 16 Sub Postmaster all those items which, in head offices, are entered in the postmasters, order book, must be recorded in the error book. A record must also be kept in the error book of all complaints made by the public and the original complaints should after acknowledgment be sent to the Superintendent or the first class postmaster as the case may be with any remarks that may be considered necessary.

146. Facsimile impressions of signature.—In all cases where, under the rules of the Department a person is required to sign a receipt or an acknowledgement or a postal article delivered, or to affix his signature to any other document in connection with the posting or delivery of a postal article or to a postal article itself, the facsimile impression of his signature on the document or article, made by means of a stamp, should be accepted as a sufficient compliance with the rules; provided of course, that there is no reason to suspect that

the stamps has been misused.

Exception 1.—This rule does not apply to the signing of documents by postal officials in their official capacity. Facsimile stamps for such a purpose are not allowed.

Exception 2.—This rule does not apply to the signing of receipts and acknowledgement for insured articles. Facsimile stamps should not be accepted on such receipts and acknowledgements.

146/1. Initialing and signing documents.—Wherever it is stated in a rule or departmental form that a document should be initialled, the initials of the officer responsible for the entries are a sufficient attestation; in other cases, document should be signed in full. All officials are strictly for bidden to use facsimile stamps of their signature or initials for the purpose of signing or initialling official documents.

147. Applications for inerception of letters.—Applications are some times made by the public for the interception of articles passing by post. The applicant should in such cases be informed that, without the orders of the Head of the Circle their requests cannot be complied with. Compliance with such requests militates against the proper working of the Department and should therefore be refused except in very special cases. Applicants should also be informed that, as a general rule the application to intercept letters will not be granted unless it furnishes the name of the offices of posting of the articles, applications should not be granted if they refer to letters expected by more than one mail and unless very strong reasons are given to justify it. But nothing in this rule shall be held to affect correspondence addressed to the "Camp" (or other prescribed address with no post-town) of high offices on tour, the disposal of which is governed by the special rules on the subject.

148. Return to senders of article posted.—(1) The conditions under which an article posted may be recalled by the sender are contained in the Post Office Guide.

(2) When an application for the recall of an article is received by post office the procedure described below should be followed :-

(a) The prescribed fee of Re. 1 should be taken from the applicant and converted into postage stamps which should then be affixed to the application and obliterated with the date-stamp of the office. Unless the officer in charge of the post office which received the application is a first class postmaster he should submit it without delay to the first class postmaster or Superintendent to

whom he is subordinate for order with a statement that he is satisfied that the applicant is the sender of the article or an agent authorised by the sender in this behalf and that postage stamps in payment of the fee Re. 1 have been affixed to the application. if he is a first class post master, he should dispose of the application himself.

(b) If the article is in the office the postmaster should immediately take possession of it and place it in a cover superscribed "Recalled article addressed to (name and address). Sanction applied for on (date)" If the article has already been dispatched the postmaster should at once ask the office of destination or, in the case of a foreign article, the office of foreign exchange not to deliver the articel to the addressee or send it on to destination. In making such requests, care should be taken to communicate full particulars of the article to enable it to be correctly identified in the office of destination or office of foreign exchange.

(c) On receipt of sanction from the first class postmaster or Superintendent to return the article to the sender, the postmaster should if the article is in his office, have it delivered under receipt to the sender or to some person authorised in this behalf by the sender in writing. In the case of a registered article, the sender's receipt should be taken on a copy of the form of receipt ordinarily signed by the addressee of such an article. The original receipt granted to the sender for the article when it was posted should be taken back and filed with the other receipt.

(d) If the article is not in the office when the sanction is received the postmaster should immediately ask the office of destination or office of foreign exchange, as the case may be, to return the article citing the previous correspondence on the subject.

(e) The office of destination or of foreign exchange should immediately on receipt of such a request send back the article with a forwarding letter, enclosed in a service registered cover which should be addressed to the postmaster of the office of posting. If the article is a registered one, the cover in which it is placed should not be separately registered but the No. and date of the

registered article should be noted on the cover which should be treated merely as a protecting cover and should be addressed as above.

(f) When the article is received back in the office of posting it should be delivered to the sender or his authorised agent in the manner described in clause (c).

(g) The applications for the recall of articles with the fee converted into postage stamps and affixed to them should be kept on record for a year and then destroyed.

(3) In the M.S.T., applications for the recall of articles should be dealt with in accordance with the following procedure :-

(a) In the case of a mail office, the head sorter or mail agent should forward the application from the sender together with the statement of the reasons showing why re-delivery is sought and the prescribed fee of one rupee, to the local postmaster for disposal in accordance with the above instructions and at the same time, report that he is satisfied that the applicant is the sender of the article or an agent authorised by the sender in this behalf. If the articel is in the office it should be sent in a cover superscribed "Recalled article addressed to (name and address)" along with the documents mentioned above. If the article has already been dispatched the head sorter or mail agent should at once address the office of destination or of foreign exchange, as the case may be, in the manner prescribed above for postmasters. He should at the same time intimate that this has been done to the postmaster to whom the application is sent. The applicant should be informed of the action taken and advised to address further communications on the subject to the postmaster concerned.

(b) In a section the head sorter or mail guard should similarly send the documents with the fee in a cover addressed to the postmaster of the next head or sub office for which a mail bag is closed. The cover should be sealed and entered in the registered list, in the case of a sorting section and in the mail list, in the case of a transit section.

(c) In every case, the matter should be mentioned in the

daily report.

(4) All or any of the references required to be made under this rule may be made by telegraph or fax provided the sender defrays the cost there of.

(5) In the case of foreign postal articles which have already left the country the post office of exchange concerned shall arrange to have the form FMS.-19(a) filled in by the sender and to transmit the same to the office of destination. The form FMS.-19 (a) may be forwarded by air, or the request contained therein transmitted to the office of destination by telegraph, on payment of the necessary charges by the sender.

Note—This rule does not apply to the Union of South Africa, the Commonwealth of Australia, Burma, Canada, the United Kingdom of Great Britain and Northern Ireland, India, New Zealand or to British overseas Territories, including the Colonies, the protectorates and the Territories under trusteeship exercised by the United Kingdom of Great Britain and Northern Ireland or to the Irish Republic, whose internal legislation does not permit the withdrawal from the post or the alteration of the address of correspondence at the sender's request.

(6) No fee shall be charged in the case of official articles.

149. Director-General's Circulars.—(1) Circulars are ordinarily issued by the Director-General once a fortnight and dated, the 1st or the 16th of every month, as the case may be, but if in any fortnight there is no material for a circular, none is issued that fortnight. The circular will be divided into four sections, viz., Section I—Postal Services, Section II—Postal Savings, Section III—General and Section IV—Amendments to Rules and Regulations.

Every circular issued from the Director General's office bears a number in a consecutive annual series of numbers and the page are also numbered in a consecutive series throguth out the year. Each item of the circular bears, in heavy type at the head of the text the name of the department which it concerns. The circular will be distributed through the Postmaster General concerned.

Note.—Any item of really important and urgent nature, which cannot wait til the issue of the next fortnightly circular sprinted in a Director General's Circular (Special) in the same consecutive annual serial number of circulars and pages.

(2) In the case of postal officials, circulars will be sent direct to head postmasters for their own offices and for distribution to supervising officers, sub-postmasters and branch postmasters. Head offices will be supplied by the Postmaster General with a distribution

list showing the number of copies to be supplied to the different classes of officers mentioned above and the number to be retained for office use. In post offices, the circulars should be distributed among the different officials and filed in accordance with the following instructions:-

(a) Grade 'A' offices and other large offices selected by the Postmaster-General will be supplied with a copy of every circular for the postmaster, each of the Deputy and Assistant postmasters and for the clerk in charge of each department. For other head offices, a copy will be supplied only to the postmaster and to each of the Deputy and Assistant postmaster.

(b) Each set of circulars should be kept in a guard-book that for the postmaster being inscribed "General File".

(c) Immediately on receipt of supplies, a copy of every circular should be made over to each Deputy and Assistant postmaster who will have it filed in the guard-book kept by him. The copy for the "General File" should after it has been signed at the foot by his subordinates be made over by the head postmaster to the deputy postmaster or who will file it in the guard-book for the "General File" and will be responsible for keeping the book complete and in good order.

(d) Guard-books containing circulars should be kept on the tables of officers concerned so that they may always be accessible to themselves or to other officials of the office who may desire to refer to them.

(e) The head postmaster should satisfy himself, by periodical examination of the general guard-book and of the departmental guard-books, if any, maintained by the official concered, that each is complete and up-to-date.

(f) Whenever the official responsible for the maintenance of a circular guard book is for any reason relieved of his duties he must make it over to his successor in the presence of the head postmaster who should make a note of the transaction in the postmaster's order book.

(g) For sub-offices; ordinarily only one copy of each circular will be supplied and all the circulars received by each office should be kept together in a single guard-book

after being signed by the sub-postmaster and the other officials of the office.

(4) In the case of MST copies of circulars will be sent to DSMST for their own office and for distribution to ASMST sorting supervisors, record clerks and sub-record clerk in the Division.

(5) Postal notices will be issued apart form and not as annexures to the Director General's Circulars and except in the case of certain large head offices selected by Postmaster-General only two copies of each such notice will be supplied to a post office, one for exhibition on the office notice board and the other for record. To each mail office only one copy of the notice will be supplied for exhibition on of the office notice board.

149|1. Head of the Circle's Circulars.—(1) Circulars are ordinarily issued by the Head of the Circles once in a month, but if in any month there is no material for a circular no circular will be issued in the month. These circulars bear heading and are numbered in the same way as the Director General's circulars and should be disposed of and filed in the same manner. These circulars should be filed in Guard Books, care being taken to correct or cancel, previous circulars, when necessary on receipt of subsequent ones.

(2) All circulars issued by the Head of the Circle should be destroyed after 3 years counting from the month of July following the close of the official year in which they were issued. If it is found necessary to preserve or repeat the instructions contained in such circulars, Head of the Circle should either incorporate them in the circle orders or reproduce them in a new circular before the circular is due to be destroyed.

150. Postal notices and advertisements.—(1) It is the duty of the postmaster or the official incharge of a mail office to see that every postal notice received is afffixed without delay to the notice-board, and that in the case of post offices, the spare copies (if any) received for circulation are circulated by the postman for the information of the public. It is also his duty to see that all notices and advertisements are removed directly they become obsolete, and that any revised notices or advertisements received are at once substituated. The notice-board headed with the words "Postal Notices" should be hung in a conspicuous place in the verandah or outside the office but in such a position that the notices will not be exposed to wind or rain.

(2) Revised editions of the Post Office Guide, for sale to the

public will be received by head offices and selected sub-offices and mail offices from the Stock Depot accompanied with printed advertisements which should be affixed to the notice-board.

151. Explanation of rules and circulars.—The postmaster or record clerk, as the case may be, must satisfy himself that the rules are understood by the officials of or attached to his office, and he is expected to take pains to instruct them regarding any points on which they are not clear, particularly when changes are ordered. On receipt of a circular, the postmaster or record clerk must explain its meaning to the officials mentioned above and then require each one of them to place his signature below the following certificate which should be written on the circular if it is not already printed thereon. "The circular has been thoroughly explained to me by the Postmaster Record Clerk and I perfectly understand its meaning." The circular should then be initialled by the postmaster or record clerk and filed.

Note.—If any sorter, mail guard van peon or porter is precluded by his duties form attending the record office during its hours of work the head sorter or the ASMST must explain the meaning of the circular to him and obtain his initials thereon, the certificate referred to above being modified accordingly. The head sorter or the ASMST should also initial the circular in token of having explained it to the official concerned.

152. Information not to be made public.—(1) No person not belonging to the Department may be permitted to examine the records of any post office or any article not addressed to him even though the article may have been posted by him, and no information may be given to any one not belonging to the Department respecting any article passing through the post or any transaction connected with any department of a post office. Officers of the department render themselves liable to dismissal if they make public any information which they receive officially or in the discharge of their duties. A postmaster may not even give the address of any person unless he has sufficient reason to believe that the person whose address is required would not object to the information being furnished. When information regarding any postal transaction is requested by any Government officer the postmaster should refer the matter to the Head of the Circle who will decide the case in accordance with the rule 27 of Post Office manual, Volume VIII.

Exception 1.—A postmaster may be required to allow the inspection of savings bank, cash certificate and money order books, by the order of a Court, under Act XVIII of 1891, When he receives an order of this kind, he should aefer the matter without delay, to the head of the Circle who will decide whether the order should be complied with or whether cause should be shown against the order or an offer made to produce the books in Court.

Exception 2.—Any District Magistrate, High Court or Court of Session amy require

the Post Office to deliver a letter, postcard, newspaper, printed papers or small packet, parcel, telegram or money order in this custody to such person as such Magistrate or Court directs.

Exception 3.—Any Magistrate or Commissioner of police or District Superintendent of Police may require the Post Office to search for and detain a letter, postcard, newspaper, printed papers or small packet, parcel, telegram or money order in its custody pending the orders of the District Magistrate, High Court or Court of Sessions.

Exception 4.—Information of a purely statistical character, e.g. figures showing the business of the Post Office in any department may be furnished to the District Magistrate or Collector on his application.

Note.—The other exceptions to rule 17 (1) and sub-rule 17 (2) and 17 (3) of Post Office Manual, Volume VI, also apply to this rule.

152/1. Production of records before Police, Excise or Incometax Officer.—(1) Records of a post office or mail office should be produced, and information available in them should be given on the written order of any police officer who is making an investigation under the Criminal procedure Code, or of any Excise officer empowered by a local Government or Administration to investigate offenses punishable under any Excise Act, but only those entries in the records should be disclosed which relate to the person or persons charged with the offense under investigation or which are relevant to that offense., In any other case the official in charge of the office should without delay refer for order to the Head of the Circle who will decide whether or not under section 124 of the Pakistan Evidence Act (Act I of 1872), the information asked for should be withheld.

(2) When the information asked for by a police or an Excise Officer is not available in the record of the office concerned, the police or the Excise Officer should be informed accordingly, irrespective of the question whether the information, if available, might or might not be given.

(3) This rule does not apply to the production of telegraph message drafts which should only be produced under the rules on the subject in the Post Office Manual, Volume XI.

(4) Postmaster and sub-postmaster are authorised to furnish information when asked for in writing by income tax officers in specific cases of assessment and to allow such officer to inspect money order books and also record relating to value-payable insured and parcel mail articles and to collect information in connection with assessment of income tax.

152/2. Production of records before Courts.—(1) A summons

from a court of Civil or Criminal Jurisdiction to reduce any of the record s of a post or mail office or a certified extract from or copy of any such records will, unless otherwise ordered, be complied with. In the case of post or mail offices the summons will usually be received through the Divisional Superintendent concerned. When any journal or other record is produced in court and admitted in evidence, the officer producing it will ask the court to direct that only such portions of the records as may be required by the court shall be disclosed

(2) All summons received direct by post offices (except first class head offices) and mail offices will be referred to the Superintendent for order and such particulars as are known to the postmaster record clerk, head sorter or mail agent regarding the case should be reported at the same time.

(3) On receipt of a summons the Divisional Superintendent concerned will decide whether any objection should be taken under section 123 and 124 of the Pakistan Evidence Act (Act I of 1872), to the production of any records and if he thinks that objection should be taken he should refer the case at once for the orders of the Head of the Circle reporting at the same time such particulars as are known regarding the case. In the case of telegraph records the Head of the Circle will report his objections to the Director-General who will take the orders of the Government of Pakistan on the subject, if necessary.

(4) When the summons relates to savings bank cash certificate or money order books, the production of which is governed by the provisions of Act XVIII of 1891 and Act I of 1893, the Postmaster will at once prepare a certified copy of the entry or entries giving the information called for and forward this to the court. The certificate to be written at the foot of the copy will be in the form below, and will be signed and dated by the Postmaster :-

I hereby certify that this is a true copy of an entry/entries contained in the (name of record) one of the ordinary books of this post office which is still in my custody and that this entry was made in the usual and ordinary course of business.

A.B.C.,
Postmaster,

Date, ... Post Office

(5) All cases in which an express order is received from a court under Act XVIII of 1891 for the production of any savings bank, cash certificate or money order book must also be reported immediately to the Head of the Circle stating the date on which the book is to be produced and the court must be informed at the same time that this

has been done. The Head of the Circle will decide whether the book will be produced or whether notice will be given to the court of his intention to show cause against the order.

152/3. Attachment of Postal Articles.—All postal articels in course of transmission by post are liable to attachment by a civil court. Any such order received should therefore be complied with. Each case under this rule should however be reported to the Superintendent or first class postmaster as the case may be, who in his turn will report only important cases to the Head of the Circle for his information.

When an order is served on the Post Office in respect of attachment of the content of an insured letter, action as prescribed by note below rule 197(5) of Post Manual, Volume VI, may be taken. Action to be taken in case of an attachment order in respect of money order is shown in rule 297 and regarding V.P. Money Order in rule 277(5) of Volume VI. Rule 507 and 573 describe in details the action to be taken when the money at credit of Savings Bank Account or sale proceeds of Savings Certificate are attached by the Civil or other Court.

153. Deleted.

154. Ordinary Postage Stamps, coins and other articles of value found in letter boxes or on a counter.—(1) The following procedure should be observed when an article of value is found in a letter box or on a public counter :-

(a) When ordinary postage stamps are found loose in a letter box endeavor should be made to identify the articles from which they might have been detached and failing identification they should be shown to the Postmaster or Head Sorter who will have them defaced after getting them affixed against a suitable entry in the error book or daily report as the case may require.

(b) If any empty unused envelope or an unused post card of private manufacture with postage stamp or stamps affixed to it is found in a letter box or on a public counter the portion of the envelope bearing the stamp or stamps should be cut of and dealt with in the manner prescribed above.

(c) If an unused post card other than of private manufacture, empty unused embossed envelope, stamps

booklet or stamp sheet, currency note or current coin is found in a letter box or on a public counter it should be shown to the Postmaster and its value credited to unclassified receipt. The unused post card or embossed envelope should be transferred to the treasurer under receipt on the error book. Other coins and articles of value which cannot be brought to account at once should be made over to the Postmaster in accordance with the procedure prescribed above and kept in his personal custody. Orders regarding their disposal obtained from the Postmaster General.

(d) In the DMOs such articles should be shown to the Head Sorter of the set who will forward them to the Record Clerk duly advised in his daily report. The record clerk should transfer such articles under receipt to the local Postmaster for disposal in the manner indicated in para. (b) above, if they cannot be disposed of on the same day they should remain in the personal custody of the Head Sorter or Record Clerk as the case may require until they can be transferred to the Postmaster.

(2) Application from the public for the return of the articles mentioned in paras (c) and (d) above or for a refund of their value, should if the amount involved does not exceed Rs. 25, be submitted for orders to the Surintendent or first class Postmaster, as the case may require with a report of the facts of the case if the amount exceeds Rs. 25 orders of the Postmaster-General should be obtained.

155 Yearly envumeraion returns.

156. Arrangement and inspection of records.—(1) The records of an office must be arranged systematically in almirahs or on shelves, the records of each class of business being kept separate. Books, accounts, journals, bundles of lists, etc., should be labelled with the name of the month and year and the almirahs or shelves containing them, with the name of the books and documents which they hold. The work-papers of each section should be kept separate and the almirahs or shelves containing them should be labelled with the names of the sections the work-papers of which they hold.

Note.—Particular care should be taken of registered and parcel lists as well as of the addresses receipt for the articles delivered and the official incharges of the these records should be held responsible for their safe custody.

(2) Circulars should be filed in convenient-sized guard-books,

care being taken to correct or cancel previous circulars, when necessary, on receipt of subsequent ones.

(3) The postmaster or record clerk should at the beginning of each month inspect the records of the office and see that they are kept and arranged in accordance with the rules. All records which are to be destroyed should be torn up in the presence of the postmaster or record clerk who should sell them as waste paper to the best advantage as speedily as possible, the previous sanction of the Superintendent being obtained by record clerks The sale proceeds should in the case of post office be credited to unclassified receipts and in the case of record offices be paid into the local post office like other miscellaneous receipts.

157. Office order book.—(1) Every post office or record office must keep an order book in the prescribed from in which inspecting officers will record their remarks and orders. The postmaster or record clerk is personally responsible that any action required on the part of his office establishment by the remarks or orders of inspecting officers is promptly taken and he should without delay take any action that may be required on his own part.

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

Note.1.—In the case of a combined office when remarks are written by a telegraph officer in the visiting book, a copy of the remarks should be sent at once by the postmaster to the Superintendent of post offices for information. This does not apply to first class head offices.

Note.2.—Every sub-record office and each set of a mail office should maintain a separate order book but in a mail office the head sorter of which is also the sub record clerk, only one order book will be maintained. Orders and remarks passed in this order book will be recorded under the different headings" mail office, "sub-record office".

158. Deleted

159. Deleted

160. Travelling allowance of officials.—(1) The travelling allowance of an official helding a Post below basic pay scale 16 should be drawn in the form of bill prescribed for the purpose (Form TR-25). The bill should be prepared by the official himself and submitted in duplicate to the controlling officer through the proper channel. The

controlling officer should send the original copy of the bill, after his countersignature to the head post office or head record office concerned for disbursement and retain the duplicate copy for record in his own office.

(2) The amounts drawn in travelling allowance bills will be charged in the accounts of the office to the head "Bills paid" and should be disbursed to the officials concerned, their receipts being taken in the form of the acquintance roll. Travelling allowance bill swill be forwarded by the head postmaster or the head record clerk to the Audit office with schedule of “Bills paid” in which they are entered.

(3) If any payment is to be made from a subordinate office, the head Postmaster or head record clerk, as the case may be, will send an acquintance roll to that office containing particulars of the travelling allowance to be paid by it.

160|1. Disposal of Foreign Post Bags.—Bags stenciled "Foreign Post Karachi / Lahore " etc, when received in post offices and Distt Mail Office with mails should not be re-used by the receiving offices but should be returned by the first mail to the Foreign Post concerned with an invoice. All foreign special bags received for delivery to high officers should be recovered at once alongwith the wooden blocks by the officials delivering them and on recovery should be sent to the Foreign Post concerned.

160|2. Disposal of Bags received from Foreign Countries .—(1) Bags stencilled "Great Britain or with the name of the Post Office in any other country and used by Post Offices in those countries for closing mails for offices of exchange in Pakistan will be returned to the General Post Office, London or offices of exchange in the country concerned by these offices. Similar bags received by any other post Offices or DMO in Pakistan should be forwarded by the receiving offices to the nearest office of exchange in Pakistan for disposal.

(2) Post Offices, mail offices and mail agents delivering to Bookstall Agents bags received from Great Britain and Northern Ireland under the bulk posting system, are responsible for collecting the relative empty bags. The empty bags so collected should be enclosed in one of the empty bags stencilled "G.B.I." with a memorandum (Form FMS-22) showing the particulars of bags collected form each bookstall agent, sealed and clearly addressed to the Foreign Post Karachi/Lahore the total number of the empty bags being written conspicuously on the top of the label. In the case of bags delivered

by MST sections to bookstall agents direct from the mail vans at certain railway stations the bookstall agents should be required to return the empty bags without delay to the nearest post office for transmission to the office of exchange. The Postmaster concerned should be informed by the MST Sections, by means of a duplicate copy of the mail list of the number and addresses of the bags so delivered and the postmaster will maintain an account of such bags.

DISPOSAL OF SURPLUS UNUSUAL BAGS

1. DIRECT EXCHANGES BETWEEN IMPORTANT DISTRICT MAIL AND POST OFFICES, AND OTHER POST OFFICES MAIL OFFICES AND SECTIONS OF THE MST.

N.B.—For the purpose of the rules 161 to 163, the important mail and post offices are offices which in the opinion of the Head of Circle should adopt the system of preparing unusual bag invoices.

161. Preparation of unusual bag invoice.—(1) No regular "Bag account" should be maintained for bags used for unusual mails exchanged direct between important mail and post office on the one hand and other post offices, mail offices, and sections of the MST on the other. Such bags should be returned daily and accounted for the accordance with the procedure described in the following rules.

(2) A post office, Distt mail office or section dispatching unusual mails in its own bags should prepare an unusual bag invoice in the prescribed form in duplicate in one operation by means of carbon process in its own book of invoices, detach the invoice from its book and enclose it in the unusual bag dispatched or if more than one bag is dispatched in one of these bags.

(3) In important mail and Post offices, separate invoice books may be kept in the different departments and also for dispatches made at different period of the day . In smaller post offices and mail offices and in sections one invoice book for all the dispatches will ordinarily suffice.

(4) Whenever an important mail or post office uses a dosuti bag as a covering for a registered bundle dispatched, it should prepare an unusual bag invoice and place it in the bag just as if it were an unusual mail.

162. Return of bags and invoices.—When a post office or mail office receives an unusual bag or bags from another post office or mail office or section it should check the entries in the unusual bag invoice

with the number of unusual bags received, stamp and initial the lower portion of the invoice form and return it the same day by first mail along with the unusual bags invoiced therein, to the dispatching post office or mail office or if it was received from a section to the record office concerned. The bags to be returned may be forwarded either empty or with unusual mails in accordance with the following instructions:-

(a) Bags received from a section must invariably be returned empty to the record of the section concerned.

(b) In other cases the bags to the returned or any of them may be used for enclosing unusual mails for despatch to the post office or mail office form which they were received, provided that this can be done at once. If this cannot be done the bags must be returned empty.

(c) When bags to be returned to a post office or mail office are used for enclosing unusual mails to that office the invoice to be returned should be enclosed in one of the bags attached to the parcel list or registered list, as the case may be and a note should be made on it showing how many of the bags to be returned are being used for enclosing mails and how many are being sent empty with the mails. The empty bags should also, if practicable be tied up and placed in the bags containing the unusual mails.

(d) When bags are returned empty, the following procedure should be followed:-

(i) If there is only one empty bag to be returned, the unusual bag invoice to be returned should be placed in it and the bag should be labelled and forwarded to destination as a packet bag duly invoiced in the mail list with the abbreviation S.E. (surplus empty) noted against the entry, e.g., an empty unusual bag returned by the Hyderabad post office to Karachi should be shown in the mail list as Hyderabad Karachi.

(ii) If there are two or more empty bags to be returned, one of them should be used as a sack to give cover to the other bag or bags and the unusual bag invoice should be placed in it. the outer bag should then be sealed labelled and forwarded to the office concerned duly invoiced in the mail list in the manner described

above,

163. Check of unusual bags and bag invoices.—(1) An unusual bag invoice received back by a post office or record office should be checked with the number of unusual bags received back and the invoice should then be pasted in the invoice book.

(2) The blanks in the invoice book will always show at a glance what invoices have not been received back. Once a week, the book should be examined, and if it is found that any invoices have not come back which have had plenty of time to do so, they should be called for in the prescribed form of reminder.

Note.—The unusual bag invoices dispatched by a section should be removed from the invoice book after each trip and filed separately in the record office in order to admit of their originals being attached to the books when received back by the record office.

II.—OTHER EXCHANGES

164. Unusual bag account.—(1) In post offices which exchange mails with the DMO, an account should be kept by the mail clerk in the prescribed from of the unusual insured and extra bags dispatched and received each day to and from each Distt mail office and the sections under each record office, a separate account being kept with each record office. The Postmaster-General may also order post offices to keep unusual bag accounts with other post offices, when unusual bags are frequently exchanged; and where this is ordered every post office required to keep the account should have a separate account with each other post office concerned.

Note.—The Heads of Circles may exempt such offices from the operation of the above rule where the exchange of unusual bags is it rare. In such cases the procedure laid down in rules 161 to 163 should be followed.

(2) In the DMO a similar account should be kept by each record clerk of the above classes of bags dispatched and received each day by all the sections attached to the record office to and from post offices and the sections and mail offices under other record offices, a separate account being kept with each such post office and record office. The unusual bag account should be compiled from the details on the reverse of the mail abstract.

(3) The dates entered in the these accounts should always be the dates of despatch of the bags and not, in the case of receipts, the date of receipts. The account for each month should include all the unusual, insured, and extra bags received and dispatched by the post office, or by the sections attached to the record office during the

month. On the 3rd , 16th and 24th of each month, the account of bags received from or dispatched to, each post office or record office during the preceding week, should be totalled and the number of bags of each description that may be found to be due to the post office or record office, should be dispatched to it on the same day together with an invoice giving particulars of the bags dispatched. The entries relating to the weekly receipts or dispatches of empty bags at foot of the form of unusual bag account should be filled in as invoice are received or dispatched.

(4) In the case of bags received from DMO offices and sections the dates shown by the date-stamps on the registered list should be taken as the dates of despatch to be entered in the account.

(5) The name of the record office or sub-record office to which each section is attached is given in the List of Pakistan Post offices. The term "record office" as used in the rules under this section includes "sub record office".

(6) The postmaster should see that the unusual bag account is maintained by the mail clerk properly and correctly. He must initial and date the entries in the bag account daily in token of having satisfied himself that the account is kept regularly.

Note.—The check prescribed in para (6) above should be carried out in second class head offices by the postmasters themselves and in first class head offices by the Group officers-in-charge of the mail Branch.

165. Clearance of unusual bag accounts.—(1) On the 1st of every month or as soon as all the dispatches made to sections on the last day of the preceding month have been entered in the unusual bag account, the account with each post office or record office for the whole of the preceding month should be totalled and balanced and if there is an excess of bags dispatched in any case “a surplus bag device” in the prescribed from should be sent at once to the office concerned, calling for the surplus bags that are still due from it, the date of the advice being noted in red ink at foot of the account. If, on the other hand, there is an excess of bags received, the surplus bags that are still due to be returned should be forwarded on the same day to the post office or record office together with an invoice, giving particulars of the bags and a surplus bag advice. If the totals of receipt and dispatches exactly balance the advice should nevertheless be dispatched with the particulars duly filled in and the word "Nil" written in the place for the entry of balance.

(2) When an account has been cleared it should be signed by

the postmaster or deputy postmaster or by the record clerk, as the case may be and filed. The surplus bag advices received from post offices and record offices should be filed with the accounts to which they relate.

(3) It will often happen that the same account will show a balance of excess dispatches of canvas bags and excess receipts of dosuti bags, or vice versa, In such cases, the bag advice should call for the surplus bags held by the order office, and at the same time advise the return of the surplus bags to be sent to that office.

166. Manner of despatch of surplus unusual bags.—(1) When surplus unusual bags are returned to a post office or a record office, the following procedure should be followed :-

(a) If only one empty bag is to be returned, the bag should be labelled and forwarded to destination as a packet bag duly invoiced in a mail list with the abbreviation S.E. (surplus empty) noted against the entry.

(b) If two or more bags are to returned, one of them should be used as a sack to give cover to the other bag or bags. Such sack should be sealed, labelled and forwarded to the office concerned, duly invoiced in the mail list as packet bags, in the manner described above,

(2) The procedure laid down in the preceding paragraph should be followed both by offices which keep unusual bag accounts and those which do not. Whenever surplus unusual bags are returned to a post office or record office, an invoice stating the number of bags returned should be placed inside the bag or sack.

(3) The procedure prescribed in paragraph (3) of rule 162 applies also to surplus empty bags returned under this rule.

CHAPTER 3

INVESTIGATIONS

GENERAL RULES

167. Introductory.—(1) The instructions in this chapter deal with investigations into case of :-

(i) high-way robbery of the mail ;

(ii) thefts or loss of or tempering with any postal articles or bag;

(iii) theft or misappropriation of Government money or other postal transactions.

(2) These instructions are meant to suggest rather than to prescribe the procedure to be followed in conducting enquires into cases of the nature indicated above. It is not intended that they should be adopted as an invariable rule of conduct under all circumstances. Wide discretion must, of necessity, be given to officers conducting enquires and they should modify these instructions where they are inapplicable and supplement them where they are inadequate. While doing so they must keep in view the relevant provisions of the law, e.g., the Post Office Act, the Pakistan Penal Code, Criminal Procedure Code and the Evidence Act, etc.

(3) Nothing interferes with the success of an investigation more than an unreasoning adherence to a fixed course of action and the adoption of a system of mere routine correspondence with its attendant loss of valuable time. Promtitude in seizing every opportunity which may afford a clue to the discovery of the missing article or the detection of the criminal, the exercise of judgment in determining the direction and mode in which to prosecute enquires and energy and care in following up the investigations are all necessary to success.

(4) The aim of every enquiring officer should mainly be to locate the loss or fraud and to find out the culprit responsible for it. He should also keep in view any acts of omission and commission which might have facilitated the occurrence of loss or fraud or hindered its detection or successful enquiry into it in order that defaulting officials may be adequately dealt with.

(5) Elaborate procedure has been laid down for all postal transactions and checks and counter checks have been prescribed at

each stage to avoid any chances of loss or fraud in postal transactions. Cases of loss and fraud usually occur due to omission of certain prescribed check or the non-observance of certain departmental rules and procedures. It is, therefore, necessary that in every cases of fraud and loss the enquiring officer should carefully go through all the processes involved in the particular transaction to which the loss or fraud relates and to find out what particular check or procedure was omitted and by which official. If this can be done the enquiring officer would be able to narrow the area and the range of his enquires and concentrate on the particular office, section or individual responsible for the loss or fraud.

167/1. Preliminaries.—Enquiry into cases of loss and fraud should be taken up promptly. Immediately on receipt of the report of such cases. The Assistant Superintendent should proceed to the spot and take up enquires. If the case is serious or the amount of los is large or likely to be large the Superintendent should also proceed to the spot immediately and take up investigation personally. If for any reason the Superintendent can not move immediately the investigation should be taken up by the Assistant Superintendent.

He should examine all the relevant books and collect such other evidence as may be necessary. The statement of the officials concerned should be recorded but oral enquires and intelligent interrogation should precede the actual recording of statements. Utmost care has to be taken against the indiscriminate and un-intelligent recording of statements. Undue reliance should not be placed on the statement made by the officials directly or indirectly involved in the case whose first reaction when called upon to give a statement may be to try to protect themselves from any share of responsibility for the loss or fraud so that in case the real culprit is not found out they may not be required to make good any portion of the loss. The Investigating Officer should be very careful in recording the statements so that there are no contradictions therein. The verification of the work of the suspected official should also be taken up simultaneously without delay so as to find out the exact magnitude of the loss or fraud.

168. Joint Enquires.—(1) As a general rule, a Superintendent when investigating a case of robbery, theft or fraud should confine his enquires to the offices or lines within his jurisdiction. Except under special circumstances or with the permission of the Head of the Circle, a Superintendent may not in the prosecution of an investigation proceed outside the limits of his jurisdiction or enter an office not under his control; but in emergent cases the permission of the Head of the Circle may be anticipated.

(2) When suspicion attached to the establishment of several offices, sections or mail lines which are under the control of different officers it is very important that direct communication should be kept up between the officers charged with the conduct of the enquiry in the various units. Frequently it may be advisable to hold joint enquiry into such cases with the approval of the Head of the Circle. In investigations joint or otherwise the enquiring officers should guard against the tendency to protect their own staff from blame.

(3) In cases of loss or abstractions involving the staff of more than one circle where a joint enquiry is held and no unanimous or definite finding is arrived at the Heads of Circles concerned should meet personally as soon as may be after receipt of the joint report, consider jointly the conclusions arrived at and submit to the Director General a joint decision containing the result of their scrutiny of the joint report and a definite finding as to responsibility.

169. Employment of the telegraph, fax and telephone-
Discretion is given to all officers to make use of the telegraph, fax or the telephone if they consider that its use, in giving or obtaining the earliest possible information will be of advantage in the prosecution of an enquiry, but as far as possible a telegram or fax should be worded briefly and concisely. Where it is stated in this chapter that telegrams or fax should, in certain cases, be sent to certain officials, it is not intended to limit the use there of to communications with the officials specified. A Superintendent or other officer may telegraph or fax to any person whether belonging to the post office or not, who may be ina position to afford help or supply valuable information. At the same time officers who sent telegrams or fax be held responsible that they do so only when the circumstances of the case render such action sable and that an express telegram is not dispatched when an ordinary message would answer the purpose.

170. The settlement of the claims.—Settlement of the claims of defrauded persons should receive personal attention of the Superintendent and they should not necessarily be kept pending the finalisation of Court proceedings. Steps should be taken to settle these claims as soon as they are established. Before, however, the claim is settled, an Affidavit duly signed and witnessed should be obtained from the claimant indicating clearly the nature of the claim and affirming that he has not till that date obtained any satisfaction of his claim form any source whatsoever.

Note.-See also Rule 223.

170/1. Claim from the surety.—As soon as it is established that

a loss has occurred due to default of a certain official a claim should be preferred against him with his Surety. It should be borne in mind that generally according to terms of agreement with the surety a time limit is prescribed for the preferment of such claims.

171. Responsibility.—Where owing to the negligence of a departmental employee or its agent including an extra Departmental Agent or through the omission on his part to observe any rule as provided in the different volumes of the Post Office manuals or in the Post Office Guide the Department is put to a loss of Government money or property or has to make good the loss of any money or property or where the department loses money by embezzlement or fraud on the part of any of its employees, etc., any member of the staff or any agent who by his negligence, default or disregard of the rules has caused the loss or has contributed to its occurrence may be required to make good the loss either in whole or in part as the competent authority may decide.

171|1. Punishment imposed departmentally.—(1) In all cases of fraud, embezzlement or similar offences in which Government servants are involved, departmental proceedings should be instituted at the earliest possible moment against all the delinquents and conducted in strict adherence to Government Servants, Efficiency and Discipline Rules, 1973. Special Power (Renewal from Service) ____ 2000. The proceedings should be completed as soon as possible and in any case within 6 months since the detection of the case of fraud or embezzlement. If, however, the police or the counsel for prosecution is of the opinion that the finalisation of the departmental proceedings against the accused or any other particular officials would jeopardise the proceedings in the Court of Law, departmental action against such official / officials should be finalised after the conclusion of the trial in the Court. Departmental action against other officials should however continue and be completed within the specified time.

(2) It must be clearly understood that departmental proceedings are meant to go into cases of misconduct (and not offiences as understood in Law) in the discharge of duties or violation of departmental rules and procedures by public servants whereas trial in a Court of Law is for an offence. In the case of the former dismissal may at the most result but in the latter case imprisonment and or fine may be imposed. Departmental action is thus not dependent upon trial in a Court of Law and can lawfully be taken before and after the trial or simultaneously therewith. Departmental action may also be taken in cases where the delinquent has been acquitted of the criminal charges by a Court of Law either on technical grounds or for want of legal evidence.

(3) Where the evidence though not conclusive from a legal point of view is still sufficient to establish morally the guilt of a suspected official, departmental action should be taken against him.

172. Cases for Report to the Circle Office.—The following cases should always be reported to the Head of the Circle :-

1. Highway robbery or attempted highway robbery of mails.
2. Loss of mails.
3. Cases of house breaking and theft in which loss to the Government is involved.
4. Cases of fraud, loss or misappropriation of Government money.
5. Improper or fraudulent use of postage stamps.
6. Loss of, or tampering with, registered articles of all kinds or damage to their content in which loss to the Government is involved.
7. Death of or serious injuries to a postal official by violence or accident
8. All occurrences of a grave character, such as the destruction of offices by fire, the loss of mail boats and attack on office by dacoits etc.
9. All cases under Section 52 of the Post Office Act.
10. Loss of records of a Post Office.
11. Loss or theft of British Postal Orders Pakistan Postal Orders and Cash Certificates.

Complaints made to Superintendents or irregularities observed by him should be disposed of on his own level unless these involve cases of gross negligence or breach of rules attended by serious results which would necessitate the submission of a report to the Head of the Circle.

172/1. Report to the Head of the Circle.—(1) As soon as the Superintendent receives information of any occurrences mentioned in

the preceding rule he should submit a preliminary report to the Head of the Circle. This report should be made by telegraph or fax in cases of high way robbery of mails, death of or serious injuries to postal officials and other occurrences of a grave nature. If currency notes have been abstracted from certain articles their complete numbers, if available, should be intimated to the Head of the Circle in the report. If the case is one for police enquiry it should be intimated whether a report has been made to the police. If a report has not been made to the police detailed reasons should be furnished as to why it has not been done.

(2) If the enquiry concerns more than one Division or Circle an Assistant Superintendent, investigation will generally be deputed to conduct it , and will submit his report direct to the Head of the Chicle. Officers who are deputed to cooperate with him may sign this report, submitting a copy to their immediate superiors, or may submit a separate report direct to their immediate superiors. If an Assistant Superintendent investigation is not deputed to conduct the enquiry a joint enquiry of the Superintendents concerned or their representatives may be ordered by the Head of the Circle and a joint enquiry report should be submitted, otherwise the Superintendents of the Divisions to which the enquiry extends should from time to time, communicate to the Heads of the Circles of whom they are subordinate particulars of the progress made by them.

(3) When the enquiry is completed a final report should be submitted in accordance with rule 174. If the enquiry concerns more than one Division or Circle the Superintendent in whose Division the enquiry is completed and closed should submit the final report to the Head of his Circle.

Note 1.—When it is known that a mail bag has been lost, stolen destroyed by fire etc., the Superintendent should give immediate information by telegraph or fax to the Head of the postal Circle concerned and if important mails are concerned, the latter will notify the loss to the public through the press. In all other cases the local postmaster will exhibit on the notice board the particular as to the No. and date, as also the name of the office of posting, of the registered and insured letter or parcel mail articles lost.

Note 2.—When the amount of loss or fraud exceeds Rs. 10000/= or when there are in any case important features which merit detailed investigation and consideration, a copy of the report furnished to the Head of the Circle should invariably be sent to the Audit Officers concerned and the act intimated to the Head of the Circle.

(4) Whenever a report is sent to the Postmaster General about a loss or fraud committed by an Extra Departmental Agent it should be specifically mentioned whether the E.D.A. involved in the case is an employee of the Pakistan Post Office alone or also an employee of

some other Department; such as, railway, education, etc., etc.

(5) In cases in which a system of fraud has been carried on in a post office in connection with the savings bank, money order or any other department or when any branch of post office business has been utilized by public for the commission of fraud, the report of the Superintendent besides stating the result of the enquiry, the action taken and the conclusion drawn by him, should set forth in detail the manner in which the fraud was committed and point out any defects in or breaches of the rules by which it was facilitated. The Superintendent should also in such cases submit either in his report or separately suggestions that may seem to him necessary for the amendment of the rules.

173. Cases to be Reported to the Director General.—Reports should be submitted by the Head of a Circle to the Director-General in the following cases :-

(a) Deleted;

(b) Cases of highway robbery of mails involving loss to the Government of Rs. 50,000/- or above.

(ii) Repeated cases of highway robbery of mails in the same locality irrespective of the amount of loss.

(c) Cases of loss of mails in transit otherwise than by highway robbery involving loss to the Government amounting to Rs. 50,000/- or above.

(d) Deleted;

(e) Cases of house-breaking in offices where the loss of public money or Government property amounts Rs. 50,000/- or above irrespective of possible subsequent recoveries.

Note .-The words loss of public money may be interpreted to include the loss sustained by Government on account of payments made in respect of loss of, or damage to, insured articles.

(f) Cases of loss of or damage to, or tampering with, insured articles of which the amount of compensation payable exceeds Rs. 50,000.-;

(g) Cases of loss of, or damage to, or tempering with,

inland registered articles, which are of special interest or importance;

(h) Cases of fraud, loss or misappropriation of public money where the amount involved is Rs. 50,000/- or above, irrespective of recovery or possible subsequent recoveries;

(i) The loss of mail steamers and serious loss of mail boats;

(j) The loss caused to offices by fire, floods, or other natural casualities to the extent of Rs 50,000/- or more;

(k) The death of, or serious injury to, a postal official by violence or accident;

(l) Cases which show any defect in the rules;

(m) Cases of interest under the Post Office Act; and

(n) Cases which for special reasons the Head of the Circle is of opinion should be reported.

Note.-When prosecution of a departmenal employee is proposed to be undertaken, either through the Police or departmentally, a brief narrative of the case giving the name and designation of the offender, the particulars of the offence the modus operands followed by him and the section of the law under which he is to be prosecuted should be submitted to the Director-General immediately, followed by further reports showing the developments in the case, until final settlement Monthly reports should be submitted in such cases, even if no particular progress in made since the submission of the previous report. The initial report should mention the steps taken to obtain the consent of the appropriate authority, where necessary, and in subsequent ones the progress of the case in the court.

173/1. Report to Director General.—In all the cases mentioned in the previous rule; two reports preliminary and final should be submitted unless the matter can be finally dealt with in the first report and the progress of the case should invariable continue to be reported after every three months until the case is finally closed. The preliminary report should be made as soon as possible after the occurrence and by telegraph in the case mentioned in clause (i) by express letter in case mentioned in (j) and (k) and if the case is one for police enquiry, it should be mentioned whether the case has been reported to the police. Where the case has not been reported to the police, full reasons for not doing so must be stated. If however the final report cannot be submitted within three months of the occurrence an intermediate report should be submitted at the end of that period; (a) giving full particulars of the case as ascertained upto that time

and the result of the departmental investigation as far as it has proceeded , (b) mentioning what delays the submission of the final report and (c) stating when the Head of the Circle hopes to be in a position to submit the final report.

(2) In reporting cases which show any defect in the rules the Head of the Circle should offer suggestions as to the amendments to be made in the rules.

(3) In all cases the Postmaster General should mention in his report if the claim of the defrauded person has been settled and intimate particulars of refund ordered by him and also the date of payment of the amounts. When a claim has been rejected the fact should also be intimated to Director General. In cases where he is not competent to sanction claim of the defrauded persons he should submit his recommendation as to whether or not the claim is valid and should be sanctioned.

(4) When a case affects more than one Circle the Head of the Circle in which the irregularity is first detected should make the preliminary report in the case to the Director General and should inform the other Heads of the Circles concerned sending them a copy of his report. It will then be at their option also to report the case or not. In cases where there is a difference of opinion between Heads of Circles as regards the responsibility of the offices concerned endeavours should be made to arrive at an agreement and if this cannot be secured, the orders of the Director General should be obtained as to the apportionment of the liability but the payment of the compensation should not be delayed on that account.

(5) Whenever a report is sent to the Director General about a loss or fraud committed by an Extra Departmental Agent it should be specifically mentioned whether the E.D.A. involved in the case is an employee of the Pakistan Post Office alone or also an employee of some other Department, such as, Railway, Education, etc. etc.

174. Final Reports.—(1) The following information and documents must invariably be furnished with the final report relating to loss and fraud which are submitted to Head of Circles and Director General :-

(i) Name of office where loss or fraud occurred;
(ii) Name and designations of the officials involved and the length of their service in the Department ;
(iii) (a) Amount of loss;
(b) Recoveries made by the Department and the Court, if any;

(c) Adjustments of irrecoverable loss / date of write off;
(iv) Whether the loss has been reported to Audit;
(v) brief particulars showing also the modus operandi in the case;
(vi) Date of detection of the case;
(vii) (a) Date of report to the police;
(b) F.I.R. Number;
(viii) Date of completion of police enquires or of challan;
(ix) Date of prosecution sanction;
(x) Particulars of the Court in which the officials were prosecuted and the sections of the law under which prosecuted;
(xi) Date of judgement and decision of the court including appellate decision;
(xii) Whether the claim / compensation due has been settled;
(xiii) Result of departmental action;
(xiv) Whether previous work of the accused has been verified, if so dates and results of the verification should be indicated;
(xv) Explanation of delays at any stage in the investigation or prosecution of the case, if any;
(xvi) Date of suspension of the officials involved in the case and the dated of reinstatements, if any, with reasons therefor;
(xvii) Previous case marks of the Circle Office or Directorate General, if any;
(xviii) Particulars of reference to the Audit Office;
(xix) Copy of the Police Report;
(xx) Copy of Judgement;
(xxi) Any other documents, evidence that may be available and necessary to make the case clear.

(2) The report should clearly indicate how far the officials failed in the observance of rules and how far defects in rules, if any, facilitated the loss or fraud.

(3) In cases relating to loss of or tampering with registered insured (including V.P.) articles and parcels the following particulars should also be given :-

(a) No. of Article ;
(b) Office of posting;
(c) Date of posting;
(d) Office of destination;
(e) Names and addresses of the sender and addressee;
(f) Contents of the article and details of the articles abstracted or damaged;
(g) Office or offices of transit including M.S.T. sections and mail offices with the numbers of Sets;
(h) In case the article has been wrongly delivered to a person

other than the addressee, his name and address.

(4) In cases relating to investigations of M.O.s the following particulars should be given :-

(a) Number of M.O.;
(b) Date of issue;
(c) Office of booking and its Account and Head Office;
(d) Office of payment with its account and H.O.;
(e) Name and address of the remitter;
(f) Name and address of the payee;
(g) Name and address of the person other than the payee or remitter to whom the M.O. has been paid, if any.

(5) In cases relating to Savings Banks and Cash Certificates the following information should be furnished :-
(a) No. of cash certificate or the S.B. Account;
(b) Name of the depositor or the purchaser of Cash Certificate;
(c) Office where the S.B. Account stands open or the Cash Certificate registered along with the name of its account and Head Office.

(6) (i) In cases of high way robbery the following information may be included in the final report to the Head of the Circle:-
(a) the date and time of the robbery;
(b) the name of the mail line on which the robbery was committed;
(c) a description of the locality i.e. the distances from the nearest stages and post offices on either side, and also from the terminal offices of the line, the nearest police station and village;
(d) the name of the district or acceding state (as the case may be) in which the robbery was committed;
(e) the nature of the injuries (if any) received by the mail carriers; and their names;
(f) a statement in the form below giving particulars of the bags and their contents actually carried off by the robbers:-

(ii) Then should follow a recapitulation of the principal facts of the case and of the steps taken by the postal and police authorities, and the result of the enquiry. Lastly, the Superintendent should state the conclusions at which he has arrived regarding the manner in which the robbery was effected, the persons by whom it was committed and the behaviour of the mail carriers and escort (if any).

(iii) If the Superintendent suspects any postal official, he should enter fully into the grounds for such suspicion, and describe the measures taken by him to investigate the conduct of the suspected parties.

Note.—Copies of reports will be furnished by the Heads of Circles to the Director of Accounts, Paakistan Post Office in the following cases.:-

(a) Where any reflection is made on the Audit Office;
(b) Where any breach of, or defect in, the account rules of any branch of the post office is brought to notice;
(c) Where any novel feature appears;
(d) Where the amount of he loss or fraud exceeds Rs. 10,000 and in such other cases and at such times as may be prescribed in the Posts and Telegraphs Initial Account Code, Volume I (General Account Code), in this behalf.

175. Examination of record.—(1) In all cases relating to the misappropriation of the amount of M.OS; fraudulent transactions relating to Saving Banks, Cash Certificates Payment of Postal Orders the relevant records and documents should be very carefully scrutinized to see where the fraud was actually committed and at what stage the laxity in supervision or the omission of a prescribed check facilitated its commission. It should also be decided in the early stage of the enquiry whether the paid M.O. or Postal Order, the Warrants of Payment or Discharged Certificates should be obtained from the Director of Accounts, Pakistan Post Office Department, Lahore

(2). The periods for which these documents are preserved in these offices are as follows :

(i) Deleted;

(ii) In cases where payment is not traceable. ..	till settlement of the case
Discharged Savings Certificates in Audit Office..	8 years
Warrant of Payment	3 years
Paid in land Money Order and Pakistan Postal Orders..	1 year
Paid Foreign Money Order	3 years

Paid Money Orders and Pakistan Postal Orders may be requisitioned from Audit Office by Assistant Superintendents and Selection Grade Postmasters and sub-postmasters, discharged Savings Certificates, and Warrants of payments by Superintendents and Postmasters.

Note.-See also Rules 220 to 222.

176. Statements etc. of loss and fraud cases.—(1) A statement

of pending investigation cases should be maintained in each Divisional and Circle Office, This statement along with the relevant case should be put up every month in the case of Circle Office and every fortnight in the case of a Divisional Office when the Assistant Postmaster General / Assistant Director or the Superintendent of Post Offices M.S.T. or First Class Postmaster, as the case may be, should review the cases and record his remarks in the summary sheet in his own hand.

(2) In order to ensure proper check over loss and fraud cases the Heads of Circles should have the Register of Loss and Fraud cases maintained properly in their offices and should check them personally in June and December each years.

(3) Quarterly statements ending 31st March, 30th June, 30th September and 31st December submitted by Superintendents should indicate the action taken to contact the police and District authorities for expediting completion of police investigations and Judicial proceedings.

176/1. Summary Sheet.—(1) A Summary Sheet in form M-30 should be kept with each loss and fraud case in the units, circle offices and the Directorate General.

(2) While preparing and submitting reports to the Heads of Circles in loss and fraud cases, the Heads of Units should pay particular attention to the details given in the summary sheet and incorporate all the relevant facts and figures available with them while submitting first detailed reports. Wanting informations should be collected by them subsequently and passed on to the Heads of Circles as soon as possible. The Heads of Units will fill in Summary Sheets in triplicate, keep one copy in their relevant file and forward duplicate and triplicate copies to the circle office. The duplicate copy will be retained with the Circle office file, and the triplicate copy sent to the Directorate General, if and when the case is reported to the Director General under the provision of rule 173.

(3) It will be the duty of the dealing hands to make further entries in the Summary Sheet from time to time, and, of the Supervisory staff and officers to check them up and to ensure their proper maintenance.

(4) Fortnightly and Monthly Review of Loss and Fraud Cases.— The Head of Unit (Superintendent or Postmaster) should carry out written review of all pending loss and fraud cases every fortnight. They are personally responsible for feeding the circle office with all informations about the cases. In the circle office the Assistant

Postmaster General or Assistant Director dealing with loss and fraud case should carry out monthly review of all pending cases. He should choose 5 to 10 cases per day and record his review on the noting portion of the file itself, maintain a calendar in which the dates on which each case has been reviewed be recorded. The calendar will help him to watch the progress of the review and will also prevent any case for being lost sight of. This review by the Assistant Postmaster General is of great importance. It will cover the progress of police enquires in case in which those enquires are under way, progress of judicial proceedings in law courts, progress of departmental enquires and subsequent disciplinary proceedings, recovery of losses from the officials involved or from their sureties, precautions regarding immovable properties of the accused, reports of the Audit and the Directorate General etc. If this review is carried out properly the case will come to be dealt with on the right lines from the very beginning and there will be no fear of any important aspect being neglected. In all cases in which more than Rs, 2.000 are involved the Assistant Postmaster General should submit his monthly review to the Deputy Postmaster General who should also record on the file the result of his own findings on that review, In cases where the loss is more than Rs, 5.000 the Deputy Postmaster General should submit the Assistant Postmaster General's review with his own comments to the Head of the Circle.

176/2. Register of losses and its index.—A register of losses [M-89 (Part II)] should be maintained by the Superintendent and all cases of theft, loss, fraud or tampering other than those due to highway robberies, connected with money, valuables or articles passing through the post, should be recorded in it as soon as they are established.

Note.—Complaints of theft, loss or tampering received from the public should, in the first instance, be entered in the register of Complaints, and if actual theft, loss or tampering is subsequently established the cases should be entered in the Register of Losses.

(2) The Index to the register of losses [M.-89-Part I)] is a record of the names of postal officials concerned in any way whatsoever in cases of theft, loss, tampering or fraud and should contain references to the cases recorded in the Register.

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

CASES OF HIGHWAY ROBBERY

177. Highway robbery to be reported.—(1) When a robbery of the mails is committed on the high road, the postal official of whatever grade who first receives information of the robbery should communicate it at once to the local police and to his immediate superior.

(2) The Superintendent or Assistant Superentendent, or postmaster should, as soon as he receives information of a highway robbery of the mail, Communicate, by telegraph or fax if available, such particulars as are known, to the Magistrate of the District, the police and his immediate superior. A copy of the telegram or fax to the officer last referred to, accompanied by a preliminary report containing such further particulars as may have been obtained, should be sent by post.

178. Contents of mails to be ascertained.—Immediate steps should be taken by the Superintendent to obtain from the office from which the mail was last dispatched, a list of the bags comprising the mail, to together with copies of the registered list, and in case of parcel mails, the parcel lists, enclosed in the bags prepared in that office and such further information regarding the contents, value, and ownership of eash registered articles of the letter and parcel mails, money orders, and cash remittances sent by that office as may be available. Similar information regarding the other registered articles of the letter and parcel mails, cash, etc., included in the plundered mail should be obtained from the offices of posting or despatch. The Superintendent should communicate this information, as it is received, to the Magistrate, the police and Postmaster-General.

179. Undue detention in any office.—if in any office there was undue detention to any bag forming part of the plunder, especially if the contents of the bag are ascertained to have been of considerable value suspicion of complicity in the robbery will fall on that office and should be followed up by prompt enquiry.

180. Superintendent to proceed to the spot.—It is of first importance that the Superintendent should proceed with all possible speed to the spot where the robbery was committed. On arrival he should in co-operation with the police, the local post office officials and any others who may be able to assist him, use every endeavour to trace the robbers and recover the stolen articles.

181. Preliminary investigation by Assistant Superintendent.—

If the scene of the robbery is distant from the place where the Superintendent happens to be, and he cannot reach the spot without some delay, the Assistant Superintendent (Office) or the Assistant Superintendent in whose sub-division the robbery occurred should commence the investigation. In such cases, he will be guided by the instructions laid down in theses rules, and will report his action without delay to the Superintendent.

182. Postmaster and overseer to assist the enquiry.—Pending the Divisional Superintendent's or Assistant Superintendent's arrival, the local postmaster and overseer should do all in their power to help the enquiry and trace the stolen property. A report should be made daily of the progress of the investigation to the Superintendent, and if necessary, also to the Assistant Superintendent.

183. Deposition of witnesses to be recorded.—The depositions of the persons who were conveying the mail when it was plundered should be carefully taken down in writing. The evidence of other postal officials, whether belonging to the road establishment or to the neighbouring post offices, who may be able to furnish any information, should also be recorded by the officers conducing the investigation.

184. Inventory of recovered articles.—If the entire mail was not carried off by the robbers, or if any portion of it is recovered, application should at once be made to the police to deliver the recovered articles to the officer in charge of the nearest post office. An inventory of the cash, currency notes, postage stamps, money orders, registered articles of the letter mail and all parcel mail articles forming the contents of the recovered mail, together with a full description of the condition in which each article was found, should be prepared in duplicate and signed by the Divisional Superintendent or in his absence, by the Assistant Superintendent or other postal official who may have charge of the preliminary enquiry. The number of paid and unpaid unregistered articles of the letter mail recovered should also be noted in the inventory. One copy of the inventory should be retained by the Superintendent and the other should be made over to the police authorities as a receipt for the articles received from them. If any of the articles are retained by the police for the purpose of investigation a remarks to that effect should be made in the inventory.

185. Articles subsequently recovered.—Articles subsequently recovered will be made over by the police under receipt to the post office, and should be dealt with in the manner explained in the preceding rule.

186. Disposal of recovered articles.—The recovered articles when made over to the post office, should be disposed of in the usual course without delay. Damaged or torn articles should be repaired or placed in protecting envelopes or bags before they are dispatched, a note stating the cause of damage being written on each article.

187. District authorities to be informed.—During the progress of the enquiry the Superintendent should inform the Magistrate and the police of any important circumstances which may come to light in connection with the robbery. He should, if possible, also place himself in communication with the senders of the articles of value which were stolen, informing them of, the loss and requesting them to supply him with any particulars necessary to complete the investigation.

188. Postmaster-General to be referred to for orders.—The Divisional Superintendent should, when in doubt or difficulty, consult the Postmaster-General, and ask him by telegraph or fax, if necessary, for advice and orders. As soon as possible, he should acquaint the Postmaster-General with the extent of the robbery, that is, the number and value of the articles stolen. He should also enumerate the articles that have been recovered and state how they have been disposed of.

189.- Deleted.

190. Documentary evidence to accompany report.—The final report of the Superintendent should be accompanied by all the documentary evidence which may be useful and available, e.g. depositions of witnesses, departmental documents (such as mail lists, registered and parcels lists, etc.), bags with their labels, cord, and seals, etc. If the case cannot for any reason be brought before a Court, the Superintendent should apply for a copy of the final report of police and attach it to his own report. If the case is taken into Court, a copy of the judgment should be submitted as soon as the trial is completed.

CASES OF THEFT OR LOSS

N.B.—(1) In the rules under this section, the duties assigned to the postmaster or head sorter as the case may be, must be performed by him personally. The term "postmaster" includes sub-postmasters and the term " head sorter" includes mail agents and mail guards.

(2) Where it is stated in the rules that an article, cover, etc, should be weighted by a section, it should be understood that this is to be done at the next halt and not when the trains is in motion.

191. Negligence resulting in loss to be punished.—The investigation of cases of theft or loss, or of tampering with registered articles of the letter mail and parcel mail articles etc., in transit through the post will be facilitated or hindered according as the work assigned to each official is carefully and accurately performed or not. For instance, unless due care is invariably taken when dispatching mails, to fasten the bags securely and to obtain distinct impressions of the seals, and when receiving mail to examine the condition of each bag so as to detect from the appearance of the seal and fastenings, any signs of its having been tampered with. It may be difficult, should any loss be subsequently discovered, to trace the missing article, or fix the blame on the office or individual in fault. Officials who by their carelessness or neglect of rules, have impeded or frustrated the prosecution of the enquiry, should be severely dealt with, and, if necessary, held responsible for the value of the missing article even though there be no suspicion against them of actual theft or complicity in the offence.

192. Transit bags bearing signs of damage or tampering—(1) When a transit bag is received bearing signs of damage or tampering, the postmaster or head sorter, as the case may be, should open it without loss of time and carefully scrutinise the condition of each mail bag and any parcel bag, loose account bag or branch office bag that may be contained in the transit bag and of the cords and seals of all such bags.

(2) If there is the least cause for suspicion in respect of any of the bags, the procedure prescribed in one or other the following rules as applicable to the particular class of bags concerned should be followed. If there is no cause for suspicion, the contents of the transit bag should be replaced in it, if it is intended for onward transmission and it should be closed and sealed and forwarded to destination, or if it is intended to be opened in the office or section the content should be made over in the usual course to the departments concerned.

(3) If any of the contents of the mail bag are missing, the procedure laid down in rule 205 should be followed.

(4) A note should in every case be made in the error book in post offices and in the daily report in sections and mail offices. In the case of a transit bag intended for onward transmission, a note explaining why the bag was opened should be made on the mails list enclosed in the bag, on the original and duplicate of the mail list (if any) to accompany the bag, and on the label of the bag.

Note.—In all cases in which a bag received for onward transmission is found torn, a fresh bag should be used to forward the contents to destination, a remark explaining why it has been substituted for the original bag being written on the label and mail list (if any). This ruling applies not only to transit bags, but also to all other kinds of bags.

193. Mail bags bearing signs of damage or tampering.—When a mail bag is received bearing signs of damage or tampering, the postmaster or head sorter, as the case may be should open it without loss of time and carefully scrutinise the condition of the registered bag and any insured bag, cash bag, account bag or branch office bag that may be enclosed in the mail bag; and of the cords, seals and fastenings of all such bags. He should also scrutinise the condition of the parcel mail articles, if any, and check them with the parcel list.

(2) If there is the least cause for suspicion in respect of any of the bags or articles the procedure laid down in one or other of the following rules as applicable to the particular class of bag or article concerned should be followed. If there is no cause for suspicion, the contents of the mail bag should be replaced in it, if it is intended for onward transition or if it is intended to be opened in the office or section the contents should be made over in the ususal ocurse to the different departments.

(3) If any of the contents of the mail bag are missing the procedure laid down in rule 205 should be followed.

(4) A note should in every case be made in the error book or daily report. In the case of a mail bag intended for onward transmission, a note explaining why the bag was opened should be made on the mail list (if any) to accompany the bag and on the label of the bag; and if the mail bag was taken form a transit bag, it should be replaced in the transit bag which should then be closed, sealed and dispatched in the manner described in the preceding rule.

194. Parcel bags bearing signs of damage or tempering.—(1) When a parcel bag is received bearing signs of damage or tampering, the postmaster or head sorter, as the case may be, should open it without loss of time and carefully scrutinise the condition of each parcel mail article and check the articles with the parcel list. He should also serutinise the condition of the insured bag, if any, contained in the parcel bag, and of the cord and seals of the insured bag.

(2) If there is the least cause for suspicion, the procedure prescribed in rule 199 or 202, as the case may require, should be followed. If there is no cause of suspicion the contents of the parcel bag should be replaced in it if it is intended for onward transmission,

and it should be closed and sealed and forwarded to destination; or if it is intended to be opened in the office or section the contents should be disposed of in the usual course.

(3) If any of the contents of parcel bag are missing the procedure laid down in rule 206 should be followed.

(4) A note should, in every case, be made in the error book or daily report. In the case of a parcel bag intended for onward transmission, a note explaining why the bag was opened should be made on the mail list to accompany the bag and on the label of the bag; and if the parcel bag was taken form a transit bag, it should be replaced in the transit bag which should be closed, sealed and dispatched in the manner described in rule 192.

195. Account bags bearing signs of damage or tampering.— (1) When an account bag is received bearing signs of damage or tampering, it should be opened by the postmaster or head sorter without loss of time. The contents of the bag should be examined, counted and checked by him with the s.o. slip or daily account (as the case may be) in the presence of witnesses ; and the procedure laid down below should be followed :-

(a) If the bag is intended for onward transmission, the contents should if no cash is missing, be replaced in the bag which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal and forwarded to destination, a remark explaining why it was opened being written on its label and on the mail list in which it is entered, if it is dispatched loose in a transit bag; but if there is any discrepancy other than in cash, a remark regarding it should first be written on the s.o. slip or daily account under the postmaster's or head sorter's signature. if any cash is missing the bag and its cord and seal should be preserved, the contents being forwarded to destination in another bag which should be closed and sealed in the manner described above, a remark explaining why it has been substituted for the original bag being written on the label, the mail list (if any) and the s.o. slip or daily account. If the account bag is taken from a transit bag or mail bag, it should be replaced in the transit bag or mail bag which should be dispatched under the procedure described in rule 192 or 193, as the case may be. A report should, if there is any discrepancy, be made at once by the postmaster to his immediate

superior or by the head sorter to the Superintendent.

(b) If the bag is intended to be opened in the office, the contents should be disposed of in the usual course, if there is no discrepancy. If there is a discrepancy, a remark regarding it should be written on the s.o. slip or daily account and a report should be made by the postmaster to his immediate superior, the bag and its cord and seal be preserved, if any cash is missing.

(2) A note should, in every case, be made in the error book or daily report, whether there is any discrepancy or not.

(3) If a cash bag is enclosed in the account bag, the postmaster or head sorter should carefully scrutinise the condition of the cash bag and of its lock, seal and fastenings and if there is the least cause for suspicion, the procedure laid down in rule 203 should be followed.

Note.—Whenever any cash is found short in an account bag, a report should be made by telegraph or fax under the provision of rule 144.

196. Branch office bags bearing signs of damage or tampering.—(1) When a branch office bag is received bearing signs of damage or tampering, it should be opened by the postmaster or head sorter without loss of time. The contents of the bag should be examined, counted and checked by him with the b.o. daily account or b.o. slip (as the case may be) in the presence of witness; and the procedure laid down below should be followed :-

(a) If the bag is intended for onward transmission, the contents should, if no cash or registered (including insured) article of the letter or parcel mail is missing, be replaced in the bag, which should be closed and sealed with the insurance seal or, where this seal is not available with the date seal, and forwarded to destination, a remark explaining why it was opened being written on its label and no the mail list (if any) which accompanies it; but if there is any minor discrepancy a remark regarding it should first be written on the b.o. daily account or b.o. slip under the postmaster's or head sorter's signature. If any cash or registered (including insured) article of the letter or parcel mail is missing, the bag and its cord and seal should be preserved, the contents being forwarded to destination in another bag which should be closed and sealed in the manner described above, a remark

explaining why it has been substituted for the original bag being written on the label, the mail list (if any) and the b.o. daily account or b.o. slip. If the branch office bag was taken from a transit bag or a mail bag it should, be replaced in the transit bag or mail bag which should be dispatched under the procedure described in rule 192 or 193, as the case may be. A report should, if there is any discrepancy, be made at once by the postmaster to his immediate superior or by the head sorter to the Superintendent.

(b) If the bag is intended to be opened in the office, the contents should be disposed of in the usual course, if there is no discrepancy. If there is any discrepancy a remark regarding it should be written on the b.o. daily account and a report should be made by the postmaster to his immediate superior, the bag and its cord and seal being preserved if any cash, or registered (including insured) article of the letter or parcel mail is missing.

(2) A note should in every case be made in the error book or daily report, whether there is any discrepancy or not.

(3) If a cash bag is enclosed in the branch office bag, the postmaster or head sorter should carefully scrutinise the condition of the cash bag and of its lock, seal and, fastenings : and if there is the least cause for suspicion, the procedure laid down in rule 203 should be followed.

(4) If the condition of any registered (including insured) article of the letter or parcel mail enclosed in a branch office bag opened under this rule gives rise of the least suspicion, the procedure laid down in rules 197, 199, 200 or 202, as the case may be, will, in a general way, guide the postmaster or head sorter in dealing with the case, and should be followed so far as it applies in any case.

(5) If any unregistered parcel is missing from a b.o. bag or if its condition gives rise to suspicion, the procedure laid down in rule 206 should be followed.

Note.—The Note to the preceding rule applies also to cases in which cash is found short in a branch office bag.

197. Uninsured registered articles of the letter mail bearing signs of damage or tampering.—(1) When a registered bag is received bearing signs of damage or tampering, it should be opened

by the postmaster or head sorter without loss of time, and the procedure laid down below should be followed :-

(a) If the registered bag is intended for onward transmission, the registered articles should be carefully scrutinised and checked with the entries in the registered list. If there is no cause for suspicion, the articles should be replaced in the bag, which should be closed, sealed and forwarded to destination, a remark being written on the registered list explaining why the bag was opened. If the condition of any article gives rise to the least suspicion, it should be weighed (in grams), the weight being noted on the article and the registered list in which it is entered. A report should at once be made by the postmaster to his immediate superior or by the head sorter to the Superintendent and the article should, before it is replaced in the bag, be enclosed in a protecting cover addressed to the office of destination on which a note regarding the condition, etc; in which the articles was found should be written, and which should be closed, and sealed with the insurance seal or, where this seal is not available with the date seal. The registered bag should be forwarded to destination enclosed in the mail bag from which it was taken, the mail bag being desptached in the manner described in rule 193.

(b) If the registered bag is intended to be opened, the registered articles should be carefully scrutinised and checked with the entries in the registered list. If there is no casus for suspicion, the articles should be made over in the usual course, to the registration clerk or sorter for disposal. If the condition of any registered article received for delivery or in sorting gives rise to the least suspicion, the article should be weighed (in grams) and the weight, the condition in which the article was found, and such other remarks as may be called for, should be noted on the article and list, and if the article is intended for delivery, also on the receipt. Immediate notice should be given to the dispatching office or, if the despatching office is a M.S.T. section, to its record office; a report should be sent by the postmaster to his immediate superior or by the head sorter to the Superintendent and the bag with its cord and seal should be preserved. If the article was received in sorting, it should be forwarded in a

protecting cover addressed to the office of destination, on which a copy of the remarks regarding the weight condition, etc; of the article should be written, and which should be closed and sealed in the manner described above. If the article is intended for delivery, the addressee should be served at once with a notice in the prescribed from (R.P. 63) and the article should be locked up by the postmaster pending the arrival of the addressee. The receipt should be signed by the addressee or his authorized agent before the article is delivered, or opened. If any of the contents appear to have been abstracted, an inventory of the contents, as received, should be made and signed by the addressee or his authorized agent and the postmaster. The postmaster should obtain the packing materials and covering of the damaged article and send them with the inventory to his immediate superior with a full report on the case.

Note.—The postmaster's personal duties prescribed in para. (1) (b) above, may under the orders of the Head of the Circle, be performed by Deputy Postmaster or Assistant Postmaster in the case of 1st class Head Offices and by Deputy or Assistant Postmaster in the case of 2nd class Head Offices.

(2) In every case a note should be made in the error book or daily report.

(3) If a registered bundle is enclosed in the registered bag, the postmaster or head sorter should carefully scrutinise the condition, the bundle and its seal and, if there is the least cause for suspicion, the procedure laid down in rule 198 should be followed.

Note 1.—In the case of first class head office, the postmaster of the office itself should be regarded as the immediate superior for the purposes of the preliminary investigation and should take the same action on reports received from the Department concerned of his office, as a Superintendent is required to take on similar reports received from offices subordinate to him. No report should be made by a first class postmaster to the Postmaster General unless the enquiry shows or it is alleged, that the contents of the articles have been damaged or tampered with.

Note 2.—If any of the contents of a registered bag are missing the procedure laid down in rule 206, should be followed.

Note 3.—The attendance at the post office of the addressee cannot be enforced in order that a suspicious article may be opened in his presence. If the attendance of the addressee cannot be procured within seven days from the date of the notice (Form R.P.-63), the article should be treated as unclaimed and returned to the sender.

Note 4.—In cases where the addressee resides near a "no-delivery" post office, a paragraph in the following terms should be added to the notice issued to him in form R.

P. 63:-

"If you so desire, the article will be forwarded to the (name) 'no-delivery' post office where you or your agent can attend for the purpose mentioned above."

198. Registered bundles bearing signs of damage or tampering.—(1) When a registered bundle is received, bearing signs of damage or tampering, it should be opened by the postmaster or head sorter without loss of time and the procedure prescribed below should be followed by him :-

(a) If the registered bundle is intended for onward transmission, the registered articles enclosed in it should be carefully scrutinised and checked with the entries in the registered list enclosed in the bundle. If there is no cause for suspicion the articles should be enclosed in a fresh registered bundle which should be closed, sealed and forwarded to destination, remark being written in the registered list in which the registered bundle is advised and also on the cover of the registered bundle explaining why the original registered bundle was opened. If the condition of any registered article received in a registered bundle gives rise to the least suspicion it should be weighed (in grams), the weight being noted on the article and in the registered list in which it is entered. A report should be made at once by the postmaster to his immediate superior or by the head sorter to the Superintendent; and the article should, before it is replaced in a fresh registered bundle be enclosed in a protecting cover addressed to the office of destination, on which a note regarding the condition, etc., in which the article was found should be written and which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal.The registered bundle in which the article is again enclosed should be replaced in the registered bag from which it was taken.

(b) If the registered bundle is intended to be opened, the procedure laid down in paragraph (1) (b) of the preceding rule should be followed in so far as it applies to articles intended for delivery, the cover of the registered bundle with its seal being also preserved.

(2) In every case, a note should be made in the error book or daily report.

Note 1.—In cases of tampering, the original cover of a registered bundle opened should be kept in the postmaster's personal custody until the enquires in the case have been completed. In the M.S.T. it should be attached to the head sorter's daily report and similarly preserved by the Superintendent.

Note 2.—See the Notes below the preceding rule.

199. Uninsured registered parcels bearing signs of damage or tampering.—(1) When an uninsured registered parcel is received bearing signs of damage or tampering, a report should at once be made by the postmaster to his immediate superior or by the head sorter to the Superintendent and the parcel should be dealt with in the following manner :-

(a) If it is taken from a parcel bag or mail bag not addressed to the office or section, it should (except in sections) be weighed and the weight in grams should be entered on the parcel and in the last column of the parcel list in which it is invoiced. The parcel should be forwarded enclosed in a protecting bag addressed to the office of destination on the label of which a note regarding the condition, etc., of the parcel should be written and which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal. A note should also be recorded against the entry of the parcel in the parcel list to the effect that it has been enclosed in a protecting bag. The protecting bag should be forwarded to destination inside the parcel bag or mail bag which should be dispatched in the manner described in rule 193 or 194 as the case may be.

(b) If the parcel is received in a parcel bag or mail bag addressed to the office or section, the ascertained weight (except in sections), the condition in which it was found and such other remarks as may be called for should be noted on the parcel, in the parcel list with which it was received and if the parcel is for delivery, also on its receipt. The bag from which the parcel was taken with its cord and seal should be preserved and immediate notice should be given to the despatching office or, if the dispatching office is a section, to this record office. If the parcel is for onward transmission it should be forwarded to destination in the manner described in the preceding clause. if it is for delivery, the addressee should be served with a notice and the further action

prescribed in rule 197 in connection with the delivery of damage registered articles of the letter mail, should be taken. Damaged uninsured parcels (which are not addressed to the Post Restante) may be detained in the office of delivery for a period of seven days only.

(2) In every case, a note should be made in the error book or daily report.

Note 1.—In the case of parcels received in a wicker basket, the basket should be preserved only if it is obvious that it was forced open, or if it is damaged to such an extent as to admit of any of its contents being abstracted : in such cases the basket should be marked for future identification.

Note 2.—See Notes 1, 3 and 4 below rule 197.

200. Insured envelopes and insured letters bearing signs of damages or tampering.—(1) If an insured envelope is received bearing signs of damage or tampering, or without its weight having been recorded by the office of posting or if its weight differs from that noted on the envelope so as to give rise to suspicion of having been tampered with, it will be made over to the postmaster or head sorter, who should himself weigh it, open it and take out the contents in the presence of witnesses, the ascertained weight (in grams), being noted on the envelop. The insured letter enclosed in the envelope should then be carefully scrutinised and weighed in the presence of witnesses. In all cases in which there is the least cause for suspicion in regard to an insured letter, or in which the weight differs from that entered on the letter by the office of posting, an immediate report should be made as required by rule 144 and the procedure laid down below should be followed :-

(a) If the insured letter is taken from a bag not addressed to the office or section, it should be forwarded enclosed in a fresh insured envelope (or, in the M.S.T; in a protecting envelope) on which should be written a note regarding the condition, weight, etc., of the insured letter and the envelope in which it was received supplemented, in the case of protecting envelopes by the No. and the office of posting of the letter. A copy of this note should be sent by the postmaster to his immediate superior or by the head sorter to the Superintendent with a full report on the case, the envelope in which the insured letter was received being preserved. The fresh insured or protecting envelope should be closed and sealed with the insurance seal or, where this seal is not available with the date seal, and

placed in the registered bag which should be dispatched in the manner described in rule 197.

(b) If the insured letter is taken from a bag addressed to the office or section, the procedure described in the preceding clause should, if the envelope was received in sorting, be followed with the addition that a copy of the note referred to should be written on the registered list with which it was received and is dispatched. If the insured letter is intended for delivery, the addressee should be served at once with a notice in the prescribed from (R. P.-63) and, pending the arrival of he addressee, the letter should be protected in a fresh cover in the manner prescribed in the preceding clause and kept under lock and key in the postmaster's personal custody. The envelope from which the letter was taken and all bags in which the envelope was enclosed with their cord and seals should be preserved. If, on opening the insured letter, the addressee finds the contents to be correct the letter should be delivered to him on his signing the receipt and acknowledgment; but if he states that the contents are not correct, the postmaster should prepare a complete inventory of the articles contained in the letter, the total weight (in grams) of all the articles and the weight (in grams) of the cover of the letter being separately noted in the inventory. The inventory should be prepared in duplicate and in the addressee's presence. Both copies should be signed by the addressee and the postmaster. One copy should be attached to the unsigned acknowledgment and forwarded to the postmaster of the office of posting, with full particulars of the occurrence for communication to the sender; the other copy being sent by first mail with a full report on the case by the postmaster to his immediate superior.

Note.—If the addressee does not wish to open the letter himself, but requests the postmaster to do so in his presence, the request should be complied with.

(2) If the condition of the insured letter gives rise to no suspicion, the insured envelope containing it should, if intended for onward transmission, be forwarded enclosed in a fresh insured envelope or in a protecting envelope, as the case may require, on which a note should be written explaining why the original envelope was opened and which should be closed and sealed in the manner described in clause (a) of the preceding paragraph. In the case of

protecting envelopes, the note should be supplemented by information as to the No., date, office of posting and weight of the letter. If the letter is intended for delivery the insured envelope and letter should be made over in the usual course to the registration clerk.

(3) A note should in every case be made in the error book or daily report.

Note,—See Notes 1, 3 and 4 below rule 197.

201. Insured bundles bearing signs of damage or tampering.—(1) If an insured bundle is received bearing signs of damage or tampering or without its weight having been recorded by the office of posting, or if its weight differs from that noted on it so as to give rise to suspicion of having been tampered with, it will be made over to the postmaster or head sorter who should himself weigh it, open it and take out the contents in the presence of witnesses, the ascertained weight (in grams) being noted on the envelope or label. Each insured letter contained in the bundle should then be carefully scrutinised and weighed in the presence of witnesses. In all cases in which there is the least cause for suspicion in regard to an insured letter or in which the weight of an insured letter differs from that entered on it by the office of posting an immediate report should be made as required by rule 144 and the procedure laid down below should be followed :-

(a) If the insured bundle is taken from a registered bag not addresses to the office or section, the letter which gives rise to suspicion should be enclosed by the postmaster in an insured envelope or by the head sorter in a protecting envelope addressed to the office of destination on which should be written a note regarding the condition, weight, etc., of the insured letter and of the bundle with which it was received (supplemented in the case of the M.S.T. by the No. and office of posting of the letter) and which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal. A copy of this note should be sent by the postmaster to his immediate superior or by the head sorter to the Superintendent with a full report on the case, the envelope in which the original bundle was received, or if it was received in a bag, the bag with its cord and seals, being preserved. The insured letter enclosed in the insured or protecting envelope, with the other letters contained in the original bundle and the registered list in which the letters were invoiced should

then be placed in a fresh insured bundle or, in the M.S.T. in a protecting bag which should be closed and sealed, a remark be written on the registered list in which the insured bundle is advised and also on the envelope or the label of the bag explaining why the original bundle was opened. The fresh insured bundle or protecting bag should be replaced in the registered bag from which the original bundle was taken and the letter bag should then be dispatched in the manner described in rule 197.

(b) If the insured bundle is taken from a registered bag addressed to the office or section and is intended for onward transmission, the procedure described in the preceding clause should be followed with the addition that a copy of the note referred to should be written on the registered list with which it was received and is dispatched. If the insured bundle is addressed to the office and contains any insured letter the condition of which gives rise to suspicion, action should be taken as prescribed in rule 200 (1) (b).

(2) If the condition of the insured letters gives rise to no suspicion, the insured bundle should, if intended for onward transmission be forwarded enclosed in a fresh insured bundle or protecting bag in the manner described in the preceding paragraph, a note being written on the fresh envelope or on the label of the bag explaining why the original bundle was opened. If the bundle is intended to be opened by the office, it should be made over in the usual course to the registration clerk.

(3) A note should in every case, be made in the error book or daily report.

Note.— See Notes 1, 3 and 4 below rule 197.

202. Insured bags and insured parcels bearing signs of damage or tampering.—(1) If an insured bag is received bearing signs of damage or tampering, or if its weight differs from that noted on the insurd label so as to give rise to suspicion of having been tampered with, it will be made over to the postmaster or head sorter who should himself weigh it, open it, and take out the contents, in the presence of witnesses, the ascertained weight (in grams) being noted on the insured label. Each insured parcel contained in the bag should be carefully scrutinised and weighed in the presence of witnesses. In all cases in which there is the least cause for suspicion

in regard to an insured parcel, or in which the weight of an insured parcel differs from that noted on the No. Slip pasted to it by the office of posting, an immediate report should be made as required by rule 144 and the procedure laid down below should be followed :-

(a) If the insured bag is intended for onward transmission, the parcel which gives rise to suspicion should be enclosed in a protecting bag addressed to the office of destination, on the label of which a note regarding the condition, weight, etc., of the parcel and the insured bag in which it was received should be written and which should be closed and sealed with the insured seal, or, where this seal is not available, with the date seal. A note should also be recorded against the entry of the insured parcel in the parcel list in which it is invoiced to the effect that the article has been enclosed in protecting bag. The insured parcel in its protecting bag should then be placed with the other insured parcels (if any) in a fresh insured bag which should be closed and sealed in the manner prescribed for closing and sealing insured bags, a remark being written on the label explaining why a fresh bag has been used, and which should be forwarded to destination inside the mail or parcel bag from which the insured bag, was originally taken, the mail or parcel bag being dispatched in the manner described in rule 193 or 194 as the case may be; A copy of the note written on the label of the protecting bag should be sent with a full report on the case, by the postmaster to his immediate superior or by the head sorter to the Superintendent, the insured bag from which the parcel was taken with its cord and seals being preserved.

(b) If the insured bag is intended to be opened by the office or section and contains sorting insured parcels, the parcel which gives rise to suspicion should be forwarded to destination enclosed in a protecting bag which should be closed, sealed and labelled in the manner described in clause (a) above. A copy of the note on the label of the protecting bags should be written on the parcel list with which the article was received and is dispatched; and a copy should be sent by the postmaser to his immediate superior or by the head sorter to the Superintendent with a full report on the case, the insured bag from which the parcel was taken with its cord and seals being preserved.

Note.—In the M.S.T. the instructions in the preceding clauses about weighing the parcel and recording its weight apply to mail offices and not to sections.

(c) If the insured bag is intended to be opened by the office and contains insured parcels for delivery, the addressee of the parcel which gives rise to suspicion should be served with a notice in the prescribed from (R. P. -63) and pending the addressee's arrival, the parcel should be keep under lock and key in the postmaster's personal custody. The insured bag from which the parcel was taken with its cord and seals, and all the bags in which the insured bag was enclosed with their cord and seals should be preserved. If on opening the parcel, the addressee finds the contents to be correct, the parcel should be delivered to him on his signing the receipt and acknowledgment; but if he states that the contents are not correct, the postmaster should prepare a complete inventory of the articles contained in the parcel and weigh the covering of the parcel and the articles contained in it separately, the total weight of all the articles and the weight of the covering being separately noted in the inventory. The inventory should be prepared in duplicate and in the addressee's presence. Both copies should be signed by the addressee and by the postmaster. One copy should be attached to the unsigned acknowledgment and forwarded to the postmaster of the office of posting with full particulars of the occurrence, for communication to the sender, the other copy being sent by first mail with a full report on the case by the postmaster to his immediate superior.

(2) If the condition of the insured parcel gives rise to no suspicion, they should, if the insured bag is intended for onward transmission, be replaced in the insured bag which should be closed and sealed, a remark being written on the label explaining why the bag was opened, and then forwarded to destination, in the manner described in clause (a) above, and if the bag is intended to be opened in the office or section it should be made over, with its contents in the usual course, to the parcel clerk or sorter as the case may be.

(3) A note should, in every case be made in the error book or daily report.

203. Cash bags bearing signs of damage or tampering.—If a

cash bag is found to bear signs of damage or tampering, the following procedure should be followed :-

(a) If it is intended for onward transmission, it should (except in section) be weighed and the ascertained weight (in grams) should be noted on the s.o. slip, daily account, b.o. slip or registered list, as the case may be. It should then be enclosed in a protecting bag addressed to the office of destination, on the label of which a note regarding the condition, etc; of the cash bag should be written and which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal. The protecting bag should be forwarded to destination inside the account, branch office, or mail bag from which the cash bag was taken, the account branch office, or mail bag being dispatched in a manner described in rule 193,195 or 196, as the case may be. A report on the case should be sent at once by the postmaster to his immediate superior or by the head sorter to the Superintendent.

(b) If it is intended to be opened, it should be weighed (in grams) and opened and the contents should be counted by the postmaster in the presence of witnesses; If any of the contents of the bag are missing, a report by telegraph should be made as required by rule 144, and the bag, lock, cord and seal togather with all the bags in which it was enclosed with their cord and seal, should be preserved. A full report on the case should be sent at once by the postmaster to his immediate superior.

204. Enquires to be made by Superintendent in cases of abstraction of the contents of articles.—If an article which has been tampered with is, on delivery, found to have had any portion of its contents abstracted, the Superintendent, on receiving intimation should at once obtain from the addressee and the sender, direct or, where necessary, through the postal officer concerned, full particulars regarding the contents and value of the article. A careful examination should be made of the articles as well as the bags in which it was received and their cord and seals; and strict enquires should be instituted in the offices and sections through which the article passed. The assistance of the Magistrate and police should be obtained where required. If it is thought necessary to search the house of suspected official, care should be taken that the procedure required by law is strictly adhered to.

205. Steps to be taken if any of the contents of a transit or mail bag are missing.—(1) If on opening a transit or mail received, whether addressed to the office or section or not, any bag which should be contained in it is found missing, an immediate report should be made as required by rule 144. If any registered (including insured) article of the letter mail or any registered (including insured) or unregistered article of the parcel mails is found short in a mail bag the procedure laid down in the next rule should be followed.

(2) The bag with its cord and seal should be preserved in the custody of the postmaster or head sorter, if it is not addressed to the office or section, another bag should be used to forward the contents to destination, a remark explaining why it has been substituted for the original bag being written on the label and the mail list (if any).

(3) A note should be made in the error book or daily report.

206. Short receipt of registered articles of all kinds.—(1) If a registered article of any kind, invoiced in a registered list or parcel list, is not received, the postmaster or head sorter should at once take possession of the bag or cover in which the article should have been enclosed with its label, seal or seals and cord, the list and the other articles (if any) entered in the list, all of which he should carefully examine, noting any discrepancies and making such remarks as may be necessary on the list. if the missing article is an insured parcel the postmaster or head sorter should compare the aggregate weight of the insured parcels actually received and the weight of the insured bag and its seals, cord and label with the weight marked on the label. If the weight agrees, it will tend to show that the insured parcel supposed to be missing was not placed in the bag, but entered by a clerical error in the list, or that it was missent to some other office or section, or left behind by mistake in the office or section which made up the bag. If a registered article which should have been received enclosed in a registered bundle is missing the matter should be reported at once to the postmaster, who will immediately take possession of the registered bundle and the bag in which it was enclosed with its labels, seal or seals and cord, and carefully examine the condition of the registered bundle to see whether there is any reasons to suspect that it has been tampered with.

Note.—In the M.S.T. the instruction about weighing parcels applied to mail offices and not to sections.

(2) The bag or the registered bundle in which the missing articles should have been received with its label, cord and seal or

seals and all the other bags (if any) in which that bag or bundle was enclosed with their cord and seals, should be preserved. If the bags or bundle which are to be preserved were not addressed to the office or section their contents should be forwarded to destination enclosed in other bags or bundles, which should be closed and sealed with the insurance seal or where this seal is not available, with the date seal, a note being made on the label of each bag or on the bundle and mail list (if any), explaining why the bag or bundle has been substituted for the original bag or bundle.

(3) The postmaster or head sorter should immediately report the loss as required by rule 144. He should make a thorough search for the missing article in the office or mail van; and if it cannot be found take down the names of all present (including postmen, packers, van peons, porters, etc.), noting the share which each had in the work of receiving, opening and handling the mail with which the missing article should have been received. If necessary, he should prevent any one from leaving the office or the platform at the terminal station, as the case may be, pending the arrival of the police, who should invariably be called for in all cases in which an insured article is received short. In other cases they may, if it is considered advisable, be summoned. The statements of all the officials present should be recorded in writing and they should be required to sign the depositions, their signatures being witnessed by the postmaster or head sorter. If any of them objects to be searched the arrival of the police should be awaited. When the police arrive, none of the office establishment or set should be permitted to leave till such preliminary investigation, as may be considered necessary, has been completed. A full report of all the circumstances should then be made by the postmaster to his immediate superior or by the head sorter to the Superintendent.

Note.—In the case of short receipt of an insured article, the officer concerned before calling for the police, should satisfy himself that a prima facie case regarding its loss has been established after making telegraphic enquires from the despatching office or section.

207. Enquires to be made by Superintendent in cases of Loss.—(1) The Superintendent should lose no time in enquiring into the alleged loss. He should carefully examine the bags, cord and seals that have been preserved and, if necessary, request other Superintendents and officials to assist him by making enquireies within their respective jurisdictions. He should, as soon as possible, obtain from the addressee and sender of the lost article either direct or through the Superintendent of post offices concerned, full particulars regarding its contents and value, the circumstances under which it was posted and any other information that may be available. He

should communicate this information when received to the police if the investigation has been placed in their hands, and also furnish them with such other evidence as may from time to time come to his knowledge, to enable them to prosecute the investigation.

(2) In important or difficult cases, the Superintendent should himself proceed to the office or to the headquarters of the set, as the case may be, to which suspicion of the theft or loss attaches; and, if necessary, visit the offices or sections through which the articles passed, in order to follow up the enquiry from office to office and section to section. In other cases, if the Supreitendent is unable to be present an Assistant Superintendent may be deputed to carry on the enquiry. The latter should keep the Superintendent informed of its progress.

208 to 213. **Deleted;**

CASES OF FRAUD AND MISAPPROPRIATION

214. Fraud facilitated by lax supervision—Cases of fraud and misappropriation of Government money by postal official will seldom occur if the rules which define the responsibility of each official are strictly enforced, and if the balances of post offices are verified and the correctness of the accounts tested by the postmaster in accordance with the detailed instructions on the subject. When a system of fraud is carried on in a post office, it will generally be found that several members of the establishment have been acting in collusion, and that the postmaster has been lax in his supervision.

215. Check on credit of unpaid postage.—(1) When a supervising officer has reason to suspect that a post office under his control fails to afford credit for the full amount of postage due on articles received for delivery, he should apply tests to the honesty of the postmaster by taking note whenever he has an opportunity of the postage on articles dispatched to the office in the presence of witnesses and securing, if necessary, the co-operation of other officials; Such co-operation will be specially necessary in cases where the office to be tested receives unpaid station articles of the letter mail from more than one office or form an office or section outside the Superintendent's jurisdiction because, for the test to be completed, notes of the postage due on all the dispatches received on the same day by the office to be tested must be kept at all the dispatching offices and sections, so that the aggregate postage due on all the dispatches may be compared with the entry in the letter postage

account or in the memo, of unpaid postage taxed and received direct, as the case may be.

(2) Similarly when there is reason to suspect that a post office takes excess credit for forward postage, the supervising officer should apply tests in the manner described in the preceding paragraph by taking note of the postage due on forward bundles made up by the office, and having the notes kept by the receiving offices and sections in respect of all the forward bundles made up by the post office on the same day, so as to secure a comparison between the aggregate postage thus ascertained and the entry in the deposit account.

(3) Supervising officers of the M.S.T. should when requested to do so, fully co-operate with those of the Post Office in carrying out these tests.

(4) If a system of fraud in respect of postage is discovered to have existed for any length of time in an office, it will often be a proof that the supervising office to whom that office is subordinate has neglected his duty.

216. Temporary misappropriation of money.—Fraud is sometimes committed by officials in respect of money received in the execution of their duties which is misappropriated for a time, the amount being afterwards made good and credited in the account. This is a very serious offense punishable as a criminal breach of trust, even though there may not have been any actual loss. If a postmaster or a supervising officer has any reason to suspect fraud of this nature, an immediate investigation should be made.

217. Deficiency in the cash or stamp balance.—If a supervising officer finds a deficiency in the cash or stamp balance of a post office or record office, the postmaster or treasurer or both in the case of post offices or the record clerk in the case of record offices should be called upon to produce the money or stamps. If the official or officials cannot do so and are unable to give satisfactory explanation, action should be taken as prescribed in the rules on the subject of criminal offenes.

Note 1.-All extra departmental sub and branch postmasters, whether, their offices are provided with iron safe or not, are required to make their own arrangements for the safe custody of cash and valuables on their own responsibility.

Note 2.-In the case of a sub or branch office in charge of an extra-departmental agent, when a deficiency in the cash or stamp balance is noticed by a supervising officer, time should be given to the extra-departmental agent to send for the cash, stamps, etc. and no charge of fraud should be made against him, unless he is unable to produce the full

balance shown by the accounts within the time required for going to and coming back from the place where the cash is kept for safe custody. If any unreasonable delay occurs, the supervising officer should make local enquires and if he has good reason to suspect dishonesty, he should proceed in accordance with the instructions given in the above rule.

218. Deleted.

219. Deleted.

220. Requisition for money orders and Pakistan postal order on receipt of complaints and their preservation.—(1) When a complaint is made regarding the non-payment or wrong payment of a money order or Pakistan postal order it should be decided as early as possible whether their the money order or Pakistan postal order is necessary for purposes of the enquiry. If the money order or Pakistan postal order is needed, it should be obtained without delay from the Audit Office if it has reached that office and has not already been destroyed. The period of preservation of money orders and Pakistan postal orders in the Audit Offices is generally one year from the end of the month of issue in the case of paid inland money orders and Pakistan postal orders and three years in the case of inward foreign money orders.

Note.-As an exception to the general rule, any money order or Pakistan Postal order which has formed the subject of enquiry is not destroyed, but on its return to the Audit Office, is recorded with the correspondence to which it relates and is preserved as long as the correspondence exits. When therefore, such a money order or Pakistan Postal order is required for further reference, the letter with which it was returned should always be quoted as otherwise it would not be possible to trace it, and unless a reference is made to previous correspondence the stereotyped reply that the money order and Pakistan Postal orders, records of the month have been destroyed in due course must be given to a requisition for a money order or Pakistan postal order pertaining to a period for which the records have been destroyed.

(2) Assistant Superintendents and postmaster who are subordinate to Divisional Superintendents of post offices or first class postmasters should not send applications for the return of void many orders direct to the Audit Offices. When a void money order is required from an Audit Office for purpose of enquiry or reference by such a postmaster or Assistant Superintendent the Superintendent or first class postmaster should be addressed, and if that officer is satisfied that the document is really wanted, he will request the Audit Office concerned to send it to himself, or to the postmaster or Assistant Superintendent direct, as may appear to be expedient in the circumstances of the case. In making requisitions for void money orders, the circumstances in which they are required should be stated.

(3) Assistant Superintendents of post offices, all head postmasters

and sub-postmasters in the selection grade may call for paid money orders or Pakistan Postal orders from the Audit Offices direct for purposes of enquiry or reference.

(4) Unless the return of a paid money order or Pakistan Postal order, obtained from the Audit Office is specially asked for, it should be preserved with the records of the case in the office of the officer who conducted the enquiry and destroyed with it is accordance with the rules regarding disposal of records.

221. Requisition on the Audit Office for discharged cash certificates or warrants of payment in respect of savings banks withdrawals.—(1) Assistant Superintendents and postmasters who are subordinate to a Superintendent or first class postmaster and not authorized to call for discharged cash certificates or warrants of payment in respect of savings bank withdrawals from the Audit Office direct. When a discharged cash certificate or a warrant of payment is required by such an official for purposes of enquiry or reference, the Divisional Superintendent or the first class postmaster should be addressed. Discharged cash certificates are preserved in the Audit Office for eight years counting from the dates of their payment and warrants of payment for three years.

(2) A Discharged cash certificate or a warrant of payment obtained from the Audit Office for purposes of enquiry or reference should not be returned unless its return is specially asked for by the Audit Office. It should be preserved with the relative file in the office of the Divisional Superintendent or Postmaster-General or first class postmaster, as the case may be, and destroyed with it in accordance with the rules regarding disposal of records.

222. Deleted;

223. Claims of defrauded persons.—(1) In all cases except those referred to in paragraph (3), where loss has been caused to any private person by money having been misappropriated by a postal official or fraudulently obtained from the Post Office by an outsider, the Postmaster-General should issue orders for the amount to be refunded to the defrauded person as soon as he has admitted his claim. It is important that there should be no unnecessary delay in satisfying the claims of defrauded person in such cases, and the supervising officer concerned should, therefore, apply for the orders of the Postmaster-General on this point as soon as the facts are clear. Before settlement of claim an affidavit each from the remitter as well as the payee should be obtained in consultation with the Public Prosecutor, to the effect that they have not received the amount of

the money order previously through any source including the official accused in the case. In order to further safeguard the Government interest, the following undertaking should also be included in the affidavit:-

I undertake to appear in the Court of Law as and when required and testify that I had not, prior to the payment of compensation made by the Department received the amount of the Money Order, Saving Bank, etc; through any source including the accused in the case.

(2) In cases where money received for the issue of a money order has been misappropriated by a postal official—wherever the misappropriation may have taken place—and the claim of the defrauded remitter has been admitted by the Postmaster-General the remitter should be asked whether he wishes the amount to the repaid to himself or remitted, according to his original intention, to the payee. In the former cases the Postmaster-General should order the amount, including commission, to be refunded; in the latter case, the commission will be retained by the Post Office.

(3) In cases where a wrong payment of an ordinary or urgent/fax money order has been made in consequence of a deception having been practiced upon the remitter by a person who personated the real payee, the orders of the Director-General should be obtained before a refund is made. The Postmaster-General may, however, sanction refund in such cases without reference to the Director-General up to the amount which he can write off. The amount sanctioned should be adjusted in the accounts by a write-off if not recovered from the party to blame.

Note._ This paragraph does not apply in the case of wrong payment by Foreign Postal Administrations of money orders issued in Pakistan, in respect of which the Pakistan Post Office is exempted by law from all responsibility.

(4) Where a report or statement is required to be submitted to the Director-General under rule 173, the Postmaster-General should in cases of the kind referred to in paragraphs (1) and (2) mention particulars of refunds that may have been ordered by him, while in cases of the kind referred to in paragraph (3) he should mention particulars of refunds ordered when the amount involved does not exceed the limit up to which he can write off, and make his recommendation as to whether refund should be granted or report whether the claim has been rejected, when the amount involved exceeds his power of sanction.

(5) Any sums refunded to private persons before the recovery, or adjustment of the amount of the loss should be paid from the cash

collections of the office which makes the payment, and the item should be shown in the account of the head office as advances recoverable until the final order of adjustment is received.

224. Deleted;

225. Deleted;

CHAPTER 4

TRANSMISSION OF MAILS UNDER THE WEIGHMENT SYSTEM

N.B.—In these rules the expression "dispatching officer" means the officer by whom the mails are made over to the Railway and the expression "receiving" officer means the officer by whom the mails are received from Railway. The receiving and the dispatched officer may be, in the case of a post office, the postmaster or a clerk, or mail peon of the office; and in the case of M.S.T. a sorter, mail agent, or mail guard.

GENERAL

226. Definition of weighment system.—The weighment system is the system in force on State Railways and other Railways on which State Railway rules apply under which closed bags (mail, packet or transit), without limit of weight are conveyed in luggage vans in the custody of railway guards. Mails so carried are charged for according to weight at the rate of one Pasia per maund per mile subject to a minimum charges for each despatch as for 5 seers, no reserved accommodation being provided. Payment for a regular daily service is made hal-yearly; payment for occasional dispatches is made monthly on presentation of bills supported by vouchers.

227. Cases in which the weighment system may be adopted.—(1) The object of the weighment system is to provide a regular daily exchange of mails between offices served by unimportant railway lines or were the mails are light or between offices situated at stations at which the mail trains do not stop or where it may be considered desirable to have an additional despatch by a train other than the one conveying the regular mail. The wighment system may also be used for the transmission of mails between M.S.T. sections or between R.M.S. mail offices or between post offices, or between Direct Mail Offices and post offices, whenever local circumstances may render this course desirable or necessary.

(2) Every proposition of the exchange of mails as a regular daily service by the weighment system should be carefully considered by the Head of the Circle with reference to of the importance of the mails, the number of articles to be benefitted and the cost of the despatch under rule 226. If the proportion concerns a section or mail office or a post office in another circle, the consent of the Head of the other Circle should first be obtained.

Note.—When there is a double service (a) in charge of sorters or of a mail guard and (b) under the weighment system, cash and insured articles of the letter and parcel mails should be dispatched exclusively through the former service. Account bags and branch office bags should also be similarly dispatched; but when it is known that these bags do not contain cash, postage stamps or postal orders, they may be sent under the weighment system enclosed in mail or transit bags, if this course is found advantageous.

228. Weighment as a regular service not to be introduced without reference to Postmaster-General.—Head of Circle are alone authorised to address the Railway authorities regarding the introduction of the weighment system as regular service on State Railways or Railway to which state Railway rules for accommodation apply. Before such a service is introduced the Heads of Circles must communicate on the subject with the authority of the Railway concerned, fand furnish them in respect of each bag to be dispatched, with full particulars on the following points, viz., (a) the office of despatch, (b) Railway station from which the bag will be dispatched, (c) the office of destination (d) Railway station at which the bag will be delivered, (e) Railway designation of the train by which the bag will be conveyed, and (f) the probable approximate weight of the bag. They should also mention the date from which the bag will be dispatched. A copy of this communication will be forwarded to the Superintendents M.S.T.; and Post Offices concerned.

229. Definition of occasional dispatches.—The system know as occasional dispatches is the system in force on State Railways and other Railways to which state Railway rules apply, under which the post Office is empowered to forward mails by any train even though such train may not ordinarily be em ployed of the conveyance of mails. The provisions of rule 226 apply to these dispatches. The weigh of occasional despatch is restricted to five mounds and the minimum payment for each despatch is 37 Paisa.

230. Cases in which the system of occasional dispatches may be adopted.—(1) The object of this system is to obviate the delay to which mails may sometimes be subjected, owning to misconnection of trains or to the unusal bulk of the bags on a particular occasion or other unforeseen causes. The Postmaster-General will communicate to the Superintendent M.S.T; the names of the post offices authorised by him to despatch mails over this system. Only large offices situated at junction stations where there are no mail offices should ordinarily be so authorized. Officers of the M.S.T; may make use of this system whenever necessary.

(2) Closed parcel mails (not including insured bags which under existing rule may not be sent by the weighment system should be booked and forwarded through the Railway in the brake-van in all

cases in which it may be found economical of do this. On State Railways and Railways to which State Railway rules apply, this should be done under the sytem of occasional dispatches, and on other Railways the parcel bags should be booked as luggage or in any other way which is found tobe safe and economical.

DESPATCH UNDER WEIGHMENT SYSTEM AS A REGULAR SERVICE

231. Preparation of bag for despatch.—When mails are to be forwarded under the weighment system, the dispatching offices should separate the bags into **—**

(a) those to be forwarded in transit bags,. and

(b) those to be dispatched loose.

All bag addressed to the same office or section or to be delivered at the same Railway station will come under head (a) and all others under head (b). The former should be enclosed in a light transit bag of suitable size in which a mail list, prepared in the usual manner should also be placed. No mail list is necessary in the case of bags dispatched loose. EAch transit bag and each bag despatched loose should be labelled with a weighment system label.

232. Entries to be made in mail list.—The despatching office should prepare a mail list addressed to the station master detailing on the lsit all the bags (due and unusual) to be forwarded.

233. Transfer of bags to station master.—The mail list with the bags to be forwarded should be handed over to the station master, by the dispatching officer and the latter should see the bags counted in his own presence. After all the bags have been examined and checked, he should obtain the station master's signature on the duplicate of the mail list.

234. Half-yearly weighmen of bags.—The mails handed over to the station master on the 21st January and the 21st July of each year must be delivered by a responsible officer of the despatching office after weighment in the presence of the station master. The mail list should be prepared in quadruplicate by means of carbon paper on these dates and as each bag is weighed its weight should be recorded on the list by the same process. if any part of the mail is to be sent by special messenger under rule 235, it should also be weighed and included in the total weight on which the half-yearly charge is calculated. After all the bags have been weighed, the officer deputed

by the pOst Office and the station mater should sign all the copies of the mail list by the carbon process in attestation of the entries. The original and duplicate copies of the mail list should then be handed over to the station master and the triplicate at once forwarded to the Superintendent M.S.T., a copy of it being placed on record. The station master will keep one of his copies as the Railway record, and send the other to the Railway Accounts Officer to be attached as voucher to the bill submitted to the Head of the Cricle concerned. If the vouchers are in order, the latter officer should accept the charges supported by them as final.

Note.—By "responsible" officer in this rule is meant, in the case of a post office the post master or a clerk, and in the case of the M.S.T., a sorter, mail agent or mail guard.Where a post office is so far away from the Railway station that the postmaster or clerk cannot be present at the Railway station on the Weighment days, the Superintendent of the postal division will depute an Assistant Superintendent or some other competent officer to be present during the weighment of the bags.

235. Despatch of mails containing valuables to and from offices or sections served solely by weighment system.—(1) Whenever any mail or mails for a despatch made by Railway from or to an office or section served only by the weighment system are known to include insured articles or cash or both of a higher aggregate value than Rs. 300, the mail or mails should be sent in the cusoty of a special messenger (who may be a postman, overseer, or other official) to the station to which they would, in the ordinary course, have been conveyed under the weighment system. On such occasions the usual mail list duly stamped and signed should be made ever by the dispatching officer to the station master, the words "no mail" being entered on the list when there are no bags for despatch except those sent by the special messenger. A second mail list should be prepared addressed to the messenger detailing all the bags (due and unusual) to be given to him, and this mail list, with the bags to be sent in his custody, should be made over to the messenger who should grant a receipt for them on the duplicate, of the list. On reaching the station where the bags are to be delivered, the messenger should hand them over, with the mail list brought by him to the receiving officer, and should require the latter to count the bags and receipt the mail list in his (the messenger's) presence. The messenger should return to his headquarters by the next train.

(2) Heads of Circle will determine, as regards each office or section under their control affected by this rule, the official to be employed as messenger in the contingency mentioned above.

RECEIPT UNDER WEIGHMENT SYSTEM AS A REGULAR SERVICE

236. Receipt of mails from station master.—The receiving officer to whom the mails are to be made over by the Railways should be present on the Railway platform on arrival of the train which he is required to meet. On arrival of the train he should take over from the station master the mails dispatched under the weighment system which have been brought by the train, and he should after counting and examining the bags in the station master's presence grant a receipt for them on the railway way-bill. In the event of a bag having a damaged seal, or being in a torn or otherwise suspicious condition, it should be opened immediately by the receiving officer in the presence of the station master. The contents should be examined and noted in a list, remark being made as to whether anything is missing and the list should then be signed by both the receiving officer and the station master.

DESPATCH UNDER SYTEM OF OCCASIONAL DIESPATCHES

237. Preparation of bags for despatch.—When mails are to be forwarded as occasional dispatches, the despatching office should separate the bag into**—**

(a) those to be enclosed in transit bags, and

(b) those to be forwarded loose.

All bags intended for the same office or section or to be delivered at the same Railway station will come under head (a), and all others under head (b) The former should be enclosed in a light transit bag of suitable size, and a mail list detailing the bags should be placed in the transit bag. The latter should be entered in a mail list which should be fastened to the neck of each bag sent loose. In every case the following note should be recorded on the reverse of both copies of the mail list :-

"..... (number) bags forwarded as occasional dispatches owing to (explanation of the cause which necessitated the bags being sent out of the regular course)".

238. Entries to be made in requisition.—The dispatching office should prepare a requisition on the station master to forward the bag to be sent as occasional dispatches, in which should be specified the train by which the mail are to be conveyed, details being given on

the reverse of the form (original and duplicate) of all the bags to be forwarded. The requisition should be signed by a responsible officer (see note below rule 234) of the dispatching office an impressed with then name -stamp and date stamp.

Note.—The forms of requisition will be supplied by the Head of the Circle to all offices authorized to despatch mails under the sytem of occasional dispatches.

239. Monthly list of requisitions.—A monthly list of requisitions should be maintained by the despatching office, and the entries in it should be filled up at the time requisitions are prepared. All requisitions should be numbered in a consecutive series, the Nos. being taken form the monthly list. A fresh series of Nos. should be commenced at the beginning of each month.

240. Delivery of bags to station master.—The original part of the requisition with the bags to be forwarded should be handed over to the station master by a responsible officer (see note below rule 234) who should see the bags counted and weighed in his own presence. As each bag is weighed he should note it weight on the duplicate of the requisition. After all the bags have been weighed he should check those weights with those recorded by the station master in the original requisition, and, if the eateries agree, obtain the station master's signature on the duplicate of the requisition.

241. Intimation to be given by telegraph or fax to receiving office.—Whenever mails are forwarded as occasional despatches, the despatching office should intimate the fact by telegraph or fax to each receiving office concerned, so as to ensure a receiving officer being present on the Railway platform to take delivery of the mails. The telegram or fax should be breefly and concisely and should be sent expedetionely in order to ensure their delivery at destination before the arrival of the mails.

242. Submission of monthly list and requisitions to Superintendent.—On the 1st of each month, the monthly list of requisitions (which is supplied in loose sheets) should be forwarded in original to the Superintendent M.S.T. accompanied by the duplicates of all requisitions issued up to the last day of the previous month. If no requisitions have been issued, a blank list should be sent on the parescribed date with the word "Nil" written across it.

RECEIPT UNDER SYSTEM OF OCCASIONAL DISPATCHES

243. Receipt of mails from station master.—The receiving officer should be present on the Railway platform on the arrival of

the train which he is required to meet. On arrival of the train, he should take over from the station master the mails received as occasional dispatches, and after counting and examining the bags in the station master's presence grant receipt for them on the railway way-bill.

CHAPTER 5

COMPLAINTS

244. General.—Complaints received from the users of the Post Office service is an index to the quality of service. The first and the foremost duty of the officer in charge of a postal area is to maintain the quality of service in his jurisdiction at a sufficiently high level so that the incidence of avoidable complaints is eliminated to the maximum extent possible. To avoid complaints it is first of all necessary that the postal facilities in each area are adequate. It is the task of every Regional Deputy Postmaster General, Divisional Superintendent or Postmaster to conduct a complete survey of his area to see that the extent and quality of service at each station is adequate and if any new post offices are needed in any locality. If that officer is wide-awake in this respect he will be able to fore-stall all public demands for new post offices.

245. Public complaints may arise as a result of operational defects at the following points:

(i) *Booking and Enquiry.*—Complaints regarding booking and enquiry arise due to congestion at counters, discourteous behaviour of the staff and lack of adequate knowledge of rules and postal rates by the counter clerks coupled with a tendency for being unhelpful to the public. If postal counters in a town area are adequate and well-staffed, especially at rush hours, and the sale of stamps at those counters is scattered in such a manner that members of the public do not have to stand in more than one queue, there would be hardly any occasion for a public complaint. It is also necessary that the official detailed to man the Enquiry position should be well versed in all the rules and regulations relating to postal services and should have all the reference books corrected up to date with him. Information most frequently required may be collected at one place and made out into a chart in bold letters. Tables in the form of ready reckoners may be made out showing postage on letters, printed papers, small packets, parcels of different weights and supplied to Enquiry and Booking positions. The weighing scales at the counter should be adequate and absolutely accurate. The Supervising Officers should be particularly careful to see that members of the counter force behave with due courtesy towards the public. It must be borne in

mind by every official of the Department that a public utility service like the Post Office should not rest content with an attitude towards the public which is only formally correct; that attitude has to be one of genuine helpfulness.

(ii) *Transmission.*—Mistakes in transmission of mail relate mostly to mis-sending and missorting. The sorters have to guard against missorting any article in a labelled bundle and proper and due care is necessary so that no labelled bundle is missent in a wrong bag. The Supervisory staff has to be extra careful in detecting these mistakes both in incoming as well as in the outgoing mail. Posting facilities for the public have to be adequate and the clearance of letter boxes has to be punctual and in full harmony with the dispatches. Hours of clearance should be as late as possible without however, any risk of missing connection with the appropriate dispatch.

(iii) *Delivery.*—To avoid complaints relating to mishandling of mail at the time of delivery it is necessary that articles are sorted properly for each postman. For this purpose it is necessary that the sorting staff in post offices is adequately trained. Great care should be taken to see that the mail received by the postmen for delivery is handled properly by them. Every postman should be given enough time to make the necessary preparation for his delivery and he should leave the office at the scheduled time. While on his beat he should indulge in no deviation. Beats which are to be served with the help of bicycles should be clearly separated from the foot beats and all urban beats should be tested with the aid of the milometer watch in order to see that no postman has more than eight hours duty during the day and that he is not required to, walk more than 16 Kms. On his return to the post office, the bag of every postman should be checked and the articles brought back by him as undelivered should be examined to see that an adequate explanation for non-delivery exists in respect of each item. Such articles may from time to time be entrusted to Head Postmen or Town Inspectors to test the veracity of the remarks of the postman. In the case of afternoon delivery of paid unaccountable articles where the postmen are not required to return to the post office the same day, the Assistant

Superintendents, Town Inspectors, etc., must from time to time make a surprise check of their bags while the postmen are on their beat. The check should be make at different points of the beat to see that the postmen cover the entire beat before going home. All precautionary measures laid down from time to time with regard to the security of mail particularly of magazines and journals, should be fully observed. Test checks should be applied from time to time on the honesty and integrity of the delivery staff. In order to ensure that printed matter is not pilferred or lost before delivery, the Postmasters should make a confidential note at random of all the journals and magazines received on any one day for delivery and verify through the Town Inspector or some other responsible official that they have been delivered correctly. Postmasters in the offices of posting should also keep a watch to see that printed matter booked at their offices is properly dispatched. Those Postmasters should note at random on any particulars day a few addresses to whom copies of the magazines or journals are addressed and then make necessary enquires from the Postmasters of the offices of delivery. Similar checks should also be carried but in District Mail Offices and important Sections. The delivery of accountable items should be the object of special care. While the Postmen are supposed to exercise all due precautions in the delivery of those items, they should be educated not to create unnecessary difficulties vis-à-vis the addressee. A large number of postal complaints can be avoided if acknowledgements in respect of "acknowledgement due" articles are handled carefully. The delivery staff should be cautioned to see that all acknowledgments are got signed carefully and handed over to the Mails Branch. Postmen are sometimes careless about getting acknowledgements signed in respect of the mail they deliver in Government offices. This tendency needs to be curbed.

246. Disposal of complaints.—(1) Complaints received direct by Assistant Superintendent or Postmasters, should be acknowledged immediately by them and forwarded to the Divisional Superintendent, First Class Postmaster as the case may be, with their report and other relevant information necessary for the disposal of the complaint. The intention is that all complaints should be dealt with at the Divisional level whether it is an urban postal division or an urban-cum-rural one. The Divisional Officer instead of endorsing the

complaint for report to his subordinate officers should ask them to give definite replies to specific queries in order to enable him to give a reply to the complainant.

Note:- Postmasters and Sub Postmasters in the H.S.G Offices be authorised to register and deal with complaints relating to their own offices directly and independant of Supdt. of Post Offices and 1st. Class Postmasters concerned"

(2) Complaints should be acknowledged on the very day of their receipt unless it is expected that a final reply can be sent within 48 hours. Colourless interim replies to the complainant have to be strictly avoided. If enquires are likely to take some time the complainant should be kept properly informed of the progress of the case at intervals of not more than a fortnight. If an enquiry has not been completed for 30 days, the Divisional Officer should him self draft the interim reply. Vagueness and ambiguity should be avoided. If some information is required from the complainant the demand for that should be precisely stated. There should be no attempt to defend the service unless the facts of the case fully support that defence. It should be remembered that the public will judge the Post Office from the replies they get to their complaints and enquires.

(3) The drafting of replies to complaints has to be done very care fully. All replies should be in the first person and in the direct form of speech. Words of legal flavour or conventional phrases such as "I beg to state" or "I have the honour to inform you" should be avoided. At the same time undue brevity which might be mistaken for curtness should not be resorted to. Technical terms which the complainant will not easily understand should also be avoided. Quoting of departmental rules to the public is also to be eschewed. If some demand has to be rejected on the basis of some postal regulation the gist of that regulation should be given in the reply and the complainant told that the post office is unable to accede to his demand. Instead of a curt reply, the draft should be modelled somewhat like this:

> "I should explain, however, that your claim for compensation cannot be met because the Post Office is not empowered to pay compensation for the loss of anything sent by unregistered letter post."

(4) By far the largest number of enquires and complaints relate to, the loss, delay or damage to unregistered mail letters, packets and postcards and sometimes parcels, Inspite of the fact that no record is kept of unregistered mail while in the course of transmission full enquires are still possible if the circulation is checked. " Check of the circulation" means that if the articles concerned had received normal transmission through post it would have been delivered at such and such time on such and such day. From the date stamp impression on the cover it should be possible to ascertain where the mishandling

occurred. If the complainant has not produced the cover or if, in the presence of the cover, the enquires made have failed to ascertain the precise cause of delay, the complainant should be informed accordingly and at the same time the inconvenience caused to him regretted. Three specimens of replies to be sent in such cases are given below for judicious use :

(1)

With reference to your letter ..... in which you have complained of delay in the delivery of .....

A check of the circulation has been made and I find that, in normal course the item should have been delivered on ..... There are no reports of late or mislaid mails on the dates in question and I much regret the enquires made have failed to ascertain the precise cause of the delay. I trust, however, that you will not again have cause for complaint.

(2)

With reference to your letter ..... concerning certain unregistered letters stated to have been sent to you between ..... and ..... and not to have been received, I can assure you that the annoyance and inconvenience occasioned by the losses are fully appreciated.

"The enquires which have so far been made have revealed no trace of the missing letters and nothing has been elicited to indicate that the losses occurred in the post, but the matter is being kept under observation and all practicable steps will be taken with the view of tracing the cause of the trouble.

(3)

I have received your letter ..... and much regret to learn that inspite of the steps taken following your previous complaint you have again had the annoyance of having your letters misbelieved. I will make immediate enquiry respecting this further blunder with a view to appropriate disciplinary action against the man in fault.

247. Frequent complaint against a particular office.—When frequent complaints of losses affecting a particular office or section are received the case should be reported to the Head of the Circle and the Divisional Superintendent or the Postmaster should, with the help of the supervisory staff, try to discover where the fault lies. If the suspicion rests on the office of posting, test letters should be posted and their transit to destinations watched. If suspicion rests with the office of delivery the delivery clerk and the postman should be watched closely and tested by means of test letters. If the offenders cannot be discovered and the losses continue, the establishment of the suspected office or section should be dispersed to offices or sections

where they cannot act in consort and their conduct in the new appointments kept under close watch.

248. Complaints which indicate fraud.—Every complaint which points to fraud must be enquired into without a moment's unnecessary delay. The enquiry should be made with the same promptitude as an enquiry by the police into a complaint of cognizable offence. A Divisional Superintendent or Assistant Superintendent is expected to be able to move at a moment's notice towards any point in his jurisdiction; and, if he delays enquiry into a complaint which indicates fraud or a likelihood of fraud, he will be held responsible for all the consequences of the delay whether the complaint was received direct or from a superior officer.

249. Complaint regarding foreign articles.

(i) *Outward unregistered articles of letter mail.*—When a complaint relates to the disposal of a foreign unregistered article of the letter mail it should be acknowledged and enquiries taken up with the Office of Exchnage concerned. On receipt of the result of enquiries, a final reply should be given to the complainant by the Unit which originally received the complaint.

(ii) *Outward registered articles of letter mail.*— (a) if the sender of a foreign registered article posted in Pakistan complains of the non-receipt of the acknowledgement of delivery, which has already been paid for, the office of posting should prepare form CM 07ackno1edgement of delivery, and forward it alongwith the complaint to the Office of Exchnage concerned. The Office of Exchange on receipt of the complaint and form CM 07 will take further necessary action as per instructions contained in the Foreign Post Manual, Volume I. The result of the enquireies, as soon as received by the Pakistan Exchange Office, will be communicated to the Unit through which the complaint was originally initiated. That Unit will in turn, inform the complainant accordingly.

(b) When the sender of a foreign registered article of the letter mail or of a foreign parcel applies for an acknowledgement of delivery after the article has been posted or wishes to have an enqiry made regarding its disposal, he should be required to present a written application. The application should be forwarded to the Office of Exchange concerned accompanied by the form CM 07—acknowledgement of delivery, duly filled in. The complainants in such cases will give full details of the article, that is, its number, office of posting, date of posting, address of the addressee. The office of Exchange will take further necessary action as per instructions

contained in the Foreign Post-Manual Volume-I. The result of the enquiries, as soon as received by the Pakistan Exchange Office, will be communicated to the Unit through which the complaint was originally initiated for being communicated to the complainant.

(iii) *Inward unregistered or registered articles of letter mail.*—When a complaint relating to an Article posted in a foreign country for delivery in Pakistan is received either from the addressee of the article in Pakistan or from the sender of the article, it should be acknowledged and forwarded to the Head of the Circle for disposal and the complainant informed accordingly. Complainants in such cases will give full details of the articles, that is, its number, Office of Posting, date of posting etc. The Head of the Circle will enter this information in form CM 08 for both unregistered articles registered articles, which shall then be forwarded in closed envelopes without any covering letter, to the concerned office of exchange of the country of origin of the article or to the specially appointed office, by the most rapid means available (air or surface). The result of the enquirires so made should be intimated by the Head of the Circle direct to the complainant with in 60 days of the date of enquiry & with in 30 days if it was received by telematics.

(iv) *Articles of letter mail posted in a foreign country for delivery in another foreign country.*—If an enquiry is made regarding disposal of an unregistered or registered article of the letter mail posted in acountry which is a member of the Universal Postal Union and addressed to a place in another foreign country, not Pakistan which is als a member of the Universal Postal Union, it should be forwarded to the Head of the Circle for disposal and the complainant informed accordingly. The complainants in such cases will give details of the articles, that is, its number, if any, office of posting, date of posting as well as the receipt for the article granted to them at the time of posting of the articles, if available. The Head of the Circle will enter this information in form CM 08 for both of unregistered articles and Registered articles which shall then be forwarded alongwith the receipt granted at the time of posting, if furnished, in closed envelopses without a covering letter to the office of origin of the item unless the administration concerned has requested that these forms be sent to its office of exchange or to a specially appointed Office by the most rapid means available (air or surface). The result of the enquiries so made shall be intimated by the Head of the Circle direct to the complainant.

(v).—*Enquiries concerning foreign parcels.*—If the sender or addressee of a foreign parcel desires to have an enquiry made regarding the disposal of the article, action shoul dbe taken as in the

preceding paragraphs.

Note.—When the enquiry relates to an outward foreign parcel the following further particulars should be furnished to the office of exchange :-

(i) Name and full address of the sender;
(ii) Declared contents and value of the article;
(iii) Approximate weight of the article;
(iv) Value of the postage.

(vi) The addresses of the Foreign Administrations to whom references relating to complaints should be made are given in the International Bureau's Publication "LIST DES ADDRESSES DES ADMINSTRATIONS POSTALE" as well as in the International Bureau's Publication "Compendium of Information (Convention)".

250. Non-receipt of acknowledgements.—If the sender of a registered article of any kind for which an acknowledgement is due complains about the non-receipt of the acknowledgement, the office of delivery should be asked to furnish an attested copy of the addresse's receipt kept in its record. If the sender produces an unsigned acknowledgement, it should be forwarded to the office of delivery for the supply of the omission. If the addressee refuses to sign the acknowledgement, it should be forwarded to the office of delivery for the regarding his refusal to sign the acknowledgment should be forwarded by the office of delivery. If the addressee signs the acknowledgement but refuses to put in the date of delivery it should be entered by the postman or the registration delivery clerk himself.

(2) If the sender of a registered article of any kind for which an acknowledgement is due complains about the non-receipt of the article by the addressee, enquiry should be made from the office of delivery regarding the fate of the article. (If it is found to have been delivered correctly an attested copy of the addressee's receipt should be forwarded by the office of delivery). If, however, the article is not traceable a search bill should be issued from the office of posting to trace it out. If the contents of the registered article are alleged to be of considerable value, enquiry should be made by telegram/fax. If the sender of a registered article of any kind for which no acknowledgment is due enquires about the fate of the article, he should be informed that when acknowledgement is not paid for, the office of delivery does not intimate the disposal of the article unless it is lost and that in the absence of any report the article should be presumed to have been safely delivered. If however, he complains regarding the non-delivery of such an article enquiry should be taken

up forthwith.

251. V.P. Articles.—(1) If the sender or the addressee of a V.P. article makes a complaint regarding the delivery of or the payment for such an article he should be required to furnish the full particulars of the article. An enquiry should be made from the office of the destination regarding the fate of the article. If it cannot be traced, a Search Bill should be issued. After the case has been closed the original letter of complaint should be filed with the enquiry papers.

(2) The Post Office is not responsible for the contents of a V.P. article but if a complaint is made by the addresse in writing of malice, fraud or intentional annoyance on the part of the sender the complaint should be forwarded without delay to the Head of the Circle and the issue of the money order in lieu of the V.P. article should be stopped pending his orders. The amount of the money order should be credited under unclassified receipts. If, however, the money order has been issued, it should be detained in the office. If it has been despatched the office of payment should be asked, if necessary by telegram/fax to withhold the payment of the money order pending the orders of the Head of the Circle. In either case necessary note should be made in the register of V.P. articles received by the office of delivery and on the V.P. Journal by the office of posting of the article.

252. Money orders Complaints.—(1) To avoid complaints relating to money orders it is essential that misdrawal of money orders is very carefully guarded against and all due precautions are taken to prevent the loss of money orders before payment. When a money order has to be redirected from one office to another the office of issue must be informed immediately of that redirection. Settlement of money order claims in respect of money orders lost before payment, money orders erroneously paid to persons other than the real payees, money orders involved in fraud cases, should not be delayed. The procedure laid down in Post Office Manual Volume VI should be made full use of in the settlement of such claims.

(2) If a complaint is received about the non-receipt of money order acknowledgment, enquiry should be made from the office of payment which would, with reference to the Register of money orders received and money orders paid journal and also if necessary, on enquiring form the payee, ascertain if the money order has been paid. In case it has been paid correctly to the payee, a certificate of payment should be issued by the office of payment and supplied to the complainant through the officer with whom the complaint was lodged.

(3) If a complaint is received about the non-payment of money order, enquiry should be made simultaneously from the office of issue and office of payment to ascertain whether the money order was paid either to the payee or to the remitter or redirected to some other office. In case, the money order is found not to have been paid to either party within 20 days of its issue and its disposal cannot be traced, a duplicate money order should be issued and the claim settled under Rules 298 of Post Office Manual, Volume VI.

(4) Complaints may also be received about delay in the payment of money orders. In such cases, the Register of Money Orders received in the office of payment should be checked to see when the money order was actually received and when was the payment made. In case there was any delay after receipt of a money order, it should be receipt properly enquired to ascertain whether this was due to any omission or laxity on the part of the delivery staff, or due to shortage of funds or due to the non-availability of the payee himself. In cases, the delay is attributable to some fault in service remedial measures should be taken immediately. It has sometimes been found that money orders received particularly in large offices are not entered in the Register of Money Orders received on the very day they are received. This leads to frustration of enquiry into cases of delay. Postmaster should make it a point to see that such money orders are entered in the Register of money order received on the very day they are received. Error Books of the Money Orders Department and Special Register of missent and misdirected money orders received should also be checked to see that proper entries regarding the disposal of missent and mis-directed money orders are made therein.

253. Press complaints.—Special care should be taken with regard to the quick disposal of press complaints. Such complaints should be enquired into as soon as they appear in the press and a report submitted to the Head of the Circle within 3 days. If the complaint is found to have been due not to any defect in service but due to misunderstanding on the part of the complainant a rejoinder may be issued by the Head of the Circle within 7 days of the appearance of the complaint. If the press complaint deals with any question of policy which is of national application, the Head of the Circle should submit his report to the Director General within 5 days of the appearance of the complaint in the press. Rejoinders in such cases would be issued, if necessary, only by the Director-General.

254. Registers and statements of complaints.—(1) A register of complaints, in form Spt.-1, will be maintained by every Divisional Superintendent and Grade 'A' Postmaster. Postmaster and sub-

Postmaster in H.S.G. The following classes of complaints should be entered in the register:-

(i) All complaints received direct by the Officer from the public;
(ii) Press complaints;
(iii) All public complaints received from officers directly subordinate to the Divisional Superintendent or Postmaster, or transferred to him by other officers for disposal.

(2) Before the 10th of each month a statement of pending cases of the preceeding month should be prepared in duplicate in form Cpt.-3. The pencil copy should be retained in the office for record and the carbon copy forwarded to the Head of the Circle . A summary in the following form should be noted on the last page of the statement:-

Monthly Summary for ..... 20.....

Pending last month	Received during the month	Total for disposal	*Disposed of during the month	†Balance pending

* Well grounded, groundless and unsuccessful.
†Under 1 month, under 2 months and over 2 months.

(3) Statements of complaints should be submitted monthly by the Divisional Superintendents / Grade 'A' Postmasters to the Head of the Circle. In case no complaint is pending, the statement should not be submitted but a Memorandum should be forwarded to the Head of the Circle intimating that no statement has been submitted as it would have been blank.

(4) Heads of Circles should personally examine the statements of complaints submitted by the Divisional Superintendents so as to keep a close watch on their disposal. In order to check the care taken by the Divisional Officers in dealing with complaints, they should from time to time call for a certain number of cases and examine them.

(5) A Register of Complaints should also be maintained in the office of the Head of the Circle. It should contain a record of the complaints from the public received direct by the Head of the Circle, complaints transferred for disposal from other Circles and Press Complaints.

(6) Cases of mere enquires where no blame has been imputed to the Post Office should not be entered in the Register of complaints.

(7) When a complaint affects more than one Circle, it should be entered in the Register of the Circle where the complaint is first received.

(8) Complaints which are well grounded should be recorded against the office or section which is to blame. If this office or section happens to be in another Circle, the facts should be reported to the Head of the Circle for record in his Register.

(9) Monthly abstract in form Cpt.-1 (a) showing the number of complaints as shown in the Registers of complaints received from the Superintendent or Postmaster should be maintained in the prescribed form in the office of the Postmaster General. This monthly abstract should be placed before him and he should take serious notice of all cases pending over 2 months. If from the Register of Complaints, it is found that a particular office or section has been responsible for a number of complaints the matter should be made the subject of special investigation.

(10) The intention of the above rule is that a complaint relating to only one Circle should not take more than one month to settle. Complaints relating to more than one Circle or complaints relating to articles of Foreign Post should not normally take more than 2 months to settle. More than 2 months in the settlement of any one complaint should be considered a serious matter for the Department and the Divisional Officer should make it to the object of his special care. While submitting his monthly extract from the Register to the Head of the Circle, he should append to it a special report on all cases more than 2 months old.

255. Educating the Public.—Enquiry into complaints regarding delay in delivery of registered and unregistered mail sometimes reveals the defects of insufficient or wrong address on the item. Such occasions should be utilised to inform the addressee how his mail should be correctly addressed. The following specimen draft may be used suitably for this purpose:-

> I should like to bring to your notice that correspondence addressed to you some times does not bear the correct postal address, and , as a result, incurs risk of delay. May I ask you to advise your correspondents that your proper address for anything sent by post is.

———————

The use of this address will not only remove the risk of delay to which insufficiently or incorrectly addressed letters are liable, but will also facilitate the working of sorting and delivery.

256. Search Bills.—The object of a search bill is to trace a bag or a registered article of the letter or parcel mail during its course from the office of despatch to the office of final destination. It may be issued by the postmaster of the office of posting or delivery or by an intermediate post office or record office or by a supervising officer and may go forward to the office of delivery or backwards to the office of posting. The timely issue of a search bill will, in most instances, prevent delay and reduce correspondence by tracing an article through several offices or sections more quickly than direct enquires addressed to each office or section one after the other. It is very important, therefore, that the issue of a search bill or its disposal at any stage should not be delayed. It should be sent forward by first mail to the post office or record office in advance, and the last office dealing with it should return it as soon as it is completed to the officer by whom it was issued. Search Bills should be forwarded registered on Service. Search Bills exchanged between a head office and its sub offices or branch offices in direct account with it should, however, be entered in sub office slip, sub office daily account, branch office slip or branch office daily account, as the case may be, The detention , loss or suppression of a search bill will be treated as a grave offence.

(2) Every reference regarding a public complaint should be properly and expeditiously dealt with by the office to which it is addressed. It is the duty of the Postmaster, Assistant Superintendent; etc. to see that a complete reply is sent to all such references within a week of their receipt.

(3) The officer who issues a search bill should invariably indicate in its last column the special points on which information is desired, and this information must be furnished, as far as possible, by the officers through whose hands the search bill passes with the least possible delay and without entering into irrelevant details. A copy of the remarks written on the search bill should be prepared in duplicate, and one copy should be sent to the issuing officer, except by the office of final destination which should return the search bill itself duly completed. The progress of the search bill should be watched by the issuing officer, and any delay in the receipt of information from any office should be brought by him to the notice of the proper authority.

(4) When the search bill is returned completed to the issuing officer, it should be filed with the copies of the remarks made by the officers through whose hands it passed.

257. Personal contact with the Public.—A Divisional Superintendent or Postmaster may at his discretion answer enquires or complaints by letter, by telephone or by personal interview. An interview is considered desirable for dealing with a serious complaint when owing to the nature of the case or the attitude of the applicant, a letter would be unlikely to clear up the matter satisfactorily. At the close of an interview or a telephone conversation if the matter appears to have been cleared up satisfactorily, the applicant should be asked if he is content to regard it as closed. If the applicant still appears to be unsatisfied, it is sometimes found useful to invite him to call and visit the Post Office and to see for himself the conditions of working; etc.

258. Neatly typed replies.—All officers replying to complaints should see that the communications from them are typed neatly on good paper bearing the full postal address of the office as well as its telephone number. The name of the officer signing the reply should be typed below the signature. This neatness is intended to produce a good psychological effect on the complainant.

259. Final reply or compensation before full enquires are completed in cases of loss.—Once the loss of an article or damage to it during transmission through post is established, the complainant should not be made to wait for a final reply (or compensation *ex-gratia* payment if the same is admissible) till the final enquires are completed. He should be compensated, if compensation is admissible in the cases, or given a final effective reply, and that should close the case so far as the complainant is concerned. After that further departmental enquires, if necessary, should be allowed to take their normal course.

260. Exemption from liability for loss, misdelivery, delay or damage.—The above exemption enjoyed by the Post Office under Section 6 of the Post Office Act should not be invoked tactlessly in cases in which the staff has been guilty of fraud, willful negligence or default. In all such cases the complainant has to be compensated to the extent possible under the rules. In cases in which penal recovery has been made from the official at fault, the complainant has to be compensated in full. Offer of ex-gratia payment upto Rs. 100 for the loss of or damage to the contents of a registered article the contents of which are of no intrinsic value and upto Rs. 250/= per

article in the case of uninsured registered items the contents of which are of intrinsic value should be made with great tact without causing offence to the complainant who claims to have lost heavily. In quite a few cases such an offer can be misconstrued as adding insult to injury.

261. Complaints on occasion for improvement.—Divisional Superintendents and Postmasters are under obligation to refer to the Head of the Circle complaint cases which might indicate the necessity for a review or even overhaul of the existing postal services at a particulars place. Whenever a complaint is received indicating the need for such a review, there should be no tendency to uphold the existing services as best possible in the circumstances.

CHAPTER 6

CRIMINAL PROCEEDDINGS AND CIVIL SUITS

CRIMINAL PROCEEDINGS

262. (1) In all criminal cases the distinction between cognisable and non-cognisable offences [see section 4(f) and (n) of the Criminal Procedure Code] should be carefully observed. All cases of highway robbery, theft, criminal breach of trust, cheating by personation and all offences under section 52 of the post Office Act are congnisable by the police; but cheating (otherwise than by personation), forgery and all offences under the Post Office Act (except those under section 52) and under the Telegraph Act (except such as are punishable with imprisment for three years or more) are non-congnisable.

(2) Cognisable cases are to be reported to the police without any undue delay.

Note.—Offences under section 20 of the Telegraph Act are non -congnisable.

263. First Information Report.—(1) The first information report (F.I.R.) to be lodged with the police is a document of great importance. The official lodging it generally becomes the principal witness for the prosecution. He may not only be required to give evidence as regards the facts of the case but may have also to explain and elaborate the various processes and procedures involved as well as to interpret rules in the Post Office Manual or other Code books. That official may also be required to attend Court very often. It is, therefore, necessary to carefully consider as to which official should lodge the F.I.R. when, of course, more than one officials for the purpose are available.

(2) The F.I.R. has to be carefully drafted whereas it should give all the important facts that have been noticed as regards loss and fraud, the reporting official should avoid giving his opinion as regards the official or officials whom he considers to be the culprits, unless, there is overwhelming and definite evidence against any person (documentary evidence should be considered as particularly helpful). The objective would be to report the loss or fraud to the police and to request them to take up investigation into the matter. Hasty opinions hazarded at this stage may adversely affect the case later on.

(3) In cognisable cases, it should be remembered that, when information has once been given to the police under section 154 of the Criminal Procedure Code, the action to be taken in the matter

will be controlled by the police. The local officer of the Department should, however, keep in close personal touch with the progress of the enquiry and should render the police every possible assistance particularly in examination of departmental records and in obtaining information regarding departmental rules and procedures.

(4) There are, however, cognisable cases in which a prosecution may not be desirable and the orders of the Divisional Superintendents of Post Offices or DSMST or first class postmaster, as the case may be, should be obtained before information is laid against the offender, except in cases of urgency where there is reason to believe that the offender will abscond or in which immediate action is necessary in order to secure evidence.

Note. 1.—The officers mentioned in the rule above exercise full powers to order prosecution in congnisable cases, but cases in which prosecution is not considered desirable by them should be referred to the Head of the Circle with a recommendation to waive prosecution. If the Head of the Circle agrees, departmental action only may be taken ; if not, the case should be made over to the police according to the instructions of the Head of the Circle.

Note. 2.—Before informing the police, the officer concerned should satisfy himself that documentary or other evidence actually available affords reasonable grounds for believing that a congnisable offence has been committed and that the suspected official acted with dishonest intent. In cases under section 52 of the Post Office Act and section 24 to 30 of the Telegraph Act, immediate action is generally necessary to secure evidence. When, therefore, there is good reason to suspect that an Official has committed an offence under any of these sections, the police should be communicated with at once and moved to search his premises, if necessary. It should be remembered that an offence under section 52 cannot be tried except by a Court of Sessions (see item I of Schedule II -"Offences against other laws" of the Criminal Procedure Code), and can be enquired into only by the Magistrate specified in section 206 (i) of the Criminal Procedure Code. (Extreme care in this regard is necessary particularly when the amount involved is small).

(5) In non-cognisable cases, the officer deputed by the Head of the Circle, or the Divisional Superintendent of Post Officers or DSMST as the case may be, must take up the investigation with the least possible delay; but if it is necessary or advisable to obtain the aid of the police, the facts should be placed in writing before the nearest Magistrate having jurisdiction, and he should be requested, under section 155 of the Criminal Procedure Code to direct the police also to hold an investigation. When the offences committed are falsification of accounts or of other telegraph or postal documents, the sanction of the Head of the Circle should be obtained before the Magistrate is approached, unless there is reason to fear that the offender will abscond or immediate action is necessary in order to secure evidence. It should be remembered that any undue delay in invoking the aid of the police, makes it difficult for them to make a successful enquiry.

When therefore, police aid is necessary, no time should be lost in obtaining it.

(6) When the offender in cognisable or non-congnisable case is an officer appointed by the Director-General or higher authority, under no circumstances should information be laid against him either before a Magistrate or with the police without the previous sanction of the Director-General. All such cases should be reported to the Head of the Circle with a view to the orders of the Director-General being obtained.

Exception.—This does not apply to cognisable offences which must under section 44 of Criminal Procedure Code be reported to the Police without any delay.

INSTITUTION OF CRIMINAL PROCEEDINGS

264. (1) A Criminal prosecution in a non-congnisable case must not be instituted without the previous sanction of the Head of the Circle even though the evidence appears sufficient to secure conviction in a Court of Law. However in special circumstances for instance if delay is likely to result in the escape of the accused the sanction of the Head of the Circle may be anticipated but in such cases the action taken should be reported by telegraph or fax to the Head of the Circle. If the case has already been placed in the hands of the police for investigation, the institution of criminal proceedings must be determined mainly by the police report, but before proceedings are actually commenced in the Magistrate's Court, the officer concerned should submit a report to the Head of the Circle embodying the view of the case taken by the police.

(2) When the offender is an officer appointed by the Director-General or higher authority criminal proceedings against him should in no circumstances be instituted without the sanction of the Director-General.

(3) The following offences are triable exclusively by a Special Judge appointed under the Pakistan Criminal Law Amendment Act, 1958 :-

(1) Offences punishable under sections 161 to 166, 217 and 218 of the Pakistan Penal Code and as attempts, abetments, and conspiracies in relation thereto or connected there-with.

(2) Offences punishable under sections 403 to 409, 417 to 420, 465 to 468, 471 and 477-A of the Pakistan Penal

Code and as attempts, abetments, and conspiracies in relation thereto or connected there-with, when committed by any public servant as such or by any person acting jointly with or abetting or attempting to abet or acting in conspiracy with any public servant as such.

(3) Offences punishable under the Prevention of Corruption Act, 1947 and as attempts, abetments, and conspiracies in relation thereto or connected there-with.

(4) Such other offences as may form time to time be specified in the Schedule to the Pakistan Criminal Law Amendment Act of 1958.

Previous sanction of the competent authority is necessary for the prosecution of public servant for all such offences.

Note1.—The term "Public Servant" includes persons who for any reason have ceased to be public servants after the commission of the offence.

Note 2.—The term "Competent Authority" means the authority competent to remove the accused from service at the time the offence was committed.

Note 3.—Sanction for the prosecution of an Extra Departmental Agent in Pakistan Post Office who is also an employee of the Government Department other than the Pakistan Post Office will be given by the Ministry of the Interior (Home Division) and not by the Department in which he is employed or by the Post Office. Sanction for the prosecution of an Extra Departmental Agent who is not an employee of any other Department will, however, be given by a competent authority in Pakistan Post Office. It should be kept in mind that not with-standing the delegation of power to sanction prosecution by an officer of the Post Office who is competent to dismiss the official the Ministry of the Interior (Home Division) still retain the power to sanction prosecution under section 6(5) of the Pakistan, Criminal Law Amendment Act, 1958, in respect of persons serving with the affairs of the Federation.

(4) In all cases specified in the foregoing paragraphs the police will after completing the investigation and before making a formal complaint to the Special Judge prepare a brief statement of allegations and charge-sheet indicating the offences committed by the public servant and the Sections of Law under which he is proposed to be prosecuted and a draft sanction order. These documents together with the summary of the cases and the opinion of the legal Adviser would be forwarded to the competent authority for the issue of sanction for prosecution.

(5) As soon as the charge-sheet and the other documents are received by the competent authority he should furnish copies of statement of allegations and charge-sheet to the accused official, asking

him to explain as to why he should not be prosecuted for the offences alleged to have been committed by him as stated in the charge-sheet. Sanction for prosecution should be accorded or refused, as the case may be, after the defence of the accused official has been obtained. There must not however, be any undue delay in either according or refusing the sanction. If the sanction is neither accorded nor refused within 60 days from the date of application for the sanction by the Police or the Court, the sanction is deemed to have been accorded by the competent authority. If the accused official does not submit his defence in time to allow for the sanction being issued in time, the sanction may be accorded or refused on the merits of the case.

Note:- Sanction for the prosecution or the refusal to accord such sanction should always be issued over the signature of the authority competent to accord or refuse the sanction.

265. Follow up in Course.—When a case is sent up to court for trial, the Divisional Superintendent or the Unit Officer concerned should keep a close watch on the Court proceedings and render all help to the court so that no avoidable delay occurs there. If it is found that the Court proceedings are being unnecessarily delayed he should seek the intervention of his higher officers for their early disposal consistent with the requirements of legal procedure. Usually informal even personal approach should be made to the Court direct or through the Government pleader for expediting the proceedings. Immediately a case is decided in a Court, a copy of the Judgement should be obtained. All departmental records which were submitted to the Court as evidence should also be obtained. In case the accused has been acquitted, copy of the Judgement should be studied to see if an appeal to a Higher Court would be worth-while. Necessary legal opinion should be obtained on this point promptly so that an appeal can be lodged in time.

CONDUCT OF CRIMINAL PROSECUTIONS

266. Conduct of criminal prosecutions.—(1) An officer, on receiving the orders of the Head of the Circle to prosecute in a non-cognisable case, should at once prefer a written complaint to the nearest Magistrate empowered to take cognisance of the case. The complaint should show, in detail, the charges against the official to be prosecuted and should be accompanied by such documentary evidence as may be available. In this complaint, the officer should ask the Magistrate to issue a process against the offender, and should attach a preliminary list of the witnesses whom it is desired to produce on behalf of the prosecution. He should also request permission under section 495 of the Criminal Procedure Code, to prosecute the case himself.

(2) Any points on which the Magistrate may desire information should be explained to him. Usually, the Magistrate will, before taking cognisance of the offence, require the person laying the information to swear to the correctness of the statement made in the complaint.

(3) If the documentary or other evidence is not complete before the case is first laid before the Magistrate, he should be requested to fix as late a date as possible for the hearing of the case. The prosecuting officer should collect the necessary evidence with the least possible delay and send to the Magistrate under registered cover, a list of the names and address of the witnesss whom he desires to be summoned. The documentary evidence collected may be produced when the case comes up for trial. Ordinarily, the latest date which the Magistrate is likely to fix for enquiring into the offence will be 14 days from the institution of the case.

(4) The officer conducting the prosecution should remember that though there may be several cases against the same accused person, he can at one trial be charged with three charges only of the same kind, and the three charges can be tried together only if the three offences were committed within a period of 12 months from the first to the last. Offiences are of the same kind when they are punishable with the same amount of punishment under the same section of the Penal Code Pakistan or any special law. It is not necessary that the offences should have been committed against the same person. The limitation to three offences only applied to the number which may legally form part of a single trial. Any number of offences, wherever and however committed, may be charged against the same offender and tried consecutively, provided the trails are separately conducted. The officer should, therefore, before making out a list of witnesses, carefully select three clear cases of the same kind, and have witnesses summoned in connection with these three cases only; unless it is intended to proceed against the accused person on other charges beside the three of the same kind.

(5) The prosecuting officer should be guided as far as possible in his selection of three cases by the following principles :-

(a) The cases should be easily provable from documentary or other evidence.

(b) The cases should not involve the attendance of witnesses from a great distance.

(c) Preference is to be given to the most serious or

important cases.

(6) When the case comes up for hearing the prosecuting officer should inform the Magistrate of the charges selected for prosecution. The Magistrate may call the witnesses in any order he may think fit; but if the selection is left to the officer prosecuting, as will generally be the case, he should ordinarily call first the officer who conducted the investigation, and the other witnesses in correct succession with a view to proving the case point by point. It is not tintended to fetter the discretion of the prosecuting officer as to the order in which he is to calls his witnesses, but if he has not stuided the case carefully and if he calls his witnesses in a haphazard manner the accused person may be acquitted and the ends of justice defeated.

(7) The Magistrate himself may put questions to the witnesses for the prosecution but the officer conducting the prosecution should put such questions as will elicit from the witnesses the fact which they may have to state in support of the prosecution. After a witness has given his evidence for the prosecution, he will probably be cross-examined by the defence and the corss-examination need not be confined to the points touched upon in the examination-in-chief. If any thing unfavouarble to the prosecution is elicited, it will be the duty of the prosecuting officer to re-examination the witness, if necessary with a view to explaining away such evidence.

(8) After each witness for the defence has been examined, it will be the duty of the prosecuting officer to corss-examine him so as to bring out any weak points in his statement. The prosecuting officer would then submit his case before the Court.

(9) On the case for the defence being closed, the prosecuting officer should also on the conclusion of the speech of the defendant or his pleader address the court, if he condisers it necessary to do so.

(10) Even in cases in which the Department is represented by the Government prosecutor or any other lawyer it will be the duty of the officer in charge of the case to ascertain the date on which the case is to be tried and to be present at the trial, in order to render any assistance on technical or other matter which may be required by the court or the Government prosecutor.

(11) When information is given to the police in a cognisable offence in accordance with the orders of a competent authority, it will be the duty of the official giving the information to afford them full information and such assistance as will lead to a successful

prosecution. When the case comes up for hearing Assistant Superintendent Post Offices or M.S.T., or other officer should ordinarily be instructed to be present in court to represent the Department and to give information on any matters of departmental procedure, but in important cases the Superintendent of Post Offices or M.S.T., or an officer deputed by the Head of the Circle, as the case may be, should undertake this duty himself. It should also be remembered that although such prosecutions are generally conducted by the police, it is the duty of the departmental officer concerned to watch and take an interest in the conduct of each case and see that no material evidence is omitted.

Note.—The order in which witnesses for the prosecution are called, rests with Court but taking for example a case in which a postman is charged with criminal breach of trust in respect of the value of money order the witnesses are usually called in the following order with a view to proving the case point by point; first the postal officer who conducted the investigation; next the postmaster (head or sub) who signed the money order for payment in order to prove from his books that the money order was received in his office; next, the Assistant postmaster or money order clerk to prove from his books that the money order with cash for its payment was given to the postman and brought back to the office as paid; next, the person, if any, who signed the money order as the payee; next, the witnesses, if any, before whom the money order is alleged to have been paid, and lastly, the payee.

266/1. Action to be taken respecting absconders.—

(1) When a warrant issued against a person accoused in a Post Office case, cannot be executed, the Court should be moved to take action under sections 87 and 88 of the Cirminal Procedure Code and, when an attachment order under section 88 is issued, the Superintendent should, as far as possible, assist the Court in tracing all the property, movable and immovable, of the proclaimed person. If there appears to be no immediate prospect of arresting the absconder, the Court should be asked to take aciton under section 512 of the Code of Criminal Procedure. The witnesses on behalf of the prosecution and all the doccuments and post office records necessary to establish the case should be produced before the proper Court, and the Court should be asked to examine the witnesses and file the documents and post office records in the record of the case.

(2) In the event of the Court declining to receive and retain the documents and post office records necessary to establish the case, they should be forwarded to the Head of the Circle for safe custody.

(3) The Superintendent or first class Head Postmaster (including Chief Postmaster) should enquire in January each year from the Superintendent of Police of the district in which the absconder (a) committed the offence and (b) has his permanent place of residence, whether search was made for the offender during the past year and with what result. He should also have confidential

enquiries made regarding each absconder, at places where he is likely to be found, with the object of securing his arrest and report the result to the Head of the Circle.

Note.—The Superintendent or first class Postmaster or the Chief Postmaster should also ascertain from the Superintendent of Police at the time of the annual enquiry whether the records relating to any of the absconders have been destroyed by the Police. If so, the names of such absconders should be expunged from their records.

267. Employment of Government pleader.—The rules regarding the employment of the Government pleader vary in the four provinces, Generally, he is required to represent Government in criminal appeals and in Sessions cases but not in ordinary cases before Magistrates. In cases in which the Government pleader is not obliged to appear without a special fee, his services may not be applied for without the sanction of the Head of the Circle. Ordinarily no special legal assistance should be required in conducting a case before a Magistrate.

268. Application for fines imposed by Court.—In any case in which a fine may be imposed by the court on a person convicted of an offence through which the Department has incurred pecuniary loss, it should be the duty of the officer ordering the prosecution to issue written instructions in advance to the departmental officer who attends the court in connection with the case, or the Government pleader or any other legal practitioner, who may be employed to represent the Department or the prosecuting police officer, as the case may be, to put in a written application asking the court, in accordance with the provisions of section 545 of the Criminal Procedure Code that, if any fine is imposed, so much of the fine as is required to make good the loss sustained by the Department and expenses incurred in the prosecution may be made over to the Department. The application should invariably be made before judgment is passed and should be preferred by the person conducting the prosecution on behalf of the Government. In no case should the trying Judge or Magistrate be addressed direct by the Department. It is in the discretion of the court to grant or refuse the claim.

Note.—The expenses of the prosecution include travelling allowance paid to official witnesses attending the court but do not include travelling allowance paid either to the official deputed to relieve them or to the investigating officers, who watch the proceedings in Court.

269. Attachment of Property.—

(1) Property acquired by means of offences Specified in the Schedule to the Criminal Law Amendment Ordinance, 1944 are attachable by the Government under that Ordinance. Whenever there is reason to believe that the accused has acquired property by means of Government money embezzled by him, action should be taken for

the attachment of such property immediately after the termination of Criminal proceedings in accordance with the provision of the Criminal Law Amendment Ordinance, 1944.

(2) Section 3 of the above Ordinance dealing with "Application for attachment of property" is extracted below:-

(3) 1. Where the Provincial Governemnt has reason to believe that any person has committed (whether after the commencement of this Ordinance or not) any scheduled offence, the Provincial Governemnt may, whether or not any Court has taken cognizance of the offence authorize the making of an application to the District Judge within the local limits of whose jurisdication the said person ordinarily resides or carries on his business, for the attachment under this Ordinance of the money or other property which the Provincial Government believe the said person to have procured by means of the offence, or if such money or other property cannot for any reason be attached, or other property of the said person of value as nearly as may be equivalent to that of the aforesaid money or other property.

2. The provisions of Order XXVII of the First Schedule to the Code of Civil Procedure, 1908 shall apply to proceedings for an order of attachment under this Ordinance as they apply to suits by the Crown.

3. An application under sub-section (1) shall be accompained by one or more affidavits stating the grounds on which the belief that the said person has committed any scheduled offence is founded, and the amount of money or the value of other property belived to have been procured by means of the offence, the application shall also furnish:

(a) any information available as to the location for the time being of any such money or other property, and shall, if necessary give particulars, including the estimated value, of other property of the said person;

(b) the names and addresses of any other persons believed to have, or to be likely to claim, any interest or title in the property of the said person.

270. Punishment imposed departmentally.—(1) In cases where the evidence, though not conclusive from a legal point of view, is still sufficient to establish morally the guilt of a suspected official, he should be punished departmentally. When a penalty is imposed under this rule, it should be mentioned in the final report to the Head of the Circle or the Director-General as the case may be.

(2) In all cases of fraud, embezzlement or similar offences in which Government servants are involved departmental proceedings

should be instituted at the earliest possible moment against all the delinquents and conducted with the strict adherence to the Efficiency and Discipline Rules.

Note.—*See* also rule 171/1.

271. Institution and defence of Civil suits.—The Solicitor's Section in the Law Ministry of the Government of Pakistan is responsible for the proper conduct of all Federal Government cases in various Courts, including the execution of decrees in favour of the Governemnt and the recovery of all sums due to the Government whether as costs or otherwise under a decree or an Order of the Court. All expenses in the conduct of litigation including costs, court fees and counsel fees, not being the decretal amount of the costs payable to the other party under the decree or Order of the Court, shall be defrayed by the Ministry of Law out of the funds placed at its disposal.

272. Suits by the Government.—(1) No. suit shall be instituted on behalf of the Government except with the concurrence of the Solicitor's Section. When it becomes, or is considered necessary to institute civil legal proceedings a concise statement of the case along with all the relevant records should beforwarded to the Solicitor's Section through Director-General indicating :-

(i) the steps if any taken already to obtain satisfaction of the claim and its results ;

(ii) the plea or objection, if any, urged by the person against whom the suit is proposed to be instituted; and

(iii) in case of suit for recovery of money, the financial position of the person to be sued that is to say whether he will be in a position to satisfy the claim if it is decreed by the Court.

(2) Once the case has been sent to the Solicitor's Section it would be their responsibility to do all work connected with the suit namely appointment and briefing of counsel, payment of court fees, making payments of fees to counsel and to see that suit is instituted and further followed up. Nevertheless the departmental representative has to reman in close contact with the Nominated legal councel throughout the proceedings of the case in the court of law.

273. Defence of cases against the Government.—(1) As soon as the Summons and / or notice of any case against the Government

is received by an Officer, he should forward it immediately through the Circle Office to the Director-General for advance information and at the same time to prepare with the least possible delay a statement of the case indicating all material facts and forward the same in triplicate to the Director General along with the relevant records. The Directorate-General will take up the case further with the Solicitor's Branch of the Ministry of Law.

(2) When the summons or notice allows a short date for the first hearing and the statement of the case cannot be forwarded to the Solicitor's Section the court should be moved under Rule 5 (Annexure II of Order XXVII of the First Schedule) of the Civil Procedure Code 1908 for an extension of the date under intimation to the Solicitors Section.

(3) The Solicitor's Section upon the receipt of the statement of the case and the records, will examine the merits of the claim and unless a total acceptance of the claim is advised, will prepare a brief for the councel which will be transmitted to him together with one copy of the departmental concise statement and the records received with it.

274. Arbitration Proceedings.—Instructions for the conduct of proceedings before Courts shall apply mutats-mutandis to the conduct of arbitration proceedings to which the Department is a party.

275. General.—It is essential for the proper conduct of a case in Court on behalf of the Department that an officer of the Department should be able to answer all material questions and attend the court proceedings at each hearing unless the counsel for the State considers his attendance on a particular date unnecessary. The officer attending the court shall inform the Director-General and the Solicitor's Section in the MInistry of Law of the progress made at each hearing.

276. Action on termination of proceedings;—(1) When judgement or final order in a case is given the Solicitors Section will arrange to obtain a certified copy of the judgement or an official order and will in the event of an adverse decision, pursue it and decide whether an appeal or revision should be preferred and in such cases shall take all necessary incidental and consequential steps for making an appeal or application for revision or review.

(2) The instruction in the preceding prargraph apply mutatis mutandis to second appeals and appeals to the Supreme Court.

(3) In the case of adverse decision if the decretal amount or the

costs, as the case may be are to be paid out of Government revenues and unless an appeal is taken or, as the case may be, an application for stay has been obtained, the officer of the Government who is nominated to attend the court proceedings shall deposit in the court the decretal amount and costs, if any, within one month of the date of the Decree.

(4) In the case of money decree or an order for costs in favour of the Department Solicitor's Section shall arrange to take out execution for the recovery of the decretal amount and the costs if any and the amount realised in execution will be credited to the Department.

277. Preparation of the Statement of Facts.—(1) The Statement of Facts which is to be forwarded to the Ministry of Law for their advice is a very important document and must be prepared with the utmost care and thoroughness. It must contain a complete and concise statement of all the relevant facts on which the Department's case rests. The first page of the statement should inter alia contain the following information. :-

(i) the details of the suits ;

(ii) the date of hearing and, if required, the information as to whether the Court has been moved for an adjournment;

(iii) the case mark or marks of the Directorate-General and the Circle Office.

(2) Abbreviations like S.O., E.D.B.O., etc., should never be used in the Statement, as the Ministry of Law are not supposed to know the actual connotation of these abbreviations. Whenever any reference is made in the body of the Statement to certain Rules in the Post Office Manuals or any other instructions or directives issued by the Director-General or the Postmaster-General, a copy of the rules, instruction or directives must be forwarded with the Statement in triplicate.

(3) All documents forwarded with the Statement must be conspicuously marked on the top indicating their nature e.g., punishment order, Memo of charges, Rules so and so of Post Office Manual, etc.

278. Drafting of pleadings and Affidavits.—The Officer who is to sign the pleading or the affidavit must make sure that there is

no misstatement of facts in the pleading or the affidavit. The actual drafting of the pleading and the affidavit and the choice of words will however, be the exclusive privilege of the Counsel appointed by the Government. So long as the facts are correctly stated in the pleading or the affidavit there should be no objections to it from the officer who is signing it. In particular cases where the Officer authorised to sign the pleading or the affidavit disagrees with the Counsel with regard to the actual drafting of the document the matter should be referred to the Ministry of Law for advice instead of entering into any controversy with the Counsel.

279. Heads of Circles authorised to institute and defend Civil Suits.—(1) In the following cases, the Heads of the Circle are authorised to institute or defend Civil Suits without reference to the Director-General or the Ministry of Law. The legal Advisor to the Government should, however, invariably be consulted in all such cases before a suit is actually instituted or a defence plea is taken :-

(a) Suits in connection with—

(i) Security Bonds of Postal Employees ;

(ii) Money Orders and Savings Bank transactions and insured articles provided that the amount involved does not exceed Rs. 500.

(b) Subject to the limitation laid down in item 22(xii) (Schedule II in the Schedule of Financial Powers of Officers of the Post Office Department), institution of Civil Suits on behalf of the Department against the defaulting guarantors of Post Office for the recovery of deficits against guarantee in all cases in which there is a reasonable prospect of the dues being realised.

(c) Suits connected with Lands or buildings, in which it is estimated that the law charges including Pleader's fee will not exceed Rs. 250 in each case.

(2) In all such cases action should be taken strictly in accordance with the provisions of the Civil Procedure Code and the special rules if any, laid down for the conduct of suits in any Province by the Provincial Government.

280. Civil Suits against departmental employees.—When any employee of the Department is personally sued in any civil court, by parties claiming from him wages or money arising out of transactions

in which he is concerned only in his official capacity and where he acted bona fide on behalf of Government, he should apply for the Government as the party really interested to be brought on the record of the suit as defendant. But when the suit is for damages in respect of an alleged wrongful act of a Government officer, the party aggrieved can only bring the suit against such officer, and he must not ask for the Government to be impleaded as defendants. The plaintiff in such case of wrongful action can only proceed against the party by whose act he has been aggrieved. The distinction is between suits on contracts and suits for actionable wrongs. In cases of the latter kind, it will be for Government to determine whether the defence of the officer in question should be undertaken by Government. This course will be adopted only in cases where there is no reasonable doubt of the innocence of the accused. When on the other hand there is prima facie evidence that he has acted improperly he should be left to conduct his own defence, the question of Government contributing towards the cost of the defence being subsequently considered. Whatever be the nature of the case, failure to defend the suit or to file a reply to the plaint in person or by counsel as the case may require, will render the officer or subordinate personally responsible. All cases of this nature should be reported to the Director-General with full facts on receipt of Court Summons.

281. Incidence of law charges on Civil Suits in connection with the execution of Government works.—(1) The law charge incurred on Civil Suits in connection with the execution of Government works may be divided into three categories, namely :-

(i) the amount of the claim for which a decree is given ;

(ii) the amount of the incidental law charges incurred by the executing Department in connection with a work financed from its own departmental heads of expenditure, e.g., when the Pakistan P.W.D. carried out a work chargeable to the public works heads of expenditure ; and

(iii) the amount of the incidental law charges incurred by the executing Department when acting as an agent in connection with a work financed from a different head of expenditure for instance when the P.W.D. executes a work, the cost of which is debitable to a head other than the public works head of expenditure e.g., Civil Aviation, Post Office, and Defence.

(2) The decretal amount of the claim, vide item (i) above, should

be debited in all cases to the work concerned and the charges referred to in item (ii), to the Sub-head "Establishment-Contingencies" of the executing Department. As regards (iii), the amount should generally be borne by the Department on whose behalf the work is under taken on the ground that the action of the executing Department acting as agent which is the cause of the suit is normally taken in the interests of the work. When, however, it is established that the law suit has been caused by a deliberate act of an employee of the agent Department for his personal gain, the charges should be adjusted by recovery from the individual concerned or by debit against, the standing charges of that Department according to the merits of each case. Each such case with a full statement thereof should be referred to the Government of Pakistan for orders.

CHAPTER 7

FORGED, COUNTERFEIT AND DEFACED POSTAGE STAMPS, SILVER COINS AND CURRENCY NOTES

SECTION I.—FORGED, COUNTERFEIT FICTITIOUS OR WASHED POSTAGE STAMPS (ORDINARY AND SERVICE) AND MISUSE OF SERVICE STAMPS.

EXTENT OF APPLICATION

282. Under section 17 of the Post Office Act (VI of 1898) postage stamps and impressions of stamping machines issued under the authority of the Federal Government are deemed to be stamps issued by Government for the purpose of revenue within the meaning of the Penal Code. The expression "postage stamp", therefore, includes the impression of stamping machines authorised to be used in prepayment of postage or other charges on postal articles.

283. If a previously used postage stamp, from which, however, no attempt has been made to remove the marks of obliteration, is detected on an article already posted, or if a service stamp from which no attempt has been made to remove the letters denoting service, is detected on a private article posted, the stamp should be ignored. In either case, the article should be charged with the postage to which it thus beocomes liable and should then be forwarded to destination with a remark on it stating the reason for the charge, a note of the occurrence being made in the error book in the case of post office or in the note-book in the case of M.S.T., sections and mail offices. If an article or document or telegraph message bearing such stamps which have to be ignored is handed in at the window, it should be returned to the person who presented it with the remark that a previously used postage stamp or a service stamp, affixed on private article, cannot be recognised in payment of postage or other charge.

284. The prepayment by mean of service stamps of a private letter which is certified by a Government official to be "On Pakistan State Service" or "On Service" is not a criminal offence but steps should be taken to have the matter dealt with departmentally.

285. The offences and the sections of the Pakistan Penal Code, under which they are punishable are noted below :-

OFFENCES

Office	*Section*
(i) Postage stamp forged counterfeit or fictitious (see section 28)	255—Counterfeiting a Government stamp 263—Using as genuine a Government stamp known to be counterfeit. 263-A—Using knowingly for any postal purpose any fictitious stamp.
(ii) Stamp from which previous obliteration appears to have been washed out or otherwise removed or concealed.	262—Using a Government stamp known to have been used before. 263.—Erasure of mark denoting that stamp has been used.
(iii) Service stamp with the letters denoting service or the word "Service" removed.	255&} See entry against item (i) 260 378—Theft. 409—Criminal breach of trust by public servant. 411—Dishonestly receiving stolen property.

286. Action to be taken when a defective stamp is detected.—When any stamp of the kind referred to in the preceding rule is detected on a postal article passing through the post either in the office of posting or in the office of delivery or on a postal article or document presented at a post office the following action should be taken.

(i) If detected in a post office situated at the headquarters of a district, the officer in charge of the office should detain the article or document and at once lay information before the District Magistrate under section 190(1) (c) of the Criminal Procedure Code as to the offence which has been committed and ask him to take or obtain possession of the article or document under section 95* of the Criminal Procedure Code. If the Magistrate of the District is away from the station intimation may be given to any Magistrate or to the District Superintendent of Police, with a suggestion that he should authorise the detention of the article or document under section 95 pending the order of the Magistrate of the District and in cases where the Magistrate in whose jurisdiction the offence is detected, declines to take cognizance of it, on the ground that the offence was not committed within the local limits of his

*Section 95 of the Criminal Procedure Code :-

jurisdiction, he should be asked to communicate the information to the Magistrate competent to deal with the case. It should be noted that the article or document is not to be delivered up to the Magistrate or to the Superintendent of Police but merely information is to be given regarding it with a view to the issue of necessary orders by the Magistrate. There is, however, no prohibition against the production of the article or document if necessary for the Magistrate's inspection prior to the issue of any order. Pending the receipt of the order applied for the article or document may be provisionally detained and full particulars of the case should be reported at once to the Head of the Circle or to the Superintendent to whom the office is immediately subordinate who will take such steps as the circumstances may require.

(ii) If detected in a post office not suitated at the headquarters of the District or in a mail office, the officer in charge of the office should send the article or document concerned, together with a report of the circumstances of the case in a service registered cover to the officer in charge of the post office situated at the headquarters of the district and at the same time forward a copy of the report to the Head of the Circle or to the Divisional Superintendent to whom he is immediately subordinate.

(iii) If the article or document to which the suspicious stamp is affixed,was handed in at a post or a mail office, the name and address of the person who presented it should be ascertained and he should be informed that it will be detained for enquiry. Information of the occurrence should also be given at once to the police in order that they may, if necessary take action under section 54 of the Criminal Procedure Code. If the article is one for which a receipt would ordinarily be granted e.g., a registered letter, instead of the usual receipt a manuscript receipt, bearing the date stamp of the office is to be given to the effect that the article is detained for enquiry as it bears a suspicious stamp.

95. Procedure as to letters and Postal article.—(1) If any document, parcel or thing in such custody is in the opinion of any District Magistrate, High Court or Court of Session wanted for the purpose of any investigation, enquiry, trial or other proceeding under this Code such Magistrate or Court may require the Postal authorities to deliver such document, parcel or thing to such person as such Magistrate or Court directs.

(2) If any such document, parcel or thing is in the opinion of any other Magistrate or of any Commissioner of Police or District Superintendent of Police, wanted for any such purpose, he may require the Postal Department to cause search to be made for and to detain such document, parcel or thing pending orders of any such District Magistrate.

Note.—Under sections 190 and 4(1)(h) of the Criminal Procedure Code, a magistrate may take cognizance of an offence whether the parson who committed it is known or unknown.

287. If a suspicious stamp is detected on any article or document received in a post office which is not the office of Posting or destination but an intermediate office, or received in sorting in a section or a mail office, the article should be forwarded, enclosed in an envelope to the postmaster of the office of destination irrespective of whether either the detecting office or the office of destinations is or is not situated at the headquarters of a district. When putting the article into the envelope a note should be made drawing the attention of the office of delivery to the offence which is suspected. The outward foreign mail articles should however be returned to the office of posting or sent to the office of exchange (if the stamp impression of the office of posting is illegible on the cover) which will take action as prescribed in rule 286.

288. If an article or document bearing a suspicious stamp is received in a post office in the circumstances mentioned in rules 286 (ii) and 287, it should be dealt with as if the irregularity was detected in that office.

289. It must be borne in mind that a person who posted an article bearing a forged, Counter-feit or fictitious stamp or a stamp from which a previous obliteration has been removed or concealed is not necessarily the person guilty of that suspected fraud, as he may be able to show that his purchase of the stamp was a bona fide one; and in some cases there has been reason for suspecting that a stamp that is forged, Counter-fait or fictitious or from which a previous obliteration has been removed or concealed, has been affixed to an article which has been posted with the object of causing annoyance to some innocent person whose name has been used in a fictitious letter inside; but in such cases it is equally necessary to use every endeavour to discover the real perpetrator of the fraud.

290. A Government official entrusted with service stamps for the prepayment of official correspondence, who may remove the marks upon them by erasure would, in addition to the penalty of such act, be chargeable with criminal breach of trust under section 409 of the Pakistan Penal Code.

291. Inward foreign mail articles bearing counterfeit, fictitious previously used postage stamps. An article of the foreign mail bearing a postage stamp or impresion of a franking machine which the post office of the country of origin has reason to believe counterfeit, fictitious or previousuly used will be received from that country enclosed along with a special advice in Union Form C-10 (reproduced at the end of this sub-section), in a service registered cover addressed to the office of destination.

A copy of the advice will also be received by the Director-General or the Head of the of Circle concerned.

Note.—The expression "postage stamps" includes impressions of stamping machine.

292. When such an article is received in a Pakistan post office for delivery, it should be shown to the postmaster who will serve the addressee with a notice in the following from :-

To

(Name) .....
(Address) .....
.....

Sir,

Whereas a ..... (description of article) bearing a postage stamp-(or impression) which is believed to be counterfeit/fictitious/previously used one, has been received to your address from (office and country of origin), you are hereby invited to attend either in person or by an agent duly authorised in writing to represent you at the post office within 48 hours to receive delivery of the same.

Dated ..... 200 Postmaster

293. Should the addressee or his agent attend at the post office within the time specified in the notice the article be delivered to him provided that he pays the postage due and that he consents to make known the name and address of its sender and to surrender to the postmaster the portion of the article which bears the address and the postage Stamp or stamp or impression or if it is inseparable from the article, the entire article.

294. If the addressee should fail to attend, by himself or through his agent within the specified time, or if, having so attended, he should refuse to make known the name and address of the sender of the article or to make over to the postmaster the entire article or the portion of it required under rule 293, the article should not be delivered.

295. In either of the cases referred to in rules 293 and 294, the postmaster should record a statement in the prescribed from (FMS.-21) setting forth the action taken by him and the facts of the case, such as failure on the part of the addressee or his agent to attend at the post office, refusal to make known the name and address of the sender, etc. This statement, together with the portion of the article referred to in rule 293 or the entire article, as the case may be and the advice (Form C-10) received with the article, should be submitted through the prescribed channel to the Head of the Circle in which the office of the delivery is situated.

296. The Head of a circle, on receiving the statement and the portion of the article referred to in rule 293, should forward them to the office of the Director-General for transmission to the Postal Administration of the country of origin of the article.

Note 1.—Form FMS.-21 will be supplied to head office only. When a sub or branch office receivers for delivery an article of the foreign mail accompanied by an advice in form C-10, the sub or branch postmaster should place the article in deposit and obtain the instructions of the head office as to its disposal. In such cases, the head office will forward a copy of form FMS.-21 to the office of delivery with clear instructions as to the action to be taken under rules 293 to 296.

Note 2.—When the addressee of a foreign mail article which has been received accompanied by an advice in form C-10, has changed his address and has left instructions for the redirection of articles to his new address, the article accompanied by the advice in Form C-10, should be sent in a service registered cover to the address of the postmaster of the new office of delivery, or if that office be a sub or branch office, to that of the postmaster of its head office. If instructions for redirection have not been left by the addressee, the article and the advice form C-10. should be submitted, with a report to that effect, through the prescribed channel, to the Head of the Circle.

Note 3.—If Pakistan office of foreign exchange receives an article of the foreign mail accompanied by an advice in Form C-10, and the article is intended for delivery by an office other than itself, it should forward the article and advice to that office or if the office of delivery be a sub or branch office, to its head office enclosed in a cover registered on service.

Specimen of Form C-10

(Referred to in rule 291)

POSTAL ADMINISTRATION of ..... Stamp of
Office of ..... dispatching Office

ADVICE
concerning the use

of postage stamps presumed to be fraudulent

of impressions of (1) franking machines} presumed to be fraudulent
(printing presses)

advice of despatch (2), by registered post, of the item of correspondence described below which apparently bears—

a counter feit
an already used postage stamp

a counter feit
an already used franking machine impression

a counter feit
an already used printing press impression

Nature of the article : _____
Office of origin : _____
Date of posting : _____
Copy of the address : _____
_____
_____
Presumed irregularity :
_____
_____
_____
Observations, if any:
_____
_____

Signature .....

(1) Strike out whichever entry does not apply.

(2) In addition to despatch to the office of destination a copy of the form C—10 is sent to the Administrations of origin and destination.

SECTION II._SPOILT AND DEFACED POSTAGE STAMPS

297. Postage stamps whether adhesive, embossed, impressed or printed which have been :-

(a) defaced, obliterated, or marked (e.g., impressed with a rubber or other stamp, or bearing pen marks or writing of any kind, or having anything printed on them otherwise than by the authority of Government),

(b) separated from embossed envelopes, postcards, or wrappers,

(c) torn or cut, or

(d) otherwise rendered imperfect will not be recognised in

payment of postage or any postal fees. Such stamps when found affixed to a postal article, or document will not be defaced but a remark stating why they have been ignored will be written on the article or document.

298. There is no prohibition, however, against the use for the payment of postage or postal fees of postage stamps perforated with initials or other identifying marks traced in minute holes.

299. The prohibition against the marking of stamps should be too strictly enforced in the case of embossed or impressed stamps borne by embossed envelopes, wrappers and post cards; that is to say where a letter of the address encroaches on the stamp and where the encroachment is obviously accidental, the stamp should be recognised. Similarly when the seal affixed by the sender to a registration envelope happens to extend over a small part of the embossed stamp, the stamp should not be considered imperfect merely on that account. A postage stamp affixed to articles presented for despatch should not also be ignored merely because it is torn, if the tear is slight and obviously accidental. Whenever it is proposed not to recognise an embossed or impressed stamp, the articles should be shown to the postmaster or head sorter, as the case may be, who should himself decide whether the stamp should or should not be recognised.

300. Embossed envelopes, whether cut open or not, may be used as wrappers for newspapers, etc., but registration envelopes may not be used for the transmission of unregistered articles.

SECTION III.—COUNTERFEIT OR FRAUDULENTLY DEFACED COINS OR FORGED CURRENCY NOTES

301. Treatment of counterfeit or fraudulently defaced coins— The following is the procedure for dealing with silver coins, which; after receipt are suspected to be counterfeit or to have been fraudulently defaced :-

(a) Such coins, whether received from the public or from another office, should be sent to the treasury officer for examination. If the coins are counterfeit or fraudulently defaced, the treasury office will, after cutting and breaking them, either return the pieces or, when he desires to keep them, pay for the coins according to the value of the metal contents, under the Coinage Act, 1906. In the latter case, the treasury office will give the postmaster a voucher stating that the pieces have been retained and noting the amount paid. When suspected

coins which were received from another office are being sent to the treasury, they should be enclosed in a cover bearing the name of the office from which they were received, and the treasury officer should be specially asked to return this cover with the broken pieces or with the voucher, as the case may require. This will prevent any mistakes in the office in disposing of the pieces of the money received from the treasury.

(b) If the coins were received from the public, the broken pieces or the voucher with the sum stated in it, should be made over to the official who received the coins and this official should be required to pay the face value of the coins.

(c) If the coins were received from another office, the broken pieces, or the voucher accompanied by the sum stated in it, should be sent to that office with instructions to recover the face value of the coins from the official who received them from the public and to remit the amount at once.

Note 1.—The Chief postmaster, Lahore is authorised to cut or break counterfeit silver coins discovered at his office.

Note 2.—As a general rule, the official responsible for accepting from the public counterfeit coins should be required to make good their value except when the counterfeit is so cleverly made that it cannot be detected with ordinary care and there is no negligence on the part of the official accepting the coin.

Note 3.—The procedure laid down in Note 2 above applies mututis mutandis in the case of foraged currency notes received in course of postal transactions.

A.—In Post offices, not situated at a treasury station, coins which after receipt, are suspected to be counterfeit or to have been fraudulently defaced, should be sent to the head office like an ordinary remittance, except that they should be enclosed in a separate cover, on which should be written the number and description of the coins and the words "suspected to be counterfeit / fraudulently defaced" . This rule applies motatis mutandis in the case of currency notes suspected to be forged.

302. Procedure to be followed on the presentation of forged notes or counterfeit coins over the counter where cash transactions take place with the public.—The following procedure should be followed when a forged currency note or a counterfeit coin is tendered by the public in cash transaction with the post offices :—

(1) *Forged currency notes.—(a)* When a currency note which is suspected to be a forged one is presented, the tenderer thereof should be asked to declare his name and address and on his doing so he should be handed an acknowledgement in the following form :-

Mr.....of.....(address is informed that it is suspected that the currency note No..... for Rs..... presented by him is not genuine and it is, therefore being sent to the Currency Officer/Treasury Officer..... for examination. Any enquires regarding the note should be addressed to that Officer.

(b) The suspecting office will then forwarded the note together with a duplicate of the acknowledgement to the nearest Currency or Treasury Officer for disposal in the usual manner.

(2) *Counterfeit coins.*—The procedure laid down for forged notes should be followed in the case of counterfeit coins also, the form of acknowledgement being suitably amended. In the case of Lahore, however the Chief Postmaster, Lahore, should cut and return counterfeit coins to the tenderer. Post Offices other than the Lahore Post Office, should refuse to accept diminished and defaced coins.

(3) If a note or a coin is presented, regarding the genuineness of which the receiving clerk has well founded suspicion, he should bring the matter at once to the notice of the head of the office or the senior officer present who should take charge of the note or coin, and if he is also satisfied that the mote or coin is counterfeit, he should endevour to ascertain the name and address of the presenter and should not return the note or coin even if pressed to do so, until the case has been investigated. If, in the meantime, the presenter should leave the post office premises, the case should be handed over to the police for enquiry.

(4) At places where there are branches of the State Bank, suspected notes and coins should be sent to such branches of the Bank. Where there is no branch of the State Bank, such notes and coins should be sent to treasuries as usual. Ordinarily, the post Office employees should be capable of identifying counterfeit coins and

references to the State Bank or the local treasury should be rare. If coins which cannot be clearly identified as counterfeit are to be sent to the State Bank or the Treasury, as the case may be it should be done once a week or at such intervals as may be agreed upon between the Officer in charge of the Bank or the Treasury Officer and the Postmaster concerned. For the proper identity and safe custody of counterfeit coins when such coins have to be retained in the post office the officer-in-charge of the office should himself take them over and after enclosing them in a closed cover and getting them sealed with his own seal, keep them in his own custody until they are sent to the State Bank or the Treasury, as the case may be.

APPENDIX

LIST OF ACCOUNT RULES

(Issued under the authority of the Auditor-General)

Rules

79. Extra dispatches of Mails

128. Correction of documents.

154. Postage stamps, coins and other articles of value found in a letter-box or on a counter.

160. Travelling allowances of officials holding Posts below basic pay scale 16.

INDEX

[This Index has been compiled solely for the purpose of assisting references. No. expression used in it should be considered in any way as interpreting the rules.]

	Rules
Absconders—	
Action to be taken respecting—	266/1
Abstraction—	
Enquiries to be made in cases of contents of articles— ..	204
Account bag(s)—	
Bearing signs of damage or tampering	195
Definition of —	34
Explanation for short despatch or non-despatch of due number of—in mail bag..	37
Manner of despatching —	74
Prohibition against transmission of—under weighment system in certain cases	227
Account office—	
Definition of —	8
Acknowledgement(s)—	
Applications for—for foreign registered articles and parcels after posting	87
Complaints regarding non-receipt of-for registered article ..	87&209
Complaints regarding receipt of unsigned—..	209
Despatch of—for parcels where more than one parcel bags are used	93
Despatch of—for registered parcels	90
For foreign insured articles to be paid for..	84
Preparation of —for registered articles	87
Responsibility for despatch of—with registered articles	87
Stamping of—	107
Acquittance rolls—	
Defacing of stamps affixed to—	107
Admittance of Strangers	102
Affidavits Drafting of	278
Air Express station bag	26/2
Air Mails Service—	
Preparation of labelled bundles for	67
Preparation of registered bundles and bags for	89
Air Mail Bag—	26/1
A Orders—	
Definition of—	46
Arbitration Proceeddings—Conduct of	

Articles for ultimate return to senders—
Disposal of— 118

Aritcles marked “By Parcel Post”—
See “By Parcel Post”,

Article(s) of value—
Dispatch of—to and from offices or sections served solely by weighment system 235
Disposal of—found in letter-box or on counter 154
Report to of Head of Circle in cases of loss—sent by unregistered post 212

Articles without contents—
Treatment of unregistered letters mail— 114
Attachment of property.. 269

Bags(s)—
Bearing signs of damage or tampering or missing 142
Check against and explanation for use of—not of prescribed description 29
Despatch or surplus due— 166
Disposal of surplus unusual— 161-166
Examination and opening of—received 138
Manner of labelling, Closing and sealing 130
Preservation of—in cases of loss or damage 143
To be turned inside out 139
Use of proper— 129
Use of sound and strong—as registered and parcel bags 91

Beat—
Definition of— 55

Bills—
Defacing of stamps on— 107

Book of postmamrks—
Maintenance of— 10

B Orders—
Definition of— 47

Branch Office(s)
Definition of— 8
Preservation of insured envelopes relating to letters for delivery from— 96
Treatment of registered articels of letter mail for—in account 90

Branch office bag(s)—
Bearing signs of damage or tampering 196
Definition of— 35

Entries in label of—addressed to a post office by M.S.T. .. 73
Explanation for short despatch or non-despatch of due number of—in mail bag 73
Manner of despatching— 35
Prohibition against transmission of—under weighmen system in certain cases 227

Branch Postmaster—
Definition of— 8

"By Parcel Post—
Treament of articles marked—found in letter and packet boxes or in letter mail. 116

Camp articles—
Disposal of— 66,79,119

Camp correspondence—
Definition of— 56

Cash—
Despatch of mails containing—to and from offices or sections served solely by weighment system 235

Cash bag(s)—
Bearing signs of damage or tampering 203
Definition of— 36
Manner of despatch of— 36

Cash balance—
Deficinecy in—of an office 217

Cash certificates—
Requisition on the Audit Office for discharged 221

Certificates of posting—
Grant of— 105

Changing station—
Definition of— 25

Check-slip(s)—
Definition of— 25
Description of classes of— 25

Disposal of— 141
Preparation of—of labelled bundles of Air Mail letters .. 67
Stamping of— 107

Circular(s)—
Explanation of—to subordinate officials 151
Filing of— 156

Supply, etc., of Director General's 149

Circulars relating to lottoeries—
Articles to be treated as—.. 153

Civil Suits—
Institution and defence of 271
—by government.. 272
—against departmental employee 280
—incidence of law charges on 281
—in connection with execution of government works .. 281

Claims—
Settlement of—of defrauded persons 170
—to be preferred from surety 170/1

Closed well—
Definition of— 44

Closing of mails—
Hours fixed for—.. 58
Cognisable cases.. 262

Coins—
Disposal of—found in letter-box or on counter.. 154
Counterfeit or defaced.. 301-302

Combined mail bag—
Contents of— 72

Complaint(s)—
By addresses regarding non-receipt of registered articles .. 245
By senders regarding non-delivery of registered articels .. 245,250
Disposal of—by postmasters 246
Disposal of—by Superintendents 246
Frequent—against any particulars office or section, or official 247
Final reply to—.. 259
Of loss of unregistered articels 245
Press— 253
Regarding Foreign Articles 249
Regarding missending misdelivery or delay in the tranmission of unregistered articles 245
Regarding no-receipt of acknowledgents of registeed articles or receipt of unsigned acknowledgments .. .. .. 87&250
Regarding Money Orders 252
Regarding V.P. articles 251
Register and Statement of— 254
Replies to— 246,258
Requisition for money orders from Audit Office on receipt of —and their preservation 175
Requisition on Audit Office for discharged cash certificates or warrants of payments in respect of savings bank withdrawals

in connection with— 175
Which indicate fraud 248

Connecting section—
Definition of— 41

Correspondence—
Despatch of—for and from certain Administrative and accounts officers of Department while on tour 120

Disposal of—addressed camp or without name of any post-town 66
—for foreign countries sent by ships other than mail ships.. 124/1

Counter—
Disposal of postage stamps, coins and other articles of value found on—.. 154
Counterfeit Coins—
Treatment of—and defaced silver coins .. .. .. 301,302(2)
Courtesy toward public 102/2
Criminal proceedings—
Institutionof— 264
Follow up in Court 265
Criminal prosecution conduct of 266

Currency Notes—
Forged .. .. 302(1)

Customs duty—

Treatment of articles suspected or found to contain goods liable to— 123

Daily accounts—
Correction of—received.. 128

Damage—
Account bags bearing signs of— 195
Action to be taken in respect of mails received damaged .. 142
Branch office bags bearing signs of— 196
Cash bags bearing signs of— 203
Insured bags and insured parcels bearing signs of— .. .. 97,98&202
Insured bundles bearing signs of— .. .. .. 96&201
Insured evnelopes and insured letters bearing signs of— .. 96&200
Mail bags bearing signs of— 193
Parcel bags bearing signs of— 194
preservation of seals, bags and wicker baskets in cases of— 143
Registered bundles bearing signs of— 194
Report of—to telegrpah line 144
Trnasit bags bearing signes of— 192
Un insured registered articles of letter mail bearing signs of—114 & 197
Un insured registered parcels bearing signs of— .. .. 114&199

Un registered articles of letter mail received damaged or torn 114

Defence of Cases—
—against Government 273

Deferred bundle—
Definition of— 24

Deferrred mail bag—
Definition of— 26

Deposit articles—
Stamping of— 107

Despatch-note—
Entries in—accompanying foreign parcels with acknowledgments due 87

Definitions—
Account bag 34
Account office 8
A.Orders 46
Beat 55
B. Orders 47
Branch office 8

Branch office bag 35
Branch postmaster 8
Camp correspondence 56
Cash bag 36
Changing station 40
Check-slip 25
Closed well 44
Connecting section 41
Deferred bundle 24
Deferred mail bag 26
District Officer's post bag 38
Double duty 42
Due mails 53
Express bundle 24
Express mail bags 26
Face of articles 54
Facing of articles 54
Forward bags. 9
Head office 5
Head postmaster 5
Head record clerk 16
Head record office 16
Head sorter .. .. 14—15
Insured bag 31
Insured bundle 29
In-trip 22

Labelled bundle 24
Mail agent 15
Mail bag 26
Mail guard 14
Mail office 15
Sorting Transportation 2
Misdirected articles 57
Missent articles 57
Occasional despatches 229
Office of foreign exchange 13
Out-trip 22
Overcarried articles 52
Packet bag.. 32
Paid bundle 24
Parcel bag 30
Postmaster-General 1
Press packet 45
Principal office of exchange 13
Record clerk 16
Record Office 16
Registered bag 28
Registered bundle 27
Registered packet bundle 32
Rest house 43
Return train 48
Return train articles 48
Return train bags 48
Return train station 48
Returned Letter office 12
Section 14
Set 21
Sorter 19
Sorting articles 23
Sorting bundle 24
Sorting mail office 15
Sorting office 10
Sorting section 14
Sorting sub-office 11
Special bag 37
Station articles 23
Station bundle 24
Station registered bundle 27
Sub-office 7
Sub-postmaster 7
Sub-reocrd clerk 18
Sub-record office 18
Subsidiary sorter 20
Superintendent 4
Telegraph bag 39
Territorial bundle 24
Territorial registered bundle 27
Town branch office 8

Town sub-office 7
Transfer articles 50
Transit bag 33
Transit mail office 15
Transit office 9
Transit section 14
Trip 22
Unpaid bundle 24
Unusual mails 55
Weighment system 226
Work-papers 49
Wrongly-posted articles 51

District officer's post bag—
Definition of— 38

Documents—
Correction of— 128
Stamping of— 107

Dosuti bags—
Use of—for labelled bundles and entries in mail or registered list of the number of such bags used 67
Use of—for registerd bundles and entries in regitered list of the number of such bags used 89

Due bags—
See "Bags".

Due mails—
Definition of— 53

Due mail and sorting list (s)—
Changes in — 137
Supply of— 136

Dutiable good—
Treatment of articles suspectd or found to contain— .. 123

Enquiries—
Joint 168
—to fix responsibility 171

Enumeration returns—
Yearly — 155
Erasures forbidden 128/1

Error book—
Maintenance of—in post offices 145

Excise—

Production of records before—officer 152

Express bundle—
Definition of— 24

Express mail bag—
Denfition of— 26

Extra despatches of mails—

See “Mail”
Extra duty—Definition 42

Extra mail bag—
See “Mail bags”.

Extra transit bags—
See”Transit bags”.

Face of article—
Definition of— 54

Facing—
Definition of— 54
of Articles 121

Facsimile impressions—
Acceptance of—of signature 146

Fees—
Definiency in—on registered articles and unregistered parcels received 99
Final Reports 174
Final Reports 174

Fines—
Appliation for—imposed by Courts 268

First-Class head office—
Use of term— 101

First information report—
Preparation of 263

Foreign Articls—complaints regarding 249

Foreign countries—
Correspondence for—sent by ships other than mail ships .. 124A
Disposal of registered articles and parcels for—with acknowledgments due and complaints relating thereto .. 87
Disposal of bags received from 160/2
Enquiries regarding disposal of registered articles and parcels for—and applicaton for acknowledgements of their receipt .. 187

Parcels for—insurance of which is compulsory 115
Preparaton and disposal of territorial registered bundles for— 89
Treatment of articles bearing postage stamps of—.. .. 110
Treatment of articles of letter mail for—marked "Registered" found in letter box 115
Treatment of registered and insured articles for— .. 84
Treatment of unpaid and insufficiently paid correspondence, except letters and postcards addressd to— 111
Treatment of unregistered articles for— 64

Foreign mail sections—
Preparation of labelled bundles for— 67

Foreign Post—
Disposal of bags with—Stencil 160/1
Forged Coins and Currency Note 301,302
Forms—
Despatch of bags of—for post offices 79

Forward bags—
Definiton of— 9

Forward postage—
Check on excess credit of— 215
Franchised post office 8/1

Frank—
Responsibility for examination of—official articles and action to be taken on irregularities noticed 125

Fraud—
Complaints which indicate— 248
Importance of proper supervision to guard against— .. 214
Payment of claims of defrauded person in cases of—.. .. 223
Report to Posmaster-General in—cases 219

General letters—
Explanation of—to subordinate officials.. 151
Filing of— 156

Government pleaders—
Employment of— 267

Head office—
Definition of— 5

Head postmaster—
Definition of— 5

Head Record clerk—
Definifiton of— 7

INDEX

Head Rrecord office—
Definition of— 17

Head sorter—
Definition of— .. .. 14 &15

Highway robbery—
Articles recovered subsequently to initial recover of mails in cases of— 185
Contents of mails to be ascertained in cases of—.. .. 178
Deposition of witnesses to be recorded in cases of— .. 183
Disposal of recovered articles in cases of— 186
Documentary evidence to accompany final report to Postmaster-General in cases of— 190
Final report of Postmaste-General in cases of— 189
Information to be given to District to authorities and senders of articles of value in cases of— 187
Inventory of recovered articles in cases of— 184
Postmaster and overseer to assit enquriy in cases fo— .. 182
Preliminary investigation by Asstt. Supdt. in cases of— .. 181
References to be made to Posmaster General in course of enquiry into cases of— 188
Report of—of mails and rueles regarding such robberies .. 177
Superintendent to proceed to spot of occurrences of— .. 180
Undue detention in any office of mails involved in— .. 179

Initialling—
of Documents 146/1

Insurance—
Conditions regarding— 84
Treatmentof articles of —of which is compulsory.. .. 115

Insured articles(s)—
Custody of—pending delivery 96
Dificiency in fees or postage on—received 99
Despatch of mails contining—to and form offices or sections served (soleley) by weighment system 235
Disposal of—irregularly accepted 95
Distinguishing letters placed before No. of— 85
Treatment of—for foreign countries 84

Inusred bag(s)—
Bearing signs of damage or tampering .. .. .. 97&202
Closing of—and responsibility relating thereto 92
Definitionof— 31
Examination and opening of—received 97
Manner of despatching— .. .. 31&127
Weighing and recording weight of—despatched 92
Weighing of—received 97

Insured bundles(s)—
Bearing signs of damage or tampering 96,201
Definitionof— 29
Distinguishing letters used for numbering— 85
Entries relating to—for despatch 90
Examination and disposal of—received 96
Minimum number of articles for— 29
Weighing and recording weight of—received 96

Insured envelops—
Bearing signs of damage or tampering 96,200
Entries relating to—for despatch 90
Examination and disposal of—received 96
Preservation of—relating to letters for delivery from and head or sub-office orbranch offices in account with it 96
Weighing and recording weight of—received 96

Insured letters—
Bearing signs of damage or tampering— 96,200
Examination and weighing of bags or covers in which—for delivery are received by a town sub-office from its head office or another town sub-office 96
Examination of—received for delivery 96

Insured parcels—
See "Parcels".

Interception—
Application for—of letters 147

In-trip—
Definition of— 22

Investigation (s)—
Cases to be reported to Heads of Circles 172
Cases to be reported to Director-General 173
Co-operation of supervising officers in— 168
Employment of the telegraph and telephone in— 169
Limits of Superintendent's jurisdiction 168
Nature of— 167
Submission of reports to the Director-General 173/1
Submission of reports of Heads of Circles 172/1
To be made in cases of abstraction of contents of articles .. 204

Irregularities—
Important—to be reported by telegrpah/fax/telephone .. 144
Record and report of— 145
Joint enquries 168

Labels—
Marking of—in cases where more than one registered or parcel bags are used 93

Stamping, etc., of—for mails bags 73
Stamping of—of bags 107

Labelled bundles(s)—
Definition of— 24
Entries relating to dosuti bags used for— 67
Preparation of— 67
Treatment of missent or misdirected— 140

Late articles—
Stamping of—without late fees 107
Treatment of— .. .. 107(1)(e)

Leaky articles—
Treatment of — 122

Letters—
Applications for interception of— 147
Disposal of—addressed to more than one person 117
Treatment of open and insecurely closed unpaid— .. 111

Letter-box—
Clearnance of office, and outside .. .. .. 54&104
Clearance of—at railway stations 60
Custody of keys and hour plates for—.. 59
Description etc., of 104
Disposal of postage stamps, coins and other articles of value found in 154
Final clearance of— 58
Receipt of articles too large or posting in 104

Letter-box peons.—
Control over work of—for clearance of outside letter-boxes.. 59

Liability :-
Exemption from—for loss, misdelivery or delay in delivery .. 261

Loss—
Action to be taken if—of mails occurs 142
Enquiries to be made in cases of—of registered articles .. 207
Negligence resulting in—to be punished 191
Of unregistered parcels 194
Preservation of seals, bags and wicker baskets in cases of .. 143

Report to Head of Circle in cases of—of unregistered articles containing any thing or value 212
Short receipt fo registered articles of all kinds 206
Steps to be taken if any of the contents of transit or mials bag are missing 205

Lotteries—
Articles to be treated as circulars relating to— 153

Circulars relating to— 122/1

Mails—
Action to be takne in respect of—received, damaged or tampered with 142
Delivery of—at camp of Supreme or local Government .. 79
Extra dispatches of— 79
Hours of closing— 58
Limit of weight of— 135
Necessity and responsibility for immediate examination and verification of received 81
Report of highway robbery of— 177
Time of arrival at railway stations of—to be sent by railway 58

Mail abstract—
Use of bags not of prescribed description to be noted in—by the M.S.T., ... 129

Mail agent—
Definition of— 15

Mail ships—
Correspondence sent by ships other than mail ship .. 124A

Mails bag(s)
Hearing signs of damage or tampering 193
Cases in which—need not be sealed 26
Contents of combined— 72
Cotents of station—for branch office 70
Contents of station—for head or sub-office 69
Contents of sorting— 71
Definition of— 26
Despatch of—accumulated owing to unforeseen causes .. 79
Explanation for short despatch or non-despatch of due number of account and b.o.bags in—.. 73
Kinds of — 26
Preparation of extra— 75
Preparation of —for despatch 73
Preparation of plural— 74
Report of cases where a—is lost, stolen, destroyed by the fire etc 144,170
Steps of be taken if any of the contents of—are missing .. 205

Mails guard—
Definition of— 14

Mail lists—
Cases in which—should be prepared 76
Cases in which sectional—should be prepared 76
Correction of—received 128
Disposal of—received 82
Entries of be made in—for despatches under weighment system as a regular service 232

Entries in—of number of dosuti bags used for enclosing labelled bundles 67
Prohibition against correctionsin in totals of entries in—prepared .. 76

Mails office(s)
Definition and designation of— 15

Mails Ships—
Correspondence sent by ships other than 124A

Misappropriation—
Importance of proper supervision to guard against—of Government money 214
Payment of claims of defrauded persons in cases of— .. 223
Temporary—of Government money 216

Misdirected articles—
Definition of— 57
Stamping of— 107
Treatment of—of unregistered letter mails (including labelled bundles)140

Missent articles—
Definition of— 57
Stamping of— 107
Treatment of—of unregistered letter mail (including labelled bundles) 140

Money orders—
Payment of claims of defrauded person in cases of misappropriation of values or wrong payment of— 223,252
Requisition for—from Audit Office on reeipt of complaints and their preservation 220

Money order froms—
Non-receipt of—with V.P. articles 96

Navy—
Disposal of correspondence addresssed to persons serving at naval stations and ships of Pakistan Navy or other navies .. 66

Newspapers—
Preparation of labelled bundles of— 67

No-delivery offices—
Record of registered larticles and parcels despatched by—which do not maintain parcels abstract 90
Record of weight of insured bags in—which do not maintain parcesl abstract 92

Non-contract vessels—
Stamping of articles despatched or received by 107
Non-congnisable Cases 262

No. Slips—
Stamping of— 107
Supply of—printed with names of offices of posting .. 86

Notice boards—
Proper upkeep of— 150

Numbering—
Distinctive—of registered articles of different classes and of registered and insured bundles 85

Occasional despatch(es)—
Cases in which—may be adopted 230
Definition of— 229
Delivery to station masters of bags sent as 240
Entries to be made in requisitions for— 238
Intimation to be given to receiving office of mails sent as.. 241
Monthly list of requisitions for— 239
Officers authorised to send mail as— 230
Preparation of bags for despatch under the system of— .. 237
Receipt from station master of mails sent as— 243
Submission of monthly list and requisitions to Superintendent in respect of— 242

Offences—
Cognisable and non-cognisable— 262
—regarding use of foreged, counterfeit, ficititious, previsously used postage stamps, etc. 285

Office files—
Despatch of—for and form certain Administrative and Accounts officers of Department, while on tour 120
Transmission by post of—for and from certain high offices of Government while on tour 159

Official articles—
Examination of frank on—and action to be taken on irregularities noticed 125

Office of exchange—
Definition of— 13

Open articles—
Treatment of—of unregistered letter mail 114

Order—
Maintenance of—in offices 102/1

Out-trip—
Definition of— 22

Overcarried articles—

Definition of 52
Stamping of 107

Packets—
Cases in which bulky reigstered—may be sent outside .. 127
Examinaiton of heavy registered—receisved in packet bags .. 9
Meaning of term heavy— 126
Preparation of labelled bunles for— 67
Transmission of— 126
Treatment of unpaid and insufficiently paid foreign— .. 111
Treatment of unregistered printed papers and small .. 63

Packet bag—
Contents of— 126
Definition of— 32
When prepared 32

Paid bundle—
Definition of— 24

Paid station bundles—
Preparation of— 67

Parcel—
Action to be taken when there are no—for despatch .. 127
Advice of insured—despatched 90
Applications for acknowledgments for foreign—after posting or enquiries regarding their disposal 87
Bearing signs of damage or tampering 114
Cases in which uninsured—may be sent outside 127
Definciency in fees or postage on—received 99
Despatch of acknowledgments and receipts relating to— .. 90
Despatch of foreign—with acknowledgement due 87
Despatch of receipts and acknowledgement for—where more than one parcel bag are used 93
Entries on—for foreign countries with acknowledgment due.. 87
Entries relating to charges due on inland— 90
Examination of insured—received 98
Examination of uninusred—received 96
Foreign—insurance of which is compulsory 115
Insured—bearing signs of damage or tampering .. .. 98&202
Manner of forwarding— 127
Sorting, custody, etc., of—received in post office.. .. 96
Treatment of—containing inadmissible, communications .. 88
Treatment of—found in leter and packet boxes or in letter mails 116

Uninsured registered—bearing signs of damage or tampering 119
Weighing and recording weight of insured—received .. 98

Parcel abstract—
Entries in—of articles received 96
Entries in—of total number of registered articles despatched with

each parcel list 90
Record in—of weight of insured bags despatched .. 92

Parcel bag(s)—
Action to be taken when all the—comprising a despatch are not received 93
Bearing signs of damage or tampering 194
Cases in which—are Prepared 127
Closing of— 91
Definition of— 30
Limit of weight for— 135
Opening of —and examination of their contents 96
Responsibility for closing and sealing—.. 91
Use of more than one—for same office or section .. 93
Use of wicker baskets in place of— 94

Parcel list(s)—
Correction on—for despatch 190
Corrections of—received 28
Disposal of—received 96
Preparation of blank— 127
Preparation of— 90
Preparation of—in cases where more than one parcel bags are used 93

Parcel mail articles—
Meaning of exprssion— 83
Procedure for extra despatches of— 79

Plague—
Protection of establishments from— 158

Pleadings—
Drafting of— 278

Plural mail bags—See “Mail bags”.

Plural transit bags—See “Transit bags”.

Police—
Production of receords before—officer 152

Postage—
Defficiency in—on registered articles and unregistered parcels received 99
Taxing with higher rate of—of articles infringing prescribed conditions of size, etc. 122

Postage stamp(s)
Defacing of—on postal articles 107
Definition of— 282

Disposal of—found in letter box or on counter 154
Inward foreign mail articles bearing counterfeit, fictitious or previously used.: 291
Not recognised in payment of postage 110,111
Officials not to affix—to articles 106
Postage—perforated with initials or other indentifying marks traced in minute holes may be used. 298
Previously used postage—or other cases, when not considered as offences 283,284
Procedure to be followed when the use of postage—is considered as an offence under law 286-290
Prohibition against marking of stamps or against the use of slightly torn—should not be too strictly enforeced 299
Spoiled and defaced postage—will not be recognised in payment of postage or any postal fees 297
Use of postage—when punishable by law an offence .. 285
Use of service—on a private article when not considered as offences 283-284
Use of service—when punishable by lawas an offence .. 285

Postal advertisements—
Promulgation of— 150

Postal articles—
Return to senders of— 148
Treatment of—with undecipherable or imcomplete addresses .. 66

Postal documents—
See “Documents”

Postal notices—
Promulgation of— 150
Suppy of—issued by the Director-General 149

Postcards—
Disposal of unpaid— 111
Stamping of—
Transmission by post of—of private manufacture 112

Postmaster-General—
Definition of— 1

Press Packet—
Definition of 45

Prohibited goods—
Treatment of articles found to contain goods specially prohibited from export 124
Treatment of articles suspected or found to contain goods prohibited from importation 123
Treatment of articles suspected of found to contain goods prohibited from transmission by inland post 122

Prosecutions—
Conduct of— 266

Protecting envelopes—
Stamping of— 107

Public—
Educating the 255
Personal Contact with 257

Punishments—
Departmental— 171/1,270

Recall—
By senders of articles posted 148

Receipts—
Additional entries on—for registered articles with acknowledgment due 87
Defacing of stamps on— 107
Despatch of—of inward foreign parcels and inland parcels charged with Customs duty 90
Depatch of—for inward foreign parcels, etc., where more thn one parcel bag are used 93

Records—
Arrangement, inspection, etc., of— 156
Examination of — 175
Production of—before police or excise officer 152

Record clerk—
Definition of— 16
Scope of the expression— 18

Record office— 16
Scope of the expression— 18

Redirected articles—
Stamping of— 107

Redirection fee—
Cancellation of—charged on parcles 99
Check of—on redirected parcels 99
Transcripton of in English of Vernacular entries of—on parcels 99

Registered abstract—
Entries in—of articles received 96
Entries in—of total number of registered articles despatched with each registered list 98

Registered articles(s)—
—articles of the letter parcel mail—meaning of expression .. 83
Applications for acknowledgments for foreign—after posting or enquiries regarding their disposal 87
Bearing signs of damage or tampering 114
Deficiency in fees or postage on—received 99
Distinguishing letters before Nos. 85
Enquiries to be made in cases of loss of— 207
Examination of—received 96
Preparation of despatch of acknowledgements with— .. 87
Responsibility for despatch of acknowledgements with— .. 87
Short receipt of—of all kinds 206
Sorting, custody, etc., of—received in post offices .. 96
Special entries on—with acknowledgement due 87
Treatment of—for delivery from office of posting or tis branch offices 90
Treatment of—for foreign countries 84
Uninsured—of letter mail bearing signs of damage or tampering 197
Uninsured—of parcel mail bearing signs of damage or tampering 199

Registered bag(s)—
Action to be taken when all the—comprising a despatch are not received 93
Cases in which—may be sent outside mail bags 26
Closing of— 91
Definition of— 28
Due despatch of— 133
Opening of—and examination of their contents 96
Responsibility for closing and sealing— 91
Use of more than one—for same office or section .. 93

Registered bundle(s)—
Bearings signs of damage or tampering 198
Definition of— 27
Distinguishing letters used numberings 85
Examintion and disposal of—received 96
Exchange of—between A.S.T., Sections and offices .. 89

Kinds of— 27
Minimum number of articles for— 27
Numbering of—each containing same number of articles .. 89
Preparation of—of post offices, R.L.O.S. etc. 89

Registered journal—
Additional entries in—in respect of registered articles with acknowledgment due 87
Entries by no-delivery offices of registered articles and parcels despatched in— 90
Record of name and address of sender of foreign insured letter in— 84

Registered list(s)—
Corrections of—received 128
Corrections in—prepared 90
Disposal of—received 96

Entries in—of number of dosuti bags used for labelled bundles 67
Entries in—of number of dosuti bags used fo registered bundles 89
Explanation to be given in—when due number of Account and b.o. bags are not enclosed in mail bags 73
Preparation of— 90
Preparation of—for articles enclosed in registered bundles .. 89
Preparation of—in cases where more than one registered bag are used 93

Registereed paackets—See "Packets".—

Registered packet bundle(s)
Definition of— 32
Preparation of— 126

Registraton—
Articles exempted from compulsory— 115
Conditions regarding— 84
Treatment of articles—of which is compulsory 115

Report(s)
Decoumentry evidence to accompany final—to Postmaster-General 174
Final—to Postmaster-General 174
Final—to Director-General 174
Of cases requiring investigation to Heads of Circles .. 172
Particulars to be given in—to the Director-General .. 223,173/1
Rules regarding submission of—to Heads of Circles in respect of cases requiring investigation 172/1
Submission of—to the Director-General in respect of cases requiring investigation 173
To Head of Circle, in case of a deficiency found in cash or stamp balance of an office 217
To Head of Circle, in case of loss of unregistered articles containing anything of value 212

To Postmaster General—in fraud cases 219

Responsibilities—in cases of loss and fraud 171

Rest house—
Definition of— 43

Return-train—
Definition of— 48

Return train article(s)—
Definition of— 48
Stamping of— 107

Return-train bags—
Definiton of— 48

Return-train station—
Definition of— 48

Returned Letter Office(s)—
Definition of— 12
Preparation of registered bunles for— 89

Rough-note book—
Maintenance of—by M.S.T., sorter 145

Rules—
Explanation of—to subordinate officials 151

Savings Bank withdrawals—
Requisition on the Audit Office for warrants of payment in respect of— 221

Sales—
Preservation of —in cases of loss or damage 143

Seal-holders—See “Tin sealholders”.

Section—
Definition and numbering of— 14

Sectinal mail list—See “Mail lists”.

Search bills 256

Service envelopes—
Stamping of— 107

Service stamps(s)—
Procedure to be followed when the use of—considered an offence under law 286-290

Use of—on a private letter prohibited 284
Use of—on private articles, when not considered as offences 283-284
Use of—when punishables by law as an offence 285

Set(s)—
Definition and numbering of— 21

Signature—
Acceptance of facsimile impression of— 146
On documents 146/1

S.O. Slips—
Corrections of—received 128

Sorter—
Definition of— 19

Sorting articles—
Definition of— 23

Sorting bundle—
Definition of— 24

Sorting mail bags—
Contents of— 71
Entries in label of—addressed to a post office by M.S.T., .. 73
Kinds of— 26

Sorting mail office—
Definition of— 15

Sorting office—
Definition of— 10

Sorting Section—
Definition of— 14

Sorting sub-office—
Definition of— 11

Sepcial bag(s)—
Definition of— 37
Preparation and disposal of—.. 134

Stamps(s)—
Defacing of—affixed to bills, etc., in payment of stamp duty 107
Deficiency in—balances of an office 217

Stamping—
Importance of proper— 108
Of postal articles, documents, etc., ... 107

Statement of facts—
Preparation of 277

Station articles—
Definition of— 23
Stamping of— 107

Station bundle—
Definition of— 24
Minimum number of articles for— 24

Station mail bag—
Contents of—for branch office 70
Contents of—for head of sub-office 60

Station registered bundle—
Definition of— 27

Station registered lists—
Preparation of— 90

Sub-office—
Definition of— 7

Sub-postmaster—
Definition— 7

Sub-record clerk—
Definition of— 18

Sub-record office—
Definition of— 18

Subsidiary sorter—
Definition of— 20

Suits by the Government
Institution of— 272

Superintendent—
Definition of— 4
Use of term— 100

Superintendent of post offices—
Definition of— 4

Superintendents, M.S.T.—
Definition of— 4

Surplus bag advices—
Issue of— 165

Tag labels—
Supply of stamped— 131

Tampering—
Account bag bearing signs of— 195
Action to be taken in respect of mails suspected to have been tampered with 142
Branch office, bags bearing signs of— 196
Cash bags bearing signs of— 233
Insured bags and insured parcels bearing signs of— .. 97,98&202
Insured bundles bearing signs of— .. .. .. 96&201
Insured envelopes and insured letters bearing signs of— .. 96&200
Mail bags bearing signs of— 193
Negligence resulting in—of mails to be punished.. .. 191
Parcel bags bearing signs of— 194
Registered bundles bearing signs of— 198
Transit bags bearing signs of— 192
Uninsured registered articles of letter mail bearing signs of— 114&197
Uninsured registered parcels bearing signs of— .. .. 114&199

Telegrams—
Acceptance and disposal of—of be sent by post 65
Disposal of—bearing incomplete or undecipherabel addresses 66
Recovery of telegraph charges due on—sent by post .. 65
Delivery of—by Railway Telegraph Office 95

Telegraph—
Employment of the—in investigations 169

Telegraph Cover—
Definition of—
Manner of despatch of— 39
Special entries in label of mail bag containing—.. .. 73

Telegraph line—
Report of damage to 144

Telegraph message drafts—
Preduction of—before Police or Excise officer 152/1

Telegraphic advices—
Applications to check Offices for—appertaining to t.m. os— 222

Territorial bundles(s)—
Definition of— 24
Preparation of— 67

Territorial registered—
Definition of— 27
Preparation and disposal of—for foreign countries .. 89
Preparation of— 89

Theft—
Negligence resulting in—to be punished 191

Tin seal-holders—
Use of—and disposal of those received 132
Tidiness—Maintenance of its offices 102/1

Too late letters—
Treatment of—in mail offices 107

Tour—
Despatch of corrrespondence and office files for certain administrative and accounts officers of Department, while on— 120
Transmission by post of office files for and from certain high officers fo Government while on— 159

Town branch office—
Definition of— 8

Town-delivery sorting—
Preparation of check-slip of labelled bundles for places for which—is done 67
Preparation of registered bundles for places for which—is done 89

Town sub-office—
Definition of— 7

Transfer articles—
Definition of— 50

Transit bag(s)—
Bearing signs of damage or tampering 192
Definition of— 33
Preparation of extra— 78
Preparation of plural— 77
Steps to be taken if any of the contents of—are mising .. 205

Transit mail office—
Definition of— 15

Transit office—
Definition of— 9

Transit sections(s)—
Definition of— 14
Important—to be in charge of sorters 14

Travelling allowances—
Of 160

Trip—
Definition of— 22

Undesipherable articles—
Disposal of— 66
Stamping of—by the M.S.T. 107

Undeliverabel articles—
Stamping of— 107

Unpaid articles—
Articles to be treated as— 110,111
Treatment of—addressed to officials of the Department .. 113
Treatment of—marked "Stamped"or "Paid". 62
Treatment of unpaid post cards and open and insecurely closed unpaid letters 111
Use of term— 101

Unpaid bundle—
Definition of— 24

Unpaid postage—
Check on credit of— 215

Unregistered articles—
Complaints of loss of 245
Disposal of—with undecipherable or incomplete addresses .. 66
Disposal of—with covers overlaid and writing or postmarks.. 66
Disposal of—without envelops or wrappers 66
Prohibited againsts despatch of unbundle—to sections .. 67
Stamping of unpaid and insufficiently paid to letter mail .. 107
Treatment of—for foreign countries 64
Treatment of—letter mail found open, damaged or without contents 114

Unregistered packets—See "Packets".

Unusual bags—
Account of—exchanged with offices 164
Check of—received back in exchanges 163
Clearance of accounts of—exchanged with officers and sections 165
Disposal of surplus— 161to166
Manner of despatch of surplus—in exchanges with offices and sections 166
Return of—received in exchanges 162

Unusual bag invoices—
Check of—received back and examination of invoice books, in exchanges 163
Filing of counterfoils of—despatched by sections, in exchanges 163
Preparation of—for exchanges 161
Return of—received in exchanges 162

Unusual mails—
Definition of— 53

Verification of mails—
Responsibility of—received 81

Vernacular entries—
English trancription of—in addresses of postal articles and in respect of v.p. articles 109
Transcription of—relating to redirection fee on parcels .. 9

Village Sorting lists—
Supply of— 136

V.P. articles—
Conditions regarding despatch of— 84
Distinguishing letters placed before Nos. of— 85
Entries relating to—for despatch 90
Non-receipt of money order forms with 96
Transcription in English of all prescribed entries made in vernacular, in the case of— 109

Warrants of payment—
Requisition on the Audit Office for—in respect of Savings Bank withdrawals— 221

Water-proof bags—
Use and custody of— 80

Weighment system—
As a regular service not to be introduced without reference to Postmaster-General, ... 228
Cases in which—may be adipted 227
Definition of— 226
Despatch of mails containing valuables to and from offices or sections served solely by— 235
Entries to be made in mail list of rdespatches under—as a regular service 232
Half-yearly weighment of bags sent under—as a regular service 234
Occasional dispatches under—See,, Occasional dispatch(s)”
Proparation of bags for despatch under—as a regular service 234

Prohibitions against transmission of cash and insured articles of account and b.o. bags under—in certain cases .. 227
Rates and payment of charges for— 226
Receipt from station Master for mails sent under—as a regular service 236
Transfer to station master of bags sent under— 233

Weight of mails—
Limit of— 135

Wicker baskets—
Preservation of—in cases of damage 143

Use of—in place of parcel bags 94

Work-paper—
Definition of— 49
Stamping of— 107

Wrongly-posted articles—
Definition of— 51