PAKISTAN POST OFFICE

POST OFFICE MANUAL

Volume VIII

POST OFFICE AND MAIL SORTING AND TRANSPORTATION SUPERVISING OFFICERS

SECOND EDITION

(Corrected up to 1st June, 2004)

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NOTICE

The principles underlying the arrangements of the rules in the different volumes of Post Office Manual will be found in the Preface to the Post Office Manual, Volume II.

The is the Second Edition of the Post Office Manual, Volume VIII corrected up to 1st June, 2004. The First Edition was previously published by the Department as corrected up to 1st July, 1968.

The rules contained in this volume of the Post Office Manual supersede all previous rules, circulars and administrative instructions on the subject treated of herein.

These rules must be carefully read by all Officers and supervising officials of the Post Office and Mail Sorting and Transportation and acted upon rigidly, as no breach of the rules will be excused on the plea of ignorance.

Every effort has been made to bring the rules corrected up to date. Intimation of any omission or error would be highly appreciated and promptly attended to.

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POST OFFICE MANUAL

Volume VIII

POST OFFICE AND MAIL SORTING AND TRANSPORTATION SUPERVISING OFFICERS

CHAPTER 1

HEADS OF CIRCLES

PERSONAL DUTIES

1. Head of a Circle.—The term *Head of a Circle* means the chief officer in a Postal Circle, viz., the Postmasters-General. Superintendents, Assistant Superintendents, Postmasters and all other officers in a circle are subordinate to the Head of the Circle. The administrative and financial powers of the Head of a Circle are defined in the *Post Office Manual*, Volume III, and in the *Schedule of Financial Powers*, respectively.

2. Inspection of stock depot.—(1) The Head of a Circle must inspect the stock depot once every half-year, viz., for the periods ending 30th June and 31st December, in accordance with the standard questions. This duty may, however, be delegated by a Postmaster-General to his Deputy Postmaster-General or to a Senior Assistant Postmaster-General. But it is desirable that the Postmaster-General should himself carry out one of the two half-yearly inspections. In at least one of those inspections, the stock should be counted by the inspecting officer.

(2) In cases in which the inspection is carried out by the Head of the Circle, the standard questions should be used by him as a general guide. When the inspection is completed, a copy of the remarks recorded in the order book should be forwarded to the Director General for his personal examination and disposal. When the inspection is carried out by any other officer, a report should be submitted and the following procedure should be followed:

No answers need be given to those questions, which relate to matters in which the work of the stock depot is found to be entirely in order.

The No. of the question must, however, be cited and the answer must be given at length whenever any irregularity has been detected or it is found desirable to make a suggestion or a remark other than "yes" or "no" or when the question requires facts or figures to be given in the reply. The report should be submitted to the Head of the Circle with a copy of the remarks recorded in the order book.

3. Visit to offices, sections and mail lines.—(1) The Head Offices and principal mail lines as also district mail offices and sections in the circle should be visited by the Head of the Circle as often as he conveniently can. At each visit to a first class head office, the administrative work of the Post-master should be examined with reference to the standard inspection questions relating thereto. A Postmaster-General should, if possible, visit every station, which is the Headquarters of a district at least once in two years. While visiting the Headquarters of Divisional Superintendent, M.S.T., he should carefully scrutinise the accounts work of the Head Record Office. It is important that the Head of the Circle should be personally acquainted with the leading district or Railway officers, as the case may be, and his own chief subordinates. He should examine the working in all the branches of every office or section he visits, enquire whether the convenience of the public is met in every legitimate way, and take particular attention to the improvement of sorting arrangements.

Note 1.—The provisions pertaining to a sorting section of the Mail Sorting and Transportation contained in this manual will become operative only on the revival of a sorting section by the Director General.

Note 2.—The abbreviation M.S.T. is used for Mail Sorting and Transportation.

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

(3) When any office is visited by the Head of the Circle, he should send a copy of visit remarks to the Director General for his review.

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

5. Examination of diaries.— The Head of a Circle must personally examine the diaries of Superintendents [Genl.-1 or Genl.-1(a)] so as to check

idleness and unduly long halts and, in the M.S.T., also to see that they spend a sufficient time in mail vans and mail offices visited. He should specially see that Superintendents do not allow their inspections and verifications to fall into arrears, and should take care that inspection is not rendered unnecessarily expensive by officers returning (unless for urgent reasons) to headquarters before finishing the inspection of all the offices, sections or mail lines in the quarter to which they had proceeded.

6. Examination of complaint statements and copies of punishment registers.—(1) The Head of a Circle must personally examine the statements of complaints and copies of punishment registers [App.-32 (a)] submitted by subordinate officers so as to keep a close watch on the disposal of complaints and the award of punishments. In order to check the care taken by them in dealing with complaints, he should, from time to time, and invariably during inspections, call for a certain number of cases particularly those, which are old and complicated one and examine them in depth.

(2) The Head of Circles should send a quarterly statement of persons dismissed and debarred from future employment under the Government of Pakistan during the quarter ended on 31st March, 30th June, 30th September and 31st December of each year in the prescribed proforma by 21st of the month following the quarter to which it relates for notification in the Director General's Monthly Circular to avoid such persons rejoining Government service undetected at the time of making initial recruitment.

7. Control over pension work.—(1) The Head of a Circle must keep a constant watch on the pension work of the circle. To this end, he must personally scrutinize the consolidated return of pending pension and gratuity cases compiled each month in his office from the similar returns (Est.-52) submitted to him by subordinate offices and should take immediate steps to accelerate the completion of cases which the consolidated return shows to have been pending for three months or more. He should also, from time to time, test the completeness and accuracy of the return by reference to the cases themselves when these come before him, and make it the rule that, except in unavoidable circumstances, no pension or gratuity case should finally leave his office for the orders of the Director-General without his knowledge and without his signature to the papers on which this is required. In the case of subordinates appointed by him, the Head of the Circle should take special precaution that their pensions or gratuities are sanctioned by him, and that the papers on which his signature is necessary are also signed by him.

Note.—The duties prescribed by this rule may be performed by Deputy Postmaster-General on behalf of the Postmaster-General.

(2) The competent pension sanctioning authority should submit the pension papers complete in all respects to the Director of Accounts, Pakistan

Post Office Department, Lahore (Audit Office) at least three months before the expected date of superannuation of the civil servant concerned after according the requisite administrative sanction to the grant of pension and commutation to enable the Audit Office to issue pension payment order a fortnight before the date of retirement of the civil servant concerned from service.

(3) The Head of Circles should send a monthly statement showing the pending pension cases and the pension cases settled during the preceding month in the prescribed proforma by 15th of each month to the Director General for review.

8. Inspection of Returned Letter Office.—(1) The Postmaster-General must inspect the Returned Letter Office once every half-year, viz., for the periods ending 30th June and 31st December in accordance with the standard questions. He may, however, delegate this duty to the Deputy Postmaster-General or to the senior Assistant Postmaster-General, but it is desirable that the Postmaster-General should, if possible, carry out one of the two half-yearly inspections himself.

(2) The inspection should be carried out in accordance with the procedure prescribed for the inspection of Stock Depots with the addition that, in cases of inspection by the Postmaster-General, he should mention all irregularities worthy of notice in the office order book (M.S.-8). When the inspection is completed, a copy of the remarks recorded by the Postmaster General in the order book should be forwarded to the Director General for his personal examination and disposal.

(3) The Postmaster-General should also pay frequent visits to the Returned Letter Office and satisfy himself in a general way that work is being properly conducted, and that the office is supplied with every available book or publication for reference.

8/1. Inspection of Offices, Units, etc.—(1) While chalking out annual inspection programme well in advance of the commencement of a calendar year, the Heads of Circles should be very systematic and particular in allocating this work amongst the officers working in their Circle Offices and Regional Offices. The Head of Circle should distribute amongst himself, the Deputy Postmasters General, the Assistant Postmasters General and other officers in the Circle Office and Regional Offices the inspection of Regional Offices, Postal Stock Depots, Returned Letter Offices, Bag Control Office, Foreign Posts, International Mail Offices, General Post Offices, Head Offices, Post Malls, Divisional Offices, both Postal and Mail Sorting and Transportation, Units, District Mail Offices of BPS-16 status, Postal Training Centres, Express Post Centres, Zonal Stamps Stores, Organizations, etc; functioning under his administrative control. It should however be ensured

that every Office, Unit, etc; how small it may be, is inspected personally by the Head of a Circle once in about four years.

(2) Every Postal Dispensary, Educational Institution / School, Fair Price Shop, Canteen, Sports Club, etc; should be inspected once every calendar year by an officer of the Circle Office in accordance with the Annual Inspection Programme approved by the Director General.

9. [*Deleted.*]

9/1. Inspection of Office of Regional Deputy Postmaster General.— The office of every Regional Deputy Postmaster General must be thoroughly inspected by the Postmaster General once in a calendar year at intervals of about twelve months. When the inspection is completed, a copy of the remarks recorded by the Postmaster General in the order book should be forwarded within a week to the Director General for his personal examination and disposal.

9/2. Inspection of Circle Office.—(1) The office of every Postmaster General should be inspected once in a calendar year at intervals of about twelve months by an Additional Director General or Deputy Director General. When the inspection is completed the order book remarks should be put up by the inspecting officer without delay to the Director General for his personal examination and disposal.

(2) Every Branch / Section of a Circle Office must also be inspected by the Deputy Postmaster General concerned once in a calendar year at intervals of about twelve months. When the inspection is completed, a copy of the remarks recorded by him should be put up within seven days to the Head of the Circle for personal examination and disposal.

10. Verification of balances of General Post Offices and Head Offices.—(1) (a) The balances of every General Post Office and Head Office must be verified six times in every year, at an interval of two months namely, after close of office on the last day of the months of February, April, June, August, October and December each year in accordance with questions 1 to 38 of the standard questions in Chapter 1 of the Collection of Post Office Inspection Report Forms. When verifying the balances, the officer concerned should make notes of the verification in accordance with the instructions in rule 239 and clauses 1 to 38 below that rule.

Note.— The term General Post Office or Head Office means the principal post office in a district which is the central office of account for itself and all Time Scale, Lower Selection Grade, Higher Selection Grade and Basic Pay Scale 16 Sub Offices, Extra Departmental Sub Offices and branch offices within the district/area, placed in account with it. The monetary transactions of all post offices within its account jurisdiction are incorporated in its account.

(b) In a case where the audit of any General Post Office or Head Office is conducted in any year by the Internal Audit Cell of the Department, then the total number of verifications of balance of that Office will be reduced from six to five in that particular year. The Director, Internal Audit Cell, Pakistan Post Office Department will, sufficiently in advance of the commencement of each calendar year, inform all the Postmasters General the names of the General Post Offices and Head Offices and the months in which their balances are to be verified by the Internal Audit Cell. This information will enable a Head of Postal Circle to prepare and submit Annual Programme for carrying out verifications of General Post Offices and Head Offices in the Circle to the Director General by 10th of December each year.

(c) The average time required for each verification will be as prescribed in the Table given below Note 4 rule 239.

(2) The verification of balances of every General Post Office sanctioned in basic pay scale 17 and above should be performed six times in a year by a Deputy Postmaster General, Senior Assistant Postmaster General (BPS-18) or Accounts Officer of the Circle Office. The Head of Circle may, in special cases, assign the duty of performing the verification of balances of a General Post Office of BPS-17 status not exceeding twice in a year, to a Divisional Superintendent holding a post in Basic Pay Scale-17 within the limits of whose Division the General Post Office is situated, or to any BPS-17 officer working in the Circle Office or Regional Office.

(3) The verification of balances of every Head Office of Basic Pay Scale-16 status should be performed six times in a year by an Assistant Postmaster General (BPS-18 or 17), Accounts Officer of the Circle Office or by an officer of the Regional Office not below BPS-17 or by a Divisional Superintendent administratively controlling that Head Office. The Head of the Circle may, in special cases, delegate the duty of verification of balances of a Head Office not exceeding twice in a year, to a Divisional Superintendent holding a post in Basic Pay Scale 16 within the limits of whose Division the Head Office is situated or to any officer in Basic Pay Scale 16 working in the Circle Office or Regional Office including a Senior Accountant.

(4) The balance of every second class Head Office (Higher Selection Grade in BPS-11) within the limits of the Division must be verified once by an officer of the Circle Office or Regional Office holding a post not below BPS-16, thrice by the Divisional Superintendent and twice by the Assistant Superintendent of Post Offices concerned in every twelve months,— one of the verification of balances of the head offices by the Superintendent being made at the time of the inspection.

(5) When the verification of balances of a General Post Office or a Head Office of a higher status is performed by an officer holding a post in an equal

or lower basis pay scale, the entries to be made in the order book should be such as he is authorized to make in the case of any G.P.O. or Head Office sanctioned in a higher basic pay scale.

(6) The work of verification of balances of an office should be completed expeditiously and thoroughly. A copy of the verification report recorded in the order book of a General Post Office or Head Office by any officer should be submitted alongwith the verification notes in original not later than 10 days of the date of commencement of the verification of the balances of an office to the Head of the Circle for personal examination and disposal.

11. Responsibility for postal arrangements at headquarters.—The Postmaster-General is personally responsible that proper postal arrangements for the public are made at his headquarters, and should, therefore, make himself thoroughly acquainted with the method and arrangement of work at the headquarters office or offices.

11/1. Responsibility for overall supervision and conducting investigation into cases of loss and fraud.—(1) The Postmaster General should exercise effective control and supervision over the work of his subordinate officers and officials and adopt such measures and enforce adequate checks, as considered appropriate, to appreciably curb or if possible eliminate altogether the occurrence of loss and fraud cases in the post offices and organizations functioning in the jurisdiction of his Circle.

(2) The Postmaster General should review all important cases of loss and fraud at his level. He should invariably during inspections and visits call for a certain number of cases and examine them in depth and pass necessary orders.

(3) The Postmaster General should personally conduct investigation at his level in all cases of dacoity, looting of cash and stamps, misappropriation of money, defalcation of Government funds, etc; involving amounts of two million rupees or more.

MISCELLANEOUS RULES

12. Deputy Postmasters-General.—(1) Deputy Postmasters-General are required to assist the Postmaster-General in the general administration of the circle and supervision over the work of the executive officers. The administrative powers of the Deputy Postmasters-General are shown in the proper schedule in the *Post Office Manual,* Volume III.

(2) The Deputy Postmaster General should perform the verification of balances of every General Post Office in BPS-17 and above, carry out the

inspection of such General Post Offices, Head Offices and Units as are allotted to him by the Postmaster General.

(3) The Deputy Postmaster General should be deputed to conduct investigations personally in serious cases of robbery, looting of cash and stamps, defalcation of Government funds or commission of fraud in Post Offices and other offices involving amounts between one million rupees to less than two million rupees.

12/1. Duties of Assistant Postmasters-General.—Assistant Postmasters-General are attached to the office of the head of the circle in order to assist him personally in inspection, investigation and supervision. An Assistant Postmaster General holding a post in Basic Pay Scale 18 should be deputed away from the headquarters particularly in serious cases of robbery, looting of cash and stamps, misappropriation of Government funds, abstraction or loss and frauds involving amounts between half to less than one million rupees.

Note.— The term "Assistant Postmaster-General", wherever used in this volume, includes the Assistant Director.

12/2. Duties of Assistant Superintendents attached to Circle Office.— Assistant Superintendents are also attached to the office of the Head of the Circle for investigation and supervision of work done in sorting branch and to conduct prosecution of cases in Courts of Law.

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

(a) Register (in form Cpt.-1) of complaints.
(b) Register of highway robberies.
(c) Register of absconders in Post Office cases.
(d) Register of contingent expenditure.
(e) Register of budget allotments for fluctuating contingent charges.
(f) Register of lines and stages (M-40).
(g) Register of allotments for minor works.
(h) Register showing hours for dispatch and delivery of mails at head offices.
(i) Register of registered newspapers.
(j) Register of permanent advance for contingencies.
(k) Register of Railway bills accepted.
(l) Register of Railway bills for Postal special trains accepted.
(m) Complete sorting lists of all offices and sections in the circle and of all post offices in direct communication with the M.S.T.
(n) Register of weighment system dispatches (M-59).

(o) Register of mail vans (in form A.C.G.-69).
(p) Register of security bonds.
(q) Register of leased and hired buildings.
(r) Register of works.
(s) Register of departmental buildings.
(t) Estimate register.
(u) Loose-leaf register.
(v) Register of loss fraud with index.
(w) Register of sanctioned establishment.
(x) Register of post offices opened and closed.

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

14. Registers of Complaints.—(1) The register of complaints (Cpt.-1) should contain a record of—

(a) all complaints (other than mere enquiries) from the public received direct by the Head of the Circle, of loss, tampering, detention, or other irregularity connected with articles passing through the post;

(b) complaints transferred for disposal from other circles.

Note.—The expression "mere enquiries" refers to cases such as those in which a person asks for information regarding the fate of an article without alleging any remissness on the part of the Post Office in connection with it. If blame is imputed to the Post Office, the case should be recorded as a complaint, even though it is subsequently found that the complaint was groundless.

(2) When a complaint affects more than one circle, it should be entered in the complaint register of the circle where the complaint is first received.

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

(4) (a) A monthly abstract showing the number of complaints as shown in the statements of complaints received from Superintendents and first class Postmasters should be maintained. The monthly abstract should be placed before the Head of the Circle who will take serious notice of cases pending over two months. Special reports on *all* cases pending over two months will be called for by the Postmaster-General alongwith the relevant files which should be subjected to detailed scrutiny and examination by him personally before passing orders in each case.

(b) The cases pertaining to enquiries received from the Foreign Postal Administrations or Offices of Exchange by fax, E-mail or any other means of electronic communication and which have not been finalized despite elapse of one month from the date of their receipt should also be called for by the Heads of Circles and examined minutely. The amount of compensation, if paid by the Foreign Postal to the complainant on behalf of the Postal Administration of Pakistan for want of timely disposal of enquiry or non-attendance thereto, should be ordered by the Heads of Circles to be recovered from the delinquent officials apart from the disciplinary proceeding to be initiated against them by the competent authority.

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

(6) The Heads of Circles should send a monthly statement showing the pending complaint cases of the preceding month in the prescribed proforma by 20th of each month to the Director General for review.

15. [***Deleted.***]

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

List of Records

Class of record	Period of preservation
(1) Appeals	One year after the month in which the cases are closed. Ten years after the month in which cases of dismissal or removal from service are closed or until the official concerned attains the age of 65 years whichever is earlier.
(2) Gradation lists	Three years after new ones have been issued.
(3) Annual Reports of—	
(*a*) The Director-General	The reports themselves should be kept permanently, but the other papers in the file should be destroyed three years after the year to which they relate.
(*b*) The Head of the Circle	

Class of record	Period of preservation
(c) Superintendents … … …	One year after the year in which they are received.
(d) Foreign Postal Administrations	Three years after the year in which they are received.
(4) Budget allotments … … … …	Three years after the year to which they relate.
(5) Buildings and runners' huts … …	Three years after the month in which the buildings or huts have ceased to be occupied by the Department.
(6) Business hours and distribution of work in Post Offices. … …	One year after they have become obsolete.
(7) Confidential records and character sheets. … … … … …	Five years after the officials concerned have died or resigned. Ten years after the officials concerned have been retired, removed, discharged or dismissed, etc; or until they attain the age of 65 years whichever is earlier. Confidential records and character sheets of officials who retire on invalid pension should be preserved along with their pension cases for 25 years or for three years after their death, whichever is earlier.
(8) *(a)* Creation, revision or abolition of establishments of any class and changes in the status of post offices in foreign territories. …	Permanent.
(b) Other establishment cases …	Twenty years.
(9) Contract and leases (Treasury, stamp vending, mails, Engineering and Buildings).	Twelve years after the termination of the contract except where immoveable property is taken as security.
(10) Diaries of Superintendents … …	One year after the month to which they relate.
*(11) Director-General's circulars and general orders … … … …	Three years counting from the month of January following the close of the calendar year in which they were issued.

* Director-General's circulars will be preserved permanently by Postal Training Institutions and the Postal Staff College for reference and record.

Class of record	Period of preservation
(11A) Postmaster General's circulars …	Same period as in the case of Director General's circulars.
(12) Due mail and sorting lists … …	One year after they have ceased to be extant.
(13) *(a)* [*Deleted.*]	
(b) List of Volunteers for Field Service … … … …	One year after the preparation of a new List.
(14) Highway robbery … … …	One year after the month in which the cases are finally closed.
(15) House-breaking and theft … …	One year after the month in which the cases are finally closed, except in cases of theft by Postal officials who have been dismissed, when the cases should be destroyed five years after the month in which they are closed.
(16) Irregularities, enquiries and complaints … … … …	One year after the month in which the cases are closed, except when a pecuniary claim has been made and rejected, in which case, the record should be preserved for three years after the month in which it is closed.
(17) Enquiry cases relating to discharged savings certificates … … …	Three years from the due dates of maturity of the certificates.
(18) Enquiry cases relating to savings bank withdrawals … … …	Three years after the month in which the cases were closed.
(19) Inspection reports and copies of inspection and verification remarks in order book … …	One year after the year in which they are received.
(20) Indents … … … … …	One year after that to which they relate.
(21) Loss of, or damage to, Postal articles	One year after the month in which the case is finally closed, except in cases where the departmental official concerned has been dismissed, when the case should be destroyed five years after the month in which it is finally closed.

Class of record	Period of preservation
(22) Minors' and insane depositors' accounts … … … …	Three years after the accounts are closed, except where withdrawals are allowed on an indemnity bond in which case the paper together with the bonds should be preserved for six years after the accounts are closed.
(23) Offences of all kinds by departmental officials as well as by outsiders. …	One year after the month in which the cases are finally closed, except in the case of departmental officials who have been dismissed, when the cases should be destroyed five years after the month in which they are finally closed.
(24) Personal files and confidential records and correspondence relating thereto … … …	Three years after the month in which the officials concerned severed their connection with the Department, except in the case of absconders when the records should not be destroyed without the special permission of the Head of the Circle.
(25) Prosecution of departmental officials and outsiders. … … …	One year after the month in which the case is finally closed, except in cases where the departmental official concerned has been dismissed, when the case should be destroyed five years after the month in which it is finally closed. In the case of an absconder, the records should be kept as permanent until the official has been apprehended or until the Police or F.I.A. intimate that his name has been removed from their register.
(26) Cases in which invalid or extraordinary pensions have been sanctioned. … … … …	Twenty-five years from the date the pension is sanctioned.
Other pension cases … … …	Five years from the date the pension is sanctioned.
(27) Public and regimental accounts …	One year after the cases are closed.
(28) Rulings on all subjects … …	Permanent.
(29) Registers of—	

Class of record	Period of preservation
(*a*) Registered newspapers … … (*b*) [*Deleted.*] (*c*) Losses with index … … … (*d*) Absconders … … …	Permanent.
(*e*) Correspondence received … …	Three years after the registers are used up.
(*f*) Security bonds … … …	Three years after a new register has been prepared.
(*g*) Other kinds … … …	Till they have become obsolete.
(30) Returns regarding pension or gratuity … … … …	One year after they are closed.
(31) Returns of other kinds … …	One year after the year in which they are received.
(32) Service books and service rolls of officials who have not retired on pension. … … … …	Five years after the month in which the officials concerned severed connection with the Department, except in the case of absconders when the records should not be destroyed without the special permission of the Head of the Circle.
(33) Savings Bank accounts of deceased depositors. … … … …	Three years after the accounts are closed, except where withdrawals are allowed on an indemnity bond in which case the papers be preserved for six years after the accounts are closed.
(34) Claims to savings certificates of deceased holders. … … …	Three years after payment is made except where payment is made on an indemnity bond, in which case the papers, together with the bonds, should be preserved for six years after the month in which payment is made.
(35) Temporary and monsoon establishments.	Three years after the month in which the cases are closed.
(36) Time-tables	One year after they have ceased to be extant.

Class of record	Period of preservation
(37) Tour programmes	Six months after the completion of the tour.
(38) Bill of Air Companies for conveyance of mails.	Eighteen months after each bill is finally settled.
(39) Documents of the International service.	Eighteen months from the day following the date to which they refer.
(40) Documents concerning a dispute or inquiry in International service.	Eighteen months after the matter has been settled.

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

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

18. Jurisdiction and headquarters of Assistant Superintendents.— The Head of a circle should fix the extent and the headquarters of each Assistant Superintendent's sub-division.

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

20. Inspection of Superintendent's office.—(1) The office of every Superintendent will be thoroughly inspected by him at least once in every twelve months, in accordance with the standard questions. The Head of the Circle should, if he considers it advisable, inspect the Superintendent's office either personally or through a Deputy Postmaster-General or Senior Assistant Postmaster-General. Superintendents and Deputy or Assistant Postmaster-General should submit reports on the inspection to the Head of the Circle.

(2) When the office of the Superintendent is inspected personally by the Head of Circle, he should send a copy of the remarks recorded in the order book to the Director General for his review.

20/1. Inspection of administrative and correspondence work of a Head Office.—(1) The Inspection of administrative and correspondence work of every General Post Office and a Head Office of the status of Basic Pay Scale 16 and above must be carried out once every twelve months in accordance with the standard questions in Chapter 3 of the Collection of Post Office Inspection Report Forms. The average time required for carrying out such inspection should generally be two days.

(2) The inspection of administrative and correspondence work of a General Post Office of the status of BPS-17 and above should be carried out by the Postmaster General or his Deputy Postmaster General. The inspection of a Head Office in BPS-16 should be carried out by an officer of the Circle Office or Regional Office holding a post not below BPS-18.

(3) The administrative inspection of the Office should ordinarily be combined by the inspecting officer with general inspection of the General Post Office or Head Office due to be carried out in accordance with the standard questions contained in Chapter 2 of the Collection of Inspection Report Forms.

(4) When the inspection of administrative and correspondence work of a General Post Office or Head Office in BPS-16 is completed, a copy of the remarks recorded in the order book should be submitted within a week to the Head of Circle. In a case where the inspection is carried out by the Head of Circle the inspection remarks should be submitted within a week to the Director General for examination and disposal.

21. Inspection of offices and sections.—(1) (*a*) Every General Post Office and Head Office must be inspected twice every twelve months at intervals of about six months in accordance with the standard questions in Chapter 2 of the Collection of Post Office Inspection Report Forms. The inspection of all departments and branches of a General Post Office or a Head Office must be carried out together by one and the same inspecting officer. The allocation of inspection of different departments and branches of a General Post Office or Head Office to different officers is not permissible.

Note 1.—The term inspection used in this rule does not include the inspection of the administrative and correspondence work of a General Post Office or a First Class Head Office.

Note 2.—The definition of the terms General Post Office and Head Office appears in the note below rule 10(1) (a).

(b) The detailed inspection of every General Post Office sanctioned in basic pay scale 17 and above within the jurisdiction of the Circle must be carried out personally by the Postmaster General or his Deputy Postmaster General once in every twelve months, the inspection being confined to all departments and branches, other than the accounts and treasury, as particularised in the Inspection Report Forms. The second inspection of that office during that calendar year may be carried out by any officer of the Circle Office or Regional Office holding a post not below BPS-18.

(c) The inspection of all departments and branches of every Head Office of BPS-16 status must be carried out twice a year at one stretch by the Divisional Superintendent holding a post in BPS-17 within the limits of whose Division the Head Office is situated or by any officer of the Circle Office or Regional Office holding a post in BPS-17 or above.

(d) Every second class (Higher Selection Grade) Head Office must be inspected twice a year by the Divisional Superintendent concerned regularly, at intervals of about six months,— one of the inspection being carried out at the time of verification of balances of the office.

(e) It is considered desirable that every first class Head Office of a BPS-16 status and every second class Head Office functioning under the administrative jurisdiction of a Postal Circle is also inspected personally in detail once in about four years by the Postmaster General or his Deputy Postmaster General. In case an Office is inspected by an officer of the Circle Office in a particular year, then the Superintendent will carry out only the second or curtailed inspection of that Office once during that year.

(f) The average time required for each inspection will be as prescribed in the Table given below rule 238 (2) (b).

(g) A copy of the inspection remarks recorded in the order book of a General Post Office or Head Office by the inspecting officer should be submitted within seven days after completion of the inspection to the Head of the Circle for personal examination and disposal. The inspection remarks should be drawn intelligently and concisely and should invariably contain specific recommendations by the inspecting officers for improving the working of the General Post Office or Head Office inspected. No remarks should be recorded to those questions, which relate to matters in which the work of the office is found to be entirely in order. In a case where an Office is inspected by the Head of Circle, the inspection remarks should be submitted by him to the Director General for review.

(h) All sub and branch offices in a division must be inspected twice every twelve months in the manner laid down in rule 238, the inspections being divided by the Postmaster-General between the Superintendent, Assistant

Superintendents and his overseers. As a general rule, the inspection of the more important sub-offices should be assigned to the Superintendent; the inspection of the smaller sub-offices should be made the duty partly of the Superintendent and partly of his Assistant Superintendents; and the systematic inspection of branch offices should be made the special duty of Assistant Superintendents and partly of his Overseers. Branch offices vested with savings bank powers should be inspected by the Superintendents at least once in three years.

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

(3) Every District mail office, record office or section in a division must be thoroughly inspected at least twice in every twelve months at intervals of about six months in accordance with the standard questions contained in the Collection of Mail Sorting and Transportation Inspection Report Forms. The detailed inspection of at least one of any set of every District Mail Office of a BPS-16 status should be carried out by an officer of the Circle Office or Regional Office holding a post in BPS-17 or above. The inspections should be divided by the Head of the Circle between the Divisional Superintendent, and the Sub-divisional Assistant Superintendents, M.S.T. As a general rule, the inspection of the more important mail and record offices and sorting sections should be made the duty of the Divisional Superintendent and the inspection of other offices and sections that of the Sub-divisional Assistant Superintendents, M. S. T.

(4) At the occasion of each inspection of a head office, the inspecting officer will send an extract report in form Genl.-15 to the Circle Office. In the latter office, the report will be personally reviewed by the Assistant Postmaster General in charge of postal services who will put it up to the Deputy Postmaster General/Postmaster General with his recommendations as regards any action that might be called for, bringing out in his review also any special features in the report.

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

Note 1.—A Postmaster-General may relieve the Superintendents of all or any of the inspections of any head office by assigning this work to an Assistant Postmaster-General.

Note 2.—Every first class head office or BPS-16 sub-office must also be inspected additionally by the Postmasters of those offices as required under rule 38(3) and (4) of the *Post Office Manual,* Volume VI.

Note 3.—When any office is inspected personally by the Head of Circle, he should send a copy of the remarks recorded in the order book to the Director General for his review.

21/1. Submission of return of inspections.— The Heads of Circles should send a quarterly statement showing the inspections carried out by him and his subordinate officers during the preceding quarter as well as the inspections due to be carried out and balance in the current calendar year in the prescribed proforma by 15th of the month following the quarter to which it relates to the Director General for review.

22. Director-General's circulars.—(1) Copies of the Director-General's circulars will be dispatched by the press in accordance with the aggregate quantity intimated by Heads of Circles. Copies for Heads of Postal Circles will be supplied direct to the Managers, Postal Stock Depots who will be responsible for their distribution to the supervising officers and their subordinates through the head postmasters in the case of the Post Office and to Divisional Superintendents, in the case of the M. S. T. Heads of Circles should supply these officers with a distribution list showing the number of copies to be distributed and the number to be retained for their own offices, and should also inform the Director-General's office from time to time of any changes that may become necessary in the list furnished to it.

Note.— See also rule 149 of the *Post Office Manual,* Volume V.

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

23. Circulars and general letters of Heads of Circles.—(1) Orders issued by a Postmaster-General for the general information and guidance of the officers in this circle should be published, in the form of a monthly circular which should bear a consecutive annual series of Nos. on calendar year basis. The pages of circulars should also be numbered in a consecutive series throughout the year. Every item of a circular should bear in heavy type, on the upper right-hand corner, the name of the department, which it concerns. Any circular which relates to miscellaneous matters or which

concerns more than one department should be headed "General". If in any month there should be no material for a circular, none should be issued in that month.

(2) Circulars issued by the Director-General or the Head of the Circle need not be supplied to branch offices but arrangements should be made for only such maters as concern branch offices to be incorporated in Branch Office circulars in Urdu or in the regional language to be issued by Heads of circles. These circulars should be supplied to all branch offices.

Note.—These vernacular circulars should be printed in the Postmaster-General's office press where there is one, or where there is no press, they should be *(i)* reproduced by any multiplying process available in the Postmaster-General's office, or *(ii)* printed at an outside printing press, provided that this would not be more expensive than to reproduce them by a multiplying process.

(3) [*Deleted.*]

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

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

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

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

24. [*Deleted.*]

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

disposal of the application will rest in each case with the Head of the Circle to whom it is made.

(2) In the very rare cases in which the Head of a Circle may feel justified in taking steps to have an article in transit intercepted and redirected, the applicant should be informed that his request will, if possible, be complied with, but that, owing to the time and difficulty involved in detecting a letter to a particular name, when in transit, no responsibility in the matter can be accepted.

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

26. Return to senders of articles posted.—(1) The rules on the subject of the recall of articles posted in Pakistan or modification of address of postal articles, both inland and foreign, will be found in the *Post Office Guide*. Letter Post articles which have passed beyond the jurisdiction of the Pakistan Post Office cannot be recalled from certain countries whose legislation does not permit withdrawal from the post or alteration of address at the sender's request.

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

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

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

Note 2.—In dealing with orders of Courts *for granting a preliminary inspection of such books,* a question of policy is to some extent involved. It is open to the Post Office, under section 6 of *Bankers' Books Evidence Act* (Act XVIII of 1891), not only to show cause against the issue of the order, but also to offer to produce the books themselves in Court in place of allowing the preliminary inspection. This is, of course, to give up the protection of the Act, so far as the convenience of the Post Office work is concerned, but it may be desirable, in view of the importance of maintaining the confidence of the public, to offer to produce the books in preference to allowing

an inspection at small offices, where the manner of inspecting might not be kept under proper control.

28. Six Monthly statistics.— A Head of a Circle should submit to the office of the Director-General every six months a statement, in form Ms.-14 (c), containing statistics of ordinary registered, insured and value-payable articles of both the letter and parcel mail posted in post offices and in mail offices authorised to accept such articles, as the case may be. The statistics should show separately (a) articles on Postal Service, and other articles. The statistics should be compiled in the office of the Head of the Circle from the statistical memoranda [Ms.-14 (a)], received from the head offices and also from the statements received from the mail offices concerned and should be submitted to the Director-General so as to reach his office not later than the 15th of January and July each year.

28/1. Monthly statistics of Express Post.— A Head of a Circle should submit to the office of the Director General by 10th of each month, a statement containing statistics of Urgent Mail Service, Air Express Service, Local Express Service, International Speed Post Service, Fax Mail Service and International Fax Mail Service articles booked in Express Post Centres and in Post Offices authorised to accept such articles, as the case may be, as well as the postage realized. The number of Express Post Service articles received as well as delivered within the stipulated period of time and the number of articles delivered late or not delivered to the addressees along with the reasons therefor should be given in the statement. He should also note the number of Urgent Money Orders and Fax Money Orders booked, also showing in the statement their value separately along with the money order commission realized and fee / Fax charges received. The number of Urgent Money Orders and Fax Money Orders received for payment and actually paid along with their amount as well as the number of money orders paid to the payees on time and those paid late or not paid with reasons therefor should also be furnished in the monthly statement.

29. Irregularities in electronic service messages dispatched.— (1) After the inspection of a post office, the Superintendent of Post Offices concerned will forward to the Head of a circle along with the inspection report, the telegrams, telefax, e-mail and other electronic service messages (dispatched by officials whom he has no authority to punish) which have been placed in fault on the ground of their having been needlessly dispatched, or because they relate to the private affairs of the senders, or because they are diffusely worded, or on account of any other patent irregularity.

(2) In respect of each electronic message placed in fault and brought to the notice of the Head of a Circle in the manner mentioned in the preceding paragraph or in any other way, he should decide whether any, and if any, what portion of the cost of the message should be recovered from the official concerned. If any recovery is to be made, the amount realised should be

converted into postage stamps, which should be affixed to the message draft in question, and properly defaced. In case the amount to be recovered is Rs. 20 or more it should be credited in the Post Office under Unclassified Receipts and the money receipt in form A.C.G. 67 preserved with the case.

30. Registered newspapers.—(1) Rules regarding the registration of newspapers in the office of a Postmaster-General are contained in the *Post Office Guide.*

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

31. Yearly enumeration return.—(1) On the 2nd working Wednesday of May each year, an enumeration will be undertaken in all sets of each District Mail Office, Mail and Sorting Office, International Mail Office and Foreign Post of the number of ordinary unregistered articles of the letter mail and other items received for despatch. The different classes of Postal Service articles of the unregistered letter mail should also be weighed or counted separately as the case may be, and the total number of articles, of each class should be shown in the enumeration return against the appropriate head.

(2) The enumeration shall be based on 100% weightment system L.C. (Letters and Cards) and on 100% counting system A.O. (Other Articles), in accordance with the following formula:

(I) L.C. (Letters and Cards) Items:

(a) Letter (Large size letters):	80 per Kg
(b) Letter (Small size letters):	164 per Kg
(c) Aerogrammes:	300 per Kg
(d) Post Cards:	300 per Kg

(II) A.O. (Other Articles) Items:

(a) Printed papers (containing (i) pamphlets, periodicals, sheets of music, maps, printed circulars, notices bills, greeting cards and books, and (ii) text book(s).
(b) Registered Newspapers.
(c) Small packets.

(III) Postal Service Items:

(a) L.C. Items
(b) A.O. Items

(3) The L.C. articles will, in the first instance, be segregated into four categories shown at clause (I) of sub-rule (2) above and further segregated into inland and foreign mail articles and weighed separately and their weight entered in Form Est-87 (a) Part-I. The A.O. items listed at clause (II) of sub-rule (2) above will be segregated into different categories and further segregated into inland and foreign and their number noted separately in Form Est-87 (a) Part-I by physical counting.

(4) All L.C. and A.O. items posted on Postal Service will be segregated and their weight in kilograms noted in the prescribed proforma in Form Est-87 (a) Part-II and Pa-19 (Revised) "a" Part-II further sub-divided into inland and foreign articles.

Note 1.—The exercise of weighing and counting will be carried out under the immediate supervision of an officer not below BPS-16 deputed by the Head of Circle.

Note 2.—In case the second Wednesday of May happens to be a public holiday or Post Office holiday, then the enumeration will be undertaken on third Wednesday of May of that year.

(5) On receipt of the consolidated return showing statistics of articles received for onward dispatch from all the DMOs / MSOs / IMOs / Foreign Posts the Head of Circle will compile and submit a consolidated statement to the Director General by the 15th June each year alongwith following documents:

(a) A Summary in Form Pa-19 (Revised) (a);

(b) Figures in respect of corresponding day of the previous years, shown under all column of the prescribed form, in "Red Ink" and the percentage increase or decrease worked out for each class of articles; and

(c) An explanatory memorandum giving reasons for increase or decrease under each class of articles.

(6) The figures of weight reported by all Heads of Circles will be compiled and processed according to the formula contained in clause (I) of sub-rule (2) above. The statistics of articles arrived by the physical and actual counting will be noted separately in the statement and added therein. The aggregate number of articles of each class so ascertained will be multiplied by 300 to work out annual aggregate volume of unregistered articles of letter mail and other items handled by the Department.

(7) A month previous to the enumeration, a circular should be issued by the Head of the Circle warning all officers concerned and subordinates in the Circle that the enumeration has to be made on the prescribed date and impressing on them the necessity for making it carefully.

32. Half-Yearly list of volunteers for Army Postal Service.—(1) A list, called the "Field Force List", in two parts, will be prepared by the head of each circle, containing the names of those who are willing to accompany Military Forces on active service, and who are physically and otherwise fit for such work. The volunteers for enrollment for Army Postal Service must fulfill the medical standard and other conditions as laid down in rule 186 of the *Post Office Manual*, Volume IV. The first part of the list will contain the names and other particulars of all Postal Officers in Basic Pay Scale 16 and above who have volunteered for field service.

(2) The second part of the list will contain the names of all officials in Basic Pay Scale 1 to 15. This list should be revised and brought up to date by the 31st March and 30th September of each year by the Heads of Circles by taking into account *(a)* new volunteers, *(b)* those transferred to and from the circles, and *(c)* those who have been struck off the list on account of retirement death or for any other reason.

Note.— For full information regarding the "Field Force List", see Appendix No. 62 to the *Post Office Manual,* Volume **IV**.

33. Enrolment of Postal officials for Army Postal Service.—(1) The Head of a Circle on receipt of a requisition through fax or otherwise from the Director General or Army Postal Service authorities should immediately arrange to relieve those officials for reporting at the specified station who stand enlisted as volunteers for Army Postal Service and who fulfill the prescribed conditions as laid down in rule 186 and the instructions contained in Appendix No. 62 to the *Post Office Manual,* Volume IV. Any official who does not fulfill the prescribed conditions to the satisfaction of his controlling officer will not be allowed to leave the station of his duty for reporting to the Military authorities.

(2) A Postal official under orders for joining Army Postal Service should receive his pay up to the date of his relief from duty. He may also draw an advance of a month's pay as well as travelling allowance to the reporting station. To prevent delay in payment of such advances, and to enable a Postal Official who is under orders for field service to start at once, the Head of Circle should, when issuing orders to the selected volunteer, communicate his name to the postmaster of the head office under which he is serving. On receipt of this information, the latter will arrange for the immediate payment of the authorised advances and see also that the official ordered on field service is paid up to the date of his making over charge of his appointment and that a last pay certificate is furnished to him.

34. [***Deleted.***]

35. [***Deleted.***]

36. [***Deleted.***]

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

Note 1.—The original order (or duly attested extract there from) sanctioning a journey outside of an officer's jurisdiction should be attached to the travelling allowance bill in which charge is made for the journey. If the journey is performed beyond the limits of the circle jurisdiction, the order of the Director General approving such a journey should be attached to the T. A. bill.

Note 2.—The Head of Circle has the power to authorize any official or officer under his control to travel on duty outside the limits of his jurisdiction, but not outside the limits of the Circle. In case any official or officer has to proceed occasionally outside the limits of Circle on duty, prior written permission of the Director General must be obtained.

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

39. Due mail and sorting lists.—(1) The due mail and sorting lists (M.-9) for sorting offices, sorting sections and post offices, in direct communication with the mail and sorting office and those for first class head offices not in direct communication with the mail and sorting office will be prepared and supplied by the Postmaster-General concerned, in accordance with the instructions contained in rule 136 of the *Post Office Manual,* Volume V.

Note.— Due to introduction of the system of exchange of mails directly by the District Mail Offices amongst themselves and by all post offices located within a district with a local District Mail Office, the provisions contained in rule 39 may be deemed to have been modified to that extent.

(2) The due mail list will contain details of bags received and despatched with the hours or stations, as the case may be, at which mails are to be received and dispatched. It will also show in what cases *(a)* mail lists are to be dispatched and received with loose bags, *(b)* transit bags are to be used, *(c)* account bags and b. o. bags are to be sent or received in mail bags, and *(d)* in the case of post offices, surplus empty bags are due to be received from and despatched to the Bag Sub Depot concerned. The despatch of a mail list with

loose bags will be prescribed only in cases where the number of due mails for the despatch comprises more than one bag, or where an unusual mail may be included in the despatch. *Plural mail or transit bags* will be prescribed when, as an *ordinary circumstance,* the bulk of the mail is more than a single mail or transit bag can contain.

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

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

(*a*) Post offices and mail offices will be placed in direct mail communication only with the nearest section (or sections if more than one works past or from them), that is to say, they will not be allowed to exchange direct mail bags with any office or section in advance. In cases, of course, where they may have to despatch mails to sorting or other offices off the line of railway or steamer, they will also be in direct mail communication with those offices.

(*b*) Sections should be placed in direct mail communication with post offices and mail offices in their beat and with sections *immediately*, in advance and *connecting sections* only. If there is an interval to allow of bags being made up by a mail office, the mails for a connecting section should be sent to that office.

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

(i) reduce the work of the intervening section and thus secure material advantages, such as, relief to an over burdened section or curtailment of reserved accommodation, and

(ii) not complicate the sorting lists and bag account.

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

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

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

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

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

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

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

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

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

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

41. Memo. of authorised balances.—(1) The Postmaster-General will supply to each grade 'A' Head Office and BPS-16 Sub-Office other than under the direct control of the Superintendent of Post Offices, a memo. in form Pa.-14 showing—

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

(*b*) the authorised maximum balances for postage and non-postage stamps;

(*c*) the authorised maximum balances for Provincial taxes stamps;

(*d*) the authorised maximum balances for revenue stamps;

(*e*) the aggregate value of Pakistan Postal Order to be kept in the office; and

(*f*) the monthly limit up to which the office is authorised to indent for funds.

(2) The minimum and maximum cash and stamp balances could be fixed in accordance with the procedure laid down in rules 138 to 140 and rule 142.

(3) The Postmaster General should review the cash and stamp balances in January every year and revise them, if warranted by the increase or decrease in the volume of work of each grade 'A' Head Office or BPS-16 Sub-Office.

42. Permanent advance to Head Record Office.— The Head of a Circle will sanction to each Head Record Clerk in his Circle a small permanent advance to provide for petty contingent advances of all kinds. The amount of the advance should be fixed in accordance with the instructions contained in Article 293 of the *Posts and Telegraphs Initial Account Code,* Volume I.

43. [*Deleted.*]

44. Report of changes in postal routes and communications.— The Postmaster-General should keep the Local Government or Administration constantly informed of all material changes in postal routes and communications. The full nature and extent of the information to be supplied will depend, in some measure, on local circumstances; but generally, it may be laid down that all alterations in main mail routes, and all cases of acceleration or retardation of mail services on important lines, should be reported at once to Local Governments and Administrations. A press release in the newspapers should also be issued by the, Postmaster-General for general information.

45. Interruptions of mails during transit.— When a report is received from the Mail Sorting and Transportation of a break or accident or misconnection causing or likely to cause delay to mails, the Postmaster-General will, at his discretion, advise postmasters at stations of importance affected by the interruption. Information regarding the mails concerned and the probable duration of the delay should be communicated, and definite order should be given when the postmaster is to advise the public by the issue of a press release in the news papers or by the circulation of a local notice. A notice should ordinarily be circulated whenever the delay affects the Express Post Services and foreign mail of an important station; and when the outward mail must be posted in advance of the usual date, the actual time in advance should be stated for inclusion in the notice.

46. Functions of post offices.—(1) The Postmaster-General may impose any restrictions that he may consider necessary on the classes of business to be performed by any particular head, sub, or branch office in his Circle; but if he thinks it desirable, for any special reason, that the issue of money orders upon or by any particular post office, or group of post offices, should be suspended, or that money orders should not be so issued except on payment of special rates of commission higher than the ordinary rates prescribed, the orders of the Director-General should be obtained. Any restriction imposed by the Postmaster- General, on his own authority, on the powers of an office, should be notified in the next issue of the *Post Office Guide* and in the case of a head office, it should also be reported to the Director-General.

(2) The Postmaster-General may authorise any branch office in his Circle to accept articles for insurance up to a limit of Rs. 5,000, to accept foreign parcels for despatch, to receive inland telegrams for transmission to a Telegraph office to perform savings bank work, to pay military pension or to transact any other specified postal work .

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

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

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

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

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

48. Instructions regarding the exchange of cash remittances.—(1) The mode of conveyance of cash over different lines and by different classes of officials should be fixed by the Postmaster-General in the light of local circumstances.

(2) When it is not desirable that cash should be sent through the post from one office (head, sub, or branch) to another, the Postmaster-General will prescribe the system under which the remittances are to be exchanged. It may be ordered, that a special carrier, such as a postman, village postman, overseer or other subordinate, should be employed to convey the remittances, and in such cases it should also be laid down whether the money is to be made over loose to the carrier or enclosed in a cash bag; or remittances may be ordered to be made by means of bank drafts, bank-bills (*hundi*) or in any other way that the Postmaster-General may consider best suited to the needs of the case; but if remittances are to be systematically made by means of bank-bills(whether commission has to be paid or not) or through an outside

agency, the Director-General's sanction must be obtained. The detailed arrangements in the case of post office under the control of a Superintendent will be prescribed by him, but they must be based on the system ordered by the Postmaster-General.

(3) Cash sent through the post must always be enclosed in the leather cash bags duly sealed and locked.

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

49. Distribution of work in Grade 'A' Post Offices.—In grade 'A' post offices the allocation of duties between the Postmaster and his Deputy and Assistant Postmasters will be made by the. Postmaster-General.

50. Payment of money orders by pay order.— The Postmaster-General may authorise any post office to pay money orders by pay order, the names of the offices so authorized being communicated to the Audit Office. He may also authorise the payment of money orders by cheques from post offices, which are authorised to issue cheques under Article 93 of the *Posts and Telegraphs Initial Account Code,* Volume I.

51. Payment of British Postal Orders.—(1) British Postal Orders are no more issued for sale in Pakistan. The British Postal Orders issued abroad are accepted for encashment only at Islamabad, Karachi Lahore, Peshawar, Quetta and Rawalpindi General Post Offices.

(2) A General Post Office in the Circle which stands authorized to pay British postal orders will be supplied by the Postmaster-General with two specimen British postal orders overprinted with the word "Specimen". A reserve stock of such specimen orders is kept in the Stock Depot and this stock should be replenished from time to time, as may be necessary, by requisition on the office of the Director-General. When a specimen order supplied to a General Post Office has been spoilt, lost or mislaid and a requisition is received by the Postmaster-General for a fresh specimen order to replace it, the requisition should be complied with.

52. Payment of out-of-date and defective British postal orders.—(1) The payment of out-of-date British postal orders (i.e., orders presented for payment more than six months after the last day of the month of issue), must not be made until a reference has been made by the Postmaster-General to the Postal Order Group, Chesterfied in writing and until authorisation for payment is received. Complete particulars of the British Postal Order should be furnished by the Postmaster-General to the Postal Order Group, Chesterfied. All correspondence in connection with British Postal Order should be addressed to Overseas Duty, Postal Order

Finance, Client Transaction Processing, Post Office Counters Limited, Chetwynd House, Chesterfield, Derbyshire, S 49 IPF, ENGLAND.

(2) The Postmaster-General may also sanction the payment of defective British postal orders in any case including those enumerated in rule 127/3.

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

52/1. Payment of defective Pakistan postal orders.—(1) The Postmaster-General may sanction the payment of defective Pakistan postal orders other than those enumerated in rule 127/4.

(2) A Postmaster-General may sanction the payment of a Pakistan postal order, where the payee is dead, to the heir or representative of the deceased after satisfying himself as to the legal right of the person claiming payment.

52/2. Agreement by banks for the payment of crossed British and Pakistan postal orders.—(1) A bank may enter into an express agreement with a Postmaster-General, in the form given below for the relaxation of the conditions under which British or Pakistan postal orders are paid when presented by private persons:

To

The Postmaster-General,

_____

_____

Dear Sir,

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

We are desirous of making such an arrangement with you on behalf of all our branches / the Head Office / the branch office of our Bank at ----------and on behalf of the branch's of our / all our existing bank at the places detailed below / branches as well as branches which may be opened hereafter and we accordingly here by undertake to have the name of our constituent, on whose behalf a postal order is presented by us, the said Head Office of our Bank or by any of the

said branches thereof, entered on each such order presented for payment and, upon request, to furnish the Post Office with the address of any such constituent.

Yours faithfully,

Dated: the 20

List of Braches included in the Agreement

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

53. [*Deleted.*]

54. Applications regarding miscarriage, loss or destruction of British postal orders.— All enquiries in respect of the miscarriage, loss or destruction of British postal orders should be made by the purchaser or holder direct to the Postal Order Group, Chesterfield as soon as possible after the occurrence of the event. Normally no enqueries will be undertaken unless the counterfoil is produced or in the case of a damaged British Postal Order an identifiable portion of the Postal Order is submitted. In the application it should also be indicated whether the Postal Order had been completed with the name of the payee and the office of payment. Refunds for loss or damaged Postal Order are not normally given by the British Postal Authorities until after the period of validity of six months has expired.

55. [*Deleted.*]

55/1. Loss of unsold Pakistan postal orders.— The Postmaster-General is authorized to sanction refunds to Postal officials of the amounts recovered from them on account of the value and commission of lost Pakistan postal orders, subject to the condition that the refund shall not be made until one full year has elapsed since the date of loss of the order or orders concerned and then only after it has been ascertained from the Director of Accounts, Pakistan Post Office Department, Lahore (Audit Office) that no payment has been made by any post office in respect of the missing order or orders.

55/2. Loss or theft of unsold Pakistan postal orders.— On receipt of a report of loss or theft of a Pakistan postal order from the stock of a post office, and a certificate of non-payments in respect of the same from the Audit Office, the Head of the Circle should report the loss by an express letter to the Director-General stating the full particulars including the amount and

the index letter and serial No. of the missing orders so that the latter may notify the loss in his circular prohibiting its payment.

56. Pakistan or British postal orders lost after payment.— The Postmaster-General may authorise the issue of a certificate of payment in respect of a British Postal Order lost after payment. The Postmaster-General may authorise, the issue of a certificate of payment in respect of a Pakistan postal order lost after payment.

56/1. Money orders, warrants of payment and cash certificates lost after payment.—The Postmaster-General may authorise the issue of a certificate of payment in respect of a money order, a warrant of payment or a cash certificate, lost after payment, if he is satisfied that payment there of has been correctly made, and that inability to obtain a memo of admission of payment is genuine.

57. Accounts opened on behalf of minors.— When a person who wishes to open a savings bank account on behalf of a minor is not the father or, failing him by reason of death, incapacity, refusal or absence, the mother, or, failing her by reason of the same, the postmaster will send the Postmaster-General a form (S.B.-15) filled up by the applicant giving particulars of his claim to be considered the minor's guardian, together with any documents produced by him. If the Postmaster-General is satisfied that the claim has been established, he should issue a certificate recognising the applicant as the guardian of the minor, and send it to the head office concerned for delivery to the applicant. The certificate should specify the conditions under which withdrawals may, be made from the account, i.e., whether without further reference to the Postmaster-General irrespective of the balance at credit of the account, or only when the balance is under Rs. 500. The Postmaster-General should be guided in issuing the orders permitting withdrawals by rule 41 of the Post Office Savings Bank Rules.

Note.—In the case in which an account is desired to be opened on behalf of a minor by a person other than the one who has been appointed guardian of the minor by a court of law in Pakistan, the application for opening the account will be forwarded to the Head of the Circle and should be disposed of by him in the manner indicated above.

58. Withdrawals from minor's accounts.— When a person other than the father or, failing him by reason of death, incapacity, refusal or absence, the mother, or, failing her by reason of the same, claims to withdraw money from an account opened on behalf of a minor as being the guardian of the minor, a form filled up by the applicant giving particulars of his claim to be considered the minor's guardian, and accompanied by any documents produced by him, will be sent to the Postmaster-General, unless the withdrawal may be permitted without reference to the Postmaster-General, under a certificate issued at the time the account was opened. The

Postmaster-General should be guided in issuing orders by rule 41 of the Post Office Savings Bank rules.

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

Note 2.—In the case of the child of a Kulin Brahmin, who has more than one wife and does not live with them, the Postmaster-General may, at his discretion, allow the application and warrant to be signed by the mother.

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

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

Note 5.—For payment of profit on an account opened on behalf of a minor after the date on which the minor attains majority—*see* rule 34 of the Post Office Savings Bank Rules and rule 422 of the *Post Office Manual*, Volume VI.

59. Issue of duplicate pass-book.—When the balance at. credit of a Savings Bank account is less than Rs. 200, the Postmaster-General may, at his discretion, grant exemption from the payment of the usual fee or sanction refund of the fee already paid, provided the pass-book is lost or spoiled in circumstances over which the depositor had no control. In other cases the exemption will be granted only when the pass-book is lost or spoiled through the fault of the Post Office.

60. Opening and closing of public accounts.—(1) When an application to open a public account is received by the Postmaster-General, he should, before authorising the account, consult the Audit Office, in every case which he does not consider to be clearly and undoubtedly within the rules.

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

61. Intimation from Audit Office regarding closing of public accounts.— When the Audit Office considers that a public account should be closed, owing to the fact that it was opened in contravention of rule, or for any other reason, it will communicate its reasons to the Postmaster-General before ordering the account to be closed. If the Postmaster-General concurs with the Audit Office, he should inform that office accordingly; if the Postmaster-General differs from the Audit Office, and the latter does not withdraw its objection, the case should be referred to the Director- General for orders.

62. Withdrawals in excess of prescribed limit from public accounts and regimental and other conjoint accounts.—(1) Clause (*m*) of rule 42 of the Post Office Savings Bank *Rules* limiting to Rs. 2,500 the amount of withdrawals, without notice within a calendar month from the deposits in a public account, is the general rule. The Postmaster-General may, however, at his discretion, sanction the withdrawals from a public account of a sum in excess of Rs. 2,500 in any calendar month, without a week's notice as laid down in the note below the rule referred to above.

(2) In the case of regimental and other conjoint accounts, the Postmaster-General is empowered by *exception* below clause (*j*) of rule 44 of the Post Office Savings Bank *Rules* to specially exempt Commanding Officers and other holders of such accounts from giving a week's notice required for withdrawals from the deposits in excess of the limit of Rs. 2,500 laid down in that rule.

63. Payment of deposit of deceased depositor or depositor incapable of managing his affairs.— Applications for repayment of savings bank deposits at credit of deceased depositors, or depositors who are incapacitated for business, will, on receipt from the Postmaster, be decided upon by the Postmaster-General. (*See* rule 504 of the *Post Office Manual*, Volume VI.)

64. Applications for withdrawal from depositors who have left Pakistan.—If a depositor who has left Pakistan and is residing in a foreign country, sends his pass-book with a letter applying for the withdrawal of money from his account, the Postmaster-General's orders are necessary before the withdrawal can be granted. (*See* rule 440(3) of the *Post Office Manual*, Volume VI.)

65. Savings certificates held by lunatics.—(1) When savings certificate stand in the name of a lunatic, who is incapable of managing his affairs, the Postmaster- General may allow the father or, if he be dead, the mother, of the lunatic to discharge them if the nominal value does not exceed ten thousand rupees.

(2) When the applicant for payment is neither the father nor the mother of the lunatic, and when the value of the certificate does not exceed ten thousand rupees, the Postmaster-General may sanction payment on production of a certificate by competent court of Law of the district in which the lunatic ordinarily resides, to the effect that the applicant is the actual guardian of the lunatic.

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

65/1. Transfer of certificates held by a minor to the name of another person.— The Postmaster-General may sanction the transfer of a certificate standing in the name of a minor to that of another person without insisting on the production of proof of necessity from a court of law in cases where the guardian of the minor holder applying for the transfer is a parent or a very near relative.

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

(2) The payment of certificates belonging to deceased joint holders will be regulated by the provisions of rule 550 (4) of the *Post Office Manual*, Volume VI.

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

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

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

The Audit Office in issuing the declaration will add thereto the following:
"..... (*name of applicant*) has been recognised as the present holder of this declaration."

67. Articles addressed to deceased persons.—(1) Under section 38 of the *Post Office Act*, an article received in the R. L. O. as undelivered to the addressee must be returned to the sender if his name and address are known or can be ascertained.

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

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

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

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

68. Disposal of injurious, indecent or obscene articles.—(1) The Postmaster-General is empowered by section 23 (3)(*a*) of the Post Office Act to direct, if necessary, that a postal article suspected to contain any explosive,

filthy, dangerous, deleterious or noxious substance, or anything liable to injure postal articles in course of transmission by post or any officer of the Post Office, the transmission of which by post is prohibited under section 19 of the "Act", may be opened and destroyed. If, however, only a part of the contents of the postal article is of a nature the transmission of which is prohibited under section 19 of the Act, the article may be disposed of under the ordinary rules after destroying only that portion of the contents which is prohibited. He may, however, with the written consent of the sender, but not otherwise, authorise the sale of the contents of a leaky parcel and the remittance of the sale-proceeds to the sender. The Postmaster-General will record an order in each case showing clearly his reasons for authorising the opening or destruction of any such postal article.

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

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

(a) Any article found to bear words, marks, or designs of a seditious character, shall be made over for disposal to the Special Branch of the concerned Provincial Police or Intelligence Bureau as the case may be.

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

(ii) This power should be exercised only when the article has reached the Returned Letter Office, and the reasons for ordering the destruction of an article should be recorded in writing. As regards indecent or obsence articles, only those articles as to the indecency or obscenity of which there can be no possible doubt, should be ordered to be destroyed: all other such articles should be forwarded to the Director-General for orders.

69. Disposal of articles with prohibited contents.—(1) On receiving information from the Manager of the Returned Letter Office, that a postal article received in that office has been found to contain intoxicating drugs, the transmission of which by post is prohibited, the Postmaster-General should, after satisfying himself as to the correctness of the report, issue orders for the article, with all its contents, to be made over to the

nearest Customs Officer for the adoption of such further proceedings as may be deemed proper.

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

70. Complaints relating to v.-p. articles sent dishonestly or fraudulently.— If a complaint is made by the addressee immediately after the receipt of a v.-p. article, that it was sent dishonestly or fraudulently, the Postmaster-General in whose jurisdiction the office of issue lies, may (*a*) withhold the payment to the sender of the v.-p. article of the money recovered from the addressee, and (*b*) order the return of the v.-p. article to the sender and refund to the addressee the sum of money recovered from him on the delivery of the article on his furnishing indemnity bond in the form given below. Before exercising this power, the Postmaster-General should satisfy himself that the v.-p. article was sent *with the intention of defrauding the addressee*. At the first stage, he must satisfy himself, that there are *prima facie* grounds for believing this to be the case, while at the second stage he must, after having made such enquiries as may be necessary, fully satisfy himself on the point.

"I, _____ , son of _____ , resident of _____ having received payment of V.-P. money order No. _____, dated _____, for Rs. _____ issued in lieu of _____ V. P. article No. _____ dated _____ addressed to _____ _____ _____ and sent by _____ do hereby undertake to indemnify the Postal Department against any future claims by any person in respect of the above amount."

71. Correspondence with Foreign Postal Administrations.—(1) Communications received by a Head of the Circle, if any, from a Foreign Postal Administration relating to any matter falling within his purview will be disposed of by him after obtaining requisite information from the Offices of Exchange or post offices concerned under his jurisdiction or, when necessary, call for the required information from the Head of a Circle concerned. Replies to the reference should be addressed to the office or officer of the Postal Administration concerned from which or from whom the reference was received by the Head of the Circle. Correspondence with a Foreign Postal Administration relating to a specific matter should be addressed to the concerned office or authority. The addresses of the Foreign Postal Administrations to whom references should be made are given in the

publication of the International Bureau of the Universal Postal Union titled "LIST DES ADDRESSES DES ADMINISTRATIONS POSTALE".

(2) All enquiries relating to loss, delay, damage, abstraction of content miscarriage and non-receipt of advice of receipt (acknowledgement) of registered and insured articles of the letter and parcel mail as well as ordinary unregistered letter post items e.g. L.C. (Letters and Cards) and A.O. (Other Articles) items originating in Pakistan for despatch to foreign countries or those posted abroad for delivery in Pakistan will be disposed of by the Pakistan Office of Exchange concerned in accordance with the procedure laid down in Foreign Post Manual, Volume I and II.

(3) The Unit Officer concerned while processing cases of enquiries or dealing with the complaints received from the members of public pertaining to foreign post articles originating in Pakistan or posted abroad should follow the instructions contained in rule 249 of *Post Office Manual*, Volume V, Second Edition, 2003.

72. [*Deleted.*]

73. [*Deleted.*]

74. Licences for the use of franking machines.—(1) The Postmaster-General may issue licences (M.S.-22) to Government officers, public bodies, firms and persons of standing to use franking machines for the payment of postage and postal articles under the terms and conditions prescribed in the *Post Office Guide* from time to time by the Director-General. A copy of the license will be sent by him to the post office in which the articles will be presented for despatch. The post office will be required to maintain an account with the licensee for the amounts paid by him from time to time and inspect the machines, but if the postal articles are allowed to be posted at more than one post office, the Postmaster-General will decide what post office will carry out these duties.

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

75. Prepayment of postage in cash on articles of letter mail and packets.—(1) In order to meet the convenience of firms and organisations in large towns which have a very large number of inland unregistered and registered articles of letter mail and packets to post, the Postmaster-General may make special arrangements to accept payment of postage in cash, subject

to such conditions (time, place, manner of posting, previous notice and the minimum number of articles and packets to be posted) as he may consider it necessary to impose. An agreement in the form prescribed by the Director General will be signed between the Head of the Circle and the concerned bulk user for transmission of mail on prepayment basis within Pakistan.

(2) The facts that postage has been prepaid in cash on such articles will be indicated by the impression on them, in red or magenta ink, of the special stamp supplied for the purpose, which must remain in the personal custody of the Head of the Office.

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

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

77. Half-yearly R.L.O. return.—Two returns in form R.L.O.-5, for each of the six-monthly periods ending 31st December and 30th June will be submitted by the Manager, Returned Letter Office, to the Postmaster-General, who should forward them to the Director-General not later than the 15th of January and the 15th of July, respectively. The estimated number of unregistered articles shown in the half-yearly R.L.O. return should be checked in the office of the Postmaster-General, with the enumeration returns (R.L.O.-1 or R.L.O.-2) before the former is forwarded to the Director-General.

Note.—In the forwarding letter, it should invariably be mentioned whether the enumeration period was intervened by a Post Office holiday in addition to Sunday and whether the figures had been multiplied by 26-1/14 or 31-2/7.

78. Bag Account.—The Postmaster General will prescribe the maintenance of bag account for the bags used for exchange of mails by Post Offices, District Mail Offices and Mail Sorting and Transportation sections, International Mail Offices, Foreign Posts, Returned Letter Offices, etc; The designated Bag Sub Depot will be responsible for fixing imprest of bags on the basis of Due Bag List in form BCO-6 (Revised) duly approved by the respective Head of the Unit besides meeting the day to day requirements of

bags of all offices and sections in its account. jurisdiction. The offices and sections concerned should promptly return daily the surplus bags over and above the fixed imprest to their Bag Sub Depot in accordance with the prescribed procedure duly entered in the daily Bag Account Statement.

79. Supply of safes and cash-weighing scales.—The Postmaster-General may authorise the supply to any head office of two or more safes and also of scales for weighing cash or electronic weighing scale. He may also authorise the supply of strong wooden chests or almirahs or sheet iron almirah for storage of post-cards and envelopes in offices where they cannot, on account of their bulk, be kept in safes.

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

(2) Claims for compensation for loss of insured articles or of any of their contents should be decided by the Postmaster-General of the Circle in which the office of posting is situated, while similar claims in cases of damage should be decided by the Postmaster-General in whose jurisdiction the office of delivery is situated. If a claim is admitted, the Postmaster-General concerned should issue the necessary instructions for payment of compensation to the head office (if in his Circle) to which the office of posting is subordinate, or request the Postmaster-General of the Circle in which that office is situated to issue such instructions, the amount of compensation to be paid and the date on which it is payable being specified in either case. The amount of compensation paid and the date and office of payment should be stated in the report of cases to be submitted to the Director-General under rule 173 of the *Post Office Manual* Volume V, by the Postmaster-General to whom the head office concerned is subordinate.

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

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

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

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

(5) In the case of claims for compensation for the loss of halves of currency notes enclosed in insured articles, no claim is entertainable nor any compensation is admissible to the sender or addressee.

Note 1.—The Postmaster-General to whom the loss of, or damage to, an insured article is first reported should at once give notice to the office of posting of the article for communication to the sender.

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

81. Compensation for loss of, or damage to, inland uninsured registered articles.—(1) (a) In accordance with and subject to the conditions laid down in clause 130 of the *Post Office Guide*, the Postmaster-General concerned may sanction *exgratia* compensation up to the limits specified below in respect of the loss of any inland uninsured registered postal article or its contents or any damage caused to it in course of transmission by post:—

(i) Rs. 100 in case the contents are of no intrinsic value, and
(ii) Rs. 250 in case the contents are of intrinsic value.

(b) This provision has been made to ensure adequate compensation to the claimants in case of loss or damage to postal articles containing valuable papers, maps or drawings or objects such as stamps, cheques, bank drafts, *hundis*, bank-bills, bank post-bills, bills of exchange or objects of art and literature, etc. having intrinsic value.

(2) (a) Claims for compensation for the loss-of any article or any of its contents, should be decided by the Postmaster-General of the Circle in which

the office of. posting is situated while those in respect of damage to an article, by the Postmaster-General of the Circle in which the office of delivery is situated. In granting compensation the following instructions should be kept in view:—

(i) A complaint of loss or damage made by the sender or addressee within the period prescribed for the submission of a formal claim for compensation may be regarded as a claim for compensation.

(ii) The fact that the loss of a registered article has not been communicated by the Post Office to the sender, does not absolve the latter of the obligation to submit a claim for compensation within the prescribed time.

(iii) No compensation should be given where the registered article contained nothing of intrinsic value such as a mere notice to addressee or advertisement, etc.

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

(3) In all cases of doubt as to eligibility for compensation the matter should be referred to the Director-General for decision.

82. Compensation for loss of, or damage to, articles of the foreign post.—(1) In all cases in which registered articles or parcels or foreign insured articles exchanged between Pakistan and other countries by the foreign post are lost or damaged, and compensation is payable under the rules, the question whether the compensation, or any part of it, should be paid by the Post Office may be decided by Heads of Circles without reference to the Director-General, except in cases in which there is any dispute between the Pakistan Post Office and any other Postal Administration, when the orders of the Director-General should always be taken. In all cases of loss, and in cases of damage to parcels and insured letters *posted* in Pakistan, the decision will rest with the Head of the Circle to whom the office of exchange is subordinate. In cases of damage to parcels and insured letters *received for delivery* in Pakistan, the decision will rest with the head of the Circle in which the office of delivery is situated, who will communicate his decision and the reason for it to the Head of the Circle to whom the office of exchange is subordinate.

(2) No complaint will be entertainable in respect of loss during the course of transmission by post of contents of any article of letter or parcel mail posted abroad for delivery in Pakistan, the transmission of which by post is prohibited under the internal laws of the country of origin or destination.

(3) No compensation will be payable for any article which had been detained, confiscated or destroyed by the competent authority because of its contents or seized under the legislation of country of origin or destination.

(4) No compensation is payable for damage to or loss or abstraction during the course of transmission by post of contents of any unregistered article of the letter mail posted abroad for delivery in Pakistan or originating from Pakistan for delivery in a foreign country.

83. [*Deleted*].

84. [*Deleted*].

85. Cash safe for branch offices.—(1) The Postmaster-General may order a safe to be supplied to any branch office in his circle. (*See* rule 287.)

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

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

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

87. Construction of, and alterations in, mail vans.—The Head of the Circle should submit for the approval of the Director-General such of the proposals for the construction of mail vans and alterations in their internal fittings as are not covered by the financial powers in Schedule II of the Financial Powers of the Head of a Circle. These proposals should be accompanied by plans and estimates obtained from the Railway authorities showing the probable cost of the work. The plans should generally follow the standard designs of mail vans specified by the General Manager, North Western Railway, Lahore, in his letters No. 776-W/193, dated the 24th November, 1952, and 21st January, 1953, and accepted by the Director-General, Posts and Telegraphs Karachi, in his letter No.D. 66-1/48, dated the 2nd March, 1953 (*see* Appendix).

88. Revision of reserved accommodation.—(1) The previous sanction of the Director-General should be obtained in cases where it is necessary to increase or decrease the reserved accommodation on railways. Proposals for such changes should be submitted in the form of an accommodation statement, stating fully the reasons for the revision and whether the existing stock of vans is sufficient for the purpose and any other particulars which the Head of the Circle may think necessary.

(2) In preparing accommodation statements, full particulars should be given both in the present and proposed scales of those sections only in respect of which revisions are proposed, the total haulage charge for accommodation for all other sections on the same Railway being shown against the entry "Rest of accommodation".

89. Check of memorandum of disbursement of pay and allowances.—(1) On the first of every month, each head record clerk will submit to the Head of the Circle, in the account bundle, a memorandum of disbursement of pay and allowances (including travelling allowances) [A.C.G.-26] for the previous month, together with the documents mentioned in rules 18/5 to 18/9 of the *Post Office Manual*, Volume VII, and on the same date the Head of the Circle will receive from each head postmaster who makes payments to head record clerks on account of mail and sorting office establishment and contingent bills and advances, the second copy of the "Schedule of M.S.T. payments" [A.C.G.-6. (c)] relating to the preceding month kept in his office, in a cover registered on service. The Head of the Circle should have the particulars of bills cashed entered in the memo. checked with the schedule for the same division and should also see—

(*a*) that the entries in the memo. relating to "Particulars of distribution" are duly supported by acquittance rolls, numbered in a monthly consecutive series ;

(*b*) that the totals of the money columns of the memo. and of the acquittance rolls are correct ; and

(*c*) that the acquittance rolls are signed by the payees and that for every payment exceeding Rs. 20, the signature of the' payee has been taken across an adhesive revenue stamp of the appropriate value except in the case of payments made from an office at a place where the Stamp Act is not in force, or of payments made by means of money orders.

Exception.—The receipt for a sum exceeding Rs. 100, which has been paid to a person who is not a Post Office official, will not accompany the memo. of disbursement, but a remark will appear against the entry of the charge in the acquittance roll to the effect that the receipt has been sent to the Audit Office with the establishment bill.

(2) After the above checks have been carried out, and after the Head of the Circle has satisfied himself respecting the total amount actually disbursed, that amount should be written in words and figures, at the foot of the memo. and the entry signed and dated by the, Head of the Circle. The memo. and each of the documents received with it should be impressed with a special stamp and returned in a service registered cover, to the head record office. The copies of the schedules received from head postmasters should be filed in the office of the Head of the Circle.

Note 1.—If a separate receipt has been taken from the payee in lieu of his signature on the acquittance roll, such receipts will whenever practicable be pasted to the acquittance roll, to which they relate; otherwise they should be treated as separate acquittance rolls.

Note 2.—The Accounts Officer and, in his absence, the Senior Accountant in the Circle Office, may sign the memorandum of disbursement of salaries and travelling allowances (Form ACG-26) for Postmaster-General.

89/1. Scrutiny of statement of balance.—The statement of balances of Head Offices in BPS-17 and above in the Circle which are directly under the control of the Postmaster-General, will be received by him weekly and scrutinised in the manner prescribed in rule 150 (1).

89/2. Scrutiny of Excess Cash Balance memos.—E.C.B. memo of grade 'A' sub-offices not directly under the control of a Superintendent will be received by the Postmaster General through the Head Office and scrutinised in the manner prescribed in rule 150 (2). Similarly monthly copies of sub office accounts of such offices will be received and checked by the Head of the Circle in the manner prescribed in rule 136.

89/3. Submission of periodical returns.—(1) The following is a table of the periodical returns and documents that should be submitted by the Postmasters General or his subordinate authorities to the Director General:—

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
	A – Submitted by Postmasters General		
1.	Monthly statement showing disciplinary cases finalized under Removal from Service (Special Powers) Ordinance, 2000	Monthly	1st of each month.
2.	Monthly statement showing disciplinary cases finalized under Government Servants (Efficiency and Discipline) Rules, 1973.	Monthly	1st of each month.
3.	Monthly statement showing cases finalized under Section 13(1) (i) of the Civil Servants Act, 1973. [i.e. after completion of 20 years of service qualifying for pension].	Monthly	1st of each month.
4.	Monthly statement showing disciplinary cases (a) under process under Government Servants (E&D) Rules, 1973; and (b) initiated and under process under Removal from Service (Special Powers) Ordinance, 2000.	Monthly	1st of each month.
5.	Monthly statement of expenditure under Operational Code 21 - Capital Outlay.	Monthly	5th of each month.
6.	Statement of expenditure under Operational Code 22 - Renewal and Reserve Fund.	Monthly	5th of each month.
7.	Expenditure statement of all operational codes from 01 to 18 (separate statement for each code).	Monthly	6th of each month.
8.	Revenue Receipts Statements.	Monthly	8th of each month.
9.	Statement of Purchase of PT Stamps in Form PT. 22 (B) [By PMG Balochistan, Punjab and Sindh Provinces].	Monthly	8th of each month.
10.	Reconciliation Report of Payment and Receipt from Western Union (By Deputy Postmaster General, Karachi Postal Region-	Monthly	10th of each month.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
	II only).		
11.	Statement showing number of Express Post articles UMS / AIREX / LES / ISP / Fax Mail Service (Domestic) / International Fax Mall booked and delivered and Fax Money Orders / Urgent Money Orders booked and paid. (Eight separate statements Postal Region-wise).	Monthly	10th of each month.
12.	Statement showing number and weight of EMS/International Speed Post incoming and outgoing items.	Monthly	10th of each month.
13.	Return of pending pension and gratuity cases and cases settled.	Monthly	15th of each month.
14.	Monthly statement showing position of Postal Services.	Monthly	15th of each month.
15.	Statement showing pending complaints in respect of Inland and Foreign mail articles, money orders and express post articles.	Monthly	20th of each month.
16.	Statement showing expenditure on telephones in excess of prescribed limits.	Monthly	25th of each month.
17.	Return of pending Benevolent Fund and Group Insurance cases.	Six times a year	15th of January, March, May, July, September and November of each year.
18.	Statement showing postings and transfer of officers in BPS 16 and above.	Quarterly	5th of January, April, July and October of each year.
19.	Statement showing the position of postal machinery and equipment.	Quarterly	7th of January, April, July and October of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
20.	Statement showing Loan and Advances to Civil servants pertaining to House Building, Motor Car, Motor Cycle and Cycle.	Quarterly	10th of January, April, July and October of each year.
21.	Statement showing Expenditure under Post Office Welfare Fund head-wise.	Quarterly	10th of January, April, July and October of each year.
22.	Statement showing total number of sanctioned posts, regular staff in position and number of vacant posts in BPS 1 to 16 Basic Pay Scale wise, Designation-wise and station-wise in direct quota.	Quarterly	15th of January, April, July and October of each year.
23.	Corrections to the Classified List of Post Offices, District Mail Offices, Mail and Sorting Offices and MST Sections in Pakistan.	Quarterly	15th of January, April, July and October of each year.
24.	Statement showing the particulars of post offices opened / closed / upgraded / downgraded including franchised post offices.	Quarterly	15th of January, April, July and October of each year.
25.	Statement showing Press Complaints and Rebuttal to negative projection in media	Quarterly	15th of January, April, July and October of each year.
26.	Statement of inspections carried out and pending.	Quarterly	15th of January, April, July and October of each year.
27.	Statement showing recovery of Non-returnable Contribution.	Quarterly	15th of January, April, July and October of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
28.	Statement regarding loss and fraud cases.	Quarterly	21st of January, April, July and October of each year.
29.	Statement showing the persons dismissed and debarred from future employment under the Government.	Quarterly	21st of January, April, July and October of each year.
30.	Indent for procurement and fabrication of bags (BCO-5 Revised) (By PMG Lahore only).	Half yearly	10th of January and July of each year.
31.	Half yearly Returned Letter Office return (R.L.O.-5).	Half yearly	15th of January and July of each year.
32.	Six monthly statistics of Accountable (registered, insured, value payable etc.) articles booked [MS.-14 (C)].	Half yearly	15th of January and July of each year.
33.	Statement showing verification of character and antecedents of officials in BPS 1 to 15.	Half yearly	21st of January and July of each year.
34.	Statement showing employment of Disabled Persons against reserved quota.	Half yearly	21st of January and July of each year.
35.	Indent for uniforms.	Half yearly	15th of March and September of each year.
36.	Performance Evaluation Reports of BPS-19 officers for countersignatures.	Yearly	31st January of each year
37.	Performance Evaluation Reports of BPS-18 or BPS-17 officers for countersignatures where PMG is the reporting officer.	Yearly	15th February of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
38.	Performance Evaluation Reports of BPS-18 officers duly countersigned by the PMG.	Yearly	22nd February of each year.
39.	Performance Evaluation Reports of BPS-17 officers duly countersigned by the officer next above to the reporting officer.	Yearly	28th February of each year.
40.	Review of un-remunerative Post Offices Unit wise.	Yearly	15th March of each year.
41.	Retention of temporary posts in BPS 1 to 15 and 16 to 20 Unit-wise.	Yearly	15th March of each year.
42.	1st modification statement of all operational codes from 01 to 18 (separate statement for each code).	Yearly	15th April of each year.
43.	Statement of P.T. Stamps Returned for Exchange in Form P.T-22 (D) (By PMG Punjab and Sindh Provinces).	Yearly	15th April of each year.
44.	Annual forecast for printing of Provincial Taxes stamps category-wise and denomination-wise for the next calendar year.	Yearly	30th April of each year.
45.	2nd modification statement of all operational codes from 01 to 18 (separate statement for each code).	Yearly	6th May of each year.
46.	3rd modification statement of all operational codes from 01 to 18 (separate statement for each code).	Yearly	15th June of each year.
47.	Yearly Enumeration Return of unregistered articles of letter mail and other articles Postal Region-wise.	Yearly	15th June of each year.
48.	Final Grant Statement of all operational codes from 01 to 18 (separate statement for each code).	Yearly	15th July of each year.
49.	Statement showing the officials retained beyond the prescribed tenure of post.	Yearly	27th July of each year.
50.	Yearly statement showing sanctioned strength of posts category-wise and Basic Pay Scale-wise and Postal Region-wise as on 30th June.	Yearly	27th July of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
51.	Yearly statement showing total number of Post Offices category-wise Postal Region-wise as on 30th June.	Yearly	27th July of each year.
52.	Yearly Statement showing the total number of post offices category-wise and Province-wise as on 30th June.	Yearly	27th July of each year.
53.	Yearly statement showing sanctioned strength of Extra-departmental Staff category-wise as on 30th June.	Yearly	27th July of each year.
54.	Yearly statement of complaints in respect of Inland and Foreign Mail articles, Money Orders, and Express Post articles Postal Region-wise.	Yearly	27th July of each year.
55.	Yearly statement showing the number of letter boxes in urban and rural areas Postal Region-wise.	Yearly	27th July of each year.
56.	Yearly statement showing number of Departmental vehicles type-wise Postal Region-wise as on 30th June.	Yearly	27th July of each year.
57.	Yearly statement showing number of Post Boxes and Post Bags available and rented out as on 30th June Postal Region-wise.	Yearly	27th July of each year.
58.	Report showing the Security and Fire Fighting arrangements enforced in offices.	Yearly	27th July of each year.
59.	Yearly statement showing number of Post Offices doing telegraph work and functioning as Public Call Offices Postal Region-wise.	Yearly	27th July of each year.
60.	Yearly statement showing number of Licenses issued for the use of franking machines.	Yearly	27th July of each year.
61.	Yearly statement showing the total number of Registered Newspapers standing registered.	Yearly	27th July of each year.
62.	Yearly statement showing number of Business Reply Permits issued and number of Post Offices permitted to deliver Business Reply Envelopes / Post Cards.	Yearly	27th July of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
63.	Yearly statement showing number and length of Mail Lines Network in kilometer with break up Postal Region-wise.	Yearly	27th July of each year.
64.	Yearly statement showing number of Departmental Office Buildings and Residential Buildings Postal Region-wise.	Yearly	27th July of each year.
65.	Statement showing total number of Agricultural Loan Pass Books sold with amount collected and closing stock position GPO-wise.	Yearly	27th July of each year.
66.	Statement showing sale and stock position of Highways and Motorway Code (Urdu and English) with amount collected GPO-wise.	Yearly	27th July of each year.
67.	Yearly statement showing number of Express Post articles (UMS/AIREX/LES/ ISP/FAX Mail Service/International Fax Mail) booked and revenue realized Postal Region-wise.	Yearly	27th July of each year.
68.	Yearly statement showing number of (a) Urgent Money Orders issued with value, postage charges realized and M.O. Commission received; and (b) Fax Money Orders issued with value, M.O. Commission received and Fax Charges realized Postal Region-wise.	Yearly	27th July of each year.
69.	Yearly statement of loss and fraud cases Postal Region-wise.	Yearly	27th July of each year.
70.	Statement showing the exits and causalities of civil servants.	Yearly	10th August of each year.
71.	Yearly statement showing number of Arms licences entered and renewed with amount collected through sale of stamps Postal Region-wise.	Yearly	10th August of each year.
72.	Yearly statement showing number of Driving licences entered and renewed with amount collected through sale of stamps Postal Region-wise.	Yearly	10th August of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
73.	Yearly statement showing number of Motor Vehicle Registration Books entered and renewed with amount of Tax collected Postal Region-wise.	Yearly	10th August of each year.
74.	Yearly statement Showing Sale of stamps of Arms License, Driving Licence, Route Permit Fee and Motor Vehicle Fitness Certificates in Form P.T.-23 Postal Region-wise.	Yearly	10th August of each year.
75.	Annual Report.	Yearly	15th September of each year.
76.	Annual Indent for Drill Bags (Red, White, Yellow) and Leather cash bags.	Yearly	15th November of each year.
77.	Revised Estimates and Budget Estimates statement of all operational codes from 01 to 18 (separate statement for each code total 156 statements).	Yearly	15th November of each year.
78.	Estimates of Revenue Receipts under Head Postage.	Yearly	15th November of each year.
79.	Annual Inspection Programme Postal Region-wise.	Yearly	10th December of each year.
80.	Annual Programme of Verification of balances of Head Offices / GPOs Postal Region-wise.	Yearly	10th December of each year.
81.	Copy of inspection/visit remarks recorded by Head of the Circle.	Whenever inspected or visited.	Within 7 days after each inspection / visit.
82.	Seniority list of Civil Servants in BPS-11 to 16.	Once in two years.	15th January of each alternative year
83.	New Items Statement.	Whenever called for	15th February of the relevant year

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
	B – Submitted by Chief Postmasters/Senior Postmasters/Head Postmasters		
1.	Cash Account.	Monthly	8th of each month.
2.	Retention of Cash and Stamps Balances.	Monthly	8th of each month.
3.	Statement of Payments made on behalf of Western Union.	Monthly	8th of each month.
4.	Statement of Sale of Federal Government Attestation Stamps (By Chief Postmasters Islamabad, Karachi, Lahore, Peshawar, Quetta and Rawalpindi).	Monthly	8th of each month.
5.	Statement of commission of PTCL Pension (By Chief Postmaster, Lahore G.P.O. only).	Monthly	8th of each month.
6.	Statement showing consolidated Zakat Collection from various sources Form CZ 07/08.	Quarterly	10th of January, April, July and October of each year.
7.	Annual Statement of Unrealized Zakat (Form CZ-09).	Yearly	Last day of Shaban of each year.
8.	Statement showing deduction of Zakat on Savings Bank Accounts (Asset Code 101) on 1st Ramadan ul Mubarak (Form CZ 07/08).	Yearly	7th Ramadhan ul Mubarak of each year.
	C – Submitted by Controller Foreign Post, Karachi.		
1.	Statement showing number and value of Foreign Money Orders, Currency Area-wise received and aggregate value in Pakistan Rupees.	Monthly	10th of each month.
2.	Statement of Actual Receipts from and Payments to Foreign Postal Administrations.	Monthly	10th of each month.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
3.	Statement of expenditure under Head Contribution and Subscription.	Monthly	10th of each month.
4.	Statement of Foreign Exchange Expenditure.	Monthly	10th of each month.
5.	Quarterly statement of Quality of Service Fund of the Universal Postal Union.	Quarterly	10th of January, April, July and October of each year.
6.	Statement of Receivable from and Payable to other Postal Administrations.	Quarterly	10th of January, April, July and October of each year.
7.	Estimates of Revenue Receipts under Head Receipt from other Administrations.	Yearly	15th November of each year.
	D – Submitted by Offices of Exchange.		
1.	Statement of Inward Air Parcels.	Quarterly	10th of January, April, July and October of each year.
2.	Statement of Outward Air Parcels.	Quarterly	–do–
3.	Statement of Inward SAL Parcels.	Quarterly	–do–
4.	Statement of Outward SAL Parcels.	Quarterly	–do–
5.	Statement of Inward Surface Parcels.	Quarterly	–do–
6.	Statement of Outward Surface Parcels.	Quarterly	–do–
7.	Statement of Inward Air LC/AO Items.	Quarterly	–do–
8.	Statement of Outward Air LC/AO Items.	Quarterly	–do–
9.	Statement of Inward Surface LC/AO Items.	Quarterly	–do–
10.	Statement of Outward Surface LC/AO Items.	Quarterly	–do–

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
11.	Statement of Air Transit Inward Mail.	Quarterly	–do–
12.	Statement of Surface Transit Inward Mail.	Quarterly	–do–
	E —Submitted by Philatelic Bureaus.		
1.	Statement showing sale of commemorative Postage Stamps Description / Issue-wise.	Yearly	27th July of each year.
	F —Submitted by All Zonal Stamps Stores.		
1.	Statement showing the stock position of Postage Stamps and Stationery.	Quarterly	5th of January, April, July and October of each year.
2.	Statement showing supply of Postage Stamps.	Quarterly	5th of January, April, July and October of each year.

(2) The Head of the Circle must be punctual in submission of the periodical reports and returns to the Director General. Before submission of any return to the Director General duly consolidated on the basis of statements received from the subordinate units, the Postmaster General must scrutinise it minutely and analytically. He should take such measures as deemed appropriate with a view to increasing operational efficiency and improving quality of work in subordinate offices and organizations.

(3) The returns when received in the Directorate General must be put up to the Director General for his personal review and orders. No statement should be recorded by any officer below BPS-20 in the Directorate General. A 'nil' statement may be filed by the Superintendent or Assistant Director incharge of the Branch.

(4) Whenever any new periodical return is introduced or the submission of any existing return is discontinued an amendment in the above Table must be notified promptly in the Director General's monthly circular.

Note.— The following is a table of periodical returns which should be submitted by the Director of Accounts, Pakistan Post Office Department to the Director General, Pakistan Post Office:–

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
	Submitted by Director of Accounts.		
1.	Statement of Savings Bank / Savings Certificates and Savings Bank Business/ Savings Schemes.	Monthly	7th of each month.
2.	Progressive statement of Expenditure of Pakistan Post.	Monthly	10th of each month.
3.	Progressive statement of Revenue Receipt.	Monthly	10th of each month.
4.	Statement of commission of Savings Bank and Savings Certificates.	Monthly	10th of each month.
5.	Statement of Telephone Revenue Collection on behalf of Special Communication Organization.	Monthly	10th of each month.
6.	Statement of Post Office Insurance Fund and Post Office Annuity Fund receipt and expenditure.	Monthly	10th of each month.
7.	Statement of Payment of Military Pension.	Monthly	10th of each month.
8.	Statement of Interest paid on Savings Bank Schemes.	Monthly	10th of each month.
9.	Statement of collection of custom duty and sales tax.	Quarterly	20th of January, April, July and October of each year.
10.	Yearly statement showing total number of pensioners and amount of Military Pension Payment category-wise with commission realized Postal Region-wise.	Yearly	30th September of each year.
11.	Statement showing number of Capital Development Authority Pensioners paid with total amount of pension payment and commission realized Postal Region-wise.	Yearly	30th September of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
12.	Yearly Statement showing total number and value of Postal Drafts issued with commission and number of Postal Drafts Paid with value Postal Region-wise.	Yearly	30th September of each year.
13.	Statement showing total number of Savings Bank Mobile Accounts with aggregate closing balance Postal Region-wise.	Yearly	30th September of each year.
14.	Yearly statement showing total number of Postal Giro Accounts with aggregate closing balance Postal Region-wise.	Yearly	30th September of each year.
15.	Statement showing number of Electricity bills and amount collected with commission realized Postal Region-wise.	Yearly	30th September of each year.
16.	Statement showing number of Telephone bills and amount collected with commission realized Postal Region-wise.	Yearly	30th September of each year.
17.	Statement showing number of Sui Gas Bills and amount collected with commission realized Postal Region-wise.	Yearly	30th September of each year.
18.	Statement showing number of Water and Sewerage Authority bills and amount collected with commission realized Postal Region-wise.	Yearly	30th September of each year.
19.	Statement showing Income Tax/Withholding Tax collected on Motor Vehicles Postal Region-wise.	Yearly	30th September of each year.
20.	Yearly statement showing number and value of Pakistan Postal Orders sold with commission realized Postal Region-wise.	Yearly	30th September of each year.
21.	Yearly statement showing number and aggregate value of Pakistan Postal Orders Paid Postal Region-wise.	Yearly	30th September of each year.
22.	Yearly statement showing the number and value of British Postal Orders in Sterling Pounds encashed and aggregate value paid in Pakistan Rupees GPO-wise.	Yearly	30th September of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
23.	Yearly statement showing number and value of Inland Money issued with commission realized Postal Region-wise.	Yearly	30th September of each year.
24.	Yearly statement showing number and value of Inland Money Order Paid Postal Region-wise.	Yearly	30th September of each year.
25.	Yearly statement showing number and value of Foreign Money Orders received Currency Area wise and aggregate value in Pakistan currency.	Yearly	30th September of each year.
26.	Yearly Statement showing total number of Savings Bank accounts of different types with opening balance, amount deposited and with-drawn during the year and closing balance as on 30th June Postal Region-wise.	Yearly	30th September of each year.
27.	Yearly statement showing the outstanding opening and closing balance of different types of savings certificates as on 30th June Postal Region-wise.	Yearly	30th September of each year.
28.	Statement showing aggregate amount of Zakat collected asset-wise and Postal Region-wise.	Yearly	30th September of each year.
29.	Statement showing total sale of Stamps of Arms License, Driving License, Route Permit Fee Stamps and Motor Vehicle Fitness Certificates with commission realized Postal Region-wise.	Yearly	30th September of each year.
30.	Material for Director General's Annual Report.	Yearly	15th October of each year.
31.	Estimates of revenue receipts under head Forfeited Money Orders and Pakistan Postal Orders.	Yearly	15th November of each year.
32.	Estimates of receipts under head interest on debt and other obligation.	Yearly	15th November of each year.
33.	Estimates of receipts under head General Provident Fund Debt Deposit and Remittance.	Yearly	15th November of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
34.	Estimates of revenue receipts under head non-tax receipts.	Yearly	15th November of each year.
35.	Estimates of revenue receipts under head commission on custom duty and sales tax.	Yearly	15th November of each year.

CHAPTER 2

SUPERINTENDENTS

GENERAL ADMINISTRATION

All Superintendents

90. Jurisdiction of Superintendents.—Every Circle is apportioned into divisions. Each division is under the control of a Superintendent who is immediately subordinate to the Head of the Circle in which he is employed.

91. Powers of Superintendents.—The administrative and financial powers of Superintendents are defined in the *Post Office Manual*, Volume III, and in the *Schedule of Financial Powers*, respectively.

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

(2) Two copies of the *Post Office Manual,* Volumes I to IX, *Posts and Telegraphs Initial Account Code, Volume I, Post Office Guide, List of Pakistan Post Offices and of Collection of P. O. Inspection Report Forms and Collection of M.S.T., Inspection Report Forms* will be supplied to each Superintendent. One copy of each publication is intended for use by the Office and is to be entered in the office stock book and the other is to be treated as the personal copy of the Superintendent, and should be returned to the Stock Depot when no longer required for official purposes.

(3) The Superintendent will also be supplied with a copy each of the publications noted in Appendix III to the *Post Office Manual*, Volume II, against which the expression 'Supervising Officers' or 'Supervising Officers, Post Office and M.S.T.' appears. He will also be supplied with a copy of the *Civil Service Regulations*, the *Compilation of the Fundamental and Supplementary Rules*, the *Penal and Criminal Procedure Codes*, the *Qanun-e-Shahadat,* 1984 and the Industrial Relations Ordinance, 1969, with which he should make himself thoroughly acquainted, so as to be able correctly to dispose of applications for leave, pension, etc., and properly to conduct investigations and prosecutions.

93. Strict adherence to rules.—(1) The Superintendent is not permitted to introduce any innovation or make any alterations in authorised rules or standard forms. He may however, freely submit his proposals to the Head of Circle for amendments of rules and forms. While seeing that every, official under his control correctly performs the duties assigned to him in the *Manuals* and *Account Codes*, the Superintendent must not entrust him with any work or impose on him any responsibility, except as ordered therein; nor may he, on the other hand relieve him of any share of his proper duties.

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

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

93/1. Responsibility for overall supervision and conducting investigation into cases of loss and fraud.—(1) The Divisional Superintendent should exercise effective control and supervision over the work of his subordinate officials and adopt such measures and enforce adequate checks, as considered appropriate, to appreciably curb or if possible eliminate altogether the occurrence of loss and fraud cases in the offices functioning in the jurisdiction of his Division.

(2) The Divisional Superintendent should review all important cases of loss and fraud at his level. He should invariably during inspections and visits call for a certain number of cases and examine them in depth and pass necessary orders.

(3) The Divisional Superintendent should personally conduct investigation at his level in all cases of robbery, loss and fraud, misappropriation of money, etc; involving amounts not exceeding Rs.500,000.

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

95. Superintendent's office.—The Office of the Superintendent should be located in some suitable Government building, if available, or else in a rented building, which, in the case of Postal Division, should be at a convenient distance from the Head Post Office and, in the case of M.S.T. Divisions, at a convenient distance from the Railway Station.

96. Maps.—The rules regarding the supply of maps and the preparation of a sketch-map of the Division, are contained in the *Post Office Manual*, Volume II.

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

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

98. Trial cards.—Trial cards are service postcards (M-26) which are employed for the purpose of determining the relative advantages of alternative mail routes, or the cause of detention to articles posted. Trial cards will be specially useful in cases where it is desirable to obtain information regarding the time occupied in the transmission of articles over mail lines in adjoining divisions or in other circles. A trial card should contain on the back a request that the postmaster of the office to which it is addressed will note on it the hour of arrival of the mail conveying it, and, if necessary, the hour of delivery of the mail, and return it in a service cover to the officer by whom it was issued. Where it is desirable to know through what offices or sections a trial card passes, it may be forwarded registered on service, a note being made on it, requesting that it may be stamped with the date-stamp of each sorting office or section, and returned by the office of destination to the sender.

99. Disposal of mails missing connection with M.S.T. Section.—In cases where, owing to a misconnection, the mails are likely to be subjected to very considerable delay by having to be kept at a post office or sorting mail office for transmission by the corresponding train of the next day, the Superintendents of the Postal and M.S.T. Divisions concerned may, in consultation with each other, when necessary, arrange (a) for the mail bag to be opened by the office by which it is received and the contents sorted and despatched by an earlier train, if available, or (b) for the mail bag to be made over for disposal to any other section working in the same direction. If the "weighment system" is availed of, insured articles and the account bag, if

any, must be kept back. The responsibility of the office or section that opened and disposed of the contents of such a mail bag, would be the same as that of any sorting office in ordinary circumstances.

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

101. Disposal of travelling allowance bills.—The travelling allowance bills (T.R. 25) of Assistant Superintendents must be carefully checked with the Assistant Superintendent's diaries [Genl. 1 or Genl. 2 (s)] before they are countersigned. Travelling allowance bills will after countersignature be forwarded to the head postmaster or head record clerk concerned for disbursement. When any retrenchment is made the reasons must be explained to the official concerned. Travelling allowance bills must be disposed of as early as possible both in order to prevent inconvenience to the official to whom the money is due and to expedite the audit work in the Audit Office.

Superintendents of Post Offices

102. Relations with first class head offices.—(1) Although certain General Post Offices and first class head offices are not under the control of the Superintendent of the Division, still, as the sub and branch offices (including in some cases the town sub and branch offices) in account with them are subordinate to him, he is authorised to inspect, when necessary, the books and accounts of the sub-account department of any first class head office situated in his division. He should also, as far as possible, both directly and through his Assistant Superintendents check the work of village postman of first class head offices, and suggest to the postmaster and, if necessary, to the Postmaster-General, any changes that appear to him desirable. He is further authorised and required to visit first class head offices for the purpose of verifying their balances twice every twelve months at intervals of about six months. When acting under this rule, the Superintendent must be careful not to exceed his authority by unnecessarily interfering with the work of the office or removing any documents.

(2) It is the duty of the postmaster to give every facility for the Superintendent's verification of the accounts of the office, to take no action which may interfere with the Superintendent's arrangements outside the office without first consulting the Superintendent, to further the Superintendent's plans for improving the postal system of the division, and to work harmoniously with him for the general good of the department. At the same time, the Superintendent must treat the postmaster with courtesy.

Note.—The rule prohibiting the unnecessary removal of documents by the Superintendent applies equally to all head offices under his control. But the Superintendent or Assistant Superintendent is authorised to take away village postmen's registers and visit books for examination, the village postmen being supplied with new books for use in the meanwhile. A Superintendent may also take possession of any document in any head office when he considers it necessary to secure the document in consequence of any case of fraud or suspected fraud, or for any other special reasons. In any such case, a note must be made in the order book showing the documents removed and the date of removal.

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

104. Return to senders of articles posted.—(1) The rules on the subject of the recall of articles posted in Pakistan or alteration of address of postal articles at the sender's request will be found in the *Post Office Guide*. Articles which have passed beyond the jurisdiction of the Pakistan Post Office to specified foreign countries cannot be recalled as their internal legislation does not permit withdrawal from the post or modification of address or its delivery to another addressee at the request of the sender, whilst in course of transmission by post.

(2) When an application for the recall of an article is received through a postmaster with postage stamp affixed to it in payment of the prescribed fee as fixed under rule 205 of the Pakistan Post Office Rules, 1961, it should be returned to the postmaster with the Superintendent's orders on it. If an application is received by the Superintendent, othernwise than through a postmaster, it should be forwarded, with the Superintendent's order on the subject, to the postmaster concerned, accompanied by the fee, if received therewith, with instructions that the fee should be converted into postage stamps and affixed to the application.

105. Professional letter-writers.—(1) The Superintendent may allow professional letter-writers to carry on their business on the post office premises.

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

(3) The following procedure should henceforth be observed in assessing rent for the space occupied by the professional letter-writers in the premises of the Post Offices:—

(i) The licence fee to be charged from the professional letter-writers would depend upon the local conditions but the minimum fee chargeable is Rs. 100 per month.

(ii) In exceptional cases in which it is considered desirable not to recover any licence fee, the question of exempting the letter-writers from the payment of the fee should be referred to the Postmaster-General for his orders.

(iii) When a letter-writer enters into a lease with the Department, the lease may be given for a period of one year or less on the merits of the case.

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

(a) Addressing a letter.
(b) Addressing a postcard.
(c) Addressing a parcel, E.M.S. or International Speed Post article,
(d) Filling in a money order form, value-payable form, savings bank form, application for purchase of Savings Certificates or any other postal form.
(e) Writing a telegram or fax message.
(f) Writing a letter or drawing up a petition or sealing an article intended for transmission by post.

(5) When postal stamps and stationery are advanced to professional letter-writers for sale to the public, they should be required to furnish security as other stamp vendors.

(6) Neither more than five letter writers will be licenced to work at any General Post Office or a Head Post Office nor more than two in any other post office. No letter writer will be allowed to sit inside the post office counter hall.

106. Extra mail despatches and delivery of heavy parcels.— Statements of charges incurred by head and sub-offices in connection with

extra mail despatches (Pa.-9) and deliveries of heavy parcels (Pa.-12) will be disposed of by the Superintendent in accordance with instructions on the subject in the *Posts and Telegraphs Account Code*, Volume I.

107. [*Deleted*].

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

108/1. Special forms of v.-p. journals.—The Superintendent may authorise firms which post on an average 10 v.-p. articles of the letter and parcel mails, daily to use special v.-p. journals for- either of these classes of articles [R.P.-31 (b) and R.P.-2]. The parcels bearing franked labels of a licenced franking machine only will be posted under this system. In each such case the postmaster concerned should be supplied with a memorandum of instructions for the guidance of the firms, and should, at the same time, be authorised to adopt the special procedure prescribed in rule 213 of the *Post Office Manual*, Volume VI.

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

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

111. Delivery of insured and v.-p. articles exceeding prescribed limits of value.—(1) At important post offices where many insured articles

are received for delivery, the Superintendent may authorise that all such articles exceeding Rs. 3,000 in value should be sent out by a special delivery *once a day* at an hour convenient to the post office.

(2) The Superintendent may also authorise the delivery of insured articles exceeding Rs. 3,000 and v.-p. articles exceeding Rs. 2,000 in value from the *window* of any no-delivery sub-office in cases where this may be found to be necessary to prevent delays and save the addressees from unnecessary inconvenience

111/1. Transfer of a branch office from one account office to another.—The Superintendent is authorised to transfer a branch office from one account office to another under the same head office provided that the change does not involve any extra expenditure. The change made by the Superintendent shall be affected from the beginning of the next quarter, unless permitted by the Postmaster-General.

112. [*Deleted*].

113. [*Deleted*].

Superintendents, M. S. T.

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

for onward transmission. The work of both sorting sections and post offices can often be appreciably reduced by the opening of sorting mail offices at important stations, to which all articles posted in the head post office and its town sub-offices can be transferred for disposal in *station* and *registered bundles*, thus relieving the post office of all sorting work and at the same time reducing the number of articles to be dealt with by sections.

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

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

CONTROL OF WORK IN OFFICES AND SECTIONS

All Superintendents

117. Hours of business in post offices and mail offices.—(1) A Superintendent of post offices should supply each head or sub-office in his division under his control with two notices—one (M.-12) showing the hours for the delivery and despatch of mails, and the other (M.-6), the hours for the transaction of business with the public printed in large bold type, both in English and in Urdu or in the regional language. Copies of all notices of hours of business issued by the Superintendent of post offices in his division should be filed in his office. Similarly a Superintendent M.S.T., should supply each mail office (sorting and transit) in his division with a notice (M.-5) showing (*a*) the hours for the despatch of mail and (*b*) the hours for the transaction of business with the public.

(2) The Assistant Superintendent of Post Offices will prepare a notice of hours of business to be supplied to branch offices in his jurisdiction in form M.-6. A consolidated statement of the hours of business of all branch offices in his jurisdiction will also be maintained by the Assistant Superintendent in form M.-6 (b). A copy of the consolidated statement in form M.-6 (b) should be furnished by the Assistant Superintendent to the Superintendent. Corrections and alterations to the statement in M.-6 (b) should be communicated by the Assistant Superintendent to the Superintendent as and when necessary so that the latter may keep his copy corrected up to date.

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

(4) Notice supplied to post offices and mail offices should be corrected except as a purely temporary arrangement. Whenever any permanent change is necessary in a notice, a revised notice, signed by the Superintendent, should be sent to the office concerned to be substituted for the obsolete notice.

Note 1.—The large-sized notice headed "Hours of business" and "Despatch and delivery of mails" should be furnished only to the large sub-offices and to the more important branch offices in charge of departmental postmasters. Other offices should be supplied with a smaller combined notice, which may be obtained from the Postmaster General's office, showing the hours of business and the delivery of mails.

Note 2.—When a registered newspaper is to be posted at a mail office, the Head of the Circle will inform the Superintendent of the latest hour up to which the paper may be posted at that office and the latter officer will communicate the information to the mail office concerned.

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

(2) If any change is required in a due mail and sorting list supplied by a Superintendent, a revised list will be furnished before the change comes into force. If however, the change does not involve extensive alterations, a sorting

order prescribing the alteration to be made will be issued. Frequent alteration of sorting lists is a fruitful source of mistakes, and unless some real advantage is to be gained, it is not advisable to revise a sorting list.

(3) The Superintendent should make no change affecting an office or section in another division, without the concurrence of the Superintendent of that division. If the change affects the due mail or sorting arrangements of a first class head office or of a sorting section or sorting mail office, it must be submitted for previous sanction to the Head of the Circle. In no case is a Superintendent authorised to make any mail arrangements extending to another circle. If any such arrangements seem advisable, he will submit his proposal to the Head of his own circle.

(4) The Superintendent must bring to the notice of the Postmaster-General all cases in which changes in the sorting lists supplied by him appear to be necessary or desirable, owing to alterations in railway time-tables or other causes. Proposals of an urgent nature must be submitted at once. In ordinary circumstance, however, all proposals for alterations in the sorting lists referred to will be submitted to the Head of the Circle concerned for sanction with effect from the beginning of the next quarter. With every proposal involving the introduction or the discontinuance of the exchange of mails between offices or sections, the Superintendent, M.S.T., will submit statistics for three days—two day's statistics taken by the Head sorters and one day's by the Superintendent or Assistant Superintendent – regarding the contents of the bags to be made up or discontinued. Similarly all changes in the sorting lists issued by the Superintendent will be given effect to from the first of a quarter, except in urgent cases.

(5) The Superintendent will keep, in his office, copies corrected up to date, of all the due mail and sorting lists of his division whether issued by him or supplied by the Head of the Circle. He will satisfy himself that all these copies have been corrected immediately before the issue of sorting orders by him or as soon as such orders are received from the Head of the Circle.

(6) On the 1st May and 1st November of each year, every Divisional Superintendent, Mail Sorting and Transportation (M.S.T.) will receive from the record clerks in his division corrected copies of sorting lists of all sections (sorting and transit) attached to each record office as well as of all mail offices (sorting and transit). These lists, after being carefully checked, must be forwarded, without delay, to the Head of the Circle. The punctual submission of corrected sorting lists is a very important duty of the Divisional Superintendent and must be strictly complied with. In the case of transit sections under the control of a Superintendent of Post Offices, the due mail list will be forwarded by the Superintendent of Post Offices to the Head of the Circle.

118/1. Due bag statements of Post Offices.—(1) The Superintendent or first class postmaster should prepare for the guidance of each of his post offices a due bag statement showing the number of bags of each description due to be received or despatched by the office.

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

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

120. Method of securing office safe.—For each head or sub-office under his control and for each record office, the Divisional Superintendent must prescribe the room of the office and the position and manner in which the office safe or safes are to be secured either by embedding it into a cemented plinth in a pucca building or in the case of sub-offices, the office safe will be kept at the nearest police station whenever this is practicable, and can be done without incurring extra expense. The office safe must, whether it is kept in the post office or in the custody of the Police, be secured in accordance with the following instructions. If the safe opens from the top, it will be secured by fastening iron chains to the handles and securing the other ends of the chains round a log of wood (well tarred) or a heavy stone, which should be sunk in the ground some distance below the safe. The safe itself be sunk as deeply as possible consistently with its being opened. If the safe opens from the front, it should be similarly sunk in the wall and fastened to a post sunk deeper still behind it.

121. Scrutiny of electronic messages.—(1) The Superintendent must be careful to see that no telegrams, telefax or other electronic messages are needlessly despatched on service from his own office or by his subordinates and he should attend strictly to the instructions contained in rules 668 to 675 of the *Post Office Manual*, Volume II.

(2) A Superintendent of Post Offices should, when inspecting a Post office, call for and examine all service telegrams and telefax messages despatched since last inspection and are on record in the office. He should take note of all irregularities such as the unnecessary despatch of electronic messages, neglect to word telegrams as concisely as possible, the despatch on service of

messages relating to the private affairs of the senders, etc. He should impose suitable penalties on the officials at fault whom he has authority to punish. In the case of messages sent by officials whom he has no authority to punish, he should send to the Postmaster-General the original messages he considers irregular with his report on the inspection of the office. Similar action should be taken by him in regard to the messages received with the reports of Assistant Superintendents.

(3) When it is necessary to recover the cost of an electronic service message or of a portion thereof from the officials at fault, the Superintendent should be guided by the instructions contained in rule 29, except that the copy of the message placed in *fault* should be sent to the Head of the Circle concerned.

Superintendents of Post Offices

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

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

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

Postmaster—Duties of postmaster except those shown against the Deputy Postmaster or Assistant Postmaster .....

Deputy Postmaster—Duties of the postmaster as laid down in rules .....

Assistant Postmaster—Duties of the Postmaster as laid down in rules ....

Duties of the Sub-Account clerk as prescribed in .....

2nd clerk, etc.—Duties of Savings Bank clerk as prescribed in .....

Note 1.—For sub-offices where more than one clerk is employed in addition to the sub-postmaster, the Superintendent should specify in the memorandum of distribution of work, the clerk selected by him to be in joint custody with the sub-postmaster of the cash and valuables in the office.

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

123. Relaxation of duties of delivery agents on Sundays and Post Office holidays.—There will be no delivery of mail to the public from the post offices on Sundays and Post Office holidays.

124. [*Deleted.*]

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

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

127. Payment of money orders by postmen and village postmen.—(1) All postmen and village postmen are authorised to pay money orders unless in the case of village postmen a Superintendent issues orders to the contrary. As a general rule no single postman is to be entrusted with more than Rs. 25,000 and no village postman with more than Rs. 15,000 one time for the purpose of paying money orders, nor should more than Rs. 3000 for a single payee be paid on one occasion through a village postman. However, in the provinces of Balochistan and Sindh (excluding Karachi

metropolitan city) the limit of a single money order payable through a village postman to a single payee on one occasion will be Rs. 1,000 only. If any changes in those limits are considered necessary, the orders of the Postmaster-General must be obtained.

Note.—*See* also rules 257 and 259 of the *Post Office Manual,* Volume VI.

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

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

127/1. Sale of Pakistan postal orders.—(1) The Superintendent of Post Offices or a first class Postmaster well authorise the head or sub-offices in his jurisdiction to keep a stock of Pakistan Postal Orders for sale to the public. He will fix the aggregate value of Pakistan Postal Orders denomination wise of all head offices and all sub-offices authorised to stock them. He will supply a copy of his authority to the office concerned and to the Director of Accounts (Audit Office) in respect of head offices.

(2) A Head Postmaster may authorise any sub-office in his jurisdiction to keep a stock of Pakistan Postal Orders for sale to the public and also fix the aggregate value of such orders denomination wise to be kept in each sub-office. He will supply a copy of his authority to the office concerned and the Superintendent.

(3) The amount for which a single Pakistan postal order may be issued will be in the prescribed denominations as determined by the Director General from time to time. Broken amounts will not be permissible to be made by affixing unused postage stamps on the face of the Pakistan postal orders.

(4) The commission to be realized from the purchaser on the issue of a Pakistan postal order will be at the rate specified in rule 181 of the Pakistan Post Office Rules, 1961.

(5) The period of currency of a Pakistan postal order for payment will be as laid down in rule 402/20 of the *Post Office Manual*, Volume VI.

127/2. Payment of British postal orders.—(1) The British Postal Orders issued abroad are accepted for encashment only at specified General Post Offices as laid down in rule 51 of this Volume.

(2) A General Post Office in the circle which stands authorised to pay British postal orders will be supplied by the Postmaster-General with two specimen British postal orders overprinted with the word "Specimen". A reserve stock of such specimen orders is kept in the Stock Depot and this stock should be replenished from time to time, as may be necessary, by requisition on the office of the Director-General. When a specimen order supplied to a General Post Office has been spoilt, lost or mislaid and a requisition is received by the Postmaster-General for a fresh specimen order to replace it, the requisition should be complied with.

127/3.—Payment of British postal orders which are defective or which are payable to persons who are dead.—(1) A British Postal Order which has been found tampered with fraudulently or where the date stamp of the post office of issue has been found manipulated will not be accepted for encashment but will be returned to the presenter for taking up the matter with the office of issue abroad. Similarly an old styled British Postal Order issued before 1995 will not be encashed unless it has been got authenticated and verified from the Postal Administration of the United Kingdom. A Chief Postmaster of a specified General Post Office may sanction the payment of defective British postal orders in the following cases:

(*a*) Erasure or alteration of payee's name:

(i) Where the purchaser of an order has made it payable first to one person and then altered it as payable to another person, the alteration being attested by the purchaser's signature or initials. If, however, the alteration is not so attested, payment may be sanctioned provided the payee is a known person who can be easily traced and is willing to sign an indemnity on the back of the order to the effect that he will refund the value of the order if called upon to do so at any time subsequent to the date of payment.

(ii) Where an erasure or alteration has been made in the payee's name, profession, occupation by the payee or by the payee's

agent, and the circumstances in which the erasure or alteration came to be made are satisfactorily explained.

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

(i) Where the name of a messenger has been entered by the payee as that of the payee, while the order has been receipted by the actual payee; provided the order is endorsed also on the back by the messenger.

(ii) Where an order made payable to a married women has been receipted on her behalf by her husband.

(iii) Where an order for an official purpose has been made payable to a person in his own name and has been receipted by his *locum tenens.*

(iv) Where an order made payable to a firm, company, society, corporation, etc., is receipted by the head of the firm, etc.

(*c*) Torn or mutilated orders:

(i) Where an order has been accidentally torn or has become mutilated, or in other circumstances of which a satisfactory or reasonable explanation is given.

(ii) Where an order has been perforated with the words "Not negotiable".

(d) Crossed orders:

(i) Where a crossed order has first been paid to the payee, who has subsequently refunded its value, and the order is then presented for payment through a bank.

(ii) Where a crossed order has been crossed for payment through a firm which is not a bank.

(e) Other defects:

(i) Where an order has been stamped by the issuing or paying offices in the wrong place, or where the names of the payee or office of payment have been written in the wrong places.

(ii) Where an order has been receipted both by the payee and by his agent.

(iii) Where the name and other particulars of the payee, as given on an order, differ from the receipting signature and there is no reasonable doubt as to the identity of the person claiming

payment with the intended payee, e.g., a difference in spelling (Mandhi or Mhendi for Mehdi), or in title (Captain for Major).

(iv) Where a defect in an order is obviously due to accidental or clerical error, or to some simple mistake which has been, or can be, readily rectified or accounted for.

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

(2) A Chief Postmaster of a specified General Postmaster Office may also sanction the payment of British postal orders payable to a person who is dead, to the legal heir or representative of the deceased after satisfying himself as to the legal right of the person claiming payment provided (i) that the total amount of the orders payable into Pakistan currency after conversion at the O.D. buying rate published by the State Bank of Pakistan does not exceed Rs. 5,000; (ii) that the orders are presented within six months from the last day of the month of issue of the orders and (iii) that the claim is not a disputed one.

127/4. Payment of Pakistan postal orders which are defective or which are payable to persons who are dead.—(1) A Superintendent may sanction the payment of defective Pakistan postal orders in the following cases:

(*a*) Erasure or alteration of payee's name:

(i) Where the purchaser of an order has made it payable first to one person and then altered it as payable to another person, the alteration being attested by the purchaser's signature or initials. If, however, the alteration is not so attested, payment may be sanctioned provided that the payee adds his address and his signature is attested by a known respectable person.

(ii) Where an erasure or alteration has been made in the payee's name, profession or occupation by the payee or by the payee's agent, and the circumstances in which the erasure or alteration came to be made are satisfactorily explained.

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

(i) Where the name of a messenger has been entered by the payee as that of the payee, while the order has been receipted by the actual payee; provided the order is endorsed also on the back by the messenger.

(ii) Where an order made payable to a married woman has been receipted on her behalf by her husband.

(iii) Where an order for an official purpose has been made payable to a person in his own name and has been receipted by his *locum tenens*.

(iv) Where an order made payable to a firm, company, society, corporation, etc., is receipted by the head of the firm, etc,

(*c*) Torn or mutilated orders:

(i) Where an-order has been accidentally torn or has become mutilated., or in other circumstances of which a satisfactory or reasonable explanation is given.

(ii) Where an order has been perforated with the words "Not negotiable".

(*d*) Crossed orders:

(i) Where a crossed order has first been paid to the payee, who has subsequently refunded its value, and the order is then presented for payment through a bank.

(ii) Where a crossed order has been crossed for payment through a firm which is not a bank.

(*e*) Other defects:

(i) Where an order has been stamped by the issuing or paying offices in the wrong place, or where the names of the payee or office of payment have been written in the wrong places.

(ii) Where an order has been receipted both by the payee and by his agent.

(iii) Where the name and other particulars of the payee, as given on an order, differ from the receipting signature and there is no reasonable doubt as to the identity of the person claiming

payment with the intended payee, e.g., a difference in spelling (Johnson for Johnston) or in the title (Captain *for* Major).

(iv) Where a defect in an order is obviously due to accidental or clerical error or to some simple mistake which has been or can be readily rectified or accounted for.

(2) A Superintendent may also sanction the payment of Pakistan postal orders where the payee is dead to the heir or representative of the deceased after satisfying himself as to the legal right of the person claiming payment provided that the total amount of the orders does not exceed Rs. 5,000 and that the claim is not a disputed one.

127/5. Refund of the value of Pakistan postal orders.—A Superintendent of Post Offices or first class Postmaster may sanction the refund of the value of the Pakistan postal orders referred to him by postmasters under rule 402/21(2) of the *Post Office Manual*, Volume VI.

127/6. Application regarding miscarriage, loss or destruction of Pakistan postal orders.—Applications for enquiry in respect of miscarriage, loss or destruction of Pakistan postal orders should, if they comply with the prescribed conditions, be forwarded to the Director of Accounts, Pakistan Post Office Department, Lahore (Audit Office) for enquiry as to whether orders in question have been paid or not. A certificate of non-payment of the orders from the Audit office can be obtained only after the expiry of twelve months counting from the last day of the month of issue of the orders. On receipt of this certificate of non-payment (from the Audit Office), the Superintendent of Post Offices or first class Postmaster may sanction the refund if he is satisfied that the claim is genuine.

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

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

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

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

(2) In exceptional cases, when paid unregistered articles of the letter mail received from a branch office have to be sorted in the account office at night by an official other than the one who does sub-account work, the Superintendent may, in order to prevent the unnecessary handling of cash remitted by the branch office, direct the branch office and its account office to follow the respective special procedures, described in the exceptions below rules 142 of the Rule for Branch Offices and rule 79 of the *Post Office Manual*, Volume VI, in closing the branch office bag and in disposing of its contents.

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

132. Beats of village postmen.—(1) The Superintendent will receive from the Assistant Superintendent route lists and beat maps (M.-53) indicating the beats of all village postmen attached to head, sub and branch offices in their respective sub-divisions (including first class head offices) for record in his office.

(2) There are two systems under which village postmen's beats can be arranged, viz., (*a*) the fixed beat and (*b*) the unfixed beat system-*see* rules 274 and 275.

Note.—The term "village postmen- mentioned in the rule includes postmen and extra departmental delivery agents not serving all the villages in their beats daily.

133. Village sorting list.—The Superintendent should supply each head or sub-office in his division, including first class head offices, with a

village sorting list (M.- 52) showing (*a*) the Nos. of the village postmen to whom articles are made over for delivery and the names of the subordinate offices for which bags are prepared, (*b*) the names of the villages which are served by each village postman and by each subordinate office, arranged in alphabetical order, and (c) in what villages letter-boxes are placed and which of those letter-boxes are provided with changeable plates.

134. Yearly village return.— The yearly village returns (MS.-88) submitted by the Assistant Superintendent should be carefully studied by the Superintendent, to see whether the work performed by each village postman justifies the existence of the appointment. The returns should then be filed in the Superintendent's office, as they will furnish useful information whenever an increase in the number of village postmen is proposed or an application is received from the public for the opening of a new office.

135. Letter-boxes.—(1) The Superintendent should maintain a correct and up-to-date list of all the letter-boxes within his jurisdiction, showing the name of the locality or village where each letter-box is placed, the name of the post office to which it is attached, and the hours at, or days on, which it is cleared.

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

Note.—Note 2 below rule 171(1) applies also to cases in which changes are made affecting letter-boxes in rural localities.

136. Monthly copies of sub-office accounts.—(1) A copy of the Sub-office account (Form Pa-17) or of the Cash Receipt Journal (A.C.G.-22 (b) S.O.) and cash Payment Journal (A.C.G. 22(c) S.O.) should respectively be prepared every month in form Pa-17 (a) by each sub office as required under rule 675 of the *Post Office Manual*, Volume VI or a bundle of duplicate copies of the Sub Office daily account prepared every day by the sub postmaster in the prescribed form A.C.G.-22 (a) S.O. as the case may be, and submitted to the head office so as to reach the latter by the first of the next month (the monthly copy of June should be despatched on the 1st July each year). The Head Office will forward the monthly copies of sub-office accounts [Pa-17 (a)] / bundle of sub office daily account [A.C.G.-22 (a) S.O.] to the Superintendent by the 5th of each month. The monthly copies of sub-office accounts received by the Superintendent must be carefully scrutinised by him. They will show

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

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

(*a*) It should be seen whether there is any increase or falling off in the money order and savings bank business, and in case of a serious decline, the Superintendent may be able to ascertain the cause and possibly find a remedy. Any marked difference under the head of money order and savings bank transactions between the figures in the sub-office accounts under examination and those for previous months should be enquired into if the cause is not known. A comparison of the transactions of a sub-office with those of a previous period or of other sub-offices may suggest the expediency of a change in the *status* of the office or a revision of its establishment.

(*b*) The figures entered in the statements printed on the reverse of the monthly copy of the sub-office account should be carefully examined. These statements are:

(i) *Statement of unpaid articles of the letter mail returned undelivered to the head office.*—The information contained in this statement will indicate whether the delivery work of the sub-office is performed satisfactorily or not. When the percentage of unpaid articles returned or the number of articles refused appears to be excessive, the Superintendent should ascertain to what cause the excess is due.

(ii) *Statistics of money orders issued and paid, and of insured and value-payable articles and ordinary parcels posted*.—These statistics furnish information from which the Superintendent can ascertain whether the money order, insurance, value-payable, and parcel business of his sub-offices is increasing or not.

(c) As sub-offices are required by rule to submit explanations in form Pa.-20 only when their *cash* balances are in excess of the authorised limits, the Superintendent should view with suspicion any case, where the amount shown under the head of "Stamps" or "Postage due on articles in deposit" is *largely* in excess of the maximum limit fixed for the purpose, or of the daily average for the preceding month, as the case may be. He should also see whether the cash balance has been often exceeded and whether this is due to the balances being incorrectly fixed or to neglect of the rules regarding remittances.

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

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

137. Monthly abstracts of branch office transactions.—The monthly abstracts of branch office transactions (Pa-7) which will be received by the Superintendent through the Assistant Superintendent, will be recorded in his office for future reference in connection with the fixing of minimum and maximum cash balances.

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

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

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

(4) As no demand can be made upon a branch office not vested with savings bank powers without the prior knowledge of the account office, which is always in the position to remit to the branch office a sufficient sum to make its actual balance enough to meet its liabilities, no minimum balance is, ordinarily, required to be fixed for a branch office for that purpose; but a branch office may be allowed to retain a small sum in cash, not exceeding Rs. 100 for the purpose of giving change. In special cases, however, where money cannot safely be sent as speedily, or nearly as speedily, at the documents (money orders, etc.) imposing the liability, it is necessary that a minimum balance should be fixed, and this will be done in the same way as for other offices.

(5) Branch offices vested with savings bank powers where withdrawal not exceeding Rs. 5,000 are allowed without reference to the Account Office may be authorised to keep a minimum cash balance as determined by the Superintendent of Post Offices or First Class Postmaster, as the case may be.

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

* *See* notes below paragraphs (3) and (4) of the next rule.

sums of money in scattered post offices by keeping the balances as low as possible consistently with the proper working of the offices.

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

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

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

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

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

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

(*a*) The average monthly receipts and disbursements.

(*b*) The method prescribed for making and receiving remittances for the purpose of disposing of surplus cash or replenishing funds.

(*c*) The period between two ordinary remittances according to the method fixed for the office.

(*d*) The time within which the office can, if necessary, communicate with the office which supplies it with funds and obtain a special remittance.

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

(a) *In the case of a head office.*—Take the head office summary, and add together (i) the totals of receipts, and (ii) the totals of payments, for the month after excluding from those totals drawings from and remittances to the treasury and such transfers of cash from or to other head offices as have been made for the purpose of replenishing the funds of the head office in question or of disposing of its surplus collections.

(b) *In the case of a sub-office.*—Take the copy of the sub-office account and add together (i) the monthly totals of all the columns under the head of receipts, and (ii) the monthly totals of the columns under the head of payments, with the exception of the totals of the columns showing the postage due on articles of the letter mail received for delivery and returned undelivered, the drawings from, and remittances to, the treasury, and remittances from and to the head office or other sub-offices.

Note 1.—If, however, the sub-office is a cash office, remittances from or to another sub-offices must be taken into account.

Note 2.—It is intended, that the calculation of the average receipts and disbursements, for the purpose of this rule, should be based on the actual cash transactions of the office and, therefore, items such as receipts and payments by cheque and payments, which are adjusted by book debit, should be, excluded from the calculation.

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

(c) In the case of a branch office.—Take the abstract of the transactions of the branch office for the month, and note down the amounts shown under the head of "receipts" and "payments", after excluding from those amounts the postage due on articles of the letter mail received for delivery and returned undelivered, the direct drawings from, and remittances to, the treasury (if any), and remittances from and to the account office.

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

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

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

Example A

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

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

The maximum balance should be Rs. 20 + [(30 – 15) x 2] = Rs. 50.

Example B

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

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

The maximum balance should be Rs. 75 + [(40 – 30) x 4] = Rs. 115

Example C

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

Here the payments average only Rs. 20 per day, while the receipts are five times as great, and in case of need, a special remittances could be obtained in three days. The minimum balance, therefore, need not be more than Rs. (50 per cent of 20) x 3 = Rs. 30.

The maximum balance should be Rs. 30 + [(100 – 20) x 7] = Rs. 590.

Example D

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

Here the payments average Rs. 100 per day, while the receipts are only slightly in excess of the payments and in case of need, a special remittance could be obtained in one day. The minimum balance should, therefore, be Rs. (100 x 1) + (10 per cent on 100) = Rs. 110.

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

Example E

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

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

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

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

Example F

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

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

The maximum balance should be Rs. 20 + (150 – 40) = Rs. 130.

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

Example G

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

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

The maximum balance should be Rs. 40 + [(30 – 15) x 2] = Rs. 70.

Example H

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

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

The maximum balance according to the formula in rule 139 would then be Rs. 90 + [(40 – 30) x 4] = Rs. 130; but as it has been provided that the difference between the maximum and minimum cash balances must not be less than half the minimum cash balance, the maximum balance should be fixed at Rs. 90 + (50 per cent of 90) = Rs. 135.

Example I

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

Here the payments average as much as Rs. 60 per day, while the receipts are insignificant; and in case of an emergency, a special remittance could not be obtained in less than three days. The minimum balance should, therefore, be Rs. (60 x 3) + (50 per cent on 60) = Rs. 210.

The maximum balance should be Rs. 210 + [(60 – 10) x 7] = Rs. 560.

Example J

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

Here the payment average Rs. 120 per day, while the receipts are only a little less and in case of need, a special remittance could be obtained in one day. The minimum balance should, therefore, be Rs. [(120 – 100) x 1] + (25 per cent on 120) = Rs. 50.

The maximum balance should be Rs. 50 + (120 – 100) + 2 = Rs. 90.

Example K

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

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

The maximum balance should be Rs. 75 + (60 – 20) = Rs. 115.

Example L

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

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

The maximum balance according to the formula in rule 139 would then be Rs. 45 + (100 – 80) = Rs. 65; but as it has been provided that the difference between the maximum and minimum cash balance must not be less than half the minimum cash balance, the maximum balance should be fixed at Rs. 45 + 50 per cent of 45) = Rs. (67 1/2– say Rs. 70.

141. Cash balance in post offices.—(1)The minimum and maximum cash balances of all head, sub and branch offices under his control must be fixed by the Superintendent.

(2) The Superintendent must carry out a yearly review of cash balances of all post offices under his control in the month of January each year and revise the minimum and maximum cash balance, if necessitated by the increase or decrease in the volume of work of the post office.

142. Maximum balance in stamps.—(1) Apart from the authorised maximum cash balance, every office is required to keep a stock of postage stamps, postal stationery and non postage stamps.

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

(3) In fixing the maximum balances for postage stamps, it should be borne in mind that a postmaster must, under the rules, keep a supply of ordinary postage stamps, for sale to the public *sufficient for the probable demands of* 10 *days*, and, therefore, the maximum will be equal to one week's demand *plus* the demand for the period between two supplies.

(4) Every Superintendent must review the authorized maximum balances for stamps of all post offices in his jurisdiction in the month of January each year and revise them wherever necessary.

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

(a) the authorised minimum and maximum cash balances for the office;
(b) the authorised maximum balance for postage stamps and non-postage stamps:
(c) the authorised maximum balance for Revenue stamps;
(d) the authorised maximum balances for Provincial Taxes stamps;
(e) the aggregate values of Pakistan Postal orders of each denomination to be kept in office authorised to hold a stock of such orders;
(f) the monthly limit up to which a sub-office may indent for funds direct on its cash office; and
(g) the mode of conveyance of cash and maximum limit of remittances.

(2) The Superintendent must supply each branch office authorised by him to keep a cash balance, with a memo., in form [Pa-14(s)] showing:
(a) the authorised maximum cash balance for the branch office;
(b) the authorised maximum balance for postage stamps;
(c) the authorised minimum cash balance, in cases in which it is necessary to fix such a balance;
(d) the authorised maximum balance for Revenue stamps and non-postage stamps; and
(e) the mode and limit of exchange of remittances;

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

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

144. Consolidated memo. of authorised balances.—(1) The Superintendent must supply each head office with a consolidated memo. in form (Pa.-15 *(s)*, showing the authorised balances in cash, stamps, and Pakistan Postal orders of each denomination and the limit fixed for direct

drawings on cash offices, for all the sub-offices in account with the head office, and for all the branch offices in account either with the head office or any of its sub-offices.

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

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

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

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

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

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

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

147. [*Deleted.*]

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

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

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

Note.—*See* note 1 below rule 171.

149. [*Deleted.*]

150. Check on excess cash balances.—(1) The statements of balances of head offices (Pa.-16) received weekly by the Superintendent must be carefully scrutinised by him. If it is found that balances in excess of the prescribed limits are frequently retained by a head office the Superintendent must, in the case of a head office under his control, properly investigate the matter and take necessary action.

(2) The Superintendent must make every memo. of excess cash balances (Pa.-20) received from a sub-office (through its head office) the subject of prompt and careful enquiry, except when the reasons assigned in the memo. are satisfactory, and the Superintendent knows from his personal knowledge that they are genuine. Special care must be taken that fictitious liabilities, are not shown from day to day as an explanation of an excessive balance and with this object in view, whenever the postmaster of the head office brings to the Superintendent's notice, or the Superintendent himself observes, that a sub-postmaster has been frequently submitting these memos. with entries of large amounts against the first three items showing the liabilities of the office he must make an enquiry at the sub-office, either himself or through the Assistant Superintendent, as early as possible. A personal enquiry at the sub-office is necessary in this case, as the postmaster of the head office is not in the position to check in detail the liabilities shown by a sub-postmaster. It should be remembered that the *frequent* submission of these memos. by a sub-postmaster indicates either that the maximum cash balance requires revision, or that it has been wantonly exceeded, or that fictitious liabilities have been shown in order to cover a fraud. After the memos. have been finally disposed of by the Superintendent they will be filed in his office in a separate monthly bundle for each sub-office concerned. On receipt of a memo. from the sub-office, the memo. previously received from the same office should be referred to for checking the continuity of the serial numbers.

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

Note.—When the total of the liabilities of a sub-office exceeds the maximum cash balance fixed for the office, the sub-postmaster will be justified in retaining a cash balance equal to the total of the liabilities only, except when he has good reason to believe that he will be required to meet

further liabilities before he can collect further funds in the ordinary way, in which case he may keep cash equal to the amount of the existing liabilities *plus* the minimum cash balance fixed for the office.

151. Custody of cash in branch offices.—It may not be necessary to supply a safe to every branch office; but in any case in which the Assistant Superintendent reports that one is required, the Superintendent will, if he is of the same opinion, forward the Assistant Superintendent's report, with an endorsement supporting it, to the Postmaster-General, regarding the custody of cash in branch offices.

152. Dates to be included in sub-office account for each month.—The dates to be included in the sub-office accounts (Pa.-17) [or three books of original entry namely Cash Receipt Journal [A.C.G.-22 (*b*) S.O.], Cash Payment Journal [A.C.G.-22 (*c*) s.o.] and Cash Account (Cash Book) [A.C.G.-22 (*d*) S.O.], as the case may be, [see Director General Special Circular No. 04 dated 26th February, 2003] for each month, should be fixed for each sub-office by the Superintendent in accordance with the principle laid down in the Chapter 11 on Accounts in sub-offices in the *Post Office Manual*, Volume VI.

153. Spoiled receipts.—Whenever a spoiled receipt, torn out of a sub-office book of money order receipts [M. O.-1 *(s)*] or a branch office book of receipts [M.S.-87 *(a)*] is received through the head office. by the Superintendent, with the word "Spoiled" written across it under the signature of the sub or branch postmaster, the Superintendent will mark the receipt in ink so that it cannot be used again, and after making due enquiries on the subject, place it on record. Spoiled receipts are always to be regarded with suspicion as being a possible accompaniment of fraud.

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

Superintendents, M.S.T.

155. Distribution of work in offices and sections.— (1) The Superintendent must prepare for each office or section in the division which has a staff of more than one man a memorandum of distribution of work, specifying the duties to be performed by each official (including subsidiary

sorters and candidates), the attendance hours of sets and in the case of a section, also the hour and place at which the set should be present at the station and wait till the arrival of the train.

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

(3) In the case of a sorting section or sorting mail office, the memorandum should show in detail for each sorter the mail bags and branch office bags the contents of which should be examined and packed by him, the examination of the more important bags being assigned to the senior sorters of the set including the head sorter. Where the work is light enough during any portion of a trip to allow one or more sorters of a section to rest, the Superintendent may permit such rest to be taken specifying distinctly the period of rest and the sorters who are allowed to take it. The work to be done by a set at the record office on attendance day, should be apportioned among the sorters and detailed in the memorandum. In sorting mail offices and sorting sections where sorting is done in two stages, i.e., primary and secondary, the memo. should specify the sorter or sorters who would be responsible for primary sorting, secondary sorting and for routing and bagging off of the sorted articles.

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

Note 1.—*See* rule 160.

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

156. Diagram of sorting case.— (1) The Superintendent should prepare, for the sorting sections and sorting mail offices in his division, diagrams showing the manner in which the compartments of the sorting-case should be arranged and labelled. In the case of sections, there should be separate diagrams for the out-trip and in-trip. These diagrams should be furnished to the sorting sections, record offices and mail offices concerned.

(2) In mail offices where the primary and secondary sorting system is in operation, the sorting plans would be supplied by the Superintendent as laid down in Chapter 3-A of the *Post Office Manual*, Volume VII.

157. Time-tables for sorting sections.—The Superintendent should prepare for the sorting sections in his division time-tables of the trains by

which they work. The time table should be furnished to the record offices concerned.

158. Due bag statement.—(1) It is the duty of the Superintendent to prepare, in respect of each record office in the division, a due bag statement, showing the number of bags of each description due to be received from and despatched to each office or section by all the sections attached to the record office. In the statement relating to a sub record office should be shown also the number of bags of each description due to be received and despatched by the mail office itself.

(2) In each case where the total number of bags exchanged with an office or section is not the same in both directions, the Superintendent should specify in the column for "Remarks" the name of the Bag Sub Depot to which the surplus bags should be returned daily.

159. Due bag list.—(1) The Superintendent should prepare, for each section or mail office a due bag list in form BCO-6 (Revised) showing the number of bags of each description, due to be received and despatched by it *(a)* "with mail" or *(b)* as "surplus". In the lists prepared for sections, the number of bags to be received and despatched should be shown separately for the out-trip and the in-trip. The number of empty bags to be issued to a set from the record office for use, in addition to those received by the set during its next trip or working hour, should also be noted in the bag list. A copy of the due bag list should be supplied to each set and the Bag Sub Depot as required vide rule 3(iv) of the Revised Bag Account Rules, 1994. The Bag Sub Depot will fix bag imprest of each office in its bag account jurisdiction.

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

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

161. Statement of miscellaneous receipts.— On the 10th of each month, the Superintendent should submit to the Head of the Circle a statement in form Pa.-24 showing particulars of all miscellaneous sums paid into post office by officials attached to his division. The statement should be

prepared from the receipts granted by the postmasters for the various sums credited and the monthly statement received from the M.S.T. offices [vide clause *(a)* of Article 377 of the *P.* & *T. Initial Account Code.* Volume I].

162. A or sorting order and B or guidance order.— (1) When any change in a sorting list is ordered by the Superintendent, instructions should be issued by him in the form of an A order. Instructions on other subjects for the guidance of his subordinates should be issued in the form of B orders. A copy of every A order should be furnished to the Head of the Circle, but copies of B orders should not be furnished to him unless specially called for. If in any particular case, an A order does not apply to the offices or sections attached to a record office, the copy sent to the record clerk should show merely the No. and date of the order and the Superintendent's signature; and the remark "Does not apply" should be written in the body of the form. Each class of order should be numbered in a consecutive annual series commencing with No. 1 on the 1st of July in each year.

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

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

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

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

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

CONTROL OF ASSISTANT SUPERINTENDENTS' AND OVERSEERS' WORKS

All Superintendents

163. General control of Assistant Superintendents' work.—(1) Each Superintendent will be assisted by one or more sub-divisional Assistant

Superintendents, who will be under his immediate control and orders. A Superintendent may also be assisted in his office work, exercise of over all supervision throughout the Division, investigation, etc. by an Assistant Superintendent attached to his office who will be under his immediate control and orders and perform such duties as he may from time to time entrust to him. The sub-division to be entrusted to each Assistant Superintendent and his headquarters will be fixed by the Head of the Circle, but the Superintendent will still be responsible for the administration of the whole division.

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

(3) In the M.S.T., Superintendent may similarly regulate the journeys of his Sub-divisional Assistant Superintendents by arranging a programme for each, but ordinarily this should not be necessary. The tours of the Assistant Superintendent, M.S.T. Headquarters should, whenever necessary be arranged by the Superintendent so as to ensure, that either of them shall be present at the headquarters of the division when the other is on tour. The sections and offices of which the sorting work has to be checked by a Sub-divisional Assistant Superintendent, may be redistributed by the Superintendent when exceptional circumstances render this desirable.

164. Examination of Assistant Superintendents' diaries.—(1) The Superintendent will receive weekly a copy of each sub-divisional Assistant Superintendent's diary [Genl.-1 or Genl.-2 *(s)*] and a monthly summary of his work (Genl.2 or Genl.7) attached to the last diary of the month. The Superintendent should insist on the punctual submission of these diaries and must personally examine them. The diaries and the monthly summary which should be very short will keep the Superintendent informed of the movements of his Assistant Superintendents, and show him the work done by them and whether they take an intelligent interest in their work. The diaries will also enable the Superintendent to check the travelling allowance bills submitted by his Assistant Superintendents. The Superintendent will receive daily notes from the sorting supervisors attached to the various District Mail Offices and sub-divisions. These notes should be checked in the same manner as the diaries submitted by the Assistant Superintendents.

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

165. Disposal of Assistant Superintendents' dairies.—The Superintendent must not allow any delay to occur in taking action on matters

noted in his Assistant Superintendents' diaries. He should himself write on the diary the orders passed in each case; and, when necessary, a copy of the orders should be communicated to the official concerned. The monthly summary and the copy of the travelling allowance bill which accompanied the last diary should be filed in the Superintendent's office after his remarks have been recorded on the summary. If the Superintendent has made any remarks on a diary or the monthly summary which the Assistant Superintendent should see, a copy of the remarks should be sent to him.

166. Disposal of inspection notes and copies of order book remarks.—(1) The Superintendent will receive from his sub-divisional Assistant Superintendents and Assistant Superintendent attached to his office copies of order book remarks and, in M.S.T. division, also the notes of inspection in original in respect of these offices or sections inspected by the Sub-divisional Assistant Superintendent or Assistant Superintendent attached to Divisional office. He must himself carefully examine the remarks in order books submitted by his Sub-divisional Assistant Superintendent or Assistant Superintendent. He should in each case satisfy himself by reference to the date of the last inspection of the office that too long an interval has not elapsed since that date and see whether the remarks are clear and complete and include the irregularities noticed and instructions given. He should also see whether the inspection has been thoroughly and intelligently carried out. He should take immediate action on all matters reported which require notice or orders. The orders must be written by the Superintendent himself on the margin of the copy of remarks and when necessary, a copy of any particular order should be communicated to the official concerned.

(2) The Superintendent should then return the copy of order book remarks to the Assistant Superintendent with orders for further action or report. The latter will, after taking note of the Superintendent's orders and remarks, send the copy back to the Superintendent to be filed in his office. In the M.S.T. Divisions the inspection notes as well as the copies of order book remarks of Assistant Superintendent attached to Divisional Office should, after necessary action, be filed in the Superintendent's Office.

Superintendents of Post Offices

167. Inspection of Assistant Superintendent's office.—(1) The office of every Assistant Superintendent should be thoroughly inspected at least once in every twelve months by the Superintendent in accordance with the standard questions. Notes of the inspection should be prepared, signed and kept on record in the Superintendent's Office in conformity with the inspections given in rule 238 relating to the inspection of post offices or rule 243(3) relating to M.S.T. offices and sections as the case may be.

(2) When the inspection is completed, a copy of the remarks recorded in the order book (MS.-8) should be forwarded within 7 days to the Postmaster-General.

168. Duties of overseers.—The Superintendent will determine what lines or sections of lines are to be placed under the charge of each overseer. Ordinarily, an overseer should have charge of the branches of the main lines or sections of main lines placed under his control; but where branch lines are of sufficient extent and importance, they may be placed under a separate overseer.

168-A.—Examination of V.P. and insured articles and money orders in deposit in branch offices by overseers.—(*See* rule 343/1).

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

(2) The Superintendent must prepare a route statement for each overseer in his division, showing the period to be occupied by the overseer's circuit of the lines that he has to supervise and the offices (if any) which he has to serve in connection with the transport of cash, the dates in each month or the day or days of the week on which each circuit is to begin, and the lines and the offices (if any) to be visited during the circuit, arranged in the order in which they are to be visited. The dates or days of the week on which each line or office is to be visited need not be prescribed. It will be found sufficient to require the overseer to visit in the time fixed all the lines and offices shown in his route statement. To require him to visit each office on a particular day would tie him down too strictly and prevent him from properly supervising his mail lines, the greatest care is necessary in laying down the route that the overseer should take for each complete circuit of all the offices that he has

to serve in connection with the transport of cash. Those sub and branch offices which are in communication with their head offices or cash offices or account offices by rail, road, steamer or mail motor, cart line, or by perfectly safe runners' lines need not be entered in the route statement at all. But all offices from which the overseer has to remove surplus collections of cash, or to which he has to supply finds must be entered, once or more often, according to the amount of their transactions, and the intervals that can be allowed to elapse between two withdrawals of their surplus collections or two replenishments of their balances. The Superintendent should furnish each overseer, central office and Assistant Superintendent with a copy of the route statement.

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

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

Superintendents, M.S.T.

170. Statistical memoranda.—Each Sub-divisional Assistant Superintendent is required to submit a yearly statistical memoranda in the prescribed form for all sorting sections and sorting mail office in the sub-division. These memoranda should, after examination by the Superintendent and comparison with the notes made at inspections, be forwarded in original to the Head of the Circle, a copy being kept on record.

170/1. Inspection of Sub-divisional Assistant Superintendent's office.— (See rule 167.)

CONVEYANCE OF MAILS

Superintendents of Post Offices

171. Mail arrangements.— (1) The Superintendent will be responsible that proper arrangements are made for the transmission of mails through his division. First, he must select that most convenient and expeditious routes; secondly, he must reduce, as far as practicable, the number of bags exchanged between offices, with the object of curtailing work in post offices and keeping down the weight of mails, especially on runners' lines. In selecting a through mail route, the state of the roads and the communications to be effected should be borne in mind, and it should be remembered that it is

not always advisable to follow the shortest road. For instance, if an important sub-office lies off the direct line of communication, the mail route may often with advantage be carried past that office, instead of being connected with it by means of a branch line. As a general rule, the claims of the larger sub-offices to the quick disposal of correspondence should take precedence over those of less important offices.

Note 1.—On runners' lines where there is any danger from man or beast, night running should be prohibited. In some places, night running may not be in the least dangerous and before prohibiting night running, the matter should he carefully considered by the Superintendent. In specially dangerous places, a single runner should not be employed.

Note 2.—When changes are made *within the interior of districts,* such as the opening of new lines, the closing of old ones, etc., the Superintendent will be responsible for notifying the changes by a short announcement posted to the principal persons concerned. Notifications in the vernacular should also be exhibited at the *Cutchery* and other public places. Except in emergent cases fifteen days should be allowed to elapse between the date of notifying any change and the date from which the change comes into effect.

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

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

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

172. Speed of mails on main lines.— (1) The speed at which letter mails are carried by runners on main through lines is a matter of great importance and requires the particular attention of the Superintendent. The rate of speed ordinarily be six kilometers an hour by foot, 12 kilometres an hour by bicycle and 30 kilometres an hour by motor-cycle; and the hour of departure from, and arrival at, the terminal offices, the time allowed for sorting and transit work at intermediate office, and the authorised detentions at ferries and other places where the mails are subject to delay should be fixed by the Superintendent with the approval of the Postmaster-General.

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

Note 1.— In the case of mail lines on which the mails are carried under contract, the speed will depend on the terms of the contract.

Note 2.—For limits of weight of mails, *see* rule 135 of the *Post Office Manual*, Volume V. The sizes of bags in which mails are to be packed should be fixed with reference to these limits.

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

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

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

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

175. Stages and runners' huts.—On main lines in remote areas where the mail is carried by foot by the runners, the letter mail stages will ordinarily by eight or ten kilometres and the parcel mail stages sixteen or

twenty kilometres apart. A hut will be provided at each stage for the accommodation of the runners, and as each parcel mail stage will ordinarily be at every alternate letter mail stage, the same hut will accommodate both the letter and parcel mail runners. The object of providing huts for runners is to ensure the speedy transmission of the mails onward from stage to stage by securing the punctual attendance of the runners at their respective stages when the mails arrive.

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

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

178. Protection of mails.— (1) The Superintendent should pay careful attention to the arrangements made for conveying mails across unbridged streams and rivers and for carrying them over difficult roads. The overseers should be made to travel constantly over lines which present, special difficulties to the safe and speedy transit of the mails.

(2) Waterproof bags should invariably be prescribed by the Superintendent for mails exposed to the weather during the rains.

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

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

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

181. Penalties under mail contracts.— (I) The Superintendent should be familiar with the terms of all contracts for conveyance of mails relating to his division and should impose penalties and forfeiture for delays and other breaches of agreement in accordance with the provision made in the agreement executed by the contractors.

(2) Whenever any new bus or motor launch service is introduced in his division, the Superintendent should examine whether it can profitably be used for the conveyance of mail.

Superintendents, M.S.T.

182. Classes of mail vans.—(I) The work of sections is done in mail vans which are of the following standard descriptions:

(a) Standard *whole van*, consisting of an entire 4-wheeled carriage or its equivalent, in a bogie carriage, provided with a well under the flooring of the van;

(b) Standard *three-quarter van*, composed of three-fourths of a 4-wheeled carriage or its equivalent in a bogie carriage, provided with a well under the flooring of the van;

(c) Standard *half-van*, composed of a half of a 4-wheeled carriage or its equivalent in a bogie carriage, provided with a well under the flooring of the van;

(d) Standard *quarter-van*, composed of a quarter of a 4-wheeled carriage or its equivalent in a bogie carriage;

(e) Standard *one-fifth van*, composed of one-fifth of a 4-wheeled carriage or its equivalent in a bogie carriage.

Note.—For specifications of mail vans to be built after 1953, *see* Appendix to this Volume.

(2) The terms italicised in the preceding paragraph are the technical terms for standard accommodation and should always be employed in all official correspondence and interviews, whether with officers of the Department or with Railway authorities. Accommodation which is not of a standard plan should be specifically described: for instance, an Economy or 2nd class compartment should be so mentioned, and not as a *"half van"* or "one-fifth *van*". Furthermore, non-standard accommodation may be either fitted or not fitted, and this should be stated when referring to such accommodation.

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

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

(a) the No. borne by each van;

(b) the dimensions of each van; where the entire carriage is not set apart for the mail service, as in the case of three-quarter vans, half-vans quarter-vans and one-fifth vans, the measurements of the space occupied by the Mail Sorting and Transportation and the space reserved for passengers, should be specified ; and

(c) if any vans are not of the standard patterns, a ground plan sketch of each, together with a specification of the fittings, e.g., the number and position of fans and lights, size of doors and windows, measurement of well, etc., including a sketch of the sorting-case.

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

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

(2) A register of weighment system dispatches should be maintained in form (M-59) by the Superintendent, M.S.T. for his division in which particulars of the introduction of all dispatches under the weighment system should be noted. The register should be kept corrected up to date so that it may be referred to at the time of submission of the half-yearly weighment statement.

Note.—See also rule 234 of *Post Office Manual*, Volume V.

185. Terms for provision of reserved accommodation.—(1) Accommodation reserved for the exclusive use of the Post Office is provided on Railways, on the requisition of the Head of the Circle at the rates laid down by Government. On steamers and motor launches, the rates and conditions depend on the terms of the contract with the company concerned.

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

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

187. Revision of reserved accommodation.— In all cases where it is desirable to increase or decrease the reserved accommodation on Railways, or in any way to alter the existing arrangements in this respect, the Superintendent should refer the matter to the Head of the Circle. In submitting proposals relating to the revision of accommodation of any kind, the Superintendent should deal clearly with the comparative merits of the proposal from a financial point of view

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

be necessary to establish mail offices and the accommodation required for them on the railway platform.

CORRESPONDENCE AND OFFICE WORK

All Superintendents

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

190. Superintendent's clerks.—The Superintendent will distribute the work of his office among his clerks. The clerks in the Superintendent's office are not authorised to sign papers for him. The Assistant Superintendent may, however, be authorised to sign routine papers on his behalf. As an absolute rule the Assistant Superintendent is prohibited from signing any order of punishment or appointment or any communication addressed to any superior departmental authority or to any authority outside the Department, while papers relating to leave and transfer or any communication addressed to any official in the jurisdiction of Postal Division may be signed by him when it is really necessary to do so.

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

191. Disposal of correspondence.—The Superintendent must, while he is at headquarters, himself open all covers from the Head of the Circle and all dak to his address, and must not entrust this duty to his office. He should make every effort to dispose of correspondence with promptness and punctuality. When a Superintendent of Post Offices is away from his headquarter, his office should, in order to save time, open official covers received to his address, so that cases may be sent to him complete, i.e. with all the previous papers. During the absence of a Superintendent, M.S.T., from his headquarters, the Assistant Superintendent attached to his office will open official covers received to the Superintendent's address and dispose of their contents.

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

193. Complaints by the public.—(1) The Superintendent is expected to see that all complaints received from the public or communicated to him by officers directly subordinate to him or transferred to him for disposal by other officers, are thoroughly and promptly investigated. The practice of merely endorsing original papers for enquiry to Assistant Superintendents, sub-postmasters, record clerks and others should never be followed in dealing with these cases. It is specially necessary that officials of the lower grades should be asked for definite replies on specific points. A constant watch should be kept on the course of the enquiry.

(2) A complaint should be immediately acknowledge on the very day of its receipt unless it is expected that a final reply can be sent within 48 hours.

194. Registers and statements of complaints.—(1) A register of complaints (Cpt.-1) will be maintained by the Superintendent as required under rule 254 of the *Post Office Manual,* Volume V.

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 Grade 'A' Postmaster, or transferred to him by other officers for disposal.

(2) In the first week of every month the Superintendent should personally examine the Register of Complaints maintained by his office so as to exercise watch and ensure prompt settlement of complaints. He should take a serious notice of all complaint cases pending over 2 months. He should particularly be greatly concerned about all complaint cases relating to Express Post Service items and enquiries received by fax or E-mail from Foreign Postal Administrations, which are pending finalization over one month. The Unit Officer should call for all such pending complaint cases and personally examine them minutely with a view to getting them settled expeditiously.

(3) Before the 10th of each month a statement of pending complaint cases of the preceding month should be prepared in the prescribed proforma and forwarded by the Superintendent under his signature to the Head of the Circle for review. A blank statement should not be submitted when there are no entries to be made in it, but a memorandum should be sent saying that no statement has been submitted, because it would have been blank.

(4) After sending a final reply to the complainant the file should not be treated as closed but the case should be analytically and carefully examined by the Superintendent. If on examination of a complaint case it is revealed that delayed or wrong delivery of any express post services item or any

registered article of any class or any unregistered article of the letter mail or any item of Other Article or late payment of any Fax money order, Urgent money order or ordinary money order to the payee or any other complaint to any user of postal service was caused due to negligence or laxity on the part of any official including the delivery staff, written explanation of the official concerned should be called for. If the explanation of the official at fault is found unsatisfactory, disciplinary proceedings should be initiated against him by the competent authority so as to maintain high quality of service standards in future and to eliminate the incidence of avoidable complaints to the maximum extent possible.

194/1. Register of losses and its Index.—(1) A register of losses (M.-60) should be maintained by the Superintendent and all cases of theft, loss, fraud or tampering, 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 should subsequently be established the cases should be entered in the Register of losses.

(2) The Index to the register of losses (M.-60) 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.

195. Superintendent's diary.—(1) The Superintendent must keep a diary [Genl.-1 or Genl.-1(a)] in which he should describe briefly each day's work and enter particulars of his journey when on tour, showing clearly the name of every office, section or mail line visited or inspected, the time spent in each office or section and, in postal divisions, also the name of each village visited (with the name of the post office by which it is served) and the time spent at that village. He should note in his diary the action taken by him in connection with irregularities and other matters which are not of sufficient importance to require a separate report but which should come to the notice of the Head of the Circle. When a Superintendent of Post Offices is at his headquarters, his diary should contain particulars of visits paid to the local post office and of tests applied. When a Superintendent of M.S.T. is at his headquarters, his diary should contain particulars of visits paid to local mail offices or post offices. Details of inspections and important matters regarding which the Superintendent submits separate reports to the Head of the Circle should not be recorded in the diary, but the inspection remarks or the special

reports, as the case may be, should be referred to. The diary should be kept in a book and a copy of the entries for the preceding week should be sent to the Head of the Circle on the 1st, 8th, 16th and 24th of each month.

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

Diary for the 1st week of January,	List of offices and sections not inspected during the preceding year.
Diary for the 1st weeks of April, July and October.	(a) Number of inspections including verifications due to be made during the year. (b) Number actually made up to the close of last quarter. (c) Balance due to be made in the year. (d) Names of offices and sections shown in the diary for the 1st week of January since inspected.

Note.—All first class Postmasters should keep, in the manner prescribed for the submission of diaries by Superintendent of Post Offices, diary in form Genl.-1 in which they should enter particulars of all journeys undertaken to inspect or visit an office and for the purpose of enquiry. A copy of the entries for the preceding week should be sent to the Postmaster-General on or about the 1st, 8th, 16th and 24th of each month.

196. Returns submitted by Superintendents.—(1) The following is a table of the periodical returns and documents that should be submitted by Superintendents to the Head of the Circle:—

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
	(A) Submitted by all Divisional Superintendents		
1.	Monthly statement showing disciplinary cases finalized under Removal from Service (Special Powers) Ordinance, 2000.	Monthly	Last day of each current month.
2.	Monthly statement showing disciplinary cases finalized under Government Servants (Efficiency and Discipline) Rules, 1973.	Monthly	Last day of each current month.
3.	Monthly statement showing cases finalized under Section 13 (1) (i) of the Civil Servants Act, 1973 (i.e. after completion of 20 years of service qualifying for pension).	Monthly	Last day of each current month.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
4.	Monthly statement showing Disciplinary cases (a) under process under the Government Servants (E&D) Rules, 1973; and (b) initiated and under process under Removal From Service (Special Powers) Ordinance, 2000.	Monthly	Last day of each current month.
5.	Return of pending pension and gratuity cases and cases settled.	Monthly	1st of each month.
6.	Statement of articles of stock obtained by local purchase, etc.	Monthly	Within first week of the following month.
7.	Statement showing Expenditure on telephones in excess of prescribed limits.	Monthly	5th of each month.
8.	Statement showing Position of Postal Services.	Monthly	5th of each month.
9.	Statement showing the amounts paid / charged under Head Losses and Compensation.	Monthly	5th of each month.
10.	Statement showing number of Express Post articles viz. UMS/AIREX/LES/ISP/Fax Mail (Domestic)/ International Fax Mail Booked and Delivered and UMOs and FMOs Booked and Paid. (Eight separate statements).	Monthly	5th of each month.
11.	Statement showing Number and weight of EMS/International Speed Post incoming and outgoing items.	Monthly	5th of each month.
12.	Statement of Inspections carried out and pending.	Monthly	5th of each month.
13.	Return of pending Benevolent Fund and Group Insurance cases.	Monthly	5th of each month.
14.	Statement regarding loss and fraud cases.	Monthly	5th of each month.
15.	Statement showing pending complaints regarding Inland and Foreign mail articles.	Monthly	10th of each month.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
	Money orders and Express Post articles.		
16.	Statement showing the position of Postal Machinery and Equipment.	Quarterly	2nd of January, April, July and October of each year.
17.	Corrections to the Classified List of Post Offices, District Mail Offices, Mail and Sorting Offices and MST Sections in Pakistan.	Quarterly	5th of January, April, July and October of each year.
18.	Statement showing Press Complaints and Rebuttal to negative projection in media.	Quarterly	5th of January, April, July and October of each year.
19.	Statement showing total number of sanctioned posts, regular staff in position and number of vacant posts Basic Pay Scale wise, designation and station wise in BPS-1 to 16 in direct quota.	Quarterly	5th of January, April, July and October of each year.
20.	Statement of persons dismissed and debarred from future employment under the Government.	Quarterly	10th of January, April, July and October of each year.
21.	Copy of Visit Remarks recorded by Superintendent in Order Book.	As and when visited	Within 7 days of visit.
22.	Copy of inspection remarks recorded by Superintendent in Order Book.	Half yearly	Within 7 days after inspection.
23.	Copy of Inspection remarks in the Order Book of Superintendent's office.	Half yearly	Within 7 days after inspection.
24.	Statement showing verification of character and antecedents of officials in BPS 1 to 15.	Half yearly	10th January and July of each year.
25.	Statement showing employment of Disabled persons against reserved quota.	Half yearly	10th January and July of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
26.	Indent for uniforms for officials.	Half yearly	1st of March and September of each year.
27.	Annual Confidential Reports of Civil servants in BPS 9 to 16 for countersignatures.	Yearly	15th January of each year.
28.	Statement showing the officials retained beyond the prescribed tenure of post.	Yearly	10th July of each year.
29.	Yearly statement showing sanctioned strength of posts category-wise and Basic Pay Scale-wise as on 30th June.	Yearly	21st July of each year.
30.	Statement showing the exits and casualties of civil servants.	Yearly	25th July of each year.
31.	Annual Report, inter alia, incorporating information on items at Sl. No. 50, 54, 56, 58, 63, 64, 67, 69 and 70 of rule 89/3.	Yearly	15th August of each year.
32.	Annual Inspection Programme.	Yearly	7th December of each year.
33.	Seniority list of officials in BPS 5 to 7.	Once in two years	5th January of each alternative year.
	(B) Submitted by Superintendents of Post Offices in addition to returns particularized at (A) above.		
1.	Diary (Genl.-1).	Weekly	1st, 8th, 16th and 24th of each month.
2.	Expenditure statement under head 06 Post Offices.	Monthly	5th of each month.
3.	Statement showing the particulars of Post Offices opened / closed / upgraded / downgraded including Franchised Post Offices.	Quarterly	5th of January, April, July and October of each year.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
4.	Copy of verification remarks recorded by Superintendent. in Order Book of a Head Office/GPO.	Twice or thrice a year	Within 10 days of commencement of verification.
5.	Review of un-remunera-tive Post Offices.	Yearly	1st March of each year.
6.	Yearly statement showing total number of post offices category-wise existing as on 30th June.	Yearly	10th July of each year.
7.	Yearly statement showing sanctioned strength of Extra-departmental Staff category-wise as on 30th June.	Yearly	10th July of each year.
8.	Yearly statement showing the number of post boxes and post bags available and rented out as on 30th June.	Yearly	10th July of each year.
9.	Yearly statement showing the number of letter boxes in urban and rural areas.	Yearly	10th July of each year.
10.	Statement showing Non-returnable Contribution recovered.	Yearly	25th July of each year.
11.	Annual Report, *inter alia*, incorporating information on items at Sl. No. 51, 52, 53, 55, 57, 59 and 68 of rule 89/3.	Yearly	15th August of each year.
12.	Annual Programme of Verification of balances of Head Office.	Yearly	3rd December of each year.
	(C) Submitted by Superintendents, M.S.T.; in addition to returns particularized at (A) above.		
1.	Diary [Genl.-1 (a)].	Weekly	1st, 8th, 16th and 24th of each month.
2.	Memorandum of disbursement of pay and allowances including travelling allowances.	Monthly	1st of each month.
3.	Monthly statistics of Accountable articles booked.	Monthly	5th of each month.

S. No.	Description of return	Periodicity	Date of submission
1	**2**	**3**	**4**
4.	Statement of Time bills of State Mail Express.	Monthly	5th of each month.
5.	Monthly statement showing UMS/AIREX/ISP articles Booked at counters of District Mail Offices.	Monthly	5th of each month.
6.	Bill for extra duty allowance.	Monthly	10th of each month.
*7.	Return of extra train accommodation (M.S.-61).	Monthly	10th of each month.
*8.	Return of mails forwarded as occasional dispatches (M-48).	Monthly	10th of each month.
9.	Statement of miscellaneous Receipts (Pa.-24).	Monthly	10th of each month.
10.	Indents for stationery (Sk.-11).	Half-yearly	25th of February and August of each year.
11.	Distribution list (Est.-43).	Half-yearly	25th April and October of each year.
12.	Haulage and weighment statement [MS.-60 (a)].	Half-yearly	1st May and 1st November of each year.
13.	Corrected copies of sorting list.	Half-yearly	1st May and 1st November of each year.
14.	Copy of inspection remarks in order book of Head Record Office and District Mail Offices.	Half-yearly	Within 7 days after inspection.
15.	Yearly Enumeration Return of unregistered articles of letter mail and other articles.	Yearly	5th June of each year.
16.	Statement showing amounts of advances for postage stamps held by mail offices in the division as on 30th June.	Yearly	7th July of each year.

* These returns should not be submitted when they are blank except on the 10th January when they should be submitted whether with or without entries.

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

(3) The Superintendent should personally ensure that all the periodical due returns and statements are submitted to the Head of the Circle by the prescribed dates given in the above table. A Register of Statements will be maintained in the office in which the actual dates of submission of due returns will be recorded by the Assistant Superintendent (Office/ Headquarters) attached to the Divisional Office. In the last week of every month the Superintendent should examine the Register of Statements carefully and affix his initials therein in token of having seen that all due statements have been submitted to the Postmaster General.

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

S. No.	Description of return or documents	From whom received	Periodicity	Due date of despatch	How Disposed of
1	**2**	**3**	**4**	**5**	**6**
	(i) Received by all Superintendents				
1.	Diary [Genl.-1 or Genl.-2(s)].	Assistant Superintendent.	Weekly	1st, 8th, 16th and 24th of each month.	Filed in Superintendent's office.
2.	Summary of Assistant Superintendent's work [Genl.-2 or Genl.-7].	Do.	Monthly	1st of each month.	Do.
3.	Statement of Inspections carried out and pending.	Do.	Monthly	1st of each month.	Forwarded to the Postmaster General.
4.	Copy of inspection remarks in Order Book.	Do.	Twice a year	Within 7 days after inspection.	Filed in Superintendent's office.
5.	Copy of Visit Remarks.	Do.	As and when visited	Within 7 days of Visit.	Filed in Superintendent's office.

S. No.	Description of return or documents	From whom received	Periodicity	Due date of despatch	How Disposed of
1	**2**	**3**	**4**	**5**	**6**
6.	Annual Report.	Do.	Yearly	15th July of each year.	Forwarded to the Postmaster General.
7.	Certificate regarding writing of Character Sheets and Annual Confidential reports of subordinate officials.	Do.	Yearly	20th January of each year.	Filed in Superintendents's office.
8.	Seniority List of subordinate officials in B.P.S. 1 to 4.	Assistant Superintendents	Once in two years	5th January of each alternative year.	Filed in Superintendents office
	(ii) Received by Superintendents of Post Offices in addition to returns particularized at (i) above				
9.	Statement showing Position of postal services.	Assistant Superintendent.	Monthly	1st of each month.	Forward to the Postmaster General.
10.	Monthly copy of S.O. Accounts [Pa. 17 (a)/ or monthly bundle of ACG 22 (a) S.O].	Head Post-Master.	Monthly	5th of each month.	Filed in Superintendent's office after scrutiny.
11.	Time statement (M.-8).	Postmaster of terminal office.	Monthly	Last day of each month.	Filed in Superintendent's office.
12.	Copy of verification remarks in Order Book of 2nd Class Head Office.	Assistant Superintendent.	Twice a year	Within 10 days of commencement of verification.	Filed in Superintendent's office.
13.	Yearly village return (MS.-88).	Do.	Yearly	25th March of each year.	Do.
	(iii) Received by Superintendents, M.S.T. in addition to returns particularized at (i) above				
14.	Daily reports of record clerks, head sorters, mail guards and mail	Record clerks.	Daily	At the close of the office.	Filed in Superintendent's

S. No.	Description of return or documents	From whom received	Periodicity	Due date of despatch	How Disposed of
1	**2**	**3**	**4**	**5**	**6**
	agents (MS.-58, MS.-83 and MS.-84) and Daily notes of Supervisors.				office.
15.	Statement showing Position of Postal services.	Do.	Monthly	1st of each month.	Forwarded to the Postmaster General.
16.	Time bills of State Mail Express.	Do.	Monthly	1st of each month.	Do.
17.	List of requisitions for conveyance of mails as occasional dispatches (MS.-82) together with duplicates of the requisitions (MS.-81).	Officers sending occasional dispatches.	Monthly	1st of each month.	Filed in Superintendent's office after inclusion of details in the return submitted by him to the Postmaster General.
18.	Extract from the Register of miscellaneous sums received and disposed of.	Record clerks.	Monthly	3rd of each month.	Filed in Superintendent's office.
19.	Bill of extra duty allowance in form A.C.G.-37.	Head record clerk.	Monthly	3rd of each month.	Disposed of in the manner laid down in Article 279 of the P. & T. Initial Account Code, Volume. I.
20.	Statement showing Express Post articles booked and revenue realized.	Record clerk.	Monthly	5th of each month.	Forwarded to Post-master General.
21.	Monthly statistics of accountable articles booked [MS.-14(c)].	Do.	Monthly	5th of each month.	Do.
22.	Triplicate copies of	Officers	Half yearly	Immediately	Filed in

S. No.	Description of return or documents	From whom received	Periodicity	Due date of despatch	How Disposed of
1	**2**	**3**	**4**	**5**	**6**
	mail lists (M.-1) tendered with mails dispatched under the weighment system on dates of half-yearly weighment.	dispatching the mail.		after weighment.	Superintendent's office after inclusion of details in his haulage and weighment statement for the Postmaster General.
23.	Indent for stationery (Sk.-11).	Record Clerks.	Half yearly	10th February and 10th August of each year.	Original forwarded to stock depot and duplicate returned to indenting officer.
24.	Corrected copies of sorting list of Sections and Mail Offices.	Do.	Half yearly	1st May and November of each year.	Forwarded to Postmaster General.
25.	Yearly Enumeration Return of unregistered articles of letter mail and other articles.	Assistant Superintendents.	Yearly	25th May of each year.	Forwarded to the Postmaster General.
26.	Third parts of requisitions for extra train accommodation (MS.-60).	Record clerks and head sorters.	Whenever requisition is made	On date of requisition.	Filed in Superintendent's office after inclusion of details in his return of extra train accommodation for Postmaster General.

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

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

(3) The Divisional Superintendent must personally examine minutely and analytically all the statements received in his office from the subordinate officers and officials in the Division. He should take such measures as deemed appropriate to increase operational efficiency in the post offices / Mail and Sorting Offices, Head Record Office, Record Offices, Sub Record Offices and sections functioning under his administrative jurisdiction.

199. Director-General's circulars.— Circulars issued by the Director-General will be received (*a*) through the headquarters Post Office of the Division by Superintendents of post offices for their own use, and (*b*) direct by Superintendents, M. S. T., for their own use and for distribution to their subordinates. The circulars will be filed in a guard-book, and will be torn up and sold after lapse of three years counting from the month of January following the close of the calendar year in which they were issued.

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

(2) These Circulars should be removed from the guard-book after completion of three years counting from the month of January following the close of the calendar year in which they were issued and disposed of as waste paper. If it is found necessary to preserve or repeat the instructions contained in such Circulars, the Head of the Circle will either incorporate them in the Circle Orders or reproduce them in a new Circular before the previous Circular is due to be destroyed.

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

(*a*)	Director-General's circulars and circulars of Heads of Circles.	Three years counting from the month of January following the close of the calendar year in which they were issued.
(*b*)	Director-General's General Orders	Same period as in the case of Director-General's circulars.
(*c*)	Cases of irregularities, enquiries and complaints in which a *pecuniary claim has been made and rejected.*	Three years after the month in which the cases are closed.

(*d*)	Enquiry cases relating to *discharged cash and savings certificates*.	Three years from the due dates of maturity of the certificates.
(*e*)	Enquiry cases relating to savings bank withdrawals / deposits.	Three years after the month in which the cases are closed.
(*f*)	Inward and outward registers of correspondence.	Three years after the year in which they were closed.
(*g*)	Copies of sorting lists, memoranda of distribution of work and other documents supplied to offices and sections.	One year after new ones have been supplied or prepared.
(*h*)	Maps	One year after new ones have been supplied or prepared.
(*i*)	Registers of sanctioned establishments.	One year after new ones have been supplied or prepared.
(*j*)	Personal files	Three year after the month in which the officials concerned ceased to belong to the Department except that, in the case of absconders, the records should not be disposed of without the special permission of the Head of the Circle.
(k)	Establishment files	Until a new revision is sanctioned.
(l)	Confidential records and character sheets.	Five years after the officials concerned have died or resigned. Ten years after the officials concerned have been retired, removed, discharged or dismissed, etc; or until they attain the age of 65 years whichever is earlier. Confidential records and character sheets of officials who retire on invalid or extra-ordinary pension should be preserved along with their pension cases for 25 years or for three years after their death, whichever is earlier. In the case of absconders the record should not be disposed of without the special permission of the Head of the Circle.
(*m*)	Gradation lists	Three years after new ones have been issued.
(*n*)	Copies of the *Manuals*, *Codes* and other sets of rules supplied to the Superintendent.	Until they have become obsolete.

(*o*) Pension cases	Cases in which extraordinary or invalid pension have been sanctioned, 25 years from the date the pension is sanctioned. Other pension cases: 5 years from the. date the pension is sanctioned.,
(*p*) Order book	Should be kept as a permanent record and not disposed of without the special permission of the Head of the Circle.
(q) Invoices of articles received from the stock depots.	Three years after the month in which they are received.

202. Inspection of Superintendent's office.—A Superintendent of Post Offices or M.S.T. must thoroughly inspect his office at least once in every twelve months. A Superintendent, M.S.T., must carry out similar inspection of the head record office, at least twice in every twelve months, in accordance with the standard questions. No answers, however, need be given to those questions which relate to matters in which the work of the office is found to be entirely in order. Any remarks that may be called for, apart from the answers to the questions, should be added at the end of the report. The inspection report, together with a copy of the remarks recorded in the order book (MS.-8) of the office as well as of the Head Record office, should then be-submitted to the Head of the Circle for personal examination and disposal.

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

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

Superintendents of Post Offices

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

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

Superintendents, M. S. T.

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

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

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

207. Corrected copy of List of Pakistan Post Offices.—The Superintendent is required to send to the Postmaster-General a corrected copy of the *List of Pakistan Post Offices* so as to reach him on or before 1st of January and 1st of July each year. The corrections should embrace particulars concerning all offices and sections under the Superintendent's

control, as well as any inaccuracies that may be observed in the publication. The corrected copy should be sent under a covering letter signed by the Superintendent himself stating that he personally has seen to the corrections.

STOCK

All Superintendents

208. Authority of Superintendent in respect of stock.—(1) No article of stock or, in the M. S. T., of stationery, may be supplied to an office under the Superintendent's control without his authority, except by transfer from one branch office to another or as provided for in note 3 under rule 300 and rule 323 (2) nor may any damaged (or, in the M. S. T., unserviceable) article be sent to the stock depot, repaired, sold or destroyed without such authority.

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

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

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

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

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

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

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

The Head of the Circle will, however, be at liberty, in *special* cases, to purchase locks locally, when this may be found to be necessary or desirable. The rules governing the supply of locks are laid down in the *Posts and Telegraphs Initial Account Code,* Volume 1.

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

Note.— In the case of General Post Offices in BPS-17 and above copies of the orders of recovery and the certificates of credit should be submitted to the Head of the Circle.

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

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

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

(4) If the articles are supplied from the reserve stock in the Superintendent's office or by transfer from another office, the indent should be forwarded to the stock depot with a note in the column for remarks to the effect that this has been done.

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

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

Note.— A certificate to the effect (1) that the purchases billed for have been received in good order, (2) that their quantities are correct and their quality good, (3) that the rates paid are not in excess of the contract or the market rate, as the case may be, (4) that the articles have been accounted for in the stock register for book and (5) that suitable notes of payment have been recorded against the indents and invoices concerned to prevent double payment, should be furnished by the officer, who orders the purchase of the articles. If such an officer prepares contingent bills, the certificate should be endorsed on the bill in which the cost of the articles is charged, otherwise the certificate should be sent to the office which prepares the contingent bill in which the charge for the articles is shown.

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

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

215. Custody and storage of forms.—A sufficient stock of non-accountable/non-saleable books and forms of each description should be kept in the office of the Superintendent of Post Offices to meet the emergent demands of post offices and for opening new post offices or for upgrading the existing ones. Special attention must be given to the proper custody and storage of forms. They must be kept in a separate locked room or godown or in the office room neatly arranged on racks or in almirahs. Form should on no account be kept in bags or left on the floor, nor should they be stored where they are likely to be destroyed by white ants and other vermin.

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

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

(*a*) To one part of paint (red lead) must be added two parts of boiled linseed oil, one-sixteenth part of turpentine and one-eighth part of copal varnish. For instance, to one Litre of paint should be added 2 Litres of oil, 62.5 ml. of turpentine and 125 ml. of copal varnish.

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

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

(3) Iron safes supplied to post offices and record offices should be painted when necessary—green outside and red inside-to prevent them from getting rusty, and the Superintendent should authorise postmasters or record clerks

under his control to have this done. When paint cannot be procured locally it may be obtained on indent from the stock depot.

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

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

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

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

(*a*) candles—one for 3 hours;
(*b*) carbonic paper—one piece for every 400 duplicate sets of documents;
(*c*) cord No. 1 (jute twine)—one Kg. for 1,400 drill bags or 700 canvas bags;
(*d*) cord No. 2 (ball twine)—one ball for 40 bundles of 50 letters, or for 700 drill or registered bags;
(*e*) cord No. 3 (country twine)—one Kg. for 1,000 drill bags or 500 canvas bags: this twine is supplied to offices preparing and closing bags for foreign countries only.
(*f*) dusters—one for each set or office every three months;
(*g*) pencils—one black and one blue to each sorter per month;
(*h*) ball point pens—two per man per month;
(*i*) sealing wax—one Kg. for 700 bags, or for 250 insured bags.

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

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

WORK AT HEADQUARTERS

Superintendents of Post Offices

219. General remarks.—As the Superintendent's headquarters will ordinarily be at a station where there is a head office, the following special rules are laid down for his guidance while at headquarters; but they do not relieve him from the periodical inspection of the office at his Headquarters unless it is a General Post Office in Basic Pay Scale 17 or above. These rules also show what a Superintendent is required to do when he visits any other head office. When it is stated in the following rules that the Superintendent should take any action regarding irregularities that he may notice, it is assumed that the office is under his control. When the office is not under his control, he should merely point out to the postmaster any irregularities that he may notice.

220. Supervision of Head and sub post offices at headquarters.—(1) The Superintendent is required frequently to visit the Head post office at his headquarters. He should sometimes pay his visit during the busy hours of the day and watch the work with the public in each department; at other times he should be present when important mails are delivered or prepared for despatch; and he should also at times visit the office in the evening, when the accounts and office are about to be closed, and see the cash counted and

checked with the head office summary and treasurer's cash book which he should initial. Whenever he is present in the office at the time the postmaster is examining the accounts, he should see whether the work is done properly and thoroughly.

Note.—The Superintendent visiting a General Post Office or a Head Post Office should submit a copy of Visit Remarks to the Head of the Circle within seven days of the date of visit. The Visit Remarks should be drawn intelligently and concisely. No remark should be recorded at all pertaining to the matters in which the work of the office is found entirely in order.

(2) The Superintendent should frequently pay unexpected visits to sub offices at his headquarters and verify their cash and stamp balances to ensure that they are correct. He should see that cash balances have not been kept in excess of authorized maximum one without genuine liabilities and that the verified stamp balances are within the sanctioned stamp balances. He should initial the sub office account (Pa-17)/ Cash Receipt Journal [A.C.G. 22 (b) S.O.] and Cash Payment Journal [A.C.G. 22 (c) S.O.] as the case may be, in token of having carried out the prescribed checks. He should also satisfy himself in a general way that work is being properly and thoroughly conducted, that the arrangements for the transaction of business with the public are satisfactory, that the officials perform their duties properly, that the office is kept neat and tidy, and that all current notices are exhibited on and obsolete notices removed from the notice-boards. The result of the visit should be recorded concisely in the order book of the office and in the Superintendent's diary.

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

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

addressees of letters which have been finally placed in deposit as undelivered.

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

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

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

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

225. Sub-account department.— The duties of the sub-account clerk are among the most important and responsible in a head office, and the Superintendent should, therefore, pay special attention to the sub-account department. He should see whether articles are missent by the sub-account

clerk to sub and branch offices and carefully observe the sub-account clerk's work, specially in connection with the preparation of account and branch office bags for despatch, and the disposal of the contents of such bags received. He should examine the sub-office and branch office summaries [A. C. G.-3 and A. C. G.-3 (*a*)] and some of the daily accounts to see whether mistakes made by sub and branch postmasters are duly corrected.

226. Departments that deal with the public.— The Superintendent should see that the arrangements made for the transaction of business in the departments of the office which deal directly with the public, especially the money order and savings bank departments, are satisfactory. He should also see that the public are afforded every possible convenience for transacting business, that they are not subjected to any avoidable delay and that they are invariably treated with courtesy. He should also see that the books of reference and information charts supplied at the counters and enquiry positions have been corrected up to date. He should see whether the references received in connection with complaints and enquiries are dealt with properly and expeditiously.

227. Error book.— At every visit to the post office, the Superintendent should call for the error book (MS.-2) and examine the entries made since his last visit. This will give him some idea of the efficiency of the post office establishment and of the working of other offices in the division with which mails are exchanged. He should satisfy himself that the error book is regularly written up by testing the entries with notes of irregularities which have come to his notice from other sources or which he has entered in his memorandum book.

228. Postmaster's order book.—At every visit to the post office, the Superintendent should call for the postmaster's order book (MS.-1) and examine the entries made since his last visit. This will show to what extent the postmaster applies tests to the working of his clerks, postmen and village postmen, and generally whether he takes an intelligent interest in the working of his office.

TESTS

All Superintendents

229. Object of applying tests.— The Superintendent will find it always useful, and sometimes necessary, to apply tests with the object of detecting malpractices, or of satisfying himself that the officials in the offices and sections under his control observe rules. Tests applied will be noted by the Superintendent in his diary [Genl.-1 or Genl.-1 (a)].

230. Tests on credit of unpaid postage.—(1) When a Superintendent of post offices is present in a head or sub office under his control at the time station mail bags are opened, he should calculate the postage due on the unpaid articles of the letter mail received for delivery from that office and its subordinate offices, and compare the amount with the daily average credited by the postmaster, calculated on the entries in the letter postage account (A. C. G. 44) or in the memo. of unpaid postage taxed and received (Pa.-22) direct, as the case may be, during the preceding three months. If there is any considerable difference, an explanation should be sought and the fact should be noted in the Superintendent's diary.

(2) Whenever the Superintendent has reason to suspect hat a postmaster fails to afford full credit for the postage due on unpaid articles of the letter mail received for delivery or takes excess credit for forward postage, he should apply tests to the honesty of the postmaster in the manner laid down in the rules relating to Investigations in the *Posts Office Manual*, Volume V.

231. Test on clearance of letter-boxes.— The Superintendent should frequently test the punctual clearance of letter-boxes by posting in them test letters (M.-29) or postcards (M.-26) addressed to himself, or having such test letters posted by his Assistant Superintend or other subordinates. He should also satisfy himself that the hours of clearance have been properly fixed and that the moveable plates showing hour or date or day of next clearance are systematically used. Tests applied will be noted by the Superintendent in his diary alongwith the results thereof.

232. Test letters.—(1) When complaints are received of the loss of unregistered articles, specially when the articles are alleged to have contained valuable property, and it is impossible to say where the loss actually occurred, the Superintendent will often find it useful to post test letters (M.-29) with the object of tracing the offenders. As a rule, the Superintendent should secure the co-operation of other trustworthy officials to guarantee the posting of the test letter, and to watch its course through intermediate offices or sections to the office of delivery.

(2) Test letters should also be posted to ascertain whether station bundles are invariably prepared whenever the number of articles for any one place exceeds the prescribed minimum.

(3) Tests applied will be noted by the Superintendent in his diary along with the results thereof.

Superintendents of Post Offices

233. Test on delivery work.—(1) The Superintendent should frequently apply tests to the delivery work of the postmen. The following tests will often be found useful:–

(*a*) Letters bearing fictitious addresses should be posted and measures adopted to secure their reaching, *in the ordinary course,* the hands of the postmen whom it is intended to test. If these letters are not brought, back as undeliverable, there will be a strong presumption that the postman has made away with them.

(*b*) The Superintendent may arrange that letters addressed to actual residents are specially noted before they are handed to the postman, and subsequent enquiries made of the addressees will show whether the letters are duly delivered or not.

(2) If the Superintendent has reason to suspect any particular postman of neglect of duty in regard to the delivery of letters, one or both of the above tests should be applied; and when actual dishonesty, such as the misappropriation of the contents of letters, is also suspected, some valuable enclosure (marked for identification) should be placed in the test cover.

TOURS AND INSPECTIONS

All Superintendents

234. Visits to offices in course of tours.—When on tour, the Superintendent should pay unexpected visits to post offices or, in M. S. T. Divisions, to mail offices at places through which he travels and satisfy himself in a general way that work is being properly conducted, that the cash and stamp balances are correct, and have not unnecessarily been retained in excess of maximum authorised ones, that the arrangements for the transaction of business with the public are. satisfactory, that the officials perform their duties properly, that the office is kept neat and tidy, and that all current notices are exhibited on, and obsolete notices removed from the notice-boards. Opportunity should be taken to settle any pending cases connected with the office by personal enquiries on the spot. No special halt or journey need be made for this purpose unless serious malpractices requiring a thorough personal investigation come to notice. The result of the visit should be recorded in the order book of the office and in the Superintendent's diary.

Note.— Officers visiting a Mail Sorting Transportation van or a mail office should sign on the Daily Report.

235. Order book.—(1) When the inspection or, in postal divisions, the verification of the balances of an office is completed, the Superintendent should record in the office order book (M.S.-8) his remarks on the results of the inspection, or verification, noting the dates of commencement and completion thereof. These remarks should be clear and complete and should include all irregularities noticed and instructions given whether on the points referred to in the standard questions or on any other points which may have come to the Superintendent's notice in the course of the inspection or verification. In the case of first class head offices, the entries made in the office order book should have sole reference to the balances verified and to any laxity or want of system, so far as the accounts are concerned, on the part of the treasurer or any of the clerks. The remarks in the order book should be signed and dated by the Superintendent and a copy should be forwarded to the Head of the Circle.

(2) The Superintendent should, at each inspection or verification, examine the office order book to see whether it is in good order and whether the pages are complete, and should also satisfy, himself that any action required on the part of the office by the orders or remarks recorded at the last inspection or verification was promptly taken.

Superintendents of Post Offices

236. Touring season.—(1) The inspection of the post offices within the limits of his division is one of the chief duties of a Superintendent and, in order to perform this duty efficiently, it is necessary that he should move freely about his division and should spend not less than 85 clays in a year and as much more as possible, in actual inspection.

(2) In many parts of the country, there is some season of the year during which travelling is almost impossible, and a Superintendent may, therefore, be excused during that period from systematically inspecting offices situated in the interior. But during the touring or fair-weather season, he must arrange to visit as many post offices as possible, and in a case of emergency, he must be prepared to go to any office at any time. When a Superintendent is exempted from systematic inspection work during any period of the year, the period of exemption will he fixed by the Postmaster-General.

Note.—The Superintendent need not travel on Sundays or, inspect on Sundays and Post Office holidays but this refers to only ordinary routine business and does not warrant the postponement of anything urgent, such as an inquiry into a complaint or criminal charge. The restriction is however permissive and not mandatory.

237. Arrangement of tours.— Before the touring season begins, the Superintendent should carefully plan his tours. The route and the general arrangement of a tour will ordinarily depend on the objects which the Superintendent may have in view, other than the inspection of offices, such

as the opening or revision of post offices or mail lines, the alteration of mail arrangements, and the institution of inquiries into complaints.

238. Inspection of post offices.—(1) (*a*) The Superintendent must inspect, twice every twelve months, every B.P.S. 16 Head Office and second class head office within the limits of his division and every BPS 16 sub-office and Higher Selection Grade sub-offices as well as such of the sub-offices as may be assigned to him by the Postmaster-General. The inspection of other sub-offices and of branch offices in general will be the duty of his sub-Divisional Assistant Superintendents, but the Superintendent should thoroughly inspect some number of branch offices every year so as to familiarise himself with their mode of work and to check the work and supervision of his Assistant Superintendents. He should also, whenever practicable, inspect or at least visit any branch office which he passes or approaches in the course of his tours, or when visiting other offices. Timely intimation should be given to the Assistant Superintendents concerned of the names of the branch offices which the Superintendent intends to inspect or has actually inspected in the course of his tours. A casual visit paid to an office during a tour specially undertaken in order to investigate a case will not relieve the Superintendent of the duty of carrying out as systematic inspection.

(*b*) No inspection of any post office will be assigned to the Assistant Superintendent (Office) attached to the office of the Divisional Superintendent or a First Class Postmaster.

(*c*) The number of branch offices to be inspected by the Superintendent will be fixed by the Head of the Circle. It will ordinarily be 10 per cent; but where the number of branch offices is large, the number to be inspected may be reduced but should not be less than 5 per cent. Ordinarily branch offices vested with Savings Bank powers should be inspected by the Superintendent once in every three years.

(2) (*a*) The first inspection should be carried out in a thorough manner in accordance with the standard questions contained in the collection of Post Office Inspection Report Forms, but may be extended to any other matters into which the Superintendent thinks it advisable to enquire. The time required for the inspection of an office will depend upon its size and on the volume and state of work. An indication of the number of days considered necessary for the inspection of each office should be given by the inspecting officers at the time of submitting their annual inspection statement to the Head of a Circle. The Superintendent should see that the office is working smoothly with the public and within its authorised powers, and that only the authorised fees are taken by the different classes of officials concerned. He should also, whenever he is present during working hours, devote some time to merely watching the establishment at work to see whether there is any

confusion. The Superintendent should make notes of the inspection on plain paper in the form of replies to the standard questions which should be referred to by their Nos., no replies being given to those questions which relate to matters in which the work of the office is found to be entirely in order. Any remarks that may be called for apart from the answers to the questions, should be added at the end of the notes and the notes should be signed and dated by the Superintendent and kept on record in his office.

(*b*) The average time required for detailed inspection of Post Offices to be carried out in accordance with standard questions contained in Collection of Post Office Inspection Report Forms should generally be in accordance with the following table:—

S. No.	Status of Post Office	No. of days for inspection by:		
		PMG/ Dy. PMG/ SPOs	ASPOs	Mail Overseer
1.	G.P.O. in BPS-18	5	—	—
2.	G.P.O. in BPS-17/BPS-16 and H.S.G. Head Office	4	—	—
3.	Post Mall or BPS-16 or H.S.G. Sub Office	3	—	—
4.	L.S.G. or Time Scale Delivery Sub-Office	2	2	—
5.	Time Scale Non-Delivery Sub-Office or Night Post Office	1	1	—
6.	Extra Departmental Sub-Office	1	1	—
7.	Branch Office (departmental or extra-departmental)	1	1	1
8.	Franchised post office	1	1	1

Note.—The number of days required may be less in the case of some post offices and should be reduced by Head of the Circle in the light of their local knowledge.

(3) The second inspection, which should follow the first after an interval of about six months, should be of a general nature but in addition the examination prescribed by questions 1, 2, 4, 5, 21, 22, 23, 115, 118, 119, 168 and 185 of the Sub-Office Inspection Report and questions 1, 2, 6, 16, 20 and 96 of the Branch Office Inspection Report in the *Collection of Post Office Inspection Report Forms* must be carried out. The object of the second inspection will be not only to see whether the defects discovered in the first inspection have been remedied. It is also to see that the work of the branches as indicated in these questions is in order in all respects. The average time for this inspection should be two days in the case of head offices and one day

in the case of other offices. The notes in respect of this inspection also will be written on plain paper and kept on record in the Superintendent's office after being signed and dated by him.

(4) When the Inspection is completed, a copy of the remarks, recorded in the order book (MS.-8) of head offices and selection grade offices only should be forwarded to the Postmaster-General. In the case of sub-offices in charge of time-scale officials, any serious irregularities noticed at the inspection should be reported separately to the Postmaster-General.

Note.—*See* rule 21.

(5) The inspecting officer will not be relieved of his responsibility for contributing to the commission of any fraud or defalcation of Government money, which has remained undetected during the period the office was inspected by him or the allotted inspection of that office was neglected to be carried out in time by him. The suspicion of complicity in the loss and fraud case or misappropriation of funds by any employee of that office will also fall on the inspecting officer. If subsequently a case of loss and fraud comes into light, a senior officer of the Circle Office deputed by the Head of Circle should, promptly enquire into the case.

239. Verification of balances of head offices.—(1) (*a*) The Superintendent must thoroughly and completely verify the balances of all the head offices within the limits of his division under his administrative control thrice in every twelve months, at intervals of about six months in accordance with the standard questions contained in Chapter I of the Collection of Post Office Inspection Report Forms. One of the verifications of the balances of second class head offices should be carried out at the time the offices are inspected. When verifying the balances, the Superintendent should make notes of the verification on plain paper in the form of replies to the standard questions which should be referred to by their Nos. Any remarks that may be called for, apart from the answers to the questions, should be added at the end of the notes and the notes should be signed and dated by the Superintendent and kept on record in his office. The average time required for each verification should be determined by the Head of the Circle in the light of local circumstances. When the verification is completed, a copy of the remarks recorded in the order book (MS.-8) should be forwarded to the Postmaster-General.

(*b*) The total number of verifications of head offices will be reduced by one except in the case of those head offices remaining un-inspected by the Internal Check Team during any year in which case the periodical verifications shall be carried out as usual.

Note 1.—Whenever in clauses 1 to 21, the words "last verification" occur they refer to the actual last verification, whether by the Superintendent or by the Assistant Superintendent.

Note 2.—An Assistant Superintendent will not verify the accounts of a head office in the month in which they have been verified by the Superintendent and ordinarily not in the month immediately preceding or following it. When the Superintendent proposes to verify the accounts of a head office, he should intimate the fact confidentially to the Assistant Superintendent and that officer will arrange to make his own verifications at suitable times.

Note 3.— *[Deleted].*

Note 4.—The average time required for each verification should be determined by the Head of the Circle in the light of local circumstances, the following being considered as a guidance:—

S. No.	Status of Post Office	No. of days for verification by:	
		Dy. PMGS, SPOs and other Officers	ASPOs
1.	G.P.O. in BPS-18	5	—
2.	G.P.O. in BPS-17	4	—
3.	Head Office in BPS-16	3	—
4.	H.S.G. Head Office	2	2

(2) In preparing replies to the standard questions, the Superintendent or the officer entrusted with the job of verifying the balances of any head office should be guided by the instructions contained in the following clauses.

Clause 1. *Check of cash balance.*—(1) Immediately on arrival at the office take over all the money, postage and other (non-postal) stamps and reply-coupons and cheques found in the office, whether in the office safe or safes or with the postmaster, treasurer or any of the clerks. When all the money, stamps, reply-coupons and cheques are placed before you, proceed to count the money and calculate the value of the stamps reply-coupons and cheques, with the aid of a memo. (to be prepared by you), showing in whose custody the various sums of money and values of stamps reply-coupons and cheques were found. Mention in your note the amount found in the office, showing separately the amounts represented by (*i*) cash (*ii*) postage stamps, (*iii*) other (non-postal) stamps of each description (*iv*) reply-coupons and (*v*) cheques.

(2) Satisfy yourself that the amounts so ascertained represent the cash, stamps, and reply-coupons that ought to be in the office, by referring to the last balance shown in the h.o. summary (A.C.G.-1) and adding thereto, and deducting therefrom, as the case may require, the amounts (if any) since received and paid out by the treasurer, money order clerk and savings bank clerk, as shown by the treasurer's cash book (A.C.G.-2) and by the records of the money order and savings bank departments. In every case, the exact amount (neither more nor less) ought to be found in the office represented by money, stamps and reply-coupons. Enter in your note—

(A) the last closing balance of the h.o. summary;

(B) the subsequent receipts up to the time the counting of the cash is taken up;
(C) the subsequent disbursements up to the time the counting of the cash is taken up;
(D) the difference between the sum of items A and B and item C. (This amount should be in the office in cash and stamps in representation of the cash balance.)

Write the last closing balance of the h.o. summary (item A) and of the treasurer's cash book in words, under your signature, at the foot of the h.o. summary and of the treasure's cash book for the date concerned.

(3) (a) See whether the invoices of Postage stamps, postcards, envelopes, other postal stationery, etc; received from the Zonal Stamps Store run in unbroken and consecutive series and that the same are acknowledged by the head office promptly after bringing the stock in the Stamps Register maintained for the purpose. Also verify the amounts of postage stamps and stationery supplied to subordinate post offices by comparison of entries in the stock register with relevant record.

(b) See also whether the stock of postage stamps of each denomination is sufficient and in good condition.

(4) See also that the register of cheques in form (A.C.G.-28) is properly maintained by the treasurer and satisfy yourself with reference to the relative documents that the cheques received have been correctly accounted for and disposed of.

Note 1.—Insist upon having all the cash, stamps, and reply-coupons in the office made over to you before you proceed to carry out this check and do not allow any portion of the cash or stamps or cheques to be removed until the check (including that of the amounts referred to in clauses 2 and 5) has been completed; otherwise the same amount may be made to do duty more than once.

Note 2.—If you find the cash short to any serious extent, inform the Postmaster General at once by telegraph or telefax.

Clause 2. *Check of undisbursed pay and other amounts in deposit.*—Immediately on arrival, see whether any amount is shown in the h. o. summary (A.C.G.-1) on account of (*i*) undisbursed pay in deposit (head A) or (*ii*) miscellaneous sums received (heads B and C) and, if so, whether a corresponding amount is held in cash.

Note.—See note 1 to clause 1.

Clause 3. *Check of balance of articles in deposit.*—Immediately on arrival at the office, calculate the postage due on articles in deposit and satisfy yourself that the amount so ascertained is correct by referring to the balance of the deposit account (A.C.G.-45) for the previous day and adding thereto,

and deducting therefrom, as the case may require, the postage due on articles subsequently received and despatched.

Note.—Be on your guard against unpaid letters posted in the office for despatch being shown to you as letters in deposit.

Clause 4. [*Deleted*].

Clause 4/1. *Check of stock of Pakistan postal orders.*—Prepare from the record in the stock book (M.O.-60) a memo., in form M.O.-64, of unsold Pakistan postal orders, showing—

(1) the balance of unsold orders in the head office and its sub-offices on the last day of the month preceding your visit;
(2) the total receipts (if any) of each denomination from the Audit Office during the current month up to the date of your visit, citing the No. and date of the invoice;
(3) the total sales (if any) of each denomination at the head office and its sub and branch offices during the current month up to the date of your visit;
(4) the balance of unsold orders in the head office and its sub-offices on the date of your visit;
(5) the balance of unsold orders in the head office) } Details of the
(6) the balance of unsold orders in the sub-offices. } balance (item 4).

Count the number of Pakistan postal orders of each denomination actually in stock in the head office on the date of your visit, and tally the stock with the resulting balance entered in your memo. Also compare the aggregate stock of each denomination authorised to be held by sub-offices with the resulting balance entered in your memo. If the stock and record are found to agree, write a certificate to that effect on your memo. If there is any discrepancy, make note of it on your memo. Sign and date your memo. and as soon as your verifications is complete, despatch it to the Audit Office enclosed in the service registered cover in which the memo. of monthly cash balances referred to in clause 21 is sent.

Note.—If any Pakistan postal orders shown in the stock book as supplied to sub-offices during or just before the verification of the stock have not been acknowledged by the sub-offices up to the date on which the memo. for the Audit Office is prepared, record on the memo. an explanation of the difference between the aggregate stock acknowledged by all the sub-offices in the last memo. of unsold orders received from them, and the sub-office balance shown in the memo. Further, in order to guard against being imposed upon, keep a note in your memorandum book of the supplies which have not been acknowledged by sub-offices and take the first opportunity to verify them.

Clause 5. [*Deleted*].

Clause 6. *Examination of h. o. summary.*—Examine the h. o. summary (A.C.G.-1) and satisfy yourself that it is properly kept by the treasurer him-

self, that the entries in it are made daily and that it is signed, before the office is closed, by the treasurer and the postmaster.

Clause 7. *Examination of entries under heads B and C of h. o. summary*.— Examine the entries made under the heads B and C of the h. o. summary during the *period of your visit* and see whether any of the amounts could have been brought to account on the day of receipt. Also check, in the manner indicated below, the entries under those heads for at least four dates, selected at random, since the last verification to see whether there has been any tendency on the part of the office to keep sums of money unnecessarily out of account:—

(1) As regards the entries under head B, see whether there is any explanation written in the error book regarding the delay in the issue of the money orders and test the correctness of these explanations, so far as is possible, by making enquiries as to the hours at which the postmen used to return to the office at the time the entries were made and by referring to the postmen's books to see whether the sums in question really represent amounts paid in by postmen on account of value-payable articles delivered. See also whether the entries were cleared as soon as possible. The same amount ought not to appear a second time under this head.

(2) As regards the entries under head C if there are any which form part of the regular accounts, ascertain by such enquiries as may be possible and by reference to such records as may be available, whether the sums were received at a time when it was impossible to bring them at once to account.

Mention in your note the dates of the entries selected for examination.

Note.—If the balance of the h. o. summary on the date prior to your arrival at the office was taken as the basis of the check prescribed in clause 1, take that date as the *first day* of the visit and include it in the period over which the check prescribed in this clause should extend, and also in any of the succeeding clauses where the "period of your visit" is fixed as the period of check. In all these cases take the date on which the checks prescribed in clauses 1 to 21 are completed, as the *last day* of the visit.

Clause 8. *Check of fees for window delivery tickets and for post boxes and bags permits*.—For a few dates selected at random since the date of the last verification, compare the sums shown in the register of window delivery tickets (M.-23) and for post boxes and bags permits as having been realised on account of fees for such tickets issued and the permits for the post boxes and bags rented with the corresponding credits in the schedule of unclassified receipts (A.C.G.-6) to see that the prescribed fee has been credited in the accounts of the head office for every ticket issued for each post box and bag rented. Mention the dates selected for this check.

Clause 9. *Examination of treasurer's cash book*.—Examine the treasurer's cash book (A.C.G.-2) for at least two days in each month from the date of the last verification, to see whether receipts are properly taken in the book, whether all payments of cash to the clerks are initialled by the postmaster, and whether the closing balance is written in words over the signatures of the treasurer and the postmaster. Mention in your note the dates selected for examination.

Clause 10. *Examination of treasury pass-book*.—Examine the treasury pass-book (A.C.G.-8) for at least two days in each month from the date of the last verification, to see whether it is properly kept by the postmaster himself and the entries have all been duly signed by the treasury officer (or accountant). Mention in your note the dates selected for examination.

Clause 10/1. *Examination of register of cheques*.—(1) Examine the register of cheques (A.C.G.-28) for at least two days in each month from the date of the last verification, compare its entries with those in the Head Office Summary and see whether it is properly maintained by the treasurer and regularly initialled by the postmaster. Also see if there has been any unusual delay in the clearance of a cheque and if so, whether the delay is justified. Mention in your note the dates selected for the examination.

(2) Satisfy yourself that no withdrawal from any Savings Bank account or Payment of commuted value of pension or issue of Savings Certificate, etc; is allowed / authorized until the cheque has been cleared.

(3) Satisfy your self that the cheque sent to other Head Offices for clearance are properly acknowledged / attended to and that there is no undue delay in their clearance.

Clause 11. *Comparison of s.o. summary with the sub-office daily accounts*.—Examine the daily accounts [A.C.G.-22 / A.C.G.-22(a) s.o. (Revised)] received during the *period of your visit* and also for at least four other dates, selected at random, since the last verification. Compare all the entries in the daily accounts with the corresponding entries in the s. o. summary (A.C.G.-3) see whether the sub-office closing balances, as written on the daily accounts in words, correspond with the entries in figures and whether these balances agree with the balances shown against the sub-offices in the s. o. summary on the dates of incorporation of the daily accounts. See whether the daily totals in the s. o. summary are correct and whether they have been correctly transferred to the h. o. cash book. If any difference should be noticed in the account items in a daily account and the corresponding entries in the s. o. summary or should there be any difference between the balance acknowledged by a sub-office and that shown against the sub-office in the s. o. summary, make a special inquiry on the subject. See whether the daily accounts are properly prepared and filled up and whether they have

been properly disposed of and signed by the sub-account clerk and the postmaster. Mention in your note the dates of the daily accounts selected for examination.

Note 1.— Regard all alterations or erasures in the daily accounts with suspicion and make them the subject of inquiry.

Note 2.— If any cash remittances shown in the treasurer's cash book (A. C. G.-2) as sent to sub-offices on the date of your arrival, or any earlier date subsequent to the date of the s. o. slips cited in the daily accounts received on the first day of your visit, have not been acknowledged in the daily accounts received up to the last day of your visit, keep a note in your memorandum book of the unacknowledged amounts and satisfy yourself, by reference to the sub-offices concerned, that the remittances were actually sent to them.

Clause 12. *Comparison of b. o. summary with branch office daily accounts.*—(1) Examine the b. o. Daily accounts [A.C.G.-22 (*a*)] received during the *period of your visit* and for at least four other dates, selected at random, since the last verification and carry out the same check with regard to the entries in the b. o. daily accounts and the balances acknowledged by branch offices, by a comparison with the b. o. summary [A.C.G.-3 (*a*)], as that prescribed in the preceding clause for s. o. daily accounts. See whether the b. o. daily accounts are properly prepared and filled up and whether they have been properly disposed of and signed by the sub-account clerk and the postmaster. Mention in your note the dates of the b. o. daily accounts selected for examination.

(2) Examine the registers (MS.-85) of the village postmen who attend the office during your visit and see that the balances due from them are correctly entered and acknowledged by them in the b. o. summary.

(3) See, for the *period of your visit* and the other selected dates, that the daily totals of the b. o. summary are correct and that they are correctly transferred to h. o. cash book.

Note 1.— See note 1 below the preceding clause.

Note 2.— If any cash remittances shown in the treasurer's cash book (A. C. G.-2) as sent to branch offices on the date of your arrival, or any earlier date subsequent to the date of the b. o. slips cited in the b. o. daily accounts received on the first day of your visit, have not been acknowledged in the b. o. daily account received up to the last day of your visit, keep a note in your memorandum book of the unacknowledged amounts and satisfy yourself, by reference to the branch offices concerned, that the remittances were actually sent to them.

Clause 13. *Check of postage, cash and stamps in transit between the head office and its sub-offices.*—(1) For four dates, selected at random, since the last verification, compare the entries in the s. o. summary (A. C. G.-3) relating to postage in transit between the head office and its sub-offices with the corresponding entries in the pencil copies of the s. o. slips (Pa.-3) on record. For the same dates, compare the entries in the s. o. summary relating

to cash and stamps in transit from the head office to sub-offices with the corresponding entries in the pencil copies of the s. o. slips on record and in the treasurer's cash book (A. C. G.-2). Verify the total amount of postage, cash and stamps in transit between the head office and its sub-offices shown at the foot of the s. o. summary, and see that it is correctly transferred to the postmaster's balance sheet. Satisfy yourself by reference to the daily accounts that the postage, cash and stamps shown as in transit on the dates selected have been duly acknowledged. See whether the columns of the s. o. summary which are to be filled in by the postmaster himself are correctly and regularly filled in by him. Mention in your note the dates selected for these checks.

(2) During the *period of your visit*, check the entries in the s. o. summary relating to remittances between sub-offices. Keep a note in your memorandum book regarding these entries made in the s. o. summary on the first day of your visit and, if any of these items have not been acknowledged in the daily accounts received up to the last day of your visit, satisfy yourself, by reference to the sub-offices concerned, that the unacknowledged remittances were actually sent to them.

Clause 14. *Check of postage, cash and stamps in transit between the head office and its branch offices.*— Carry out the same checks as those prescribed in paragraph (1) of the preceding clause with regard to entries in the b. o. summary [A. C. G.-3 (*a*)] relating to postage, cash and stamps in transit between the head office and its branch offices for four dates, selected at random, since the last verification, and see that the total amount shown at the foot of the b. o. summary corresponds with that transferred to the postmaster's balance sheet. Mention in your note the dates selected for these checks.

Clause 15. *Comparison of balance of deposit account with entry in postmaster's balance sheet.*— See that the balance for each day of the deposit account (A. C. G.-45) has been correctly transferred to the detail of balance "Balance of the head office deposit account" in the postmaster's balance sheet.

Note.— The checks prescribed in clauses 15, 16 and 17 should extend over the whole period since the balances were last verified by the Superintendent or the Assistant Superintendent.

Clause 16. *Comparison of balance of postmaster's balance sheet with balances of s. o. and b. o. summaries.*—Compare the net balance of the s. o. summary and of the b. o. summary with the corresponding entries in the postmaster's balance sheet (A.C.G.-4).

Cause 17. *Comparison of balance of postmaster's balance sheet with balance of h. o. summary.*— Compare the daily closing balance of the h. o. summary (A. C. G.-1) with the net balance of cash and stamps in the head office as entered in the postmaster's balance sheet.

Clause 18. *Verification of postmaster's balance sheet.*—See, for the *period of your visit* and a few other dates, selected at random, whether the postmaster's balance sheet (A. C. G.-4) is correctly prepared and whether the total receipts and payments of head, sub and branch offices, as shown in columns 5 and 12 of the h. o. cash book (A.C.G.-4) are correctly entered against items 2 and 4 of the balance sheet. Verify by actual calculation that the amount shown against item 7 in the postmaster's balance sheet has been correctly arrived at. See also whether the postmaster's balance sheet is written up daily by the postmaster himself. Mention the dates selected for this check.

Clause 19. *Examination of audit objection statements.*—Examine the objection statements received from the Audit Office in each department of the office since the last verification and see whether the objections have been properly dealt with. Mention the Nos. and dates of the objection statements still pending adjustment in the office.

Clause 20. *Savings Certificates.*—(1) Examine the stock registers of different types of Savings Certificates (S.C.-12) and see that these are properly maintained. Satisfy yourself that all the entries made in the stock registers since the last verification are correct by reference to the invoices received and despatched and that the number of unissued certificates in the postmaster's personal custody agrees with the balance shown in the stock registers. Check the working stock with the counter clerk at the time of your visit and satisfy yourself that it is correct.

Satisfy yourself that the particulars of invoices received on record, tally with those given in the list of invoices issued, every quarter by the Stock Depot to the Divisional Superintendents and First Class Postmasters, *vide* rule 377 (4) of the *Post Office Manual*, Volume VIII.

(2) Satisfy yourself that the Nos. of the invoices received and despatched since the last verification run in an unbroken series and see that for all invoices despatched, acknowledgements from the receiving offices are on record. Initial the last invoice checked by you to save re-check at the next verification and mention in your note the serial No. of the last invoice received in the office and examined by you.

(3) Examine the office copies of the journals of Savings Certificates issued (S.C.-18) for at least four days since the last verification with reference to the entries in the application for purchase or transfer of Savings Certificates and satisfy yourself that the amount shown in the journals were duly accounted for in the head office summary.

(4)(a) Examine the office copies of the journals of Savings Certificates discharged (S.C.-19) for at least four days since the last verification with reference to the applications for purchase or transfer of Savings Certificates and satisfy yourself that the dates of discharge have been correctly noted in the applications for purchase or transfer of Savings Certificates, as the case may be.

(b) Also satisfy yourself after examination of 10 applications for purchase of Savings Certificates selected at random since last verification with reference to the corresponding Schedule of Zakat Deducted at source that Zakat due to be deducted has been correctly deducted from the holders of Savings Certificates at the time of final encashment of certificates.

(c) Examine the office copies of the Journals of Regular Income Certificates Discharged and profit paid with reference to Applications for Purchase of Savings Certificates for at least two days in each month selected at random since the last verification and satisfy yourself that the prescribed profit as notified by the Government has been paid correctly. Mention the dates so selected in your note as well as any discrepancy noticed.

(d) Examine the office copies of the Journals of Special Savings Certificates Discharged and profit paid with reference to Applications for Purchase of Savings Certificates for at least two days in each month selected at random since the last verification and satisfy yourself that the prescribed profit as notified by the Government has been paid correctly. Mention the dates so selected in your note as well as any discrepancy noticed.

(5) Prepare a memo. of savings certificates lost, destroyed, spoilt, etc., before issue, during the whole period since the last verification. Sign and date your memo. and despatch it to the Audit Office in a service registered cover as soon as your verification is complete. Attach the receipt for the registered article to your note.

Clause 21. *Preparation of memo. of monthly cash balances.*—After carrying out the verifications prescribed in clauses 15, 16, 17 and 18, prepare a memo., showing the balance of the h. o. cash book (item 5 of the postmaster's balance sheet) on the last day of each month for the whole period since the last verification, sign the memo. and despatch it to the Audit Office in an envelope registered on service. Attach the receipt for the registered cover to your note.

Note.— If the date of the h. o. summary balance which was taken as the basis of the check prescribed in clause 1 is not the last day of a month, thoroughly check all the items, totals and balances of the h. o. cash book and postmaster's balance sheet in the manner prescribed for head postmasters in the *Posts and Telegraphs Initial Account Code*, Volume I, for at least one day in each week from the beginning of the month up to the date referred to initialling item 5 of the postmaster's balance sheet for each day.

Clause 22. *Verification of statements of balances.*—Take up the statements of balances of the office (Pa.-16) and satisfy yourself that the entries correspond with the entries in the h. o. summary (A.C.G.-1) and also, as far as possible, that the explanations given for exceeding the authorised maximum balance are *bona fide*. Note details of any discrepancies observed in connection with these explanations and send the statements concerned to the Postmaster-General, attach to the copy of the remarks in the order book in the case of a first class head office or make proper investigation into the matter in the case of any other head offices. The statements that are in agreement with the h. o. summary should be destroyed after check.

Clause 23. *Check of recoveries for articles of stock lost or broken.*— Take up the certificates of credits furnished by the Postmaster, *see* rule 210/1 for ten dates, selected at random since your last verification and see that all the items contained therein have been credited in the schedule of unclassified receipts. Mention in your note the dates selected for this check.

Clause 24. *Examination of service books.*—(1) See that there is a service book in the office for every official (who is required to keep a service book) for whom pay has been drawn in the last establishment pay bill. Satisfy yourself by checking 5 per cent of the books taken at random, that they have been regularly written up and attested. Mention in your note the names of the officials whose service books have been examined.

(2) See also whether inspection of the service books by their owners has been carried out under the supervision of responsible officials and satisfy yourself whether as a token of his scrutiny and acceptance of entries in the service book the owner has signed his name in the relevant column of the service book and the official who supervised the scrutiny has endorsed the signature as evidence that the scrutiny was conducted under proper supervision.

Note.— The head of the office is personally responsible that the service books and service rolls in his custody are punctually and correctly written up. The officer carrying out verification will report any irregularity in this respect that comes to his notice to the Postmaster-General.

Clause 25. *Verification and attestation of service rolls.*—See that a service roll is properly kept in respect of every official on whose behalf this record is prescribed to be maintained; and for this purpose check 5 per cent. of the rolls taken at random. Attest the entries in the service rolls that have been verified, by your signature adding the date below it. Mention in your note the names of officials whose service rolls have been examined.

Note. — *See* note to clause 24.

Clause 26. *Examination of character sheets and gradation lists.*—See whether the character sheets (App.-10) and gradation lists [Est.-27) (*s*)] are properly written up to date and kept in the personal custody of the postmaster. Whether the declaration(s) (rule 77 of the *Post Office Manual* Volume IV) have been obtained from all departmental officials concerned and kept properly with their character sheets.

Clause 27. *Check of Security bonds.*—(1) Ascertain whether the names of all the officials, as furnished in the latest available acquittance rolls, are noted in the register of security bonds and then check the register with the bonds in the custody of the Postmaster and note whether every official required to give security has done so. Also see whether the declaration (rule 77 of the *Post Office Manual*, Volume IV) has been obtained from all Extra-departmental agents concerned and kept properly with the security bonds. Also see whether the papers showing the results of enquiries into the character and antecedents of all extra-departmental agents have been kept with the security bonds.

(2) Also see whether the enquiry papers relating to the character and antecedents of all extra departmental agents (except those for whom such enquiries have been dispensed with) have been kept with their security bonds, those relating to extra departmental agents who are exempted from furnishing security being kept along with the security bonds of other officials in the place where the bonds would otherwise have been kept.

Clause 28. *Statement of recoverable advances and retrenchments, etc.*— If any advances recoverable are outstanding at the time of your verification, enter in a memo., a copy of the details of the balances remaining unadjusted, as shown in the register of recoverable advances and retrenchments, etc., with brief explanatory remarks as to why adjustment has been delayed and attach the memo. to the copy of remarks in the order book.

Clause 29. *Invoices of publications and books of blank forms, etc.*—(1) Satisfy yourself that the invoices [Sk.-53 (*b*)] are in an unbroken series, and that the value of the copies received for sale as entered in the invoices, *minus* the value of unsold copies in hand, is represented upon the invoices by postage stamps or by Money Receipts (A.C.G.-67) if the amount involved is Rs. 20 or more and that, in the case of the *Post Office Guide* the number of copies in use in the office agrees with the number entered in the invoices. Note in the invoice under each head, the number of unsold copies on hand and initial and date this entry. If any of the copies supplied, whether for sale or use, have become obsolete, destroy them and make a note on the invoice, under your signature, stating the number and value of the copies destroyed. Mention in your note the serial No. of the last invoice received in the head office and examined by you.

(2) If your visit is the first one after receipt of the first invoice for the year, satisfy yourself that the number of copies of each of the publications and books of forms remaining unsold on the date of the receipt of the first invoice of the year, has been correctly noted on that invoice, initial these entries, and then destroy the previous year's invoices.

Clause 30. *Examination of savings banks ledger and journal.*—(1) Compare the entries made since your last verification in 20 accounts (selected at random) in the savings bank ledger [S.B.-1 (H.O.)] with the corresponding entries in the journal (S.B.-2) to see whether the entries in the journal have been correctly posted in the ledger. Satisfy yourself that the entries which the postmaster is required to write himself in the journal are in his handwriting and that those he is required to initial are initialled by him. Mention in your note the Nos; of the accounts and the dates of the savings bank journal selected for examination.

(2) After examination of Savings Bank Ledger [S.B.-1 (H.O.)] with the corresponding entries in the Savings Bank Journal (S.B.-2), satisfy yourself that periodical profit on Savings Bank accounts other than on ordinary accounts in respect of 10 accounts selected at random in each month has been correctly paid to the account holders in accordance with the prevalent rates of profit notified by the Government. Mention the numbers of accounts so selected.

(3) Also satisfy yourself after examination of Savings Bank Ledger [S.B.1 (H.O.)] with reference to the corresponding Schedule of Zakat Deduted at source that Zakat has been correctly deducted on the zakatable balances as on the last Valuation Date (first of Ramadan ul Mubarik) in respect of 10 accounts selected at random in each month. Mention in your note the numbers of the zakatable accounts so selected.

Clause 31. *Stock register of pass-books.*— See whether the stock register of pass-books (S.B.-4) is properly maintained and whether the postmaster places his initials against the balance of unused pass-books in hand at the close of each day on which the balance is altered on account of receipts or issues. Check the stock of Pass-Books and satisfy yourself that it is correct. Call for the guard-book containing depositor's applications for duplicate pass-book and see that postage stamps to the value of the prescribed fee have been affixed to the applications for all duplicate pass-books issued on payment since the date on which the balances of the office were last verified. Destroy any spoiled pass-books that are found in stock and mention the number in your note. Check at least four applications received for the issue of duplicate pass-book with a view to see that they are genuine and that proper enquiries have been made as to the identity to the applicants.

Clause 32. *Register of undeliverable pass-books in deposit.*— See whether the register of undeliverable pass-books in deposit in the head office [S.B.-12 (*c*)] is properly kept up by the postmaster personally, or under his immediate supervision, and whether the pass-books, which are not shown in it as returned to the depositors or forwarded to the Audit Office, are in the custody of the postmaster. State the number of pass-books which have remained unclaimed for three months or more and satisfy yourself that they have not been detained unnecessarily.

Clause 33. *Annual statement of profit.*—(1) Examine the annual statement of profit to see how many of the entries of profit have been made in the pass-books. Mention in your note the total number of entries in the statement.

(2) Select at least 20 accounts from the annual statement of profit received from the Audit Office and satisfy your self that the amounts of profit have been correctly posted in the Savings Bank Ledger in the relevant Saving Bank accounts and that there is no discrepancy in the balances of the accounts so checked. Mention in your note the number of Savings Bank accounts so selected.

Clause 33/1. *Stock Register of Savings Banks cheque books.*—See whether the Stock Register of Saving Bank cheque books. (SB CQE-3) is properly maintained and whether the Postmaster places his initials against the balance of cheque books in hand at the close of each day on which the balance is altered on account of receipt or issue of cheque books. Check the stock of cheque books available in the office and satisfy yourself that it is correct.

Clause 33/2. *Stock Register of Agricultural Loan Pass Books.*— Examine the Stock Register of Agricultural Loan Pass Books to ensure that it is properly maintained. Verify the stock of Agricultural Loan Pass Books after examining the invoices received from the Stock Depot as well as the supplies made to the subordinate offices.

Clause 34. *Examination of registered list.*— Call for the registered lists (R. P.-32) (including those received from branch offices authorised to perform registration work independently) on record in the office and thoroughly examine the bundles for one day selected at random in each month since your last verification. See whether to the receipt for every value-payable article delivered, the receipt for the money order issued is attached, and whether notes showing the disposal of missent, redirected, unclaimed, and refused articles have been recorded on the registered lists. Compare the v.-p. article receipts signed by the addressees with the money order receipts attached to them and see whether the particulars of the money orders are correct and whether the dates of issue of the money orders correspond with the dates of

delivery of the value-payable articles. Mention in your note the dates selected for this check.

Clause 34-*A. Register of articles of letter mail.*—Examine the mails including International Speed Post / E.M.S. items which have passed through Customs.

Note.— In the case of offices where the system of "delivery slips" (R. P.-58) is in force, the check should be carried out only in respect of twenty articles, of which ten should be v.-p. articles. The entries relating to those articles should be selected at random from the registered lists and not from the delivery slips and should be spread more or less evenly over the period since the last verification. In such offices, notes showing the disposal of redirected, unclaimed, and refused v.-p. articles of more than Rs. 100 in value will be found recorded in the register of v.-p. articles received and not on registered lists.

Clause 35. *Examination of parcel list.*— Call for the parcel list (R. P.-3) on record in the office and carry out the same checks in respect of these lists and of the v.-p. articles receipts attached there to as these prescribed in the preceding clause in respect of registered lists. See whether the disposal of receipts for inward foreign and inland parcels charged with customs duty have been properly recorded in the parcel lists. If any parcel list shows an excessive number of v.-p. articles as redirected, make a special enquiry on the subject. Mention in your note the result of the check and the dates selected.

Note.— In the case of offices where the system of "delivery slip" (R. P.58) is in force, the check should be carried out only in respect of twenty articles, of which ten should be v.-p. articles. The entries relating to those articles should be selected at random from the parcel lists and not from the delivery slips and should be spread more or less evenly over the period since the last verification. In such offices, note showing the disposal of redirected, unclaimed, and refused v.-p. articles of more than Rs. 100 in value will be found recorded in the register of v.-p. articles received and not on parcel lists.

Clause 36. *Examination of receipts for inward foreign and inland parcels including International Speed Post / E.M.S. items charged with customs duty.*—(1) If the office is an office of exchange for foreign parcels and is not situated at the headquarters of a circle, call for—

(*a*) Register of parcel bills received (F. P.-41) and
(*b*) Parcel bills received and parcel invoices (F. P.-3) prepared by the office since the last verification.

(2) Examine the register of parcel bills received and satisfy yourself that, for every day since the last verification, it bears the signature of the Postmaster or the Deputy or Assistant Postmaster and that all the parcel bills and invoices entered in the register during the same period, as well as those that were not completely checked during the last verification, have been placed before you for examination.

(3) See that to the receipt for each v.-p. parcel (R.P.-55 or R.P.-25) is pasted the receipt for the money order issued [M.O.-1 or M.O.-1 (*s*)], that the particulars of the money order are correct and that the date of its issue corresponds with the date of delivery of the parcel. If these dates differ, see that a satisfactory explanation for the difference has been given on the receipt under the Postmaster's signature.

(4) Mention in your note the last complete month up to and including which these checks have been applied and attach to the note a list of all the receipts relating to the month in which the accounts were last verified or to any previous month, which are still wanting.

Clause 37. *Comparison of amount of pay and allowances disbursed with amount drawn for disbursement.*—(1) Call for each memorandum of disbursement of pay and allowances (A.C.G.-26) returned by the Circle Office since your last verification, and, for the month to which it relates, verify in the following manner the disposal of the amounts drawn for the payment of post office establishment and travelling allowances;— From the total amount charged in the h. o. cash book (A.C.G.-4) to "Bills paid" during the month deduct all the payments other than those made on the post office establishment bills (A.C.G.-20) (monthly and arrear) and travelling allowance bills (T.R.-25) prepared by the postmaster. The items to be deducted should be picked out from the schedule of bills paid [A.C.G.-6 (*f*)]. Compare the balance, after this deduction, with the amount entered by the Circle Examiner (Accounts Officer / Senior Accountant / Junior Accountant) at the foot of the memorandum of disbursement as disbursed during the month. If there is any difference, see that it is accounted for by the difference between the amount of undisbursed pay credited by deduction from the post office establishment bill on which the payments were made and the amount credited by deduction from the bill for the next month on account of pay drawn but returned undisbursed by overseers. In other words, the total amount actually drawn (*i*) for the payment of *Post Office establishment*, and (*ii*) for travelling allowances by a charge to "Bills paid" in the h. o. cash book for any month, *plus* the amount of undisbursed pay (if any) credited by deduction from the post office establishment bill paid in that month, should be equal to the total amount actually disbursed during that month as entered by the Circle Examiner on the memorandum *plus* the amount of undisbursed pay (if any) credited by deduction from the post office establishment bill paid in the next month.

(2) Mention in your note the last complete month up to and including which this check has been applied.

Note.— See that each memorandum of disbursement placed before you for the purposes of this check bears the signature of the Circle Examiner and the impression of his special stamp.

Clause 38. *Examination of Journals of Money Order Issued and Paid.*— (1) Examine the totals of Money Order Issue Journal (M.O.-2 (*s*) and Money Order Paid Journals (M.O.-4) of the Head Office only, for at least one date in each month selected at random since the last verification and see whether correct totals had been incorporated in the Head Office summary / Cash Book. Mention the dates so selected in your note.

(2) Examine the totals of Urgent Money Order Issue Journal (UMO-3) and Urgent Money Order Paid Journal (UMO-4) of the Head Office only, for at least one date in each month selected at random since the last verification and see whether correct total had been incorporated in the Head Office Summary / Cash Book. Mention the dates so selected in your note.

(3) Examine the totals of Fax Money Order Issue Journal (FMO-2) and Fax Money Order Paid Journal (FMO-3) of the Head Office only, for at least one date in each month selected at random since that last verification and see whether correct total had been incorporated in the Head Office Summary / Cash Book. Mention the dates so selected in your note.

240. Inspection of mail lines.—(1) Mail lines must be inspected twice every twelve months at intervals of about six months. The inspections will be made by either the Superintendent or Assistant Superintendent but ordinarily the more important mail lines should be inspected by the Superintendent. The inspections of main lines should, as a rule, be carried out during the course of a tour and the result should be noted in the diary. The standard questions as laid down below rule 302 (1) (*a*) will suggest the points to which inquiries should be specially directed.

Note.— The entries in the overseers' order book of articles of stock received by him for his own use or the use of runners under him should occasionally be checked with the entries in the stock book of the principal terminal office.

(2) The Superintendent should, when the inspection is completed, write, in Urdu or in Regional vernacular, in the overseer's order book (M.S.-8) any remarks that may be called for or any orders which he may wish to record. A copy of any remarks or orders written in the overseer's order book should be made in the Superintendent's diary in which the result of the inspection is noted.

Note.— If the Superintendent records his remarks in English, he should have a translation of his remarks in the vernacular sent to the overseer for pasting immediately below the remarks in English.

Superintendents, M. S. T.

241. General scope of inspections.—The principal objects which the Superintendent should have in view when inspecting an office or section are:-

(*i*) to carefully observe the working of the office or section, to see that it is working smoothly, that order and discipline are maintained, and (in the case of a mail office) that its relations with the public, especially Railway officials, are creditable; (*ii*) to carefully examine each official in his principal duties to see that the procedure followed in each department is in strict accordance with the system laid down; (*iii*) to acquire a personal knowledge of the officials in order to ascertain their qualifications and fitness for the duties assigned to them; (*iv*) to see that suitable arrangements are made for carrying on the work in each department, and that the departments are kept separate as far as possible; (*v*) to satisfy himself that the establishment is sufficient for the work imposed on it, and not in excess of the requirements; (*vi*) to collect information and statistics that will enable him to check the statistical memoranda submitted by sub-divisional Assistant Superintendents and, in cases where an increase or decrease of establishment is proposed, to judge whether it is necessary or not; (*vii*) to make concrete recommendations for improving the quality of work; and (*viii*) to make considered proposals for amending rules, regulations.

242. Observation of work.—(1) The Superintendent should observe whether the duties performed by each official are strictly in accordance with the memorandum of distribution of work, and whether the memorandum requires any modification. In the case of sections, it is only by frequently travelling in the van, and by checking the statistics furnished by Assistant Superintendent showing the amount of correspondence dealt with by the section, that a Superintendent can know whether the work to be performed by a set is properly distributed among the sorters, or whether the number of sorters composing a set is insufficient or excessive.

(2) Perhaps the best method of ascertaining whether the officials of the office or section are acquainted with the rules and follow the procedure laid down is for the Superintendent, during the first portion of his visit, to devote some time to merely watching the establishment at work to see whether there is any hurry or confusion, taking notes of any irregularities that he may detect, but not interfering unnecessarily with the officials. If he observes that each official is in his place, and that the duties of each department are performed quietly and in a businesslike manner, it will be a sign that every one is doing his work in the regular and orderly manner in which he is accustomed to do it. On the other hand, a display of unwonted activity, due to the presence of the Superintendent, shown by the officials, hurrying to and fro (e.g., in search of documents, or to .ask for instructions from the record clerk or head Sorter, or assistance from one another), will prove that the establishment is unfamiliar with, or ordinarily neglectful of, the prescribed procedure, and that the record clerk or head sorter is lax in his supervision over his subordinates.

243. Inspection of offices and sections.—(1) All the record offices, mail offices and sections in the division must be inspected at least twice in every twelve months at intervals of about six months. Both the inspections of every set of a District Mail office of the Basic Pay Scale 16 status (except inspection of those sets as are assigned to the officers of the Circle Officer or Regional Office) as well as of a Head Record office must be carried out by the Divisional Superintendent concerned. Similarly at least the first inspection of every set of every District Mail Office of the Higher Selection Grade status should also be carried out by the Divisional Superintendent. Such of the record offices and District mail offices as may be assigned by the Head of the Circle to the Superintendent should also be inspected by the latter while in respect of all other offices both the inspections should be carried out by the Sub-Divisional Assistant Superintendent. The more important sorting sections selected by the Head of the Circle should be inspected by the Superintendent and all the remaining sections (sorting and transit), by the Sub-Divisional Assistant Superintendent. Although the Superintendent is not required to undertake the systematic periodical inspection of the less important offices and sections, he is not relieved from the responsibility for the personal supervision and control of the whole division.

Note.—No inspection of any office or section will be assigned to the Assistant Superintendent, M.S.T., Headquarters attached to the Divisional Superintendent's office.

(2) Each inspection of an office should be carried out in a thorough manner in accordance with the standard questions contained in Collection of Mail Sorting and Transportation Inspection Report Forms, but it may extend to any other matters into which the inspecting officer thinks it advisable to enquire. He should see that the office is working smoothly with the public, specially Railway officials and within its authorised powers, and that only the authorised fees are taken by the officials concerned. He should also devote some time to merely watching the establishment at work to see whether there is nay confusion.

(3) When inspecting an office, the inspecting officer should make notes of inspection on plain paper in the form of replies to the standard questions which should be referred to by their Nos., no replies being given to those questions which relate to matters in which the work of the office or section is found to be entirely in order. Any remarks that may be called for apart from the answers to the questions should be added at the end of the notes and the notes should be signed and dated by the inspecting officer and kept on record in the Superintendent's office. When the inspection is completed a copy of the remarks recorded in the order book (M.S.-8) of selection grade offices and above only should be forwarded within seven days of the date of completion of the inspection by the Superintendent to the Head of the Circle. In the case of other offices and sections working under the charge of officials in the time-scale, any serious irregularities noticed at the inspection should be reported separately to the Head of the Circle.

Note 1.— In the case of an office which is a sub-record office as well as a mail office, the inspecting officer should be guided by the questions applicable to the office in both capacities and the remarks in the order book should be written under the heads "As sub-record office" and "As mail office".

Note 2.— A Divisional Superintendent and also a Superintendent, District Mail Office must thoroughly inspect his office at least once in every twelve months.

Note 3.— In the case of a M.S.T. Section comprised of more than one set, ordinarily the inspection of only one set should be made, either in the "In" or "Out" trip, If, however, it is considered necessary to carry out the inspection on both the "In" and "Out" trips, as a result of adverse reports received or the number of irregularities detected during the first inspection, the Head of the Circle will decide whether the inspection should be made in both directions.

244. Periods of travel with set.— The most important periods of a trip, during which the Superintendent should be present in the van, are, (i) at the beginning of the journey and until all the mails received at the first few stations are sorted; (ii) when heavy mails are received or given out at junction stations; (iii) when return train mail are received or given out; and (iv) when the mails are made over to the relieving section.

245. Examination of mail van.—Before the Superintendent starts on a trip, he should note the No. of the mail van attached to the train, and the, railway to which it belongs. He should also observe whether the van is in good repair or wants painting, and whether the fittings are in order and complete. He should notice whether a portion of the panel below each window is cut out, so as to allow of, letters or other small articles which may happen to fall into the window slides being easily removed. These observations should be recorded in his diary [Genl. 1 (a)] and will be useful for the purpose of checking his list of mail vans.

Note.—Officers visiting a Railway Mail van or a mail office should sign on the daily report.

246. Examination of sorting-case.— The sorting case should be examined to see that it is in no way defective and is secured firmly in position. When the sorting-case becomes loosened, it frequently happens that letters drop from one compartment into another through the space left between the back of the sorting case and the side of the van. When any such defect is noticed, the Superintendent should make a note of it and, immediately on his return to headquarters, address the Railway authorities on the subject.

247. Check on attendance of sorters.—The Superintendent should see whether all the sorters composing the set are present in the van. If any regular sorter is absent, the Superintendent should make a note of, and enquire the reason for, his absence, and record the name of the substitute acting for him; these notes will enable him subsequently to check the daily report (MS.-83) of the set and the extra duty allowance statement (A.C.G.-

37). The Superintendent should also see that each official in the van is provided with a metal token or pass and that he retains it in his personal custody.

248. Arrangement of mails and articles in van.—The Superintendent should see whether the instructions laid down in the memorandum of distribution of work, for the arrangement of mails and articles in the van are followed.

249. Arrangement of sorting case.—The Superintendent should see whether the sorting-case is labelled according to the diagrams prescribed. He should also check the personal copies of the sorting list supplied to each sorter to see that they have been corrected up to date and that the sorting plan, properly framed, is hung up over the sorting case.

250. Examination of work-papers.—(1) If the Superintendent is travelling with a set on its out-trip, he should see that the headings and other due mail entries which are prescribed to be made at the record office on the attendance day of the set, have been duly written into the work-papers for both the out-trip and in-trip, and that the work-papers have been properly stamped., If the Superintendent is travelling with a set on its in-trip, he should see whether the bundle of work-papers for the out-trip are complete and correctly prepared, and whether the necessary entries are filled into the work-papers for the in-trip.

(2) He should examine the mail abstract (M.-42) and check the mail list [M.-1 or M.-1 (*a*)] and see whether an explanation is given in every case of excess receipt or short receipt of due mails or bags. He should satisfy himself that the sorters understand the use of acme covers.

251. Examination of bags and labels.—The Superintendent should observe whether each bag for despatch with mails has its appropriate label attached to it, and that there is no waste of the twine used for this purpose; if he notices that manuscript labels are used when printed labels should be employed, or *vice versa*, he should note the fact, with a view to early steps being taken by the record clerk for the supply of the prescribed labels. He should see (i) that a sufficient number of check-slips (M.-10) has been provided for use in the out-and in-trips and that each slip bears an impression of the name-stamps of the set, (ii) that all the bags for use have been turned right-side out, and are of suitable sizes, and (iii) that no bags are misused.

252. Examination of portfolio.—The Superintendent should examine the portfolio to see that the contents are in good order, and that the stamps and seals are kept clean and properly dated. If any article is damaged or unserviceable, he should make a note on the list, with a view to the article

being repaired or, replaced. The Superintendent should satisfy himself whether the allowance of stationery made to the set is sufficient.

253. Examination of sealing lanterns.—The Superintendent should examine the sealing lanterns to see that they are kept clean, and that the glasses are not broken. He should observe whether the full sanctioned allowance of candles is used. It should be impressed on the sorters that the use of naked lights, i.e., lighted candles or oil lamps not placed inside lanterns, is not only strictly prohibited by the Railway Act and renders the transgressor liable to punishment, but that it is also an extremely dangerous practice. Severe notice should be taken of any instance in which naked lights are used in the van.

254. Examination of sorting list.—The Superintendent should invariably take with him, when proceeding on tour, his office copies of the sorting lists (M.-9) of the division, to enable him to check the correctness of the sorting list of each set, and satisfy himself that all changes intimated in weekly sorting orders and A orders have been duly noted in the sorting lists. If he finds any mistakes or omissions in the sorting list, he should call for an explanation from the record clerk concerned. He should ascertain, by questioning the sorters, whether they thoroughly understand the changes (if any) made in the sorting list since his last inspection of the set, and should satisfy himself that the sorting list in the possession of each sorter has been duly corrected up-to-date.

255. Examination of guidance book—(1) The Superintendent should examine the guidance book [M.S.-79 (a)] to see that all B orders concerning the set are neatly and correctly copied into the book, that the book contains no B. order which does not concern the set, that B. orders which have become obsolete or void, have been cancelled under the record clerk's signature, and that every order has been initialled by all the sorters of the set. He should initial the last order in the book to save re-examination when the set is again visited by him.

(2) The Superintendent should make it a point at each inspection of a set to examine the guidance book to see that it is in good order and the pages are complete, and should also satisfy himself that the instructions are thoroughly understood by the sorters.

256. Supervision of sorting work.—The Superintendent should devote the greater portion of his time and insist on his sorting supervisor devoting the whole of their time to the supervision of the work of sorting. He should observe whether the sorting is performed with rapidity and precision, and take notice of any carelessness or inefficiency on the part of the sorters. Every missent article should be carefully examined and the cause of mistransmission ascertained, with a view to steps being taken to check the

irregularity. If any sorter appears to be incompetent, the Superintendent should examine him in the sorting list, if there is time to do so; otherwise he should fix a date for the examination of the sorter either by himself or by the Assistant Superintendent.

257. Examination of mail bags and labelled bundles.—(1)The Superintendent should carefully re-examine the contents of some of the mail bags and station bundles made up by the set, before they are finally closed. Special attention should be paid to the examination of mail bags made up for sorting sections and mail offices and of sorting mail bags and station bundles prepared for post offices. In checking the contents of sorting mail bags, the Superintendent should particularly note whether station bundles are invariably prepared, where necessary and whether the check-slips placed in these bundles are legibly addressed, stamped and initialled by the sorter who checks their contents. He should also see whether unregistered articles not sent in station bundles are invariably tied up in *sorting bundles* containing not more than 50 to 60 letters and that large articles, such as packets and newspapers, are bundled separately. No unbundled mail matter should be sent to any section or office.

(2) The Superintendent should also examine the contents of some of the labelled bundles passing in transit through the set, and initial the check-slips placed in them. A labelled bundle which has once been checked by a supervising officer need not be re-examined by another officer.

258. Examination of return train mails.—(1) The Superintendent should invariably be present in the van when return train mail bags are being closed or are received by the set, and should carefully examine the contents of the bags. When examining the contents of a return train mail bag made up by the set, he should observe whether the articles are properly prepared for despatch and see the bag closed in his presence, having previously noted the number of unregistered articles placed in each return-train bundle, with the object of checking the entries made on the labels by the receiving set, when the labels are sent to him later with the daily reports. Sometimes, to screen themselves from the consequences of over carrying articles, sorters secrete them in the letter-box of the van, or conceal them in a sorting compartment other than the return-train one, or detain them till a subsequent return-train mail bag is made up. Any concealment of this kind is a serious offence, and every instance detected should be severely noticed. The Superintendent should also observe whether proper care is exercised to ensure the delivery of return train mails so as to be received by the return-train section, especially when the train of the despatching set is running late.

(2) In examining the contents of a return-train mail bag received, the Superintendent should observe whether the articles were properly prepared by the despatching set, and check the unregistered articles with the entries

on the return-train labels. The articles should then be made over to the head sorter, and the Superintendent should see whether they are dealt with by him in the prescribed manner.

259. Points of detail to be attended to.—Besides the instructions given in the foregoing rules, the Superintendent should direct his attention to the following questions which will suggest the other points to which his enquiries may extend. Questions marked 'S' apply only to sorting sections; those marked 'T' only to transit sections; all others to both sorting and transit sections.

Clause (i); *Mails generally*.—1. Are mails received (whether from sections, offices, mail peons or otherwise) properly examined immediately on receipt ?

2. Are the contents of transit bags addressed to the section properly checked and examined; and are the transit bags, after they are emptied of their contents, turned inside out before they are put aside?

3. Are mail lists [M.-1 or M.-1 (a)] received promptly receipted?

4. Are bags and articles made over by the head sorter to the registration and parcel sorters properly examined before being transferred; and is the transfer effected promptly? (S)

5. Are the bags and articles received by the head sorter from the registration and parcel sorters for despatch properly examined at once? (S)

6. Are receipts duly exchanged between the head sorter, and the registration and parcel sorters for bags and articles made over and received ? (S)

7. Are the mails properly prepared for despatch?

8. Are the bags closed by the section properly labelled, closed and sealed?

9. Are the mails, when ready for despatch, carefully examined before they are forwarded ?

10. Are mail lists [M.-1 or M.-1 (a)] properly prepared for despatch?

11. Are insured bags received and made up carefully examined by the head sorter; and are they opened and closed in his presence? (S)

12. In whose custody does the insurance seal remain; and is the seal, when not in use, kept locked up in the box supplied with it? (S)

13. Is any alteration required in the due mail list (M.-9)?

14. Does the head sorter assist in the work of sorting and is he fit to discharge his duties? (S)

15. Is the mail guard fit to discharge his duties? (T)

Clause (ii): *Unregistered articles.*—16. Is the van letter-box cleared and are the articles weighed, in view to taxing them with postage, before the train leaves each station? (S)

17. By whom is the letter-box cleared, are articles cleared from the letter-box promptly stamped; and is the stamping properly done? (S)

18. Are the destinations in Urdu or English properly written on articles posted addressed in vernacular; and are the vernacular names which are transcribed underlined with blue pencil; (S)

19. Is the van letter-box kept closed at stations at which a late-fee is imposed and is the prescribed notice hung outside the box at such stations? (S)

20. Are all the contents of each mail bag disposed of before those of another are taken out, and are the emptied bags turned inside out before they are put aside? (S)

21. Is the facing of articles preserved during the process of examination and packing? (S)

22. Are missent and misdirected articles properly dealt with? (S)

23. If any undecipherable articles were received, were they properly dealt with? (S)

24. Is the sorting work checked by examination prior to the articles being packed for despatch ? (S)

25. Are the paid articles examined with the object of taxing postage on those that are found to be insufficiently paid? Are they weighed for this purpose at the next station at which the train halts? (S)

26. Are check-slips (M.-10) properly filled up and placed in all labelled bundles and are the latter securely tied? (S)

27. Are the compartments of the sorting-case correctly and legibly labelled, and are they regularly cleared when inconveniently full? (S)

28. Is the assistant sorter fit to discharge duties? (S)

Clause (iii): *Registered articles.*—29. Are registered bags received, properly examined at once? (S)

30. Are registered lists (R. P.-32) received, promptly receipted? (S)

31. Are registered articles received, carefully examined? (S)

32. Are registered bundles (R. P.-37) made up for all offices for which direct bags are not closed, when there are more than two station articles of the uninsured registered letter mail? Are the registered bundles properly prepared, closed, sealed and labelled? (S)

33. Are registered lists for despatch properly prepared? (S)

34. Are money orders for despatch, sent under registered post and are they entered in the registered lists concerned ? (S)

35. Are registered bags for despatch properly labelled, closed and sealed. (S)

36. Are registered bags transferred to the head sorter under receipt in the registered abstract? (S)

37. Is special attention paid to the careful examination of insured envelopes received; and is the procedure prescribed strictly followed in dealing with insured envelopes? (S)

38. Is the registration sorter fit to discharge his duties? (S)

Clause (iv): *Parcel mail articles*.—39. Are parcel bags and parcel mail articles received, properly examined at once? (S)

40. Are parcel lists (R. P.-3) received, promptly receipted? (S)

41. Are parcel lists for despatch properly prepared? (S)

42. Are parcel bags properly prepared for despatch; and are they properly labelled, closed and sealed? (S)

43. Are parcel mail articles to be enclosed in mail bags transferred to the head sorter under receipt in the parcel abstract? (S)

44. Examine some of the uninsured registered parcels received by the set and see that the postage charges paid on the parcel in cash or service postage stamps affixed to it or franked label pasted on it, represent the correct amount of the charges due on it. (S)

45. Is special attention paid to the careful examination of insured bags; and is the procedure prescribed strictly followed in dealing with insured bags? (S)

46. Is special attention paid to the careful examination of insured parcels, and is the prescribed course strictly followed in dealing with insured parcels?

47. Are insured bags properly labelled, closed and sealed in the head sorter's presence? (S)

48. Is the parcel sorter fit to discharge his duties? (S)

Clause (v): *Miscellaneous*.—49. Are the stamps and seals kept clean? (S)

50. Is the ink-pad in good order, and is it kept covered when not in use? Is the stamping ink of proper consistency? (S)

51. Are articles and documents properly stamped in the manner prescribed by rule?

52. Are surplus empty bags over and above the fixed imprest punctually returned daily to the bag sub depot concerned duly entered in the Invoice of Empty Bags Despatched in Form B.C.O 1 (Revised) ?

53. Are the instructions for the return of empty bags daily to the bag sub depot concerned strictly complied with?

54. Is the class of bag (i.e., whether canvas or drill) used for unusual mail noted in the mail abstract (M.-42) at the time each bag is received for despatch?

55. If a van peon is attached to the set, is he fit to discharge his duties, and can he read the printed entries on the labels of bags? (S)

56. Test the letter-scales to see whether they are accurate? (S)

57. Are the officials of the set properly dressed when on duty?

58. [*Deleted.*]

CHAPTER 2-A

ASSISTANT SUPERINTENDENTS OF POST OFFICES (OFFICE)

259/1. Duties generally performed.—(1) Assistant Superintendents of Post Offices attached to Divisional Offices are required to assist the Superintendents in discharging their day-to-day duties. The overall responsibility for the proper working of the services, however, remains that of the Divisional Superintendent. The following duties are generally performed by the Assistant Superintendent of Post Offices (Office):—

(i) Opening and distribution of dak when the Divisional Superintendent of Post Offices happens to be on casual leave or out on tour. In case, both the Superintendent of Post Offices and Assistant Superintendent of Post Offices (Office) happen to be out on tour, (which would be very rare), the dak will be opened and disposed of by the senior most clerk.

(ii) To assist the Superintendent in the disposal of routine cases such as—
- (*a*) Complaint cases of a routine nature.
- (*b*) All cases relating to minor irregularities not involving disciplinary action.
- (*c*) Authorising recall of articles posted by the public and returning them to senders.
- (*d*) Exemption from fee for issue of duplicate pass books.
- (*e*) Disposal of spoiled receipts. except where fraud is involved.
- (*f*) [*Deleted.*]
- (*g*) Submission of returns to Circle Office under the signatures of the Divisional Superintendent.

(iii) Scrutiny of time statements. Cases of delay must be submitted to the Superintendent for his orders.

(iv) Review of village returns. After review the same should be submitted to the Superintendent for his orders.

(v) Review of inspection report of branch offices received from Assistant Superintendent of Post Offices. Important and serious irregularities should be brought to the notice of the Superintendent.

(vi) Examination and filing of abstracts of branch office transactions.

(vii) Issue of due mail and sorting list with the concurrence of the Superintendent.

(viii) Issue of notices of hours of business and despatch and delivery of mails of time-scale offices with the concurrence of the Superintendent.

(ix) Proper maintenance of register of lines and stages, list of letter boxes, hours of business of branch offices, route lists, beat maps and village sorting lists.

(x) Work relating to security bonds of all categories of staff.

(xi) Grant of casual leave to the staff when the Superintendent of Post Offices is out on tour.

(xii) When the Superintendent is not at Headquarters and cannot reach the place of occurrence quickly, the Assistant Superintendent should proceed on enquiry on receipt of a report of loss, fraud, highway robbery, etc., and conduct the enquiry, till the Superintendent of Post Offices arrives. The Superintendent of Post Offices may also in his own discretion direct the Assistant Superintendent to conduct enquiries into loss and fraud cases involving amounts less than Rs. 50,000.

(xiii) The Assistant Superintendent may assist Superintendent in the inspection of post offices under the charge of time-scale officials only, of course with the prior and express permission of the Postmaster General, if the Superintendent of Post Offices, on account of proceeding on leave or training, etc., is unable to do it himself. He may also verify the accounts of Head Offices in Higher Selection Grade only in case of emergencies. It must, be clearly understood that the Assistant Superintendent of Post Offices may be sent out on tour as an exception and not as a rule, and that both the Assistant Superintendent and the Superintendent should not be out of Headquarters at the same time.

(xiv) [*Deleted.*]

(xv) To prepare due bag list in Form BCO-6 (Revised) of every post office for supply to them and to the Bag Sub Depot concerned over the signature of the Superintendent of Post Offices.

(2) The Assistant Superintendent should personally deal with cases of pension and gratuity till they are completed for submission to the superintendent. He will also deal with all cases of frauds and loss. The first detailed report, intermediary report(s) and the final report in all loss and frauds cases should always be sent to the Circle Office under the signature of the Superintendent. The Assistant Superintendent will also put up to the Superintendent the loss and fraud cases for periodical review as prescribed by rule 176 of the *Post Office Manual,* Volume V.

259/2. Principal duties of an Assistant Superintendent, Investigation.—(1) An Assistant Superintendent of Post Offices when attached to the office of the Head of the Circle is designated as Assistant Superintendent, Investigation.

(2) The principal duties of an Assistant Superintendent, Investigation, are to investigate important cases of loss, fraud, etc., involving amounts less than Rs. 200,000 particularly those in which more than one postal and/or M. S. T. Divisions are concerned. When at Headquarters he may be employed by the Head of the Circle as he may think proper. He may be deputed by the Head of the Circle to make investigation in any part of the Circle or beyond it, when necessary, of course with the express approval of the Director General in writing, and conduct prosecution of cases in Courts of Law.

Note.— See Notes below rule 37.

(3) The Assistant Superintendents, Investigation, attached to the office of the Head of the Circles when proceeding on tour for the purposes of making enquires should submit to the Head of the Circle concerned a date-wise dairy showing the places visited and the progress made with the investigation entrusted to them.

CHAPTER 2-B

ASSISTANT SUPERINTENDENTS, MAIL SORTING AND TRANSPORTATION, HEADQUARTERS

259/3. Assistant Superintendent attached to Divisional Office.—(1) When attached to the office of a Superintendent the principal duty of an Assistant Superintendent is to help the Superintendent in office work at the headquarters and assist him in exercising over all supervision throughout the Division and test sorting examinations, to conduct investigations and enquiries entrusted to him and to post test letters. He may also be required to proceed on any part of the division to supervise mail arrangements in connection with interruptions of mail communication, to take charge of mails in transit or of camp articles of high officers on tour, to enquire into disputes between Railway and M.S.T. officials or briefly to perform any special work in connection with the division for which the Superintendent may select him. Copies of the Manuals and Account Code and of Sorting Lists, (M.-9 and M.-46)) of all the offices and sections in the division are supplied to him for his personal use and it is his duty to see that these are kept corrected up to date and when on tour to test the correctness of the sorting lists of the offices and sections he visits and initial and date the documents on the last page in token of having carried out the check. Ordinarily, the Assistant Superintendent should be at headquarters when the Superintendent is on tour.

(2) The Assistant Superintendent must carefully check and examine every month the bag account and the stock of bags of all classes in the Bag Sub Depot functioning at his headquarters station. At every-such examination, he should ensure that the Bag Accounts Register is being maintained properly and that statements prescribed in the *Bag Account Rules* are prepared correctly and submitted regularly on the due dates. He will report result of his check to the Superintendent. He will also see that all unserviceable bags are returned to the Bag Control Office. He must also carry out the above checks by visiting the Bag Sub Depots at places outside his headquarters station as and when he happens to be on tour in connection with any other business.

(3) The following duties are generally performed by the Assistant Superintendent, M.S.T. Headquarters:–

(i) Opening and distribution of dak when the Divisional Superintendent, M.S.T., happens to be on casual leave or out on tour. In case both the Divisional Superintendent, M.S.T., and

Assistant Superintendent M.S.T. H.Q., happen to be out on tour (which would be very rare), the dak will be opened and disposed of by the senior most official present in office.

(ii) To assist the Superintendent in the disposal of routine cases such as—

(*a*) Complaint cases of routine nature.

(*b*) All cases relating to minor irregularities not involving disciplinary action.

(*c*) Authorising recall of articles posted by the public and returning them to senders.

(*d*) Submission of returns to Circle Office under the signatures of the Divisional Superintendent.

(iii) (*a*) To scrutinise the daily reports of the head sorters in time-scale.

(*b*) To scrutinise the daily notes of the M.S.T. supervisors and submit them to the Divisional Superintendent.

(iv) To review inspection reports of the sections and offices under the charge of time scale officials. He also assists the Superintendent in the inspection work in emergent cases only, under the express orders of the Postmaster General.

(v) To scrutinise the statistical memoranda submitted by the Sub-Divisional Assistant Superintendent, M.S.T., before submission to the Superintendent. For this purpose the Assistant Superintendent should, whenever he inspects a section or office, count and keep a note of the number of unregistered articles of the letter mail received and despatched in the important bags opened and closed. The figures obtained by him should be compared with those in the statistical memorandum prepared by the Sub-Divisional Assistant Superintendent, M.S.T., and if any marked discrepancy is observed it should be brought to the notice of the Divisional Superintendent.

(vi) To issue notices of hours of business of mail office.

(vii) To prepare due bag list in Form BCO-6 (Revised) of every set of every section and mail office for supply to them and to the Bag Sub Depot concerned over the signature of the Divisional Superintendent.

(viii) To scrutinise 'A' and 'B' orders before submission to the Superintendent.

(ix) To see that the office copies of due mail and sorting lists, lists of *Pakistan Post Office and Classified Lists* are kept corrected up to date.

(x) To scrutinise and dispose of detention statements.

Note.— All cases of importance and serious irregularities must always be brought to the notice of the Superintendent, M. S. T.

(xi) Grant of casual leave to the staff when the Superintendent, M. S. T., is out on tour.

(xii) When Superintendent is not at Headquarters and cannot reach the place of occurrence quickly, the Assistant Superintendent should proceed on enquiry on receipt of a report of loss, fraud, theft or robbery of mails, etc. and conduct, the enquiry till the Superintendent arrives. The Superintendent, M.S.T., may also in his own discretion direct the Assistant Superintendent M.S.T. Headquarters to conduct enquiries in loss and fraud cases involving amounts less than Rs. 50,000.

(xiii) [*Deleted.*]

259/4. Dealing with and submission of cases of loss, fraud, pension and gratuity by Assistant Superintendent, M.S.T.—The Assistant Superintendent should personally deal with cases of pension and gratuity till they are completed for submission to the Superintendent. He will also deal with all cases of frauds and loss. The first detailed report, intermediary report(s) and the final report in all loss and fraud cases should, always be sent to the Circle Office under the signature of the Superintendent. The Assistant Superintendent will also put up to the Superintendent the loss and fraud cases for periodical review as prescribed by rule 176 of the *Post Office Manual,* Volume V.

Note.— When on tour, the Assistant Superintendent will be guided by the rules on the subject prescribed for the Superintendent.

259/5. Assistant Superintendent, Sorting attached to the Circle Office.—(1) An Assistant Superintendent, M.S.T., when attached to the office of the Head of the Circle is designated as Assistant Superintendent Sorting.

(2) The principal duties of the Assistant Superintendent, Sorting, are to supervise the work done in the sorting branch of the office of the Head of the Circle, and to see that the Circle Office copies of the sorting lists of each sorting section and mail office in the Circle are kept corrected up to date. An Assistant Superintendent, Sorting, may be deputed to visit occasionally the more important sorting sections and offices in the Circle with a view to suggesting improvements in sorting arrangements, to discuss such arrangements with other officers, to make enquiries about the detention of mails, or to do any other work that may be required of him by the Head of the Circles. He may also be deputed in their own discretion by the Heads of the Circles to conduct enquiries in loss and fraud cases involving amounts less than Rs. 200,000 specially when they relate to M.S.T. When at headquarters he may be employed by the Head of the Circle as he may think proper. He may be deputed by the Head of the Circle to make investigation in any part of

the Circle or beyond it, when necessary, of course with the approval of the Director General, and conduct prosecution of cases in Courts of Law.

Note— See Notes below rule 37.

259/6. Submission of daily diary by Assistant Superintendent, M.S.T. Sorting, when on tour.—The Assistant Superintendent, M.S.T. Sorting, when on tour, must submit daily diary to his immediate superior giving a brief account of the work done by him date-wise. In this note he should mention the train by which he travelled and the section or office visited or inspected, the time spent in the mail van or office and the result of investigation entrusted to him. Any irregularities noticed or suggestion in regard to the improvements in sorting arrangements, etc., should be communicated to the Head of the Circle or to the Superintendent, as the case may be, in the form of office note or memoranda.

CHAPTER 3

ASSISTANT SUPERINTENDENTS OF POST OFFICES

260. Jurisdiction of Assistant Superintendents.—Every Superintendent's division is apportioned into sub-divisions, each of which comprises certain sub and branch offices and mail lines and is placed under the control of a Sub-Divisional Assistant Superintendent, who is immediately subordinate to the Superintendent of the Division. The extent of each Assistant Superintendent's sub-division is fixed by the Head of the Circle.

260/1. Principal duties of Assistant Superintendents.—The Assistant Superintendent is responsible for the proper working of the offices and mail lines under his control. He is responsible for the systematic inspection of all the branch offices in his sub-division and of such sub-offices as may be allotted to him. He is required to verify the account of the head offices, if any, within the limits of his sub-division as assigned to him by the Head of the Circle. He should effectively control overseers, head postmen, postmen and village postmen and other out-door staff subordinate to him. One of the principal duties of the Assistant Superintendent is investigation into cases of loss and fraud involving amounts not exceeding Rs. 50,000, verification of claims and conduct of enquiries in complaint cases. He may also be required to personally conduct prosecution or to assist the police, F.I.A. or the counsel in the investigation/prosecution of departmental cases. Any special duty may also be assigned to him by the Superintendent of Post Offices.

261. Powers of Assistant Superintendents—The powers of an Assistant Superintendent are defined in the *Post Office Manual,* Volume III.

Note 1.—The Assistant Superintendent are also authorized to grant leave to Extra Departmental Branch Postmasters for a period not exceeding 4 months at a time provided that a suitable substitute is obtained in every case. When the period exceeds 4 months or when no suitable Extra Departmental substitute can be found the orders of the Divisional Superintendent should be taken.

Note 2.—The Assistant Superintendents are also authorised to correspond direct with the Manager, Stock Depot, in respect of matters relating to the stock of branch offices under them.

262. Assistant Superintendents' headquarters.—The headquarters of each Assistant Superintendent will be fixed by the Postmaster-General and will ordinarily be at an important central station in his sub-division. Under no circumstances may the headquarters be outside the Assistant Superintendent's charge.

263. Knowledge of sub-division.—An Assistant Superintendent must acquire, within a reasonable time after his appointment to the charge of a sub-division, a thorough knowledge of his jurisdiction, of the positions of the post offices therein, and of the mail lines and other roads in the sub-division. He must also make himself acquainted, as soon as possible, with the nature and importance of the work done in each branch by each post office within his powers of inspection.

264. Personal knowledge of subordinates.—In order to be able effectually to control his sub-division, it is essential that the Assistant Superintendent should make himself acquainted with the character of the sub and branch postmasters and postmen and village postmen under his immediate control. He should take every opportunity, when inspecting a post office, making departmental enquiries, etc., to acquire a personal knowledge of the character and abilities of his subordinates.

265. Knowledge of rules.—An Assistant Superintendent must possess a practical knowledge of post office work, and be thoroughly acquainted with the rules in the *Post Office Manuals* and the *Post Office Guide* and with all departmental forms so as to be qualified to instruct his subordinates in their duties, especially when any new class of business is undertaken by the Department or any changes in procedure are introduced. He must also be qualified to take charge of a head office or important sub-office in any sudden emergency An Assistant Superintendent of Post Offices is supplied with a copy of each of the publications noted in Appendix 3 to *Post Office Manual,* Volume II, against which the expression 'Supervising Officers' or 'Supervising Officers Post Office and M.S.T.' appears. He should also possess a fairly good knowledge of Pakistan Penal Code, Criminal Procedure Code and Qanun-e-Shahdat, 1984. He must be able to conduct investigation into criminal cases relating to the Post Office and also to conduct prosecution in non-cognizable cases. Knowledge of Fundamental and Supplementary Rules and Civil Service Regulations is also essential for an Assistant Superintendent.

266. [*Deleted.*]

267. Memorandum book.—The Assistant Superintendent should keep a rough memorandum book in which he should make notes regarding any matters concerning his sub-division that are worthy of note, but which would not ordinarily be placed on official record. All occurrences coming under the Assistant Superintendent's notice, which can be utilised subsequently for the application of checks on the offices in his sub-division, should also be noted in this book. The manner in which the memorandum book is kept up by the Assistant Superintendent will indicate whether he is interested in his sub-division or not. The book should be handed by the Assistant Superintendent

to his successor under receipt when he relinquishes charge of his sub-division.

268. Maps.—The rules regarding preparation and supply of maps by and to Assistant Superintendent are contained in the *Post Office Manual,* Volume II.

269. Scrutiny of Electronic service messages.—(1) The Assistant Superintendent should, when inspecting a post office, call for and examine all telegrams, telefax and other electronic messages despatched since last inspection, which are on record in the office. He should notice all irregularities, such as the unnecessary despatch of electronic messages, neglect to word telegrams concisely, the despatch on service of messages relating to the private affairs of the senders, etc. He should send the original messages he considers irregular to the Superintendent with the copy of remarks in the order book (MS.-8) of the office.

(2) The Assistant Superintendent must be careful to avoid the unnecessary despatch of telegrams and telefax messages on service, and should adhere strictly to the instructions contained in the *Post Office Manual*, Volume II.

270. Visits to post offices in course of tours.—When on tour, the Assistant Superintendent of Post Offices should pay unexpected visits to sub-office and branch post office at places through which he travels and satisfy himself in a general way that the cash and stamp balances of the office are correct and have not unnecessarily been kept in excess of authorized maximum ones, that the liabilities shown in the office are genuine, that work is being properly conducted, that the arrangements for the transaction of business with the public are satisfactory, that the officials perform their duties properly, that the office is kept neat and tidy, and that all current notices are exhibited on and obsolete notices removed form the notice-boards. Opportunity should be taken to settle any pending cases connected with the office by personal enquiries on the spot. No special halt or journey should be made for this purpose unless serious malpractices requiring a thorough personal investigation come to notice. The result of the visit should be recorded in the order book (M.S.-8) of the office and in the Assistant Superintendent's diary (Genl.1).

270/1. Examination of V.-P. and insured articles and money orders in deposit.—The Assistant Superintendent should also be particularly careful in checking all the v.-p. and insured articles and money orders in deposit. He should check the entries in the Branch Office Journal relating to articles and money orders in deposit with reference to Branch Office slips and registered and parcel lists received for a few days prior to the date of visit. The Assistant Superintendent should then satisfy himself that articles and

money orders have not been detained without justification and that v.-p. and insured articles do not bear any signs of damage or tampering. If any v.-p. articles have been delivered before the visit and if the receipts signed by the addressees are in the Branch Office, the Assistant Superintendent should verify the correctness of the dates of delivery shown in the receipts. He should also check articles of letter and parcel mail (including v.-p. insured) booked and money orders issued by the office to see that they are correctly booked, that the postage stamps are clearly and distinctly obtained on the articles and that the money orders are correctly advised.

270/2. Examination of Savings Bank pass books and warrants of payment.—The Assistant Superintendent should be particularly careful in checking all the S. B. pass-books and warrants of payment which may be in deposit with the sub office or branch office. He should verify the balance at credit as shown in the pass books with those in the S. B. ledger. He should also compare the entries in the warrants of payment with those in S. B. ledger. He should also ensure that no pass book or warrant of payment has been retained by the postmaster unnecessarily and that neither the pass-book nor the warrants of payment bear any suspicious entries or over writings. He should also satisfy himself by general enquiries from the members of the public whether the postmaster is performing his duties in regard to savings bank satisfactorily. In this connection, he will keep a note of the heavy withdrawals and deports as well as balance in 10 pass-books that he may be able to obtain from members of the public and compare it with that shown in the S. B. ledger as well as have it verified by the account office and the head office. The result of the various checks as also of the enquiries made from the members of the public should be recorded in the diary. The balances at credit of the depositors whose pass-books are found to be with the postmaster should also be recorded in the diary and got verified by the account office and the head office concerned. The result of the verification by the head office should be communicated to the Superintendent of Post Offices concerned for his information and further action, if any, deemed necessary, by an entry in his diary.

271. Hours of business in branch offices.—The hours of business for branch offices will be fixed by the Assistant Superintendent of Post Offices who will issue a notice of hours of business in the form (M.-6) to branch offices for exhibition. A consolidated statement of the hours of business of all branch offices in his jurisdiction will be maintained by the Assistant Superintendent in the form [M.-6 (*b*)]. A copy of this consolidated statement in the form [M.-6 (*b*)] should be furnished to the Superintendent. Corrections and additions to the statement in the form [M.-6 (*b*)] should be communicated by the Assistant Superintendent to the Superintendent as and when necessary so that the latter may keep his copy corrected up to date.

272. Supervision of village postmen.—(1) The supervision of the village postmen attached to all the offices (head, sub and branch) situated in his sub-division is one of the most important duties of the Assistant Superintendent. He should, when passing through a village in the course of a journey, ascertain from the headman and others, whether the conduct and work of the village postman who serves the village have been satisfactory and see whether generally money orders for the villagers are paid without undue delay. He should also verify the payments of as many money order as possible and note the number of money orders verified, the result of the check in his diary as well as in the monthly summary (Genl. 2). He should call for some of the registers (MS.-85) and visit books (MS.-86) of each village postman, that have been filled up, and when villages are visited by him, test the genuineness of signatures in the registers and visit books. He should ascertain whether the village postmen have neglected to collect articles for posting or refused to register articles, or have taken any pains to find the addressees of undelivered articles, etc.; and generally he should pay careful attention to, and take every opportunity to test, the work of the village postmen under his supervision.

(2) The Assistant Superintendent should, whenever he meets a village postman out on his beat or at the office to which he is attached, examine his bag to see whether he carries postage stamps, postal stationery, money order forms, etc., for sale to the members of public and also his book of receipts (MS.-87) to see whether the account office receipts are pasted to the counter foils of receipts for articles registered by him.

Note.—See note below rule 132.

273. Beats of village postmen.—It will be the Assistant Superintendent's duty to prepare and prescribe route lists and beat maps (M.-53) indicating the beats of the village postmen attached to each head, sub and branch office in his sub-division (including first class head offices). These route lists and beat maps should be supplied to offices to which village postmen are attached under the Assistant Superintendent's signature. A copy of the route list and beat map should be sent to the Superintendent for record in his office and also to overseer and the account office of the branch office concerned. There are two systems under which village postmen's beats can be arranged, viz., (*a*) the fixed beat, and (*b*) the unfixed beat system.

Note.—*See* note below rule 132.

274. "Fixed beat" system.—In the case of fixed beats, the route list supplied to each village postman, should be accompanied by a map of the beat and should show, in addition to the names of the villages to be visited by him, the route to be followed by him, the days fixed for his departure from and return to the post office, the day on which each village should be visited by

him and the villages in which he is allowed to halt. The route laid down must be rigidly adhered to. No discretion is given, and the prescribed visits must be paid on the days fixed, even though it be well known that there is no correspondence for collection or delivery. The fixed beat system is best adapted to populous localities, where there is ordinarily some correspondence for every village.

Note.—See note below rule 132.

275. "Unfixed beat" system.—In the case of unfixed beats, the village postman's visit to a particular village depends, not on a prescribed tour, but on whether there is correspondence for the village or not. The larger the correspondence for any particular village, the more frequent will be the deliveries in that village. Part of a beat may be "fixed" and part "unfixed", and, in the case of a beat which is otherwise all unfixed, all villages with letter-boxes and any villages for which there are always letters for delivery should be treated as if they were in a "fixed beat" as regards both the preparation of a route map and the duties of the village postmen.

276. Village sorting lists.—The Assistant Superintendent should supply each head, sub or branch office in his sub-division including 1st class head post office and to the overseers concerned with a village sorting list (M.-52) showing (*a*) the Nos. of village postmen to whom articles are made over for delivery, and (*b*) the names of villages which are served by each village postman and by each subordinate officer arranged in alphabetical order. The village sorting list should also show in what villages letter-boxes are placed and which of these letter-boxes are provided with changeable plates.

277. Village return.—The Assistant Superintendent will receive by 20th of March of each year direct from each head, sub and branch office in his sub-division, a return (MS.-88) kept for the first fourteen days of the month of March showing the number of articles of all sorts (including money orders) received daily for delivery in each village within the jurisdiction of the office. The Assistant Superintendent should examine the return and forward it to the Superintendent with any remarks he may have to make. The return should be submitted to the Superintendent not later than the 25th of March in each year.

278. Letter-boxes.—(1) The Assistant Superintendent should maintain a correct and up-to-date list of all the letter-boxes within his jurisdiction, showing the name of the locality or village where each letter-box is placed, the name of the post office to which it is attached, and the hours at, or days on, which it is cleared.

(2) With a view to developing correspondence and meeting the convenience of the public, the Assistant Superintendent should ascertain and report to the Superintendent in what rural localities (villages, factories, gardens, etc.) it would be desirable to place letter-boxes. The Assistant Superintendent should take every opportunity to make enquiries in this direction.

279. Painting of the letter-boxes.—The Assistant Superintendent should carry red paint, in the case of fixed beats, the route about with him when on tour, or have it sent to him, when necessary from the store in the head office, and have the letter-boxes in rural localities which need painting, painted as he comes across them in the course of his tour, at recurring intervals of about a year. For further instructions regarding the painting of letter-boxes, *see* rule 216.

280. Letter-box locks.—The Assistant Superintendent should always carry about with him, when on tour, half a dozen locks of the size used for letter-boxes, and make a point of examining the lock of every letter-box he comes across, replacing the lock by a new one when it is found broken or out of order. When new locks are supplied to replace unserviceable ones, the Assistant Superintendent should at once send intimation of this to the Superintendent.

281. Stock book.—A stock book (Sk.-1) should be maintained by the Assistant Superintendent in accordance with the instructions given in rule 214 for the guidance of Superintendents.

282. Overseers' diaries.—The Assistant Superintendent will receive from overseers of mail lines situated in his sub-division weekly copies of their diaries (Genl.-4) and a summary of work in form (Genl.-12) with the diary for the last week of the month. These should be carefully scrutinised, and such action as may be necessary should be promptly taken. The balances at credit of the depositors, as recorded by the overseer in his diary, should be got verified by the head postmaster concerned. They should then be filed by the Assistant Superintendent.

283. Acquittance rolls for road establishments.—The acquittance rolls (A.C.G.-24) for payments made by overseers to road establishments will, when they are complete, be sent by the overseer to the Assistant Superintendent. The Assistant Superintendent must carefully examine each item and satisfy himself that payment has been promptly and correctly made. He should also see that the submission of the roll has not been unduly delayed by the overseer. Every case in which the road establishments to be paid by an overseer are not paid within his first circuit in the month should be specially reported to the Superintendent. The Assistant Superintendent should write at the foot of each roll the total amount for which he is satisfied

that payment has been made, and, after signing the entry, forward the roll to the head office concerned so as to reach that office at latest by the end of the month in which the salaries are paid.

284. Monthly copies of sub-office accounts.—The monthly copies of sub office accounts [Pa-17 (a)] or a consolidated date-wise copy of the Cash Receipt Journal (A.C.G.22 (b) S.O.) and Cash Payment Journal (A.C.G.22 (c) S.O.) in the prescribed form, as the case may be, or the monthly bundle of sub-office daily accounts in form (A.C.G. 22 (a) S.O.) relating to the sub-offices within the Assistant Superintendent's powers of inspection will, after disposal by the Superintendent, be sent by him to the Assistant Superintendent, who must at once take any action that may be required on his part by the orders passed by the Superintendent. The Assistant Superintendent should also examine the accounts in the same way as the Superintendent (*See* rule 136), and if any point seems to have escaped the Superintendent's notice, he should draw his attention to it. As soon as each account is finally disposed of by the Assistant Superintendent, he should return it to the Superintendent, after recording on it the steps taken by him and any remarks he may have to offer.

285. Monthly abstracts of branch office transactions.—In the beginning of each month the Assistant Superintendent will receive, from each branch office in his sub-division through the account office an abstract of the monetary transactions of the office for the preceding month in form Pa-7. After carefully examining the entries in these abstracts with a view to see that the cash balances (including the amounts with village postman) retained during the month were within the prescribed limits, and that the balances held in stamps and represented by the postage due on articles in deposit, were not, on any day, *largely* in excess of the authorised maximum balance for stamps or of the daily average amount of postage due on articles in deposit during the preceding month, as the case may be, the Assistant Superintendent should forward the documents to the Superintendent with such remarks as may be called for.

286. [*Deleted*].

287. Custody of cash in branch offices.—(1) It may not be necessary to supply a safe to every experimental branch office; but in any case in which the Assistant Superintendent considers that one is required, he should make a report to the Superintendent.

(2) When a safe is supplied to a departmental branch office, the Assistant Superintendent should issue the necessary orders regarding the arrangements to be made for securing it in a safe place. The safe should be kept at the nearest police station, whenever this is practicable; otherwise it

should be kept in the branch office, if the branch postmaster lives there. In either case, the safe must be secured in the prescribed manner (*See* rule 120).

Note.—The above orders regarding location of iron safes do not apply to extra-departmental branch offices. When a safe is supplied to extra-departmental branch office, the branch postmaster may be allowed to keep it in a place convenient to him. It must be noted that all extra-departmental branch postmasters, whether their offices are provided with iron safes or not, make their own arrangements for the safe custody of cash and valuables on their own responsibility.

288. Departmental buildings.—The duties of the Assistant Superintendent in connection with the arrangements for the construction or repair of buildings departmentally or of departmental stage huts, will be found in the *Post Office Manual*, Volume II.

289. Complaints by the public.—Complaints received by him direct from the public should be acknowledged by him and forwarded to the Superintendent of Post Offices or Grade 'A' Postmaster with his full report for direct disposal. Complaint sent to him for enquiry by the Superintendent or Grade 'A' Postmaster should be enquired, into and disposed of in accordance with the rules and instructions contained on the subject in *Post Office Manual*, Volume V.

290. [*Deleted*].

291. Register of lines and stages.—The Assistant Superintendent should maintain a register of lines and stages in respect of his sub-division in form (M-40). Entries should be made in the register in alphabetical order, and where a line traverses two sub-divisions each Assistant Superintendent should record it throughout its length. It is of special importance that the register should be kept corrected up to date in accordance with correction memos., issued by the Superintendent from time to time.

292. Submission of returns.—(1) The Sub-Divisional Assistant Superintendent should prepare and submit the periodical returns and documents as laid down in the Table below rule 197 to the Superintendent. Besides this, the following returns and documents should also be prepared and submitted by the Assistant Superintendent :—

Description of return	To whom submitted	Period	Date of submission
1. Extract from punishment register [App.-32 (b)]	Postmaster of head office concerned.	Monthly	25th of each month.
2. Absentee statement of road establishment.	—Do—	Monthly	—Do—

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

292/1. Record.—The list below shows different classes of records required to be maintained by the Assistant Superintendent of Post Offices and the period for which they should be preserved.

Class of records	*Period of preservation*
1. P.M.G.'s circulars and circle orders	Three years counting from the month of January following the close of the calendar year in which they were issued.
2. D.G.'s circulars and General orders.	Three years —Do—
3. P.M.G.'s weekly Sorting orders and Sorting Memos.	One year counting from the month of July following the close of the official year in which they were issued.
4. [*Deleted.*]	
5. Copies of publications and Manuals.	One year after receipt of new editions.
6. Confidential records and Character sheets of B.P.S.-1 and 2 officials within the jurisdiction of an Assistant Superintendent, Post Offices, with declarations prescribed in rule 77 of *Post Office Manual Volume IV.*	Five years after the officials concerned have died or resigned. Ten years after the officials concerned have been retired, removed, discharged or dismissed, etc; or until they attain the age of 65 years whichever is earlier [*see* rule 201(l)]. Character sheets of officials who have absconded should not be destroyed without the special permission of the Head of the Circle.
7. List of letter-boxes in the sub-division.	One year after the preparation of a new list.
8. Inspection notes.	One year counting from the month of January following the close of the calendar year in which they were prepared.
9. Punishment register	One year counting from the month of July.
10. Personal files and other records relating to leave, appointment and punishment of postmen and B.P.S. 1	Three years after the month in which the official concerned ceased to belong to the Department, except in the case of

Class of records	*Period of preservation*
and 2 officials.	absconders whose records should not be disposed of without the special permission of the Head of the Circle.
11. Correspondence register.	Three years after the year in which they were closed.
12. Gradation lists of officials under his control.	Three years after the issue of new ones.
13. Stock invoices.	Three years counting from the month of July following the close of the official year in which they were prepared.
14. Stock book.	Should be destroyed when new book is opened after obtaining the sanction of the Head of the Circle.
15. Memorandum book.	Permanent.
16. Order Book.	Permanent. May be destroyed with the special permission of the Head of the Circle.
17. Maps	One year after new ones have been supplied or prepared.
18. Consolidated hours of business of the branch post offices.	One year after they have become obsolete.
19. Consolidated Memo. of authorised balances.	
20. Route lists and beat maps of village postmen.	
21. Village sorting lists.	
22. Register of lines and stages. . .	
23. Copies of correspondence.	One year after the month in which the cases were finally closed.
24. Files of loss and fraud cases. . .	Three years after the month in which cases were finally closed.

293. Diaries.—(1) The Assistant Superintendent must keep a diary, in form (Genl. 1) in which he should briefly describe the day's work showing clearly not only every post office and mail line visited or inspected, but also the name of every village visited (with the name of the post office by which it is served and the time spent at each office and village). He should record in his diary the action taken by him in cases which are not of sufficient importance to require a separate report to the Superintendent, but which should come to his notice. He should also verify the payment of as many money orders as possible and note the numbers of money orders verified and the result of check in his diary. The result of the check carried out in accordance with the provision of rule 270/1 and 270/2 should also be noted in the diary. Details of inspections should not be given in the diary, but reference should be made to the copies of remarks in order books forwarded separately to the Superintendent.

(2) A copy of the diary for the preceding week should be sent to the Superintendent on the 1st, 8th, 16th, and 24th of each month, and the diary sent on the 1st should be accompanied by a summary of Assistant Superintendent's work and a copy of the travelling allowance bill for the previous month.

Note—The Assistant Superintendent attached to the offices of Heads of Circles when proceeding on tour for the purpose of making enquiries should submit to the Head of the Circle concerned a diary showing the places visited and the progress made with the investigation entrusted to them.

294. Tests.—The Assistant Superintendent should frequently issue test letters, and also apply other tests on the efficiency and honesty of the branch postmasters and village postmen in his sub-division (*see* rules 231 to 233). Tests applied by the Assistant Superintendent on the clearance of letter-boxes should be communicated to the Superintendent in the summary of Assistant Superintendent's work (Genl.-2) in the statement provided for the purpose on the reverse of the form. In all other cases, whenever a test is applied, it should be mentioned by the Assistant Superintendent, in his diary.

295. Director-General's circulars.—Circulars are ordinarily issued by the Director-General once a month; but if, in any month, there is no material for a circular, no circular is issued in that month. Care should be taken to correct previous circulars on receipt of subsequent ones. Circulars issued by the Director-General will be received from the headquarters post office of the division. The circulars should be kept in a separate guard file and removed after the lapse of three years counting from the month of January following the close of the calendar year in which they were issued and disposed of as waste paper.

296. Postmaster-General's circulars.—All circulars from the Postmaster-General should be filed by the Assistant Superintendent of Post

Offices in a separate guard book. Care should be taken to correct or cancel previous circulars on receipt of subsequent ones. All circulars should be removed from the guard book after the lapse of 3 years counting from the month of January following the close of the calendar year in which they were issued, and disposed of as waste-paper. The Assistant Superintendent will be held responsible that orders issued by circulars are understood and duly carried out by the branch Postmaster under his control.

297. Disposal of records.—The different classes of records in an Assistant Superintendent's office should be disposed of in the manner prescribed by rule 201 for similar records in a Superintendent's office.

298. Order book of Assistant Superintendent's office.—(1) The Assistant Superintendent will keep an order book in form (MS.-8), in which the Superintendent will record his remarks and orders after inspecting the Assistant Superintendent's office. The Assistant Superintendent is responsible that any action required by the remarks or orders of the Superintendent is promptly taken.

(2) The order book will be kept in the personal custody of the Assistant Superintendent 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 misconduct and render the offender liable to dismissal apart from facing criminal proceeding in a Court of Law under the Criminal Law.

299. Verification of balances of head offices.—(1) The Assistant Superintendent must thoroughly and completely verify the balances of all the second class head offices within the limits of his sub-division twice in every twelve months.

(2) Each verification should be carried out in a complete and thorough manner in accordance with questions 1 to 21 of the standard questions. When verifying the balances, the Assistant Superintendent should make notes of the verification in accordance with the instructions in rule 239 and clauses 1-21 below that rule. These notes should be kept on record in the Assistant Superintendent's office after being signed and dated by him. When the verification is completed, a copy of the remarks recorded in the order book (MS.-8) should be forwarded within 10 days of the date of commencement of verification to the Superintendent, who should retain in his own office the remarks relating to second class head offices and take such action upon them as may be called for.

300. Inspection of Post Offices.—(1) The Assistant Superintendent must thoroughly inspect, twice every twelve month, such sub-offices in his

sub-division as are assigned to him by the Postmaster-General and all branch offices except those that are inspected by the Superintendent under rule 238.

(2) In carrying out the inspections, the Assistant Superintendent should be guided by the instructions contained in the rule cited in the preceding paragraph except that the copy of the remarks in the order book (MS-8) should be submitted to the Superintendent instead of to the Postmaster-General. If the copy of the remarks is returned by the Superintendent with orders for further action or report, the Assistant Superintendent should, after taking note of the order, send back the copy to the Superintendent for record in his office.

Note 1.—See rule 21.

Note 2—The Assistant Superintendent need not travel on Sundays or, inspect on Sundays and Post Office Holidays but this refers only to ordinary routine business and does not warrant the postponement of any thing urgent, such as an enquiry into a complaint or criminal charge. The restriction is however permissive but not mandatory.

Note 3.—The Assistant Superintendent may authorise the return to the stock depot of unserviceable or surplus articles from all offices inspected by him and also the transfer of articles of stock from one branch office to another, a report being submitted at once to the Superintendent. When inspecting a branch office, the Assistant Superintendent should prepare and submit direct to the Stock Depot an indent for any articles of stock that may be wanted for the office. Indents for articles of furniture should however be forwarded to the Stock Depot through the Superintendent.

301. Order book.—(1) When the inspection or the verification of the balances of an office is completed, the Assistant Superintendent should record in the office order book (MS-8) his remarks on the results of the inspection or verification, noting the dates included in the period of his visit. These remarks should be clear and complete and should include all irregularities noticed and instructions given whether on the points referred to in the standard questions or on any other points which may have come to the Assistant Superintendent's notice in the course of the inspection. In the case of a head office or higher selection grade sub-office the remarks in the order book should be confined only to the irregularities noticed and should not contain any instruction to the head postmaster or selection grade sub-postmaster. The remarks in the order book should be signed and dated by the Assistant Superintendent.

(2) The Assistant Superintendent should at each inspection examine the office order book, to see whether it is in good order and that the pages are complete, and should also satisfy himself that any action required on the part of the office by the orders or remarks recorded at the last inspection was promptly taken.

302. Periodical inspection of mail lines.—(1) (a) Mail lines must be inspected twice every twelve months at intervals of about six months. The inspections will be made by either the Superintendent or Assistant

Superintendent, but ordinarily only the less important mail lines will be inspected by the Assistant Superintendent. The inspection of mail lines should, as a rule, be carried out during the course of a tour, and the result should be noted in the diary. The following questions will suggest the points to which enquiries should be specially directed:—

(*a*) Are the runners' huts wherever provided suitably situated on the side of the road? Are they in good repair; and do the runners live in them?

(*b*) Is the full number of runners entertained; and is the number sufficient?

(*c*) If the weight of mails is excessive, can it be reduced by using smaller bags or diverting a portion of the mails to other lines?

(*d*) Do the runners receive their pay regularly and in full? Have they any complaints to make on this or any other subject against the overseer? If so, are their complaints well founded.

(*e*) Are the runners supplied with badges, belts and staves; and are these used by them when on duty?

(*f*) Does the overseer constantly travel over the line; and does he keep the runners under efficient control?

(*g*) Would any revised arrangements or change of route or replacement of mail runners line by mail motor line expedite the transmission of the mails or improve the service?

(*h*) Has the overseer a copy of the rules for overseers and, if so, is it kept corrected up to date?

(*i*) Are the character sheets of all runners correctly and properly maintained as required under the rules.

(*j*) Have copies of the whole character sheet containing adverse remarks recorded during the year or for the period under review been furnished to the officials concerned and their acknowledgements obtained and kept on record as required under the rules?

(b) The entries in the overseer's order book (MS-8) of articles of stock received by him for his own use, or the use of runners under him, should occasionally be checked with the entries in the stock book (Sk.-1) of the principal terminal offices.

(2) The Assistant Superintendent should, when the inspection is completed, write in Urdu or in regional vernacular in the overseer's order book any remarks that may be called for, or any orders that he may wish to record, and attach his signature. A copy of any remarks or orders written in the overseer's order book should be made (in English) in the Assistant Superintendent's diary in which the result of the inspection is noted.

ASSISTANT SUPERINTENDENTS OF POST OFFICES (TOWN)

302/1. Duties of Assistant Superintendents of Post Offices (Town)—(1) Assistant Superintendents of Post Offices (Town) are required to assist the Postmasters in the control and general supervision of Town sub offices attached to the Head Office, to carry out the inspection of such Town sub offices as are assigned to them, to oversee the work of franchised post offices, to supervise the work of postmen and other outdoor staff, to investigate into cases of loss and fraud involving amounts not exceeding Rs. 50,000 and enquire into complaint cases and to generally perform any out-door work assigned to them by the Postmaster.

(2) Where the Town Sub-offices are not under the administrative control of grade 'A' postmaster, the Assistant Superintendent of Post Offices (Town) attached with him will be required to perform all the duties prescribed for the Tow Inspectors in respect of that office. He may, however, in certain cases be also entrusted with the general control of some of the town sub-offices, and be required to perform all the duties of a Sub-divisional Assistant Superintendent in respect of such offices, in addition to performing the duties of the Town Inspector for the grade 'A' office.

(3) He will submit his diaries and monthly summaries to the Postmaster in the manner prescribed for the Sub-divisional Assistant Superintendents. Where he is placed in charge of town sub-offices not under the control of the postmaster a copy of the diary and summary will also be submitted to the Divisional Officer concerned.

(4) In case where Town Inspectors are attached to the office, all routine enquires and complaints will be assigned to the Town Inspector by the Superintendent or Grade 'A' Postmaster, as the case may be.

CHAPTER 4

TOWN INSPECTORS OF POST OFFICES AND OVERSEER POSTMEN

TOWN INSPECTORS

303. Jurisdiction of Town Inspectors.—The Postmaster-General will fix the jurisdiction of each Town Inspector in his circle.

304. Powers of Town Inspectors.—The power of a Town inspector are limited to reporting cases of suspected fraud, negligence, irregularities, etc., to the Superintendent or postmaster to whom he is subordinate. He has no power to appoint, dismiss, transfer, or punish subordinates, and he will, therefore, not keep character sheets.

305. Duties of Town Inspectors.—(1) The Town Inspector's primary duty is to supervise the work of postmen and of other postal subordinates working outside the office, such as letter-box peons, runners, etc.

(2) He should also make any personal enquiries entrusted to him by the postmaster, and generally perform any out-door postal work which the postmaster may assign to him, but in no case should he correspond with the public.

(3) He should also, under the postmaster's orders, supervise the working of the town offices, and inspect, at such intervals as may be directed, those town offices that are assigned to him for this purpose by Postmaster General, and after inspection should record his remarks in the order book. When going around on duty outside his, office, the Town Inspector should pay unexpected visit to post office at places on his way and satisfy himself in a general way that the cash and stamp balances of the office are correct and have not unnecessarily been retained in excess of sanctioned maximum ones, that work is being properly conducted, that the arrangements for the transaction of business with the public are satisfactory, that the officials perform their duties properly, that the office is kept neat and tidy, and that all current notices are exhibited on and obsolete notices removed from the notice-boards.

306. Personal knowledge of subordinates.—In order to be able to control his subordinates effectively, it is essential that the Town Inspector should make himself acquainted with (*a*) the character of all officials attached to town offices, and of the postmen and letter-box peons attached to the head office, (*b*) the beat of each postmen and letter-box peon, and (*c*) the

estimation in which each postman is held by the public he serves. He should take every opportunity to acquire a thorough knowledge of the conduct and antecedents of postmen and letter-box peons under him.

307. Knowledge of Post Office rules.—A Town Inspector must possess a practical knowledge of post office work, as well as a thorough knowledge of the rules in the Manuals and the Post Office Guide. He should be qualified to instruct his subordinates in their duties, especially when any new class of business is undertaken by the Department or when any change in procedure is introduced. He should also be qualified to take charge of and work a sub or branch office if required.

308. Memorandum book.—The Town Inspector should keep a rough memorandum book in which he should make entries regarding any matters worthy of note which would not ordinarily be placed on official record. All occurrences coming under his notice, which can be used subsequently for the application of checks on the offices under him or on the working of postmen or letter-box peons, should be noted in this book, which should be handed to his successor.

309. Postal map of town.—The Town Inspector should maintain a postal map of his jurisdiction in accordance with the instructions on the subject in the *Post Office Manual*, Volume II.

310. Delivery beat lists.—(1) The Town Inspector must make himself familiar with the delivery beats of all postmen in the town. To enable him to do so, the postmaster will prepare and furnish him with a book, which will be in two parts:—

(a) A complete list of all the delivery beats into which the town is divided, with a list of the main quarters of the town, the streets, and chief places of public business or trade in each beat, arranged according to the order of delivery in the beats.
(b) An alphabetical list of all the main quarters of the town, the streets, and chief places of public business or trade in the town with the numbers of the beat in which they are located.

(2) The Town Inspector should see that every postman is thoroughly acquainted with the localities in his own beat and is familiar with the names and addresses of all the permanent residents. For this purpose, he should, from time to time, test each postman's knowledge of his beat by examining him in the beat list, and should record the result in his diary for the postmaster's information. The delivery beat lists should be added to, or corrected from time to time as changes are ordered by the postmaster, and the book should be made over by the Town Inspector to his successor.

311. Tests.—It is the Town Inspector's duty to see that outside letter. boxes are cleared punctually at the hour fixed, and that they are in good condition and properly painted. When he passes a letter-box he should satisfy himself that the hour-plate exposed is the correct one. He should also, when he meets a letter-box peon, examine the hour plates, in his custody to see that he is up to time. The clearance of the head office and the town sub-office letter-boxes should also be tested as frequently as possible by posting test-letters and cards to the postmaster. The Town Inspector should also frequently post test-cards addressed to himself. All test-letters and cards should be posted 3 or 4 minutes before the hour of next clearance of the letter-box. All letter-boxes in the jurisdiction of a Town Inspector must be tested once quarterly, simultaneously, at a time unknown to the letter-box peon and a report submitted to the Head of the Unit. The Town Inspector should also apply other checks to test the efficiency and honesty of sub and branch postmasters, postmen and letter-box peons under his control. Whenever a test is applied by the Town Inspector, he should record the fact in his diary (Genl.-3) and also attach to it the test-letters and cards with a brief remark as to the result of each test.

312. Supervision over postmen.—(1) The postmen, while in the office, are under the supervision of the delivery clerk, but as soon as they leave the office, the Town Inspector is responsible for their movements.

(2) The Town Inspector should attend all the deliveries every day, sign the statement of deliveries if authorised to be kept up in the delivery department under the orders of the Postmaster-General, and leave the office with the postmen. It is his duty to see that the postmen wear their uniforms, belts and badges when on duty, that they are dressed neatly and cleanly, that they do not loiter about after they leave the office but proceed immediately on their beats, that they do not deviate from the beat prescribed, and that they do not employ the agency of any unauthorised person to deliver articles entrusted to them for delivery. All irregularities noticed should be entered in the diary (Genl.-3).

(3) The paid delivery is the most important delivery. It is of great importance that paid articles should be placed in the hands of addressees as soon as possible, and every means of expediting this delivery should be adopted. The Town Inspector should follow the postmen to see that they distribute letters without delay. He should also post test-letters to the address of persons residing near the end of a postman's beat in order to ascertain that the postman completes his work within a reasonable time.

313. Examination of postmen's bags.—(1) The Town Inspector must frequently examine the bags of postmen while they are out on their beat with the object of ascertaining whether any article has been detained or passed

from one postman to another without the intervention of the delivery clerk and whether the bags are in good order. He should also see that—

(*a*). each postman carries a supply of postage stamps, embossed envelopes, postcards and money order forms for sale and such postal forms as are used by the public;

(*b*) the postmen's books are correctly filled up before the men leave the office;

(*c*) proper receipts are obtained in the postmen's books for signed receipts and registered articles returned undelivered;

(*d*) every unpaid letter bears an impression of the Postmaster's unpaid stamp;

(*e*) the amount of advance for stamps exists either in cash or stamps;

(*f*) the special pads for taking thumb- impressions are kept clean, and that they are properly inked;

(g) each postman has in his bag a correct copy of his beat list signed by the head delivery clerk and countersigned by the postmaster.

(2) If any irregularity is detected, a note should be recorded in the diary (Genl.-3) and in the postman's book (MS.-27). The postman's book should be initialled each time his bag is examined.

314. Undelivered articles.—Articles incorrectly treated as refused or unclaimed, or those on which the remarks as to cause of non-delivery are not clear will be transferred by the postmaster to the Town Inspector, under receipt, for further enquiry. The Town Inspector must do his utmost to deliver the articles or at least to obtain some clue regarding the addressees. If any such article is delivered by the Town Inspector he should call upon the postman in fault to explain his neglect and should submit the explanation with his own remarks to the postmaster. The result of his endeavours to effect delivery should be noted in the diary, and the covers of all articles delivered should, if possible, be attached to the diary. Any postage recovered on unpaid articles delivered by the Town Inspector should be made over under receipt to the treasurer, and all articles returned as undeliverable should be made over to the deposit clerk under receipt.

315. Enquiries.—(1) All cases received by the Town Inspector for enquiry should be attended to by him immediately on receipt. Complaints

sent to him for enquiry by the Superintendent or the Grade 'A' Postmaster, should be gone into with the determination to get at the bottom of them and he should be careful to prevent all unnecessary delay. The practice of endorsing original papers "for enquiry" to sub and branch postmasters and others is strictly forbidden and the Town Inspector has no power to transfer any case to a subordinate without obtaining the postmaster's orders to that effect. He must go personally to the town offices concerned and obtain definite replies on the specific points.

(2) If any written complaint addressed to the Postmaster is tendered by any member of the public to the Town Inspector while on duty in the field outside the office, he should readily receive the same under receipt , if desired to do so by the complainant, for submission to the Postmaster on return to office.

316. Hours of dispatch of mails.—(1) The postmaster will furnish the Town Inspector for his guidance with a statement, according to the form given in this rule, of the hours of dispatch of mails from town offices.

Name of town office.	Number of dispatch.	Name of office or section to which the dispatch is sent.	Distance in Kms from the office or section named in column 3.	Time occupied in transit.	Hour of last clearance of letter-box.	Hour of dispatch from town office.	Hour of arrival at the office or section named in column 3.	Mode of conveyance.	Details of the mails comprising each dispatch.	Remarks.
1	2	3	4	5	6	7	8	9	10	11

(2) This statement contains useful information, and should be referred to by the Town Inspector when making enquiries into complaints regarding delays to letters, detentions to mails, etc. It will also help to check the working of runners.

(3) The statement should be corrected from time to time as changes are made by the postmaster, and it should be made over by the Town Inspector to his successor.

317. Diary of Town Inspector.—(1) A clear and accurate account of the Town Inspector's work during the day should be noted in a diary in form (Genl.-3) to be submitted every evening to the postmaster who will examine it and pass his orders on it. The Town Inspectors should not submit their diaries for Sundays and post office holidays to the officers concerned but should note the date followed by the word 'Sunday' or 'Holiday' at the top of the diary of the subsequent day.

(2) This diary will ordinarily be the only written communication between the Town Inspector and the postmaster, with the exception of reports on important complaint cases. All cases, suggestions and recommendations, therefore, which are not of sufficient importance to require a separate report to the Superintendent or postmaster, but which, it is necessary or desirable, should come under his notice, must be detailed in the diary, blank sheets being attached to the printed form, if necessary.

(3) The diaries will be kept on record in the offices to which the Town Inspectors are attached after action has been taken on the orders passed on them.

OVERSEER POSTMEN

318. Duties of overseer postmen.—Overseer postmen attached to offices where Town Inspectors are employed will assist the Town Inspector in supervising and checking the work of postmen, posting test-letters in unimportant localities and making enquiries into simple matters. In offices where there is no Town Inspector, they should perform the duties prescribed. for Town Inspectors in rules 304 to 306 and 310 to 314 with the exception of inspection of town offices and enquiries into important cases.

319. Diaries of overseer postmen.—(1) Overseer postmen should submit every evening to the Town Inspector or, where there is no Town Inspector, to the postmaster, a diary of the work done during the day in form (Genl. 3) prescribed for Town Inspectors with necessary alterations in manuscript. The overseer postmen should not submit their diaries for Sundays and Post Office holidays to the officers concerned but should note the date followed by the word ‘Sunday’ or 'Holiday' at the top of the diary of the subsequent day.

(2) The Town Inspector should scrutinise the diaries and submit them with his own to the postmaster after checking each diary and recording his remarks with regard to the irregularities brought to notice.

(3) Postmasters should dispose of the diaries of overseer postmen in the same way as those of Town Inspectors.

CHAPTER 5

ASSISTANT SUPERINTENDENTS, MAIL SORTING AND TRANSPORTATION

320. Duties of Assistant Superintendents.—(1) Assistant Superintendents, Mail Sorting and Transportation, are placed in charge of sub-divisions which comprise of groups of sections and mail offices into which every Superintendent's division is apportioned.

(2) Assistant Superintendents, M.S.T., are entrusted mainly with the duties of checking the sorting work done by sections and mail offices, the transshipment of mails at important stations and making investigations into cases of loss and fraud, etc.,

Note.—M.S.T. officials not below the rank of sorters may be specially employed to supervise the transshipment of mails at important stations and to control porters, lorry drivers and other sub-ordinate staff of the M.S.T. They are called Platform Inspectors. They should be men of active habits and should be in touch with the Railway/Steamer officials at the stations.

321. Knowledge of Rules.—(1) An Assistant Superintendent must possess a practical knowledge of M.S.T. work, and be thoroughly acquainted with the rules in the *Post Office Manuals* and the *Post Office Guide*. He should possess a good knowledge of the Pakistan Penal Code, Criminal Procedure Code and *Qanun-e-Shahadat*, 1984 and should be able to conduct investigations into cases of loss and fraud. He should also be able to conduct prosecution in non-cognizable cases and to assist the Police/F.I.A. or the Prosecuting Officers in investigation or prosecution of departmental cases. Knowledge of *Fundamental and Supplementary Rules* and *Civil Service Regulations* is also essential for an Assistant Superintendent.

(2) An Assistant Superintendent is supplied with a copy of each of the publications noted in Appendix III to *Post Office Manual*, Volume II, against which the expression 'Supervising Officers' or 'Supervising Officers Post Office and M.S.T.' appears.

322. Assistant Superintendent, M.S.T., attached exclusively to a District Mail Office or a particular set.— (1) An Assistant Superintendent, M.S.T., attached exclusively to District Mail and Sorting Offices in large towns or to a particular set in those offices is required to exercise general supervision over the working of the set under him and ensure that it functions in a smooth, efficient and orderly manner. He should also make it a point to see that the office is kept neat and clean and that the staff is punctual in attendance.

(2) He is principally required to check the sorting work and ensure that all rules and orders in that connection are carefully observed by all the operative staff. He should, as a daily routine, examine and check the contents of important bags and labelled bundles opened and closed by the set, as well as the contents of as many of the labelled bundles passing in transit through it which have not already been examined by any other officer as possible. He should initial the check-slips of labelled bundles examined in token of having checked them. In checking bags opened and closed, he must see whether all justified labelled bundles have been prepared. He should also occasionally satisfy himself by means of test-checks that bulky packets, newspapers, etc., posted or received in sorting are fully pre-paid, and the postage stamps affixed thereon are genuine and have been duly impressed with date-stamp. An Assistant Superintendent attached to Mail and Sorting Office dealing with outward or/and inward foreign mails should specially supervise the disposal of outward/inward foreign mails.

(3) He should arrange the disposal of misconnected mails and opening of bags and disposal of contents, whenever important mails are received late or when the mails received by the sets are unusually heavy.

(4) He will carefully scrutinize the primary and secondary Sorting Plans of the office, in the light of actual. statistics, in respect of stations for which direct selections have been prescribed. It will be also his duty to see that every Primary and Secondary sorter has been equipped with a 'note book' in order to enable him to know the names of all the branch offices which are delivered through the Head and Sub-Offices figuring on the Sorting Plans. He should see that items for those branch offices are correctly included in the relative station bundles. It will also be the duty of the Assistant Superintendent to see that the sorters are not unnecessarily shifted from Primary to Secondary or from one Secondary position to another. The work of the Circulation Sorter will be specially scrutinized by this Assistant Superintendent who will also see that the Circulation Chart maintained in the office is correct and up to date.

(5) He should frequently test the knowledge of the sorters in sorting, postal rates and general rules and regulations pertaining to this work. He should also make it a point to see that the Head Sorters and Supervisors also perform their duties properly.

(6) Although he is required to pay his main attention to the work relating to the Sorting Department, he should also give attention to the other Department, specially the Mail, Registration and/or Parcel Departments and satisfy himself that they are functioning smoothly and efficiently.

(7) With a view to apprehending dishonest officials and minimizing incidences of pilferage of Bank Drafts, Cheques, Postal Orders and Foreign

Stamps in foreign/inland articles, he should test the integrity and honesty of the operative staff by posting frequently envelopes, packets and parcels addressed to banks, business houses, industrialists and foreigners in Pakistan, and keep a close watch over their collection and disposal.

(8) He should also see that the different machines installed in the office are kept in good working order and are handled properly.

(9) He may also be required by the Superintendent, to —

(i) visit local Post Offices with a view to detecting the errors in sorting, committed by M.S..T Offices and Sections;

(ii) conduct investigation and enquiries pertaining to loss and fraud cases involving amounts not exceeding Rs. 50,000;

(iii) attend Courts of Law or to assist the prosecuting police agency/Federal Investigating Agency in departmental cases;

(iv) deliver the special bags to high officers on tour;

(v) handle, convey or deliver special bags of the Cabinet Division/National Assembly Secretariat or to perform other duties specially assigned to him by the Superintendent.

(10) The Assistant Superintendent should perform a weekly duty ranging from 42 to 48 hours with a weekly off on Sunday or any other day as determined by the Superintendent. Unless he is away on outdoor duties, he should spend the whole of his time in the District Mail and Sorting Office.

(11) Before leaving office, he should sign the Head Sorter's Daily Report in column 5 and note the actual time of the visit of set.

(12) Besides the duties specified above, he will also perform the other duties of the Sub-divisional Assistant Superintendent laid down in rules 323—335 of this Manual in so far as they are applicable to him. His administrative powers are defined in *Post Office Manual*, Volume III.

323. Sub-divisional Assistant Superintendents.—(1) The Assistant Superintendent of a sub-division is subordinate to the Superintendent of the division and his headquarters will ordinarily be at the most central station in the sub-division. The powers of a Sub-divisional Assistant Superintendent are defined in the *Post Office Manual*, Volume III. One of the principal duties of the Sub-divisional Assistant Superintendent is to assist the Divisional Superintendent in inspection and supervision. He should conduct investigation into cases of abstraction, loss, fraud, etc; involving amounts not

exceeding Rs. 50,000. When on tour, it is his duty to see that the Due Mail and Sorting Lists (M-9) and Sorting Lists of transit sections or transit mail offices (M-46) are kept corrected up to date by the offices and sections he visits. He should conduct enquiries entrusted to him by the Divisional Superintendent. He should post test letters frequently. He should inspect the record office, mail offices and sections assigned to him by the Divisional Superintendent. He is required to check *Sorting work* and to see that all rules and orders in connection with that work are carefully observed by the sorters. He should devote the greater portion of his time to travelling with sections and visiting sorting mail office. When travelling with sections, he should check the contents of all important bags and labelled bundles opened and closed by them as well as the contents of as many as possible of the labelled bundles which are passing in transit through them and have not been checked by any other officer. He is responsible for the contents of all bags and labelled bundles , which are checked by him and should initial the check slips placed in the latter. In checking bags opened and closed, he must see whether labelled bundles are prepared whenever the number of articles for one place exceeds the prescribed minimum. He should examine all return-train bags opened and closed during his presence in the van and see that all articles placed therein have been stamped by the despatching section, a note being made for the information of the Superintendent, of all articles which have been over-carried or missent or which have not been impressed with the date-stamp of the despatching and receiving sections. When not travelling, he should visit post offices and the bags closed by the M.S.T. offices and sections, with a view to detecting errors in sorting committed by the M.S.T. He should, from time to time, spend a day or so in each of (the sorting mail offices in the sub-division, checking in the manner prescribed above the bags closed by the office and examine the contents of the labelled bundles opened and closed or passing in transit through it. Ordinarily, the Assistant Superintendent should work 30 hours a week, of which not less than 24 hours should be spent in travelling. When travelling, Assistant Superintendent should spend the *whole* of his time in the mail van. The Assistant Superintendent should enter in column 5 (signature of officer visiting the van) of the head sorter's daily report the actual time spent in the mail van or mail office. He should be given one complete day's rest in the week on Sunday. He may also be required by the Superintendent to investigate cases of loss or fraud involving amounts not exceeding Rs. 50,000 or to deliver special bags to high officers on tour.

(2) Sub-divisional Assistant Superintendents may authorise the return to the stock depot of unserviceable or surplus articles from mail and record offices inspected by them, and also the transfer of articles of stock from one office to another, a report being submitted at once to the Superintendent.

(3) All the duties in connection with the examination of bag accounts should be performed by Sub-divisional Assistant Superintendent in respect of offices in their jurisdiction. They should see that every set of every section

and every mail and sorting office maintains a due bag list approved by the Divisional Superintendent in Form BCO-6 (Revised). They should ensure that surplus empty bags over and above the fixed imprest are returned daily to the Bag Sub Depot concerned duly entered in the prescribed Form. They should see that the offices concerned accurately and properly maintain the Daily Bag Account Registers.

323/1. Visits to mail offices in course of tours.—When on tour, the Sub-divisional Assistant Superintendent should pay unexpected visits to mail offices at places through which he travels and satisfy himself in a general way that the cash and stamp balances of the offices are correct.

323/2. Inspection of offices and sections.—(1) The Sub-divisional Assistant Superintendent must inspect every twelve months at intervals of about six months such offices and sections in his sub-division as are assigned to him by the Head of the Circle. When the inspection is completed, he should send a copy of the remarks recorded in the order book to the Divisional Superintendent for his examination and disposal.

(2) In carrying out the inspections, the Assistant Superintendent should be guided by the instructions contained in rule 243 except that the copy of the remarks in the order book (Ms.-8) should be submitted to the Superintendent instead of to the Head of Circle. If the copy of the remarks is returned by the Superintendent with orders for further action or report, the Assistant Superintendent should after taking note of the order, send back the copy to the Superintendent for record in his office.

324. [*Deleted***].**

325. Duties in connection with mail arrangements at junction stations.—An Assistant Superintendent of a sub-division specially appointed to supervise the work of important sorting offices at junction stations is required to supervise not only the work of sorting but also the exchange of mails with all important sections starting from, arriving at, or passing through, the station, and will be held responsible that satisfactory arrangements are made for the safe custody of mails while in transit between the mail offices and the mail van. The duty is also required of all Assistant Superintendent when they visit mail offices.

326. Diary and correspondence.—(1) [*Deleted*].

(2) A Sub-divisional Assistant Superintendent must submit to the Superintendent on the 1st, 8th, 16th and 24th of each month, a diary for the preceding week in which he should describe briefly each day's work. The form of diary [Genl.-2 (S)] contains full instructions as to what should be entered in it.

(3) The entries in the dairy under the head "General Report" must be numbered in a consecutive series: such entries as it may be necessary to communicate to other officers (including the Assistant Superintendent's own Superintendent) should be copied on a form of extract (M.S.-26) which should be assigned the same number as the entry to which it relates, and bear the same date as that under which it appears in the diary. The extract reports should be disposed of daily i.e., forwarded with the necessary endorsements to the officers concerned, the endorsements being copied against the corresponding entries in the diary above the Assistant Superintendent's initials and the date of disposal. The irregularities noted under head "Mails examined" should also be numbered in a consecutive series and reported direct to the postmaster, in the case of first class head offices, and to the Superintendent concerned in the case of offices and sections, on a postcard in the prescribed form. Reports relating to matters requiring the Superintendent's personal orders should be endorsed to him.

(4) Ordinarily, the diary and such extracts therefrom as a sub-divisional Assistant Superintendent cannot himself dispose of *should be the only communications addressed by him* to the Superintendent, and separate reports by letter should be submitted only in special cases or when called for. The Assistant Superintendent should also maintain an outward register of his correspondence.

(5) The Assistant Superintendent must avoid the dispatch of unnecessary telegrams, or fax messages and should attend strictly to the instructions relating to the dispatch thereof on service.

327. Monthly summary.—(1) To his diary for the last week of every month, the Assistant Superintendent of a sub-division should attach a summary in form Genl.7 of the work done by himself during the month. From this summary, the Superintendent will judge of the Assistant Superintendent's work and capacity. Care should, therefore, be devoted to making the summary as complete as possible.

(2) If the Superintendent has made any remarks in his review which the Assistant Superintendent should see, a copy of the remarks will be sent to him.

328. Travelling allowance bill.—(1) The traveling allowance bill (T.R.-25) of an Assistant Superintendent attached to a circle or an Assistant Superintendent in a divisional office should be submitted to his immediate superior on the 1st of the month succeeding that in which he travelled on tour on duty.

(2) The travelling allowance bill (T.R.-25) of a Sub-divisional Assistant Superintendent should be submitted to the Superintendent attached to his diary for the last week of the month.

329. Circulars issued by Director-General and Postmasters-General—All Circulars issued by the Director-General or the Postmaster-General should be filed by the Sub-divisional Assistant Superintendent in guard books, care being taken to correct or cancel previous Circulars on receipt of subsequent ones. All circulars should be removed from the guard-books after the lapse of three years counting from the month of January following the close of the calendar year in which they were issued and disposed of, as waste-paper. If it is found necessary to preserve or repeat the instructions contained in such circulars, the Head of the Circle will either incorporate them in the circle orders or reproduce them in a new circular before the previous circular is due to be destroyed.

Note.—The Assistant Superintendents will be held responsible that orders issued by circulars are understood and duly carried out by the officials under their control.

330. Records.—The list below shows the different classes of records required to be maintained by the Assistant Superintendents, M.S.T. and the periods for which they should be preserved :—

	Class of records	*Period of preservation*
1.	P.M.G's Circulars and Circle orders.	Three years counting from the month of January following the close of the calendar year in which they were issued.
2.	D.G.'s Circulars and General Orders.	Three years. Do.
3.	P.M.G.'s weekly Sorting orders and Sorting Memos.	One year counting from the month of July following the close of official year in which they were issued.
4.	Memos, relating to changes in Due Mail and Sorting lists issued by the Superintendents, M.S.T.	Do. Do.
5.	'A' orders issued by the Superintendents, M.S.T.	Do. Do.
6.	'B' orders issued by the Superintendents, M.S.T.	Do. Do.
7.	Copies of Due Mail and Sorting lists of sections and Mail offices in the	One year after the new ones have been supplied.

	Class of records	*Period of preservation*
	sub-division of Assistant Superintendents.	
8.	Memoranda of distribution of work of sections and mail offices.	Do. Do.
9.	[Deleted].	
10.	Copies of publications and Post Office Manuals.	One year after receipt of new editions.
11.	Character sheets of B.P.S. 1 and 2 officials within the jurisdiction of an Assistant Superintendent, M.S.T. with declarations prescribed in rule 77 of the *Post Office Manual*, Volume IV.	Five years after the officials concerned have died or resigned. Ten years after the officials concerned have been retired, removed, discharged or dismissed, etc; or until they attain the age of 65 years whichever is earlier. Character sheets of officials, who have absconded should not be destroyed without the special permission of the Head of the Circle. The character sheet of officials who have retired should be preserved along with pension papers [*see* rule 201(*l*)].
12.	List of letter-boxes in the sub-division.	One year after the preparation of a new list.
13.	Note books.	One year counting from the month of July following the close of the official year in which they are prepared.
14.	Inspection notes.	One year counting from the month of January following the close of the calendar year in which they are prepared.
15.	Punishment register.	One year counting from the month of July following the close of the official year in which they are prepared.
16.	Personal files and other records relating to leave, appointment and punishment of B.P.S. 1 and 2 officials (porters and van peons).....	Three years after the month in which the officials concerned ceased to belong to the Department except in the case of absconders whose records should not be disposed of without the special permission of the Head of the Circle.

Class of records	*Period of preservation*
17. Correspondence Register.	Three years after the calendar year in which they were closed.
18. Gradation lists in respect of the officials (B.P.S. 1 and 2) in the sub-division of the Assistant Superintendent.	Three years after the issue of new ones.
19. Stock invoices	Three years counting from the month of July following the close of the official year in which they are prepared.
20. Stock book	Should be destroyed when a new book is opened after obtaining the sanction of the Head of the Circle.
21. Memorandum book	Permanent.
22. Order book	Permanent. May be destroyed with the special permission of the Head of the Circle.

331. Sorting and Guidance Orders.—(1) A sub-divisional Assistant Superintendent will be supplied with a copy of every weekly sorting order. All **B** orders whether they affect the sections and offices in his sub-divisions or not, will also be supplied to him. On receipt of an **A** order or weekly sorting order, the Assistant Superintendent should correct his own copies of the sorting list. When travelling with a section or visiting a sorting office, he should check the sorting lists to see that they have been corrected. He should also see that they are being acted upon. **A** orders, weekly sorting orders and **B** orders should be filed in separate annual bundles care being taken to correct or cancel previous orders, when necessary, on receipt of subsequent ones.

(2) The Assistant Superintendent should check once in each month, the copies of sorting lists belonging to all mail offices, sections and sorters in the sub-division and see that they are corrected up to date. He should initial and date the Documents on the last page in token of having carried out this check and should record a certificate to the following effect at the end of his diary for the last week of the month:—

> "Certified that the sorting lists of all mail offices and sections in the sub-division have been thoroughly examined by me and found to be corrected up to date with the following exceptions:

(3) He should also check the Sorting Plan of all Offices and Sections once in a month to see that they are corrected up to date. Assistant Superintendent should examine the sorters and Mail Guards in his Sub-Division as to their knowledge of Due Mail and Sorting lists once every month.

332. Statistical memorandum.—The statistical memorandum is a return showing the actual number of articles of each class received from and despatched on the second Wednesday of May of each year to offices and sections in the bags opened and made up by a set on any one trip in the case of sections and on that day in the case of mail offices. The object of the memorandum is to furnish an accurate record of the average amount of correspondence, dealt with by each section and office daily. A Sub-divisional Assistant Superintendent is required to furnish a yearly statistical memorandum for each sorting section and sorting mail office in the sub-division. In the case of sections, there must be separate memoranda for the Out and In-trips. For this purpose, the Assistant Superintendent must travel from end to end of the beat with any set of the section or be present in the mail office during the entire period of its working hours, and personally count the number of articles received and despatched in each bag or sorted bundle. The Assistant Superintendent will be held personally responsible that the entries made by him are correct and that the totals of both sides of the statistical memorandum agree. The memorandum should be sent to the Superintendent for transmission to the Head of the Circle.

333. Tests.—The Assistant Superintendent of a sub-division should frequently post test-letters, to test the punctual clearance of letter-boxes and also to ascertain whether all letters for post offices, etc., for which station bundles are prepared are included therein. Particulars of these tests should be mentioned in his diary under the head "General Report".

334. Memorandum book.—A Sub-divisional Assistant Superintendent should keep a rough memorandum book, in which he should make notes regarding any matters concerning his sub-division that are worthy of note, but which would not ordinarily be placed on official record. All occurrences coming under his notice, which can be utilised subsequently for the application of checks on the offices in the sub-division, should also be noted in this book. The manner in which the memorandum book is kept up by the Assistant Superintendent will indicate whether he is interested in his sub-division or not. The book should be handed by him to his successor when he relinquishes charge of his sub-division.

335. Painting of letter boxes.—(1) A Sub-divisional Assistant Superintendent should carry red paint about with him when on tour, or have it sent when necessary, from the store in the head record office, and have the letter-boxes in mail offices, and railway stations which need painting, painted

as he comes across them in the course of his tour, at recurring intervals of about a year.

(2) The Sub-divisional Assistant Superintendent should also maintain a correct and up-to-date list of all the letter-boxes in Mail offices and at Railway stations within his jurisdiction, showing the name of the mail office or the Railway station where each letter-box is placed and the hours at which it is cleared.

336. Stock book.—A stock book (Sk.-1) should be maintained by the Assistant Superintendent of a sub-division in accordance with the instructions given in rule 214 for the guidance of Superintendents.

336/1. Submission of periodical returns.—The Sub-Divisional Assistant Superintendent should prepare and submit the periodical returns and documents as particularized in the Table given below rule 197 to the Divisional Superintendent, M.S.T.

CHAPTER 6

SUPERVISORS IN MAIL SORTING AND TRANSPORTATION

337. Duties of Supervisors.—Supervisors are engaged in specifically on the work relating to sorting efficiency of the Mail, Registration and Parcel branches of a Mail and Sorting Office as well of the M.S.T. Sections. They have to see that as far as possible no labelled bundles contain any missorted article and that no bundle is missent, i.e., sorted in a wrong bag. The Supervisor should be made full and proper use of in connection with increasing the efficiency in sorting of mails. Inspecting officers of the Circle Office will at the time of each inspection of the Superintendent's office go through the review carried out by the Divisional Superintendent of the Daily Notes of the Supervisors and see whether the Supervisors have been functioning effectively or not.

338. Instructions for the Supervisors.—(1) The Supervisors, Mail and Sorting attached to a District Mail and Sorting Office and with individual Sets will observe the instructions as laid down below:–

(a) The Supervisor will attend office well in time to ensure the commencement of work in Mail department within ten minutes of the commencing hours of the Set. He will check and examine daily outgoing mail handled by the Set during its working hours before he leaves the Set. In doing so care will be taken to see that the bulk (at least 40 per cent) of the entire outgoing mail dealt with by the Set, comes under the Supervisor's scrutiny. He will specially see that no labelled bundle has been misbagged. For any mistake found in those bags by the office of destination, the Supervisors will be held personally responsible.

(b) The Supervisor will examine and check daily the incoming bags, as soon as they are received in the Set. In doing so care will be taken to see that a substantial portion (not less than 40 percent) of the entire incoming mail received by the Set comes under the Supervisor's scrutiny.

(c) While the sorting of mail is going on in the office, the Supervisor will check at least 75% of labelled bundles prepared in order to see that proper check slips have been used with the labelled bundles prepared by the sorters and

handed over to the circulation sorter and that they do not contain any missorted articles. He will initial each labelled bundle examined by him and give the total number of labelled bundles scrutinized by him in his Daily Note.

(d) He will occasionally test the knowledge of sorters in sorting extract, due mail and sorting list and postal tariff, rates, fees, etc.

(e) He will supervise the work in the Circulation department and see that the labelled bundles have been correctly sorted out in proper bags meant for dispatch by the Set.

(f) He will ensure that mails are despatched expeditiously and that no mail suffers detention due to carelessness of the sorting staff. The first class mails which are likely to benefit should only be given airlift by the first available flight.

(g) He will examine the note book of sorters occasionally with a view to ensuring that these are maintained up to date and that all the changes notified in A' Orders, Weekly Sorting Orders, Sorting Memos, Air Mail Orders, etc; are incorporated therein to avoid misrouting and missending.

(h) He will assist the Chief Head Sorter in maintaining discipline and efficiency in the Set throughout its working hours.

(i) He will examine postal mail articles while in transit to detect leakage of revenue and report result in daily note.

(j) He will check daily all the outgoing mail bags destined for Prime Minister's Secretariat, Awan-e-Sadder and important offices without fail to avoid any missending. He will be held personally responsible in case of any missending.

(k) He will prepare and submit the Daily Note to the Superintendent relating to the irregularities detected, violation of departmental rules and procedures noticed and all the work done by him during the working hours of the Set.

(l) He will perform any other official duty specifically required by Chief Head Sorter or any other superior departmental authority.

(2) The Supervisor, Registration and Parcel attached to a District Mail Office will be incharge of the Registration and Parcel Department. He will be

directly subordinate to the Chief Head Sorter. He will perform the following duties: —

(a) He will attend office well in time to ensure the commencement of work in registration and parcel departments within ten minutes of the commencing hours of the Set.

(b) He will maintain separate books of postmarks for parcel and registration departments and attest daily the impressions of seals and stamps obtained therein before they are brought into use.

(c) He will be answerable for any discrepancy between the number of articles of registration and parcel mails received and dispatched by the Set. He will be responsible for efficiency of the office and operational work of both the registration and parcel departments.

(d) He will ensure that the registered bags containing insured articles and insured bags received in the set are handled carefully and are opened by the concerned sorter in his immediate presence. He will examine and check the insured mail articles carefully. The supervisor will sign the registered and parcel abstract containing entries of insured mail articles in token of having carried out the prescribed check.

(e) He will see that the registered bags containing insured articles are closed and sealed with the insurance seal in his immediate presence after verification of their entries in the registered / parcel lists. He will also see that the insured bags are properly enclosed in the relevant parcel bags in his immediate presence and that the insured parcel mail articles for which no parcel bags are closed are transferred to the bag-closer under clear receipt for enclosing in the relevant mail bag.

(f) He will check the leakage of revenue by physical weighment of 50 percent parcels received in the Set and some of the registered letters selected at random and report result thereof in the daily note.

(g) He will check the rough note book of all registration sorters to see that those are written up to date and are maintained properly.

(h) He will closely supervise the work and conduct of staff of both the Registration and Parcel departments. He will be answerable for smooth working of both the departments and report in his daily note any breach of rules or irregularity detected by him. He will ensure that no unauthorized person enters or sits in the Registration or Parcel departments.

(i) He will examine the sorters of registration and parcel departments in the knowledge of sorting extract, memory of due mail and sorting list of the Set, postage rates of surface and air articles of letter and parcel mail, etc. He will ensure that all sorters are fully conversant with the disposal of camp mail articles.

(j) He will examine the contents of at least 20 per cent of the incoming and outgoing registered and parcel bags with a view to detecting the misrouting / missending, non-preparation of the justified parcel bag as well as Registered bundle and leakage of revenue and report result in his daily note.

(k) He will ensure that the money orders are given urgent and proper treatment and all the justified registered bundles are despatched promptly through first available mode of transmission of mail and that no money order suffers detention due to carelessness of any Registration sorter.

(1) He will ensure that the total of the registered / parcel abstract is tallied and the work paper of both the departments are complete in all respects before their submission to the Chief Head Sorter. He will sign the registration / parcel abstracts in token of having carried out the prescribed checks before submission to the Chief Head Sorter.

(m) He will do any duty required of him by the Chief Head Sorter Assistant Superintendent, M.S.T. / Superintendent District Mail Office/ Divisional Superintendent M.S.T.

(n) He will prepare and submit the daily note relating to any irregularity detected and violation of any departmental rules and procedures noticed as well as the work done by him during the working hours of the Set to the Superintendent, District Mail and Sorting Office.

(3) The Sorting Supervisors attached to Sub-Divisions will adhere to the following instructions :—

(a) The Divisional Superintendent will supply to each Sorting Supervisor a Programme of his month's work.

(b) On each working day of the month the Sorting Supervisor has either to be on duty in a District Mail and Sorting Office or with a Section. Splitting of duty hours with the District Mail and Sorting Office or Section should be avoided as far as possible.

(c) When the Sorting supervisor is with the District Mail and Sorting Office he has to perform the same duties as given in sub-rules (1) and (2) above to a Supervisor. Necessary lists of bags, both outgoing and incoming, copies of Due Bag List (bags to be opened and closed), Due Mail and Sorting List, List of contents of portfolio, etc; will be given to him by the Divisional Superintendent.

(d) On day or days during which he is with a section he has to scrutinize each bag as well as labelled bundles received as well as despatched by the section. He will initial all labelled bundles prepared by the section in token of his having examined them.

339. Daily Notes of Supervisors.—(*a*) Each Supervisor shall submit a daily note to his Divisional Superintendent in the prescribed form. Supervisors working under Superintendents, District Mail Office will submit their Daily Notes through the latter.

(*b*) The Divisional Superintendent will examine those Notes with a view to seeing that the Supervisors has performed their duties in accordance with the programme laid down. Any deviation from the scheduled programme as well as any instance of perfunctory work should be noticed severely. The Daily Notes of each Supervisor should be dealt with in a separate file and the relevant Daily Notes referred to whenever any mistake is detected subsequently for which the Supervisor is to be held personally responsible.

340. [*Deleted*].

341. [*Deleted*].

342. [*Deleted*].

CHAPTER 7

OVERSEERS

343. Duties of Overseers.—(1) Overseers are employed in each Division for the supervision of runners' lines, and the work of Village Postmen or Postmen serving in villages. An Overseer is primarily responsible for the efficient working of the mail line or lines under his charge. He will be held personally responsible that the mails are conveyed at the prescribed rate of speed. He must constantly travel over his beat to supervise the runners, and to satisfy himself that the proper number are always present at the different stages when the mail arrives. Where huts are provided for the runners, the Overseer must see that they live in them and not in the neighbouring villages and that where there is no hut, at a stage, the runners await the arrival of the mail at some selected spot.

(2) He may also be required, either exclusively or in addition to the duties prescribed in paragraph one above, to convey or escort remittance from one Post Office to another.

(3) They are also responsible for the systematic inspection of branch offices as may be allotted to them. They should verify the balances in cash and stamps of Branch Offices situated in their beat when they visit them in the course of their circuits. The Superintendent may, where he considers it necessary, require an Overseer to verify the cash balances of small Sub-Offices situated in his beat, at the time he visits them and report the result in his Diary.

(4) The Superintendent will determine what lines or sections of lines are to be placed under the charge of each Overseer. Ordinarily an Overseer should have charge of the main lines or sections of main lines and its branches placed under his control; but where branch lines are of sufficient extent and importance, they may be placed under a separate Overseer.

343/1. Examination of V.P. and insured articles and money orders in deposit in Branch Offices.—(1) Whenever an Overseer visits a branch office for any purpose he should examine all the insured and V.P. articles and money orders in deposit and satisfy himself that they agree with the entries made in the Branch Office Journal and that no article or money order has been detained without justification and that no article bears any signs of damage or tampering. If any V.P. articles have been delivered or money orders paid before the Overseer's visit and if the receipts signed by the addressees are in the Branch Office the Overseer should verify the

correctness of the dates of delivery shown in the receipts, and the genuineness of payment.

(2) The Overseer will also check the articles booked by the Branch Offices to see that they are correctly booked and the stamps have been affixed and defaced and that correct charges have been realised on parcels.

343/2. Examination of Savings Bank pass-books and warrants of payment in deposit in branch offices authorised to do Savings Work.—Whenever an overseer visits a branch office for any purpose, he should examine all pass books and warrants of payment in deposit and satisfy himself that they agree with the entries made in the branch office journal and the branch office S. B. ledger and that no pass book or warrant of payment has been detained without justification and that neither any pass book nor any warrant of payment bears any suspicious or doubtful entries. In the case of the pass book in deposit, the overseer should carefully compare the balance at credit as recorded therein with the relevant entries in the S. B. ledger, and copy these entries into his diary. He should also see that the branch postmaster has not exceeded his powers while allowing withdrawals from S. B. accounts standing open at his office and that the warrants of payment have been properly prepared.

344. Overseer's beats.—(1) The beat of an overseer will be arranged by the Superintendent and will comprise the mail lines (main and branch) placed under his charge and the offices (if any) that he is required to visit in connection with cash remittances. One of the offices situated in the beat will be selected by the Superintendent as the overseer's central office, and he will be required to return to that office regularly at fixed intervals.

(2) The Superintendent will furnish each overseer with a route statement showing the period to be occupied by the circuit of the lines and the branch offices which he has to supervise and the offices (if any) which he has to serve in connection with the transport of cash. The overseer will not be required to visit each line or office on a particular day; but he will be required to visit, in the time fixed, all the lines and offices shown in his route statement.

Note.—It may not be possible in every case for the overseer to complete his circuit within the prescribed time owing to his having to proceed to another part of his beat in order to enquire into a loss case or make mail arrangements, etc., but whenever this is the case, an explanation should be given by the overseer in his diary.

345. [*Deleted.***]**

346. Character sheets.—(1) The overseer or the Assistant Superintendent as the case may be, must himself keep up, in form (App.-10), character sheets of the runners under his control. A separate sheet should be assigned to each runner, and the sheets of all runners should be kept

together in a separate file in accordance with the entries in the Seniority List. A fresh sheet should be used and attached to the previous one, when either the page for noting particulars of the appointment held or the pages for recording remarks are used up. Only cases in which a runner is punished and special cases of good service or misconduct should be noted (briefly) in the character sheets, the order of the Superintendent or Assistant Superintendent being quoted in each case. The character sheets must be kept written up to date calendar year wise and placed from bottom upward in chronological order. The character sheet should be treated as confidential and should remain in the personal custody of the reporting official and be handed by him to his successor when he gives over charge.

(2) Before the reporting official enters an unfavourable remarks in a character sheet, he must obtain the explanation in writing of the runner concerned; and if he makes such an entry subsequently, he will make two copies of the character sheet containing all the entries pertaining to the calendar year or the period under review, as the case may be, and hand over to the runner under receipt and keep the receipted copy on record.

(3) When a runner is transferred or deputed for a period exceeding three months, from the control of a reporting official, his character sheet should be submitted confidentially in a service registered cover to the Assistant Superintendent for disposal, of course, after writing the character sheet up to date if the runner has worked under the reporting official for a period of three months or more.

(4) Character sheets should always be kept unfolded and when it is necessary to send a character sheet by post, it should always be forwarded unfolded and enclosed in a confidential envelope (Lab.-15) registered on service.

(5) Character sheets of runners who have died or resigned should be destroyed by shredding five years after their death or resignations and ten years after their retirement, removal, discharge or dismissal, etc; or until they attain the age of 65 years whichever is earlier. The character sheets of runners who have absconded should not be destroyed without the special permission of the Superintendent. Character sheets of officials who retire on invalid or extra-ordinary pension should be preserved along with the pension cases and destroyed as prescribed in rule 201 (1).

347. Huts for runners.—Where huts are provided in uninhabitated and remote areas for the accommodation of runners, they are erected at the public expense; but strict economy must be observed in building them. It will be the duty of the overseer frequently to inspect the condition of the huts in his beat and to see that they are kept in good repair.

348. Disbursement of pay.—(1) The overseer may be entrused with the duty of disbursing the pay of the road establishment of the mail line or lines under his charge, when the runners cannot, owing to the situation of their homes and stages, conveniently obtain their pay direct from a post office. He will be held responsible that every runner whom he is ordered to pay receives his pay in full, that no unauthorised deductions are made, and that no avoidable delay occurs in distributing pay.

(2) The overseer should attend on the date and at the office specified by the Superintendent, to receive the pay due to the road establishment. The amount to be paid will be made over to him under receipt, together with an extract from the establishment pay bill containing particulars of the pay and allowances to be paid. He should then proceed at once along the line and pay the runners, taking care to make every payment in the presence of a witness and to obtain the payee's signature, seal, or mark in the acquittance roll.

Note 1.—When there is a post office at or near a stage, the runners should invariably be paid by the postmaster. In all cases in which payment is made by the overseer, a respectable person whose name should be recorded in the acquittance roll, should be asked to witness the payment.

Note 2.—[Deleted].

Note 3.—The pay due to a deceased runner should not be paid to any person claiming it without the previous sanction of the Superintendent or the first class postmaster, as the case may be. In all such cases, the overseer should return the pay due to the deceased runner to the postmaster and furnish him with such evidence of the claimant's title to the money as may be available. The Postmaster, unless he is a first class postmaster, will then take steps to obtain the Superintendent's orders as to the payment of the amount.

349. Acquittance rolls.—(1) The overseer will be held responsible for the correct preparation of the monthly absentee statement of the road establishments and its submission through the Assistant Superintendent of Post Offices to the head office so as to reach the head office latest before the date on which acquittance rolls (A.C.G-24) is prepared. Care should be taken by the head office to enter correctly in the acquittance rolls the amount payable to each runner as well as the deductions to be made from him. If the distribution of pay has not been completed before the latest date by which an acquittance rolls is due be prepared by the head office, the amount that remains over should be treated as undisbursed and re-drawn for distribution in the next month. As a general rule the overseer must distribute the pay to all runners present, during his first circuit in the month.

(2) If there are any savings from the amount received by the overseer for disbursement to the runners, e.g. pay undisbursed owing to absence of runners, etc; the amount should be paid to the head office, or remitted to it by service money order before the date on which the acquittance roll is prepared by the head office. Such amounts should be shown in the acquittannce roll as undisbursed, and the date of remittance or payment to the head office should be entered in the column for remarks.

350. Appointment of runners.—(1) The efficiency of a mail line depends in a great measure on the selection of the runners. No man should be employed as a runner, whether permanently or to fill a temporary vacancy, until the competent appointing authority has satisfied itself that the character and antecedents of the applicant are such as to render him in all respects suitable for the job. The vacancies will ordinarily be filled on local basis after their advertisement in the press. Preference should be given to men who belong to villages in the vicinity of the stage where they are to be employed. None but strong, active men, who are able to carry the mails at the prescribed speed should be appointed runners.

(2) The runners may be employed in clearing the 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 cleared at frequent intervals by other officials.

351. Escort of cash remittances.—(1) When the conveyance or escort of cash is, under the orders of the Postmaster-General, included in the duties of the overseer, he will be required to visit the offices mentioned in the route statement, in the order laid down; and if any unusual remittance is to be made, or if the overseer's services are required in any special case, he should, on receiving notice, arrange to perform, the special duty required of him with the least possible deviation from the circuit prescribed in his route statement.

(2) When cash is received by the overseer from any office that he visits, he should count the cash if it is given to him loose and grant a receipt for it before taking it over, or if it is to be enclosed in a locked and sealed cash bag, he should see the money counted and placed in the bag and grant a receipt for the bag, noting its weight above his signature. The overseer should adopt every precaution possible to secure the safety of any cash with which he is entrusted. He should never travel by road by night with cash in his possession, and should be careful to rest only at places where the cash will be safe from thieves. When the cash or cash bag is made over to the office for which the remittance is intended the overseer should take a receipt for the amount or the bag in his diary. An overseer should not take over money from a post office until he is on the point of starting on his journey, and he should make over any money in his charge as soon as he reaches the office for which it is intended. This portion of an overseer's duty is very important and the neglect of it in any particular case will be seriously noticed by the Superintendent.

(3) When conveying cash by train the overseer must conform to the published rules of the railway as to the amount that may be carried free as personal luggage and as to payment for any excess. The cost of the ticket for the journey and excess freight will be advanced under his receipt by the post

office making the remittance and treated as travelling allowance and contingent charge respectively of that office, *Vide* Rule 3, Appendix 17 to the *Posts and Telegraphs Initial Account Code,* Volume V.

Note.—When any of the weapons supplied to overseers become unserviceable, they should be sent to the stock depot.

352. Extra despatches of mails.—Whenever an extra despatch of letter or parcel mails is to be made, due notice will be given to the overseer, and it will be his duty to make timely arrangements for the supply of coolies or runners, or such other conveyance for the mails as may be required by the despatching postmaster. The overseer should furnish the postmaster with a memorandum showing the cost of forwarding the extra despatch, and will receive the required amount from the postmaster, to whom the receipts of the payees should be forwarded when the amount is disbursed. No payment may be made to permanent runners for carrying extra despatches.

353. Monsoon arrangements.—The overseer will be required to make arrangements, under instructions from the Superintendent, for boats and other appliances for the conveyance of mails over unbridged rivers during the rainy season, and for the employment of additional runners on difficult sections of his beat. The period for which the entertainment of monsoon establishment has been sanctioned will be communicated by the Superintendent to the overseer, who will be held responsible and in full. The dates on which the employment of monsoon establishment commences and ends should be reported to the Superintendent and the Assistant Superintendent of Post Offices; and the receipts for the payment made should be forwarded to the head office, with a memorandum showing details of the amount expended.

354. Extraordinary occurrences.—On the occurrence of any serious event, such as a highway robbery of the mail, looting of cash and stamps, the loss of mails, an interruption of the mail service owing to the destruction of bridges by floods, etc., the overseer must proceed with all haste to the spot and make such enquiries and arrangements as may be possible. An urgent report should be sent to the Superintendent and the Assistant Superintendent. Notice should also be given to the nearest post office.

355. Overseer's diary.—(1) Every overseer must keep a diary, in form (Genl.-4), in which he should enter every day particulars of the travelling done by him, the names of stages visited, arrangements made for the conveyance of extra despatches or cash remittances, irregularities and offences committed by the road establishment, leave applications from runners and all other matters on which orders are required or which should be brought to the notice of the Superintendent or Assistant Superintendent.

The signatures of the postmasters of offices visited should also be taken in the diary.

(2) The overseer should, when travelling over his beat, examine the condition and seals of the bags carried by the runners and the books and the articles in the custody of village postman or the postman whom he happens to meet and report the result in his diary. He should also see that each postman carries a supply of postage stamps, embossed envelops, post cards, money order forms, etc; for sale to the public and such other forms as are generally used by the postal customers. He should also verify the balances at credit of the depositors whose pass books are lying in deposit in the branch office with reference to the entries in the S.B. ledger and record the result of the check in his diary. He should also obtain at least ten pass books, selected at random, with reference to entries in S.B. ledgers and otherwise than with the knowledge or cognizance of the branch postmaster concerned, from the residents of the village and compare the balances as shown therein with entries in the ledger and record the result of this check in his diary. He should also satisfy himself that the branch postmaster has kept the specimen signatures neatly and securely pasted at the top of the S. B. ledgers and generally the branch postmaster knows the relevant rules and performs his duties relating to post office savings bank satisfactorily and accurately. He should also check the Book of Preliminary S. B. Receipts (S B. 26) and see that receipts have correctly been issued and that all the original copies of the receipts issued since the book was last checked have been pasted to the corresponding office copies. In case where the corresponding receipt is not pasted he should satisfy that the pass book in respect of that receipt is in deposit in the branch office. He should also verify the payment of as many money-orders as possible and note the number of money-orders verified and the result of check in his diary. He should also from time to time enquire from the residents of the villages through which he passes whether they receive their letters and money-orders payments punctually, and report in his diary any complaints made by villagers in regard to the delivery of letters or the clearance of letter-boxes and the result of his enquiry there into. He should verify balances in cash and stamps of branch offices situated in his beat and, if required by the Superintendent, the balances in cash and stamps, of small sub-offices situated in his beat and satisfy himself that the same are correct and have not been kept in excess of authorized maximum ones and that the liabilities shown in the office are genuine and report the result of the check in his diary. He should also check the used and unused branch office receipts in the current book of receipts and see that they are in consecutive series upto 100 and that the used ones have been issued in chronological order. He should also compare the dates of issue and other particulars on the branch office counterfoils with those on the relative account office receipts and if he notices any dis-agreement between the dates which is not covered by the normal period of transit from the branch office to the accounts office, or any other discrepancy, such as difference in the amount of money-orders

and name of payees or addressees, etc., he should forthwith take up enquiries into the matter, reporting the fact to the Sub-divisional Assistant Superintendent. The result of the check should always be noted by the overseer in his diary and in the order book of the branch office. The results of the checks carried out in accordance with the provisions of rules 343/1 and 343/2 should also be noted in the diary. He should also obtain as many receipts as possible from the remitters of money-orders and see that the date and other entries on each receipt correspond with those in the counterfoils bearing the same number in the book of receipts and note the result and the number of the receipts so verified in his diary. He should also be required to make enquiries into minor complaints including cases of loss provided he is capable of doing the work properly.

(3) The entries in the diary should be made in duplicate, and at the end of each week, *i.e.*, on the 1st, 8th, 16th, and 24th of each month, the upper of the two leaves forming the diary for the preceding week, should be torn out of the book and despatched to the Assistant Superintendent, to whom a summary of work in form (Genl.-12) should be sent with the diary for the last week of the month. Ordinarily, the diary should be the only communication addressed by the overseers to the Assistant Superintendent; separate reports by letter should be submitted only in urgent cases, when early orders are required. The overseers should note in their diaries the hours of their arrival at and departure from post offices visited.

Note 1.—When taking over bags at a stage when there is no post office, runners are required to examine their condition and seals and, if any damage is noticed, to make a report to the first post office that is passed. The overseer should satisfy himself, when travelling over his beat, that this duty is understood by the runners and state in his diary whether the bags are examined at such stages.

Note 2.—Runners may be employed in clearing letter boxes which actually lie on their way. They should not he required to deviate from the prescribed line or route for the purpose of making additional clearances of letter boxes which are already cleared at frequent intervals. The Overseer should satisfy himself while on tour over his beat that this duty is understood by the runners and is faithfully carried out by them. The result should be noted in his Diary.

Note 3.—The office copies of an overseer's diary should be weeded out twelve months after the date on which they were prepared and sold as waste paper after tearing them into pieces.

356. Order Book.—(1) Every overseer will be provided with an order book (M.S.-8) in which the Superintendent or Assistant Superintendent will write his orders, or any remarks he may have to make, after inspecting a mail line. The orders written by Superintendent or the Assistant Superintendent will be in Urdu or a Regional language. Orders or remarks entered in the order book should be carefully attended to by the overseer.

(2) Overseers must enter in their order books a list (with the dates of receipt) of all articles of stock received by them for their own use or the use of the runners under them.

(3) The Order Book will be kept in his personal custody and he should see that it does not get damaged. Each Order Book has 200 serially numbered pages. The willful removal of page from the Order Book will be regarded as a serious misconduct and render the official liable to dismissal apart from facing criminal proceedings in a Court of Law which may be initiated by the Department under the Criminal Law.

CHAPTER 8

STOCK DEPOTS

PRELIMINARY RULES

357. Object of a stock depot.—A stock depot is established at the headquarters of each circle for the custody and supply of articles required for the use of post offices or M.S.T. offices and sections, as the case may be. Each Postal Circle will have only one Stock Depot. The official in charge of a stock depot is designated *Manager* in postal circles, and he is under the immediate orders and supervision of the Head of the Circle.

358. Books kept in a stock depot.—The following books and accounts should be kept in a stock depot:—

(*a*) Receipt day-book [S.K-51 (*a*)].
(*b*) Stock register (S.K-51).
(*c*) Index of invoices despatched (SK.-53).
(*d*) Book of orders for the purchase of article locally (S.K-54).
(*e*) Statements of expenditure.
(*f*) Account of charges on goods despatched and received (SK.-52).
(*g*) Book of receipts for emergent advances (SK.-55).

359. Receipt day-book.—(1) All articles of stock received in the stocks depot day by day, whether received from the post offices or record offices, or obtained by local purchase or from any other sources should in the first instance, be entered in the receipt day-book [S.K.-51 (*a*)]. No separation should be made in this book of articles of different classes or descriptions, but all the articles received each day should be shown, in the order of their receipt, in a single list against the entry of the date of receipt, and the manner in which each article is disposed of, whether by transfer to the stock register (SK.-51) or otherwise, should also be entered. The receipt day-book will thus serve as a record showing at a glance all the articles received in the stock-depot, the sources from which they were received, and how they have been disposed of.

(2) All articles of stock received from any source or purchased locally and articles returned by post offices, mail offices or record offices which are still serviceable should, after entry in the receipt day book, be brought on to the stock register, a remark to the effect that this has been done being made in the column of the receipt day-book headed "Manner of disposal".

Exception.—Petty articles, e.g., jute twine, fish line, sealing-wax, candles, matches, chimneys, guzzi cloth, etc., obtained by local purchase, if issued immediately, need not be brought on to the stock register. In such cases, the No. of the invoice issued may be noted against the articles in the column headed "Manner of disposal" in the receipt day-book.

360. Stock register.—Separate pages in this register (SK.-51) should be assigned to each description of article, the names being arranged alphabetically for facility of reference. The entries comprise particulars of articles received and issued, and should constitute a complete record of every receipt and issue. This register is also intended to exhibit the balance of each description of article in stock, the balance being struck after each entry. A used-up stock register should be preserved for five years and destroyed only after obtaining the sanction of the Head of the Circle.

361. Account of charges on goods despatched and received.—The entries in this account (SK.-52) comprise particulars of goods despatched and received and of the amounts paid as railway, road or streamer freight, as well as other incidental charges, such as cart hire, cooly hire, boat hire, toll, etc.

362. Index of invoices despatched.—(1) The entries in this index (SK.-53) comprise the serial Nos. assigned to the invoices despatched and the dates of despatch. Invoices should be numbered in a consecutive annual series for each office, and a fresh index should be begun each year on the 1st July.

(2) Except when there are articles for despatch on the 30th June or when an invoice is issued on this date under Note 2 below rule 372, a service postcard in form [(SK.-53 (*a*)] showing the closing No. of the annual series should be sent by the stock depot to each office to which articles are supplied by it. The closing No. should also be noted on the reverse of the last invoice.

(3) On receipt of intimation that a post office or record office is to be closed before the end of an official year, the stock depot should send to it in time, in the manner prescribed above, a service postcard bearing the closing No. of the series of invoices despatched to that office and note this No. on the reverse of the last invoice.

363. Statement of expenditure.—The Manager should keep up a statement of expenditure and should see that the expenditure, as incurred or sanctioned by the Head of the Circle and communicated to him, is within the proper proportion (for the period-up-to-date) of the whole allotment for the year.

364. Articles kept in stock depot—The articles kept in reserve in a stock depot are detailed below. A sufficient stock of these articles must always be maintained in all stock depots.

For use in all offices

Badges.
Bags (Except Canvas, Green Canvas and Drill Blue Bags).
Ball point pens.
Belts (leather and cloth).
Bicycles.
Books of Accountable Receipts, Booking Journals, etc.
Brushes (for cleaning stamps and seals and for painting letter boxes).
Calculators.
Candles.
Carbon paper.
Clocks and time-pieces.
Computer paper.
Computer ribbon.
Correction (White) fluid.
Damper.
Diskette floppy.
Drill-cloth covers for ink pads.
Duplicating machine ink.
Dusters.
Electric Fans.
Electronic weighing scale (Letter and Parcel).
Erasers.
Fax machine rolls.
Glue stick.
Gum Bottle.
Hand Carts.
Knives.
Knives (probe pointed).
Lamps and lanterns with accessories.
Letter-boxes (square, round and pillar).
Locks and keys.
Notice and sign boards.
Notice frames.
Pads (ink and stamping).
Paints.
Paper cutter.
Paper puncher.
Paper weights.
Pen-holders
Pen ink.
Pencil holders.
Pencils.
Pencil sharpener.

Photostat papers.
Pin cushion.
Pincers for adjusting type.
Pins.
Portfolios.
Post Office Manuals, P&T Initial Account Codes and other departmental books and brochures. (for official use).
Rulers.
Safes and chests.
Saleable Publications, Books, Forms, etc.
Scales and weights (letters and parcel).
Scissors (parrot-bill and ordinary).
Sealing-wax and stoves.
Stamp books.
Stamp boxes.
Stamp brush.
Stamp Cancelling machines.
Stamping ink.
Stamps and seals.
Stapling machine.
Stapling pins.
Stencils.
Tag Cotton.
Tin seal-holders.
Toner cartridge (Computer).
Toner (Photostat machine).
Type-boxes.
Typewriter ribbons.
U clips.
Waste paper baskets.

For use in all post offices

Bags of the following classes—

(a) Account bags (Red Drill Cloth).
(b) Branch office bags (White Drill Cloth).
(c) Leather cash bags.
(d) Net bags for postmen for carrying parcels.
(e) Registered bags (Yellow Drill Cloth).
(f) Superintendents' Camp bags (Jute canvas size 34 x 24 inches).

Cash scales (Goldsmith's) and weights.
Counter scales.
Error Book.
Flannel.
Seals and Date-stamp for experimental post offices.

Spears for runners.
Specimen of British Postal Orders.
Spring balance.
Stamp dampers.
Standard printed forms (for opening of new post offices).
Stone slabs.
Thread Ball (Cotton).
Tin and wooden trays.
Waterproof paulins.

For use in M.S.T. offices and sections

Acme boards.
Blank books and books required for official use.
Candles.
Carpets.
Files (brass) for papers.
Guard books.
Guidance books.
Guzzi cloth.
Hones.
Ink pad with tin case.
Metal tokens.
Mill-boards.
Needles.
Note Books.
Paper (including carbonic paper).
Parrot-billed scissors.
Pen-knife.
Poker.
Portfolios.
Pots for paste.
Red tape.
Rubber-bands.
Rubber stamping pads.
Silk thread.
Stamp cases.
Straps.
Sweeping brushes.
Tarpaulins.
Thread Balls Cotton.
Tin-boxes for insurance seals and security bonds.
Trucks.
Twine.
Type tweezers.
Wicks for sealing stoves.

364/1. Procurement, fabrication and supply of bags.—(1) According to the provisions contained in the Bag Account Rules, 1994, the function of procurement and fabrication of all categories of bags has been centralized in the Pakistan Post Office Directorate General. The Controller, Bag Control Office will prepare and submit half yearly indent for supply of all categories of Canvas, Green Canvas and Drill blue bags by 10th of January and July of each year in the prescribed form through the Postmaster General, Lahore to the Director General who will get the Bags fabricated in accordance with the prescribed sizes and colours for supply to the Bag Control Office.

Note 1.—Canvas bags are provided with four rings, and drill bags, except those of the smallest size, are provided with two rings. All cloth bags, except drill bags of the smallest size, are fitted with a "lip". Heads of Circles, who specially desire it, may have a leather loop fitted to bags of any kind, or a single leather strap added in the case of canvas bags. Drill bags are not fitted with leather straps.

Note 2.—The Postmaster-General may, if he considers it necessary, order the supply of reversible bags for use between the R.L.O. and D.M.O. The names of the offices between which the bags are to be used should be printed in bold characters on the two sides (outside and inside) of the bags, respectively, with the word, "To" above the name on each side, thus :—

"To	"To
R. L. O., Karachi".	D. M. O. Karachi".

(2) (a). Every Postmaster General will be responsible for supply of all categories of bags except the Canvas, Green Canvas and Drill Blue bags to offices concerned under his jurisdiction. The Manager, Postal Stock Depot will ascertain from all Unit Officers in the Circle and work out annual requirements of bags. He will submit the case to the Head of the Circle by 31st October each year for procurement and supply of following categories of bags:—

(i) Account Bags (Red Drill Cloth).
Number 1 size 28 X 18 inches.
Number 2 size 18 X 14 inches.
(ii) Branch Office Bags (White Drill Cloth).
Size 28 X 18 inches.
(iii) Cash Bags (Leather with locks)
Number 1 size 18 X 12 inches.
Number 2 size 14 X 9 inches.
Number 3 size 9 X 6 inches.
iv) Registered Bags (Yellow Drill Cloth).
Number 1 size 28 X 18 inches.
Number 2 size 18 X 14 inches.

(b) The Head of the Circle after careful scrutiny will add 10 percent as reserve stock to the total umber of requirement of bags so worked out by the

Manager, Postal Stock Depot. The Postmaster General will prepare an Annual Indent and submit it to the Director General by 15th November each year. On receipt of Indents from the Heads of Circles, the same will be subjected to a minute scrutiny and formal approval of the Director General for procurement of aggregate quantity of bags. The Pakistan Post Office Directorate General will take immediate steps to get the bags fabricated in accordance with the prescribed sizes, colours and quality after following the prescribed procedure of open tendering. The manufacturer will complete the supply of indented bags to all Stock Depots within the stipulated period of time. The Stock Depots will supply bags to the offices concerned latest by the 31st January.

Note 1.—In very special cases the Postmaster-General may order the supply of waterproof bags or bags with leather mouths and double bottoms.

Note 2.—All cloth bags, except drill bags of the smallest size, are fitted with a "lip". Drill bags except those of the smallest size, are provided with two rings. Heads of Circles may have a leather loop fitted to bags of any kind. Drill bags are not fitted with leather straps.

365. Mode of obtaining supplies.—(1) Except when special orders are issued to the contrary, all articles forming reserve stock of the Stock Depot.— may be obtained locally provided that the total cost of the item does not exceed the financial limits as laid down in the Schedule showing Financial Powers delegated to the Head of the Circle and provided that the local rates for articles of similar size and make or quality do not exceed the rates (plus cost of transit) at the place where the article is manufactured. In cases when cost of an item exceeds his financial powers indents should be placed by the Head of the Circle on the Director-General.

(2) When purchases have to be made outside the country, the case showing the amount of Foreign Exchange involved should be referred by the Head of the Circle to the Post Office Directorate-General.

(3) Stamps and seals must always be obtained from the Pakistan Mint, Lahore. All the Stock Depots situated at stations other than Lahore should send their indents for the supply of stamps and seals to the Manager, Postal Stock Depot, Mughalpura, Lahore.

366. Indents for stamps and seals.—(1) Indents for stamps and seals should be issued under the signature or authority of the Head of the Circle. In preparing such indents care must be taken to quote the descriptive number and name of each stamp or seal and to write legibly and accurately according to the spelling adopted in the *Post Office Guide* or the *Classified List*, as the case may require, the names of the offices or sections for which the stamps or seals are required. The post code number should invariably be quoted after the name of the town or city in which the post office is located for inscribing in the stamps and seals, other than those of experimental post

offices, to be fabricated by the Mint. To prevent the possibility of a mistake, the letters should be made out in printed capitals and not written in a current hand. When the articles are supplied, they should at once be credited in the stock register.

(2) It is the duty of the Manager to see that the stamps and seals received in compliance with indents correspond in every particular with articles indented for and the names of offices and sections are spelt in accordance with the authorised spelling referred to above.

367. Purchase of articles locally.—(1) Orders for the supply of articles to the stock depot by registered local contractors or firms should be issued in the form prescribed in the book of orders for the purchase of articles locally (SK.-54). The record mark of the case should be noted on the duplicate of the order in the book, and the No. and date of the order should be noted on the case.

(2) When the articles are supplied they should at once be entered in the receipt day-book and brought on to the stock register, the No. and date of the order being noted in the register in the column headed "No. and date of the invoice with which received or issued" and an explanatory remark being also made in the column for remarks.

Note.—*See* Exception below rule 359.

368. Supply of special and miscellaneous articles.—Special and miscellaneous articles not kept in the stock depot may be supplied to offices on indent under the authority of the Head of the Circle.

369. [*Deleted.***]**

370. Indents on the stock depot.—(1) Indents on the stock depot for articles of stock (SK-2) and stationery (SK- 11) will be prepared in accordance with the instructions on the subject and submitted direct to the Manager, Stock Depot, by the countersigning officer who will be held personally responsible for the proper scrutiny of demands made by the officers subordinate to them. Stock Depot will not be responsible for checking the indents passed by countersigning officer. The Heads of Circles will divide the funds allotted to them for the purpose among the different divisional officers. The countersigning officers will thus be indenting against their own allotments.

(2) Indents for first class head offices will be dealt with by the stock depot on the signature of the first class head postmaster without any counter signature. First class head postmasters are also authorised to countersign

indents for the town, sub and branch offices placed under their supervision. Indents for all other offices will be countersigned by the Superintendent.

371. Treatment of indents.—Indents received in the stock depot should at once be registered and receive a case mark from the ordinary correspondence register. Each indent should form a separate case and be the first paper of the case. The indents received except those mentioned in the exception below should be submitted to the Head of the Circle for-orders with any remarks which the manager or stock clerk may have to make. On receipt of orders, measures should immediately be taken for supply of the articles passed. The case should be kept pending until all the articles passed by the Head of the Circle have been supplied to the indenting office. The date of supply of each article and the No. of the invoice with which it is despatched should be noted on the indent.

Exception.—Indents for the following articles may be passed by the Manager, without being submitted to the Head of the Circle:–

(*a*) Indents for books which are treated as articles of stock;

(*b*) Indents for articles required to replace those lost or broken by officials from whom the cost has been recovered ;

(*c*) Indent for Petty articles of stock, viz., ink, pads, stencil plates, stamps, brushes, types, badges, belts, knives, scissors, when the total value of such articles in any particular indent does not exceed Rs. 500.

372. Preparation and disposal of invoices.—(1) Invoices (Sk-3) should be prepared by the stock depot for each despatch of-articles of stock in compliance with indents received. Each invoice should be prepared in triplicate by means of carbon paper, and a serial No. from the index of invoices despatched assigned to it. Two copies of the invoice should be despatched with the articles of stock to the Indenting Office the first copy should remain on file in the stock depot, the file-mark of the case to which it appertains, being noted on it. The page of the stock register (SK-51) showing the despatch of each description of articles should be noted in the office copy of the invoice against the entry concerned. Copies of invoices despatched should be filed in the stock depot in separate bundles for each office, the invoices being placed in each bundle in the order of their numbers.

(2) Two copies of the invoice (SK-.3) should be despatched with the articles to the indenting office. The receiving official will sign the duplicate copy of the invoice and return it to the stock depot where it should be filed with the copy of the invoice to which it relates. The third copy of the invoice should be retained in the indenting office.

Note 1.—The entries in invoice for branch offices should be made both in English and Urdu or a Regional language.

Note 2.—When articles of stock are supplied to an office from a Superintendent's reserve stock, or by local purchase, or by transfer from another office, or when letter-box locks are supplied to a post office by an Assistant Superintendent particulars of them will be shown in a monthly

statement furnished by the Superintendent within the first week of the month following that in which the supply is made. This statement is a due document, on receipt of which the stock depot should prepare and issue a properly numbered invoice to the offices concerned.

373. Articles returned to the stock depot.—(1) Articles returned to the stock depot will be received, entered in an invoice (SK.-3), direct from the office to which they belonged and, except in the case of first class head offices, the No. and date of the Superintendent's or Assistant Superintendent's order directing the return being noted in the column for remarks. The invoices should be filed in consecutive order in separate bundles for each office. The receipt of returned articles should be acknowledged by the Manager in the prescribed from of acknowledgement.

(2) The dispatching office while preparing the invoice (SK-3) must enter the detailed particulars of the articles intended to be returned to the stock depot alongwith reason for return of each article being noted in the Remarks column of the invoice.

374. Disposal of returned articles.—All articles should, in the first instance, be entered in the receipt day-book [SK-51(*a*)] on the date on which they are received, and the remark "Entered in receipt day-book on (*date*)" should be noted on the invoice. Serviceable articles should at once be credited to stock by entry in the stock register (SK-51) the No. and date of the invoice with which they were received being noted in the proper column. Such articles as can be repaired should, after repair, be credited to stock by transfer to the stock register. Unserviceable articles should be sold at regular intervals under the orders of the Head of the Circle. Obsolete and unserviceable stamps and seals should never be sold, but should always be sent by other Postal Stock Depots to the Manager, Postal Stock Depot, Mughalpura, Lahore. The latter, in turn, shall send them on to the Master of the Pakistan Mint, Lahore, along with the obsolete and unserviceable stamps and seals of his Circle accumulated in his Stock Depot, duly entered in a list (in duplicate), and obtain from him (Master of the Mint) a certificate that all the stamps and seals entered in the list have been duly defaced under security arrangements.

375. Description of furniture required in an office.—The number, size, and pattern of articles of furniture required for an office will depend on, the size and importance of the office and the number of officials. Particulars about the furniture in ordinary use in post offices, mail offices and record offices will be found in Chapter 6 of the *Post Office Manual*, Volume II.

376. Supply of furniture.—(1) Furniture will ordinarily be supplied by the stock depot in compliance with indents, but the Head of the Circle may, if he considers it advisable, authorise the indenting or countersigning officer to purchase furniture locally to economise expenses and avoid damage to items of furniture during transportation.

(2) When iron safes, purchased from private manufacturers, are supplied the duplicate keys of them should be kept in a locked safe in the stock depot, in the joint custody of the Manager and the Officer Incharge of the Stock Depot viz. an Assistant Postmaster General or Assistant Director, etc; of the Circle office. Each key should be properly labelled and entered in a register in the form below:—

Register of duplicate keys of safes supplied to offices in the circle

Serial No.	No. of duplicate Key	Name of office to which the key belongs	Initials of Officer Incharge	Initials of Manager	Remarks

(3) [*Deleted*.]

(4) In cases where it is considered dangerous to allow the safe, the key of which is lost, to remain in the office where the loss occurs, the Head of the Circle will arrange to have the safe withdrawn and supplied to another office situated in some other part of the Circle.

Note 1.—In places where there are workshops of the manufacturers who have manufactured the safe, the key of which has been lost, Heads of the Circles may, in order to avoid transport and railway freight charges in sending the safe to other places, have the existing lever arrangement in the body-locks of the safe altered and fresh keys prepared. This work should be carried out only by the manufacturer who made the safe. The safe may then be retained in the same office.

Note 2.—Indents for furniture may he submitted by a Superintendent only after personal inspection by him, or by the Assistant Superintendent of the office for which the articles are required, and there should be a note to this effect in the "Remarks" column of the indent.

377. Supply of Savings Certificates.—(1) (a) The stock of blank Savings Certificates will be obtained by the Stock Depot from the Director, Regional Directorate of National Savings, Karachi (supplying agency) after placing an indent in the form prescribed by the Chief Director National Savings. The indent will be prepared in quadruplicate on quarterly basis and sent to the supplying agency by 10th of January, April, July and October each year under joint signatures of any two of the authorized officers of the Circle Office duly verified by the Postmaster General. Special indents may be placed only in emergent cases when stocks in hand are considerably depleted to the extent of 10 percent of the sales of the last one-year. On receipt of indent, the supplying agency will determine the quantity to be supplied and complete the lower portion of the indent and send first two copies thereof alongwith the savings certificates to the Stock Depot. The third copy will be sent invariably by the supplying agency to the Director of Accounts, Pakistan

Post Office Department, Lahore (Accounts Office) for their record. The Stock Depot, on receipt of savings certificates, will return one copy of the invoice to the supplying agency as an acknowledgement. The Stock Depot should also furnish on close of each month a summarized account of stock of savings certificates in the prescribed form in duplicate to the Accounts Office who will forward second copy of the statement duly verified to the Director, Regional Directorate of National Savings, Karachi.

(b) Stocks of saving certificates should be held by each Postal stock depot under lock and key for supply to post offices, and accounts of the receipts and issues should be maintained in the prescribed stock registers [S.C.-12 (*a*)]. Separate register should be used for each type of certificate as well as for each denomination. Supplies of the certificates should be advised in form of invoice (S.C.-13) prepared in triplicate. The stock depot should retain the original and send the duplicate and triplicate copies in registered covers to the receiving office. The Nos. of the invoices issued by the stock depot must run in a consecutive series for each head office separately. The series should remain unbroken from year to year, and no closing annual invoice should be issued. When a stock of savings certificates is returned to the stock depot by a head office, the latter will prepare an invoice (S.C.-13) in triplicate and send the duplicate and triplicate copies to the stock depot. The stock depot will sign and return the duplicate to the despatching office and file the triplicate after the stock returned has been carefully checked.

(2) [*Deleted*.]

(3) The duplicate invoices returned by head offices should be sent, after comparison with the entries in the original invoice, to the Audit Office.

(4) The stock depot should send to the Divisional Superintendents or First Class Postmasters, once in each quarter, a list of the invoices issued to the head offices under their control. The list should give the Nos. and dates of the invoices and the total number of certificates of each denomination supplied during the quarter.

(5) On withdrawal from sale of any type of Savings Certificates by the Government, the Stock Depot should immediately call back the unsold stock thereof from all the Head Offices and through them from all sub offices in the Circle. In the Stock Depot the stock of old savings certificates should be kept separate from the stocks of the current certificates. Stock registers and books of invoices in respect of such certificates should also be kept separate from the current stock registers and Books of invoices, the distinguishing words "Old Certificates" being noted on the top of them. On receipt of unsold stock of obsolete issues of Savings Certificates from all Head Offices, the same will be returned to the Director, Regional Directorate of National Savings, Karachi duly entered in an invoice which will be prepared in quadruplicate.

The entries will be made separately denomination-wise giving also in consecutive serial order the distinct numbers of the savings certificates. The duplicate and triplicate copies of the invoices alongwith the unsold stock of obsolete certificates duly bundled and sealed will be sent to the Director, Regional Directorate of National Savings, Karachi under registered post who will return the duplicate copy of the invoice to the Stock Depot as an acknowledgement which will be preserved permanently. The fourth copy will be sent to the Accounts Office for their record.

Note 1.—Savings certificates are serially numbered in each block of certificates, and are printed loose and supplied in packets of 10. These packets are put up in lots of five packets, each lot being secured by cross-bands of strong paper. For convenience of supply the certificates are despatched by the Regional Directorate of National Savings, Karachi to stock depots in sealed bundles containing 1,000 certificates, but broken bundles can be obtained when so large a quantity is not needed.

Note 2.—The stock position of each denomination of each type of savings certificates must be examined personally on 1st of every month by the Manager, Postal Stock Depot. He should take prompt action to place special indent for obtaining supplies of savings certificates from the Director, Regional Directorate of National Savings, Karachi when the stock of a particular denomination of any certificate in hand has fallen down appreciably.

Note 3.—On the occasion of the distribution of a new issue of Savings Certificates, a fresh series of numbers of each head office separately must be assigned to the invoices relating thereto by the Stock Depot.

378. Stock of books and forms to be kept in stock depot.—(1) A sufficient stock of saleable books and accountable books and forms of each description should be kept in the stock depot to meet the demands of post offices. The rules relating to the indent and supply of forms will be found in Chapter 6 of the *Post Office Manual*, Volume II.

(2) The stock position of accountable books and forms and saleable books and forms will be examined quarterly by the Manager, Postal Stock Depot on 1st of January, April, July and October each year. He will assess the requirements of books and forms and take necessary steps to get them printed immediately after obtaining the approval of the Head of the Circle.

379. [*Deleted.*]

380. Despatch of articles of stock.—All articles of furniture, articles exceeding 50 kilograms in weight, and those which, though not exceeding 50 kilograms in weight, cannot from their shape or size conveniently go by post, should be sent as goods by rail, road, steamer or some other means of conveyance. Articles weighing under 50 kilograms sent by post should only be sent as service *registered* parcels if they contain anything of value.

Note—1. Fragile articles such as lamps and clocks, should be carefully packed in wooden cases. The cases should be placed in bags securely tied and sealed. Unserviceable bags may be used for packing.

Note—2. If, however, a Stock Depot maintains its own separate registered journal, the number and date of the parcel should be noted in the invoice and the receipt should not be filed in the invoice.

Note—3. When an article is despatched as a service registered parcel, the receipt granted by the post office should be filed with the copy of the invoice on record.

381. Despatch of saleable and accountable forms by stock depot.—Saleable books and accountable forms, booking, journals, books of receipts, pass-books, etc; duly entered in invoices should be despatched by the stock depot as service registered parcels. When the weight of any consignment exceeds 50 kilograms, it should be enclosed in a gunny bag and sent as goods by rail, road, steamer or by some other means of conveyance. The gunny bags, in which forms are received, should at once be returned by the receiving office to the Stock Depot.

Note.—All accountable books, booking journals e.g. books of M.O. receipts, savings bank pass books, etc., should be despatched by post registered on service.

382. [*Deleted.*]

383. Method of payment for articles purchased locally.—The price of each class of article will be approved by the Head of the Circle and for all articles purchased, bills should be obtained and submitted to him to be embodied in the monthly contingent bill [A.C.G.-19 (1)]. Each entry in the stock register (SK-51) on account of articles purchased locally will be compared with the bills before they are passed by the Head of the Circle. The bill will be paid by him.

384. Emergent advances.—Advances to meet railway, road or steamer freight, cooly hire and other charges of an emergent nature may be obtained from the Postmaster-General by the Manager of a Postal Stock Depot, who should give a receipt, in form (SK.-55.) for the amount advanced to him. This advance should be adjusted, as soon as the full amount is expended, by forwarding to the Postmaster-General the vouchers; for the sums paid, and the receipt originally given for the advance should be taken back and filed with its counterpart in the stock depot. Each advance must be so adjusted before a fresh advance is made.

384/1. Permanent Advance.—The Head of the Circle may grant permanent advance up to the amount advised by the Audit Office as appropriate to the Manager, Stock Depot in accordance with Article 293 of the Posts and Telegraphs Initial Accounts Code, Volume I. The total amount of advance should be drawn from the local General Post Office after granting a formal receipt in form A.C.G. 17. An acknowledgement for the amount should be sent to the Audit Office. A memorandum showing amount of advance should be prepared and kept an record in the Stock Depot.

385. Supply of postal and other publications and books of blank forms.—(1) Postal and other publications and books of blank forms for sale to the public should be supplied by the stock depot to head offices and such sub-offices and record offices as may be selected by the Head of the Circle in accordance with his directions or on requisition from Superintendents and first class head postmasters. Post Office Manuals, Initial Account Codes and other departmental books and publications *for use* in administrative offices, post offices, mail offices or record offices etc, should be supplied direct to each office by the stock depot in accordance with the distribution list of such publications prescribed by the Head of the Circle.

(2) Publications and books of blank forms issued for sale should be accompanied by invoices in form [SK.-53(*b*)]. If any such publications are issued for use in offices along with those for sale, they should be separately entered in the same invoice. The invoices should be numbered in a consecutive annual series for each office. In all other cases, invoices in the form prescribed for articles of stock should accompany the publications.

Note 1.—The instructions in rule 362(3) should he followed also in respect of publications and books of forms.

Note 2.—On receipt by the stock depot of new copies of postal and other publications, the obsolete copies should be torn up and sold as waste paper.

386. Correspondence.—Ordinary and routine correspondence and references, such as enquiries regarding the cost of articles and dockets forwarding railway receipts or bills of lading, may be disposed of by the Manager but all other correspondence and references must pass through the Postmaster-General's office.

387. Examination of books and accounts.—The Manager must personally check the entries in the books and accounts kept in the stock depot in the following manner, immediately after each transaction giving rise to the entry has been recorded:—

(a) Every entry in the stock register (SK.-51) of stock received from any source should be checked with invoices and the entry under the heading "Number received" initialled by the Manager.

(b) Every entry in the stock register of stock purchased locally should be checked with the bills submitted and the entry under the heading "Number received" initialled by the Manager.

(c) Every entry in the stock register of articles returned to the stock depot and transferred to stock should be checked by comparison with the entries in the invoice (SK.-3) and the entry under the heading "Number received" in the stock register initialled by the Manager.

(d) Every entry of stock issued from the stock depot in the stock register should be checked with the copy of the invoice on record and the entry under the heading "Number issued" initialled by the Manager.

(e) Every entry in each invoice or other documents advising despatch of articles returned to the stock depot should be checked with the corresponding entry in the receipt day-book [S.K.-51] (*a*) showing how the articles were disposed of, and all the entries should be initialled by the Manager.

(f) The entries in the account of charges on goods despatched and received (SK-52) should be compared with the railway receipt or streamer bill of leading or with the receipts showing freight charges paid and vouchers obtained for the amounts paid, and the total charge entered in the account initialled by the Manager.

Note 1.—The Manager should be particularly careful to see that articles which have been supplied to post offices from Superintendent's reserve stock, or by local purchase, or by transfer from another office, and for which invoice have been prepared and issued by the stock depot, are not entered in the stock register as articles issued from the stock depot.

Note 2.—The work of checking the entries in the Stock Register in so far as they concern publications and blank forms may, however, be delegated to the Assistant Manager, if there is one. In offices where there is no Assistant Manager, it may be delegated to an official specially authorised by the Manager to do such work after obtaining the sanction of the Head of the Circle for the purpose.

388. Verification of stock.—A Deputy Postmaster-General should verify the balance of perishable stores in Stock Depots once every six months and of other stores and stock annually.

CHAPTER 9

RETURNED LETTER OFFICES

GENERAL RULES

389. Returned Letter Offices.—(1) A Returned Letter Office is established at the headquarters of a Postal Circle. The Returned Letter Office functions under the direct control and supervision of the Postmaster General. The Returned Letter Office may serve one or more Postal Circles. The officer in charge of a Returned Letter Office is designated the Manager and he is responsible to the Postmaster-General for the entire work of the office in every detail. In all large Returned Letter Offices the Manager will be assisted in his duties by an official designated the Assistant Manager; in smaller Returned Letter Offices this official will be designated the Head Clerk.

(2) A Returned Letter Office will be closed on Sundays and Post Office holidays in the same way as post offices.

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

390. Functions of a Returned Letter Office.—The functions of a Returned Letter Office are two-fold: in its character of an enquiry office, it deals with articles the delivery of which to the addressees it is possible to effect; in its character of a Returned Letter Office, it deals with articles the addressees of which cannot be found, or which have been refused by the addressees, and in this character it is also deposit office of "dead articles", i.e., articles the delivery of which cannot be effected either to the addressees or to the senders.

391. Books of reference.—Every R.L.O. is supplied with the latest issue of Classified List of Post Offices, District Mail Offices, Mail and Sorting Offices and M.S.T. Sections in Pakistan, List of Pakistan Post Offices, Post Office Guide, Telephone Directories, Civil Lists, Distribution Lists of Departments and every useful and available book of reference published in any of the provinces in Pakistan. The Manager will see that every new edition of such a publication is promptly acquired.

392. Forms.—The following forms are prescribed for use in an R. L. O.:-

(a) Form of enumeration of articles received in the R.L.O. (R.L.O.-1).
(b) Form of enumeration of articles despatched by the R.L.O. (R.L.O.-2).

(c) Register of registered articles and articles containing valuable property received (R. L.O-3).
(d) Register of articles containing valuable property in store (R.L.O.-4).
(e) Half-yearly return (R.L.O.-5).
(f) Registered journal (RP.-51).
(g) Registered and parcel abstracts [when ordered by the Postmaster-General (RP.-33 and RP-8)].
(h) Registered article envelope (R. L.O.-6).
(i) Registered list (RP.-32).
(j) Registered bundle (RP.-37).
(k) Parcel list (RP.-3).
(l) Mail list (M.-1).
(m) Error book (MS.-2).
(n) Book of postmarks (MS.-18).
(o) R.L.O. envelope-Unclaimed and Refused (R.L.O.-7).
(p) R.L.O. envelope Redirected (R. L. O.-9).
(q) R.L.O. label-Unclaimed and Refused (R.L.O.-10).
(r) R.L.O. label-Redirected (R.L.O.-12).
(s) R.L.O. envelope Station closed bundle (R.L.O.-13).
(t) R.L.O. envelope-Sorting closed bundle (R.L.O.-14)
(u) Form of letter directing recovery of postage due on refused or unclaimed articles (R.L.O.-15)
(v) Order book (MS.-8).
(w) Stock book (SK.-1)
(x) Bond of secrecy (R.L.O.-17).

393. Stamps and seals.— (1)(a) The stamps and seals prescribed for use in an R.L.O. are—

(a) R.L.O. name-stamp.
(b) R.L.O. date-stamp.
(c) R.L.O. postage-due stamp.
(d) R.L.O. No. slip name-stamp.
(e) R.L.O. seal.
(f) R.L.O. registration seal.
(g) R.L.O. parcel seal.
(h) R.L.O. insurance seal.

(b) Impressions of the stamps and seals holding date or other moveable type will be made in the Book of postmarks daily before they are brought into use. The Manager is required to see that this is done daily and that the impressions are distinct and clear, and he will initial the book every day after all the impressions of the day have been taken. When not in use the stamps and seals will be locked up by the Manager.

(2) Stamps and seals must be obtained through the Postal Stock Depot from the Pakistan Mint, Lahore after quoting Code Number thereof contained in the Catalogue Book. At the time of placing indents under the signature or authority of the Head of the Circle, the post code number, after the name of the city where the Returned Letter Office is located, should invariably be got inscribed in the stamps and seals to be fabricated by the Pakistan Mint.

394. Furniture.—The articles of furniture ordinarily required for use in a R.L.O. are the following--

(a) A large table on which to open mails.
(b) A table in which to stamp articles.
(c) A sorting case with compartments for R.L.O.s
(d) A sorting case with compartments for the head and sub-offices for which closed bundles are made up.
(e) Almirahs fitted with good locks and of such size and number as may be required, and with compartments marked alphabetically where necessary.
(f) A desk for the Manager.
(g) Tables for clerks.
(h) Chairs for the Manager and clerks.
(i) An iron safe.
(j) Two large strong boxes with double locks.
(k) Letter scales and weights or electronic weighing scale.
(1) Parcel scales and weights.
(m) Stamping pads and ink pads.
(n) Tin and wooden trays.

395. Admittance of outsiders prohibited.—It is a strict rule that strangers or persons not connected with a R. L. O., whether postal officials or not, must not be permitted to enter it.

396. Enquiry office.—To enable the public to make enquiry at the office in its character of an enquiry office, an enquiry window will be provided and the R.L.O. should, if possible, be in the post office building or near it.

397. Information from postal officials and others.—To enable him to dispose of articles, the Manager of a R.L.O. should, when necessary, apply for the required information to postal officials of any circle, to heads of offices, and to others, such as agents and managers of commercial concerns, Officers Commanding regiments, etc., who may be in a position to supply such information. If a postal official does not promptly reply to an application for information, a report will be made to the Postmaster-General: at the same time the Manager should be careful not to make unnecessary enquiries.

398. Importance of redirection.—The most important part of the work of a R.L.O. in its character of an enquiry office is the disposal of articles by delivery to the addressees. It should be borne in mind that, except in the case of refused articles, every article should be delivered in the first place to the addressee, and that it should be delivered to the sender only when every possible means to find the addressee has been unsuccessfully tried.

399. Articles not to be issued on insufficient grounds.—(1) While every endeavour should be made to effect the delivery of articles to the addressees or, failing them, to the senders, no article should be issued from a R.L.O. on insufficient grounds or without a reasonable hope of its reaching the addressee or sender. It is preferable that the disposal of an article should be delayed until reliable information regarding the addressee or sender can be obtained, than that it should be sent out on the mere chance of reaching its destination with the probability that it will be returned undelivered to the R.L.O.

(2) When any article issued from a R.L.O. is returned undelivered, it will be examined to see whether the information on which it was issued was sufficient or reliable. If it is found that the revised address was incomplete or illegible owing to carelessness or bad writing or that an article was issued unopened for return to the sender though the latter's name and address were not fully given on the cover, disciplinary action should be taken against the official concerned. This duty of examination will be entrusted by the Manager to a senior experienced clerk in the R.L.O.

400. Secrecy.—Every person employed in a R.L.O. must in accordace with section 38(1) (b) of the Post Office Act, be bound to secrecy, not to divulge information obtained from any letter or other article opened and read or examined by him. The Manager, Assistant Manager and each clerk will, therefore, on appointment to a R.L.O. be required to sign a bond of secrecy in form R.L.O.-17.

401. Qualifications of officials.—The Manager, the Assistant Manager, and the clerks of a R. L.O. should be perfectly trustworthy and should possess a good knowledge of English. The clerks should be so selected that no difficulty will be experienced in reading the Urdu and regional languages as well as various vernacular characters. They should be required to commit to memory that portion of the List of Pakistan Post Offices which comprises the names of the post offices in the Circle or Circles served by the R.L.O. in which they are employed.

402. Distribution of work.—(1) The Head of Circle may delegate to the Assistant Manager or to the Head Clerk all or any of the personal duties of the manager except those relating to the custody of cash, currency notes,

postage and other stamps, postal orders, cheques, bank drafts, hundis and all articles of value or containing valuable property (see rule 424).

Note.—No delegation of any of the duties relating to the custody of cash, currency notes, articles of value, etc., to the Assistant Manager or to a Head Clerk can be made except with the sanction of the Director-General.

(2) A memo of distribution of work will be supplied to the R.L.O. by the Head of the Circle under the signature of an officer holding a post not below basic pay scale 19. The memo will show the personal duties of the Manager that are delegated to the Assistant Manager or to the Head Clerk, as the case may require, and the duties of the head or senior clerks in charge of the different branches of work in a R.L.O., such as, the opening and closing of mails, disposal of undelivered and returned unregistered articles or of registered articles of the letter and parcel mails, etc. The memo of distribution of work will also show by whom one of the two keys of the almirahs under double lock, or of the iron safe or safes, is to be kept.

403. Custody of keys.—(1) The almirahs in a R.L.O. will always be kept locked, and except in the case mentioned in paragraph (2) below, the senior or head clerk of each branch of the office will be responsible for the keys of the almirahs of his branch as the keys must be kept in his personal custody after, as well as during, office hours. The almirahs will be opened only when necessary and in the presence of the senior or head clerk who will continue to be present until they are locked again.

(2) All the almirahs containing articles of value or valuable property and the iron safe in a R.L.O. will be secured with double locks. The key of one of the locks must remain in the personal custody of the Manager and the, key of the other in the personal custody of the senior or head clerk. None of these almirahs nor the iron safe will be opened except in the presence of the Manager who will continue to be present until they are locked again.

404. Stamping of articles.—All articles received in a R.L.O. will be stamped with the R.L.O. date-stamp when received, and again when despatched, even though the same date may have to be impressed on both occasions. If the article is to be forwarded enclosed in a R.L.O. envelope, the date-stamp, at the time of despatch, will be impressed on this envelope.

405. Reporting of irregularities.—It is an important duty of the Manager of a R.L.O. to bring in writing to the notice of the Postmaster-General and Supervising Officers all irregularities detected, such as needless redirection by post offices, and all instances of disregard of rules or carelessness on the part of postal and M.S.T. officials. Cases of a petty nature which constantly recur and all serious irregularities must be reported to the Postmaster-General of the Circle served by the R.L.O. All other irregularities

will be brought to the notice of the supervising officer of the post office or M.S.T. section or office in fault.

406. Treatment of articles containing goods not transmissible by post.—The orders of the Postmaster-General must be specially obtained as regards the disposal of postal articles in the following cases :-

(a) Articles suspected to contain any explosive, dangerous, deleterious or filthy substance, or anything likely to injure the mails or any officer of the Post Office.

(b) Articles found to contain anything indecent or obscene, or to bear on their outside-whether on the article itself, as in the case of a newspaper, or on the cover—words, marks or designs of an indecent, obscene, seditious, scurrilous, threatening or grossly offensive character.

(c) Articles found to contain any other thing the transmission of which by post is prohibited (*see* Post Office Guide).

Explanation.—The procedure, prescribed in this rule applies only (i) to cases in which it is knwon for certain, either on the article being opened under the provisions of the rules in this chapter or in any other way, that the contents are of a kind the transmission of which by post is prohibited, and (ii) to the case mentioned in clause (a). In other cases, where the contents are only suspected to contain prohibited goods, the procedure laid down in rule 122 (1) (b) of the *Post office Manual*, Volume V, should be followed.

407. Treatment of articles containing goods prohibited from export.—Articles found in the R.L.O. to contain anything the export of which out of Pakistan by post has been specially prohibited, will be forwarded for disposal to the office of Foreign Exchange in Pakistan. Articles bearing the endorsement "Contains prohibited article(s)" if received in the R.L.O., will similarly be forwarded to the Office of Exchange.

408. Disposal of records.—(1) The records of a R. L. O. which are more than twelve months old [except those mentioned in paragraphs (2) and (3)] will, at the end of that period, be torn up and disposed of as waste paper. Copies of the Post Office Guide, List of Pakistan Post Offices, Directories, Civil Lists and other books of reference will also be weeded out when no longer required. The waste papers will be handed over to the contractor approved by the Government after weighing it under the supervision of the Manager. The receipt which will show the description and actual weight in kilogram of waste paper will be prepared in triplicate and signed by the contractor or his nominated representative and the Manager or authorized officer of the office concerned. The sale proceeds will be credited to Government in the accounts of the headquarters post office.

Note.—Registered lists accompanying registered articles redirected to the addresses and undeliverable outward foreign registered letters received through the office of exchange should be preserved for a period of eighteen months.

(2) The following records may, with the special permission of the Postmaster General be destroyed after the lapse of three years:–

(a) Form of enumeration of articles received in a R.L.O. (R.L.O.-1).
(b) Form of enumeration of articles despatched. by a R.L.O. (R.L.O.-2)
(c) Register of registered articles and articles containing valuable property received (R.L.O.-3).
(d) Register of articles containing valuable property in store (R.L.O.-4)
(e) Half-yearly returns (R.L.O.-5).
(f) Error book (MS.-2).
(g) Postmaster-General's order book (MS-8).
(h) Stock book (SK-1).
(i) Correspondence relating to such matters as the PostmasterGeneral may decide.

(3) The bond of secrecy (R.L.O.-17) of an official may not be destroyed so long as he remains in the service except with the special permission of the Postmaster-General. If the official has died, resigned or been dismissed, his bond of secrecy will be preserved for three years, after which it may be destroyed. If the official has absconded, his bond of secrecy will not be destroyed without the special permission of the Postmaster-General.

(4) In cases of retired officials, the bond of secrecy should be preserved with the pension case and destroyed as prescribed by rule 201.

RECEIPT OF MAILS

409. Receipt of mails.—(1) The due mail list supplied to a R.L.O. will show the hour of arrival of each mail, the particulars of the mails that will be received and in what cases the mails will be accompanied by mail lists.

(2) On receipt of the mails each bag must be carefully examined by the clerk entrusted with this duty and he must satisfy himself that the correct number of bags is received. If a mail list accompanies the mails, it will show the number of due and unusual mails that ought to be received and the bags actually received should be compared with the entries in the mail list. The mail list will then be signed and stamped and placed on record by the clerk concerned.

(3) If any portion of the mail received is in any way damaged or, if the condition of any bag, fastening or seal creates suspicion that it has been tampered with, or if any bag is missing, the clerk must bring the matter at once to the notice of the Manager who is required to take action in accordance with the instructions in the Chapter on Investigations in the *Post Office Manual*, Volume V.

Note.—Postmasters-General may, in consultation with each other, arrange for the exchange of direct bags between any two R. L. O.s where the average number of registered articles of the letter mail and of registered articles of the parcel mail to be exchanged is very large. A Postmaster-General may also arrange in the same way for the exchange of direct bags between the District Mail Office and the R.L.O. of his Circle.

410. Opening of bags and treatment of contents.—(1) Every bag received in a R.L.O. will be opened in the presence and under the supervision of the Manager by the clerk entrusted with this duty who will immediately examine the registered bag and the parcels received and make them over together with the parcel lists, to the registration clerk, under receipt or keep them in his own custody until this can be done. The registration clerk will open the registered bags and carefully examine the condition of every registered article and parcel, check the entries in the lists, and then receipt, stamp and sign the lists and place them on record.

(2) When a bag or an article is received bearing signs of damage or tampering, the clerk must at once bring it to the notice of the Manager who will take action in accordance with the instructions in the Chapter on Investigations in the *Post Office Manual*, Volume V.

(3) The unregistered articles will be received ready sorted according to the following classes, viz:—

(a) undecipherable articles and articles with fictitious addresses,
(b) unclaimed articles, addressee unknown / left / deceased,
(c) refused articles,
(d) undeliverable articles issued from R.L.O., and
(e) unpaid postcards, open letters and unpaid and insufficiently paid foreign packets.

These articles will be handed over to the clerk selected for the purpose who will have them stamped and then distribute them to the several clerks for disposal in the manner hereinafter described. Unregistered letters received in an open and torn condition will be stamped with the "Received open and torn" stamp before they are distributed.

Note 1.—Unclaimed and refused articles received in the R.L.O. will be marked, by the despatching post offices with the words "Left", "Not known", "Not claimed", "Deceased", or "Refused", as the case may be. The clerks who deal with the unregistered articles will be responsible that all unregistered and registered inland articles of the letter and parcel mails are so distinguished. If in any case the entry is omitted, it will be returned to the despatching office for supply of the omission. This is an important duty and must be carefully attended to.

Note 2.—Any unpaid inland postcard of private manufacture, or insufficiently paid postcards that may be received in the R.L.O. will be shredded and torn up daily in the presence of the Manager, a note being kept of the total number of each class shredded each day for being disposed of as waste paper subsequently. If, however, any such letter is found to contain anything valuable, it will be dealt with in accordance with rule 424. This rule does not apply to service unpaid postcards or to open and insecurely closed service unpaid letters. If any such articles, not being

unclaimed, are irregularly consigned to the R.L.O. they will be forwarded to destination (letters being securely closed), and a note of the irregularity recorded against the post office concerned in the error book. Any open or insecurely closed unpaid letter, that may be received in R.L.O., will be disposed of in the ordinary course after it has been securely closed.

Note 3.—Unpaid and insufficiently paid foreign packets of all kinds that may be received in the R.L.O., should be returned to the senders when their names and addresses are given on or are traceable from the contents of such articles; otherwise they should also be disposed of in the manner laid down in note 2 above.

DISPOSAL OF UNREGISTERED ARTICLES

411. Redirection of articles.—Articles posted in Pakistan at inland postage rates may be redirected to any place that is served by the inland post or to which inland rates are applicable. Endeavour must be made by careful and intelligent reference to the *Directories, Civil Lists,* etc., and by seeking information from every available source to ascertain sufficient and reliable data for the redirection of the article received by the R.L.O. in its character of an enquiry office. Those articles regarding which reliable information can be obtained will be redirected, the revised addresses being written on them legibly in red ink, and any marks or words of the previous address which it is necessary to obliterate being neatly scored out also in red ink. Those articles the addresses of which cannot be deciphered or ascertained, will be treated under rule 413 or 415, as the case may be.

412. Redirection to foreign countries.—(1) All articles of correspondence originally received for delivery in Pakistan by the foreign post, may be redirected on reliable information to any place served by the inland post or to any country or place served by the foreign post. Redirection to a foreign country should, however, be allowed only if the article to be redirected satisfies the conditions required for transmission to the new country of destination. Surcharged air mail articles should be forwarded to the new address by the ordinary route.

(2) In cases in which the article is forwarded to the new destination by the ordinary route, the air mail label and any superscriptions on the article relating to its transmission by air should be scored out by means of two thick transverse lines.

Note.—Undelivered correspondences should be forwarded to the country of origin. Printed papers of no value are not returned unless the sender has asked for their return by means of a note on the article on the address side in a language known in Pakistan. Registered printed papers ought always to be returned.

(3) Before an article is redirected to a country or place served by the foreign post, special care should be taken that the information on which the article is redirected is really reliable and complete.

413. Disposal of unclaimed and refused inland articles.— Unclaimed and refused articles received by a R.L.O. in its character of a Returned Letter Office will be separated and disposed of as follows:–

(a) Unpaid and insufficiently paid articles and articles on which any charges have to be recovered posted in post offices of Circles not served by the R.L.O., and articles issued by other R.L.O.s, will be sent to the R L.O.s by which the offices where they were posted are served, or by which they were issued, as the case may be, and will be sorted accordingly into the sorting case for R.L.O.s.

(b) All other articles will, if possible, be returned direct to the senders irrespective of the circles in which they were posted. If the addresses of the senders can be fully ascertained from particulars on the outside, the articles will be returned unopened; if the addresses cannot be so ascertained, the articles will be opened, and in case sufficient information is obtained by a perusal or examination of their contents, they will be returned to the senders; otherwise they will be treated as dead articles and placed in deposit. "Articles the addresses on and the contents of which are written in a language not known to the Returned Letter Office to which they have been consigned should, if undelivered, be transferred to the Returned Letter Office by which the offices where they were posted are served".

Note 1.—It sometimes happens that articles which have been delivered are reported unopened but enclosed in another envelope bearing the revised address of the addressee. Such envelopes, when not prepaid, are in the usual course taxed with postage by the office in which reposted; but if refused by the addressees, they will, on receipt in the R.L.O., be opened and their enclosure redirected *free* to the addressees without being opened on the presumption that they were refused on account of postage charged.

Note 2.—The Manager of the R.L.O. will bring to the notice of the Superintendent or the first class postmaster, as the case may require, all cases in which unclaimed articles are kept in deposit by post offices for a longer or shorter period than that prescribed, and all cases in which redirected articles that are unclaimed, are detained in deposit against the rules.

Note 3.—When it is found on opening an article posted in Pakistan that the sender's address is in a foreign country, the article will be forwarded to that country through the office of exchange concerned in the same way as undeliverable correspondence originally posted in that foreign country and returned undeliverable from Pakistan. The R.L.O. should send such an article in a cover to the Pakistan Office of Exchange concerned. In the Office of Exchange such an article should be impressed with the T Stamp and charged with postage equal to the difference between the amount of postage already prepaid and that which would have been charged if the article had been dispatched in the first instance to the new destination, and should then be disposed of in the same manner as other undeliverable articles originating in that country. Articles which are not prepaid or which are insufficiently prepaid for their inland transmission are, however, chargeable with double the amount of deficiency.

Note 4.—An unregistered packet containing printed papers of no value, such as price lists, trade circular, etc., will not be forwarded to the foreign country through the office of exchange concerned but will be treated as an article of which the sender is not known.

Note 5.—Articles which bear on the outside the name and address of the sender will, when all attempts to return them to the sender unopened have failed, be opened before being placed in deposit.

414. Preparation and use of R.L.O. envelopes and labels.—(1) When an unregistered article of the letter mail is redirected to the addressee. It will be forwarded enclosed in a R.L.O. redirected envelope (R.L.O.-9), if the article has been opened or is in any way damaged. In every other case, the article will, except as provided in paragraph (3) of this rule, be dispatched, without being enclosed in an envelope, the necessary alterations being made in the address as described in rule 411. If the article is so overlaid with writing or corrections that there is no space for the revised address to be written legibly, the name of the new office of destination only will be plainly written in red ink on the face of the article, and a R.L.O. label for redirected articles (R.L.O.-12) with the revised address written on it will be pasted to the article.

(2) When an unclaimed or refused inland unregistered article of the letter mail is returned to the sender, it will be enclosed in a R.L.O. envelope (R.L.O.-7) for unclaimed or refused articles, as the case may be, unless the article bears the name and address of the sender in full outside and has not been opened. To an unclaimed or refused inland article, which bears the name and address of the sender in full outside and has not been opened, the appropriate R.L.O. label (R.L.O.-10) will be pasted.

(3) If there is no space on an article for pasting a label or impressing the R.L.O. stamp, or if for any other reason it is considered necessary, any article may be forwarded enclosed in a R.L.O. envelope.

(4) Whenever a R.L.O. envelope or label is used, the name and full address of the addressee or the sender, as the case may be, will be legibly written on it.

Note 1.—When a refused article is enclosed in envelope (R.L.O.-7), the clerk concerned will write on the envelope the name of the original addressee in the character; (English, Urdu or regional language, as the case may be) in which the letter was written by the sender. If the clerk cannot write the character the name of the original addressee will be entered in the local language of the District in which the R.L.O. cover is to be delivered.

Note 2.—Letters redirected to foreign countries must on no account be enclosed in R.L.O. envelopes. If such an article is opened or otherwise damaged, it must be carefully repaired, a note being made on the cover under the signature of the Manager, or, in case of necessity, it may be enclosed in a protecting envelope.

Note 3.—Newspapers published in Pakistan which are to be returned to the publishers as unclaimed or refused, and on which no postage is due, will be put up in bundles for each newspaper office, instead of each being sent separately. Separate bundles should be made of newspapers on which postage is due. The same procedure will be followed in the case of printed papers and small packets which are to be returned to the senders.

415. Disposal of foreign articles.—(1) The Karachi and Lahore Returned Letter Offices are the only offices concerned for the disposal of undelivered articles received from foreign countries.

(2) Articles which have been received from foreign countries and are unclaimed, will remain in deposit in the R.L.O. for one month and, at the expiration of that period will be returned to the country of origin according to the instructions on the subject in the *Foreign Post Manual,* Volume I.

***Exception* 1.**—Articles bearing on the outside clear instructions from the senders for their delivery to the agents, or representatives of the senders in Pakistan, in case of non-delivery to the addressees, should not be detained but should be forwarded direct immediately to the agents or representatives for delivery. Articles which, however, do not bear such instructions but merely bear a superscription mentioning the name of the agents or representatives, should not be so disposed of but should be dealt with under the provisions of the above paragraph.

***Exception* 2.**—Foreign newspapers and packets received without wrappers or covers, and all articles the addressees of which are dead or have left Pakistan without, leaving instructions as to the disposal of correspondence, will be disposed of by the R.L.O. after being detained for one month.

***Exception* 3.**—Unclaimed foreign articles of the letter mail bearing , in English or in Urdu or in any Pakistani language, the superscription "To be returned at once if undelivered" when received in a R.L.O. should not be detained for one month but should, when all attempts to deliver them to the addressees have failed, be immediately returned to be the sender.

(3) Refused foreign articles which have to be returned to the country of origin will be disposed of in the same way at once, without being detained.

(4) Undelivered articles originating in Pakistan will be returned by foreign Postal Administrations in bundles or bags labelled 'Rebuts' addressed to the R.L.O. Karachi/Lahore. The R.L.O. by which the articles are received should dispose of (a) all articles posted in that Circle in which the R.L.O. is situated; (b) those bearing on the outside the name and address of the sender; and (c) articles for civil and military officers whose address can be ascertained from the books of references available at the R.L.O. All other articles not originally posted in the offices in the Circle which the receiving R.L.O. serves should be transferred to the R.L.O. concerned in whose jurisdiction the office of posting is situated for further disposal.

416. [*Deleted*.]

417. Postage due on articles issued.—(1) When an unregistered article is redirected to the addressee or is returned to the sender it will be taxed with the postage originally due on it, unless it be redirected to a foreign country, in which case the taxing of postage will be left to the office of foreign exchange.

(2) Unpaid or insufficiently prepaid correspondence, other than letters and single postcards, and reply postcards of which the two halves are not

fully prepaid, if posted for transmission by the foreign post, will be returned to the sender. If any such article is not prepaid with postage applicable to an inland article of the same category, the sender will be required to pay double the deficiency in the internal postage. Unpaid and isnsufficiently paid letters and single post-cards and reply post-cards of which the two halves are not fully prepaid addressed to foreign countries should be disposed of as prescribed in clause 170 of *Post Office Guide*. Unpaid and insufficiently prepaid foreign correspondence including letters and postcards which have been marked by the sender for despatch by a ship which is not a mail ship will be similarly returned to the sender.

Note 1.—See note 1 below rule 413.
Note 2.—See rule 124/1 of *Post Office Manual,* Volume V.

418. Stamping of R. L. O. envelopes and unregistered articles.—The postage-due stamp impressed on any article by any other office should not be interfered with by the R. L. O. If, however, the article has to be taxed afresh as insufficiently paid or for any infringement of the rules, the original postage-due stamp should be cancelled and the R.L.O. postage-due stamp impressd on it or on the R.L.O. envelope, if the article is to be forwarded enclosed in it. All articles taxed by the R.L.O. will be impressed with its postage-due stamp on their face. If the article is to be sent enclosed in a R.L.O. cover the postage-due stamp will be impressed on the face of the cover.

419. Refusal of senders to pay postage due.—If any article, issued from a R.L.O. for delivery to the sender and realisation of the postage or any other sum taxed on it, is declined by the sender and returned to the R.L.O., the Manager will, in the first instance, issue a letter to the postmaster concerned in form R.L.O.-15. If the sender still refuses to pay the postage due, the Manager will submit the case for the orders of the Postmaster-General, who will decide whether non-official correspondence for the sender should be stopped, and if so, the necessary authority, in form R.L.O.-15(a). will be issued to the postmaster. Should the sender still refuse to pay the postage, the Manager will again submit the case to the Postmaster-General for consideration and final orders in the light of the provisions of section 12 of the Post Office Act for initiating necessary proceedings with a view for realizing the sum due from the sender concerned through the competent Court of Law.

Note.—In the case of sub-offices, the letters in forms R.L.O.-15 and R.L.O.-15 (a) will be addressed to the sub-postmasters concerned but will be forwarded as unpaid articles, in closed bundles made up for the respective head offices.

DISPOSAL OF REGISTERED ARTICLES AND ARTICLES CONTAINING VALUABLE PROPERTY

420. Treatment of inland registered articles of the letter mail.—(1) Unclaimed inland registered articles of the letter mail received in a R.L.O. will be disposed of by the registration clerk in the same manner as unclaimed inland unregistered articles except that (a) they will be disposed of under the supervision of the Manager, (b) when redirected to the addressee or returned to the sender unopened they will be accompanied by the 'acknowledgements (if any) appertaining to them, and (c) when issued for delivery to the sender after having been opened in the presence of the Manager they will be enclosed in R.L.O. registered article envelopes (R. L. O.-6) and despatched under the original Nos. assigned to them by the office of posting. When the No. slip pasted to the registered article is torn or illegible, it will be replaced by a corresponding No. slip by the R.L.O. The names and addresses of the senders of registered articles will be recorded in the last column of the register of registered articles and Registered article envelope (R.L.O.-6) containing the article.

(2) Refused inland registered articles received in the R.L.O. will be opened by the registration clerk, and if sufficient information as to the addresses of the senders can be obtained by an examination of the contents, the articles will be issued for delivery enclosed in R.L.O. registered article envelopes, in the same manner as unclaimed registered articles. If this information cannot be obtained, they will be treated as dead articles and placed in deposit.

(3) If a registered article on being opened is found to contain currency notes or other articles of value, an inventory (R.L.O.-22) of the contents will be made by the registration clerk, which after being examined and signed by the Manager, should be placed in the registered article envelope with the article.

(4) If a registered article be refused by the sender, it will be placed in deposit with other dead articles.

Note 1.—Note 4 below rule 413 applies also to this rule.

Note 2.—The Postmaster-General may authorise the maintenance of registered, and parcel abstracts (RP.-33 and RP.-8) in R. L. O.s and, when these abstracts are maintained, the Manager must check daily the entries in the registered and parcel abstracts, with the relevant registered and parcel lists, etc. The abstracts should be signed by the Manager in the space provided in token of having exercised this check.

421. Treatment of foreign registered articles of the letter mail.—(1) Unclaimed foreign registered articles of the letter mail received in a R.L.O. will not be opened, but every endeavour will, be made by consulting books of reference, etc., to trace the addressees of the unclaimed articles. If

the addressees cannot be traced, the articles will remain in deposit in the R.L.O. for one month and, at the expiration of that period, will be sent to the appropriate R.L.O. where they will be disposed of according to the instructions on the subject in the *Foreign Post Manual,* Volume I.

(2) All foreign registered articles of the letter mails which are refused, or the addressees of which are dead or have left Pakistan without leaving instructions as to the disposal of their correspondence must be disposed of in the same way at once, without being detained.

(3) If the addressees of foreign inward registered articles of the letter mail do not take delivery of such articles on presentation but request that they should be kept in deposit till called for, the articles should be detained in the post office for a period not exceeding 15 days from the date of delivery of the prescribed notice and if delivery is not taken within this period they should be treated as unclaimed and sent to the Returned Letter Office in the ordinary course for being returned to the country of origin by the first available mail without further detention in that office.

422. Treatment of inland parcels.—(1) Unclaimed inland parcels received in a R.L.O. will be disposed of in the same manner as unclaimed inland unregistered articles of the letter mail, except that (a) they will be disposed of under the supervision of the Manager, and (b) registered parcels will be accompanied by the acknowledgements (if any) appertaining to them. Unclaimed parcels which cannot be delivered to the addressees and respecting which the addresses of the senders cannot be ascertained from the particulars on the outside, will be opened by the registration clerk in the presence of the Manager, in order to obtain sufficient information as to the addresses of the senders by an examination of the contents, an inventory (R.L.O.-22) will be prepared for each parcel thus opened. The inventory which will be examined and signed by the Manager must be placed inside the parcel which will then be securely packed and sealed and issued for delivery. The names and addresses of the senders of parcels will be recorded in the last column of the register of registered articles and articles containing valuable property received.

(2) Inland parcels which have been refused by the addressees and which the offices of posting have been unable to deliver to the senders, will be opened and dealt with in the same manner as unclaimed parcels which cannot be delivered to the addressees and respecting which the addresses of the senders cannot be ascertained from the particulars on the outside. The Returned Letter Office will then issue an intimation in the prescribed form to the office of posting with full particulars of the parcel held in deposit and the period for which it will be retained.

(3) If information sufficient to justify the issue of an unclaimed or refused parcel from the R.L.O. to the sender cannot be obtained or if, after having been so issued, it is refused by him, it will be treated as a dead article and placed in deposit.

Note 1.—Note 5 below rule 413 applies also to this rule.

Note 2.—No redirection fee will be charged by the R.L.O. on a parcel redirected by it to the addressee, but the fee already marked for recovery on such a parcel will not be cancelled. If a redirected parcel has to be redirected to the sender, the charge for redirection (if any) will be cancelled under the initials of the Manager, before the parcel is returned to the office of posting.

423. Treatment of outward foreign parcels posted in letter-box— Outward foreign parcels found posted in letter boxes which cannot owing to non-observance of prescribed conditions be forwarded to destination will, if received in the R.L.O., be opened and action will be taken in accordance with the procedure prescribed for the return of unclaimed inland parcels to senders under similar circumstances.

424. Register of registered articles and articles containing valuable property received.—(1) The following articles of the letter mail and all parcels must be entered in the register of registered articles and articles containing valuable property received (R.L.O.-3):–

(i) all foreign registered letters;
(ii) all undeliverable registered articles;
(iii) all registered articles opened in the R.L.O; and
(iv) all unregistered articles found to contain any saleable property or anything which makes registration compulsory.

(2) The entries in the register will be made by a clerk in the Registration Branch and will be examined and initialled by the Manager. The articles themselves will remain in the joint custody of the Manager and the senior or head clerk in charge of the registration branch, and will be disposed of by the latter under the supervision of the former.

(3) The Manager must count, examine and compare all articles in deposit with the entries relating to them in the register and intervals which will be fixed by the Postmaster-General with reference to the number of articles held in deposit.

Note.—Hundis, bank drafts and cheques found inside undelivered articles received in the R.L.O. will be impressed with the date-stamp as soon as the articles in which they are enclosed are opened.

425. Articles of which registration is compulsory.—(1) When an unregistered article containing anything for which registration is compulsory is issued by a R.L.O. it will be forwarded as a registered article enclosed in a

R.L.O. registered article envelope (R. L, O.-6). In so far as the registration of these envelopes is concerned the R.L.O. will be guided by the rules relating to registration in post offices.

(2) An unregistered article which manifestly contains anything of a nature which renders registration compulsory will, when issued for delivery to the addressee, be taxed on registration with double the registration fee in addition to any postage that may be due on it.

Note.—Unregistered articles issued by the R.L.O., in registered article envelopes for delivery to the senders must in no case be taxed with registration fee.

426. Articles of which insurance is compulsory.—(1) When an uninsured article found in a R.L.O. to contain any article the insurance of which is compulsory is issued for delivery to *the addressee*, it will be forwarded in a protecting cover sealed with the insurance seal and addressed to the postmaster of the office of destination after having a note recorded on it explaining why it is so sent. If the article is not a registered article, the protecting cover will be registered on service before it is despatched. If the article is to be returned to the sender, the procedure laid down in the following paragraph will be followed.

(2) The protecting cover in which the article is received from the office of posting will be opened in the presence of the Manager. If the address of the sender can be fully ascertained from the particulars outside the article, it will be placed in another protecting cover and returned to the sender unopened. If his address cannot thus be ascertained, the article itself will be opened in the presence of the Manager and an inventory (R.L.O.-22) of the contents made and signed by him. If sufficient information is obtained by a perusal or examination of its contents, the article will be returned to the sender enclosed, together with the inventory, in a protecting cover, otherwise it will be treated as a dead article and disposed of accordingly.

(3) The special fee, as prescribed in rule 93 of the Pakistan Post Office Rules, 1961, taxed by the office of delivery on an uninsured article found to contain anything of which insurance is compulsory is recoverable from the addressee on the article being re-directed to him by the R.L.O. and from the sender only when an article so taxed is returned to him after having been refused by the addressee or when the addressee can- not be found. Such article received in the R.L.O. from office of posting for return to the senders will not be taxed with the special fee.

Note.—In the case of a registered article of the letter or parcel mail issued- from the R. L. O., under this rule for return to the sender, the original No. assigned to the article by the office of posting will still be borne by it.

427. [*Deleted*]

DESPATCH OF MAILS

428. Sorting case.—The due mail list supplied to a R.L.O. will show the names of Post offices and M.S.T. sections for which mail bags are to be made up and for which labelled bundles are usually prepared and, the compartment of the sorting case will be arranged and labelled accordingly. This sorting case will also contain a separate compartment for each head office and such sub-offices, as the Postmaster-General may prescribe, in the Circle or Circles served by the R.L.O. Besides the above there will be one large compartment labelled "Redirected" for all redirected articles issued by the R.L.O. in its character of an enquiry office. There will be another sorting case containing a separate compartment for every other R.L.O.

429. R.L.O. closed bundles.—(1) The redirected unregistered articles to be issued by a R.L.O. in its character of an enquiry office will be sorted into the compartment of the sorting case labelled "Redirected". The contents of this compartment must be carefully examined by the Assistant Manager or the Head Clerk in charge of the branch to see that revised addresses have been fully given and legibly written and that the proper R.L.O. labels and envelopes have been used where required. The articles should then be tied together in a bundle.

(2) Unclaimed and refused unregistered articles which are to be forwarded to other R.L.O.s will be sorted into the sorting case labelled with the names of R. L. O.s The articles taken out of each compartment will be tied and placed in the envelope for R.L.O. sorting closed bundles (R.L.O.-14).

(3) Unclaimed and refused unregistered articles to be returned to the senders within the Circle or Circles served by the R.L.O. will be sorted into the sorting case labelled with the names of head and sub-offices, articles for delivery by sub-offices (other than those for which direct bundles have been prescribed) being sorted into the compartments for their respective head offices. The paid and unpaid articles will be separated and tied in separate bundles, the bundles for each head or sub-office being placed in the envelope prescribed for R.L.O. station closed (R.L.O.-13) bundles. The envelope will be closed, the total postage due on the unpaid articles contained therein being entered on the outside in the space provided for the purpose. The articles placed in each compartment must be examined to check missorting and if any articles are found on which the addresses are not clearly and legibly written, they will be put aside and shown to the Assistant Manager or Head Clerk who will have the defects in the addresses rectified.

Note 1.—In cases in which the despatches between a R.L.O. and a District Mail Office or another R. L. O. are as a rule, too bulky to be enclosed in an envelope, the Postmaster General may order the use of bags for the transmission of articles between the offices concerned.

Note 2.—See note below role 409,

430. Registered articles and parcels for despatch.—(1) All registered articles of the letter mail and parcels, whether redirected, unclaimed or refused, intended for delivery from post offices within the Circle or Circles served by a R.L.O. or for transfer to other R.L.O.s will be sorted in accordance with the sorting list, and unless otherwise prescribed in the sorting list all such articles will be sent to the post office, at the headquarters station entered in registered or parcel lists (RP.-32 or RP.-3) and enclosed in registered or parcel bags which will be, closed and sealed in the prescribed manner. All registered articles of the letter mail and parcels will bear the Nos. originally assigned to them in the offices of posting.

(2) When there are more than four uninsured registered articles for despatch to any post office other than the post office at the. headquarters station or to any R.L.O. for which direct mail bag is not closed, the registered articles will be entered in a registered list and enclosed, together with the list, in the prescribed envelope RP.-37 or, if necessary, in a drill bag clearly addressed to the post office of destination or the R.L.O. concerned. The envelope will be securely fastened down with paste. A No. will be given to it corresponding to the number of articles it contains, preceded by the distinguishing letters "R.B.". If a bag has to be used, it will be sealed in the ordinary way; and an envelope prepared in the manner indicated above will be attached to it as a label. The *registered bundle* will then be placed, with other registered articles, inside the appropriate registered bag under preparation.

(3) If on any date the R.L.O. makes up two or more *registered bundles* each containing the same number of articles, the No. entered on the registered bundle and in the registered list in which it is invoiced will show the name of the office of destination, thus:–

$$\frac{\text{R. B.-5}}{\text{Karachi}} \quad \frac{\text{R. B.-5}}{\text{Lahore}}, \text{ etc.}$$

431. Despatch of mails.—The R.L.O. station and sorting closed bundles and the bundles of redirected articles and of unclaimed and refused articles will be placed together with the registered bag in a mail bag which will be closed and sealed in the prescribed manner. The mail bag, together with the parcel bag (if any), will then be despatched as laid down in the due mail list accompanied by mail lists where prescribed.

RETURNED ARTICLES

432. Treatment of returned unregistered articles of the letter mail—Returned articles are those which cannot be delivered either to the

addressees or to the senders. Returned unregistered articles other than those referred to in rule 424 will be dealt with as follows:-

(a) Printed papers containing printed matter obviously without value, such as trade circulars, price lists, almanacs, etc., will be disposed of forth- with by being sold as waste paper in their original form or after being torn into pieces, as considered appropriate.

(b) All other articles will be sorted alphabetically according to the names of the addressees into the compartments of two of the locked almirahs, one of which will be used for articles addressed in English and the other for articles addressed in Urdu or other vernaculars. At the close of the month in which the articles were received, those in each compartment will be tied in separate bundles according to classes (i.e., post-cards, letters, registered newspapers and small packets), and replaced in the almirahs pending any enquiries which may be made regarding them by the addressees or senders.

433. Final disposal of dead unregistered articles of the letter mail.—Returned unregistered articles, other than those referred to in, rule 424 which remain in deposit after the expiration of the month succeeding that in which they were placed in the almirahs referred to in the preceding rule, will be dealt with as follows:–

(a) Letters and postcards will be torn into small pieces in the presence of the Manager for subsequent disposal as waste paper.

(b) Printed papers (other than those obviously without value, mentioned in the preceding rule), registered newspapers and small packets will be disposed of by being sold as waste paper in their original form or after being torn into pieces, as considered appropriate. If, however, the Postmaster-General has given special instructions that magazines, periodicals and newspapers will be used for any public purpose, such as distribution to hospitals and other public institutions, those instructions will be carried out. In the case of articles sold or distributed care will be taken to obliterate all writings on them and to detach any letters or documents accompanying them.

434. Disposal of articles entered in register of registered articles and articles containing valuable property received.—(1) Articles which are entered in the register of registered articles and articles containing valuable property received (R.L.O.-3) will be kept in a separate almirah. This almirah will be strong and well secured and provided with compartments in which the articles will be arranged chronologically according to the dates of receipt. An index having columns with the headings named below will be maintained in manuscript in which the articles will be entered alphabetically

according to the names of the addressees, a sufficient number of pages being allotted to each letter of the alphabet:–

(a) Date of receipt in the R. L. O.
(b) No. on each article.
(c) Office of posting.
(d) Name and address of the addressee.
(e) Page of the register in which article is entered.

(2) Registered postcards which remain in deposit after the expiration of the month succeeding that in which they were received will be disposed of in the same manner as unregistered postcard, *i.e.*, they will be shredded and torn into small pices in the presence of the Manager and sold as waste paper.

(3) Registered articles of the letter-mail and parcels which contain nothing of intrinsic or saleable value will, after being kept in deposit for a period of three months after the expiration of the month in which they were received, be disposed of as follows:–

(a) Letters will be shredded and torn in the presence of the Manager and sold as waste paper subsequently.
(b) Printed papers, registered newspapers and books sent under registered post should be torn up and sold as waste paper, unless there are special instructions of the Postmaster-General about the disposal of books, periodicals, magazines and newspapers for any public purpose.
(c) Small packets and parcels should be destroyed in the presence of the Manager unless their contents can be auctioned. Whenever any article is disposed of as described above, a note to that effect must be made under the initials of the Manager in the last column of the register of registered articles and articles containing valuable property received. If any such article is required to be kept in deposit for more than three months pending a reply to reference regarding its disposal, an explanatory remark to that effect will be made against its entry in the last column of the register.

(4) Articles containing anything liable to perish or deteriorate, such as fruit, cheese, medicines, cigars and provisions, may be destroyed or sold at any time at the discretion of the Manager. When the contents are of such a nature that, although of intrinsic or saleable value, it may ultimately be found undesirable to sell them, e.g., medals, religious emblems or firearms, the orders of the Postmaster-General must be obtained within the period of deposit.

(5) All articles containing valuable property which remain undisposed of will, after the close of the third month succeeding that in which they were received in the office, be transferred to the register of articles containing valuable property in store (R.L.O.-4) a serial No. being given to each in this register, and the same No. clearly written on a label pasted to the article. Such articles must then be removed to another well secured almirah where they will be arranged according to their Nos. A fresh series of Nos. will be commenced on the 1st July of each year.

(6) The entries in the last column of the register of registered articles and articles containing valuable property received will show how each article has been disposed of, i.e., whether redirected to the addressee or returned to the sender or despatched to another R.L.O. or destroyed or placed in store. No article which has been in the office for a period of three complete months succeeding that in which it was received must on the eighth day of the fourth month appear in this register as undisposed of.

(7) The check prescribed by rule 424 (3) will be applied also in the case of articles entered in the register of articles containing valuable property in store.

435. Final disposal of articles entered in register of articles containing valuable property in store.—Articles of value found in letters, parcels and small packets will, after having remained in deposit for one year after the expiration of the month in which they were received, be disposed of in the following manner:—

(a) Cash and currency notes must be made over under receipt to the postmaster of the post office at the headquarters of the Circle for credit in his accounts as an unclassified receipt. A note will be made in the register of articles containing valuable property in store of the amount of cash and the value of the currency notes forming the remittance, the total amount of which will be intimated to the Audit Office concerned, in a letter registered on service. Halves of currency notes, however, must be sent in covers, insured on service to the currency office from which the notes were issued.

(b) Postage, court-fee and other stamps, provided that they are of the current Pakistan issues, will be affixed to the error book and obliterated. A note of the value of the postage and other stamps obliterated under this rule will be made in the register of articles containing valuable property in store. Empty unused envelopes with postage stamps affixed to them, unused postcards, empty unused embossed envelopes and stamps booklets should be disposed of in the manner laid down in rule 154(1) of the *Post Office Manual,* Volume V.

(c) British postal orders will be forwarded direct to the Director of Accounts, Pakistan Post Office Department, Lahore for disposal, and a note to this effect made in the register of articles containing valuable property in store.

(d) Pakistan postal orders will be forwarded direct to the Director of Accounts, Pakistan Post Office Department, Lahore for disposal and a note to this effect made in the register of articles containing valuable property in store.

(e) Hundis, bank drafts, and cheques will be cut into small pieces in the presence of the Manager, after taking the orders of the Postmaster-General, and a note that this has been done will be made in the register of articles containing valuable property in store, against the entries of the articles.

(f) All other articles of value must be disposed of by public auction through a Committee consisting of at least three members nominated by the Postmaster General from amongst the officers stationed locally and holding posts not below in Basic Pay Scale 17 in the Department. One of the officers should be unconcerned with the Circle in which the R.L.O. is situated while the other one should be associated from the Accounts cadre. Care must be taken that all writing on such articles is obliterated and that, before the articles are made over for sale, any letters or documents accompanying them are detached for disposal as waste paper after being torn into pieces. A complete list of the articles will be prepared in duplicate by the Manager, and be signed by him and all members of the committee conducting the sale; one copy will be delivered to the latter with the articles and the other filed in the R. L. O., a serial No. and date being assigned to it. The same No. and date will be entered in the last column of the register of articles containing valuable property in store opposite the entry of each article made over for sale. The amount realised by the sale will be paid under receipt to the postmaster of the headquarters post office to be credited in his accounts as an unclassified receipt.

Exception.—This rule does not apply to the cases of inward foreign parcels which cannot be delivered to the addressee in spite of the efforts made to deliver them in accordance with the senders' instructions noted on the parcel or received in response to a notice of non-delivery and which are ultimately declared by the senders to be treated as abandoned. Such of the abandoned parcels as are charged with Customs duty will be made over by the office of exchange to the Collector of Customs concerned at once and other abandoned parcels forwarded to the Returned Letter Office for disposal.

Note 1.—The period of one year will be counted from the date on which the articles were finally received as dead.

Note 2.—R.L.O. officials are warned that they are precluded from bidding for, or purchasing directly or indirectly, anything put up for sale by auction by the R.L.O.

Note 3.—When a valuable article an entry of which appears in the register of articles containing valuable property in store forms the subject of correspondence with any of the post office or supervising officers or any member of the public, the article should not be auctioned or otherwise disposed of until it is definitely decided that neither the sender 'nor the addressee has claimed it or is traceable.

MISCELLANEOUS

436. Test of efficiency of post offices.—The R.L.O. affords a means of testing the efficiency of every postmaster and the working of every post office in the Circle or Circles served by it. Some of the articles sent to the R.L.O. show how the work of delivery is performed; others indicate whether the instructions regarding redirection are attended to or not; and the error book of the R.L.O. gives a general idea of the efficiency of the several post offices.

437. Enumeration of articles.—(1) From 7th to 13th of the months of February and August of each year, an enumeration must be made daily of the number of the different classes of ordinary unregistered articles of the letter mail and parcel received in, and despatched by, each R.L.O. The enumeration for 3 out of the 7 days will be carried out by an Assistant Postmaster-General.

(2) The result of the enumeration will be entered daily under the appropriate heads in the forms of enumeration return (R.L.O.-1 and R.L.O.-2) which should be prepared in duplicate, the daily totals for R.L.O.s being shown separately from, those for head and sub-offices. At the end of the enumeration period, these daily totals will be re-entered at the foot of each return and a grand total will be struck separately for (*a*) R.L.O.s and (*b*) post offices. One copy of each enumeration return will be submitted to the Postmaster-General along with the half-yearly R.L.O. return and the other will be kept on record in the office.

(3) The grand total of the enumeration figure under each head will be multiplied by 26-1/14 and the resulting figure will be entered against the appropriate head in the half-yearly R.L.O. return as representing the estimated number for the half-year. If during the enumeration period a Post Office holiday intervenes in addition to Sunday, the figure, under each head should be multiplied by 31-2/7.

Note.—It should invariably be mentioned in the forwarding letter whether the enumeration period was intervened by a Post office holiday in addition to Sunday and whether the enumeration figures have been multiplied by 26-1/14 or 31-2/7

(4) Statistics regarding disposal during the enumeration week of accumulated unregistered articles of the letter mail and parcel of the previous week or weeks, if any, should be recorded and shown separately under the appropriate heads in form R.L.O.-2.

438. Half-yearly R.L.O. Return.—(1)(a) As soon as possible after the expiry of each half-year ending 31st December and 30th June the Manager will submit to the Postmaster- General a return, in form, R.L.O.-5, showing against the appropriate heads the total number of articles received from, and disposed of by issue to, Returned Letter Office and post offices during that period and the number deposited in the office.

(b) The Manager will also submit to the Postmaster-General another return, in form R.L.O.-5, showing on the receipt side the total number of unregistered articles of the letter mail and parcel lying undisposed of during the previous week or weeks and on the reverse the disposal of those articles during the enumeration week. In this case, only the actuals should be shown and the figures need not be multiplied by either 26-1/14 or 31-2/7 as indicated in rule 437 (3).

(2) Figures relating to the different classes of unregistered articles of the letter mail and parcel will be obtained from the half-yearly enumeration returns in the manner described in rule 437.

439. Test of efficiency of R.L.O.—(1) The efficiency of a R.L.O. will be tested:–

(a) by a comparison of the number of articles redirected by it in its character of an enquiry office with the number received; and
(b) by the proportion of articles issued by it and returned as undeliverable.

These tests may be applied by an examination of the office copy of the half-yearly return.

(2) As the first object should be to effect the delivery of articles to the addressees by the office in its character of an enquiry office, and as satisfactory working will be proved by successful efforts in this direction rather than by the number of articles returned to the senders by the office in its character of a Returned Letter Office, special attention must be paid to the results shown in the column headed “Articles redirected to addressees” in the half-yearly return.

CHAPTER 10

BREAKS AND ACCIDENTS

440. Interruptions.—The procedure to be followed when the mail service on a Railway is interrupted must necessarily depend on the nature and importance of the interruption, and the consequences it is likely to entail. Supervising officers must, in each case, determine at their own discretion whether a break or accident is sufficiently important to require the adoption of the measures indicated in this chapter in their entirety.

441. Receipt of intelligence.—(1) The Superintendent of the Division in which any interruption to the mail conveyance occur will receive intimation of the break or accident by telegraph, telefax or any other electronic means of communication from the head sorter of the set on duty, and probably also from the Railway authorities. He should lose no time in proceeding to the scene of the interruption or, if not able to go himself, in despatching his headquarters Assistant Superintendent, if available, otherwise a sub-divisional Assistant Superintendent or a competent record clerk.

(2) In the case of an accident to a mail-carrying aeroplane which results in its total destruction, that is, when the entire crew of such a plane is killed in the accident, the Civil Aviation Authorities will inform immediately the Head of a Postal Circle about the accident, who will then direct immediately a Postal Officer. to proceed to the spot at once along with the party of the Civil Aviation Authorities, so that the salvaged mail, if any, can be taken possession of by the Postal Officer on the spot, and dealt with according to the rules. It will also be the duty of the Head of a Circle as well as of a Divisional Superintendent in whose jurisdiction such an accident occurs, to get himself in touch with the Civil Aviation Authorities immediately he receives information of the accident either officially or through any other source, and the Divisional Superintendent will arrange to accompany the Civil Aviation Authorities to the spot and will take further action for the disposal of the mails as mentioned above. In cases, however, where in consequence of an accident en route, an aeroplane carrying mails is unable to continue its journey and call at the prescribed stopping places, the staff on board should deliver the mails to the head or sub-office nearest to the place of the accident or to the office most suitable for reforwarding the mails. The action to be taken in this latter case will be as indicated in rule 53/1 of the *Post Office Manual,* Volume VI.

442. Intimation to Heads of Circles and local authorities.—The instant intelligence is received by the Superintendent of a break or accident

which is likely to cause interruption to the ordinary service or delay in the transit of mails, or any change in the arrangements of post offices, he must immediately communicate the news by telegraph, telefax or any other electronic means of communication to the Head of each Circle that is likely to be affected by the occurrence in any way, mentioning briefly what steps are being taken to meet the emergency, as well as the hours at which mails delayed on account of the break may be expected at their destinations, and the route by which such mails will be forwarded. A fuller written account to the same effect should follow by the earliest opportunity. Subsequently, the Superintendent should acquaint the local officers (Superintendents of Post Offices and M.S.T. and postmasters) with what goes on and make his arrangements in communication with them, so that confusion may be avoided.

443. Intimation to Head of Circle.— The Superintendent, M.S.T., is also required to give the earliest news of a break or accident by telegraph, telefax or any other electronic means of communication to his Head of Circle, stating such particulars as are known and mentioning the arrangements made to meet the emergency. In cases of breaks extending over a considerable distance, or of a series of breaks, where the assistance available in the Division is insufficient, the Superintendent may request the Head of Circle to depute officers from other Divisions to assist him. The Superintendent should furnish the Head of Circle with early and full information during the continuance of the interruption.

444. Arrangements in anticipation of requirements.—If necessary, the officer proceeding to the scene of the break or accident should be accompanied by an extra staff of officials to take charge of mails when carried across gaps, or to form new sets. He should also take a supply of tarpaulins, where necessary, for the protection of the mails from wet weather. It will also be advisable for him to provide himself with a sufficient amount of money to meet any contingent charges that may have to be incurred. The advance needed should be sanctioned by the competent authority which should be obtained under receipt, from the head record office; or if the amount there available is insufficient, the Head of Circle should be asked by telegraph or telefax to arrange for the supply of the requisite funds. The officer receiving the advance will be responsible for keeping a strict account of it and, where possible, for obtaining receipts on account of all payments that he may make.

445. Arrangements on the spot.—On the occurrence of any interruption to the mail service, it is the duty of every official on the spot not only to make the best arrangements possible under the circumstances, in the absence of definite instructions, for the safe and speedy forwarding of the mails, but also to telegraph or telefax particulars of the occurrence to his supervising officers mentioning the name of the Post Office officials, killed or injured, if any. The Superintendent M.S.T., or other officer deputed for the

purpose must exert himself to make such arrangements for the conveyance of the mails as the circumstances of the case may demand or admit of. It is impossible to lay down any fixed rules for his guidance which would meet every contingency. He should co-operate with other Postal officials, and with the Railway authorities, and endeavour always to work in harmony with them. The action to be taken must necessarily depend on his own energy and intelligence as well as on the special circumstances of each case. He should employ any mode of conveyance available for the expeditious carriage of the mails; if trollies can be obtained, he should ask the Railway authorities to supply them, and so on. In some cases it will be advantageous, or even necessary, to open a temporary mail office at the spot. When this is decided on, the Railway authorities should be requested to locate a mail van at the place for this purpose. If the whole of the mails cannot be forwarded at one time, the parcel mails should be detained in preference to the letter mails, arrangements being made for the onward despatch of all mails by the earliest opportunity and for the safe custody of those detained. In the case of important mails, e.g., Express Post Services articles etc; no pains or reasonable expense should be spared in forwarding them with expedition.

446. Outward foreign mails.—(1) If the interruption to the mail service is likely to cause any detention to the International Speed Post / EMS articles and outward foreign mails, the intimation given to Heads of Circles, etc., should comprise such particulars as will enable them to warn the public at stations affected by the interruption. Nevertheless steps should be taken in forwarding such mails with utmost expedition. The Railway authorities should likewise be communicated with in order that every endeavour may be made to reduce the period of detention as much as possible.

(2) It will be the duty of the officer at the scene of the interruption to telegraph or telefax to the Head of the Circle if there is *any risk whatever* of the outward foreign express mails not reaching in time at the station where the port of disembarkation is situated. Similarly, if the train carrying the outward foreign express mails misses, or is likely to miss, connection at any junction station beyond the break, the local officer in whose jurisdiction the misconnection occurs will be responsible for telegraphing or telefaxing the news without delay to the Head of the Circle.

447. Temporary sorting lists.— In cases where interruptions occur in the beat of a section, requiring the formation of one or more new temporary sections, it will be necessary to revise the sorting lists of the original section and to prepare sorting list for any temporary offices or sections that may be opened This duty should be performed at once, so as to prevent correspondence being delayed or miscarried. The revision or preparation of sorting lists in these cases should be done in consultation with the Superintendent of Post Offices, if he is present; otherwise the M.S.T. officer should inform the post offices concerned of the changes made in the sorting

lists. Such changes in sorting lists may be carried out without the previous sanction of the Head of the Circle but the nature of the changes should be intimated to that officer as early as possible.

447/1. Shifting of Post Offices in the event of floods, epidemics, alongwith population and maintenance of postal services:—In the event of heavy floods affecting civilian population and disrupting mail communications by rail or road, etc, and in cases of spread of epidemics, the Superintendent of Post Offices / M.S.T. Assistant Superintendent of Post Offices / M.S.T., Postmaster, concerned in whose jurisdiction the affected area falls, will *inter alia* immediately contact the local civil authorities (civil, police, Railways, Works and Road Department, Canal/Irrigation, etc.) and keep himself fully posted with the latest developments of the situation and the plans of the aforesaid authorities to cope with the situation. Beside whatever efforts are possible departmentally to run the Post Offices and to maintain properly the postal communications with the rest of the country, any help needed in this respect may also be sought from the aforesaid authorities. Timely action will be taken by supervisory officers and Postmasters in the areas affected by floods for safeguarding Government property including cash, valuables, records, etc., from possible damage due to floods and for shifting the Post Offices alongwith the cash, valuables, records, etc., to safer places in case the local authorities decide to shift the population of marooned or affected area to a safer place. As far as possible, the Post Office serving the particular locality or area will be shifted to the same place, or any convenient place nearby, where the population of that locality or area is to be shifted so that the postal services and facilities, including operation of Post Office Savings Bank accounts, continue to be available to those people. Help and co-operation of the local authorities mentioned above will be elicited for accommodation, safety, efficient and uninterrupted running of the Post Office at the place of its temporary location and for transport of mails, cash, etc., to and from the Post Office until the situation returns to normal and the Post Office is shifted back, alongwith the population, to its original place.

448. Final report on interruption.—When the interruption to the mail service has ceased, the Superintendent, M.S.T. should submit a report to the Head of the Circle, describing its cause, and the measures taken for the carriage of the mails and the restoration of communication. The report should be accompanied by a detailed account of expenditure incurred for the conveyance of the mails; where possible, vouchers should be obtained and attached to the account. This account will be examined in the Circle Office, and returned to the Superintendent. The items passed by the Head of the Circle should be included in the next contingent bill of the Division.

449. Report to the Director-General.—Reports of interruptions to the mail service need be submitted to the Director-General only in cases of a serious or important character likely to be of prolonged duration or which are

accompanied by loss of life amongst postal officials or of mails. These cases must be reported *by telegram or telefax* In all such cases also, a report by post describing in brief the arrangements made for the transmission of mails with any remarks, which the Head of the Circle may wish to offer, should be submitted as soon as through communication is restored. No report should be sent to the Director-General *on tour* unless a catastrophe of an alarming character occurs.

APPENDIX

APPROVED SPECIFICATIONS OF MAIL VANS

PAKISTAN POSTS AND TELEGRAPHS DEPARTMENT

Office of the Director- General, Pakistan Posts & Telegraphs

No. D. 66-1/48 dated Karachi, the 2nd March, 1953

To
The Director General,
Railways, Karachi.

Subject:-Standardization of Mail Vans.

Sir,

With reference to your O.M. No. 49/926/1/M, dated 29th/30th January, 1953 on the subject noted above, I am directed to say that- the specification for Mail Vans indicated in the General Manager, N.W.R., Lahore's letter's No.776-W/193, dated 24.11.52 and 21.1.53 are acceptable to this Department.

Sd. A. M. Quraishi,
Assistant Director-General (Mails).

NORTH WESTERN RAILWAY

From:—The General Manager,
Lahore.

Ref. No. 776-W/193 Dated 24th November, 1952.

To
The Director General (Railways),
Railway Division,
Government of Pakistan,
Karachi.

Standardization of Mail Vans.

The question of fixing new standards for the future mail vans in the light of the changed circumstances arising from the partition of the country was first

raised with your office, vide this office letter of even No., dated the 30th March, 1949. With the issue of your letter No. 49/926/1/M, dated the 10th May, 1952, this question has now been finalised in consultation with the Director-General, Posts and Telegraphs Department.

2. Attached herewith please find a copy of the finalized specifications for the mail vans to be provided in new builds, in future. This has been got out and is being issued to the Director-General, Posts and Telegraphs, the Postmaster- General, Punjab and N.-W. F. P. Circle, the General Manager, E. B. Railway and the various Railway Offices concerned in order to ensure that the final position is available on record in each of these offices. Only the fittings specified in these specifications will be provided in the future mail vans and anything that does not correspond with these specifications will not be provided.

A. R. Azhar,
for *General Manager*.

DA. One

Copy to—

The Director-General, Posts and Telegraphs, Karachi, and Post Master General, Punjab and N.-W. F. P. Circle, Lahore.
The General Manager, E. B. Railway, Chittagong, with one spare copy.
The Superintendent, Mechanical Workshops, Moghalpura.
All Divisional Superintendents, N. W. Railway.

Standardization of the Designs and Fittings in Postal Compartments

N.B.—The designs and fittings enumerated below shall apply to all new buildings, stock undergoing Rehabilitation and stock due P.O.H., unless otherwise specified.

1. Classification and size.—The following classifications and sizes are standardized for all new buildings only:

Broad Gauge

S.F. 40 ft. against the existing S.W. 28 ft.
S.E. 30 ft. against the existing S.T. 21 ft. 1 inch.
S.C. 20 ft. against the existing S.H. 14 ft. 6 inches.
S.B. 15 ft. against the existing S.Q. 6 ft. 10 inches.

S.E. 30 ft. against the existing S.W. 18 ft. 6 inches.
S.B. 15 ft. against the existing S.H. 9 ft. 7½ inches.
S.A. 10 ft. against the existing S.Q. 6 ft.

2. Location of Postal Compartments.—As far as practicable, all Postal Compartments shall be located in the centre of the coach to admit of adjoining compartments being engaged by the Postal Department as and when necessary. This applies to new builds only.

3. Batteries and Dynamos.—All coaches having Postal Compartments shall have independent batteries, dynamos and generating apparatus.

4. Lights.—*(i)* Light points shall be provided at a distance of 3 ft. on sorting cases and 4 ft. on other places, in double rows.

(ii) All lights shall be shaded and those on the sorting cases so located as to throw light on the sorting cases and ledges.

(iii) All bulbs shall be frosted.

(iv) One bulb, suitably encased, shall be provided over each letter box.

(v) Two lights clustered together shall be provided over each door to facilitate exchange of mail.

5. Fans.—*(i)* Fans shall be provided in one row in the centre of the ceiling at 10 ft. intervals.

(ii) Each fan shall be provided with a regulator and guard.

6. **Wax-heaters.**—*(i)* One wax-heater, with automatic thermal control, for melting wax, and forming a permanent fitting, shall be provided.

(ii) The heater shall provide for heating two kinds of wax, namely red and green.

7. Fire extinguisher.—A fire extinguisher with complete instructions on its use shall be provided, as also a notice for precautions against fire.

8. Sorting cases.—*(i)* Sorting cases should be provided in each class of Postal Compartment on the following scale. If practicable these shall also be provided in Rehabilitated stock and stock undergoing P.O.H.

S.B.—One breadth and lengthwise sorting case about 9ft. in measurement and enclosed by a collapsible metal enclosure with locking arrangements for registration work, one lengthwise sorting case for papers about 6 ft. long and another breadth wise letter sorting case about 5 ft. long, opposite to the registration case.

S.C.—One Registration sorting case of the type shown above; one lengthwise paper sorting case about 6 ft. long and another breadth wise letter sorting case about 6 ft. long.

S.E.—One Registration sorting case as shown above. One length and breadthwise letter sorting case about 15 ft. long. One paper sorting case about 8 ft. long.

S.F.—One Registration sorting case as shown above about 10 ft. long. One length and one breadthwise letter sorting case about 20 ft. long. One paper sorting case about 10 ft. long.

S.I.—One Registration sorting case as shown above about 10 ft. long. One letter sorting case about 25 ft. long. One paper sorting case about 18 ft. long.

(ii) There should be ledges with letter mail sorting cases.

(iii) The sorting cases should be at a height of about 2½ ft. from the floor.

(iv) The ledges of the sorting cases including letter sorting cases should be 15 inches in metre gauge and 18 inches in broad gauge postal compartments.

(v) Each letter sorting case should have 6 rows of pigeon-holes, registration sorting case 5, paper sorting case 4, and parcel sorting case 3.

(vi) Pigeon-holes sorting cases should be of wood with bottoms of expanded metal thickly coated with white paint.

9. Pigeon-holes.—*(i)* Letter sorting pigeon-holes should be 6" wide, 9" high and 12" deep. Registration sorting pogeon-holes should be 8" wide, 11" high and 12" deep. Paper sorting pigeon-holes should be 10" wide, 12" high and 12" deep. The horizontal pigeon-holes of the letter sorting cases should be 8" broad, 10" long and 12" deep. The lowest row of the registration sorting cases and the lowest 2 of the sorting cases in Postal Compartments not provided with separate paper sorting case should be of the size of paper sorting pigeon-holes.

(ii) There should be a downward slope of about 3" in all pigeon-holes, from the inside of Postal Compartments to the back of sorting cases to prevent letters falling out with the oscillation of the train.

10. Socket for lables.—Each pigeon-hole should have a socket to hold labels. The measurement should be 3½" long and 1¼" broad and 1/16" thick.

11. Doors.— (i) All the doors of the Postal Compartments should be of the hinged type about 4½ ft. wide opening in 2 panels, one of about 2½ ft. and the other 2 ft., the larger one opening first.

(ii) The doors of the storage compartment should be about 4 ft. opening in 2 panels of 2½ ft. and 1¼ ft., the larger one opening first.

(iii) The doors of the adjoining compartment should be about 4 ft. wide.

(iv) The door into the adjoining compartment should be sliding.

(v) All the doors should be provided with bolts and other safety devices.

(vi) The larger panel of Postal Compartment doors should also be provided with windows through which small mail bags could be exchanged.

NB.—If practicable the above amenities should be provided in Rehabilitated stock and stock undergoing P.O.H.

12. Windows.—*(i)* Windows should be provided on all the space not covered by sorting cases, to give sufficient light and air.

(ii) All the windows except those in Postal Compartments and storage compartment doors should be closed with strong expanded metal and vertical iron bars.

(iii) All the windows of the Postal Compartment and the doors of the storage compartment should be provided with safety devices.

(iv) The windows in the doors of the Postal Compartment and the storage compartment should have two shutters of expanded metal-cum-venetian and glass and all other windows should have glass and venetian shutters.

(v) All the shutters should be sliding upwards, so that postal articles may not fall in the grooves.

13. Adjoining Compartment.—*(i)* There should be inter-communication doors between the Postal Compartment and adjoining III or Inter class compartments.

(ii) The seats in the III or inter class compartments adjoining the postal compartment should be folding.

(iii) The windows and doors of the III class or Inter class compartments adjoining the Postal Compartment should have bolts and other safety devices as provided in the doors and windows of the Postal Compartments.

14. Storage Compartment.—*(i)* There should be one storage compartment of 5 ft. in S.C. but there should be no racks.

(ii) Each storage compartment should be separated from the other by collapsible metal enclosures with locking arrangements.

15. Letter-boxes.—*(i)* Letter-boxes should be near the doors of the Postal Compartments.

(ii) There should be external light points over them in glass cases.

(iii) The letter box slot should be below waist rail to facilitate posting of letters from low-level platforms.

(iv) The words "Letter Box" and a notice regarding late fee should be conspicuously written over them.

(v) The covering of the slot should be such that rain water may not get inside.

(vi) The covering on the slot should be provided with a suitable contrivances to be operated from inside, so that letter-box may be closed at the terminal station when the Postal Compartment is stabled in the yard.

(vii) The mouth of the letter-box should be about 8" long and 2" wide. It should be about 1 sq. ft. with expanded metal side and lid.

16. Latrines.—(*i*) All Postal Compartments should be provided with latrines.

(ii) These should be Indian style.

(iii) Their dimensions should be the North Western Railway standard.

(*iv*) They should be fitted with mirrors, wash basin, towel-rail, hooks, pegs and water tap.

17. Wells.—*(i)* There should be wells about 3 ft. broad, 5 ft. long with the maximum depth in each Postal Compartment on the scale shown below.

One in S.A.
One in S.B.
Two in S. C.
Three in S.D.
Four in S.E.

(ii) They should be provided with shutters which should flush with floor and open in 2 panels and should have locking arrangements.

N.B.—The size and number of wells will depend on the construction of the underframe on which the body is mounted.

18. Seats.—*(i)* The seats should be adjustable and capable of being raised or lowered for sorting or writing purposes, when necessary.

(ii) All seats should be cushioned and revolving.

(iii) All seats should have back rests, preferably of the collapsible type.

(iv) Seats should be provided on the following scales:–

S.A.	…	…	Two
S.B.	…	…	Three
S.C.	…	…	Four
S.D.	…	…	Six
S.E.	…	…	Eight

Besides, a small folding table and a chair for the use of Head Sorter should be provided in each Postal Compartment of the type S.B., S.C. and S.D. and 2 tables and 2 chairs in larger one. The tables should be about 3' x 2'. A small rack of about 6 pigeon-holes may also be provided on the tables of the Head Sorters.

19. Luggage racks.—Wire-netting luggage racks be provided in each Postal Compartment at a height of about 6 ft. from the floor, having length according to the size of each Postal Compartment.

20. Floors.—The floors of all the Postal Compartments should be asbestos cement.

21. Colours.—All Postal Compartments should be painted white from inside and red outside. The floor should be dark green.

22. Water tank for Postal Compartment.—There should be separate water tank for Postal Compartment.

23. Hooks, pegs and rods.—*(i)* Hooks and pegs for the use of the staff should be provided in sufficient number in each Postal Compartment.

(ii) Iron rods with inverted hooks shall be provided on the ledges of the sorting cases and also at a height of about 4 ft. from the floor on all the vacant space available on both sides for hanging bags.

24. A table for stamping of articles, with rubber pad fixed therein will be provided near the door opposite to the seat of the Head Sorter.

25. The words "Railway Mail Service" should be painted in bold letters both inside and outside the doors on both sides of the Postal Compartment. In addition the following notices should also be painted:

(i) Notice regarding "No admittance except to staff on duty" should be painted both inside and outside on the doors of the Postal Compartment and storage compartments on both the sides.

(ii) Notices prohibiting smoking, cooking, etc. and the dragging of bags should be painted inside the Postal Compartment.

Copy of Letter No. 776-W/193, Dated 21st January 1953, From The General Manager, N. W. Railway, Lahore, To Railway Division, Karachi

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Standardization of Mail Vans

Reference Assistant Director General (Mails) letter No. D-66-1/48, dated 3rd January, 1953.

Reference is invited to the above quoted letter from Assistant Director General (Mails) to you, a copy of which was endorsed to this office. It was pointed out in this office letter of even number, dated 24th November, 1952, that this office was under an impression that the question of fixing new standards for future Mail Vans had been finalised in consultation with the Director General, Posts and Telegraphs, and copies of the finalised specifications were issued to all concerned, for record only.

This office is unable to appreciate the reasons due to which it has been found necessary by the Assistant Director General (Mails) to recommend these changes in the finalised specifications at this late stage, in respect of

classification and seating capacity; which were both based on the recommendation of the Director General, Posts and Telegraphs.

There is no objection to the acceptance of the revised classification suggested by that office, but the changes in the seating capacity cannot be accepted as this will mean complete change in the accepted layout of the vans, and it will be difficult to provide for larger number of seats without reduction in area reserved for other purposes.

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[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.]

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