

BANGLADESH POST OFFICE

POST OFFICE MANUAL

Volume VIII

POST OFFICE AND
RAILWAY MAIL SERVICE
SUPERVISING OFFICERS

FIRST EDITION

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NOTICE

The principles underlying the arrangement 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 rules contained in this volume of the *Post Office Manual* supersede all previous rules and circulars on the subjects treated of herein.

These rules must be carefully read by all Officers of the Post Office to whom they are supplied, as no breach of the rules will be excused on the plea of ignorance.

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Post Office Manual

Volume VIII

POST OFFICE AND RAILWAY MAIL SERVICE SUPERVISING OFFICERS

CHAPTER I

HEADS OF CIRCLES

PERSONAL DUTIES

1.—All Circles

1. Head of a Circle.—The term *Head of a Circle* means the chief officer in a Postal Circle, viz. the Postmasters-General, Superintendents, Inspectors, Postmasters and all other officers in a circle are subordinate to the Head of the Circle. The administrative and financial powers of the Head of a Circle 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 Postmaster-General to his Deputy Postmaster-General or to an 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 these 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 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.*—The Head Offices and principal mail lines as also sorting and 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 Postmaster should be examined with reference to the standard inspection questions relating thereto. A Postmaster-General should, if possible, visit every station which is the Headquarters of a district at least once in two years. While visiting the Headquarters of Superintendents, R.M.S., he should carefully scrutinize 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, the convenience of the public is met in every legitimate way, and take particular attention to the improvement of sorting arrangements.

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.

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

5. *Examination of diaries.*—The Head of a Circle must personally examine the diaries of Superintendents (Genl-1) so as to check idleness and unduly long trips and, in the R.M.S., also to see that they spend a sufficient

time in mail vans and mail offices visited. He should specially see that Superintendents do not allow their 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.—The Head of a Circle must personally examine the statements of complainants (Cpc-3) 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 and examine them.

7. Control over pension work.—The Head of a Circle must keep a constant watch on the pension work of the circle. To this end, he must personally scrutinise the consolidated return of pending pension and gratuity cases compiled each month in his office from the similar returns (Est-52) submitted to him by subordinate 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.

B—Postal Circles

8. Inspection of Retarded Letter Office.—(1) The Postmaster-General must inspect the Retarded 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 desir-

able that the Postmaster-General should, if possible, carry out one of the two half-yearly inspections himself.

(2) This 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.-3).

(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.

9. Deleted.

10. Verification of balances of headquarters office.—(1) The balances of the head office at the Headquarters should be verified twice a year, in accordance with the standard questions and the verification notes in original submitted to the Head of the Circle for personal examination and disposal.

(2) The verification should ordinarily be performed by a Deputy or Assistant Postmaster-General, but the Head of the Circle may, in special cases, delegate this duty to any Superintendent. In latter case, the entries to be made in the order book should be such as a Superintendent is authorized to make in the case of any other first class head office.

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.

MISCELLANEOUS RULES

I.—All Circles

12. Deputy Postmasters-General.—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.

12/1. Assistant Postmaster-Generals are attached to the office of the head of the circle in order to assist him personally in inspection, investigation and supervision. They should be freely deputed away from the headquarters particularly in serious cases of robbery, abstraction or fraud.

Assistant Superintendents are also attached to the office of the Head of the Circle for investigation and supervision.

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

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 (in form Bgt.-14) 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 despatch 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 R. M. S.
- (n) Register of weightment system despatches (M-162).
- (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 and fraud with index.

- (v) Register of sanctioned establishments.
- (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 used 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 omission 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 monthly abstract [(Cpt.-1) (c)] showing the number of complaints as shown in the statements of complaints received from Superintendents and first class Postmasters should be maintained in the prescribed form. 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.

(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.

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 of in which the cases are closed.
(2) [Deleted.]	[Deleted.]
(3) Annual Reports of—	} 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.
(a) The Director-General	
(b) The Head of the Circle	
(c) Superintendents	
(d) Foreign Administrations	One year after the year in which they are received.
(4) Budget allotments	Three years after the year in which they are received.
(5) Buildings and runners' huts	Three years after the month in which the buildings or huts have ceased to be occupied by the Department.
(6) Business hours and distribution of work in Post Offices.	One year after they have become obsolete.
(7) Confidential records and character sheets.	One year after the month in which the officials concerned died, resigned, or were dismissed. Confidential records and character sheets of officials who have retired are preserved along with the pension cases and destroyed five years after retirement. Confidential records and character sheets

List of Records—contd.

Class of record	Period of preservation
	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) (g). Creation, revision or abolition of establishments of any class and changes in the status of post offices in acceding States or 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 immovable property is taken as security.
(10) Diaries of Superintendents	One year after the month to which they relate.
(11) Director-General's circulars and general orders.	Three years after the close of the year in which they were issued.
(12) Due mail and sorting lists	One year after they have ceased to be exists.
(13) (g) Field Post Offices	Five years after the month in which the cases are closed.
(d) Volunteers for Field Service	One year after the date of return.
(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 (together with the certificates.)	Three years from the due dates of maturity of the certificates.

List of Records—contd.

Class of record	Period of preservation
(18) Enquiry cases relating to savings bank withdrawals (together with the warrants of payment).	Three years after the month in which the cases were closed.
(19) Inspection reports and copies of inspection and verification remarks in order book.	One year after the year in which they are received.
(20) Indents	One year after that to which they relate.
(21) Loss of, or damage to, Postal articles	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.
(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 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.	Three years after the month in which the officials concerned severed their connection with the Department, except in the cases 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 intimate that his name has been removed of their register.

List of Records—contd.

Class of record	Period of preservation
(26) Cases in which (invalid or extraordinary pensions have been sanctioned. Other pension cases	Twenty-five years from the date the pension is sanctioned. 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—	} Permanent.
(a) Registered newspapers	
(b) Deleted	
(c) Losses with index	
(d) Absconders	
(e) Correspondence received	
(f) Security bonds	
(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 pensions.	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) Saving 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.

List of Records—contd.

Class of record	Period of preservation
(15) Temporary and monsoon establishments.	Three years after the month in which the same are closed.
(16) Time-tables	One year after they have ceased to be extant.
(17) Tour programmes	Six months after the completion of the tour.

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 Inspectors.*—The Head of a circle should fix the extent and the headquarters of each Inspector's subdivision.

19. *Accommodation for Superintendents' offices.*—If there is no sufficient accommodation in the circle office or post office, the office of the Superintendent should be located in some other suitable Government building, if available, or else in a rented building.

20. *Inspection of Superintendent's office.*—The office of every Superintendent 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.

21. *Inspection of offices and sections.*—(1) Every second class head office must be inspected twice every twelve months in the manner laid down in rule 216, at intervals of about six months, by the Superintendent within the limits of whose division the head office is situated. The balances of every head office within the limits of the division (except that at circle headquarters) must also be verified twice by the Superintendent and four times by the Inspector in every twelve months,—one of the verifications of balances of second class head offices by the Superintendent being made at the time of the inspection. The Postmaster-General is authorised to relax this rule in very special cases to the extent of allowing the inspection of a small head office, either with or without a complete verification of its accounts, to be carried out by an Inspector. All sub and branch offices in a division must be inspected twice every twelve months in the manner laid down in the rule cited above, the inspections being divided by the Postmaster-General between the Superintendent, Assistant Superintendent and his Inspectors. As a general rule, the inspection of the more important sub-offices should be assigned to the Superintendent; the inspection of the smaller sub-offices should be made the duty partly of the Superintendent and partly of his Inspectors; and the systematic inspection of branch offices should be made the special duty of Inspectors. Branch offices vested with savings bank powers should be inspected by the Superintendent 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 Superintendent and his Inspectors.

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

(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 to what 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 or verifications of the accounts of any head office by assigning this work to an Assistant Postmaster-General.

Note 2.—In addition to the inspection of first class head or sub-offices by the Postmasters of those offices, under rule 38(3) and (4) of the Post Office Manual, Volume VI, all first class head offices, may also be inspected once in twelve months by the Postmaster-General or the Deputy Postmaster-General or Controller, the inspection being confined to branches other than the accounts and treasury. In carrying out the inspection, he need not go systematically through every question on the Inspection Report form.

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

(2) Postal notices will be issued apart from, and not as annexes to, the circulars, and, except in the case of certain large head offices selected by Heads of Circles, only two copies of each such notice will be supplied to each office, one for exhibition on the office noticeboard and the other for record. In cases in which further copies are required for distribution to the public, the Head of the Circle should at once telegraph for the requisite number of copies. 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

(5. If the issue of 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 his circle should be published, in the form of a monthly circular which should bear a consecutive annual series of Nos. The pages of circulars should also be numbered in a consecutive series throughout the year. Every item of a circular should bear in heavy type, on the upper right-hand corner, the name of the department which it concerns. Any circular which relates to miscellaneous matters or which concerns more than one department should be headed "General File". If in any month there should be no material for a circular, none should be issued in that month.

(2) Circulars issued by the Director-General or the Head of the Circle need not be supplied to branch offices but arrangements should be made for only such matters as concern branch offices to be incorporated in Branch Office circulars in the local 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 from where there is one, or where there is no press, they should be (a) reproduced by any multiplying process available in the Postmaster-General's office, or (b) 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 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 July following the close of the official year in which they were issued. If it is found necessary to preserve or repeat the instructions contained in such circulars, 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 a Circle for the interception of articles passing through a sorting office or section, should be refused, except in very special cases, or for very special reasons, as compliance with such requests militates against the proper working of the Department. Such applications should never be granted if they do not furnish the names of the offices of 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 office to whom the special rules in this *Post Office Guide* regarding official correspondence are applicable.

26. **Returns to senders of articles posted.**—(1) The rules on the subject of the recall of articles posted in Bangladesh which have not passed beyond the jurisdiction of the Bangladesh Post Office will be found in the *Post Office Guide*. Articles which have passed beyond the jurisdiction of the Bangladesh Post Office and foreign unregistered articles cannot be recalled.

(2) If an application for the recall of an article 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.

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

27. **Applications for information from Post Office records.**—Applications for information from the records of a post office or mail office should ordinarily not be complied with; and if the applicant is a Govern-

ment 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 stamp book 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 cases, and whether an order should be obeyed or not will almost necessarily depend on the circumstances of each case.

Note 2.—In dealing with orders of Courts for granting a *prohibitory injunction of such books*, a caution of policy is to some extent involved. It is open to the Post Office, under section 6 of *Books and Evidence Act* (Act XVIII of 1911), not only to show cause against the issue of the order, but also to offer to produce the books themselves in Court in lieu of allowing the prohibitory injunction. 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 injunction to be made, where the manner of exposing might not be kept under proper control.

28. Monthly statistics.—A Head of a Circle should submit to the office of the Director-General every month a statement, in form Ms.-14(c) containing statistics of ordinary registered, insured and value-payable articles of both the letter and parcel mail posted in post offices and in mail offices authorised to accept such articles, as the case may be. The statistics should show separately (a) articles on Postal Service, (b) articles on Telegraph and Telephone service, and (c) other articles. He should also furnish at the back of the statement the number of the ordinary registered and value-payable articles of the letter mail (under "Postal Service", "Telegraph and Telephone Service" and "Others" separately) posted on the first working day of each month, and the number of packets included in each. The statistics should be compiled in the office of the Head of the Circle from the statistical memoranda [Ms.-14(d)] 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 20th of the month following that to which the figures relate.

Note 1.—A separate statement in Form Ms.-14(d) should be submitted to the Director-General together with the statistics mentioned above, in respect of Head Offices, or Circle Headquarters and its Sub-Offices. The figures of these offices should not be included in the general statements for other offices of the Circle.

29. Irregularities in service messages despatched. (1) After the inspection of the Telegraph Branch of a combined office, the Superintendent of Post Offices concerned will forward to the Head of a circle along with the inspection report, the drafts of service messages (despatched by officials whom he has no authority to punish) which have been placed in fault on the ground of their having been needlessly despatched, or because they relate to the private affairs of the senders, or because they are diffusely worded or wrongly classified, or on account of any other patent irregularity.

(2) In respect of such 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 realized should be converted into postage stamps which should be affixed to the message draft in question, and properly defaced. The message draft should then be sent to the Check Office. Similar message drafts received from Divisional Superintendents should also be sent to the Check Office.

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 returning acceptance of his application for registration.

31. Enumerative Returns.—(1) From the 7th to the 15th of the month of February each year, an enumeration is made daily of the number of ordinary unregistered articles of the letter mail and unregistered parcel given out for delivery by all post offices and by those sections and mail offices that deliver such articles without the intervention of post offices. A month previous to the enumeration, a circular should be issued by the Head of the Circle warning all subordinates that the enumeration has to be made on the prescribed dates and impressing on them the necessity for making it carefully.

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

the result of the enumeration. The report should include—

- (i) a statement in form Pa-19 showing the total number of articles of each class given out for delivery during the week in which the enumeration was taken. Separate sets of figures should be given
 - (a) for all the Head Offices in the Circle,
 - (b) for all the sub-offices in the Circle,
 - (c) for all the branch offices in the Circle,
 - (d) for all the mail offices and sections in the Circle, and the total for the whole Circle worked out,
 - (e) figures for the whole circle in respect of the corresponding week of the previous year should also be shown under all the columns of form Pa-19 except those relating to Posts and Telegraphs Service articles and the percentage increase or decrease worked out for each class of articles ;
 - (f) service articles given out for delivery during the enumeration week should be shown separately in the Statement Pa-19 ;
- (ii) an explanatory memorandum giving reasons for the increases or decreases under each class of articles ;
- (iii) a statement showing the number of articles of each class given out for delivery from the principal Head Office in the Circle and its town sub-offices with comparative figures for the previous year and the percentages borne by these figures to the figures for the whole of the Circle ;
- (iv) a classified statement showing the number of Post, Telegraph and Telephone Service registered (including insured) articles of the letter and parcel mails under the heads Postal, Telegraph and Telephone (including Radio) Services posted during the enumeration week.

(3) The report on the February enumeration should be submitted not later than the 1st April.

(4) A sample survey for three days consecutively under the personal supervision of a responsible Gazetted Officer will be made daily in respect of unregistered articles of the letter and parcel mails given out for delivery as well as those posted for despatch from 7th to 9th in the month of August every year at the selected important Head Offices to be notified by the respective Heads of Circles, under intimation to the Directorate-General, to the

Heads of Units concerned one month in advance of the commencement of the sample survey. After all the enumeration returns have been received by the Heads of Circles, they should submit the number of articles received for delivery with those posed. This report should reach the Directorate-General by the 1st October each year.

32. *Half-yearly list of volunteers for field service.*—A list, called the "Field Force List", 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. A supplementary list containing the names of postmasters whose maximum pay is Tk. 350 and upwards, Superintendents, and officers of higher rank who have volunteered for field service, should be submitted to the Director-General's office on the 15th April and 15th October of each year. The supplementary list for the Director-General's office should invariably contain a note to the effect that the list of volunteers is complete and up to date.

Note.—For full information regarding the "Field Force List", see Appendix 23 to the Post Office Manual, Volume IV.

33. *Mobilization of Postal officials for field service.*—(1) *Defunct.*

(2) Under rule 4 of section 1 of Part I of the *Field Service Manual (Post Office)*, a Postal official under orders for field service should receive his substantive pay up to the date of his departure for the front. He may also draw an advance of a month's pay as well as travelling allowance to the Base or port of embarkation for the Base. 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 the Circle should, when issuing orders to the selected volunteer, communicate his name to the postmaster of the head office under which he is serving. On receipt of this information, the latter will arrange for the immediate payment of the authorized advances and see also that the official ordered on field service is paid up to the date of his taking over charge of his appointment and that a last pay certificate is furnished to him.

34. *Estimate on expenditure of field postal arrangements.*—As soon as information is received regarding the composition of the force, for which a post office is required in the field, an approximate estimate of the probable expenditure on the undermentioned heads should be submitted for the

Director-General's information by the officer responsible for the arrangements:—

- (a) Preliminary charges on account of transportation and equipment, i.e., railway freight, travelling allowances, cost of tents and furniture, etc.
- (b) All fixed monthly charges for pay and field allowances of supervising staff and Postal establishments.
- (c) Monthly contingent charges (including travelling allowances).
- (d) Final charges for dispersing Postal establishments, returning tents and articles of furniture to store, etc.

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

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

36. *Drafts*

37. **Countersignature of travelling allowance bills.**—When in countersigning a travelling allowance bill (C.A.C.-2 or C.A.C.-II) 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.—The original order (and by attached notes thereon) must always accompany a bill of an officer's residence should be attached to the travelling allowance bill in which charge is made for the journey.

38. **Limit of weight of mails.**—The ordinary limits of weight of letter and parcel mails are given in rule 115 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 com-

munication 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.

(2) The *day mail list* will contain details of bags received and despatched with the hours or stations, as the case may be, at which mails are to be received and despatched. It will also show in what cases (a) mail lists are to be despatched and received with loose bags, (b) transit bags are to be used, (c) account bags and l. o. bags are to be sent or received in mail bags, and (d) in the case of post offices, surplus empty bags are due to be received and despatched. The despatch of a mail list with loose bags will be prescribed only in cases where the number of day mails for the despatch comprises more than one bag, or where an annual mail may be included in the despatch. *Floral 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 (a) for what offices or sections mail bags and registered bags are to be made up, (b) in what cases express and deferred sorting bundles should be made up, and (c) to what offices or sections parcel mail articles may be sent direct and the manner in which they must be despatched. Sorting sections working on important 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 latter office or section. Ordinarily, direct parcel communication will not be prescribed between two head offices, or between a head office and a mail office or section, when the daily average number of articles for 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

post 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.

- (5) Sections should be placed in direct mail communication with post offices and mail offices in their beat and with sections immediately, in advance and covering 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.

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

- (1) reduce the work of the intervening scales and thus secure material advantages, and so, add to an overburdened section or certificate of excess accommodation, and
- (2) not complicate the sorting line and bag system.

(5) With the concurrence of the Heads of Circles concerned, territories and territories registered *divisions* 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 *divisions* 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 business 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 registered or ten unregistered 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 numbered bundles* for despatch through the section which passes the office first.

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

Note 1.—Sorting list questions are matters for his discussion between Heads of Circles. Reference may be made to the Director-General's views, for any special cases, extensive control be arrived at.

Note 2.—When any alteration has to be made in a due mail and sorting list, effect will, except in urgent cases, be given to the change from the 1st 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 offices concerned before the change comes into effect. If the change does not involve extensive alterations, a sorting order will be issued.

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

(2) It is not, of course, expected that the Head of the Circle should personally attend to every objectionable statement received from the Audit Office, but whenever 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, 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 authorized balances.—The Postmaster-General will supply to each grade 'A' Head and Sub-Office under his control a memo. in form Pa-14 showing—

- (a) the authorized minimum and maximum cash balances for the office;
- (b) the authorized maximum balances for postage and non-postage stamps;

(c) the aggregate value of British postal orders (if any) to be kept in office ;

(d) the aggregate value of Bangladeshi postal orders to be kept in the office.

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

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 *Post and Telegraph 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 changes in the times of the departure and arrival of contract services, all alteration in main mail routes, and all cases of acceleration or retardation of mail services on important lines, should be reported at once to Local Governments and Administrations.

45. **Interruptions of mails during transit.**—When a report is received from the Railway Mail Service of a break or accident or miscommunication causing or likely to cause delay to mail, 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 orders should be given when the postmaster is to advise the public by the circulation of a local notice. A notice should ordinarily be circulated whenever the delay affects the foreign mail of an important station ; and when the outward mail must be posted in advance of the usual date, the actual time in advance should be stated for inclusion in the notice.

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 noticed 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 Tk. 1,000 to accept foreign parcels for despatch, to receive inland telegrams for transmission to a Telegraph office or to perform savings bank 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 case 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-bills (*hawal*) 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 cloth or leather cash bags, and ordinarily leather cash bags are to be used for remittances in excess of Tk. 50. It is, however, not intended that all offices that send cash by post should be supplied with leather cash bags, as well as cloth ones, on the chance of their having to make an occasional remittance of over Tk. 50, but Heads of Circles are expected to exercise their discretion as to what offices in their circles should be supplied with leather bags, with special reference to the character of the usual cash remittances of each office.

Note.—Cash remittances should, as far as practicable, be enclosed from the mail when they travel by ruzos at night, and when such remittances cannot be altogether enclosed, 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.

91. 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 authorised 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 91 of the *Post and Telegraphs Initial Account Code Volume I*.

91. [Deleted]*

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

(2) The Postmaster-General may also sanction the payment of defective British or Irish postal orders other than those enumerated in rule 127/3.]

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

92/1. Payment of defective Bangladeshi postal orders.—(1) The Postmaster-General may sanction the payment of defective Bangladeshi postal orders other than those enumerated in rule 127/4.

(2) A Postmaster-General may sanction the payment of a Bangladeshi 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.

92/2. Agreement by banks for the payment of crossed British, Irish and Bangladeshi postal orders.—A bank may enter into an express agreement with a Postmaster-General, in the form given below for the substantive

*See rule 127/1.

of the conditions under which British, Irish or Bangladesh postal orders are paid when presented by private persons :

To

The Postmaster-General,

Sir,

Our attention has been drawn to the rules in the Bangladesh *Post Office Guide* providing for a relaxation in the case of British, Irish and Bangladesh 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 of our Bank at _____ and on behalf of the branches of our _____ all our existing

bank at the places detailed below _____ and we accordingly here
branches as well as branches which may be opened hereafter

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.

We are,

Sir

Your obedient servants

Dated :

this.....19 ..

List of Branches included in the Agreement

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

53. **Refunds of the value of British or Irish postal orders.**—Before deciding applications for the refund of the value of British postal orders submitted by postmasters for the orders of the Postmaster-General under rule 395 (2) of the *Post Office Manual*, Volume VI, a reference should be made to the British Post Office in the manner prescribed in the preceding rule.

54. Applications regarding misarrange, loss or destruction of British postal orders.—Applications for enquiry in respect of the misarrange, loss or destruction of British postal orders should, if they comply with the prescribed conditions, be forwarded to the British Post Office in the manner prescribed in rule 52.

55. Loss of unold British or Irish 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 postage of lost British postal orders, subject to the following conditions :

- (a) 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 Accountant General P. V. & T., that no claim for a write-back of the amount has been received from the British Post Office ;
- (b) that in the event of the British Post Office claiming a write-back at any time subsequent to the date on which the refund is made, the amount shall again be recoverable from the Postal official or officials concerned.

55/L. Loss of unold Bangladeshi 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 Bangladeshi 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 Accountant General, Posts, Telegraphs, and Telephones that no payment has been made by any post office in respect of the missing order or orders.

55/I. Loss or theft of unold Bangladeshi postal orders.—On receipt of a report of loss or theft of a Bangladeshi postal order from the stock of a post office and a certificate of non-payment 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 fortnightly circular prohibiting its payment.

56. Bangladeshi, British or Irish postal orders lost after payment.—The Postmaster-General may authorize 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 Bangladeshi postal order lost after payment.

56*L*. 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 means of admission of payment is genuine.

57. Accounts opened on behalf of minors.—(1) When a person who wishes to open a savings bank account on behalf of a minor is not the father or 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.-12) 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 Tk. 200. The Postmaster-General should be guided in issuing the orders permitting withdrawals by rule 41 of the *Rules for Depositors*.

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 Bangladesh, and also in the case in which an account on behalf of a minor is desired to be opened in a post office situated in an Adjoining State, 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 *Rules for Depositors*.

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

Note 2.—In the case of the child of a Kulin Brahmin, who has never married 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, Muslims, Christians, or any other persons, capable 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 should be 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 respectable officer of the Post Office.

Note 4.—When the husband of a female minor is himself a minor, that, if the husband is a member of a Hindu undivided family, his father or the Karta or managing member of his family would be the guardian of the property of his *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 maintenance, it would be necessary to have a guardian appointed by a court. The *minor husband's* own guardian cannot be listed as the guardian of his *minor wife*, unless appointed to the office by a court.

Note 5.—For payment of drafts on an account opened on behalf of a minor after the date on which the *minor attains majority*—see rule 24 of the *Rules for Depositors* and rule 422 of the *Post Office Manual*, Volume VI.

39. Issue of duplicate pass-books.—When the balance at credit of a Savings Bank account is less than Tk. 100, the Postmaster-General may, at his discretion, grant exemption from the payment of the usual fee or fractional 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.

40. 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 undoubtably 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.

Note.—The opening of public accounts in the P.O. Savings Bank on behalf of "Custody Funds" should not be authorized by the Postmaster-General, when the money is collected for credit to Government.

61. Intimation from Audit Office regarding closing of public accounts.—When the Audit Office considers that a public 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 (n) of rule 42 of the *Rules for Depositors* limiting to Tk. 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 Tk. 2,500 in any calendar month, without a month's notice as laid down in the note below the rule referred to above.

(2) In the case of regimental and other conjoint accounts, the Postmaster-General is empowered by *exception* below clause (j) of rule 42 of the *Rules for Depositors* 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 Tk. 2,500 laid down in that rule.

63. Payment of Deposit of deceased depositor or depositor incapable of managing his affairs.—(1) Applications for repayment of savings bank deposits in 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 503 of the *Post Office Manual*, Volume VI.)

64. Application for withdrawal from depositors who have left Bangladesh.—If a depositor who has left Bangladesh 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's) of the *Post Office Manual*, Volume VI.)

64. *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, or the lunatic to discharge them if the nominal value does not exceed Taka five thousand.

(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 Taka five thousand, the Postmaster-General may sanction payment on production of a certificate by the Magistrate of the district in which the lunatic ordinarily resides, to the effect that the applicant is the actual guardian of the lunatic.

(3) If the value of the certificate exceeds Taka five thousand, 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-L.—*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 P.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 mentioned 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 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 deposited at the time the applicant makes 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 facts were true and it had been lost, stolen or destroyed while in his (or her) custody.

The Audit Office receiving the declaration will add thereto the following:

..... (name of applicant) has been designated 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 "undelivered" 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. I. O. which cannot be returned to the sender and has, therefore, been treated as "returned" may also be complied with, subject to the condition laid down in the preceding paragraph.

Exceptions.—If the representatives of a deceased addressee claim delivery of an item article or the strength of a probate of the deceased's will or letters of administration thereon may be delivered to them without an indorsement thereon. In the case of certificates of possession, however, the execution of an indorsement thereon may be dispensed with only when the stated article is mentioned in the certificate.

65. Disposal of Indecent, Injurious 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 packet 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 perforated articles are "deleterious" and "liable 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 Criminal Intelligence Department.
- (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, 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.

- (8) This power should be exercised only when the article has reached the Returned Letter Office, and the reasons for ordering the destruction of an article should be recorded in writing. As regards indecent or obscene 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 Excise Officer for the adoption of such further proceedings as may be deemed proper.

(2) If an article has been found to contain anything else, the transmission of which by post is prohibited, the 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 Tk. _____ 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 British Post Office and other foreign administration— (1) Communications received by the Bangladesh Post Office from the Foreign Administrations relating to the loss, delay, damage, or miscarriage of parcels, registered articles and ordinary articles of the letter mail, will be disposed of by the Head of the Circle concerned.

(2) The Offices of Exchange will dispose of all enquiries originating in Bangladesh in respect of articles for, or from, the foreign countries.

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

(a) Replies to reference from the British Post Office should be addressed to the office or officer of the British Post office from which or whom the reference was received by the Head of the Circle concerned.

(b) Generally policy matters regarding postal services should be addressed to—

The Director, Postal Services Department,
Headquarters Building, St. Martin's-Le-Grand,
London, E. C. 1.

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

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

The Controller, London Postal Region,
King Edward Street, London, E. C. 1

(ii) In the case of all other articles—

The Controller, E.C. and Foreign Section,
King Edward Building, King Edward Street,
London, E. C. 1.

- (ii) Enquiries regarding money orders and postal orders should be addressed to—

The Comptroller and Accountant General,
Accountant General's Department, G. P. O.,
Blackhawk Lane, Bickley, Bromley, Kent,
England.

- (c) Enquiries regarding parcels should be addressed to—

The Controller, Overseas Parcels Post Office,
Royal Agricultural Hall, Barnes Road, Upper Street,
London, N.1.

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

(5) In the case of all other countries, the medium of reference is the Head of the Circle in which the Bangladeshi office of exchange is situated. The addresses of the Foreign Administrations to whom references should be made are given in the I.B. Publication "LIST DES ADRESSES DES ADMINISTRATIONS POSTALES."

Note.—Formal references such as notices of non-deliver, verification notes, reclamations, etc., and reminders relating thereto are not dealt with by the Head of the Circle but by the Bangladeshi office of exchange.

If an enquiry is made regarding the disposal of an unregistered or registered article of the letter mail posted in a foreign country, which is a member of the Universal Postal Union and addressed to another country, which is also a member of the Union, the following action should be taken, if the enquiry has been received within the prescribed time, that is, within a period of one year from the date of posting of the article in the case of an enquiry made by a member of the public and 18 months from the date of posting of the article under enquiry if it has been made by an Administration of the Union.—

- (1) If the enquiry or complaint relates to an unregistered article the requisite particulars to be furnished in the Union from C-3 (F.M.S.18) should be called for from the applicant so far as he can furnish

this information, and enclosed in the form which should then be forwarded in a closed envelope without any covering letter to the Administration of the country of origin of the article by the most rapid means available (air or surface).

- (2) If the enquiry relates to a registered article, it should be seen whether the prescribed enquiry fee of 15 paise in the case of India and Ceylon and 50 paise in the case of all other countries, has been sent with the application in the form of postage stamps. If the fee has not been so sent, a demand for it should be made. The postage stamp or stamps representing the enquiry fee should be defaced and affixed to the Union form C-9 (F.M.S.-19) in which an enquiry in such case is to be made. If the stamp or stamps have been already affixed to such an application they should be removed or cut out from the application and posted to the Union form C-9 (F.M.S.-1). The necessary information to be furnished in the Union form C-9 (F.M.S.-19) should be obtained from the applicant so far as can be furnished by him. If the applicant is the sender of the article the receipt for the article granted to him at the time of the posting of the article, should also be obtained from him and the form together with the receipt should be forwarded in a closed cover without a forwarding letter to the office of origin by the most rapid means available (air or surface). It should be borne in mind that in all cases the form (F.M.S.-9) or the form with enclosure is to be returned to the Administration from which the enquiry originated as quickly as possible and in any case not later than five months from the date of enquiry. No time should, therefore, be lost in completing such enquiries.
- (3) If the enquiry relates to a cash-on-delivery article, it should also be accompanied by a duplicate of a M. O. form (C-9) or by a deposit note as the case may be.
- (4) If the enquiry relates to a foreign parcel and is made in accordance with provisions of clause 230 (3) of the *Post Office Guide*, action should be taken as described in paragraphs 1 (2) and 1 (3) above except that the enquiry form to be used in such cases will be the Union form CP-5 (F.P.-13) and that the latest period within which the enquiry form is to be returned is five months from the date of enquiry. The period of limitation mentioned in paragraph 1 is also applicable to enquiries in respect of parcels. Form CP-5 should

if necessary, be accompanied by the sender's receipt for posting of the parcel.

Note.—A single enquiry fee is payable for enquiries concerning several registered articles posted simultaneously by the same sender to the address of the same addressee.

72. [Deleted.]

73. [Deleted.]

74. Licences for the use of franking machines.—(1) The Postmaster-General may issue licences (MS 22) to Government officers, public bodies, firms and persons of standing to use franking machines for the payment of postage on postal articles under the terms and conditions prescribed from time to time by the Director General. A copy of the licence will be sent by him to 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 forth with cancelled by the Postmaster-General, who will not be responsible for any loss which the licensee may incur there by. 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 unregistered packets.—(1) In order to meet the convenience of firms in large towns which have a large number of inland unregistered 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 minimum number of packets to be posted) as he may consider it necessary to impose.

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

Note.—This system may be extended to Head and sub post offices other than those which are in charge of an office in the Lowest Section Grade or in any case of any other office where there is a demand for it or such a facility is likely to be utilised 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 class

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. returns.**—Two returns in Form R.L.O.-5, for each of the six-monthly periods ending 30th September and 31st March, 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 October and the 15th of April, respectively. The estimated number of unregistered articles shown in the half-yearly R.L.O. returns 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 unworked by a Post Office holiday in addition to Sunday and whether the figures had been multiplied by 24/24 or 31/27.

78. **Unusual bag account.**—The Postmaster-General must prescribe in what cases post offices should keep unusual bag accounts (M.S.-75) with other post offices. A post office need an unusual bag account with another post office, unless unusual bags are frequently despatched from the one to the other.

79. **Supply of safes and cash-weighing scales.** Postmaster-Generals may authorise the supply to any head office of two or more safes and also of scales for weighing cash. He may also authorise the supply of strong wooden chests or almirahs or sheet iron almirahs for storage of 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, insured insured articles.**—
(1) In dealing with claims for compensation for loss of, or damage to, 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 case 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 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 tax 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, compensation to the extent admissible under

the rates should be paid in the ordinary course in accordance with the instructions given in paragraphs (2) and (3) above, on the sender making over to the post office the corresponding halves of each of the notes in his possession at which cover the amount of compensation payable, and this he should always be asked to do as soon as the loss is brought to light and responsibility for the loss is accepted. The Postmaster-General should then tender the latter halves to the Currency Office, Bangladesh Bank, and apply for their full value. The Currency Department will pay the full value of the notes only if it is satisfied that the missing halves have been lost in such circumstances that there is no chance of their ever being presented and in that case the money will be paid not less than five years after the claim has been admitted. If, on the other hand the other halves and when the counter halves are presented and the counter claims are rejected. In cases where the missing halves had been tendered and their value paid before presentation of the safe halves by the Post Office, the Currency Department may pay only the half value of the full notes. On receipt of the half value in the latter cases, the amount already paid as compensation should be recouped and credited to the accounts of the head office by which the compensation was paid and, if any balance remains, it should be made over to the sender. In the event of the full value being recovered the same procedure should be followed.

Note 1.—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 by communication to the sender.

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

81. Compensation for loss of, or damage to, inland unvalued registered articles.—(1) In accordance with and subject to the conditions laid down in clause 116 of the *Post Office Guide*, the Postmaster-General concerned may sanction *ex gratia* compensation up to the limits specified below in respect of the loss of any inland unvalued registered postal article or its contents or any damage caused to it in course of transmission by post:—

- (i) Rs. 25 in case the contents are of no intrinsic value, and
- (ii) Rs. 100 in case the contents are of intrinsic value up to Rs. 500.

This provision has been made to ensure adequate compensation to the

contents in case of loss or damage to postal articles containing valuable papers, maps or drawings, or objects such as stamps, cheques, Avails, bank-bills, bank post-bills, bills of exchange or objects of art and literature, etc., having intrinsic value.

(2) 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:—

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

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.

81. Compensation for loss of, or damage to, articles of the foreign post.—In all cases in which registered articles or parcels exchanged between Bangladesh 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 Bangladesh 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 Bangladesh, 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 Bangladesh, 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. The liability of the Bangladesh Post Office in respect of the payment of compensation for the loss of a registered article exchanged with Great Britain and Northern Ireland will similarly be decided by the Head of the Circle to whom the office of delivery or the office of exchange is subordinate according as the article was received for delivery or was posted in Bangladesh.

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 has 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, R. M. S., 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, Inspectors, record clerks and sub-record clerks in the Circle.

Note.—Occasionally, owing to urgency, it may be necessary to issue a sorting order without waiting for it to be included in the next weekly sorting order. In such 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 in the "occasional" copy without repeating it in full detail.—For the purpose of this reference, all occasional sorting orders should be registered 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 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.

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 setting 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 stages 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 "Rate 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 18.2 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 billiard advances, the second copy of the "Schedule of R. M. S. 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 Taka 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 Tk. 100, which has been paid to a person who is not a Post Office official, will not constitute the basis of disbursement, but a receipt will appear against the entry of the charge in the acquittance roll in the office 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 receipt receipt has been taken from the payee in lieu of his signature on the acquittance roll, such receipts will whenever practicable be pasted in the acquittance roll, to which they relate; otherwise they should be treated as separate receipts on rolls.

Note 2.—The Senior Accountant and, when absent, the Junior Accountant in the Circle Office, may sign the memorandum of disbursement of salaries and travelling allowances (Form AOO-20) for Postmaster-Generals.

89.1. Scrutiny of statement of balance.—The statement of balances of Head Offices at the Headquarters of 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 E. C. B. memos.—E. C. B. memos of grade 'A' sub-offices directly under the Postmaster-General's control will be received by him 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 139.

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, cases, 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 Post Office 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 VIII, *Post and Telegraphic Audit Accounts Code*, Volume I, *Post Office Guide*, *List of Bangladesh Post Offices* and of *Collection of P. O. Inspection Report Forms and Collection of R. M. S. 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.

A copy of the *Telegraph and Telephone Manual*, Volume IX, and two copies of *Telegraph and Telephone Manual*, Volume XI (Parts I to IX) will also be supplied to the office of each Superintendent.

(3) The Superintendent will also be supplied with a copy each of the publications noted in Appendix III to the *Post Office Manual*, Volume II, against which the expression 'Supervising Officers' or 'Supervising Officers, Post Office and R. M. S.' appears. He will also be supplied with a copy of the *Civil Service Regulations*, the *Compilation of the Fundamental and Supplementary Rules*, the *Penal and Criminal Procedure Code*] and the *Evidence Act* which he should make himself thoroughly acquainted, so as to be able correctly to

dispose 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 forms. While seeing that every official under his control correctly performs the duties assigned to him in the *Manual 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 codified in the *Manual 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.

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 Divisions, should be at a convenient distance from the Head Post Office and, in the case of R. M. S. 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 notice, 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 purposes 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 office 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 R. M. S. 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 Superintendent of the Postal and R. M. S. 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 "weightage 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 obtained in rule 27.

101. Disposal of travelling allowance bills.—The travelling allowance bills (C. A. C-11) Inspectors must be carefully checked with the

Inspector's duties [Gen. 2 or Gen. 3 (r)] 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 to Post Offices

193. *Relations with first class head offices.*—(1) Although 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, so far as possible, both directly and through his Inspectors, check the work of village postmen 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 Inspector is authorised to take away village postmen's registers and their 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 reason. 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 a copy should be kept in the Superintendent's office file.

104. **Returns to senders of articles posted.** (1) The rules on the subject of the recall of articles posted in Bangladesh and which have not passed beyond the jurisdiction of the Bangladesh Post Office, will be found in the *Post Office Guide*. Articles which have passed the jurisdiction of the Bangladesh Post Office and foreign unregistered articles cannot be recalled.

(2) When an application for the recall of an article is received through a postmaster with postage stamp in payment of the fee of Taka 2 allowed to it, it should be returned to the postmaster with the Superintendent's order on it. If an application is received by the Superintendent, otherwise 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, lease 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 or 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 seeking rent for the space occupied by the professional letter-writers in the premises of the Post Office:—

- (i) The license fee to be charged from the professional letter-writers would depend upon the local conditions but the minimum fee chargeable is Taka one per month.
- (ii) In exceptional cases in which it is considered desirable not to recover any license 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 the vernacular showing the fixed scale of fees. These notices will be posted 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.
- (d) Filling in a money order form, value payable form, savings bank form, or any other postal form.
- (e) Writing a telegram.
- (f) Writing a letter or drawing up a petition or sending 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.

106. Extra mail despatches and delivery of heavy parcels.—

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

107. Statement of charges for delivery of mobilization cover.—

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

108. Maintenance of more than one registered or parcel abstract or register of money orders received.—The Superintendent may, by a special order, authorise the maintenance (1) of a separate abstract (R.P. 33 or R.P.-8) for each separate branch of the registration or parcel 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.-8) 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 works in the payment branch of the money order department, and each deals with a distinct set of transactions, e.g. (a) payments by cheque, (b) payments by postnote, and (c) payments by village postnote and branch offices, etc., or (ii) in any head or sub-office where money orders for payment by branch offices and village postnote 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. 2 and R.P.-11 (b)). 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 Tak. 250 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 Taka 250 and v. p. articles exceeding Taka 100 in value from the office of any no-delivery sub-office in cases where this may be found to be necessary to prevent delays and save the addressee 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.

112. [*Deleted*]

113. [*Deleted*]

Superintendent, R. M. S.

114. *Control of Division.*—The Superintendent is responsible to the Head of the Circle for the working in all its details, of the division under his charge. To exercise an efficient control over his subordinates, the Superintendent must frequently visit the offices, and constantly travel with the sections in his division. Most of the work of the sorters is performed away from his headquarters and it is essentially necessary, therefore, that he should accompany them on their trips and supervise their work while they are on duty. It will not be enough for the Superintendent, when on tour, to pay short 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 mainly by night ought to be inspected often than those working exclusively by day. In submitting propositions for the revision of work of sets or changes in working 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 *trucks* 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, R. M. S., are authorised to correspond direct with Heads of all Circles regarding irregularities committed by post offices, sections, mail offices, etc. They are also authorised to correspond with Traffic Superintendents of Railways, regarding complaints of detention to trains, damage to fittings of vans, etc., or minor disputes between subordinates of the two departments. R. M. S. officials should be courteous in their dealings with Railway officials, work in harmony with them, and avoid conduct likely to lead to friction. This 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, and will advise the postmasters concerned of the amount to be drawn for the advance from each head post office. When sanctioning any increase or decrease in the advance, the Superintendent will bear in mind that the maximum must be equal to one week's demand plus the demand for the period between two supplies. When the authorised advance for a mail office is revised, notice will be given to the head post office concerned. The Superintendent should also inform the sub-divisional Inspector of all orders issued by him in respect of this advance.

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 more important sub-office in his division with two notices—one (M-12) showing the hours for the delivery and despatch of mails, and the other (M-6 (a)), the hours for the transaction of business with the public printed in large bold type, both in English and in local languages. For less important sub-offices, a single notice in form M-6 should be supplied. 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 R. M. S. 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 Inspector of Post Offices will prepare a notice of hours of business to be supplied to branch offices in his jurisdiction in the form M-5 (d). A consolidated statement of the hours of business of all branch offices in his jurisdiction will also be maintained by the Inspector in form M-6 (c). A copy of the consolidated statement in form M-6 (b) should be furnished by the Inspector to the Superintendent. Corrections and alterations to the statement in M-6 (b) should be communicated by the Inspector to the superintendent, as and when necessary so that the latter may keep his copy corrected up to date.

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

(4) Notices supplied to post offices and mail offices should not 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 suggested notices headed "Hours of business" and "Despatch 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 circular notice, which may be obtained from the Postmaster General's office, showing the hours of business and the times of and 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 hours 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. Day mail and sorting lists.—(1) A Superintendent of post offices will prepare and supply in manuscript day mail and sorting lists (M-9) for all sub-offices and such branch offices under his control as are either transit or sorting offices except those in direct communication with the R. M. S. and for transit section under his control while a Superintendent of R. M. S. will prepare and supply similar lists (M-9) for all transit sections and transit

mail officer in his division. In preparing these lists, the Superintendent concerned will be guided by the instructions contained in rule 19 and he must always keep in view the necessity for simplicity in the mail arrangements of his division, especially 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 misent.

(2) If any change is required in a day 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 alterations 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 day 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 circumstances, however, all proposals for alterations in the sorting lists referred to will be submitted to the Head of the Circle concerned for sanction with effect from the beginning of the next quarter. With every proposal involving the introduction or the discontinuance of the exchange of mails between offices or sections, the Superintendent, R. M. S., will submit statistics for three days—two days' statistics taken by the Head sorters and one day's by the Superintendent or Inspector—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 day 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.

(5) On the 1st May and 1st November of each year, every Superintendent, R. M. S., 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 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 that have to receive and despatch surplus due bags, the total number of which exceeds 10 daily, a due bag statement (M. S.-73) showing the number of bags of each description due to be received or despatched by the office (a) "with mail" or (b) as "surplus". (2) Whenever any alteration is prescribed in a due mail list (M.-4) 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. *Cleanliness of letter-boxes at Railway stations.*—Letter-boxes at Railway stations, where there are no mail offices, will be cleared by gaid posts or other officials. The Superintendent of Post Offices must decide in each case in consultation with the Superintendent, R. M. S., concerned whether the contents of the letter-box so cleared are to be brought to the post office or handed to the R. M. S. for disposal. In every case in which the contents are to be made over to the R. M. S., the instructions contained in rule 50 of the *Post Office Manual*, Volume V, should be followed.

120. *Method of securing office safes.*—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 may 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 wall behind it.

121. *Scrutiny of service messages.*—(1) The Superintendent must be careful to see that no telegrams are needlessly despatched in service from his own office or by his subordinates and he should attend amply to the instructions contained in rules 658 to 765 of the *Post Office Manual*, Volume II.

(2) A Superintendent of Post Offices should, when inspecting a combined office, call for and examine the drafts of all service telegrams despatched during any one month, which are on record in the office at the time. He should take note of all irregularities, such as the unnecessary despatch of telegrams, neglect to word telegrams as concisely as possible and to use the *Telegraphic Message Code* whenever practicable, 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 drafts of the messages he considers irregular with his report on the inspection of the telegraph branch of the office. Similar action should be taken by him in regard to the draft messages received with the reports of Inspectors.

(3) When it is necessary to recover the cost of a service message or of a portion thereof from the officials at fault, the Superintendent should be guided by the instructions contained in rule 29, except that the copy of the message placed at fault with the postage stamps affixed thereto and defaced 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 M.S.-11. The Superintendent should see that the distribution proposed 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*, Volumes II, V and VI, and in the *Post and Telegraphs Manual Account Code*, Volume I.

(3) In cases where the duties in connection with one department are assigned to more than one official and also where it is necessary to make it clear what duties are assigned to a particular official, the 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 cases, 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, Assistant Postmaster or Supervisors.....	
Deputy Postmaster—Duties of the postmaster as laid down in rules.....	
Assistant Postmaster—Duties of the Postmaster as laid down in rules.....	
Supervisor—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 valuable in the office.

NOTE 2.—For offices where a clerk is employed in addition to the postmaster and in which it is essential for the postmaster to open or close any branch of the office (e.g., the telestation 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 Sunday and Post Office holidays.*—Where there will be no serious inconvenience to the public, the Superintendent may exempt postmen and village postmen attached to the post office in his division from going on their beats to village beyond the post-town 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 *vapari* 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 Lost" and "Paise rentire".

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

127. *Payment of money orders by postmen and village postmen.*—
(1) All postmen and village postmen are authorized 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 Tk. 600 and no village postman with more than Tk. 200 for a single *payee* to be paid on one occasion through a village postman. If any changes in these limits are considered necessary, the orders of the Postmaster-General must be obtained.

Note.—See also rules 257 and 450 of the *Post Office Manual*, Volume VI.

(2) Money order may 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 *Superns* showing the

number and value of money orders received for payment at the villages concerned.

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

1271 **Sale of British and Bangladeshi postal orders.**—(1) Superintendent of Post Offices or a first class Postmaster may authorise any head or sub-office in his jurisdiction to keep a stock of British postal orders for sale to the public. He will fix the aggregate value of Bangladeshi postal orders in respect of all head offices and of British postal orders in respect of offices authorised to stock them. He will supply a copy of his authority to the office concerned and to the Audit Office in respect of head offices.

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

(3) The Superintendent is also empowered at any time to order a head office to return its stock of British postal orders to the Audit Office, or a sub-office to return its stock to the head office. In all cases, however, in which any such withdrawal of the stock held by a head office may be contemplated, the Postmaster-General should ascertain from the Audit Office whether he has any objection to urge, before coming to a final decision in the matter.

(4) The Superintendent will prescribe and inform the Audit Office to which head office requisitions for British postal orders should be sent by any head office not authorised to keep a stock of orders. The number of supplying head offices should be limited as far as is consistent with reasonable expedition in meeting the demands of the public.

(5) Every head or sub-office in the circle which is not authorised to hold a stock of British postal orders for sale 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 head of sub-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.

127/2.—**Payment of Irish postal orders.**—A Superintendent of Post Offices or a first class Postmaster may authorise a head or sub-post office in his jurisdiction to pay Irish postal orders.

127/3.—**Payment of British or Irish postal orders which are defective or which are payable to persons who are dead.** (1) A Superintendent may sanction the payment of defective or Irish 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, 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 received by a person other than the payee named :
 - (i) Where the name of a messenger has been entered by the payee as that of the payee, while the order has been 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 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 Mbendi 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 or Irish 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 Superintendent should submit the original order together with the explanation, tendered by the holder, of the way in which the erasure, cutting, defacement, or mutilation came to be made.

(2) A Superintendent may also sanction the payment of British or Irish postal orders payable to a person who is dead, to the legal heir or representative of the deceased after satisfying himself as to the legal right of the person claiming payment provided (1) that the total amount of the orders does not exceed

TK. 100 ; (2) that the orders are presented within six months from the last day of the month of issue of the orders and (3) that the claim is not a disputed one.

127/4.—Payment of Bangladeshi postal orders which are defective or which are payable to persons who are dead.—(1) A Superintendent may sanction the payment of defective Bangladeshi 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) Order receipted by a person other than the payee named :
- (i) Where the name of a messenger has been entered by the payer 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".

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(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.
- (c) 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 Bangladesh 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 Tk. 100 and that the claim is not a disputed one.

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

127/6. Application regarding miscarriage, loss or destruction of Bangladesh postal orders.—Applications for enquiry in respect of miscarriage, loss or destruction of Bangladesh postal order should, if they comply with the prescribed conditions, be forwarded to Accountant General Posts, Telegraphs and Telephones, for enquiry as to whether the orders in question have been paid or not. A certificate of non-payment of the orders from the Accountant General Posts, Telegraphs and Telephones,

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 Office or first class Postmaster may sanction the refund if he is satisfied that the claim is genuine.

128. Sorting sub-office.—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 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 office in advance.

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

129. Mail communication between sub and branch office bags.—Ordinarily, there will be a daily mail service between post offices situated on the railway, but in the case of very small sub-offices and branch offices situated in wild and thinly populated part 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 when sorting for branch offices has to be done by a clerk at night, the Superintendent may, if he considers it necessary, prescribe the adoption to 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 post 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 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 authorized to book telegrams, with a memorandum containing instructions showing the telegraph office or offices to which it should transmit telegrams and specifying by what dispatches of mails telegrams should be forwarded, and whether the telegraph envelopes should be sent in the usual way as registered letters or enclosed in a telegraph bag.

132. Beats of village postmen.—(1) The Superintendent will receive from the Inspectors route lists and beat maps (M-53) indicating the beats of all village postmen attached to head, sub and branch office 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 postman" mentioned in the title includes postmen and area department 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 office 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. Village returns.—The half-yearly village returns (MS-33) submitted by the Inspector should be carefully studied by the Superintendent, to see whether the work performed by each village postman justifies the existence of the 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 postman 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 (villages, factories, tea gardens, etc.) it is desirable to place letter-boxes. Ordinarily every locality which is on the fixed line 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.—*Section 2 below rule 17(1) applies also to cases in which changes are made affecting letter-boxes in rural localities.*

136. Monthly copies of sub-office accounts.—(1) The monthly copies of sub-office accounts [Pa.-17(c)] 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 name 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) *Summary of unpaid articles of the letter and 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 in what cause the excess lies.
 - (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 balances have been often exceeded and whether this is due to the balances being inordinately fixed or to neglect of the rules regarding remittances.
 - (3) The Superintendent will bear in mind that the most important purpose for which copies of sub-office accounts are submitted to him is to enable him, by a careful scrutiny of the various monetary transactions, to finance the sub-offices under his control, to keep down excessive balances, and generally to check irregularities and possible fraud in regard to public money.
 - (4) After the Superintendent has carefully examined each sub-office account, he will write on the back such remarks and orders as may be called for, and have them carried out, so far as they can be, by his own office. The copies of sub-office accounts relating to offices within the Inspector's power of inspection should then be forwarded to the Inspector concerned who will

return the sub-office account to the Superintendent, after recording on it the action taken by him and any further remarks he may have to offer. The copies of sub-office accounts should be filed in the Superintendent's office for future reference when required, as they constantly will be for comparison with sub-office accounts for subsequent months.

137. *Monthly abstracts of branch office transactions.*—The monthly abstracts of branch office transactions (Pa-7) which will be received by the Superintendent through the Inspector, 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.

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

(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, not exceeding Tk. 5, for the purpose of giving change. In special cases, however, where money cannot safely be sent so speedily, or nearly as speedily, as 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 withdrawn up to Tk. 100 are allowed without reference to the Account Office may be authorised to keep a minimum cash balance as determined by the Superintendent or Controller of Post Offices 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 sum or branch office, the balances with its village postmen. The object of fixing maximum cash balance for post offices is to avoid, as far possible, the retention of unnecessarily large sums of money in scattered post offices by keeping the balances as low as possible consistently with the proper working of the offices.

(2) The maximum balance of an office as 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, advances received from other sub-offices will be included.

(4) In the case of an office which pays 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 cash offices, advances to other sub-offices will be included.

140. *Instructions for fixing minimum and maximum cash balances.*—(1) When fixing the minimum and maximum cash balance 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 remittance for the purpose of disposing of surplus cash or replenishing funds.
- (c) The period between two ordinary remittances according to the method found for the office.
- (d) The time within which the office can, if necessary, communicate with the office which supplies it with funds and obtain a special remittance.

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

- (a) *In the case of head office.*—Take the head office summary, and add together (i) the totals of receipts, and (ii) the totals of payments for the month after excluding from those totals drawings from and remittances to the treasury and such transfers of cash from or to other head offices as have been made for the purpose of replenishing the funds of 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-office must be taken into account.

Note 2.—It is intended, in 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 on account of Land and Miscellaneous Revenue orders, 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 and the total amount shown in the abstracts as credited to the account office, add to the balance of disbursements and 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 heads of "receipts" and "payments", after excluding from those amounts the postage due on articles of the letter mail received for delivery and returned undelivered, the direct drawings from, and remittances to, the treasury (if any), and remittances from and to the account office.

(3) With the data mentioned in paragraph (1) of this rule, the principle 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 minimum 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 :

Example A

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

Here the payments average only Tk. 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 Tk. $(15 \times 1) + (25 \text{ per cent. on } 15) =$ Tk. 19, say Tk. 20.

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

Example B

	Monthly Tk.	Daily Tk.
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 Tk. 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 Tk. $(30 \times 2) + (50 \text{ per cent on } 30) = \text{Tk. } 75$.

The maximum balance should be Tk. $75 + [(40 - 30) \times 4] = \text{Tk. } 115$.

Example C

	Monthly	Daily
	Tk.	Tk.
Average receipts	3,000	100
Average payments	6000	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 Tk. 20 per day, while the receipts are five times as great, and in case of need, a special remittance could be obtained in three days. The minimum balance, therefore, need not be more than Tk. $(50 \text{ per cent of } 20) \times 3 = \text{Tk. } 30$.

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

Example D

	Monthly	Daily
	Tk.	Tk.
Average receipts	3,000	120
Average payments	3,000	100
Method prescribed for making and receiving remittance.	In small bags, by runners' (not 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 Tk. 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 Tk. $(100 \times 1) + (10 \text{ per cent on } 100) = \text{Tk. } 110$.

The maximum balance, according to the formula prescribed in rule 139 would then be $Tk. 110 + [(120 - 200) \times 2] = Tk. 150$; 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 $Tk. 112 + 11/2 = Tk. 165$.

Example E

	Monthly Tk.	Daily Tk.
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 Tk. 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 maximum balance need not be more than the average daily payments, viz., Tk. 30.

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

Example F

	Monthly Tk.	Daily Tk.
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 Tk. 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 $Tk. (1/2 \text{ of } 40) = Tk. 20$.

The maximum balance should be $Tk. 20 + (150 - 40) = Tk. 130$.

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

Example G

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

Here the payments average Tk. 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 Tk. $(30 \times 1) + (25 \text{ per cent on } 30) = \text{Tk. } 38$, say Tk. 40.

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

Example H

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

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

Example I

	Monthly	Daily
	Tk.	Tk.
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 Tk. 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 $\text{Tk. } (60 \times 3) + (50 \text{ per cent on } 60) = \text{Tk. } 210$.

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

Example J

	Monthly	Daily
	Tk.	Tk.
Average receipts	3,000	100
Average payments	3,000	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.	

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

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

Example K

	Monthly	Daily
	Tk.	Tk.
Average receipts... ..	600	20
Average payments... ..	1,800	60
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 Tk. 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 Tk. $60 + (25 \text{ percent on } 60) = \text{Tk. } 75$.

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

Example I

	Monthly	Daily.
	Tk.	Tk.
Average receipt	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 remittance		
Time within which a special remittance can be obtained in case of emergency.		

Here the payments average Tk. 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 Tk. $(100-80) + (25 \text{ per cent on } 100) = \text{Tk. } 45$.

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

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

142. Maximum balance in stamps.—(1) Apart from the authorised maximum cash balance, every office is required to keep a stock of 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 demand of 10 days, and, therefore, the maximum will be equal to one week's demand plus the demand for the period between two supplies.

143. Memo. of authorised balances.—(1) The Superintendent must supply each head and 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 aggregate values of Bangladesh Postal orders to be kept in office authorised to hold a stock of such orders ;
- (d) the aggregate value of prize bonds kept in the office ;
- (e) the monthly limit up to which a sub-office may indent for funds direct on its cash office.

(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 ;
- (e) the authorised maximum balance for postage stamps ; and
- (c) the authorised minimum cash balance, in cases in which it is necessary to fix such a balance.

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

(3) The memo. supplied to a sub-office will 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 (r)), showing the authorised balances in cash, stamps, and British and Bangladesh postal orders and the limit fixed for direct drawings on cash offices, for all the sub-offices in account with the head office, and for all the branch offices in account either with the head office or any of its sub-offices.

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

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

(4) Whenever the balances of a sub or branch office are received, notice must be given to the Inspector 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 Superintendent is empowered to convert sub-offices into cash offices whenever such a course seems advisable. In every case in which this power is exercised, a copy of the order mentioning the manner in the office 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 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 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. *Defund.*

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 collection must be definitely fixed, for it is with reference to the system fixed that the authorized 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 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 authorized to apply and, if necessary, pay for police escort. Any charge on this account, or on account of coolie 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.

Not.—See note 1 below rule 171.

139. Defraud.

140. Check on excess cash balances.—(1) The statements of balances of head office (Pa-16) received weekly by the Superintendent must be carefully scrutinized 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 in the case of a first class head office, report it to the Postmaster-General.

(2) The Superintendent must make every memo of excess cash balance (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 Inspector, 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 Inspector in order to satisfy himself that the sub-postmaster has not been retaining excessive cash balances while showing the excess under the head of "Stamps" or "Postage due on articles in deposit".

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

151. **Custody of cash in branch office.**—It may not be necessary to supply a safe to every branch office; but in any case in which the Inspector reports that one is required, the Superintendent will, if he is of the same opinion, forward the Inspector'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 or each month.**—The dates to be included in the sub-office accounts (Pa. 17) for each month, should be fixed for each sub-office by the Superintendent in accordance with the principle laid down in the Chapter II 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 (c)] 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 accomplishment 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. M. S.

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

Note 1.—See rule 168.

Note 2.—The Superintendent may, if he considers it necessary, cause a memorandum of the duties to be prepared by the official in grade-headed offices and sections.

156. *Diagram of sorting case.*—The Superintendent should prepare for the sorting sections and sorting mail offices in his division, diagrams showing the manner in which the compartments of the sorting-case should be arranged and labelled. In the case of sections, there should be separate 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 terms 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 (MS-13), 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 channel through which the surplus due bag or bags should be returned.

159. *Due bag list.*—(1) From the due bag statement, the Superintendent should prepare, for the guidance of each section or mail office a due bag list (MS-74) 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 in 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 Control Office. (See rule 14 of the *Bag Account Rules*.)

(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 month, monthly, 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 offices by officials attached to his division. The statement should be prepared from the receipts granted by the postmasters for the various sums credited and the monthly statement received from the R. M. S. offices [vide clause (a) of Article 377 of the *P. & T. India Account Code*, Volume I].

162. *A or writing order and B or guidance order.*—(1) When any change in a working 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 and written in simple and intelligible language. In A orders, the necessary explanations should be given to enable the officials concerned to comply after the working hour. 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 Inspector Assistant Superintendent or Head Clerk attached to his office should initial the draft orders before they are copied for issue. These initialed by the Inspector should be sent immediately after issue to the Superintendent for his 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 Inspector and every such order must be initialed by the latter before it is placed in the file.

Note 3.—The letter V should be prefixed to the letter B in the case of B orders issued in connection with the disposal of newspaper for high officials or near and they should be given separate serial number.

CONTROL OF INSPECTORS AND DIVISIONS' WORKS

All Superintendents

163. General control of Inspectors' work.—(1) Each Superintendent will be assisted by one or more sub-divisional Inspectors who will be under his immediate control and orders. A Superintendent may also be assisted in his office work, investigation, inspections, etc. by an Assistant Superintendent or an Inspector 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 Inspector and his headquarters

will be fixed by the Head of the Circle, but the Superintendent will still be responsible for the administration of the whole division.

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

(3) In the R.M.S. a Superintendent may similarly regulate the journeys of his Sub-divisional Inspectors by arranging a programme for each, but ordinarily this should not be necessary. The tours of the Inspector or Assistant Superintendent R. M. S., attached to his office should however, be arranged by the Superintendent at the beginning of each month, so as to ensure as far as possible, 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 touring work has to be checked by a Sub-divisional Inspector, may be redistributed by the Superintendent when exceptional circumstances render this desirable.

164 Examination of Inspectors' diaries.—(1) The Superintendent will receive weekly a copy of each sub-divisional Inspector's diary (Genl. 2 or Genl. 2 (s)) and a monthly summary of his work (Inspt.-3 or Inspn-9) attached to the last diary of the month. The Superintendent should insist on the punctual submission of these diaries and must personally examine them. The diaries and the monthly summary which should be very short will keep the Superintendent informed of the movements of his Inspectors, and show him the work done by them and whether they take a intelligent interest in their work. The diaries will also enable the Superintendent to check the travelling allowance bills submitted by his Inspectors. The Superintendent will receive daily notes from the writing supervisors attached to the various sub-divisions. These notes should be checked in the same manner as the diaries submitted by the Inspectors.

(2) In the R. M. S., the Superintendent should also check the actual time spent by each Sub-divisional Inspector in the mail van or mail office by reference to column 5 (signature of the officer visiting van) of the daily reports (MS. F3) of the head clerks concerned.

165 Disposal of Inspectors' diaries.—The Superintendent must not allow any delay to occur in taking action on matters noted in his Inspectors' 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 Inspector 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 Inspectors and Assistant Superintendent copies of order book remarks and, in R.M.S. divisions, also the notes of inspection in original in respect of these offices or sections inspected by the Inspector or Assistant Superintendent attached to Divisional office. He must himself carefully examine the remarks in order books submitted by his Inspectors 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 noted 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 Inspector with order 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 R.M.S. Division the inspection notes as well as the copies of order book remarks of Inspector attached to Divisional Office should, after necessary action, be filed in the Superintendent's Office.

Superintendents of Post Offices

167. Inspection of Inspectors' office.—(1) The office of every Inspector should be thoroughly inspected at least once in every twelve months by the Superintendent in accordance with the standard questions. Notes of inspection should be prepared signed and kept as record in the Superintendent's Office in conformity with the instructions given in rule 238 relating to the inspection of post offices or rule 243 (3) relating to R.M.S. 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 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 line 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 341-A.)

169. Overseer's beats.—(1) Overseer's 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 office (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 we 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 three, 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, steamer or mail cart lines, 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 funds must be entered, once or more often, according to the amount of their transactions, and the intervals that can be allowed to elapse between two withdrawals of their surplus collections or two replenishments of their balances. The Superintendent should furnish each overseer, central office and Inspector with a copy of the route statement.

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

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

Superintendents, R. M. S.

170. *Statistical memoranda.*—Each Sub-divisional Inspector is required to submit half-yearly statistical memoranda [MS.-14 (b)] for all working 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 Inspector's office.*—(See rule 167.)

CONVEYANCE MAILS

Superintendents of Post Offices

171. *Mail arrangements.*—(1) The Superintendent will be responsible that proper arrangements are made for the transmitting of mails through

his division. First, he must select that most convenient and expeditious route; secondly, he must reduce, 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 runner's 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 runner lines where there is any danger from rain or heat, night running should be prohibited. In some places night running may not be in the best interests and before prohibiting night running, the matter should be carefully considered by the Superintendent. In specially dangerous places, a single runner should not be employed.

Note 2.—When changes are made with the sanction of Division, such as the opening of new lines, the closing of old ones, etc., the Superintendent will be responsible for notifying the change by a short announcement posted in the principal persons concerned. Notifications in the vernacular should also be exhibited at the *Chakery* and other public places. Except in urgent cases *three 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 day season and the morning. 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 should ordinarily be five miles an hour, and the hour of departure from, and arrival at, the terminal offices, the time allowed for sorting and transit work at intermediate offices, and the authorised detentions at *stages* and other places where the mails are subject to delay should be fixed by the Superintendent with the approval of the Postmaster-General.

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

NOTE 1.—The rules in this section apply generally to mails conveyed by boat. In the case of road over land on which the mails are carried under contract, the speed will depend on the terms of the contract.

NOTE 2.—Five limits of weight of mails, see rule 135 of the *Post and Telegraph Manual*, Volume V. The size of bags in which mails are to be packed should be fixed with reference to these limits.

173. **Road establishments.**—The road establishments 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.**—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 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 route or routes of transit different from that of letter mail and of the offices on the parcel mail line should contain instruction for the preparation of the packet bags.

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

175. **Stages and runners' huts.** On main lines, the letter mail stages will ordinarily be five or six miles, and the parcel mail stages ten or twelve miles apart. A hut will be provided at each stage for the accommodation of the runners, and at 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 retaining 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 line. 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 so 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 conveyances 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 transit.

179. Time statements.—The Superintendent will receive monthly time statements (M-3) 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-1) used on all the mail lines, or those used on any particular line or lines, will be sent to him daily by the terminal office. In other cases, whenever a mail is subjected to any unusual detention, the time bill will be forwarded by first post to the Superintendent by the terminal office. In cases of detention to the mails, the remarks in the time bills will furnish the Superintendent with information regarding the cause of delay; and he should take such action as may be necessary. If no time bill is used on a line, any case of detention to the mails will be reported by the post office which first observes the delay.

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

181. Penalties under mail contracts.—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. 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 mails.

Superintending, R. M. S.

182. Classes of mail vans.—(1) 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 1933, 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, a 2nd or 3rd 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 provision which the space allotted in the Post Office bears to the entire carriage should be specially mentioned — e.g., fitted or unfitted 1/10th compartment in a bogie carriage of F.111 (B), and so on.

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

- (a) the No. borne by each van ;
- (b) the dimensions of each van ; where the entire carriage is not set apart for the mail service, as in the case of three-quarter vans, half-vans, quarter-vans, and one-fifth vans, the measurements of the space occupied by the Railway Mail Service, and the space reserved for passengers, should be specified ;

- (c) If any vans are not of the standard pattern, a ground plan sketch of each, together with a specification of the 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 spring-rose.

(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 Deputy Postmaster-General.

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

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

185. Terms for provision of reserved accommodation.—(1) Accommodation reserved for the exclusive use of the Post Office is provided on State Railways, on the requisition of the Head of the Circle at the rates laid down by Government. On stations and under branches, 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 Railway Mail Service may be vacated without the previous sanction of the Head of the Circle.

186. Alterations in mail vans.—The Superintendent is not authorised to have any alterations made in the fittings of vans, or in the number of vans

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 Railway Mail Service on the opening of the new line, as well as the savings that will be effected by the abolition of the road establishments. These particulars should then be communicated to the Head of the Circle with information regarding the stations where it will be necessary to establish mail offices and the accommodation required for them on the railway platform.

CORRESPONDENCE AND OFFICE WORK.

All Superintendents

189. Importance of executive control.—A Superintendent is primarily a supervising and inspecting officer, and must not allow his correspondence and office work to interfere with his personal supervision of the whole division. He should, by personal instruction to his subordinates, keep down his own correspondence as well as that of his subordinates, and should insist upon 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 Head Clerk or the Office Supervisor may, however, be authorised to sign routine papers on his behalf. As an absolute rule Head Clerk or Office Supervisor is prohibited from signing any order of punishment or appointment, while papers relating to leave and transfer or any communication addressed to any official in other Government Departments 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 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 headquarters, 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, R. M. S., from his headquarters, the Inspector 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 Inspectors, sub-postmasters, mail 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 for the course of the enquiry.

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

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.

Note.—Distruster of second class hold offices for which there is no regular line of communication should deal with complaints received against their Town offices.

(2) Before the 10th of each month a statement of cases pending for three months or more should be prepared in form Cpt.-3 in duplicate by means of carbonic paper; complaints received for instance up to the end of May and not disposed of should be shown in the statement for August to be prepared in September, and so on. The top copy of the statement should be retained for office record and the lower copy submitted to the Head of the Circle. The serial Nos. to be entered against these complaints will be their original serial Nos. in the register. A summary in the following form of the complaints received and disposed of by the Superintendent and also, in postal divisions, by his subordinate officers, as shown in their statements of complaints, should be

noted on the last page of the statement :-

Monthly summary for	19.....	
Pending last month		
Received during month		
	Total for disposal	
	disposed of during month*	
	Balance pending †	
• { Well-grounded		† { Under 3 months Under 6 months Over 6 months
• { Groundless		
• { Unsuccessful		

Statements of complaints should be submitted monthly by the Superintendent to the Head of the Circle. A blank statements 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.

(3) Monthly statements of complaints in form Capt-3 will be received by Superintendents of Post Offices from Inspectors, second class postmasters and sub-postmasters in selection grades. These statements must be carefully examined, and the course of enquiry in each case watched to see whether proper action is taken and reasonable progress in the conduct of the enquiry is made and whether the reasons given for any unusual delay are satisfactory.

194/1. Register of losses and its Index.—A register of losses (M-89) 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.

(2) The Index to the register of losses (M-89) 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) 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 R.M.S. 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 R.M.S. should furnish information on the following points at the foot of the diary for the first weeks of July, April, October and January:—

Diary for the 1st week of July	List of offices and sections not inspected during the preceding year.
Diary for the 1st weeks of April, October and January.	(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 July since inspected.

Note.—All first class Postmasters should keep, in the manner prescribed for the submission of diaries by Superintendents of Post Offices, a diary in form Gen-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 :—

Description of return	To whom submitted	Periodicity	Date of submission
<i>(i) By all Superintendents</i>			
1. Diary (Gen.-1)	Head of the Circle	Weekly	1st, 16th and 31st of each month.
2. Copy of punishment register [App. 32-(a)]	Do.	Monthly	10th of each month.
3. Extract from punishment register [App.-32 (b)]	Head postmaster or Head record clerk.	Do.	25th of each month.
4. Statement of complaints (Cpt.-3).	Head of the Circle.	Monthly	10th of each month.
5. Return of pending pension and gratuity cases (Est.-52)	Do.	Do.	1st of each month.
6. Statement of articles of stock obtained by local purchase, etc.	Officer-in-Charge of stock depot.	Do.	Within first week of the following month.
7. Gradation list (Est.-27 or Est. 28)	Head of the Circle.	Yearly	July of each year.
8. Annual Report.	Do.	Do.	1st of October of each year.
9. Copy of inspection remarks in Order Book.	Postmaster General.	Twice a year	Immediately after inspection.
10. A copy of inspection remarks in the Book of Superintendent's office.	Do.	Do.	Immediately after inspection.
11. Indent for Class IV official	Do.	Do.	1st October of each year.
<i>(ii) By Superintendents of post offices</i>			
12. Statement of proposed monsoon charges.	Postmaster-General.	Yearly	1st April.
13. Copy of verification remarks in Order Book.	Do.	Do.	Immediately after verification.

Description of return	To whom submitted	Periodicity	Date of submission
14. Statement of inspections of head and sub-offices (Inspn.-1)	Postmaster—General.	Yearly	15th December
15. Abstract of inspection work of branch offices (Inspn.-2)	Do.	Do.	Do.
<i>(iii) By Superintendents, R.M.S.</i>			
16. Bill for extra duty allowance.	Head of the Circle.	Monthly	10th of each month.
*17. Return of extra train accommodation (M.S.61).	Do.	Do.	Do.
*18. Return of mails forwarded as occasional despatches (M-48)	Do.	Do.	Do.
19. Distribution list (Est.-43)	Do.	Half-yearly	Within 10 days after close of 15th April and 15th October of each year.
20. Statement of miscellaneous receipts (Pa.-24).	Do.	Monthly	10th of each month.
21. Indents for stationery (Sk.-11)	Do.	Half-yearly	On or before 25th February and 25th August of each year.
22. Indents for sorting case labels (Sk.-12)	Do.	Monthly	So as to reach the stock depot not later than the 1st of each month.
23. Haulage and weightment statement [(M.S.-60(a)]	Do.	Half-yearly	1st February and 1st August of each year.
24. Copy of inspection remarks in order book of head record office.	Do.	Do.	Do.
25. Corrected copies of sorting lists	Do.	Do.	1st May and 1st November 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.

Description of return	To whom submitted	Periodicity	Date of submission
<i>(ii) By Superintendents, R.M.S.—contd.</i>			
26. Corrected copy of Quarterly List.	Head of the Circle	Quarterly	So as to reach Deputy Postmaster-General on 20th of March, June, September and December.
27. Statement showing amounts of advances for postage stamps held by mail offices in the division.	Do.	Yearly	7th April of each year.
28. Statement of inspections of mail and record offices and Section (Inspn.-1)	Do.	Do.	15th December.

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

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

Description of return or document	From whom received	Periodicity	Date on which due to be despatched by submitting officer	How disposed of
<i>(i) By all Superintendents</i>				
1. Diary (Genl.-2 or Genl.-2(s))	Inspector	Weekly	1st, 5th, 10th, and 24th of each month.	Filed in Superintendent's office.
2. Summary of inspector's work (Inspn.-3) or Inspn.-9)	Do.	Monthly	1st of each month.	Do.

Description of return or document	From whom received	Periodicity	Date on which due to be despatched by submitting officer	How disposed of
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(ii) *By Superintendents of Post Offices*

3. Copy of punishment register [App.—32 (a)].	Inspectors, 2nd class head post-masters and sub-post-masters in the selection grade.	Monthly	5th of each month	Filed in Superintendent's office.
4. Time statement (M-8).	Postmaster of terminal office	Monthly	Last day of each month.	Filed in Superintendent's office.
5. Copy of inspection remarks in Order Book.	Inspector	Twice a year	Immediately after inspection.	Do.
6. Village return (MS-88)	Do.	Half-yearly	1st May and 1st November of each year.	Do.
7. Copy of verification remarks in Order Book of first Class Head Offices.	Do.	Four times a year.	Immediately after verification.	Forwarded to Postmaster-General
8. Copy of verification remarks in Order Books of 2nd Class Head Office.	Do.	Do.	Do.	Filed in Superintendent's office.
9. Statement of complaints (Cpt.-3).	Inspectors 2nd class head postmasters and sub-postmasters in selection grade.	Monthly	1st of each month.	Figures included in the Superintendent's monthly summary which is submitted to the Postmaster-General.

description of return or document	From whom received	periodicity	Date on which due to be despatched by submitting officer	How disposed of
(iii) <i>By Superintendents, R.M.S.</i>				
10. Daily reports of record clerks, head sorters, mail guards and mail agents (MS.-58, MS.-83 and MS.-84). Daily notes of sorting Supervisors.	Record clerks	Daily		Filed in Superintendent's office.
11. List of requisitions for conveyance of mails as occasional despatches (MS.-32) together with duplicates of the requisitions (MS.-81).	Officers sending occasional despatches.	Monthly	1st of each month.	Filed in Superintendent's office after inclusion of details in the return submitted by him to Deputy Postmaster-General.
12. Triplicate copies of mail lists (M.-) tendered with mails despatched under the weightment system on dates of half-yearly weightment.	Officers despatching the mails.	Half-yearly	Immediately after weightment.	Filed in Superintendent's office after inclusion of details in his haulage and weightment statement for Deputy Postmaster-General.
13. 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 Deputy Postmaster-General.
14. Indents for sorting case labels (Sk.-12).	Record clerks	Monthly	So as to reach Superintendent not later than 15th of each month.	Original forwarded to stock depot and duplicate returned to indenting officer.

Description of return or document	From whom received	Periodicity	Date on which due to be despatched by submitting officer	How disposed of
(iii) By Superintendent R. M. S.—contd.				
15. Indent for stationery (Sk.-11).	Record Clerks	Half-yearly	So as to reach Superintendent not later than 10th February and 10th August.	Original forwarded to stock depot and duplicate returned to indenting officer.
16. Corrected copies of sorting list.	Do. ...	Do. ...	So as to reach Superintendent not later than 15th April and 15th October.	Forwarded to Head of the Circle.
17. Inspection note with copy of order book remarks.	Inspectors ...	Do. ...	Immediate after inspection.	Inspection note filed in Superintendent's office and copy of order book remarks forwarded to the Head of the Circle in respect of selection Grade offices and sections. The inspection notes of Inspectors, R.M.S. other than those attached to the Divisional Offices, filed in the office of Inspectors, R.M.S., concerned, order book remarks forwarded to the Superintendent, R. M. S.

Description of nature of document	Place where received	Periodicity	Date on which due to be disposed by submitting officer	How disposed of
18. Statistical returns uniform (MS-14) (8)	Sub-divisional Instructors	Half yearly	Immediately after esta- blishment.	Forwarded to De- puty Postmaster- General.
19. Bill of exchange allowance in form A.C.O.-37.	Head record clock.	Monthly	10th of each month.	Disposed of in the manner laid down in article 279 of the P. & T. Postal Manual Code, Volume. 1.
20. Copy of punish- ment register [Ann-32(a)]	Do.	Do.	5th of each month.	Filed in Superin- tendent's office.

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 in blank, intimation should be sent by a service postcard on the due date.

199. Director-General's circulars.—Circulars issued by the Director-General will be received (a) through the headquarters Post Office of the Division by Superintendents of post offices for their own use, and (b) direct by Superintendents, R. M. S., 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 the lapse of three years counting from the month of July following the close of the official year in which they were issued.

200. Circulars of Heads of Circles.—(1) Circulars issued by the Head of a 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 destroyed after three years counting from the month of July following the close of the official year in which they were issued. If it is found necessary to preserve or repeat the instructions contained in such Circulars, 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 or Circles. | Three years counting from the month of July following the close of the official 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 (together with the certificates). | Three years from the due dates of maturity of the certificates. |
| (e) Enquiry cases relating to savings bank withdrawals (together with warrants of payment). | Three years after the month in which the cases are closed. |
| (f) 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 years after the month in which the officials concerned ceased to belong to the Department except that, in the case of absconders, the records should not be disposed of without the special permission of the Head of the Circle. |
| (k) Establishment files | Until a new revision is sanctioned. |

(d) Confidential records and character sheets:	Ten years after the Officials concerned have been retired, removed, discharged or dismissed, etc. or until they attain all the age of 55 years which ever is earlier.
(e) Graduation lists	Three years after new ones have been issued.
(f) Copies of the <i>Manuals, Codes and other sets of rules supplied to the Superintendents.</i>	Until they have become obsolete.
(g) 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."
(h) Order book	Should be kept as a permanent record and not disposed of without the special permission of the Head of the Circle.
(i) Invoices of articles received from the stock depon.	Three years after the month in which they are received.

202. Inspection of Superintendent's office.—A Superintendent of Post Offices or R. M. S. must thoroughly inspect his office at least once in every twelve months. A Superintendent, R. M. S., must carry out similar inspection of the head record office, at least twice in every twelve months, in accordance with the standard questions. 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 the Head Record office, should then be submitted to the Head of the Circle.

203. Order book of Superintendent's office.—(1) The Superintendent must keep an order book in form MS-8 in which the result of the

inspection of his office will be recorded by him or by other inspecting officers. The Superintendent is personally responsible that any action required by the remarks or orders of inspecting officers is promptly taken.

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

Superintendents of Post Offices

204. Register of lines and stages.—(1) A register of lines and stages in form M-14 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 memorandums of alterations issued.

Superintendents, R. M. S.

205. Examination of daily reports.—(1) Record clerks will submit to the Superintendent their own daily reports (MS-58) together with those of head sorters, mail guards and mail agents (MS-83 and MS-84). The Superintendent should insist on the punctual submission of these reports and examine them on the dates of receipt. He should himself write on the daily reports the orders passed in each case. The examination of the daily reports may be carried out by the Headquarters Inspector or Assistant Superintendent. When the Superintendent is out on tour, but in such cases the Inspector or 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 poon is ordered to do double 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 absence. 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 Inspector attached to his office should, as far as possible, avail himself of the presence of the clerks on the attendance days of note, 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 Bangladesh Post Offices.—The Superintendent is required to send to the Postmaster-General a corrected copy of the *List of Bangladesh 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 Superintendents in respect of stock.—(1) No article of stock or, in the R. M. S., of stationery, may be supplied to an office under the Superintendent's control without his authority, except by transfer from one branch office to another or as provided for in note 3 under rule 300 and rule 325 (2) nor may any damaged (or, in the R.M.S. unserviceable) article be sent to the stock depot, repaired, sold or destroyed without such authority.

(2) A Superintendent of Post Offices may prescribe 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. E. M. S. to be kept in stock.

210. Supply of articles of stock.—(1) Indents (Sk 82) 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 this 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 inspector 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 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 may be obtained on orders 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 *Post and Telegraph Joint Accounts 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 Inspector or credited by the Officials concerned themselves, a certificate of credit should be obtained and the credit of the amount:

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 Head office at the headquarters of Postal Circles, 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 Inspector 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 Inspector) and that he is satisfied that the article is needed. In the absence of such a note, the stock depot will refuse compliance.

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

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

(5) A statement (SK-32) 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

mental divisions, by an Inspector, should be prepared in the office of the Superintendent and sent to the stock depot within the first week of the following month. 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 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 same paid are not in excess of the contract or the market rate as the case may be, (4) that the articles have been accepted for as the stock contract for back and (5) that suitable notes of deposit have been accepted against the interest and provision concerned or proper double payment, should be furnished by the office, who orders the purchase of the articles. If such an office prescribes contingents bills, the certificate should be enclosed 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 Inspectors.—Articles of stock required for the use of a Superintendent or the Inspectors 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. J) should be maintained in the Superintendent's office, in which all the articles of stock belonging to the office, whether supplied by the stock depot or obtained by local purchase or by transfer from other offices, should be entered. The entries should be made in accordance with the instructions printed

on the inside of the front cover immediately an article is received or disposed of.

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

216. Painting of letter-boxes and iron safes.—(1) Every Superintendent should arrange to have each letter-box in his division regularly painted at least once a year. In postal divisions, the postmaster of each head office will be authorised to make contracts, if possible, with workmen to paint letter-boxes under the head office and in 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 post office, and if not procurable locally, may be obtained on indent from the stock depot. The following instructions should be followed in preparing and using the paint:—

- (a) To one part of paint (red lead) must be added two parts of boiled linseed oil, one sixteenth part of turpentine, and one-eighth part of copal varnish. For instance, to 80 tins of paint should be added 160 tins of oil, 5 tins of turpentine and 10 tins of copal varnish.
- (b) All the ingredients must be well mixed.
- (c) The box must be well scraped with a knife, edged stone, or piece of broken glass, and then two coats of paint should be applied, the first coating being allowed to dry before the second is put on.

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

217. Letter-box locks.—The Superintendent should always enquire about with him, what 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.

Superintendents, R.A.S.

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

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

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

- (a) candles—one for 3 hours;
- (b) carbon paper—one piece for every 400 duplicate sets of documents;
- (c) cord No. 1 (fine twine)—one seer for 1,400 drill bags or 700 canvas bags;
- (d) cord No. 2 (half twine)—one ball for 40 bundles of 50 letters, or for 300 drill or bags;
- (e) cord No. 3 (country twine)—one seer for 1,000 drill bags or 500 canvas bags; this twine is supplied to foreign mail sections only;
- (f) dusters—one for each set of office every three months;
- (g) pencils—one black and one blue to each section per month;
- (h) pens—two steel nibs per man per month;
- (i) sealing wax—one seer 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 mutual clerks in accordance with the extract rate list; 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 columns 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 retained in the indenting office.

(5) No change in the sanctioned consolidated stationary rate list may be made without the approval of the Head of the Circle. When any change is necessary, 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 office 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 first class head office. 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 post office at headquarters.**—The Superintendent is required frequently to visit the post office at his headquarters. He should sometimes pay his visit during the busy hours of the day and watch the work with the public in each department; at other times he should be present when important mails are delivered or prepared for despatch; and he should also at times visit the office in the evening, when the accounts and office are about to be closed, and see the cash counted and checked with the head office summary and treasurer's cash book which he should initial. Whenever he is present in the office at the time the postmaster is examining the accounts, he should see whether the work is done properly and thoroughly.

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 notices or advertisements 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 person who is proved to be lazy or negligent. If the number of letters returned as undeliverable is excessive, the Superintendent may depute an Inspector or other subordinate to test the postmen's work by endeavouring to trace the addresses of letters which have been finally placed in deposit as undelivered.

222. Examination of deposit case.—(1) Whenever the Superintendent visits the post office, he should inspect the 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 addresses. 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 of 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 mentioned above, or 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 cross book (MS-1) 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 missed and misdirected articles taken from the station mail bags and note each 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 drawn from the letter-box and the defacement of the postage stamps there by them. He should examine the contents of some of the mail bags after they have been packed in order to detect misrouting 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 missed 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.-1 and A.G.G.-C (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 noting 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, postman and village postman, 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 this diary (Genl-1).

230. Tests on credit of unpaid postage.—(1) When a Superintendent of post offices is present in a head or sub office under his control at the time station mail bags are opened, he should calculate the postage due on the unpaid articles of the letter mail received for delivery from that office and its subordinate offices, and compare the amount with the daily average credited by the postmaster, calculated on the entries in the letter postage account (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, and explanation should be sought and the fact should be noted in the Superintendent's diary.

(2) Whenever the Superintendent has reason to suspect that a postmaster fails to afford full credit for the postage due on unpaid articles of the letter mail received for delivery or 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 *Post 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 inspectors or other subordinates. He should also satisfy himself that the hours of clearance have been properly fixed and that the movable plates showing hour or date or day of next clearance are systematically used.

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.

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:—

- (c) 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.
- (v) 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 addresses 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 unobtrusive visits to post offices or, in R.M.S. Divisions, to mail offices at places through which he travels and satisfy himself in a general way that work is being properly conducted, that the cash and stamp balances are correct, 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 Railway Mail Service 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 books should be signed and dated by the Superintendent and a copy should be forwarded to the Head of the Circle.

(1) 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.

Superintendent of Post Offices

216. *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 days in a year and as much more as possible, in actual inspection.

(2) In many parts of the country, there is some season of the year during which travelling is 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 inspecting work during any period of the year, the period of exemption will be 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 any important work such as an enquiry into irregularities or criminal charges. The restriction is however, relative and not mandatory.

217. *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.

218. *Inspection of post offices.*—(1) The Superintendent must inspect, twice every twelve months, every second class head office within the limits of his division and such of the sub-offices as may be assigned to him by the Postmaster-General. The inspection of other sub-offices and of branch offices in general will be the duty of his inspectors, but the Superintendent should

thoroughly inspect some number of branch offices every year so as to familiarize himself with their mode of work and to check the work and supervision of his Inspectors. He should also, whenever practicable, inspect or at least visit any branch office which he passes or approaches in the course of his tours or when visiting other offices. Timely notification should be given to the Inspectors concerned of the names of the branch offices which the Superintendent intends to inspect or has actually inspected in the course of his tours. A casual visit paid to an office during a tour specially undertaken in order to investigate a case will not relieve the Superintendent of the duty of carrying out an systematic inspection.

The number of branch offices to be inspected by the Superintendent will be fixed by the Head of the Circle. It will ordinarily be 10 per cent; but where the number of branch offices is large, the number to be inspected may be reduced but should not be less than 5 per cent. Ordinarily branch offices vested with Savings Bank powers should be inspected by the Superintendent once in every three years.

(2) The first inspection should be carried out in a thorough manner in accordance with the standard questions, but may be extended to any other matters into which the Superintendent thinks it advisable to enquire. The time required for the inspection of an office will depend 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 authorized powers, and that only the authorized 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.

Note.—It is considered that the average time required for inspection should generally be in accordance with the following table:—

	By S. P. O's or D. P. M's G.	By Inspectors
Chief Head Office	6	—
Gazetted or super selection grade head offices or sub-offices	5	—
Lower selection grade head office or sub-offices	4	3
Time-scale sub-offices	3	2
Branch offices	1	1

It should be kept in mind that the number of days required may be less in the case of single handed or non-combined or non-delivery offices and should be reduced by Head of the Circles in the light of their local knowledge.

(3) The second inspection, which should follow the first after a reasonable interval, should be of a general nature but in addition the examination prescribed by questions 1, 2, 4, 5, 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 this 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 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. 1.—See rule 21.

Note 2.—In the case of a combined office the Superintendent should be aided in his inspection of the Telegraph branch of the office by the standard questions relating to such inspection and all irregularities noticed should be recorded in the order book. A copy of the remarks recorded in the order book after inspection of the office in its capacity as a post office should be forwarded to the Head of the Circle.

Note. 3.—During the detailed inspection of the telegraph branch of a combined office the following questions of the inspection report on Traffic Branch of a Combined Office

of the Collection of Post Office Inspection Report Form should be inserted:—

Questions 1 to 13, 15, 21 to 23, 34 to 40, 42, 44, 45, 50, 51, 59 and 64. In addition to these questions the column "Percentage of delay" in the statement in form F.L.-53 of the publication mentioned above should also be filled up for inspection.

239. Verification of balances of head offices.—(1) The Superintendent must thoroughly and completely verify the balances of all the head offices within the limits of his division (other than that at the circle headquarters) twice in every twelve months, at intervals of about six months. 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. 3) should be forwarded to the Postmaster-General. In preparing replies to the questions, the Superintendent should be guided by the instructions contained in the following clause.

Note 1.—Whenever in clauses 1 to 21, the words "last verification" occur they refer to the actual last verification, whether by the Superintendent or by the Inspector.

Note 2.—An Inspector will not verify the accounts of a head office in the month in which they have been verified by the Superintendent and ordinarily not in the month immediately preceding or following it. When the Superintendent proposes to verify the accounts of a head office, he should intimate the fact confidentially to the Inspector and that officer will arrange to make his own verifications at suitable times.

Note 3.—An Inspector who is specially authorized to inspect a small head office may also be authorized to make at the time of the inspection, a complete verification of the accounts of that office.

Note 4.—The average time required for each verification should be determined by the Head of the Circle in the light of local circumstances, the following being considered as a guideline:—

	By S. P. O. or By P. M. S. O.		By Inspector	
Chief Head Office	8	5
1st Class Head Office	5	3
2nd Class Head Office	4	2

Class 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 table 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 stencil (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, (iv) reply-coupons and 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 past 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) sought 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 treasurer's cash book for the date concerned.

(3) See also whether the stock of postage stamps of each denomination is sufficient and in good condition.

(4) See also that the register of cheques in form (A. C. G. -2B) 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.—Inspect 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 coupons to be removed until the check (including that of the amounts referred to in classes 2 and 5) has been completed; otherwise the same amounts may be gone 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.

Class 2. Check of undischarged 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) undischarged 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 class 1.

Class 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.

Class 4. Check of stock of British postal orders.—Prepare from the record in the stock book (M. O.-29) a memo, in form M. O.-32) of unsold British 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
- (6) the balance of unsold orders in the sub-offices.

} Details of the
} balance (item 4)

Count the number of British 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 authorized to be held by sub-offices with the resulting balance entered in your memo. If the stock and record are found to agree, write a certificate to that effect on your memo. If there is any discrepancy, make note of it on your memo. Sign and date your memo, and as soon as your verification is complete, despatch it to the Audit Office enclosed in the service registered cover in which the memo, of monthly cash balances referred to in clause 3) is sent.

Note.—If any British 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 unpaid 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 our memorandum book of supplies which are not been acknowledged by sub-offices and take the first opportunity to verify them.

Clause 4/E. Check of stock of Bangladeshi postal orders.—Check the stock of Bangladeshi postal orders on the same lines as are indicated in the preceding clause and the note thereunder, the memo. of unpaid Bangladeshi postal orders being prepared in form M. O.-64 from the record in the stock book (M.O.-60).

Clause 5. Check of advance for quintine.—If the office has been authorized to sell quintine, see immediately on arrival whether the cash in hand, plus the value of the unpaid packets of quintine represents the amount of advance sanctioned. Enter in your note the amount held in (a) cash and (b) quintine.

Note.—See note 1 in clause 3).

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 himself, that the entries in it are made daily and that it is signed, before the office is closed, by the treasurer and the postmaster.

Clause 7. Examination of entries under heads B and C of 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 these 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 postman 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 (such as amounts received for the issue of telegraphic money order after the closing of the money order journals), 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 box registers on the day prior to your arrival at the office was taken as the basis of the check prescribed in class 1, take that date as the first day of the visit and include it in the period over which the check prescribed in this class should extend, and also in any of the foregoing classes 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 classes 1 to 21 are completed, as the last day of the visit.

Class 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.-5) 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.

Class 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 initialed by the postmaster, and whether the closing balance is written in words over the signature of the treasurer and the postmaster. Mention in your note the dates selected for examination.

Class 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 III. Examination of registers of receipts.—Examine the register of cheques (A.C.G.-28) for at least two days in each month from the date of the last verification, compare its entries with those in the Head Office Summary and see whether it is properly maintained by the treasurer and regularly initialed by the postmaster. Also see if there has been any unusual delay in the clearance of a cheque and if so, whether the delay is justified. Mention in your note the dates selected for the examination.

Clause 11. Comparison of s.o. summary with the sub-office daily accounts.—Examine the daily accounts (A.C.G.-22) received during the period of your visit and also, for at least four other dates, selected at random, since the last verification. Compare all the entries in the daily accounts with the corresponding entries in the s.o. summary (A.C.G.-5) 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.-7) 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 remittances were actually sent to them.

Clause 12. Comparison of h. o. summary with branch office daily accounts.—(1) Examine the h. 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 h. o. daily accounts and the balances acknowledged by branch offices, by a comparison with the h. o. summary [A.C.G.-3 (c)], as that prescribed in the preceding clause for s. o. daily accounts. See whether the h. 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 h. 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 h. o. summary.

(3) See, for the period of your visit and the other selected dates, that the daily totals of the h. o. summary are correct and that they are correctly transferred to h. o. cash book.

NOTE 1.—See also I below for preceding clause.

NOTE 2.—If any such discrepancy shows in the treasurer's cash book (A.C.G.-2) in any of branch offices on the date of your arrival, or any other date subsequent to the date of the visit, state in the h. o. daily accounts received on the first day of your visit have not been acknowledged in the h. o. daily account received up to the first day of your visit, keep a note in your postmaster's book of the unacknowledged amounts, and signify yourself, by reference to the branch office concerned, that the discrepancies were actually sent to him.

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 (Po-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 in the first 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 *h. o. summary* relating to remittances between sub-offices. Keep a note in your memorandum book regarding these entries made in the *h. 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 *h. 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 in the foot of the *h. 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 accounts 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 stated in clauses 15, 16 and 17 should extend over the whole period that the balances were last verified by the Superintendent or his deputy.

Clause 16. Comparison of balance of postmaster's balance sheet with balance h. o. and h. o. narrative.—Compare the net balance of the *h. o. summary* and of the *h. o. narrative* with the corresponding entries in the postmaster's balance sheet (A. C. G. 4).

Clause 17. Comparison of balance of postmaster's balance sheet with balance of h. o. summary.—Compare the daily closing balance of the *h. o. summary* (A. C. G. 3) 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.

Class 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.

Class 20. Post office Savings Certificates.—(1) Examine the stock registers 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 unused 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, sub rule 377 (c) 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 cash 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 cash certificates and satisfy yourself that the amount shown in the journals were duly accounted for in the head office summary.

(4) Examine the office copies of the journals of Savings Certificates discharged for at least four days since the last verification with reference to the entries in the register of Savings Certificates issued and discharged (in respect of Certificates issued prior to 1st July 1930) or the applications for purchases or transfer of Savings Certificates (in respect of Savings Certificates issued on or after 1st July 1930) and satisfy yourself that the dates of discharge have been correctly noted in the register of Cash Certificates or in the applications for purchase or transfer of Savings Certificates as the case may be.

(5) Prepare a memo. of cash certificates lost, destroyed, spoiled, 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. in form Exps-4, showing the balance of the h. o. cash book (item 5 of the postmaster's balance sheet) on the last day of each month for the whole period since that 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 on the back of the check prescribed in clause 1 is not the last day of a month, thoroughly check all the items, make and balance of the h. o. cash book and postmaster's balance sheet in the manner prescribed for head postmasters in the *Post and Telegraph Office Account Code, Volume 1, Section 100* on the day in each week from the beginning of the month up to the date referred to in clause 1 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 plausible. 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 office. The statements that are in agreement with the h. o. summary should be destroyed after check.

Clause 23. *Check of receipts for articles of stock lost or broken.*—Take up the certificates of credits furnished by the Postmaster, see 230/1 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.*—See in a general way that there is a service book in the office for every official (who is required to keep a service book) for whom pay has been drawn in the last establishment pay bill. Satisfy yourself by checking 5 per cent of the books taken at random, that they have been regularly written up and attested.

See also whether inspection of the service books by their owners has been carried out under the supervision of responsible officials and satisfy yourself whether as a token of his scrutiny an 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 be properly and carefully written up. The Superintendent will report to the Inspector in this respect that comes to his notice in the *Return to the Registrar General*.

Clause 25. Verification and initiation of service rolls.—See in a general way that a service roll (N.Y. 762) 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. Attach the entries in the service rolls that have been verified, by your signature, adding the date below it.

NOTE 1.—The note is clause 24.

NOTE 2.—The check prescribed by this clause is not required in the case of a free class head office.

Clause 26. Examination of character sheets and graduation lists.—See whether the character sheets (App. 10) and graduation lists [Est. 27 (a)] are properly written up to date and kept in the personal custody of the postmaster. Whether the declaration (c) (rule 16 of Volume IV of the *Post Office Manual*) have been obtained from all departmental officials concerned and kept properly with their character sheets.

NOTE.—The office demands to verify the balance of free class head office is not required to reply the check prescribed in this clause.

Clause 27. Check of Security Bonds.—Ascertain whether the names of all the officials, as furnished in the latest available acquittance rolls, are noted in the register of security bonds and then check the register with the bonds in the custody of the Postmaster and note whether every official required to give security has done so. Also see whether the declaration (rule 16 of 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 kept with the security bonds.

Also see whether the enquiry papers relating to the character and antecedents of all extra-departmental agents (except those for whom such enquiries have been dispensed with) have been kept with their security bonds.

those relating to extra departmental agents who are exempted from furnishing security being kept along with the security bonds of other officials in the place where the bonds would otherwise have been kept.

NOTE.—The same holds for forwarding rates under the publication.

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. Invoice of publications and books of blank forms, etc.—(1) Satisfy yourself that the invoices (Sk-53(d)) 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. See that the postage stamps affixed have not been used before, 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 below the last postage stamp affixed to 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 at 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 bank ledger and journal.—Compare the entries made since your last verification in or accounts (selected at random) in the savings bank ledger (S.B.-1) 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 initialed by him. Mention in your note the Nos. of the accounts and the dates of the savings bank journal selected for examination.

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 at hand at the close of each day on which the balance is altered on account of receipts or issues. Call for the award-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 of 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 undelivered for three months or more and satisfy yourself that they have not been detained unnecessarily.

Clause 33. Annual statement of profit.—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.

Clause 34. Examination of registered lists.—Call for the registered lists (R.P.-12) (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, reflected, 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 36-A. Register of articles of letter mail.—Examine the mails which have passed through Customs.

Note.—In the case of offices where the system of "delivery slips" (R. P. 50) 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 Tk. 25 in value will be found recorded in the register of v.-p. articles received and not on parcel lists.

Class 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 thereto as those prescribed in the preceding clause in respect of registered lists. See whether the disposal of receipts for inward foreign and inland parcels charged with customs duty have been properly recorded in the parcel lists. If any parcel list shows an excessive number of v.-p. articles as redirected, make a special enquiry on the subject. Mention in your note the result of the check and the dates selected.

Note.—In the case of offices where the system of "delivery slip" (R. P. 50) is in force, the check should be carried out only in respect of twenty articles, of which ten should be v.-p. articles. The entries relating to those articles should be selected at random from the parcel lists and not from the delivery slips, and should be spread more or less evenly over the period since the last verification. In such offices, notes showing the disposal of redirected, unclaimed, and refused v.-p. articles of more than Tk. 25 in value will be found recorded in the register of v.-p. articles received and not on parcel lists.

Class 36. Examination of receipts for inward foreign and inland parcels charged with customs duty.—(1) If the office is an office of exchange for foreign parcels and is not situated at the headquarters of a circle, call for—

- (a) Register of parcel bills received (F. P. 41) and
- (b) Parcel bills received and parcel invoices (F. P. 3) prepared by the office since the last verification.

(2) Examine the register of parcel bills received and satisfy yourself that, for every day since the last verification, it bears the signature of the Postmaster or the Deputy or Assistant Postmaster and that all the parcel bills and invoices entered in the register during the same period, as well as those that were not completely checked during the last verification, have been placed before you for examination.

(3) See that to the receipt for each v.-p. parcel (R. P. 55 or R. P. 25) is pasted the receipt for the money order issued [M. O. 1 or M. O. 1(a)], 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.

Class 37. Comparison of pay and allowances disbursed with amount drawn for disbursements.—(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.-25) (monthly and arrears) and travelling allowance bills (A.C.G.-11) prepared by the postmaster. The items so 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 at the foot of the memorandums 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 undischarged 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 undischarged 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 undischarged 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 memorandums plus the amount of undischarged 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 purpose of this check bears the signature of the Circle Examiner and the initials of his special stamp.

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 Inspector; 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 following questions will suggest the points to which inquiries should be specially directed :

- (a) Are the runners' huts suitably situated on the side of the road ? Are they in good repair ; and do the runners live in them ?
- (b) Is the full number of runners entertained ; and is the number sufficient ?
- (c) If the weight of mails is excessive, can it be reduced by using smaller bags, or diverting a portion of the mails to other lines ?
- (d) Are the runners furnished with certificates of appointment (App. 31) and are the particulars of all leave granted to runners, for whom no service rolls are maintained, recorded on the back of their appointment certificates by overseers or Inspectors, as the case may be ?
- (e) 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 ?
- (f) Are the runners supplied with badges, belts and staves ; and are these used by them when on duty ?
- (g) Does the overseer constantly travel over the line ; and does he keep the runners under efficient control ?
- (h) Would any revised arrangements or change of route expedite the transmission of the mails or improve the service ?
- (i) Has the overseer a vernacular copy of the rules for overseers and, if so, is it kept corrected up to date ?

Note.—The entries in the overseer's 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 colonial office.

(2) The Superintendent should, when the inspection is completed, write, in vernacular, in the overseer's order book (MS-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, R.M.S.

241. General scope of inspections.—The principal objects which the Superintendent should have in view when inspecting an office or section are—
 (i) to carefully observe the working of the office or section, to see that it is working smoothly, that order and discipline are maintained, and (in the case of a mail office) that its relations with the public, especially Railway officials, are creditable; (ii) to carefully examine each official in his principal duties to see that the procedure followed in each department is in strict accordance with the system laid down; (iii) to acquire a personal knowledge of the officials in order to ascertain their qualifications and fitness for the duties assigned to them; (iv) to see that suitable arrangements are made for carrying on the work in each department, and that the departments are kept separate as far as possible; (v) to satisfy himself that the establishment is sufficient for the work imposed on it, and not in excess of the requirements; and (vi) to collect information and statistics that will enable him to check the statistical memoranda [MS-14 (A)] submitted by sub-divisional Inspectors and, in cases where an increase or decrease of establishment is proposed, to judge whether it is necessary or not.

242. Observation of work.—(1) The Superintendents should observe whether the duties performed by each official are strictly in accordance with the memorandum of distribution of work, and whether the memorandum requires any modification. In the case of sections, it is only by frequently travelling in the van, and by checking the statistics furnished by the Inspector showing the amount of correspondence dealt with by the section, that a Superintendent can know whether the work to be performed by a set is properly distributed among the sorters, or whether the number of sorters composing a set is insufficient or excessive.

(2) Perhaps the best method of ascertaining whether the officials of the office or section are acquainted with the rules and follow the procedure laid down is for the Superintendent, during the first portion of his visit, to devote some time to merely watching the establishment at work to see whether there is any hurry or confusion, taking notes of any irregularities that he may detect, but not interfering unnecessarily with the officials. If he observes that each official is in his place, and that the duties of each department are performed quietly and in a businesslike manner, it will be a sign that every one is doing his work in the regular and orderly manner in which he is accustomed to do it. On the other hand, a display of unwanted activity, due to the presence of the Superintendent, shown by the officials, hurrying to and fro (e. g., in search of

documents, or to ask for instructions from the record clerk or head sorter, or assistance from one another), will prove that the establishment is unfamiliar with, or ordinarily neglectful of, the prescribed procedure, and that the record clerk or head sorter is lax in his supervision over his subordinates.

243. *Inspection of offices and sections.*—(1) All the record offices, mail offices and sections in the division must be inspected at least twice in every twelve months at intervals of about six months. Each of the record offices and mail offices as may be assigned by the Head of the Circle to the Superintendent should be inspected by the latter while in respect of all other offices both the inspections should be carried out by the Assistant Superintendent or Sub-Divisional Inspector. The more important sorting sections selected by the Head of the Circle should be inspected by the Superintendent and all the remaining sections (sorting and transit), by the Assistant Superintendent or Sub-Divisional Inspector. Although the Superintendent is not required to undertake the systematic periodical inspection of the less important offices and sections, he is not relieved from the responsibility for the personal supervision and control of the whole division.

(2) Each inspection of an office should be carried out in a thorough manner in accordance with the standard questions, but it may extend to any other matters into which the inspecting officer thinks it advisable to enquire. He should see that the office is working smoothly with the public, specially Railway officials and within its authorised powers, and that only the authorised fees are taken by the officials concerned. He should also devote some time to merely watching the establishment at work to see whether there is any confusion.

(3) When inspecting an office, the inspecting officer should make notes of inspection on plain paper in the form of replies to the standard questions which should be referred to by their Nos., no replies being given to those questions which relate to matters in which the work of the office or section is found to be entirely in order. Any remarks that may be called for apart from the answers to the questions should be added at the end of the notes and the notes should be signed and dated by the inspecting officer and kept on record in the Superintendent's office. When the inspection is completed a copy of the remarks recorded in the order book (Ms-8) of selection grade offices only should be forwarded by the Superintendent to the Head of the Circle. In the case of other offices and sections in charge of 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.—See note 2 to rule 21.

Note. 3.—In the case of a R.M.S. Section comprised of more than one van, ordinarily the inspection of only one van 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 van.—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 station; (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), and will be useful for the purpose of checking his list of mail vans.

Note.—Officers visiting a Railway Mail Service van or a mail office should sign on the daily report.

246. Examination of sorting-case.—The sorting-case should be examined to see that it is 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 double 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 erected up to date and that the sorting plan, properly framed, is hung up over the sorting case.

250. Examination of work-paper.—(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 handle 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 cover.

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 its 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 in variable taken 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 books.—(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, the B orders which have become obsolete or void, have been cancelled under the record clerk's signature, and that every order has been intimated 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 galleys book to see that it is in good order and the pages 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 train on his working 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 present article should be carefully examined and the cause of miscommunication ascertained, with a view to steps being taken to check the irregularity. If any sorter appears to be incompetent, the Superintendent should examine him in the sorting list, if there is time to do so; otherwise he should fix a date for the examination of the sorter either by himself or by the Inspector.

257. Examination of mail bags and labelled bundles.—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 initialed 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 90 to 60 letters and that large articles, such as packets and newspapers, are bundled separately. No unsorted mail matter should be sent in 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 overcarrying articles, sorters secret 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.

399. *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.

Class (f). Mails generally.—1. Are mails received (whether from sections, offices, mail poons 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-I or M-1 (a)] received promptly received?

4. Are bags and articles made over by the head sorter to the registration and parcel sorters properly examined before being transferred; and is the transfer effected promptly? (S)

5. Are the bags and articles received by the head sorter from the registration and parcel sorters for despatch properly examined at once? (S)

6. Are receipts duly exchanged between the head sorter and the registration and parcel sorters for bags and articles made over and received? (S)

7. Are the mails properly prepared for despatch ?
 8. Are the bags closed by the section properly labelled, closed and sealed ?
 9. Are the mails, when ready for despatch, carefully examined before they are forwarded ?
 10. Are mail lists [M-1 or M-1 (a)] properly prepared for despatch ?
 11. Are insured bags received and made up carefully examined by the head sorter ; and are they opened and closed in his presence ?
 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)
- Class (ii) : Unregistered articles.*—16. Is the van letter-box cleared and are the articles weighed, in view to taxing them with postage, before the train leaves each station ? (S)
17. By whom is the letter-box cleared, are articles cleared from the letter-box promptly stamped ; and is the stamping properly done ? (S)
 18. Are the destinations in English properly written on articles posted addressed in vernacular ; and are the vernacular names which are transcribed underlined with blue pencil ; (S)
 19. Is the van letter-box kept closed at 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 ?

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 (ii) : 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 ?

33. Are registered lists for despatch properly prepared ? (S)

34. Are money orders for despatch enclosed in envelopes (MS.-5) and are those envelopes entered in the registral lists concerned ? (S)

35. Are registered bags for despatch properly labelled, closed and sealed.

36. Are registered bags transferred to the head sorter under receipt in the registered abstract ? (S)

37. Is special attention paid to the careful examination of insured envelopes received ; and is the procedure prescribed strictly followed in dealing with insured envelopes ? (S)

38. Is the registration sorter fit to discharge his duties ? (S)

Clause (iv) : Parcel mail articles.—39. Are parcel bags and parcel mail articles received, properly examined at once ? (S)

40. Are parcel lists (R. P. -33) received, promptly 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 stamps affixed to the parcel, or to the official label pasted on it, represent the correct amount of the charges due on it. (S)
45. Is special attention paid to the careful examination of insured bags ; and is the procedure prescribed strictly followed in dealing with insured bags ? (S)
46. Is special attention paid to the careful examination of insured parcels, and is the prescribed course strictly followed in dealing with insured parcels ?
47. Are insured bags properly labelled, closed and sealed in the head sorter's presence ? (S)
48. Is the parcel sorter fit to discharge his duties ? (S)
- Clause (7) : *Miscellaneous*.—49. Are the stamps and seals kept clean ? (S)
50. Is the ink-pail in good order, and is it kept covered when not in use ? Is the stamping ink of proper consistency ?
51. Are articles and documents properly stamped in the manner prescribed by rule ?
52. Are surplus due bags (if any) punctually returned in the manner prescribed in the due bag list (MS. -74) ?
53. Are the instructions for the return of empty bags received with unusual mails from presidency offices strictly complied with ?
54. Is the class of bag (i.e., whether canvas or *dosuti*) used for unusual mail noted in the mail extract (M.S. -62) at the time each bag is received for despatch ? (S)
55. If a van peon is attached to the set, is he fit to discharge his duties, and can he read the printed entries on the labels of bags ? (S)
56. Test the letter-scales to see whether they are accurate ? (S)
57. Are the officials of the set properly dressed when on duty ?
58. Is the use of the Telegraphic Message Code understood by the head sorter or mail guard ?

CHAPTER 2-A

ASSISTANT SUPERINTENDENT OF POST OFFICES

259/1. Duties general performed.—Assistant Superintendents of Post 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 Superintendents of Post Offices:—

- (i) Opening and distribution of dak except the dak from the Head of the Circle. If the Assistant Superintendent of Post Offices happens to be on casual leave or out on tour (which would be very rare), the Superintendent of Post Offices concerned will open and distribute all dak. In case the latter also happens to be out on tour, the dak will be opened and disposed of by the office Supervisor.
- (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) Passing of T. A. bills of clerks, postmen and lower grade staff on the basis of orders of competent authority.
 - (g) Submission of returns to Circle Office.
(The over all responsibility will, however, rest with the Divisional Superintendent.)
- (iii) Scrutiny of time statements. Cases of delay must be submitted to a 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 reports of branch offices received from Inspector of Post Offices. Important and serious irregularities should be brought to the notice of the Superintendent.
- (vi) Examination and filling 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 Head quarters 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 not exceeding Tk. 1,000.
- (xiii) The Assistant Superintendent may assist Superintendent in the inspection of post offices under the charge of time-scale officials only if the Superintendent of Post Offices is unable to do it himself. He may also verify the accounts of Head Offices (including first class Head Offices) in case of emergencies. It must, however, 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) To incur contingent expenditure not exceeding Tk. 10 in the absence of the Superintendent of Post Offices from Headquarters. Formal sanction for the contingent expenditure in question will of course be issued by the Superintendent of Post Offices only.

(2) The Assistant Superintendent should personally deal with cases of pension and gratuity ~~when~~ they are completed for submission to the Superintendent. He will also deal with ~~all~~ ^{alleged} cases of fraud and loss. The first detailed report and the final report in all loss and fraud cases should, however, 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.

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. particularly those in which more than one postal and/or R.M.S. Divisions are concerned. When at Headquarters he may be employed by the Head of the Circle as he may think proper. He may be deputed by the Head of the Circle to make investigation in any part of the Circle or beyond it, when necessary, and conduct prosecution of cases in Courts of Law. The Assistant Superintendent, Investigation, may be required to work under the orders of the Superintendent or Postmaster Grade 'A' in whose division or office he happens to be conducting enquiries.

(3) The Assistant Superintendents, Investigation, attached to the office of the Head of the Circles when proceeding on tour for the purposes of making enquiries should submit daily to the Head of the Circle concerned a diary in form Insp. -1 showing the places visited and the progress made with the investigation entrusted to them.

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CHAPTER 2-B

ASSISTANT SUPERINTENDENT, R. M. S.

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 and test sorting examinations, to conduct investigations and enquiries entrusted to him, to post test letters and to inspect the record offices, mail offices and sections assigned to him by the Superintendent. 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 foreign mails in transit or of camp articles of high officials on tour, to enquire into disputes between Railway and R.M.S. 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 headquarters bag office. At every such examination, he should ensure that the Bag Accounts Register (B.C.O-3) is being maintained properly and that weekly and monthly 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 this check and examine the bag account and the stock of bags of each record office whenever it is inspected by him.

(3) The following duties are generally performed by the Assistant Superintendent, R.M.S. :—

- (i) Opening and distribution of dak except the dak from the Head of the Circle. If the Assistant Superintendent, R.M.S., happens to be on casual leave or out on tour (which would be very rare), the Superintendent, R.M.S., concerned, will open and distribute all dak. In case the latter also happens to be out on tour, the dak will be opened and disposed of by the Head Clerk.

- (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.
(The overall responsibility will, however, rest with 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 sorting supervisor and submit them to the Divisional Superintendent.
- (iv) To review inspection reports of the transit sections and transit mail offices in charge of mail guards. He also assists the Superintendent in the inspection of mail offices and sections in charge of time-scale officials only.
- (v) To scrutinise the statistical memoranda submitted by the L.R.M.s 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 Inspector 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 and to receive, scrutinise and dispose of bag statement.
- (viii) To scrutinise 'A' and 'B' orders before submission to the Superintendent.
- (ix) To see that the office copies of the mail and sorting lists, lists of *Bangladesh Post Office* and *Classified list* 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, R.M.S.

- (xi) Grant of casual leave to the staff when the Superintendent, R.M.S., 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, R.M.S., may also in his own discretion direct the Assistant Superintendent to conduct enquiries in loss and fraud cases involving amounts not exceeding Tk. 1,000.

- (20) To incur contingent expenditure not exceeding Tk. 10 in the absence of the Superintendent, R. M. S. from Headquarters. Formal sanction for the contingent expenditure in question should be issued by the Superintendent, R. M. S., only.

259/4. 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 and the final report in all loss and fraud cases should, however, 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.

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 Circle Office.—

(1) An Assistant Superintendent, Railway Mail Service, 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 Circle. He may also be deputed by the Heads of the Circles to conduct enquiries in loss and fraud cases specially when they relate to R.M.S. 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, and conduct prosecution of cases in Courts of Law. The Assistant Superintendent, Sorting, may be required to work under the orders of the Superintendent in whose division or office he happens to be conducting enquiries.

259/6. The Assistant Superintendent, R. M. S. (including Assistant Superintendent, Sorting), when on tour, must submit daily diary to his immediate superior giving a brief account of the work done by him. 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

INSPECTORS OF POST OFFICES

260. Jurisdiction of Inspectors.—Every Superintendent's division is apportioned into sub-divisions, each of which comprises certain sub and branch offices and mail lines and is placed under the control of an Inspector who is immediately subordinate to the Superintendent of the Division. The extent of each Inspector's sub-division is fixed by the Head of the Circle.

260/1. Principal duties of Inspectors.—The Inspector 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, once in every quarter, the account of the head offices, if any, within the limits of his sub-division except those at the headquarters 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 Inspector is investigation into cases of loss, fraud, claims and complaints. He may also be required to personally conduct prosecution or to assist the police 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 Inspectors.—The powers of an Inspector are defined in the *Post Office Manual*, Volume III.

NOTE 1.—The Inspectors 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 Inspectors are also authorized to correspond direct with the Manager, Stock Depot, in respect of matters relating to the stock of branch offices under them.

262. Inspectors headquarters.—The headquarters of each Inspector 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 Inspector's charge.

263. Knowledge of sub-division.—An Inspector must acquire, within a reasonable time after his appointment to the charge of a sub-division, a thorough knowledge of his jurisdiction, of the positions of the post offices therein, and of the mail lines and other roads in the sub-division. He must also make himself acquainted, as soon as possible, with the nature and importance of the work done in each branch by each post office within his powers of inspection.

264. Personal knowledge of subordinates.—In order to be able effectually to control his sub-division, it is essential that the inspector should make himself acquainted with the character of the sub and branch postmasters and postmen and village postmen under his immediate control. He should take every opportunity, when inspecting a post office, making departmental enquiries, etc., to acquire a personal knowledge of the character and abilities of his subordinates.

265. Knowledge of rules.—An Inspector must possess a practical knowledge of post office work, and be thoroughly acquainted with the rules in the *Post Office Manual* 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 Inspector 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 Officer's or 'Supervising Officers Post Office and R. M. S.' appears. He should also possess a fairly good knowledge of Bangladesh Penal Code, Criminal Procedure Code and Evidence Act. 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 Inspector.

266. [Diaries]

267. Memorandum book.—The Inspector should keep a rough memorandum book in which he should make notes regarding any matters concerning his sub-division that are worthy of note, but which would not ordinarily be placed on office record. All occurrences coming under the Inspector's notice, which can be utilised subsequently for the application of checks on the offices in his sub-division, should also be noted in this book. The manner in

which the memorandum book is kept up by the Inspector will indicate whether he is interested in his sub-division or not. The book should be handed by the Inspector to his successor when he relinquishes charge of his sub-division.

268. Maps.—The rules regarding preparation and supply of maps by and to Inspectors are contained in the *Post Office Manual*, Volume II.

269. Scrutiny of service messages.—(1) The Inspector should, when inspecting a combined office, call for and examine the drafts of all service telegrams despatched during any one month, which are on record in the office in the time. He should notice all irregularities, such as the unnecessary despatch of telegrams, neglect to word telegrams concisely and to use the *Telegraphic Message Code* wherever practicable, the despatch on service of messages relating to the private affairs of the senders, etc. He should send the original drafts to the messages he considers irregular to the Superintendent with the copy of remarks in the order book (MS-5) of the office.

(2) The Inspector must be careful to avoid the unnecessary despatch of telegrams on service, and should adhere strictly to the instructions contained in rules 661 to 675 of the *Post Office Manual*, Volume II.

270. Visits to post offices in course of tours.—When on tour, the Inspector should pay unexpected visits to post office at places through which he travels and satisfy himself in a general way that the cash and stamp balances of the office are correct, that work is being properly conducted, that the arrangements for the transaction of business with the public are satisfactory, that the officials perform their duties properly, that the 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 should be made for this purpose unless serious malpractices requiring a thorough personal investigation come to notice. The result of the visit should be recorded in the order book (MS-6) of the office and in the Inspector's diary (Genl-2).

270/1. Examination of V.-P. and insured articles and money orders in deposit.—The Inspector should also be particularly careful in checking all the v.-p. and insured articles and money orders in deposit. He should check the entries in the Branch Office Journal relating to articles and money orders in deposit with reference to Branch Office slips and registered and

parcel lists received for a few days prior to the date of visit. The Inspector should then satisfy himself that articles and money orders have not been detained without justification and that 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 Inspector 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 cleanly obtained on the articles and that the money orders are correctly advised.

270.2. Duties of Inspectors.—The Inspector should be particularly careful in checking all the S. B. pass-books and warrants of payment which may be in deposit with the branch postmaster. 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 branch postmaster unnecessarily and that neither the pass-book nor the warrants of payment bear any suspicious entries or overwritings. He should also satisfy himself by general enquiries from the members of the public of the village whether the branch postmaster is performing his duties in regard to savings bank satisfactorily. In this connection, he will keep a note of the balance in the pass-books that he may be able to obtain from members of the public and compare it with that shown in the branch office 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 branch postmaster should also be recorded in the diary and get 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 Inspector of Post Offices who will issue a notice of hours of business in the form [M-6 (c)] 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 Inspector in the form [M-6 (d)]. A copy of this consolidated statement in the form [M-6 (d)] should be furnished to

the Superintendent. Corrections and additions to the statement in the form [M. 6 (N)] should be communicated by the Inspector to the Superintendent as and when necessary so that the latter may keep his copy corrected up to date.

272. Supervision of village postmen.—(1) The supervision of the village postmen attached to all the offices (head, sub and branch) situated in his sub-division is one of the most important duties of the Inspector. He should, when passing through a village in the course of a journey, ascertain from the headman and others, whether the conduct and work of the village postmen who serve the village have been satisfactory and see whether generally money orders for the villagers are paid without undue delay. He should also verify the payment of all money orders 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 (Inscr. 3). He should call for some of the registers (MS-85) and visit books (MS-85) 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 addresses 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 Inspector 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, forms, etc., and also his book of receipts (MS-87) to see whether the account office receipts are pasted to the counterfoils of receipts for articles registered by him.

Note.—See also below rule 132.

273. Beats of village postmen.—It will be the Inspector's duty to propose 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 Inspector'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 131.

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.

275. "Unfixed beat" system.—In the case of unfixed beats, the village postman's visit to a particular village depends, not on a prescribed time, 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 the 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 postman.

276. Village sorting lists.—The Inspector 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 returns.—The Inspector will receive in February and August of each year direct from each head, sub and branch office in his sub-division, a return (MS.-33) kept for the last fourteen days in those months, showing the number of articles of all sorts (including money orders) received daily for delivery in each village within the jurisdiction of the office. The Inspector should examine these returns and forward them to the Superintendent with any remarks he may have to make. The returns should be submitted to the Superintendent not later than the 1st April and 1st October in each year.

278. Letter-boxes.—(1) The Inspector 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 Inspector should ascertain and report to the Superintendent in what rural localities (villages, factories, tea-gardens, etc.) it would be desirable to place letter-boxes. The Inspector should take every opportunity to make enquiries in this direction.

279. Painting of the letter-boxes.—The Inspector should carry red paint, in the case of fixed boxes, the route about with him when on tour, or have a 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 Inspector 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 Inspector should at once send intimation of this to the Superintendent.

281. Stock book.—A stock book (Sk-1) should be maintained by the Inspector in accordance with the instructions given in rule 214 for the guidance of Superintendents.

282. Overseers' diaries.—The Inspector will receive from overseers of mail lines situated in his sub-division weekly copies of their diaries (Genl-4) and a summary of work in form (Genl-12) 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 Inspector.

283. Acquittance rolls for road establishments.—The acquittance rolls (A.C.G.-25) for payments made by overseers to road establishments will, when they are complete, be sent by the overseer to the Inspector. The Inspector must carefully examine each item and satisfy himself that in each case of

absence of a permanent tender, the cause and duration of absence and the name of the substitute have been entered in the acquittance rolls and that such payment has been promptly and correctly made. He should also see that the submission of the roll has not been unduly delayed by the overseer. Every case in which the road establishments to be paid by an overseer are not paid within his first circuit in the month should be specially reported to the Superintendent. The Inspector should write at the foot of each roll the total amount for which he is satisfied that payment has been made, and, after signing the entry, forward the roll to the local office concerned so as to reach that office at latest by the end of the month in which the salaries are paid.

284. Monthly copies of sub-office accounts.—The monthly copies of sub-office accounts [Pa-17 (a)] relating to the sub-offices within the Inspector's powers of inspection will, after disposal by the Superintendent, be sent by him to the Inspector, who must at once take any action that may be required on his part by the orders passed by the Superintendent. The Inspector should also examine the accounts in the same way as the Superintendent (see rule 136) and if any point seems to have escaped the Superintendent's notice, he should draw his attention to it. As soon as each account is finally disposed of by the Inspector, he should return it to the Superintendent, after recording on it the steps taken by him and any remarks he may have to offer.

285. Monthly abstracts of branch office transactions.—In the beginning of each month the Inspector will receive, from each branch office in his sub-division through the accounts office and 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 postmen) 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, *together* 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 Inspector should forward the documents to the Superintendent with such remarks as may be called for.

286. Charges for delivery of mobilisation orders.—When Mobilisation notices to Bangladeshi soldiers on leave or furlough are issued by Officers Commanding Bangladeshi regiments, Inspectors in whose sub-divisions covers containing these notices are received for delivery will receive, direct from head

offices (other than first class head offices) and sub and branch offices, monthly statements of charges incurred for the delivery of such covers by special messengers, accompanied by the payees' receipts, and village postmen's visit books and registers. These should be checked and disposed of by the Inspector in accordance with the special rules on the subject in Appendix A in the *Post Office Manual*, Volume VI.

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 Inspector 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 Inspector should make 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 126).

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 extra-departmental branch postmasters, whether their offices are provided with iron safes or not, make their own arrangements for the safe custody of cash and valuables on their own responsibility.

288. Departmental buildings.—The duties of the Inspector in connection with the arrangements for the construction or repair of buildings departmentally or of departmental stage huts, will be found in the *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. Complaints 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. Register and statements of complaints.—(1) A register of complaints should be maintained by the Inspector in form Cpt.-1, and the

following classes of complaints should be entered in it :—

- (a) All complaints received by the Inspector from the public direct.
- (b) All complaints, from the public communicated by sub and branch postmasters directly subordinate to the Inspector transferred to him by other officers for disposal.

(2) On the first of each month, a statement of cases pending at the end of the preceding month should be prepared in form Cpt.-3, in duplicate by means of carbonic paper, the top copy being retained for office record and the lower copy being disposed of as the statement of complaint. The statement should contain details of all the complaints pending at the end of the preceding month and the serial nos. to be entered against these complaints will be their original Serial Nos. in the register. A summary in the following form of the complaints received and disposed of should also be noted on the last page of the statement :—

<i>Monthly summary for</i>	19
(i) Pending last month
(ii) Received during month
(iii) Total for disposal
(iv) Balance pending

Statements of complaints should be submitted monthly by the Inspector to the Superintendent.

(3) Inspectors should be very careful to note that all complaints that are pending, whether they have been specially reported to the Superintendent or not, are entered in the statements of complaints. A blank statement of complaints should not be submitted to the Superintendent 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.

291. Register of lines and stages.—The Inspector 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 Inspector should record it throughout its length. It is of special importance that the register should be kept corrected up to date in accordance with correction memos., issued by the Superintendent from time to time.

292. Submission of returns.—(1) The following is a table of the periodical returns and documents to be prepared and submitted by Inspectors :—

Description of return	To whom submitted	Period	Date of submission
(1) Diary of Inspector (Genl.-2)	Superintendent	Weekly	1st, 8th, 16th and 24th of each month.
(2) Summary of Inspector's work (Inspn.-3)	Do.	Monthly	1st of each month.
(3) Copy of punishment register App.-32(a)	Do.	Do.	5th of each month.
(4) Extract from punishment register [App.-32 (b)]	Postmaster of head office concerned.	Do.	25th of each month.
(5) Copy of inspection remarks in order book.	Superintendent	Twice every twelve months.	Immediately after inspection.
(6) Copy of verification remarks in order book of first class head offices.	Postmaster-General through Superintendent.	Four times every twelve months.	Immediately after verification.
(7) Copy of verification remarks in order book of 2nd class Head Offices.	Superintendent.	Four times every twelve months.	Immediately after verification.
(8) Village return (MS.-88)	Do.	Half-yearly	1st February and 1st August in each year.
(9) Statement of complaints (Capt.-3)	Do.	Monthly.	1st of each month.

(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/I. Record.—The list below shows different classes of records required to be maintained by the Inspector of Post Offices and the period for which they should be preserved.

<i>Class of records</i>	<i>Period of preservation</i>
1. P.M.G.'s circulars and circle orders	Three years counting from the month of July following the close of the official 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 & Sorting Memos.	One year Do
4. List of officials appointed by the Inspector.	One year after a new list is prepared.
5. Copies of publications and Manuals.	One year after receipt of new editions.
6. Character sheets of postmen and class IV officials within the jurisdiction of an Inspector, Post Offices, with declarations prescribed in rule 16 <i>Post Office Manual</i> Volume IV.	One year after the death, resignation or dismissal of the officials. Character sheets of officials who have retired should be preserved along with the pension cases [see rule 201 (d)]. 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 subdivision.	One year after the preparation of a new list.
8. Inspection notes.	One year counting from the month of July following the close of the official year in which they were prepared.
9. Punishment register	Do.
10. Personal files and other records relating to leave, appointment and punishment of postmen and class IV servants.	Three years after the month in which the official 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.

<i>Class of records</i>	<i>Period of preservation</i>
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.	

293. Diaries.—(1) The Inspector must keep a diary, in form (Genl. 2) in which he should briefly describe the day's work showing clearly not only every post office and mail line visited or inspected, but also the name of every

village visited (with the name of the post office by which it is served and the time spent at each office and village). He should record in his diary the action taken by him in cases which are not of sufficient importance to require a separate report to the Superintendent, but which should come to his notice. He should also verify 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-A and B, 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, 15th and 24th of each month, and the diary sent on the 1st should be accompanied by a summary of Inspector's work and a copy of the travelling allowance bill for the previous month.

NOTE.—The Assistant Superintendant attached to the office of Heads of Circles when proceeding on tour for the purpose of making enquiries should submit daily to the Head of the Circle concerned a diary in Form (Inspn-2) showing the places visited and the progress made with the jewelers entrusted to them.

294. Tests.—The Inspector should frequently issue test letters, and also apply other tests on the efficiency and honesty of the branch postmasters and village postman in his sub-division (see rules 231 to 233). Tests applied by the Inspector on the clearance of letter-boxes should be communicated to the Superintendent in the summary of Inspector's work (Inspn-3) in the statement provided for the purpose on the reverse of the form. In all other cases, whenever a test is applied, it should be mentioned by the Inspector, in his diary.

295. Director-General's circulars.—Circulars are ordinarily issued by the Director-General once a fortnight; but if, in any fortnight, there is no material for a circular, no circular is issued in that fortnight. Circulars issued by the Director-General will be received from the headquarters post office of the division. The circulars should be destroyed after the lapse of three years counting from the month of July following the close of the official year in which they were issued.

296. Director-General's and Postmaster-General's circulars.—All circulars from the Director-General or the Postmaster-General should be filed by the Inspector of Post Offices in separate guard books. Care should

be 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 3 years counting from the month of July following the close of the year in which they were issued, and disposed of as waste-paper. The Inspector 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 Inspector's office should be disposed of in the manner prescribed by rule 201 (or similar records in a Superintendent's office).

298. Order book of Inspector's office.—(1) The Inspector will keep an order book in form (MS-8), in which the Superintendent will record his remarks and orders after inspecting the Inspector's office. The Inspector is responsible that any action required by the remarks or orders of the Superintendent is promptly taken.

(2) The order book will be kept in the personal custody of the Inspector who should see that it does not get damaged. Each order book has 700 serially numbered pages. The willful removal of a page from an order book will be regarded as a serious offence and render the offender liable to dismissal.

299. Verification of balances of head offices.—(1) The Inspector must thoroughly and completely verify the balances of all the head offices within the limits of his sub-division (other than that at the circle headquarters) four times 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 Inspector 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 Inspector's office after being signed and dated by him. When the verification is completed a copy of the remarks recorded in the order book (MS-8) should be forwarded to the Superintendent, who should retain in his own office the remarks relating to second class head offices and take such action upon them as may be called for. The remarks recorded concerning first class head offices should be forwarded without delay to the head of the circles.

Note.—See Note 2 below rule 239 (1).

300. Inspection of Post offices.—(1) The Inspector must thoroughly inspect, twice every twelve months, each sub-office in his sub-division or 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 Inspector 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 Inspector should, after taking note of the order, send back the copy to the Superintendent for record in his office.

NOTE 1.—See rule 25.

NOTE 2.—The Inspector need not travel on Sundays or Public and Post Office Holidays, but this refers only to ordinary routine business and does not involve the transportation of any thing except, such as an express into a country or certain change, the restriction is however permissive but not mandatory.

NOTE 3.—The Inspector may authorize the return to the stock depot of unserviceable or unreturnable mail articles inspected by him and also the transfer of articles of stock from one branch office to another, a report being submitted at once to the Superintendent. When inspecting a branch office, the Inspector should prepare and submit direct to the Stock Depot an order for any articles of stock that may be wanted for the office. Orders for articles of furniture should however be forwarded to the Stock Depot through the Superintendent.

301. **Order book.**—(1) When the inspection or the verification of the balances of an office is completed, the Inspector should record in the office order book (MS.-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 Inspector's notice in the course of the inspection. In the case of a head office or selection grade sub-office the remarks in the order book should be confined only to the irregularities noticed and should not contain any instruction to the head postmaster or selection grade sub-postmaster. The remarks in the order book should be signed and dated by the Inspector.

(2) The Inspector should at each inspection examine the office order book, to see whether it is in good order and that the pages are complete, and should also satisfy himself that any action required on the part of the office by the orders or remarks recorded at the last inspection was promptly taken.

302. **Periodical inspection of mail lines.**—(1) Mail lines must be inspected twice every twelve months at intervals of about six months. The inspections will be made by either the Superintendent or Inspector, but ordinarily only the less important mail lines will be inspected by the Inspector. The inspections of mail lines should, as a rule, be carried out during the course

of a tour, and the result should be noted in the diary. The following questions will suggest the points to which inquiries should be specially directed :—

- (a) Are the runner's huts suitably situated on the side of the road ? Are they in good repair ; and do the runners live in them ?
- (b) Is the full number of runners entertained ; and is the number sufficient ?
- (c) If the weight of mails is excessive, can it be reduced by using smaller bags or diverting a portion of the mails to other lines ?
- (d) Do the runners receive their pay regularly and in full ? Have they any complaints to make on this or any other subject against the overseer ? If so, are their complaints well founded.
- (e) Are the runners supplied with badges, belts and staves ; and are these used by them when on duty ?
- (f) Does the overseer constantly travel over the line ; and does he keep the runners under efficient control ?
- (g) Would any revised arrangements or change of route expedite the transmission of the mails or improve the service ?
- (h) Has the overseer a vernacular copy of the rules for overseers and, if so, is it kept corrected up to date ?
- (i) Are the character sheets of all runners correctly and properly maintained as required under rule 346 ?
- (j) Have copies of adverse remarks been furnished to the officials concerned and their acknowledgments obtained and kept on record, as required under rule 81 of the *Post Office Manual*, Volume II.

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 office.

(2) The Inspector should, when the inspection is completed, write in 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 Inspector's diary in which the result of the inspection is noted.

INSPECTIONS.

302/1.—*Inspectors of Post Offices (Town).*—(1) Inspectors of Post Offices (Town) are required to assist the postmasters in the control of Town sub-offices attached to the Head Office, to supervise the work of postmen and other out-door staff, to enquire into cases of loss, fraud and complaints 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 Inspector of Post Offices (Town) attached with him will be required to perform all the duties prescribed for the Town 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 Inspector 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 Inspectors. Where he is placed in charge of town sub-office 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 dealt with by the Town Inspector.

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 powers 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 the Postmaster-General, and after inspection should record his remarks in the order book.

305. *Personal knowledge of subordinates.*—In order to be able to control his subordinates effectively, it is essential that the Town Inspector should make himself acquainted with (a) the character of all officials attached to town offices, and of the postmen and letter-box peons attached to the head office, (b) the beat of each postman and letter-box peon, and (c) the estimation in which each postman is held by the public he serves. He should take every opportunity to acquire a thorough knowledge of the conduct and antecedents of postmen and letter-box peons under him.

307. *Knowledge of Post Office rules.*—A Town Inspector must possess a practical knowledge of post office work, as well as a thorough knowledge of the rules in the Manual and the 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 posts, 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 the postmen in the town. To enable him to do so, the postmaster will prepare and furnish him with a book which will be in two parts :

- (a) A complete list of all the delivery beats into which the town is divided, with a list of the main quarters of the town, the streets, and chief places of public business or trade in each beat, arranged according to the order of delivery in the beats.
- (b) An alphabetical list of all the main quarters of the town, the streets, and chief places of public business or trade in the town with the numbers of the beats in which they are located.

(2) The Town Inspector should see that every postman is thoroughly acquainted with the localities in his own beat and is familiar with the names and addresses of all the permanent residents. For this purpose, he should, from time to time, test each postman's knowledge of his beat by examining him in the beat list, and should record the result in his diary for the postmaster's information. The delivery beat lists should be added to, or corrected from time to time as changes are ordered by the postmaster, and the book should be made over by the Inspector to his successor.

311. Tests.—It is the Town Inspector's duty to see that outside letter-boxes are cleared practically 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 opens a letter-box peon, examine the hour-plate, 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 Circle through proper channel. 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 remarks as to the result of each test.

312. Supervision over Postmen.—(1) The postmen, while in the office, are under the supervision of the delivery clerk, but as soon as they leave the office, the Town Inspector is responsible for their movements.

(2) The Town Inspector should attend at least two of the more important deliveries every day, sign the statement of deliveries if authorized 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 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 unauthorized 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 beats.

with the object of ascertaining whether any article has been detained or passed from one postman to another without the intervention of the delivery clerk and whether the bags are in good order. He should also see that—

- (a) each postman—if required to do so—carries a supply of postage stamps, embossed envelopes and postcards, and such postal forms as are used by the public ;
- (b) the postman's books are correctly filled up before the men leave the office ;
- (c) proper receipts are obtained in the postman's books for signed receipts and registered articles retained 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 post 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 (Gen.-3) and in the postman's book (MS.-25). The postman's book should be initialed 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 addressee. If any such article is delivered by the Town Inspector, he should call upon the postman in fault to explain his neglect and should submit the explanation with his own remarks to the postmaster. The result of his endeavours to effect delivery should be noted in the diary, and the covers of all articles delivered should, if possible, be attached to the diary. Any postage recovered on unpaid articles delivered by the Town Inspector should be made over under receipt to the treasurer, and all articles returned as undeliverable should be made over to the deposit clerk under receipt.

315. Enquiries.—All cases received by the Town Inspector for enquiry should be attended to by him immediately on receipt. Complaints received by him direct from the public or communicated by sub and branch postmasters

directly subordinate to him or sent to him by the Superintendent or the Postmaster, should be gone into with the determination to get at the bottom of them and he should be careful to prevent all unnecessary delay. The practice of endorsing original papers "for enquiry" to sub and branch postmasters and others is strictly forbidden and the Town Inspector has no power to transfer any case 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.

316. Hours of despatch 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 despatch of mails from town offices.

										On Sundays				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Name of town office.	Number of despatch.	Name of office or section to which the despatch is sent.	Distance in miles from the office or section named in column 3.	Time occupied in transit.	Hour of last clearance of letter-box.	Hour of despatch from town office.	Hour of arrival at the office or section named in column 3.	Mode of conveyance.	Details of the mails comprising each despatch.	Name of office or section to which the despatch is sent.	Hour of last clearance of letter box.	Hour of despatch from town office.	Hour of arrival at the office or section named in column 11.	Remarks.

(2) This statement contains useful information, and should be referred to by the Town Inspector when making enquiries into complaints regarding delays to letters, detentions to mails, etc. It will also help to check the working of runners.

(3) The statement should be corrected from time to time as changes are made by the postmaster, and it should be made over by the Town Inspector to his successor.

317. Diary of Town Inspector.—(1) A clear and accurate account of the Town Inspector's work during the day should be noted in a diary in

form (Genl-3) to be submitted every evening to the postmaster who will examine it and pass his orders on it. Those Town Inspectors who do not work on Sundays and post office holidays should not submit their diaries for those days to the officers concerned but should note the date followed by 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, if 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.—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. Those overseer postmen who do not work on Sundays and Post-Office holidays should not submit their diaries for those days to the officers concerned but should note the date followed by the word 'Sundays' 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

INSPECTORS, RAILWAY MAIL SERVICE

320. Duties of Inspectors.—Inspectors, R. M. S., are placed in charge of sub-divisions which comprise of groups of sections and mail offices into which every Superintendent's division is apportioned.

Inspectors, R. M. S., are entrusted mainly with the duties of checking the sorting work done by sections and mail offices, the transhipment of mails at important stations and making investigations into cases of loss and fraud, etc.

Note.—R.M.S. officials not below the rank of section may be specially employed to supervise the transhipment of mails at important stations and to control porters, trolley drivers and other Class IV staff of the R. M. S. 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. An Inspector must possess a practical knowledge of R. M. S. 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 *Bangladesh Penal Code*, *Criminal Procedure Code* and *Evidence Act* 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 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 Inspector.

An Inspector 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 R. M. S.' appears.

322. Inspector, R. M. S., attached exclusively to a Mail and Sorting Office or a particular set.—(1) An R. M. S. Inspector attached exclusively to 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 sections are fully prepared, and the postage stamps affixed thereon are genuine and have been duly impressed with date-stamp. An Inspector 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 re-incorrected 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 Inspector to see that the services 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 Inspector 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 sections, 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 verify 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/Island articles, he should test the integrity and honesty of the operative staff by posting frequently envelopes, packets and parcels

addressed to hanks, business houses, industrialists and foreigners in Bangladesh, 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 R. M. S. Offices and Sections ;
- (ii) conduct investigation and enquiries pertaining to loss and fraud cases ;
- (iii) attend Courts of Law or to assist the prosecuting police agency in departmental cases ;
- (iv) deliver the special bags to high officers on tour ;
- (v) handle, convey or deliver special bags of the Cahinet Division/ National Assembly Secretariat or to perform other duties specially assigned to him by the Superintendent.

(10) The Inspector 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 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 Inspector 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 Inspectors.—(1) The Inspector of a sub-division is subordinate to the Superintendent of the division and his headquarters will

ordinarily be at the most central station in the subdivision. The powers of a Sub-divisional Inspector are defined in the *Post Office Manual*, Volume III. He is required to check sorting work and to see that all rules and orders in connection with that work are carefully observed by the sorters. He should devote the greater portion of his time to traveling with sections and visiting sorting mail offices. When traveling with sections, he should check the contents of all important bags and labeled bundles opened and closed by them as well as the contents of as many as possible of the labeled 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 labeled bundles which are checked by him and should initial the check slips placed in the letter. In checking bags opened and closed, he must see whether labeled 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 misent or which have not been impressed with the date-stamp of the despatching and receiving sections. When not traveling, he should visit post offices and the bags closed by the R.M.S. offices and sections, with a view to detecting errors in sorting committed by the R. M. S. He should, from time to time, spend a day or so in each of the sorting mail offices in the subdivision, checking in the manner prescribed above, the bags closed by the office and examine the contents of the labeled bundles opened and closed or passing in transit through it. Ordinarily, the Inspector should work 30 hours a week, of which not less than 24 hours should be spent in traveling. When traveling, the Inspector should spend the whole of his time in the mail van. The Inspector should enter in column 5 (signature of officer visiting the van) of the head sorter's daily report the actual time spent in the mail van or mail office. He should be given one complete day's rest in the week. He may also be required by the Superintendent to investigate cases of loss or fraud or to deliver special bags to high officers on tour.

(2) Sub-divisional Inspectors may authorize the return to the stock depot of unserviceable or surplus articles from mail and parcel offices inspected by them and also the transfer of articles of stock from one office to another, a report being submitted at once to the Superintendent.

(3) All the duties in connection with the examination of bag accounts prescribed in paragraph (2) of rule 322 should be performed by Sub-divisional Inspectors in respect of offices in their jurisdiction.

323/1. Visits to mail offices in course of tours.—When on tour, the Inspector should pay unexpected visits to mail offices at places through which he travels and satisfy himself in a general way that the cash and stamp balances of the office are correct.

323.3. Inspection of offices and sections.—(1) The Sub-divisional Inspector must inspect every twelve months, at intervals of about six months, such offices and sections in his sub-division as are assigned to him by the Head of the Circle.

(2) In carrying out the inspections, the Inspector should be guided by the instructions contained in rule 243 except that the copy of the remarks in the order book (Mo-1) 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 Inspector should after taking note of the order, send back the copy to the Superintendent for record in his office.

324. Duties in connection with foreign mails.—(1) In addition to the duties prescribed in the preceding rule, the sub-divisional Inspector should occasionally travel with the sections of the sub-division to which he is attached when they are dealing with outward foreign mails, provided that this can be done without seriously interfering with his work. If a foreign mail section is included in the sub-division, he should occasionally travel with it on inward foreign mails days and supervise the disposal of the mails provided, that this does not interfere with his ordinary work.

(2) An Inspector attached to the Foreign Mail Division must invariably travel with every section working by special train from and to the end of the haul, and be present when the mails are being loaded or given out at important stations.

325. Duties in connection with mail arrangements at junction stations.—An Inspector of a sub-division specially appointed to supervise the work of important sorting offices at junction stations is required to supervise not only the work of sorting but also the exchange of mails with all important sections starting from, arriving at, or passing through, the station, and will be held responsible that satisfactory arrangements are made for the safe custody of mails while in transit between the mail office and the mail van. The duty is also required of all Inspectors when they visit mail offices.

326. Diary and correspondence.—(1) [Omit.]

(2) A Sub-divisional Inspector must submit to the Superintendent on the 1st, 15th, 28th and 30th 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] (5) contains full instructions as to what should be entered in it.

(3) The entries in the diary under the head "General Report" must be numbered in a consecutive series; each entry as it may be necessary to communicate to other officers (including the Inspector's own Superintendent) should be copied on a form of extract (M.S.-26) which should be assigned the same number as the entry to which it 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 Inspector's initials and the date of disposal. The irregularities noted under head "Mails examined" should also be numbered in a consecutive series and reported direct to the postmaster, in the case of first class head offices, and to the Superintendent concerned in the case of offices and sections, on a postcard in the prescribed form. Reports relating to matters requiring the Superintendent's personal orders should be endorsed to him.

(4) Ordinarily, the diary and such extracts therefrom in a sub-divisional Inspector cannot himself dispose of should be the only communications addressed by him to the Superintendent, and separate reports by letter should be submitted only in special cases or when called for. The Inspector will be supplied with a carbonic copying book in the prescribed form the copies retained in which will serve as an outward register of his correspondence.

(5) The Inspector must avoid the despatch of unnecessary telegrams and should attend strictly to the instructions relating to the despatch of telegrams on service.

327. Monthly summary.—(1) To his diary for the last week of every month, the Inspector of a sub-division should attach a summary in form (Inspn-9) of the work done by himself during the month. From this summary, the Superintendent will judge of the Inspector's work and capacity. Care should, therefore, be devoted to making the summary as complete as possible.

(2) If the Superintendent has made any remarks in his review which the Inspector should see, a copy of the remarks will be sent to him.

328. Travelling allowance bill.—(1) The travelling allowance bill (C.A.C.-11) of an Assistant Superintendent attached to a circle or an Inspector in a divisional office should be submitted to his immediate superior on the 1st of the month succeeding that in which the allowance is earned.

(2) The travelling allowance bill (C.A.C.-11) of a Sub-divisional Inspector should be submitted to the Superintendent attached to his diary for the last week of the month.

329. Circulars issued by Director-General and Postmaster-General.—All Circulars issued by the Director-General or the Postmaster General should be filed by the Sub-divisional Inspector in guard books care being taken to correct or cancel previous Circulars on receipt of subsequent ones. All circulars should be removed from the guard-books after the lapse of three years counting from the month of July following the close of the official year in which they were issued and disposed of, as waste-paper. If it is found necessary to preserve or repeat the instructions contained in such circulars, the Head of the Circle will either incorporate them in the circle orders or reproduce them in a new circular before the previous circular is due to be destroyed.

NOTE.—The inspectors 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 Inspectors, R. M. S. and the periods for which they should be preserved :—

<i>Class of records</i>	<i>Period of preservation</i>	
1. P. M. G's Circulars and Circle orders,	Three years counting from the month of July following the close for the official 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	Do.
4. Memos. relating to changes in Due Mail and Sorting lists issued by the Superintendents, R.M.S.	}	Do.
5. 'A' orders issued by the Superintendents, R.M.S.		
6. 'B' orders issued by the Superintendents, R.M.S.		

<i>Class of records</i>	<i>Period of preservation</i>
7. Copies of Due Mail and Sorting lists of sections and Mail offices in the sub-division of Inspectors.	One year after the new ones have been supplied.
8. Memoranda of distribution of work of sections and mail offices.	
9. List of officials appointed by the Inspector.	One year after a new list is prepared.
10. Copies of publications and manuals.	One year after receipt of new editions.
11. Character sheets of class IV officials within the jurisdiction of an Inspector, R. M. S. with declarations prescribed in rule 16, <i>Post Office Manual</i> , Volume IV.	One year after the death, resignation, or dismissal of the officials. Character sheets of officials, who have absconded should not be destroyed without the special permission of the Head of the Circle.
12. List of letter-boxes in the sub-division.	The character sheets of officials who have retired should be preserved along with pension papers (see rule 201 (e)).
13. Note books	One year after the preparation of a new list.
14. Inspection notes	One year counting from the month of July following the close of the official 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 class IV servants (porters and van peons)	Three years after the month in which the officials concerned ceased to belong to the Department except in the case of absconders whose records should not be disposed of without the special permission of the Head of the Circle.

<i>Class of records</i>	<i>Period of preservation</i>
17. Carbonic correspondence book	Three years after the year in which they were closed.
18. Gradation list in respect of the officials (class IV servants) in the sub-division of the Inspector.	Three years after the issue of new ones.
19. Stock invoices	Three years counting from the month of 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 Inspector 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 Inspector should correct his own copies of the sorting list. When travelling with a section or visiting a sorting office, he should check the sorting lists to see that they have been corrected. He should also see that they are being acted up to A orders, weekly sorting orders and B orders should be filed in separate annual bundles care being taken to correct or cancel previous orders, when necessary, on receipt of subsequent ones.

(2) The Inspector should check once in each month, the copies of sorting lists belonging to all mail offices, sections and sorters in the sub-division and see that they are corrected up to date. He should initial and date the Documents on the last page in token of having carried out his check and should record a certificate to the following effect at the end of his diary for the last week of the month :—

"Certified that the sorting lists of all mail offices, sections and sorters in the sub-divisions have been thoroughly examined by me and found to be corrected up to date with the following exceptions:

He should also check the sorting Pins of all Offices and Sections once in a month to see that they are corrected up to date. The Inspector 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 memorandums.—The statistical memorandum [M.S.-14 (6)] is a return showing the actual number of articles of each class received from and despatched to offices and sections in the bags opened and made up by a set on any one trip in the case of sections and on any one day in the case of mail offices. The object of the memorandum is to furnish an accurate record of the average amount of correspondence dealt with by each section and office daily. A Sub-divisional Inspector is required to furnish a half-yearly statistical memorandum for each sorting section and sorting mail office in the sub-division. In the case of sections, there must be separate memoranda for the Out- and In-trips. For this purpose, the Inspector must travel from end to end of the beat with any set of the section, or be present in the mail office during the entire period of its working hours, and personally count the number of articles received and despatched in each bag or sorted bundle. The statistics may relate to the month of any day, except a Sunday or an outward or inward foreign mail day. The Inspector will be held personally responsible that the entries made by him are correct and that the totals of both sides of the statistical memorandum agree. The memorandums should be sent to the Superintendent for transmission to the Head of the Circle.

333. Tests.—The Inspector of sub-division should frequently test test-letters, to test the punctual clearance of letter-books and also to ascertain whether all letters for post offices, etc., for which station bundles are prepared are included therein. Particulars of these tests should be mentioned in his diary under the head "General Report".

334. Memorandum book.—A Sub-divisional Inspector should keep a rough memorandum book, in which he should make notes regarding any matters concerning his sub-division that are worthy of note, but which would not ordinarily be placed on official record. All occurrences coming under his notice, which can be utilized subsequently for the application of checks on the offices in the sub-division, should also be noted in this book. The manner in which the memorandum book is kept up by the Inspector will indicate whether he is interested in his sub-division or not. The book should be handed by him to his successor when he relinquishes charge of his sub-division.

335. Painting of letter boxes.—(1) A Sub-divisional Inspector should carry red paint about with him when on tour, or have it sent to him, when necessary, from the store in the head record office, and have the letter-boxes in 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 Inspector should also maintain a correct and up-to-date list of all the letter-boxes in Mail offices and at Railway stations within his jurisdiction, showing the name of the mail office 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 Inspector of a sub-division in accordance with the instructions given in rule 214 for the guidance of Superintendents.

CHAPTER 6

SORTING SUPERVISORS IN R. M. S.

337. Sorting Supervisors are engaged in specifically on the work relating to sorting efficiency. 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 Sorting Supervisors 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 go through the Daily Notes of the Sorting Supervisors and see whether the Supervisors have been functioning effectively or not.

The following rules contain definite instructions for the Sorting Supervisors.

338. (1) Sorting Supervisors attached to Mail and Sorting Office and with individual Sets :—

- (a) The Divisional Superintendent or the Controller of Post Offices (at places where they have the administrative control over the Sorting Supervisors) will give to each Supervisor a list of those outgoing bags which he has to check daily before he leaves the office/set. In doing so care will be taken to see that the bulk of the entire outgoing mail dealt with by the office/set, comes under the Supervisor's scrutiny. He has to specially see that no labelled bundle has been mislogged. For any mistake found in those bags by the office of destination, the Sorting Supervisor will be held personally responsible.
- (b) The Divisional Superintendent or Controller of Post Offices (as the case may be) will give to each Supervisor a list of those incoming bags which he has to check daily as soon as they are received in the office/set. In doing so care will be taken to see that substantial portion of the entire incoming mail received by the office/set comes under the Supervisor's scrutiny.
- (c) While the sorting of mail is going on in the office, the Sorting Supervisor has to check at least 75% of labelled bundles prepared in order to see that they do not contain any missorted articles. He has to initial each bundle examined and give the total number of labelled bundles scrutinised by him in his Daily Note.

(2) *Those attached to sub-Divisions.*—

- (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 Supervisor has either to be on duty in a Mail and Sorting Office or with a Section. Splitting of duty hours with the Mail Office or Section should be avoided as far as possible.
- (c) When the Sorting Supervisor is with the Mail and Sorting Office he has to perform the same duties as given in (2) above. Necessary lists of bags, both outgoing and incoming, 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 bundle 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 or Controller of Post Offices, as the case may be, in the prescribed form. Supervisors working under Sorting Superintendents will submit their Daily Notes through the latter.

(b) The Divisional Superintendent/Controller of Post Offices will examine those Notes with a view to seeing that the Supervisor has performed his 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. }
 341. } [Deleted.]
 342. }

CHAPTER 7

OVERSEERS

343.—Duties of Overseer.—(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 of 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 mailbags from one Post Office to another.

(3) 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.L.—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.

343/2.—**Examination of Savings Bank pass-books and warrants of payment in deposit in branch offices authorized to do Savings work.**—Whenever an overseer visits a branch office for any purpose, he should examine all pass books and warrants of payment on 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 office 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 expedite into a letter 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 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 the runners should be kept together in separate file in alphabetical order with a nominal 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 Inspector being quoted in each case. The character sheets must be kept corrected up to date, and they should be treated as confidential and should remain in the personal custody of the overseer, and be handed by him to his successor when he gives over charge.

(2) Before an overseer enters an unfavourable remark 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 hand over a copy of it to the runner under receipt and keep the receipt on record.

(3) When a runner is transferred or deputed for a period exceeding three months, from the control of an overseer, his character sheet should be submitted confidentially in a service registered cover to the Inspector for disposal.

(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-85) registered on service.

(5) Character sheets of runners who have died, resigned, or been dismissed, should be destroyed by fire one year after death, resignation, or dismissal of the runner concerned, but the character sheets of runners who have absconded should not be destroyed without the special permission of the Superintendent. Character sheets of retired officials may be preserved along with the pension cases and destroyed as prescribed in rule 201 (1).

347. Huts for runners.—Where huts are provided for the accommodation of runners, they are erected at the public expense; but strict economy must be observed in building them. It will be the duty of the overseer frequently to inspect the condition of the huts in his beat and to see that they are kept in good repair.

***348. Disbursement of pay.**—(1) The overseer is entrusted with the duty of disbursing the pay of the road establishment of the mail line or lines under his charge, when the runners cannot, owing to the situation of their

* This and the two following rules are based upon rule of the *Post and Telegraph Office Account Code*, Volume 1.

horses 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 unauthorized 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 runner should invariably be paid by the postmaster. In all cases in which payment is made by the overseer, the headman of the village or some other responsible resident whose name stands horizontal in the acquittance roll, should be called to witness the payment.

NOTE 2.—In cases in which money is paid to itinerant runners, the payee's third impression should be taken in the acquittance roll.

NOTE 3.—The pay due to a deceased runner should not be paid to any person outside a witness the previous sanction of the Superintendent or the local chief postmaster, as the case may be. In all such cases, the overseer should issue the pay drawn the deceased runner to the postmaster and furnish him with such evidence of the deceased'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 acquittance rolls of the road establishments (A.C.G.-25) paid by him. Care should be taken to enter correctly in the acquittance rolls the amount paid to each runner. The deductions to be made, as shown in the extract furnished to the overseer, should be entered in the acquittance rolls and deducted from the pay of the runners concerned.

(2) Each acquittance roll should, as soon as it has been completed, be signed by the overseer and forwarded to the Inspector for disposal. Acquittance rolls must be submitted to the Inspector in sufficient time to enable him to forward them so as to reach the head office at latest by the end of the month. If the distribution of pay has not been completed before the latest date by which an acquittance roll should be submitted to the Inspector, the amount that remains over should be treated as undistributed 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.

(3) The extract from the establishment pay bill should also be sent to the Inspector to enable him to check the acquittance rolls.

(4) If there are any savings from the amount received by the overseer for disbursement to the runners, e.g., pay undebursed owing to the absence of runners, etc., the amount should be paid into the head office, or remitted to it by service money order, on the date on which the acquittance roll is despatched to the Inspector. Such amounts should be shown in the acquittance roll as undebursed, 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 officer selecting him has satisfied himself by personal enquiries from the headman of the candidate's native village, and, if necessary, from the Police, that he bears a good character. Preference should be given to men who belong to villages in the vicinity of the stage where they are to be employed. Neat but strong, active men, who are able to carry the mails at the prescribed speed, should be appointed runners.

Note.—*Read see note below rule 39 of the Post Office Manual, Volume V.*

351. *Receipt 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 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 scrupulously noticed by the Superintendent.

(3) When conveying cash trains the overseer must conform to the published rules of the railway as to the amount that may be carried free as personal baggage, 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 *Four and Telegraph Office Account Code*, Volume V.

Note.—When swords or other weapons supplied to persons 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 Inspector of Post Offices; and the receipts for the payments 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, the loss of mails, an interruption of the mail service owing to the destruction of bridges by floods, etc., the overseers must proceed with all haste to the spot and make such enquiries and arrangements as may be possible. An urgent report should be sent to the Superintendent and the Inspector. Notice should also be given to the nearest post office and in a case of loss, also to the police.

355. *Overseer's diary.*—(1) Every overseer must keep a diary, in form (Genl-4) in which he should enter every day particulars of the travelling done by him, the names of stages visited, arrangements made for the conveyance of extra despatches or cash remittances, irregularities and offences committed by the road establishment, leave applications from runners and all other matters on which orders are required or which should be brought to the notice of the Superintendent or Inspector. The signatures of the postmasters of offices visited should also be taken in the diary.

(2) The overseer should, when travelling over his beat, ascertain the condition and scale of the bags carried by the runners and the hooks and the articles in the custody of village postmen or the postman whom he happens to meet and report the result in his diary. 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 the check in his diary. He should also satisfy himself that the branch postmaster has kept the specimen signatures ready 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 passed to the corresponding office copies. In case where the corresponding receipt is not posted 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 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 of the branch office counter-fails with those on the relative account office receipts and if he notices any disagreement between the dates which is not covered by the normal period of transit from the branch office to the accounts office, or any other discrepancy, such as difference in the amount of money-orders and name of payees or addressee, etc., he should forthwith take up enquiries into the matter, reporting the fact to the Sub-divisional Inspector. 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 243/1 and 243/2 should also be noted in the diary. He should also obtain as many receipts as possible from the recipients of money-orders and see that the date and other entries on each receipt correspond with those in the counter-fails bearing the same number in the books 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.

(5) The entries in the diary should be made in duplicate, and at the end of each week, i.e., on the 1st, 8th, 15th, 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 Inspector, to whom a summary of work in form (Gen-13) should be sent with the diary for the last week of the month. Ordinarily, the diary should be the only communication addressed by the overseer to the Inspector; separate reports by letter should be submitted only in urgent cases, when early orders are required. The overseers should note in their diaries the hours of their arrival at and departure from post offices visited.

NOTE 1.—When taking over bags at a stage where there is no post office, overseers 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 performed by the runners and note in his diary whether the bags are covered at each stage.

NOTE 2.—Runners may be employed in clearing letter boxes which actually lie on their way. They should not be required to deviate from the prescribed line of 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 beat over his beat that this duty is performed 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 destroyed twelve months after the date on which they were prepared.

356. Order Book.—(1) Every overseer will be provided with an order book (M.S.-4) in which the Superintendent or Inspector will write his orders, or any remarks he may have to make, after inspecting a mail line. The orders written by the Superintendent or the Inspector will be in vernacular. Orders or remarks entered in the order books 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.

NOTE.—NOTE I below rule 350 applies also to the overseer's order book.

(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 wilful removal of page from the Order Book will be regarded as a serious offence and render the official liable to dismissal.

CHAPTER 8

STOCK DEPOTS

PRELIMINARY RULES

357. Object of a stock depot.—A stock depot is established at the headquarter of each circle for the custody and supply of articles required for the use of post offices or R.M.S. offices and sections, as the case may be. The official in charge of a stock depot is designated *Manager* in postal circles, and 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 (S.K.-53).
- (d) Book of orders for the purchase of articles locally (S.K.-54).
- (e) Statements of expenditure.
- (f) Account of charges on goods despatched and received by railway and steamer (SK.-52).
- (g) Book of receipts for emergent advances (SK.-55).

359. Receipt day-book.—(1) All articles of stock received in the stock 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",

Examples—Petty articles, e.g., jaw pins, tea box, sewing wax, candles, matches, chairs, glass cloth, etc. obtained by local purchase, if used immediately, need not be brought on the stock report, it shall state the No. of the stores book may be used against the article in the column headed "Manner of disposal" in the receipt and book.

360. Stock register.—Separate pages in this register (SK-31) 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 three years after the close of the year to which it relates.

361. Account of charges on goods despatched and received.—The entries in this account (SK-52) comprise particulars of goods despatched and received by railway and steamer, and of the amounts paid as railway or steamer freight, as well as other incidental charges, such as cart hire, 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 172, a service postcard in form I (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 close 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 of the following classes—

- (a) *Mail Parcel and Packet bags* :—
- | | | |
|-----------------------------------------------|---|---------------|
| Number 1 size— $42'' \times 17'' \times 17''$ | } | Jute Canvass. |
| Number 2 size— $32'' \times 14'' \times 14''$ | | |
| Number 3 size— $48'' \times 17'' \times 17''$ | | |
| Number 4 size— $48'' \times 20'' \times 20''$ | | |
- For Foreign Posts only.
- | | | |
|--------------------------------|---|--------------|
| $42'' \times 17'' \times 17''$ | } | Water-proof. |
| $32'' \times 14'' \times 14''$ | | |
- (b) *White dosuti bag* :—
 $28'' \times 18''$
- (c) *Red dosuti bags (Account Bags)* :—
Number 1 size— $28'' \times 18''$
Number 2 size— $18'' \times 14''$
- (d) *Yellow dosuti bags (Registered Bags)* :—
Number 1 size— $28'' \times 18''$
Number 2 size— $18'' \times 14''$
- (e) *Blue Airmail Bags* :—
- | | | |
|----------------------------------------------|---|-------------|
| Number 1 size— $48'' \times 24''$ | } | Blue drill. |
| Number 2 size— $36'' \times 26''$ | | |
| Number 3 size— $26'' \times 17''$ | | |
| Number 4 size— $16'' \times 10\frac{1}{2}''$ | | |

Belts (leather and cloth).

Brushes (for cleaning stamps and seals)

Hand Carts.

Clocks and time-pieces.

Lamps and lanterns with accessories.

Letter-boxes (square, round and pillar).

Locks and keys.

Notice and sign boards.

Pads (ink and stamping).

Paints.
 Pencils.
 Pincers for adjusting type.
 Portfolios.
 Safes and chests.
 Scales and weights (letter and parcel).
 Scissors (parrot-bill and ordinary).
 Sealing-wax and stoves.
 Stamps and seals.
 Stamp books.
 Stamp boxes.
 Stamping ink.
 Tin seal-holders.
 Type-boxes.

For use in all post offices.

Bags of the following classes—

(a) *Cash bags* :—

Green dosuti bags :—

18" × 14"

Leather Cash Bags :—

Number 1 size...14" × 9"

Number 2 size ...9" × 6"

Number 3 size...18" × 12"

(b) *Superintendents Camp bags* :—

Size 2' 10" × 2' 0"—Jute canvas.

(c) *Net bags for parcel postmen.*

(d) { *Money cord bags No. 1.*

{ *Money cord bags No. 2.*

(e) *District officers post bags.*

(f) *Planter's bags.*

(g) *Leather cash bags for overseers.*

Bicycles.

Brass Bells.

Bugles.

Cash scales.

Counter scales.

Flannel.

Knives (probe-pointed).

Life-buoy.
 Notice-frames.
 Pouches for runners.
 Seals and Date-stamp for experimental post offices.
 Spears for runners.
 Spring balance.
 Stamp dampers.
 Stone slabs.
 Swords.
 Tin and wooden trays.
 Wallets for road lines.
 Waterproof cloth cases for books of runners' appointment certificates.
 Waterproof paulins.

For use in R. M. S. offices and sections

Acme boards.
 Blank books and books required for officials use.
 Candles.
 Carpets.
 Drill-cloth covers for ink-pads.
 Dusters.
 Files (brass).
 Guard books.
 Guzzi cloth
 Hones.
 Ink powder.
 Ink pots.
 Ink stands.
 Knives.
 Metal tokens.
 Mill-boards.
 Needles.
 Nibs.
 Paper (including carbonic paper).
 Paper weights.
 Pen-holders.
 Pencil holders.
 Pins.
 Pots for paste.
 Red tape.
 Rulers.

Silk thread.
 Stamp cases.
 Straps.
 Sweeping brushes.
 Tarpaulins.
 Tin-boxes for insurance seals and security bonds.
 Trucks.
 Twines.
 Waste paper baskets.
 Wicks for sealing stoves.

Note 1.—In very special cases the Postmaster-General may order the supply of waterproof bags or bags with leather mouths and double bottoms; and he is also authorized in very special cases to procure other sizes for bags than those given above. The use of expensive bags should, however, be avoided as much as possible. It will be found that stout cloth mail bags, which are light and inexpensive, generally answer all purposes.

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 a head office or another R.L.O. The names of the offices between which the bags are to be used should be printed in bold characters 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. Dacca".	Dacca G.P.O."

Note 3.—All cloth bags, except closed bundle bags and stout bags of the smallest size, are fitted with a "lip". Canvas bags are provided with four rings, and stout bags, except those of the smallest size, are provided with two rings. Heads of Circles, who specially desire it, may have a leather loop fitted to bags of any kind, or a single leather strap added in the case of canvas bags. Stout bags are 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 Tk. 5,00 (or in cases of emergencies Tk. 10,000) 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 Tk. 5,000, indents should be placed by the Head of the Circle on the Director-General, Investment Promotion and Supplies, Government of Bangladesh. List of all items that can be indented and the procedure to be adopted is communicated to the Head of the Circles from time to time.

(2) When purchases (not exceeding Tk. 5,000) have to be made outside the country, application for the allocation of Foreign Exchange should be

made by the Head of the Circle to the Post Office Directorate-General.

366. Indents for stamps and seals.—(1) Indents for stamps and seals (SK.-75) 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. 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.—Orders for the supply of articles to the stock depot by 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.

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 remarks 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) and sorting-case labels (SK.-12) will be prepared in accordance with the instructions of 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; and
- (c) Petty articles of stock, viz. ink, gash, small knives, soap, brushes, types, hedges, balls, knives, scissors, repair hawks, both for repairs when the total value of such articles in any particular indent does not exceed Rs. 1.25.

372. Preparation and disposal of invoices.—(1) Invoices (SK-5) 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-1) should be despatched with the articles to the indenting office. The receiving official will sign the duplicate copy of the invoice and return it to the stock depot where it should be filed with the copy of the invoice to which it relates. The third copy of the invoice should be retained in the indenting office.

NOTE 1.—The entries in invoices for branch offices should be made both in English and vernacular.

NOTE 2.—When articles of stock are supplied to an office from a Superintendent's reserve stock, or by local purchase, or by transfer from another office, or when letter-box locks are supplied to a post office by an Inspector, particulars of them will be shown in a monthly statement furnished by the Superintendent within the first week of the month following that in which they were issued. This statement is a fine document, on receipt of which the stock depot should prepare and issue a properly numbered invoice to the office concerned.

373. *Articles returned to the stock depot.*—Articles returned to the stock depot will be received, entered in an invoice (SK-3), direct from the office to which they belonged, the reason for the return of each article and, except in the case of first class lead pipes, the No. and date of the Superintendent's or Inspector's order directing the return being noted in the column for remarks. The invoices should be filed in consecutive order in separate bundles for each office. The receipt of returned articles should be acknowledged by the Manager in the prescribed form of acknowledgment.

374. *Disposal of returned articles.*—All articles should, in the first instance, be entered in the receipt day-book [SK-51(a)] on the date on which they are received, and the remark "Entered in receipt day-book on (date)" should be noted on the invoice. Serviceable articles should at once be credited to stock by entry in the stock register (SK-51) the No. and date of the invoice with which they were received being noted in the proper column. Such articles as can be repaired should, after repair, be credited to stock by transfer to the stock register. Unserviceable articles should be sold at regular intervals under the orders of the Head of the Circle. Unserviceable bags should, when practicable, be cut up and made into small bags then brought on to stock. Obsolete and

unserviceable stamps and seals should never be sold, but should always be sent to the Postal Stock Depots, Dacca for further disposal as per orders of the authority.

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 office 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.

(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 Superintendent or Head Assistant of the Circle office. Each key should be properly labelled and entered in a register in the form below :—

Register of duplicate keys of safes supplied to offices in the circle

Serial No.	No. of duplicate key	Name of office to which the key belongs	Initials of Office Superintendent or Head Assistant	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 worksheds of the manufacturer who have manufactured the safe, the key of which has been lost, Head of Circle may, in order to avoid transport and railway freight charges in sending the safe to other places, have the existing lease arrangement in the body-book of the safe altered and fresh keys prepared. This work should be carried out only by the manufacturer who made the safe. The safe only then be retained in the same office.

NOTE 2.—Inventories of furniture may be submitted by a Superintendent only after personal inspection by him, or by the Inspector, or the office for which the articles are required, and there should be a note in this effect in the "Remarks" column of the return.

377. Supply of Savings certificates.—(1) Stocks of savings certificates for both single and joint holders should be held by each Postal stock depot under lock and key for supply to post offices, and accounts of the receipts and issues should be maintained in the prescribed stock registers. (S.C.-12.) A separate register should be used 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 on closing annual invoices 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) Ordinarily, certificates should be supplied on requisition to head postmasters only. In exceptional cases, urgent demands from sub-offices may be complied with direct, but in such cases the invoice should always be addressed to the head office.

(3) The duplicate invoice 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 to each denomination supplied during the quarter.

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 direct from the master security printing office to stock depots in sealed bundles containing 1,000 certificates, but broken bundles can be obtained when so large a quantity is not needed.

NOTE 2.—Stocks of old 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.

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 Divisions relating thereto by the Stock Depot.

378. Stock of Books and forms to be kept in stock depot.—A sufficient stock of books and forms of each description should be kept in the stock depot to meet the demands of post offices. The rules relating to the indent and supply of forms will be found in Chapter 6 of the *Post Office Manual*, Volume II.

379. [Deleted.]

380. Despatch of articles of stock.—All articles of furniture, articles exceeding 800 tolas in weight, and those which, though not exceeding 800 tolas in weight, cannot from their shape or size conveniently go by post, should be sent as goods by rail, steamer or some other means of conveyance. Articles weighing under 800 tolas 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 journals, 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 forms by stock depot.—Books and forms in small quantities should be despatched by the stock depot as service packets, and the

packets may be completely closed. When the weight of any packet exceeds 400 tolas, it should be enclosed in a bag and sent as goods by rail, or steamer or by some other means of conveyance.

Note.—Books of M.O. receipts and savings bank pass-books should be deposited in packets registered as works.

382. [Omitted.]

383. Method of payment for articles purchased locally.—The price of each class of article will be fixed or 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.-16). Each entry in the stock register (SK.-51) on account of articles purchased locally will be compared with the bills before they are passed by the Head of the Circle. The bill will be paid by him.

384. Emergent advances.—Advances to meet railway or steamer freight, wharf hire and other charges of an emergent nature may be obtained from the Postmaster-General by the Manager of 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, said 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.

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 second offices as may be selected by the Head of the Circle in accordance with his directions or on requisition from Superintendents and first class head postmasters. Publications for use in post offices, mail offices or second offices should be supplied direct to each office by the stock depot in accordance with the distributors 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](A). 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 3623) should be followed also in respect of publications and books of forms.

NOTE 2.—On receipt by the stock depot of new copies of postal and other publications, the obsolete copies should be torn up and sold as waste paper.

386. *Correspondence.*—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 (S.K.-51) of stock received from the Store Department or the Stationery Office or from any other source should be checked with invoices and the entry under the heading "Number received" initialed 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" initialed 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 (S.K.-3) and the entry under the heading "Number received" in the stock register initialed 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" initialed 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 initialed by the Manager.

- (f) The entries in the account of charges on goods despatched and received by railway and steamer (SK.-52) should be compared with the railway receipt or steamer bill of lading, or with the receipts obtained for the amounts paid, and the total charge entered in the account 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.—Each Postal Circle is served by a Returned Letter Office established at the headquarters of the Circle. Returned Letter Offices are under the direct control and supervision of the Postmaster-General. The officer in charge of a Returned Letter Office is designated the Manager and he is responsible to the Postmaster-General for the entire work of the office in every detail. In all large Returned Letter Offices the Manager 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 *Directories*, *Civil Lists*, *Distribution Lists of Departments* and every useful and available book of reference published in Bangladesh Post Office. 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).
- (f) Register of articles containing valuable property in store (R.L.O.-4)
- (e) Half-yearly return (R. L. O.-5).

- (f) Registered journal (R.P.-51).
- (g) Registered and parcel abstracts (when ordered by the Postmaster-General (R.P.-33) and R.P.-8).
- (h) Registered article envelope (R.L.O.-6).
- (i) Registered list (R.P.-32).
- (j) Registered bundle (R.P.-37).
- (k) Parcel list (R.P.-3).
- (l) Mail list (M-1).
- (m) Error book (MS.-7).
- (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.—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.

Impressions of the stamps and seals holding date or other moveable type will be made in the Book of postmarks daily before they are brought into use. The Manager is required to see that this is done daily and that the impressions are distinct and clear, and he will initial the book every day after all the impressions of the day have been taken. When not in use the stamps and seals will be locked up by the Manager.

394. **Furniture.**—The articles of furniture ordinarily required for use in a R.L.O. are the following :—

- (a) A large table on which to open mails.
- (b) A table 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.
- (l) Parcel scales and weights.
- (m) Stamping pads and ink pads.
- (n) Tin and wooden trays.

395. **Admittance of outsiders prohibited.**—It is a strict rule that strangers or persons not connected with a R.L.O. whether postal officials or not, must not be permitted to enter it.

396. **Enquiry office.**—To enable the public to make 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 addressee or, failing that, to the sender, 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 probable that the disposal of an article should be delayed until reliable information regarding the addressee or sender can be obtained, then 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 a bad writing or that an article was issued unopened for return to the sender though the latter's name and address were not fully given on the cover, disciplinary action should be taken against the official concerned. This duty of examination will be entrusted by the Manager to a senior experienced clerk in the R.L.O.

400. Secrecy.—Every person employed in a R.L.O. must, in accordance with section 38(i) (b) of the Post Office Act, be bound to secrecy, i.e., not to divulge information obtained from any letter or other article opened and read or examined by him. The Manager, Assistant Manager and such clerks will, therefore, on appointment to a R.L.O. be required to sign a bond of secrecy in form R.L.O.-17.

401. Qualification 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 various vernacular characters. They should be required to commit to memory that portion of the List of Bangladesh 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, treasury

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, railway notes, articles of value, etc., to the Assistant Manager or to a Head Clerk can be made except with the sanction of the Director-General.

(2) A memo. of distribution of work will be supplied to the R.L.O. by the Head of the Circle. The memo. will show the personal duties of the Manager that are delegated to the Assistant Manager or to the Head Clerk, as the case may require, and the duties of the head or senior clerks in charge of the different branches of work in a R.L.O. such as, the opening and closing of mails, disposal of undelivered and dead 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 as his branch the keys must be kept in his personal custody after, as well as during, office hours and the almirahs will be opened only when necessary and in the presence of the senior or head clerk who will continue to be present until 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 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 R.M.S. officials. Cases of a petty nature which constantly recur and all serious irregularities must be reported to the Postmaster-General of the Circle served by the R.L.O. All other irregularities will be brought to the notice of the supervising officer of the post office or R.M.S. sorting or office in fault.

496. 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 found to exist, 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 cases mentioned in clause (a). In other cases, where the contents are only suspected to contain prohibited goods, the procedure laid down in rule 127 (3) (b) of the *Post Office Manual, Volume V*, should be followed.

497. Treatment of articles containing goods prohibited from export.—Articles found in the R.L.O. to contain anything the export of which out of Bangladesh by post has been specially prohibited, will be forwarded for disposal to the office of Foreign Exchange. Articles bearing the endorsement "Contains prohibited article (s)" if received in the R.L.O., will similarly be forwarded to the Office of Exchange.

498. 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 sold as waste paper. Copies of the *Post Office Guide*, *List of Bangladesh Post Offices, Directories, Civil Lists* and other books of reference will also be sold when no longer required. The sale proceeds will be credited to Government in the accounts of the headquarters post office.

NOTE.—Registered lists accompanying registered articles referred to the addressee 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 (M.S.-2).
- (g) Postmaster-General's order book (MS-8).
- (h) Stock book (SK-1).
- (i) Correspondence relating to such matters as the Postmaster-General may decide.

(3) The bond of secrecy (R.L.O.-17) of an official may not be destroyed so long as he remains in the service except with the special permission of the Postmaster-General. If the official has died, resigned 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.

In case of retired officials, the bond 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 or unregistered 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 Railway Mail Service and the R.L.O. of his Circle.

410. Opening of bags and treatment of contents.—(1) Every bag received in a R.L.O. will be opened in the presence and under the supervision of the Manager by the clerk entrusted with this duty who will immediately examine the registered bag and the parcels received and mark 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 list, 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) undeliverable articles and articles with fictitious addresses,
- (b) unclaimed articles,
- (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.—Undelivered and refused articles received in the R.L.O. will be marked by the despatching room officer with the words "Lost", "Not known", "Not claimed", "Deceased", or "Refused", as the case may be. The clerks who deal with the unregistered articles will be responsible for all unregistered and registered inland articles of the latter 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 unused inland postpaid or private manufacturer, or insufficiently paid postcards that may be received in the R.L.O. will be destroyed daily by being burnt in the presence of the Manager, a note being kept of the total number of each class destroyed each day. If, however any such letter is found to contain anything valuable, it will be dealt with in accordance with rule 424. This rule does not apply to unused unpaid postcards or to open and insecurely closed service unpaid letters. If any such articles, not being registered, are irregularly conveyed to the R.L.O. they will be forwarded to destination (letters being wrongly closed), and a note of the irregularity recorded against the post office concerned in the error book. Any open or insecurely closed unpaid letters, that may be received in R.L.O. will be disposed of in the ordinary course after it has been securely closed.

NOTE 3.—Cheap and insufficiently paid foreign postcards of all kinds that may be received in the R.L.O., should be retained in the bundles when their names and addresses are given as or are ascertainable from the contents of such articles; otherwise they should also be destroyed in the manner laid down in rule 2 above.

DISPOSAL OF UNREGISTERED ARTICLES

411. *Redirection of articles.*—Articles posted in Bangladesh 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 *Director's Circulars*, 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. These articles regarding which reliable information can be obtained will be redirected, the correct 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 Bangladesh, 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 correspondence 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. 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 unopened, unopened but enclosed in another envelope bearing the correct address of the addressee. Such envelopes, when not prepaid, are in the usual case taxed with postage by the office in which opened; but if returned by the addressee, they will on receipt in the R.L.O. be opened and their contents redrafted free to the addressee, 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 of the first class postmaster, as the case may require, all cases in which unopened articles are kept in deposit by post offices for a longer or shorter period than that prescribed, and all cases in which redrafted articles that are unclaimed, are retained 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 if the same was an unclimbed correspondence originally posted in that foreign country and unclaimed indeliberate from Pakistan.

NOTE 4.—An unregistered packet containing printed papers of no value, such as price lists, trade circulars, etc., will not be forwarded to the foreign country through the office of exchange concerned, but will be treated as an article of which the sender is not known.

NOTE 5.—Articles which bear on the outside the name and address of the sender will, when all attempts to return them to the sender suspended 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 redrafted to the addressee, it will be forwarded enclosed in a R.L.O. redrafted envelope (R.L.O.-9), if the article has been opened or is in any way damaged. In every other case, the article will, except as provided in paragraph (3) of this rule, be despatched, without being enclosed in an envelope, the necessary alterations being made in the address as described in rule 411. If the article is so overlaid with writing or corrections that there is no space for the revised address to be written legibly, the name of the new office of destination, only will be plainly written in red ink on the face of the article, and a R.L.O. label for redrafted 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.) the clerk concerned will write on the envelope the name of the original addressee in the character (English or local 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. envelope is to be delivered.

NOTE 2.—Letters addressed to foreign countries need not be enclosed in R.L.O. envelopes. If such an article is opened or otherwise damaged it must be carefully repaired, a note being pasted on the cover under the signature of the Manager, or, in case of necessity, it may be enclosed in a protective envelope.

NOTE 3.—Newspapers published in Bangladesh which are to be returned to the publishers as undelivered or refused, and on which no postage is due, will be put up in bundles for each newspaper office, instead of each being sent separately. Separate bundles should be made of newspapers on which postage is due. The same procedure will be followed in the case of book and picture packets which are to be returned to the sender.

415. Disposal of foreign articles.—(1) The Dacca Returned Letter Office is the only office of exchange for the disposal of undelivered articles received from foreign countries.

(2) Articles which have been received from foreign countries and are undelivered, will remain in deposit in the R.L.O. for one month. The R.L.O. will dispose of the articles 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 sender for their delivery to the agent or representative of the sender in Bangladesh, in case of non-delivery to the addressee, should not be destroyed but should be forwarded direct immediately to the agent or representative for delivery. Articles which, however, do not bear such instructions but merely bear a description mentioning the name of the agent or representative, should not be so disposed of but should be dealt with under the provision of the above paragraph.

Exception 2.—Foreign newspapers and packets received without wrappers or covers, and all articles the substance of which are dead or harmful Bangladeshis without having instructions as to the disposal of correspondents, will be transferred to the R.L.O., by first mail, instead of being detained for one month like other foreign articles.

Exception 3.—Undelivered foreign articles of the letter mail bearing the inscription "To be returned at once if undelivered" when received in R.L.O. should not be detained for one month but should, when all attempts to deliver them to the addressee have failed, be transferred by first mail to the appropriate R.L.O. for immediate return to the sender.

(3) Refused foreign articles will be disposed of in the same way at once, without being detained.

416. [Deleted]

417. **Postage due on articles issued.**—When an unregistered article is redirected to the addressee or is returned to the sender it will be taxed with the postage originally due on it, unless it be redirected to a foreign country, in which case the taxing of postage will be left to the office of foreign exchange.

Unpaid or insufficiently prepaid correspondence, other than letters and 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 insufficiently 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 clauses 160 to 163 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 411.

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 impressed 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, declined by the sender and returned to the R.L.O. the Manager will, in the first instance, issue a letter to the postmaster concerned in form R.L.O.-15. If the sender still refuses to pay the postage due, the Manager will submit the case for the orders of the Postmaster-General, who will decide whether non-official correspondence for the sender should be stopped, and if so, the necessary authority, in form R.L.O.-15 (a), will be issued to the postmaster. Should the sender still refuse to pay the postage, the Manager will again submit the case to the Postmaster-General for final orders.

Note.—In the case of subscribers, the letters in forms R.L.O.-15 and R.L.O.-15 (a) will be addressed to the subscribers concerned but will be forwarded to special agents, instead of being 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 returned to the addressee or returned to the sender unopened they will be accompanied by the acknowledgments (if any) appertaining to them, and (c) when issued or 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 described under the original Nos. assigned to them by the office of posting. When the No. slip R.P.-39, R.P.-40, R.P.-41 or R.P.-41(a) pasted to the registered article is torn or illegible, it will be replaced by a corresponding No. slip by the R.L.O. The names and addresses of the senders of registered articles will be recorded in the last column of the register of registered articles and article envelopes with 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 of 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 411 applies also to this rule.

NOTE 2.—The Postmaster-General may authorize the destruction of registered, and parcel post articles (R.P.-3) and R.P.-6) in R.L.O.s and when their abstracts are retained, 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 examined the stock.

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 addresses of the unclaimed articles. If the addresses cannot be traced, the articles will remain in deposit in the R.L.O. for one month and 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 to addresses of which are dead or have left Bangladesh without leaving instructions as to be disposed of their correspondence must be disposed of in the same way at once, without being detained.

(3) If the addresses 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 acknowledgments (if any) appertaining to them. Unclaimed parcels which cannot be delivered to the addressee 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. When the No. slip [R.P.-16, R.P.-16 (a), R.P.-17 or R.P.-17(a)] pasted to the parcel is torn or illegible, it will be replaced by a corresponding No. slip by the R.L.O. The names and addresses of the senders of 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 addressee 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 addressee 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 redelivery fee will be charged by the R.L.O. on a parcel redelivered by it to the addressee, but the fee already marked for recovery on such a parcel will not be cancelled. If a redelivered parcel has to be redelivered to the sender, the charge for redelivery (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 some neglect or breach of 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 dead 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 at intervals which will be fixed by the Postmaster-General with reference to the number of articles held in deposit.

NOTE.—Hands, bank drafts and cheques found inside undelivered articles received in the R.L.O. will be impressed by 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 sender, need 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 *de 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 of Taka one 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 cannot 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.

427. [Deleted.]

Note.—When an insured article is received in the R.L.O. in a protecting cover endorsed "contains gold" both the protecting cover and the article will be opened in the presence of the Manager and an inventory of the contents will be made and signed by him. The inventory will be enclosed with the articles in a protecting cover when the article is issued for return to the sender.

Despatch of Mails

428. Sorting case.—The due mail list supplied to a R.L.O. will show the names of post offices and R.M.S. sections for which mail bags are to be made up and for which labelled bundles are usually prepared and, the compartments of the sorting case will be arranged and labelled accordingly. This sorting case will also contain a separate compartment for each head office and such sub-offices, as the Postmaster-General may prescribe, in the Circle or Circles served by the R.L.O. Besides the above there will be one large compartment labelled "Redirected" for all redirected articles issued by the R.L.O. in its character of an enquiry office. There will be another sorting case containing a separate compartment for every other R.L.O.

429. R. L. O. closed bundles.—(1) The redirected unregistered articles to be issued by a R. L. O. in its character of an enquiry office will be sorted into the compartment of the sorting case labelled "Redirected". The contents of this compartment must be carefully examined by the Assistant Manager or the Head Clerk in charge of the branch to see that revised addresses have been fully given and 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 compartment's 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. section 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 misposting, 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 dispatches between a R.L.O. and a head office or another R.L.O. are, as a rule, too bulky to be enclosed in an envelope, the Postmaster-General may order the use of bags for the transmission of articles between the offices concerned.

Note 2.—See note below rule 430.

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 a direct mail bag is not closed, the registered articles will be entered in a registered list and enclosed, together with the list, in the prescribed envelope RP-37 or, if necessary, in a double 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:—

X. B.-3	X. B.-3
Kolkata	Dacca

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 addressee or to the sender. Returned unregistered articles other than those referred to in rule 424 will be dealt with as follows :—

- (a) Packets containing printed papers obviously without value, such as trade circulars, price lists, almanacs, etc., will be disposed of forthwith by being sold as waste paper or destroyed.
- (b) All other articles will be sorted alphabetically according to the stamps of the addressee into the compartments of two of the locked almirahs, one of which will be used for articles addressed in English and the other for articles addressed in the vernaculars. At the close of the month in which the articles were received, those in each compartment will be tied in separate bundles according to classes (*i.e.*, post-cards, letters, packets), and replaced in the almirahs pending any enquiries which may be made regarding them by the addressee or sender.

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 destroyed by being burnt in the presence of the Manager.
- (b) Book packets (other than those obviously without value, mentioned in the preceding rule) newspapers and pattern packets will be disposed of by being sold as waste paper or destroyed. 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 destroy 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 destroyed by being burnt in the presence of the Manager.

(3) Registered articles of the letter-mail and parcels which contain nothing of intrinsic or saleable value will, after being kept in deposit for a period of three months after the expiration of the month in which they were received, be disposed of as follows :—

- (a) Letters will be destroyed by being burnt in the presence of the Manager.
- (b) Packets and parcels should be destroyed in the presence of the Manager, unless there are special instructions of the Postmaster-General about the disposal of periodicals, magazines and newspapers for any public purpose.

Whenever any 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 date 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, articles and packets will, after having remained in deposit for one year after the expiration of the month in which they were received, be disposed of in the following manner :—

- (a) Cash and currency notes must be made over under receipt to the postmaster of the post office at the headquarters of the Circle for credit in his 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, issued 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 Bangladeshi 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, Irish and Bangladesh postal orders will be forwarded direct to the Accountant General (Posts, Telegraphs and Telephones), Dacca, respectively, for disposal, and a note to this effect made in the register of articles containing valuable property in store.
- (d) Bangladesh postal orders will be forwarded direct to the Accountant General, Posts, Telegraphs and Telephones, for disposal and a note to this effect made in the register of articles containing valuable property in store.
- (e) Hundi, bank drafts, and cheques will be destroyed by being burnt in the presence of the Manager, after taking the orders of the Postmaster-General, and a note that this has been done will be made in the register of articles containing valuable property in store, against the entries of the articles.
- (f) All other articles of value must be disposed of by public auction through the agency of some person selected by the Postmaster-General and unconnected with the Department. Care must be taken that all writing on such article is obliterated and that, before the articles are made over for sale, any letters or documents accompanying them are destroyed. A complete list of the articles will be prepared in duplicate by the Manager, and be signed by him and the person conducting the sale; one copy will be delivered in the letter 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 airtel 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

return of non-delivery and which are obviously declared by the readers to be treated as abandoned. Such of the abandoned parcels as are charged with Customs may well 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 ascertained from the date on which despatches were finally received at dead.

Note 2.—R. L. O. articles are saved that they are protected 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 or copy of which appears in the register of articles containing valuable property is more than the subject of correspondence with any of the post office or receiving 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 vendor nor the addressee 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 set to the R.L.O. show how the work of delivery is performed; others indicate whether the instructions regarding collection 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 26-1/4 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 interfered by a Post Office holiday in addition to Sunday and whether the enumeration figures have been corrected by No. 114 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) 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 letter to, Returned Letter Office and post offices during that period and the number deposited in the office.

The Manager will also submit to the Postmaster-General another return, in form R. L. O.-5, showing on the receipt side the total number of unregistered articles of the letter mail and parcel lying undischarged during the previous week or week's end 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 26-3/14 or 31-2/7 as indicated in rule 437 (2).

(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 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 addressee 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 sender 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 addressee" 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. (1) Receipt of intelligence.—The Superintendent of the Division in which any interruption to the Railway Mail Service occurs, will receive intimation of the break or accident by telegraph from the head sorter of the set on duty, and probably also from the Railway authorities. He should lose no time in proceeding to the scene of the interruption or, if not able to go himself, in despatching his headquarters Inspector, if available, otherwise a sub-divisional Inspector or a competent record clerk.

441. (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 Department, 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-A of the *Post Office Manual*, Volume VI.

442. Information to Heads of Circles and local authorities.—The instant intelligence is received by the Superintendent of a break or accident which is likely to cause interruption to the ordinary service or delay in the transit of mails, or any change in the arrangements of post offices, he must immediately communicate the news by telegraph to the Head of each Circle that is likely to be affected by the occurrence in any way, mentioning briefly what steps are being taken to meet the emergency, as well as the hours at which mails delayed on account of the break may be expected at their destinations, and the route by which such mail will be forwarded. A fuller written account to the same effect should follow by the earliest opportunity. Subsequently, the Superintendent should acquaint the local officers (Superintendents of Post Offices and R.M.S. and postmasters) with what goes on and make his arrangements in communication with them, so that confusion may be avoided.

443. Information to Head of Circle.—The Superintendent, R.M.S., is also required to give the earliest news of a break or accident by telegraph to his Head of 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 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 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 full particulars of the occurrence to his supervising officers mentioning the name of the Post Office official, killed or injured, if any. The Superintendent, R.M.S. or other officer deputed for the purpose must exert himself to make such arrangements for the conveyance of the mails as the circumstances of the case may demand or admit of. It is 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 tractors 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., foreign mails, no pains or reasonable expense should be spared in forwarding them with expedition.

445. Outward foreign mails.—(1) If the interruption to the mail service is likely to cause any detention to the 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, to post their foreign correspondence, one or more days (as may be necessary) in advance of the usual mail day. The Railway authorities should likewise be communicated with in order that every endeavour may be made to reduce the period of detention as much as possible.

(2) The Head of the Circle have authority, under special circumstances, to arrange for special trains, or to detain the out-going mail steamer at Chittagong for a period not exceeding 24 hours. It will be the duty of the officer at the scene of the interruption to telegraph to the Head of the Circle if there is any risk whatever the outward foreign mails not reaching Dacca in time. Similarly, if the train conveying the outward foreign 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 the news without delay to the Head of the Circle.

447. Temporary sorting lists.—In cases where interruptions occur in the head 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 officers or sections that may be opened. This duty should be performed at once, so as to prevent correspondence being delayed or miscarried. The revision or preparation of sorting lists in these cases should be done in concert with the Superintendent of Post Offices, if he is present; otherwise the R.M.S. officer should inform the post offices concerned of the changes made in the sorting lists. Such changes 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.

448. Final report on interruption.—When the interruption to the mail service has ceased, the Superintendent, R.M.S., should submit a report to the Head of the Circle, describing its cause, and the measures taken for the carriage of 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 Head of 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 in the mail service need be submitted to the Director-General only in cases of a serious or important character likely to be of prolonged duration or which are accompanied by loss of life amongst postal officials or of mails. These cases must be reported *by telegram*. In all such cases also, a report by post describing in brief the arrangements made for the transmission of mails with any remarks the Head of the Circle may wish to offer should be submitted as soon as through communication is restored. No report should be sent to the Director-General *in rose* unless a catastrophe of an alarming character occurs.

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APPROVED SPECIFICATIONS OF MAIL VANS

BANGLADESH POST OFFICE

Office of the Director-General, Bangladesh Post Office

No. D. 66-1/48 dated Chittagong, the 2nd March, 1977.

To

The Director General,
Railways, Chittagong.*Subject :—Standardization of Mail Vans.*

Sir,

With reference to your O.M. No. 49/926/1M, dated 29th/30th January, 1977 on the subject noted above, I am directed to say that the specification for Mail Vans indicated in the General Manager, N.-W.R., Dacca's letters No. 776-—/1953, date 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. 766-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 mails 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

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March, 1949. With the issue of your letter No. 49/926/1M, 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, Moghalpara.
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.F. 15 ft. 6 inches.
- S.B. 15 ft. against the existing S.Q. 6 ft. 10 inches.

Metre Gauge

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 seating cases and 4 ft. on other places, in double rows.

(ii) All lights shall be shaded and those on the seating cases so located as to throw light on the sorting cases and ledges.

(iii) All bulbs shall be frosted.

(iv) One bulb, suitably enclosed, 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.

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- S.B.**—One breadth and lengthwise sorting case about 9 ft. 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 breadthwise 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 breadthwise 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 13 ft. long.
- (ii) There should be ledges with letter mail sorting cases.
- (iii) The sorting cases should be at a height of about 2 ft. from the floor.
- (iv) The ledges of the sorting cases including letter sorting cases should be 15 inches in metric 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 pigeon-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.

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(f) 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 labels.**—Each pigeon-hole should have a socket to hold labels. The measurement should be $3\frac{1}{2}$ " long and $1\frac{1}{4}$ " broad and $1/16$ " thick.

11. **Doors.**—(i) All the doors of the Postal Compartments should be of the hinged type about $4\frac{1}{2}$ ft. wide opening in 2 panels, one of about $2\frac{1}{2}$ 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 $2\frac{1}{2}$ ft. and $1\frac{1}{2}$ ft., the larger one opening first.

(iii) The doors of the adjoining compartments 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 mails bags could be exchanged.

N.B.—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 contrivance 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.

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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 panel 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.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

Standardisation 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

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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 ; with were both based on the recommendations 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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