BANGLADESH POST OFFICE

POST OFFICE MANUAL

Volume V

POST OFFICE AND RAILWAY MAIL SERVICE GENERAL REGULATIONS

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POST OFFICE MANUAL

Volume V

POST OFFICE
AND
RAILWAY MAIL SERVICE
GENERAL REGULATION

CHAPTER I

DEFINITIONS

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

NOTE.—The abbreviation *P.M.G.* is used for Postmaster-General.

2. **Railway Mail Service.**—The expression *Railway Mail Service* means the service which is responsible for arrangements for the sorting of mails in post offices, mail offices and sections and for the safe custody and correct disposal of mails despatched by railways, road, river, steamers and air.

NOTE.—The abbreviation *R.M.S.* is used for Railway Mail Service.

3. *Deleted.*

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

Exception.—*Head offices* of the first class and their establishments are not under the control of Superintendents.

5. Head Office.—A *head office* is the chief of a group of post offices consisting of itself and a number of smaller offices, called sub and branch offices, which have been placed under its jurisdiction. It is the central

office of account for itself and for all the sub and branch offices within the group; and the monetary transactions of the latter offices are incorporated in its accounts. The officer in charge of a head office is designated a *Head Postmaster*.

NOTE.—There are two classes of head offices. Those of the first class are under the charge of Gazetted Postmasters who are not subordinate to the Superintendent of the Division, while those of the second class are under the charge of Non-gazetted Postmasters and under the immediate control and supervision of the Superintendent of the division.

6. *Deleted.*

7. **Sub-office.**—(1) A *sub-office* is a post office in account with a head office and its monetary transactions are incorporated in the accounts of the latter office. The officer in charge of a sub-office is designated a *sub-postmaster*.

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

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

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

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

10. **Sorting Office.**—An office charged with the duty of opening the sorting mail bags received by it and disposing of their contents is termed a *sorting office*. A sorting office may receive articles of all kinds in sorting. The use of a sorting office is (*a*) to simplify the work of sorting in other offices, (*b*) to reduce the number of bags exchanged between post offices, and (*c*) to reduce the weight of mails carried on mail lines.

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

12. **Returned Letter Office.**—A *Returned Letter Office* is established at the headquarters of a postal circle and deals with unclaimed and

refused articles and articles without addresses or with unidecipherable or incomplete addresses.

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

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

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

Note 1.—Sections are numbered serially and designated by the name of the R.M.S. Division followed by the Serial No. The numbers given to sorting sections commence with No. 1 for each Division, while those given to transit sections commence with No. 25; thus "E-27" denotes a transit section of the 'E' Division.

Note 2.—Experienced transit sections may be placed in charge of sorters instead of mail guards.

15. **Mail office.**—*Mail offices* are stationary offices of the Railway Mail Service and are of two kinds, viz., *sorting mail offices* and *transit mail offices*. The principal point of difference is that while the former deal with the contents of mail bags addressed to them as well as with closed forward bags, the latter deal only with closed bags. The officer in charge of a set of a sorting mail office is designated a *head sorter*, and the officer in charge of a set of a transit mail office, a *mail agent*.

Note.—Mail offices located at Railway Stations are designated by the names of the stations followed by the letters R.M.S., while those not so located are designated sorting offices.

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

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

18. **Sub-Record office.**—A *Sub-record office* is a stationary office of the Railway Mail Service, situated at the same station as a mail office, where the work papers of the mail office as well as the sections, if any, attached to the Sub-Record office are prepared, checked and placed on record and by which all forms, bags and stationery required for the use of

the mail office and the sections are supplied. The official in charge of a Sub-Record office is designated a *Sub-Record Clerk*. A Sub-Record Clerk may also work as Head Sorter, Sorter, Sub-Sorter or Mail Agent.

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

19. Sorter—The term *sorter* is used to designate all officials in the Railway Mail Service other than Supervising officers, mail guards and class IV officials.

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

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

NOTE.—Sets are numbered serially and are designated by their serial Nos. preceded by the name of the section or office: thus, "Dacca R.M.S., set No. 2" denotes the second set of the Mail office at Dacca.

22. Trip.—A journey performed by a set of a section travelling on duty from one end of its beat to the other is called a *trip*. The trip from the headquarters of the set towards its *out-station* is called the *Out trip* while that towards its headquarters or *In-station* is called the *In trip*.

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

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

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

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

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

(3) Labelled bundles are not due.

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

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

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

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

(2) Sorting mail bags may be of two kinds, viz., *express* mail bags and *deferred* mail bags. An *express* mail bag contains articles which

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

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

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

26/2. Airex Station Bag.—An airmail station bag containing unregistered airex articles, booked in accordance with clause 54-A/1 of the Post Office Guide, is called an airex station bag. A special label bearing the word "AIREX" should be securely pasted to the label borne by the bag. This label should also bear on the back the serial number of the despatch from the office of origin to the office of destination as well as the number of the particular flight earmarked for the transmission of the bag. Airex station bags are not due bags.

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

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

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

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

29. Insured bundle.—(1) An *insured bundle* is a collection of insured letters enclosed, together with a registered list, in an insured envelope, or, if necessary, in a doonti bag, properly closed and sealed, showing distinctly

on the envelope or the label of the bag that it is an "insured bundle". Insured bundles are not due, but are made up, ordinarily, when the number of insured letters for despatch to a post office is more than one; they are treated in sorting as single insured envelopes.

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

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

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

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

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

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

34. **Account bag.**—An *account bag* is used between a sub-office and its head office to enclose cash bags and articles, documents, etc., giving rise to, or connected with, accounts as well as correspondence unconnected with accounts, from the head office to one of its sub-offices and vice versa. When sent by the head office to the sub-office, it contains the s.o. slip, and when sent by the sub office to the head office, it contains the s.o. daily account. Account bags may be sent loose or enclosed in mail bags made up by post offices, sections and mail offices. Account bags are due bags.

34. **Branch office bag.**—A *branch office bag* is used between a branch office and its account office to enclose cash bags and all articles, documents, etc., exchanged with the account office. It is also used between a branch office and any post office or section with which it is

in direct communication and in this case it contains all articles except V.P. and insured articles.

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

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

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

39. Telegraph cover.—A *telegraph cover* (Form T1-60) is used to enclose express telegrams, telegraph envelopes closed by post offices, telegraphic advices, etc., when their transmission in the ordinary course as service registered letters is likely to cause delay in their disposal, and one must always be used to enclose telegraph envelopes received from the local telegraph office for despatch to another telegraph office. They are treated as unusual mails and sent loose, but may in exceptional circumstances be enclosed in a mail or transit bag.

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

41. Connecting section.—A *connecting section* is a R. M. S. section working in a train in *immediate* connection with another train in which another R. M. S. section works. If the interval between the arrival of one section and the departure of another is sufficient to admit of bags being made up by a mail office at the junction station, the sections are not termed "connecting sections".

42. Extra duty. The expression *extra duty* means the duty performed under the orders of the Superintendent, Inspector or record clerk, by a sorter mail guard, van peon, porter or other class IV official of the R.M.S. during the *period of rest* earned after the completion of prescribed duty.

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

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

45. **Press Packet.**—A *Press packet* is a packet containing newspapers, intended for sale by a news-agent recognised as such and marked for delivery from the Railway Mail Service van at the railway station to which it is addressed.

46. A orders.—*A orders* are orders issued by a Superintendent, R. M. S., prescribing change in sorting lists.

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

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

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

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

49. Work-papers.—The expression *work papers* means the documents received and despatched by a set of a section or mail office as well as abstracts and other documents prepared by it while at work.

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

51. Wrongly posted articles.—The expression *wrongly posted articles* means articles posted by the public in letter box of a R. M. S. van which are intended for places not served by the section working in the van or for places in the opposite direction to that in which the section is proceeding.

52. Overcarried articles.—*Overcarried articles* are articles which have been *erroneously* carried by a R. M. S. section past the railway stations at which they should have been given out.

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

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

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

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

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

***57-A.**—*Deleted.*

***57-B.**—*Deleted.*

*Incorporated in the *Post Office Manual*, Volume VII.

CHAPTER 2

MISCELLANEOUS RULES

MAIL AND SORTING DEPARTMENTS

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

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

(2) A van or compartment letter-box of the R. M. S. should be opened and cleared by the assistant sorter immediately after the train leaves each station.

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

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

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

60. Clearance of letter-boxes at railway stations.—(1) Letters posted without late fees in letter-boxes at railway stations at which mail offices are not established should, whenever practicable, be cleared by the mail peon some time before the arrival of the train, and handed

over to R. M. S., as though they have been received from the post office. The following procedure should, however, be observed :-

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

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

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

(2) The keys and the changeable hour-plates of the letter-boxes concerned must be kept by the sorting clerk during working hours, but should be temporarily entrusted to the mail peon or other official appointed for the purpose of clearing the boxes.

61. *Deleted.*

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

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

(2) Book packets containing documents wholly or partly printed in imitation of typewriting, or reproductions of a manuscript or typewritten original, having the appearance of an ordinary manuscript or typewritten letter, which are presented for posting at the window of a post office should be counted and examined and if the conditions laid down in the Guide are fulfilled, the articles should be removed to the ledge of the sorting case after being impressed with the combined date-stamp,

When such articles are once passed by the office of posting, they may not be challenged by any other office.

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

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

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

65. Delivery of telegrams by Railway Telegraph Offices.—Covers containing inland telegram received by Railway Telegraph Offices may be made over to the nearest post office, to the postal peon who clears the letter-box, at the railway station, to a sorter or a travelling mail peon, or any postal official who serves the station. When made over to a post office or to an official other than a sorter or a mail peon, it will be dealt with in accordance with rule 112 of the Post Office Manual, Volume VI. When made over to a sorter or mail peon, a receipt will have to be given for it on the lower carbonic copy of the form L.T.9, relating to the telegram. Such telegrams may be entered in work papers of the station and forwarded to the office concerned advised in the registered list.

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

(2) If the destinations can be ascertained, the names of the post-towns should be written clearly on the articles by the sorting clerk or museum sorter, as the case may be, and they should then be disposed of in the usual course. Articles the covers of which are so overlaid with writing or with postmarks as to leave no room for the clear entry of destination should be forwarded to the postmaster of the office of destination in an ordinary correspondence envelope. If the destinations cannot be ascertained, the articles, after having been shown to the postmaster or head sorter, as the case may be, should be enclosed in an ordinary correspondence envelope addressed to the R. L. O.

and marked "undecipherable" in the upper left-hand corner. This envelope should then be sorted for the post office which serves the R. L. O. Articles found in the office of posting or in the course of sorting without the addressee's name or post-town of destination should be returned to the sender, if his name and address appear on the outside; in all other cases, such articles should be sent to the R. L. O. in the same way as those with undecipherable or incomplete addresses. The postmaster or head sorter should satisfy himself that the action proposed to be taken by the sorting clerk or assistant sorter is correct. He should impress on the latter that it is preferably to send articles, *the destinations of which are doubtful*, to the R. L. O. than to forward them to post offices merely on the chance of their reaching the addressees. When necessary, a small bag should be used instead of an envelope. In such cases, a label should be pasted to the bag addressed to the R. L. O. and marked "Undecipherable" in the upper left-hand corner.

Exception 1.—This rule does not apply to correspondence addressed "Camp" (or other place-bad address with no post-town) for certain high officers on tour, the disposal of which is governed by the special rules on the subject. When articles of any kind addressed "Camp" or "Camp post office" are received by an office or section which has not been specially instructed how to dispose them of, they should be sent to the office or section working towards the camps if authentic information is available regarding the movements of the "Camp" or "Camp post office." If no such information is available, the articles should be forwarded to the first sorting.

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

(a) *Articles addressed to*—	*Are disposed of*
(i) Ships in Far East Stations	British Fleet Mail Office, Hong Kong. or British Fleet Mail Office, Singapore.
(ii) Ships in Indian Ocean waters	British Fleet Mail Office Wellawatte Ceylon.
(iii) Ships in Mediterranean waters ...	British Fleet Mail Office, Malta.
(iv) Ships visiting the U.K.	General Post Office, London.
(v) Ships Australian waters	General Post Office, Sydney, Australia.
(vi) Ships in South African waters ...	British Fleet Mail Office, Simonstown, Cape Colony.
(vii) Ships in the Persian Gulf	H.M.S. Jodhair, Bahrain, Fleet Mail Office
(viii) Ships in Aden waters	R. N. O., Aden.

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

Exception 3.—A telegram bearing an incomplete or undecipherable address found in the course of sorting should be sent to the post office of the place where it was posted. When the

office of posting cannot be determined owing to indecipher or illegible date-stamp impression, the telegram should be sent to the R. L. O. for Retrieval.

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

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

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

Note.—When cloth bags are used for enclosing labelled bundles, the clerk or porter by whom the cloth bag is prepared should be asked to note the number of such bags, in words and figures, on the top of the list. Where mail list is not prescribed, the responsible clerk or porter should be asked to enter this number on the top of despatch list.

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

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

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

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

69. Contents of a station mail bag for a head or sub-office.—A station mail bag for a head or sub-office may contain the following articles

intended for delivery from the office itself as well as unpaid articles of the letter mail and V. P. articles for delivery from branch offices in account with it :—

(a) station bundles, paid and unpaid ;

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

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

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

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

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

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

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

73. **Preparation of mail bags for despatch.**—(1) A label bearing the name of the office or section of destination should be stamped and fastened to the cord with which each bag is to be tied, and then loosely attached to one of the rings of the bag. The bags with the labels attached should be placed in a convenient position near the sorting case, so that the contents of the several compartments may be readily transferred to them. When all the bags and articles to be enclosed in the mail bags have been placed in them, they should be closed and sealed with the date-seal. If there are no articles to send in a mail bag, an empty mail bag duly closed and sealed, and containing a registered bag must be despatched.

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

(3) When, in exceptional circumstances, a telegraph cover is forwarded in a mail bag, the words "Telegraph Cover" should be conspicuously written in red ink on the mail tag.

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

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

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

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

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

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

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

NOTE.—Although ordinarily, as a rule, when the circumstances is advisable, only the use of sectional mail lists by post offices or sections, a bag is a large number of bags, due and unusual, are despatched to the Railway Mail Service.

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

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

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

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

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

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

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

79. **Extra despatches of mails.**—(1) When the weight of letter or parcel mail to be despatched by a post office to another post office, a mail office or section or by a mail office or a section to a post office is more than what the ordinary establishment can carry, the postmaster or the head sorter in charge of the despatching office is authorised to make an extra despatch, but in the case of transit and parcel bags with numbered labels, care must be taken to forward the bags in the order of the numbers marked on the labels, and in the case of "extra" transit bags, to forward the due transit bag first.

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

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

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

(4) As each charge is incurred in a sub-office, the sub-postmaster should enter the required particulars in a statement in the prescribed form and when the statement is complete at the end of the month, it should be sent to the head office entered in the daily account. On receipt at the head office, these statements should be checked by the head postmaster or any other official who may be authorized in this behalf by the Postmaster-General with the vouchers on record in the office, and the checking official should write the word "Verified" at the bottom of the statements, sign the entry in token of having carried out the check and forward the statements to the Superintendent with the relative vouchers. Similarly, each head postmaster should submit to the Superintendent, at the end of the month, a statement in the prescribed form showing the charges incurred by his own office during the month accompanied by the attested copies of mail lists and payee's receipts. Extra mail despatches, the cost of which cannot appear in the head office accounts for the same month, should be shown in the next month's statement.

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

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

NOTE 1—The permanent staff should not be employed to carry extra mail despatches.

NOTE 2—Mails intended for delivery at the seat of the Central or Local Government should when necessary, be dealt with according to their rule. This rule applies also to bags of forms required through the R. M. S., from the Stock Depot for onward transmission to another post office, and to cases in which bags have accumulated owing to detention, or in which the number of bags for mail has been unusually swelled by the receipt of mails detained in other offices in consequence of the supply of insufficient accommodation by railway, mile conversion of trains, interruption of road communication, or other such unusual causes.

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

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

84. Immediate examination and verification of mails.—(1) The immediate examination of the mails received is a most important duty. In post offices the mail clerk and, in sections and mail offices, the head sorter must carefully and closely examine the condition of each bag and satisfy himself that the correct number of bags is received. If a mail list accompanies a despatch, the bags actually received should be compared with the entries in the mail list.

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

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

REGISTRATION AND PARCEL DEPARTMENTS

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

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

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

84. Conditions regarding registration, Insurance, etc.—(1) The conditions under which parcels may be posted and articles of the letter and parcel mails may be registered, insured or despatched under v.p. system and other information on the subject will be found in the *Post Office Guide*. Before a letter or parcel is accepted for insurance, it should be ascertained from the Guide that insurance is available to the office or country to which the article is addressed.

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

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

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

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

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

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

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

NOTE.—See Note below rule 13 of the Post Office Manual, Volume VI.

87. Acknowledgment for registered articles and enquiries regarding Foreign registered articles of the letter mail and foreign parcels.—(1) If the sender of a registered article or a foreign parcel desires to obtain an acknowledgment of its delivery, he must affix postage stamps to the article in payment of the prescribed fee. The acknowledgment form filled in by the sender should be impressed with the name-stamp in the space provided for the purpose and the name of the office of destination should be clearly noted on it in red ink below the word "Acknowledgment."

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

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

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

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

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

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

69. Preparation of registered bundles.—Whenever there are more than four station uninsured registered articles of the letter mail for any post office for which a direct mail bag is not closed, the registration clerk or sorter, as the case may be, should enclose them in a station registered bundle for that office. The registered articles should be entered in a registered list and after being arranged in the order of entries in the list, they should be tied together and enclosed, together with the list, in the prescribed envelope or, if necessary, in a dead bag, clearly addressed to the office of destination. Before the registered list containing entries of uninsured registered articles is placed in the bundle, the total number of ordinary registered articles and the total number of ordinary V. P. articles should be entered separately in the space provided at the foot of the registered list against the words "total (in words and all other items should be scored out". The envelope should be securely fastened down with gum. A No. should be given to it corresponding to the number of articles it contains, preceded by the distinguishing letters "R.B." If a bag has to be used, it should be sealed in the ordinary way, and an envelope prepared in the manner indicated above should be attached to it as a label. The registered bundle should then be placed with other registered articles inside the registered bag under preparation for the section or office to which the mails for the office to which it is addressed are sent.

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

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

R.B.—5 / Dacca R.B.—5 / Khulna, etc.

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

R.B.—5 / Dacca (of N. Gauj), R.B.—5 / Khulna (of Bagerhat), etc.

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

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

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

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

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

Exception.—At non-delivery town sub-offices which have no branch office in account with their do so; exchange registered articles or parcels with their head office and stationary sorting offices in the same station on Sundays and post office holidays (but not delivery town sub-offices and do not exchange "NIL" registered and parcel lists with their office on such week days and Post Office holidays. A remark should, however, be made in the registered or parcel list when the following day to the office that the previous day was a Sunday or Post Office holiday.

Note.—In non-delivery offices which are not authorized to differ from their window receipt and other Payable Orders exceeding Rs. 50 (or other limits of value the total number of registered articles and bundles of parcels despatched each day should be entered on the back of the last used page of the registered journal for the day, instead of in the parcel or registered abstract as the case may be.

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

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

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

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

(7) The total number of articles to be sent with each list with the details, for which spaces are provided at the foot of the list, should be entered in words. If there are any money order envelopes for despatch with a registered list, the total number of such envelopes also should be entered separately at the foot of the list in the space provided for the

purpose. The list should then be stamped and signed by the clerk or sorter concerned. If more than one page is used each page should be numbered and totals carried over from page to page with remarks "carried over" or "brought forward" as the case may be ; each page should be stamped and the last page signed by the clerk or sorter concerned.

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

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

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

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

(11) Incoming foreign letter mail articles which have passed through the customs will be forwarded by the office of exchange duly entered in the registered list (R.P. 22) with the remarks "Free", (if no custom duty has been levied on the articles) and "Custom Duty", (if custom duty has been levied on the articles). The remark will be recorded in the weight column of R.P. 22) which is meant for recording the weight of the insured articles. If the article happens to be insured as well the remark will be given in addition to the weight of the article in the column. The remark will continue to be repeated by each intermediate office or section till the article reaches the office of delivery.

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

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

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

(3) The parcel list with acknowledgements attached should be placed with the parcels in the parcel bag which should then be labelled, closed and sealed in the presence and under the direct supervision of the parcel clerk or parcel sorter, as the case may be, and he will be held responsible for the correctness of their contents. Parcel bag containing insured bags should be closed in the presence of the Postmaster or head sorter, as the case may be and sealed with his insurance seal unless the office is a single handed sub-office in which case the ordinary seal should be used. Parcel bags should be handed under receipt to be taken in the parcel abstract to the mail clerk or head sorter.

NOTE.—The Postmaster's personal duties prescribed in this rule may, under the orders of the Head of a Circle, be delegated to the deputy postmaster, assistant postmaster, supervisor or head clerk of the office, as the case may be. Similarly the Head Sorter's personal duties may be delegated to the Sub-sorter if any sanctioned only for the Registration and parcel branches.

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

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

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

provided as well as in the parcel abstract against the entry of the name of the post office or section to which the insured bag is despatched.

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

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

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

Note.—The Postmaster's personal duties prescribed in this rule may under the orders of the Head of Circle, be delegated to the deputy postmaster, assistant postmaster supervisor or head clerk of the office, as the case may be. Similarly, the Head Sorter's personal duties may be delegated by the Superintendent of the R. M. S. to assistant sorters only for the Registration and parcel branches.

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

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

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

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

(2) A separate registered or parcel list, as the case may be, should be placed in each bag, giving a detail of its contents and bearing the number given to the bag, thus "Bag No. 1," "Bag No. 2" and "Bag No. 3" in the case of a despatch consisting of three bags. By the side of the number written on the list enclosed in bag No. 1 should be entered the total number of bags forming the despatch, as in the case of the label of that bags. The receiving

office or section should see by reference to the second number on the list enclosed in bag No. 1 that all the bags comprising the despatch have been received. If for any cause bag No. 1 is not received along with the others forming the despatch, the irregularity should be noted, and a telegram sent to the despatching office or, in the case of a section, to the central office concerned, intimating the non-receipt of the bag in question and enquiring what was the total number of bags used for the despatch.

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

95. Insured articles irregularly accepted.—If an insured article has been irregularly accepted for an office not authorised to deliver it, the firm office or section detecting the irregularity should return the article direct to the office of posting for re-delivery to the sender, enclosed in a protecting cover or bag, as the case may require.

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

NOTE.—Insured envelopes appertaining to letters for delivery from a post office or from branch offices or sections which are not authorised to perform registration work (assignments) should be preserved until the addressees' receipts have been obtained. Those appertaining to letters which are not noted or sent for delivery to branch offices authorised to perform registration work (dependency mail) need not be preserved.

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

(3) Insured envelopes and registered and insured bundles should be examined with special care to see that they are in good condition, that they have been properly closed and sealed and that the seals and fastenings are intact. Any imperfection, however slight, in any of these respects should be immediately brought to the notice of the postmaster or head sorter, as the case

may be, and a note of it should be made on the envelope or bundle and in the registered list with which it was received and, in the case of an envelope or bundle for onward transmission, also in the list with which it is despatched.

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

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

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

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

those for delivery, and
those for onward transmission.

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

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

(6) The registered and parcel lists should be stamped and placed as on record, the registered lists received in registered or insured bundles

being kept attached to the due registered list in which the bundles are involved.

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

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

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

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

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

98. **Examination of insured parcels received.**—Insured parcels received, whether in sorting or for delivery, must be carefully examined by the parcel clerk or parcel sorter, as the case may be, in the presence of the postmaster or head sorter, respectively, at the time the insured bags are opened, to see that they are in good condition, that they bear the date-stamp impression of the offices of posting, that they have been properly packed and sealed, and that the seals, sewing, etc., are in fact. The parcels should also be scrutinised in the manner prescribed for uninsured parcels. Each parcel should then be weighed and the ascertained weight (in total) should, after check with that entered on the parcel, be noted on the parcel list with which it was received. Any imperfection, however slight, or any discrepancy in the weight, or the absence of the date-stamp impression of the office of posting should be immediately brought to the notice of the postmaster or head sorter. If there are no grounds for suspecting

that the parcel has been tampered with, a note of the defect or discrepancy should be made on the parcel list with which it was received and, if the parcel is for onward transmission, also on the list with which it is to be despatched. If there are grounds for suspicion, the parcels should be made over to the postmaster or head sorter who will deal with it in accordance with the rules relating to Investigations.

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

Note 2.—Parcels treated in Bangladesh post offices, situated in some sending States have before posting, to be taken to the custom-house, where they are tested by the custom-house authorities in terms of customs duties under seal; and consequently, insured parcels posted under such circumstances bear seal impressions and frequently two different kinds of sealing wax. In such a case, the parcel clerk or parcel sorter must see that the office of posting has written on the parcel the entry "Customs boxes seals added to the parcel (seal number of each number)" and that this number corresponds with the number of seals borne by the parcel. If the entry has not been entered on the parcel, the parcel clerk or parcel sorter should himself add it.

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

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

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

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

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

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

(3) the Postmaster should report the deficiency to the Superintendent to whom the office of posting is subordinate, the report being accompanied in the case of inland articles of the letter mail, by the cover obtained from the addressee. In all such cases, the office of posting will be required by the Superintendent concerned to pay a sum equal to the deficiency. The Postmaster of the office of posting will make efforts to realise the amount, equal to the deficiency, from the sender, failing which the question of penal recovery from the official at fault is in accordance with the *Discipline and Appeal Rules*, 1976 should be taken up. The amount recovered should be converted into postage stamps which should be affixed to the Superintendent's letter ordering the recovery and defaced with the date stamp of the office.

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

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

GENERAL

100. Use of the term "Superintendent".—The expression "Superintendent", includes both Postal and R. M. S. Superintendents, unless it is clear from the context that only one of these classes of Superintendents is meant. When used to signify a Superintendent of post offices, the term also includes a first-class postmaster except where there is anything to the contrary in the context.

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

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

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

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

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

102/2. Courtesy towards the public.—Members of the public are not conversant with the rules in the *Post Office Guide* and sometimes unwittingly contravene them, or do not follow the procedure indicated. It is, therefore, expected that all officials of the Department should help the public, as far as possible, indicating the correct procedure and how an applicant can best attain his object. The officer in charge of an office must invariably be courteous in all dealings with the public and should strictly enjoin courtesy on every member of the office establishment. He should always be willing to give information and meet all reasonable requirements where this can be done without any infraction of the rules. He should study the convenience of persons attending to transact business and see that they are not subjected to any avoidable detention. He should afford every facility to the public, and specially to ignorant persons, in transacting business of any kind, and see that documents and forms which are filled in by them are not rejected by clerks merely because of some slight informality which might easily be corrected.

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

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

104. Letter boxes.—(1) Letter boxes are placed in R. M. S. vans, public throughfares and other central positions, and are intended for the reception of unregistered articles of the letter mail.

(2) Letter-boxes are of two kinds, fixed and portable. Pillar and other fixed letter-boxes are cleared at intervals, and, if outside the post office, their contents are brought in by letter-box peons or other subordinates; or, in the case of letter-boxes located at railway stations, which are cleared by mail peons, the contents are either brought to the post office or handed by the mail peons to the R.M.S. officials. All wall and pillar letter-boxes are provided with moveable or fixed hour or date plates.

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

(4) Letter-boxes at railway stations or attached to R. M. S. vans, and other letter-boxes in which, for any special reason, it is not desirable that any articles other than letters should be posted, are marked "For letters only".

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

Note 2.—Please see note below rule 59 of this volume.

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

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

Note.—This rule does not apply to R.M.S. sections, either sorting or transit.

106. Officials not to affix postage stamps to articles.—Officials of the Department are strictly prohibited from affixing postage stamps to letters, packets, or parcel mail articles brought to an office for despatch; this must always be done by the sender of the article or his messenger. This prohibition is specially applicable to articles tendered for registration and the postmaster, head sorter or mail agent, as the case may be, will be held responsible if he allows any of his subordinates to receive cash in payment of postage or registration or insurance fees.

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

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

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

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

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

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

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

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

(e) Letters posted in train and steamer letter boxes on which a late fee should have been prepaid but has not been prepaid, should also be impressed on the face with the 'Late fee not paid' and 'Postage Due' stamps.

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

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

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

NOTE 3.—In the R.M.S., articles delivered direct to the addressees without the intervention of a post office should be impressed on the back with the date-stamp.

(g) *Missent and misdirected articles*, including money orders whether station or sorting, should be impressed on the back* with the date-stamp when received, and again when forwarded* to destination, even though the same date be impressed on both occasions. In the R. M. S., such articles should be im-

pressed on the back with the date-stamp, only at the time the irregularity is detected.

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

NOTE.—As regards the stamping of acknowledgments for postal articles and money orders see clause (l).

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

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

NOTE.—In the R. M. S., *undeliverable articles* should be impressed on the back with the date-stamp by the office or section which receives them.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

109. (1) *Deleted.*

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

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

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

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

111. Unpaid postcards, unpaid and insufficiently paid foreign packets.—(1) Any unpaid inland postcard of private manufacture which may be found in a letter-box or received from any other office or section, either in sorting or for delivery, should not be allowed to pass on but should be forwarded to the R. L. O. If either portion of a reply postcard is not fully prepaid, that portion should be detached and forwarded to the R. L. O. Unpaid and insufficiently prepaid correspondence other than letters and single postcards and reply postcards of which the two halves are not fully prepaid, addressed to foreign countries, should be similarly sent to the R.L.O. These unpaid articles should be made up in to a separate bundle which should be labelled "Unpaid postcards and unpaid in sufficiently paid foreign packets" and placed with other articles in the envelope addressed to the R. L. O. The unpaid postage represented by these articles should not be included in the amount of postage due noted on the envelope for the R. L. O. nor should it be included in the accounts at any stage. Unpaid and insufficiently paid letters and single postcards and reply postcards of which the two halves are not fully prepaid, addressed to foreign countries should be disposed of as prescribed in clauses 160 to 163 *of Post Office Guide*.

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

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

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

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

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

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

113. Unpaid articles addressed by the public to officials of the Department.—Unpaid articles addressed to officials of the Bangladesh Post Office as such, should be taxed with postage in the usual way, treated as refused and sent to the Returned Letter Office for return to the sender and recovery from him of the amount of the postage due on them.

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

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

113/1. Prepayment of postage on official articles.—(1) Articles on Bangladesh State Service should be prepaid with Service Stamps if intended for transmission within the country or to any country in the Commonwealth. For transmission to non-Commonwealth countries, they must be prepaid with ordinary stamps. Foreign official parcels addressed to any country must also be prepaid with ordinary postage stamps.

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

(a) message drafts or correspondence relating thereto addressed by authority and accounts of licensed telegraph systems to the Telegraph Check Office;

(b) articles such as parcels, message drafts or correspondence relating thereto as well as correspondence dealing with Railway Telegraph matters addressed by Railway Administrations to officers of the Post Office or Telegraph and Telephone Department.

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

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

The following can also send official correspondence of all classes free on postal service in covers bearing the superscription "Bangladesh Post Office" and "Bangladesh Telegraph & Telephone Department" :—

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

(ii) The Accountant General Posts, Telegraphs and Telephones, Dacca.

(iii) Customs Appraising Officers at Offices of Exchange at Dacca & Chittagong and may send intimation and other relevant correspondence regarding the detention and release of incoming outgoing postal articles in covers bearing the superscription Bangladesh Post Office".

In addition to the above, the controller, Stationery, Forms and Publications, Dacca, may send letters, etc., free on postal service provided such correspondence relates solely to the business of the Bangladesh Post Office or Telegraph and Telephone Department.

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

(c) Correspondence on postal business if addressed to any private person or organisation in the U.K. or a Commonwealth country may be sent free, but if addressed to any other country must be prepaid with ordinary stamps.

(d) Correspondence on any business other than Postal must be prepaid with Service Stamps if addressed to the U.K. or a Commonwealth country and by ordinary stamps to any other country.

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

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

"Received open", when found in open state.

"Received torn", or "Received damaged", when Received torn or otherwise damaged, *e.g.*, soiled, stained etc.

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

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

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

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

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

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

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

114/1. Correspondence for persons other than the addressee.—Foreign letters, both inward and outward, if found to contain any letter, note or document having the character of actual or personal correspondence for persons other than the addressee or person living with him should be dealt in accordance with clause 185-D of *Post Office Guide*.

115. Treatment of articles the registration or insurance of which is compulsory.—(1) (a) If an article, the registration of which is compulsory but which has not been registered, is found in the course of sorting in a post office, section or mail office or received for delivery in a post office, the clerk or sorter detecting the irregularity should, after strong it in his error book or note-book as the case may require, show the article to the postmaster or head sorter and then make it over to the official in charge of the registration or parcel department. In post offices and in mail offices authorised to perform registration work, the article should be registered and, if the fee for registration has not been prepaid, a fee

equal to double the usual registration fee should be charged on it. The amount of this fee plus any postage due on the article should be marked on its face below the registration No. slip and a note should be added under the signature of the postmaster, head sorter or mail agent, as the case may be explaining the reason for the charge. The usual receipt for the sender should be given to the clerk or sorter detecting the irregularity. In post offices, the receipt should be posted in the error book against the entry concerned, while in mail offices, it should be attached to the head sorter's or mail agent's daily report. In a section or in a mail office not authorised to perform registration work, the article should be forwarded in a protecting cover or bag, as the case may require, addressed to the postmaster of the office or destination after having a note recorded on it, under the initials of the head sorter, mail agent or mail guard, explaining why it is so sent. The protecting cover or bag should, except in transit sections and transit mail offices, be treated as an article registered on service. A No. preceded by the letters "R. M. S." should be given to it and marked in large bold figures on the face in the upper left-hand corner. The article should then be entered on the receipt side of the Registered Abstract separate to an entry "Unregistered article registered", and despatched to destination in the usual course, the name of the section or office being entered in the registered list as that of the offices of posting.

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

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

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

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

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

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

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

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

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

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

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

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

116. Articles marked "By parcel Post".—(1) If an inland article marked "By parcel post" is found in a letter or packet box, the official detecting the irregularity should make a note of it in his error book or

note-book, as the case may require. The following action should then be taken :—

(a) In post offices, the article should be transferred to the parcel clerk and treated and charged with postage as a registered parcel, any stamp affixed to the cover being recognised in assessing the postage due on delivery. The amount of postage, due and the remark "Found in letter-box" should be written in ink on the face of the parcel under the initials of the postmaster and the receipt for the sender should be handed to the sorting clerk and posted by the latter in his error book against the entry of the irregularity.

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

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

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

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

(b) In the R. M. S. the article should in every case be forwarded to the postmaster of the nearest head or sub-office with which

the detecting mail office or section is in communication, in a protecting bag superscribed "Foreign article marked 'By parcel post'" for disposal in accordance with clause (a) above.

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

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

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

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

120. Correspondence of certain officers when on tour. —When any of the undermentioned officers, *viz.* :—

Director General, Bangladesh Post Office ;
Director General, Telegraphs and Telephones ;
Chief Engineer, Telegraphs and Telephones ;
Heads of Circles ;
General Managers, Telegraphs and Telephones ;
Deputy Director-General Bangladesh Post Office ;
Deputy Directors-General, Telegraphs and Telephones ;
Deputy Chief Engineers, Telegraphs and Telephones ;
Directors of Telegraphs ;
Assistant Directors-General, Bangladesh Post Office ;
Assistant Deputy Directors-General, Bangladesh Post Office and Telegraphs and Telephones ;
Assistant Chief Engineers, Telegraphs and Telephones ;
Deputy Postmasters-General ;
Directors, Telegraphs, Telephones or Wireless ;
Assistant Postmasters-General ;

Assistant General Manager, Telecommunication Regions ;
Divisional Engineers, Telegraphs Telephones ;
Superintendents of Post Offices ;
Superintendents of Railway Mail Service ;
Assistant Superintendents of Post Offices ;
Assistant Superintendents of R. M. S.,
Financial Adviser, Communications ;
Accounts Officer, Telephone Revenue, Dacca
Accounts Officer, Telegraph Stores, Dacca ;

is on tour, correspondence and office files for and from him will be sent—by his offices at headquarters or by himself in camp, as the case may be—in sealed bags which will, in every instance, be addressed to as specified post-town of destination or mail office. Except in the case of camp bags for the Directors General, which may be addressed c/o R.M.S. also, these bags should be sent loose (i.e., without being enclosed in any mail or transit bag) and treated as unusual mails. They are to be treated as special bags for the purpose of entry in the Mail list (M-1).

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

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

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

(ii) If detected in a mail office or received by it from a section, the article should be made over at once to the mail carrier under the procedure described above for conveyance to the nearest post office, except when it is suspected to contain explosives or when, owing to the nature of the article or the distance from the post office, it may not be practicable or convenient to transfer the article to that office. In the latter case, the article should be detained in the mail office and the matter reported at once to the Postmaster-General of the Circle in which the mail office is situated through the Superintendent R.M.S. for orders regarding its final disposal.

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

NOTE.—A bulky article would come under the operation of this Clause. When such article is received in a Post Office a notice should be issued to the addressee informing him that the article has been detained in the Post Office as its transmission by post is not permissible. He may be asked to take delivery of the article at the Post office, or authorise the Postmaster to sell its contents. And then the sale proceeds to be set off to expense in off in any other way. He should also be informed that if the article is not taken delivery of or instructions regarding its disposal are not received within 14 days of the receipt of the notice by him, it will be destroyed.

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

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

If the article cannot be disposed of, Postmaster General's orders should be obtained for its destruction. The full particulars of the article and number and date of the notice to the sender and/or addressee should be intimated to the Postmaster General while applying for his sanction for its destruction.

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

(2) If an article received for delivery is (a) suspected to contain anything the transmission of which by the inland post is prohibited, or (b) enclosed in a cover or bag marked "Doubtful", the postmaster should send a notice in writing to the addressee inviting him to attend either in person or by agent within 48 hours at the post office. He should under the authority given in section 24 of the Post Office Act, open and

examine the article in the presence of the addressee or his agent, or in his absence, if he fails to attend within the time specified, reporting the matter to the Head of the Circle. (See *Exceptions* below paragraph (2) of rule 123.)

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

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

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

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

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

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

Note 2.—For the purpose of this rule, any newspaper, or any book, pattern, or sample packet supposed to contain anything in contravention of the provisions of the *Post Office Guide*, may be opened or unfastened by the postmaster in order to verify the suspicion.

Note 3.—In sub-offices, the articles referred to in clauses (*a*) to (*c*) paragraph (*1*) should be forwarded to the head office with a remark drawing attention to the irregularity.

122/1. Circulars relating to lotteries.—(1) The following instructions are laid down for the guidance of the officials concerned in discriminating between articles which are, and those which are not, "circulars relating to lotteries" within the meaning of rule 47 of the Bangladesh Post Office Rules under the Post Office Act.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Exception 1.—Any articles of the class referred to in (*b*) detected at the Dacca Foreign Post and Chittagong should be made over to the nearest Foreign Post and assessed to duty before it is delivered or transmitted onward by post, as the case may be. Articles containing fictitious stamps as defined in subsection (4) of Section 156-A of the Indian Penal Code to be adjudged in Bangladesh if detected at these post offices should be made over to the nearest collector of customs for disposal.

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

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

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

Note.—When such an article is addressed to a Ruling Chief of an inordinate State, the post master, instead of sending the prescribed notice to the addressee, should write a courteous letter to the Chief's Private Secretary or some ruling him either to call at the post office or to send an authorised representative to open the article and take delivery of it.

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

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

(b) If found to contain any intoxicating drugs the importation of which is prohibited (see *Post Office Guide*), it should be made over with all its contents to the nearest Customs Collector, for disposal in accordance with the provisions of the Sea Customs Act, 1878 (VIII of 1878), applicable to prohibitions and restrictions imposed under Section 19 of the said Act. If found to contain circulars relating to lotteries, it should be returned to the sender. If found to contain unset diamonds, firearms, military stores or articles, other than *explosives*, included in the term "ammunition" as defined in the portion of section II of the *Post Office Guide* relating to prohibited articles, or fictitious stamps as defined in sub-section (4) of Section 263-A of the Indian Penal Code as adapted in Bangladesh the article should not be delivered to the addressee, but the postmaster should at once take steps, in accordance with the procedure laid down in the *Post office Manual, Volume VI*, to forward the article to the nearest office of exchange to be made over to the Customs authorities for any action that may be considered necessary. In cases where an article is found to contain *explosives*, the postmaster should act on the instructions contained in rule 122 (1) (a). If the article is and to contain anything else, the importation of which is prohibited, it should be detained, and the case reported for the orders of the Postmaster-General.

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

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

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

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

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

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

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

(2) Abbreviations of official designations should be accepted, provided they are intelligible or recognised by ordinary usage. Official articles should not be charged with postage merely on the ground of some informality in the frank, such as the omission on the part of the sender to add his official designation to his signature, unless there is reason to suspect fraud, or because the frank extends beyond the centre of a postcard; but any office which observes any irregularity in regard to the manner in which an article is franked should bring it to the notice of the office of posting, so that the attention of the official concerned may be drawn to it with a view to its discontinuance. There are certain established forms of abbreviated signature and designation which must be recognised. Such recognised abbreviated franks on official correspondence should not be challenged.

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

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

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

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

(2) When a packet bag is made up for an office, all the heavy unregistered packets, paid and unpaid, intended for that office should be enclosed in the bag by the sorting clerk or head sorter, as the case may be. If there are any heavy registered packets for despatch to the office, the registration clerk or registration sorter, as the case may be, should tie them in a bundle with the registered list on top in such a manner as to exhibit the name of the office of destination and transfer the bundle under receipt (to be taken in the registered abstract) to the sorting clerk or head sorter, who should compare the articles with the entries in the list before granting receipt and then place the bundle himself in the packet bag. If there are no heavy registered packets for despatch a blank registered list with the word "*NIL*" written on it in the place for the total and duly signed should be made over by the registration clerk or registration sorter to the sorting clerk or head sorter, as the case may be, who should see that the list has been properly prepared and then place it inside the packet bag. Every packet bag must contain a registered list.

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

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

(2) In cases where the despatch of parcel mail articles in mail bags is prescribed, such articles should be made over, with the parcel

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

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

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

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

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

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

NOTE—Paragraph (4) applies also to fully registered packet.

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

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

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

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

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

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

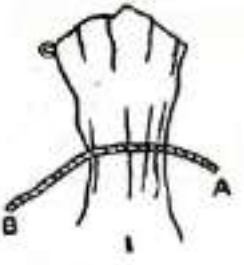
(3) All the bags received every day should be examined by the clerks or sorters concerned, and if any misuse of bags is detected, a report should be made to the Superintendent. In the R. M. S., the irregularity should also be noted by the mail sorter in the space provided for the purpose in the mail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

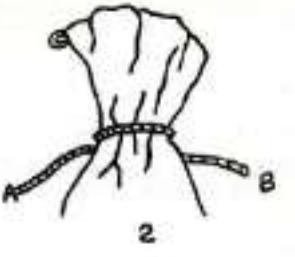
(4) If from any cause, a bag not of the prescribed description has to be used by a section or mail office for due mails made up, or is despatched as a surplus due bag, an explanation of the irregularity should be written by the head sorter in the space provided for the purpose in the mail abstract.

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

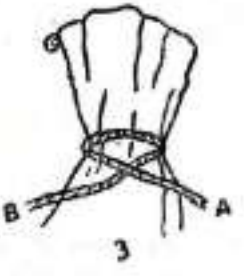
against the label. After this has been done, the bags should be tied with a "clove-hitch" as explained in the following sketches :—

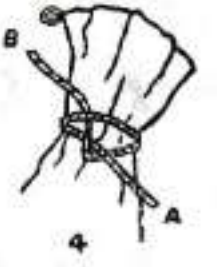
THE "CLOVE-HITCH"





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





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

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

Note 2.—In cases where small in seal-holders are used under the orders of the Head of the

Circle, both rounds of the cord should be passed through the holes of the seal-holder and tied fastened the seal-holder by means of the "clove-hitch" and "single knot." In such cases, it will of course not be necessary to place a piece of paper under the seal.

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

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

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

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

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

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

(2) Registered bags for despatch should be handed by the registration clerk in post offices, and the registration sorter in sorting sections and sorting mail offices, to the sorting clerk or head sorter, as the case may be, who should examine the bags, grant receipts for them in the registered abstract and place each of them himself in the proper mail bag. If there are no registered articles for despatch to the office or section for which a mail bag is made up, an unsealed empty registered bag should be made over to the sorting clerk or head sorter for inclusion in the mail bag. In such cases, the empty bag should be folded and a blank registered list with the word "Nil" written on it in the place for the total

and duly signed should be tied with it in such a manner that the word "NIL" can be readily seen. The sorting clerk or head sorter should examine the list to see that it bears the word "NIL" in the place mentioned above and the signature of the registration clerk or sorter.

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

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

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

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

135. Limit of weight of Mails.—(1) The weight to be carried by each letter mail runner on a mail line should not ordinarily exceed 25 seers; but in special localities where the country to be traversed is of a hilly or otherwise difficult nature, or where the speed of the mail is of importance, a lower limit may be fixed by the Postmaster-General.

(2) In the case of parcel mails conveyed by special parcel runners, the weight of each parcel bag should not exceed 15 seers, and the weight to be carried by each man should not exceed 30 seers. This is the maximum weight, but a lower limit may be prescribed by the Post-

Master-General on lines which traverse hilly or difficult country, or where other circumstances render it impracticable for runners to travel with heavy load.

(3) The minimum limit of weight for a parcel bag conveyed by the Railway Mail service is one maund, but a lower limit may be fixed in special cases by the Head of Circle.

(4) The weight of postal articles (including parcels and cash) to be carried by a postman or a village postman should not exceed 800 tolas.

Note.—The Director General has fixed the following ceiling of weight and area of coolie charges for the carriage of heavy parcels by Postmen viz. :—

800 to 1,200 tolas	Rs. 0.50
For every 400 tolas above 1,200, excluding fraction of 400 to be	Re. 0.25

(P & A-20-39/62)

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

(*a*) For post Offices in direct communication with the R. M. S. and for sorting sections and sorting mail offices—By the Head of the Circle, the list for post offices being prepared in manuscript and supplied direct to each office and those for sections and mail offices being printed and supplied to the Superintendents concerned for their own use and for distribution to inspector, record clerks, officials in charge of sets and individual sorters. One copy of the sorting list for a post office is also supplied to the Superintendent of post offices concerned and one copy of the list for a section or mail office to each of the other Heads of Circles having under him post offices in communication with that section or office.

(*b*) For first class head offices not in direct communication with the R. M. S.—By the Heads of Circles in manuscript.

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

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

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

(2) Village sorting lists are prepared and supplied in head, sub and branch offices by Sub-Divisional Inspectors.

Note.—The Due Mailed Sorting List should invariably be prepared on the standard form (M.-5). The instructions contained in the convolution printed on the first page of the form [M.-5]... are intended to serve the dual purpose of guiding the officer who prepares the list and of assisting the post office officials to whom it is issued to understand it.

2. The instructions must, therefore, be carefully studied and mastered by the supervising Officials concerned.

137. Changes in due mail and sorting lists.—(1) The head postmaster or record clerk, as the case may be, should bring to the notice of the officer by whom the list was supplied, any alterations (whether affecting his own office or an office or section under it or any other office or section) in sorting or transit arrangements that may appear to be necessary or desirable, owing to alterations in Railway time-tables or similar causes. When the introduction of orders can be expected by adopting a new route or by forwarding them through an office or section other than the one through which they were being forwarded or by exchanging mails with offices or sections not already shown in the due mail list, the change should be proposed for consideration. If the change is approved, a sorting order prescribing the alterations to be made in the due mail and sorting list will be issued, or, if the alterations are extensive, the offices or sections concerned will be furnished with revised lists. In head offices, when a proposal requiring the orders of the Head of the Circle concerns any post office or mail line under the control of the Superintendent it must be submitted through the latter officer; and if it affects the village sorting list of a branch office, it should be brought to the notice of the inspector by whom the list was supplied. In sub-offices all suggestions should be made to the Superintendent, those affecting the village sorting list of a branch office being also brought to the notice of the inspector concerned.

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

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

138. Examination and opening of bags.—(1) Every bag received in a post office, mail office or section from another office or section, or received in one department of an office from another, must be carefully examined to see that it is in good condition, that the seal with which

it is tied and the seal or seals, as well as the lock, if any, are intact and that none of them bear any signs of having been damaged or tampered with.

(2) Bags addressed to the office or section, which are found to be in good condition, should be opened one at time. In cutting the cord to open a bag, care must be taken not to damage the seal or seals. The label seal and cord should then be tied to the ring of the bag for identification of the bags if the necessity arises. The seal label, cord and lock if any, should be preserved with the bag until it has been ascertained that the contents of the bag are correct. The official who is responsible for the opening of a bag is also responsible for its examination.

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

140. Treatment of missent and misdirected articles of the unregistered letter mail and labelled bundles. (1) When a missent or misdirected article is received in sorting, the sorting clerk or assistant sorter should make a note of the irregularity in the error book or notebook, as the case may be, and retain the postmaster's or head sorter's initials to the entry. He should also, in the case of a misdirected article substitute neatly in English in red ink (or in blue pencil, in case of R. M. S. sorting), the correct name of the office of destination for the incorrect name. If the wrong vernacular entry was underlined by the office of posting, he should strike out the line and underline the correct entry, *i.e.*, the entry of the office of destination in vernacular. The missent or misdirected article should be despatched to its proper destination by first mail.

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

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

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

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

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

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

143. Preservation of seals and bags.—(1) When a loss occurs or is suspected, or a bag is received damaged, all seals and fastenings, envelopes and covers with seals, etc., should be carefully preserved in a tin case, and the fact noted in the error book. The tin box can be obtained or made locally, and the articles damaged should always be forwarded in the case when sent through the post, so as to prevent their being damaged in transit. The bags too should always be preserved after being initialed and dated by the postmaster, head sorter or mail agent, as the case may be, for future identification.

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

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

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

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

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

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

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

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

(*f*) a registered article of the letter or parcel mail entered in a registered or parcel list, but not received, or any such article received in excess of the number entered in a list, or a registered article of the letter or parcel mail or a V.P. letter or parcel other than that invoiced in the registered or parcel list is received ;

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

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

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

(*j*) [*Deleted*]

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

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

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

(*n*) a t. m. o. advice received in a post office but no corresponding postal confirmation, or a postal confirmation received but not the t. m. o. advice to which it relates ;

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

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

an immediate report should be made by telegraph, if possible, in accordance with the instructions in the *Telegraphic Message Code* by the postmaster or the official in charge of the R.M.S. set concerned to the receiving or despatching office or, if the despatching office is a section, to its record office. If the despatching office happens to be a branch office, an immediate report by telegraph should also be made to the account office and to the Inspector concerned, a copy of the telegram being sent by post to the Superintendent of post offices of the Division. In the case of irregularities coming under clause (o), a similar report should also be made to the Postmaster-General concerned, if the office committing the irregularity is a first class head office, otherwise, to the Superintendent of post offices. In the case of any of the other irregularities mentioned above, a copy of the telegraphic report should be sent by post to the Postmaster-General or Superintendent of post offices, as the case may be, when the receiving or despatching office is a post office, or to the Superintendent of R.M.S. concerned, when the receiving or despatching office is a R.M.S. office or section. In every case, a note of the irregularity should be made by post office in the error book or by a R.M.S. set in its notebook for subsequent mention in the daily report.

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

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

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

Note 4.—If a mail bag is lost, stolen, destroyed by fire, etc., a report should be sent by telegraph, if possible, in accordance with the instructions in the *Telegraphic Message Code*, to the Superintendent of the Division within whose territories the loss occurs.

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

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

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

other of these books by the official noticing the irregularity, special care being taken to bring to notice by this means, cases of the misrouting and misdirection of articles.

NOTE.—In the R.M.S., the rough note-book should also be used for the purpose of recording unusual incidents noticed and the entries in the book should subsequently be used by the head sorter in writing up the daily report of the sec concerned.

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

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

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

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

NOTE.—In a sub-office not under the charge of a gazetted Sub Postmaster all those items which, in head offices, are entered in the Postmaster's order book, must be recorded in the error book. A record must also be kept in the error book of all complaints made by the public and the original complaints should, after acknowledgment, be sent to the Sub-postmaster or the 1st class postmaster, as the case may be, with any remarks that may be considered necessary.

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

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

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

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

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

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

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

(a) The prescribed fee of Tk. 1 should be taken from the applicant and converted into postage stamps which should then be affixed to the application and obliterated with the date-stamp of the office. Unless the officer in charge of the post office which receives the application is a first class postmaster, he should submit it, without delay, to the first class postmaster or Superintendent to whom he is subordinate for orders with a statement that he is satisfied that the applicant is the sender of the article or an agent authorised by the sender in this behalf, and that postage stamps in payment of the fee of Tk. 1 have been affixed to the application. If he is a first class postmaster, he should dispose of the application himself.

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

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

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

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

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

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

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

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

should be informed of the action taken and advised to address further communications on the subject to the postmaster concerned.

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

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

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

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

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

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

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

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

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

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

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

(a) Grade "A" offices and other large offices selected by the Postmaster-General will be supplied with a copy of every circular for the Postmaster, each of the Deputy and Assistant postmasters and for the clerk in charge of each department. For other head offices, a copy will be supplied only to the postmaster and to each of the Deputy and Assistant postmasters or to the head clerk if there is no Deputy or Assistant postmaster in the office.

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

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

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

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

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

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

(4) In the case of R.M.S., copies of circulars will be sent to Superintendents for their own office and for distribution to inspectors, sorting supervisors, record clerks and sub-record clerks in the Divisions.

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

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

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

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

(2) Revised editions of the *Post Office Guide*, for sale to the public, will be received by head offices and selected sub-offices and mail offices from the Stock Depot accompanied with printed advertisements which should be affixed to the notice-board.

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

Note.—If any porter, mail guard, sub-postmaster or postman is prevented by his duties from attending the postal office during its hours of work, the head writer or the inspector must explain the meaning of the circular to him and obtain his initials thereon, the certificate referred to above being modified accordingly. The head writer or the inspector should also initial the circular in token of having explained it to the official concerned.

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

Exception 1.—A postmaster may be required to allow the inspection of savings bank, mail certificate and money order books, by the order of a Court, under Act XVIII of 1897. When he receives an order of this kind, he should refer the matter without delay, to the Head of the Circle who will decide whether the order should be complied with or whether cause should be shown against the order or an affidavit made to produce the books in Court.

Exception 2.—Any District Magistrate, High Court or Court of Sessions may require the Post Office to deliver a letter, postcard, newspaper, book or pattern packet, parcel, telegram or money order in its custody, to such person in such Magistrate or Court directs.

Exception 3.—Any Magistrate or Commissioner of Police or District Superintendent of Police may require the Post Office to search for and decide a letter, postcard, newspaper, book or pattern packet, parcel, telegram or money order in its custody, meeting the orders of the District Magistrate, High Court, or Court of Sessions.

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

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

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

(2) When the information asked for by a police or an Excise Officer is not available in the records of the office concerned, the Police or the

Excise officer should be informed accordingly, irrespective of the question whether the information, if available might or might not be given.

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

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

152/2. Production of records before Courts.—(1) A summons from a court of Civil or Criminal Jurisdiction to produce any of the records of a post, or mail office or a certified extract from or copy of any such records will, unless otherwise ordered, be complied with. In the case of post or mail offices, the summons will usually be received through the Divisional Superintendent concerned. When any journal or other record is produced in court and admitted in evidence, the officer producing it will ask the court to direct that only such portions of the records as may be required by the court shall be disclosed.

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

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

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

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

A.B.C.,

Postmaster,

Date..... .....*Post Office*

(3) All cases in which an express order is received from a court under Act XVIII of 1881 for the production of any savings bank pass certificate or money order book, must also be reported immediately to the Head of the Circle, stating the date on which the book is to be produced and the court must be informed at the same time that this has been done. The Head of the Circle will decide whether the book will be produced or whether notice will be given to the court of his intention to show cause against the order.

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

When an order is served on the Post Office in respect of attachment of the contents of an insured letter action as prescribed by note below rule 197 (5) of *Post office Manual*, Volume VI, may be taken. Action to be taken in case of an attachment order in respect of money order is shown in rule 297 and regarding V. P. Money Order in rule 277 (5) of Volume VI. Rules 507 and 515 describe in details the action to be taken when the money in credit of Savings Bank Account or sale proceeds of Savings Certificate are attached by any Civil or other Court.

153. *Deleted.*

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

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

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

(c) If an unused post card other than of private manufacture, empty unused embossed envelope, stamps booklet or stamp sheet, currency note or current coin is found in a letter-box or on a public counter it should be shown to the Postmaster and its value credited to "unfaisified receipt". The unused post card or embossed envelope should be transferred to the treasurer under receipt in the error book. Other coins and articles of value which cannot be brought to account at once should be made over to the Postmaster in accordance with

the procedure prescribed above and keys in his personal custody. Orders regarding their disposal obtained from the Postmaster General.

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

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

155. Half-yearly enumeration returns.—(1) From the 7th to the 13th of the months of February and August of each year, both day inclusive, an enumeration must be made daily by each postmaster of the number of ordinary unregistered articles of the letter mail and unregistered parcels given out for delivery to the postmen and village postmen and from the window. A similar enumeration should be made by each head sorter, R. M. S., of the number of such articles delivered by him on each of these days without the intervention of a post office. The different classes of *Postal and Telegraph and Telephone service articles* of the unregistered letter mail should also be counted separately, and the total number of articles of each class should be shown in the enumeration return against the appropriate head. Full instructions for the preparation of the return are given in the form prescribed for the purpose.

NOTE.—Articles enclosed in district officers' post bags should be taken into account and included in the returns of the offices making up such bags.

(2) In post offices, a copy of the return should be forwarded by the mail of the 15th (a) to the Postmaster-General by each head office and (b) to its head office by each sub-office. The returns of subordinate offices should be forwarded, as they are received, to the Postmaster-General or to the head office, as the case may require.

(3) In the R. M. S., two copies of the return should be filled in by sorting mail offices. One copy should be filed with the work-papers of the office and the other sent to the Head of Circle. Each set of a sorting section should submit the original enumeration return to its record office along with its work-papers for each trip and at the close of the enumeration period, the record clerk should prepare from these enumeration returns a consolidated enumeration return in duplicate for each section, filing the original in his office and forwarding the duplicate to the head of circle.

(4) The statistics of the Department are compiled from these returns, and the value of the information depends upon the intelligence and accuracy with which it is made. Postmasters and head-sorters are, therefore, required to give personal attention to this work.

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

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

(2) Circulars should be filed in convenient-sized guard-books, care being taken to correct or cancel previous circulars, when necessary, on receipt of subsequent ones.

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

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

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

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

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

158. Protection of establishments from plague.—In order to protect the establishments of post offices and R. M. S. from plague as far as possible, the following procedure should be carefully observed :—

(a) In the case of offices in small towns and villages, when dead rats have been found in the office building causing an epidemic of plague, the official in charge should remove himself and the whole office from it immediately and even have a hut constructed for the office, if necessary, without waiting for previous sanction from higher authority which should be applied for as soon as possible.

(b) In the case of offices in large towns where it is not possible to vacate the infected building and remove the office to another building or into tents or to construct temporary hut for its accommodation at a moment's notice, the official in charge is allowed discretion to make the most suitable arrangements practicable until he can obtain orders from higher authority. If orders can be obtained without any delay (as in the case of town sub-offices) they should be applied for at once before taking any action, and it will be the duty of the higher authority, on receipt of a report that dead rats have been found in such an office building, to give his immediate attention to the matter and to issue clear orders on the subject and take all practicable measures at once.

NOTE.—In the R.M.S., the Superintendent or the Head of the Circle may at his discretion order the removal of a rest house or mail office from a plague infected area to some other station.

159. Transmission by post of office files for and from certain high officers of Government while on tour.—(1) When any of the officers named below is on tour, office files for and from him may be transmitted through the post in leather pouches, which will be posted *as official registered parcels*, by his office at his headquarters station or by his camp office at the post office of the place where he may be :—

(a) All Central Ministers.

The pouches will bear two labels, namely, (i) an address label, showing the addressee's name and address, and (ii) a tag label superscribed and addressed in the following manner :—

To be forwarded loose with inner Mail

SPECIAL BAG

To

_____

_____

(Post-town of destination)

The chargeable weight on a pouch transmitted under this clause will be assumed to be 600 tolas always and, accordingly, a uniform postage of Tk. 8.00 (including a registration fee of 50 Poisha) will be prepaid on every pouch irrespective of actual weight by means of service stamps affixed to the address label.

(2) The post office at which a pouch is posted—and these pouches may be posted at any post office—should deal with it as follows :—

(a) The pouch should be received and booked in the usual way, as a fully prepaid official registered parcel.

(b) The date-stamp of the office should be impressed in the space provided for the purpose on the tag label, and it should be seen that the post-town of destination has been entered on this label.

(c) The pouch should then be transferred under receipt (to be taken in the parcel abstract) to the mail department of the office.

(3) Thereafter, and throughout its transit through the post, the pouch should be treated *as a special bag. It is throughout to be sent by letter post without being enclosed in any bag*' and on arrival at destination it should be delivered at once to the addressee, whose receipt for it should be taken on the special mail list.

(4) As these pouches will, in every case, be addressed to a specified post-town, no reference to a programme of the movements of the officer concerned will be necessary.

160. Travelling allowances of non-Gazetted officials.—(1) The travelling allowance of a non-gazetted official should be drawn in the form of bill prescribed for the purpose (Form TR-25). The bill should be prepared by the official himself and submitted in duplicate to the controlling officer through the proper channel. The controlling officer should send the original copy of the bill, after his countersignature, to the head post office or head record office concerned for disbursement, and retain the duplicate copy for record in his own office.

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

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

160/1. Disposal of Foreign Post Bags.—Bags stencilled "Foreign Post Dacca/Chittagong, when received in Post Offices and Railway Mail Service with mails should not be treated by the receiving offices but should be returned by the first mail to the Foreign Post concerned with an invoice. All foreign special bags received for delivery to high officers should be recovered intact alongwith the wooden blocks by the officials delivering them and on recovery should be sent to the Foreign Post concerned.

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

(2) Post Offices, mail offices and mail agents delivering to Bookstall Agents bags received from Great Britain and Northern Ireland under the bulk posting system, are responsible for collecting the relative empty bags. The empty bags so collected should be enclosed in one of the empty bags stencilled "G. B. I." with a memorandum (Form FMS. -22) showing the particulars of bags collected from each bookstall agent, sealed and clearly addressed to the Foreign Post, Dacca/Chittagong, the total number of the empty bags being written conspicuously on the top of the label. In the case of bags delivered by R. M. S. sorters bookstall agents direct from the mail vans at certain railway stations, the bookstall agents should be required to return the empty bags without delay to the nearest post office for transmission to the office of exchange. The Postmaster concerned should be informed by the R.M.S. Sorters, by means of a duplicate copy of the mail list, of the number and addresses of the bags so delivered and the postmaster will maintain and account of such bags.

DISPOSAL OF SURPLUS UNUSUAL BAGS

I.— DIRECT EXCHANGES BETWEEN IMPORTANT MAIL AND POST OFFICES AND OTHER POST OFFICES, MAIL OFFICES AND SECTIONS OF THE R.M.S.

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

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

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

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

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

162. Return of bags and invoices.—When a post office or mail office receives an unusual bag or bags from another post office or mail office or section, it should check the entries in the unusual bag invoice with the number of unusual bags received, stamp and initial the lower portion of the invoice form and return it the same day *by first mail*, along with the unusual bags invoiced therein, to the despatching post office or mail office, or, if it was received from a section, to the record office concerned. The bags to be returned may be forwarded either empty or with unusual mails, in accordance with the following instructions :—

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

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

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

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

(i) If there is only one empty bag to be returned, the unusual bag invoice to be returned should be placed in it and the bag should be labelled and forwarded to destination as a packet bag duly invoiced in a mail list with the abbreviation

S. B. (surplus empty) noted against the entry, *e.g.*, an empty unusual bag returned by the Dacca post office to Khulna should be shown in the mail list as Dacca-Khulna.

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

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

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

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

II.—OTHER EXCHANGES

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

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

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

(3) The dates entered in these accounts should always be the dates of despatch of the bags and not, in the case of receipts, the date of receipts. The accounts for each month should include all the unusual

forward, and extra bags received and despatched by the post office, or by the sections attached to the record office, during the month. On the 8th, 16th and 24th of each month, the account of bags received from or despatched to, each post office or record office during the preceding week, should be totalled and the number of bags of each description that may be found to be due to the post office or record office, should be despatched to it on the same day together with an invoice giving particulars of the bags despatched. The entries relating to the weekly receipts or despatches of empty bags at foot of the form of unusual bag account should be filled in as invoices are received or despatched.

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

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

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

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

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

(2) When an account has been cleared, it should be signed by the postmaster or deputy postmaster or by the record clerk, as the case may be, and filed. The surplus bag advices received from post offices and record offices should be filed with the accounts to which they relate.

(3) It will often happen that the same account will show a balance of excess despatches of canvas bag and excess receipts of domestic bags,

or *vice versa*. In such cases, the bag advice should call for the surplus bags held by the other office, and at the same time advise the return of the surplus bags to be sent to that office.

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

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

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

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

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

CHAPTER 3

INVESTIGATIONS

GENERAL RULES

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

(i) high-way robbery of the mail ;

(ii) thefts or loss of or tampering with, any postal article or bag ;

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

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

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

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

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

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

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

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

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

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

169. Employment of the telegraph and telephone.—Direction is given to all officers to make use of the telegraph or the telephone if they consider that its use, in giving or obtaining the earliest possible

information will be of advantage to the prosecution of an enquiry, but as far as possible all telegrams should be worded in accordance with the Telegraphic Message Code. Where it is stated in this chapter that telegrams should, in certain cases, be sent to certain officials, it is not intended to limit the use of the telegraph to communications with the officials specified. A Superintendent or other officer may telegraph to any person whether belonging to the post Office or not, who may be in a position to afford help or supply valuable information. At the same time officers who send service telegrams will be held responsible that they do so only when the circumstances of the case render such action advisable and that an express telegram is not despatched when an ordinary message would answer the purpose.

170. The settlement of the claim.—Settlement of the claims of defrauded persons should receive personal attention of the Superintendent and they should not necessarily be kept pending the finalisation of Court proceedings. Steps should be taken to settle these claims as soon as they are established. Before, however, the claim is settled, an Affidavit duly signed and witnessed should be obtained from the claimant indicating clearly the nature of the claim and affirming that he has not till that date obtained any satisfaction of his claim from any source whatsoever. All claims up to Rs. 500/-may however be settled by obtaining declarations witnessed by two respectable persons instead of an affidavit.

Note.—Claims upto only Rs. 1,500/-(one thousand five hundred Rupees) in respect of Foreign Money Orders and Bank Money Orders may be settled by obtaining declaration witnessed by two respectable persons in lieu of Affidavit.

170A. Claim from the Surety.—As soon as it is established that a loss has occurred due to default of a certain official a claim should be preferred against him with his Surety. It should be borne in mind that generally according to terms of agreement with the surety a time limit is prescribed for the preferment of such claims.

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

171A. Punishment imposed departmentally.—(1) In all cases of fraud, embezzlement or similar offences in which Government servants are involved, departmental proceedings should be instituted at the earliest possible moment against all the delinquents and conducted in strict adherence to Government Servants, Discipline and appeal Rules, 1976. The proceedings should be completed as soon as possible and in any case within 6 months since the detection of the case of fraud or

embezzlement. If, however, the police or the counsel for prosecution is of the opinion that the finalisation of the departmental proceedings against the accused or any other particular official would jeopardise the proceedings in the Court of Law, departmental action against such official/officials should be finalised after the conclusion of the trial in the Court. Departmental action against other officials should however continue and be completed within the specified time.

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

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

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

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

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

172.1. Report to the Head of the Circle.—(1) As soon as the Superintendent receives information of any occurrence mentioned in the preceding rule he should submit a preliminary report to the Head of the Circle. This report should be made by telegraph in cases of highway robbery of mails, death of, or serious injuries to, postal officials and other occurrences of a grave nature. If currency notes have been abstracted from certain articles their complete numbers, if available, should be intimated to the Head of the Circle in the report. If the case is one for police enquiry it should be intimated whether a report has been made to the police. If a report has not been made to the police detailed reasons should be furnished as to why it has not been done.

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

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

Note 1.—When it is known that a mail bag has been lost, stolen, destroyed by fire etc., the Superintendent should give immediate information by telegram to the Head of the Postal Circle concerned and if important mails are concerned, the letter will notify the loss to the public through the press. In all other cases the local Postmaster will notify in the usual manner, from the exchanges, to the Sub. and Post, as also the name of the office of posting, of the registered and insured letter or parcel, and which lost.

Note 2.—When the amount of loss or fraud exceeds Tk. 300 or when there are in any case important features which need detailed investigation and consideration, a copy of the report Preliminary to the Head of the Circle should invariably be sent to the Audit Officers concerned and the Audit intimated to the Head of the Circle.

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

(5) In cases in which a system of fraud has been carried on in a post office, in connection with the savings bank, money order, or any

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

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

(a) Cases in which it is decided to prosecute an employee of the department.

(b) (i) Cases of highway robbery of mails involving loss to Government of Tk. 1,000 or above.

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

(c) Cases of serious loss of mails in transit otherwise than by highway robbery ;

(d) Attacks on offices by dacoits ;

(e) Cases of house-breaking in offices where the loss of public money or Government property exceeds Tk. 1,000 irrespective of possible subsequent recoveries.

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

(f) Cases of loss of or damage to, or tempering with, insured articles of which the amount of compensation payable exceeds Tk. 1,000.

(g) Cases of loss of, or damage to, or tempering with, inland registered articles, which are of special interest or importance.

(h) Cases of fraud and of loss or misappropriation of public money where the amount involved exceeds Tk. 1,000 irrespective of subsequent or possible subsequent recoveries.

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

(j) The destruction of offices by fire, floods, etc. when the loss to Government exceeds Tk. 1,000 in value.

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

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

(m) Cases of interest under the Post Office Act.

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

Note.—When prosecution of a departmental employee is proposed to be undertaken, either through the Police or departmentally, a brief narrative of the case giving the name and designation of the officer, the nature and extent of the offence, the method followed by him and the sections of the law under which he is to be prosecuted should be intimated to the Director-General immediately, followed by further reports as the case develops until the case is finally settled. Monthly reports should be submitted in such cases, even if no notable progress is made since the submission of the previous report. The initial report should mention the steps taken to obtain the consent of the appropriate authority, where necessary, and in subsequent ones the progress of the case in the court.

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

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

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

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

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

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

(i) Name of office where loss or fraud occurred ;

(ii) Names and designations of the officials involved and the length of their service in the Department ;

(iii) (a) Amount of loss ;

(b) Recoveries made by the Department and the Court if any ;

(c) Adjustments of irrecoverable loss/date of write off ;

(iv) Whether the loss has been reported to Audit.

(v) Brief particulars showing also the *modus operandi* in the case ;

(vi) Date of detection of the case ;

(vii) (a) Date of report to the police ;

(b) F.I.R. Number ;

(viii) Date of completion of police enquiries or of challan ;

ix) Date of prosecution sanction ;

(x) Particulars of the Court in which the officials were prosecuted and the sections of the law under which prosecuted ;

(xi) Date of judgement and decision of the Court including appellate decision ;

(xii) Whether the claim/compensation due has been settled ;

(xiii) Result of departmental action ;

(xiv) Whether previous work of the accused has been verified, if so, dates and results of the verification should be indicated ;

(xv) Explanation of delays at any stage in the investigation or prosecution of the case, if any ;

(xvi) Date of suspension of the officials involved in the case and the dates of reinstatements, if any, with reasons therefore ;

(xvii) Previous case marks of the Circle Office or Directorate-General if any ;

(xviii) Particulars of reference to the Audit Office ;

(xix) Copy of the Police Report ;

(xx) Copy of Judgement ;

(xxi) Any other documents, evidence that may be available and necessary to make the case clear ;

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

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

(a) No. of Article ;

(b) Office of posting ;

(c) Date of posting ;

(d) Office of destination ;

(e) Names and addresses of the sender and addressee ;

(f) Contents of the article and details of the articles abstracted or damaged ;

(g) Office or offices of transit including R. M. S. Sections and mail offices with the numbers of Sets ;

(h) In case the article has been wrongly delivered to a person other than the addressee, his name and address.

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

(a) Number of M.O. ;

(b) Date of issue ;

(c) Office of booking and its Account and Head Office ;

(d) Office of payment with its account and H.O. ;

(e) Name and address of the remitter ;

(f) Name and address of the payee ;

(g) Name and address of the person other than the payee or remitter to whom the M.O. has been paid, if any.

(5) In cases relating to Savings Banks and Cash Certificates the following information should be furnished :—

(a) No. of cash certificate or the S. B. Account ;

(b) Name of the depositor or the purchaser of Cash Certificate ;

(c) Office where the S. B. Account stands open or the Cash Certificate registered along with the name of its account and Head Office.

(6) (i) In cases of high way robbery the following information may be included in the final report to the head of the Circle :—

(a) the date and time of the robbery ;

(b) the name of the mail line on which the robbery was committed ;

(c) a description of the locality, *i.e.*, the distances from the nearest stages and post offices on either side, and also from the

terminal offices of the line, the nearest Police Station and Village ;

(*d*) the name of the district or acceding State (as the case may be) in which the robbery was committed ;

(*e*) the nature of the injuries (if any) received by the mail carriers ; and their names ;

(*f*) a statement in the form below giving particulars of the bags and their contents actually carried off by the robbers :—

Description of bag.	Office of despatch	Office of destination.	Contents of each bag to be entered against item in column (1)					REMARKS
			Number of registered articles of the letter mail (excluding service registered articles).	Number of articles of the parcel mail.	Value of each insured letter or parcel.	Cash and postage stamps.	Postage on unpaid articles requiring adjustment.	(Here should be mentioned the value of any uninsured articles, so far as can be ascertained.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

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

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

Note.—Copies of reports will be furnished by the Heads of Circles to the Accountant General Posts, Telegraphs and Telephones, concerned in the following cases :—

(a) where any reflection is made on the Audit Office ;

(b) where any breach of, or defect in, the account rules of any branch of the Post Office is brought to notice ;

(c) where any novel feature appears ;

(d) where the amount of the loss or fraud exceeds Tk. 250 and in such other cases and at such times as may be prescribed in the *Posts and Telegraphs Initial Account Code*, Volume I (General Account Code), in this behalf.

175. Examination of records.—(1) In all cases relating to the misappropriation of the amount of M.Os. fraudulent transactions relating to Savings Bank, Cash Certificates or Payment of Postal Orders the relevant records and documents should be very carefully scrutinised to see where the fraud was actually committed and at what stage the laxity in supervision or the omission of a prescribed check facilitated its commission. It should also be decided in the early stage of the enquiry whether the paid M.O. or Postal Order, the Warrants of Payment or Discharged Certificates or telegraphic advice should be obtained from the A. O. or Telegraph Check Office.

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

(i) Telegraphic advice in check offices in cases where payment is traceable	5 months.
(ii) In cases where payment is not traceable. Discharged Saving's Certificates in Audit Office ...	till settlement of the case 8 years.
warrant of payment	3 years.
Paid in land Money order and Bangladesh Postal Order.	18 months
Paid Foreign Money order	3 years.

Paid Money Orders and Bangladesh Postal Orders may be requisitioned from Audit Office by Inspectors and Selection Grade Postmasters and sub-postmasters, discharged Savings Certificates, and Warrants of payments by Superintendents and Postmasters and telegraphic advices by P. Ms. G.

Note.—See also Rules 220 to 222.

176. Statements etc. of loss and fraud cases.—(1) A statement of pending investigation cases should be maintained in each Divisional and Circle office. This statement along with the relevant case should be put up every month in the case of Circle Office and every fortnight in the case of a Divisional Office when the Asstt. Postmaster-General/Assistant Director or the Superintendent of Post Offices/R.M.S. or first Class Postmaster, as the case may be, should review the cases and record his remarks in the summary sheet in his own hand.

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

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

176/1. Summary Sheet.—(1) A Summary Sheet in form M-90 should be kept with each loss and Fraud case in the units, circle offices and the Directorate General.

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

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

(4) *Fortnightly and Monthly Review of Loss and Fraud Cases.*—The Head of Unit (Superintendent or Postmaster) should carry out written review of all pending loss and fraud cases every fortnight. They are personally responsible for feeding the circle office with all informations about the cases. In the circle office, the Assistant Postmaster General or Assistant Director dealing with Loss and Fraud cases should carry out monthly review of all pending cases. He should choose 5 to 10 cases per day and record his review on the noting portion of the file itself, maintains a calendar in which the dates on which each case has been reviewed be recorded. The calendar will help him to watch the progress of the review and will also prevent any case from being lost sight of. This review, by the Assistant Postmaster General is of great importance. It will cover the progress of police enquiries in cases in which those enquiries are under way, progress of judicial proceedings in law courts, progress of departmental enquiries and subsequent disciplinary proceedings, recovery of losses from the officials involved or from their sureties, precautions regarding immovable properties of the accused, returns to the Audit and the Directorate General etc. If this review is carried out properly, the case will come to be dealt with on the right lines from the very beginning ; and, there will be no fear of any important aspect being neglected. In all cases in which more than Tk. 2,000 are involved the Assistant Postmaster General should submit his monthly review to the Deputy Postmaster General, who should also record on the file the result of his own findings on that review. In cases where the loss is more than Tk. 5,000 the Deputy Postmaster General should submit the Assistant Postmaster General's review with his own comments to the Head of the Circle.

176/2. Register of losses and its index.—A register of losses M. 59 (Part II) should be maintained by the Superintendent and all cases of

theft, loss, fraud or tampering, other than those due to highway robberies, connected with money, valuables or articles passing through the post, should be recorded in it as soon as they are established.

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

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

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

CASES OF HIGHWAY ROBBERY

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

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

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

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

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

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

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

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

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

185. Articles subsequently recovered.—Articles subsequently recovered will be made over by the police under receipt to the post office, and should be dealt with in the manner explained in the preceding rule.

186. Disposal of recovered articles. The recovered articles when made over to the office, should be disposed of in the usual course without delay. Damaged or torn articles should be repaired or placed in protecting envelopes or bags before they are despatched, a note stating the cause of damage being written on each article.

187. District authorities to be informed.—During the progress of the enquiry the Superintendent should inform the Magistrate and the police of any important circumstances which may come to light in connection with the robbery. He should, if possible, also place himself in communication with the senders of the articles of value which were stolen, informing them of the loss and requesting them to supply him with any particulars necessary to complete the investigation.

188. Postmaster-General to be referred to for orders.—The Superintendent should, when in doubt or difficulty, consult the Postmaster-General, and ask him by telegraph, if necessary, for advice and orders. As soon as possible, he should acquaint the Postmaster-General with the extent of the robbery, that is, the number and value of the articles stolen. He should also enumerate the articles that have been recovered and state how they have been disposed of.

189.—*Deleted.*

190. Documentary evidence to accompany report.—The final report of the the Superintendent should be accompanied by all the documentary evidence which may be useful and available, *e. g.*, depositions of witnesses, departmental documents (such as mail lists, registered and parcels lists, etc.), bags with their labels, cord, and seals, etc. If the case cannot for any reason be brought before a Court, the Superintendent should apply for a copy of the final report of police and attach it to his own report. If the case is taken into court a copy of the judgment should be submitted as soon as the trial is completed.

CASES OF THEFT OR LOSS

N. B.—(1) In the rules under this section, the duties assigned to the postmaster or head sorter as the case may be, must be performed by him personally. The term "postmaster" includes sub-postmaster and the term "head sorter" includes mail agents and mail guards.

(2) Where it is stated in the rules that an article, cover, etc., should be weighed by a section, it should be understood that this is to be done at the next hub and not when the mail is in motion.

191. Negligence resulting in loss to be punished.—The investigation of cases of theft or loss, or of tampering with registered articles of the letter mail and parcel mail articles, etc., in transit through the post will be facilitated or hindered accordingly as that the work assigned to each official is carefully and accurately performed or not. For instance, unless due care is invariably taken when depositing mails to fasten the bags securely and to obtain distinct impressions of the seals, and when receiving mail to examine the condition of each bag so as to detect from the appearance of the seal and fastenings, any signs of its having been tampered with it may be difficult, should any loss be subsequently discovered, to trace the offending article, or fix the blame on the office or individual in fault. Officials who by their carelessness or neglect of rules, have impeded or frustrated the prosecution of the enquiry should be severely dealt with, and, if necessary, held responsible

for the value of the missing articles, even though there be no suspicion against them of actual theft or complicity in the offence.

192. Transit bags bearing signs of damage or tampering.—(1) When a transit bag is received bearing signs of damage or tampering, the postmaster or head sorter, as the case may be, should open it without loss of time and carefully scrutinise the condition of each mail bag and parcel bag, loose account bag or branch office bag that may be contained in the transit bag and of the cords and seals of all such bags.

(2) If there is the least cause for suspicion in respect of any of the bags, the procedure prescribed in one or other the following rules as applicable to the particular class of bags concerned should be followed. If there is no cause for suspicion, the contents of the transit bag should be replaced in it, if it is intended for onward transmission, and it should be closed and sealed and forwarded to destination; or if it is intended to be opened in the office or section the contents should be made over in the usual course, to the departments concerned.

(3) If any of the contents of the mail bag are missing, the procedure laid down in rule 205 should be followed.

(4) A note should in every case be made in the error book in post office and in the daily reports in sortings and mail office. In the case of a transit bag intended for onward transmission, a note explaining why the bag was opened should be made on the mail list enclosed in the bag, on the original mail duplicate of the mail list (if any) to accompany the bag, and on the label of the bag.

Note.—In all cases in which a bag received for onward transmission is found torn, a fresh bag should be used to forward the contents to destination, a report explaining why it has been substituted for the original bag being written on the label and mail list (if any). This ruling applies not only to transit bags, but also to all other kinds of bags.

193. Mail bags bearing signs of damage or tampering.—When a mail bag is received bearing signs of damage or tampering, the postmaster or head sorter, as the case may be, should open it without loss of time and carefully scrutinise the condition of the registered bag and any insured bag, cash bag, account bag or branch office bag that may be enclosed in the mail bag; and of the cords, seals and fastenings of all such bags. He should also scrutinise the condition of the parcel mail articles, if any, and check them with the parcel list.

(2) If there is the least cause for suspicion in respect of any of the bags or articles, the procedure laid down in one or other of the following rules as applicable to the particular class of bag or article concerned should be followed. If there is no cause for suspicion, the contents of the mail bag should be replaced in it, if it is intended for onward transmission, and it should be closed and sealed and forwarded to destination; or if it is intended to be opened in the office or section, the contents should be made over, in the usual course, to the different departments.

(3) If any of the contents of the mail bag are missing, the procedure laid down in rule 205 should be followed.

(4) A note should in every case be made in the error book or daily report. In the case of a mail bag intended for onward transmission, a note explaining why the bag was opened should be made on the mail list (if any) to accompany the bag and on the label of the bag; and if the mail bag was taken from a transit bag, it should be replaced in the transit bag which should then be closed, sealed and despatched in the manner described in the preceding rule.

194. Parcel bags bearing signs of damage or tampering.—(1) When a parcel bag is received bearing signs of damage or tampering, the postmaster or head sorter, as the case may be, should open it without loss of time and carefully scrutinise the condition of each parcel mail article and check the articles with the parcel list. He should also scrutinise the condition of the insured bag, if any, contained in the parcel bag and of the cord and seals of the insured bag.

(2) If there is the least cause for suspicion, the procedure prescribed in rule 199 or 202, as the case may require, should be followed. If there is no cause for suspicion, the contents of parcel bag should be replaced in it, if it is intended for onward transmission, and it should be closed and sealed and forwarded to destination; or if it is intended to be opened in the office or station, the contents should be disposed of in the usual course.

(3) If any of the contents of a parcel bag are missing, the procedure laid down in rule 206 should be followed.

(4) A note should, in every case, be made in the error book or daily report. In the case of a parcel bag intended for onward transmission, a note explaining why the bag was opened should be made on the mail list to accompany the bag and on the label of the bag; and if the parcel bag was taken from a transit bag, it should be replaced in the transit bag which should be closed, sealed and despatched in the manner described in rule 192.

195. Account bags bearing signs of damage or tampering.—(1) When an account bag is received bearing signs of damage or tampering, it should be opened by the postmaster or head sorter without loss of time. The contents of the bag should be examined, counted and checked by him with the s.o. slip or daily account (as the case may be) in his presence of witnesses; and the procedure laid down below should be followed :—

(a) If the bag is intended for onward transmission, the contents should, if no cash is missing, be contained in the bag which should be closed and sealed with the insurance seal or, where this seal is not available, with the case seal, and forwarded to destination, a remark explaining why it was opened being written on its label and on the mail list in which it is entered, if it is detached from a transit bag; but if there is any discrepancy other than in cash, a remark recording it should first be written on the s.o. slip or daily account under the postmaster's or head sorter's signature. If any cash is missing, the bag and its cord and seal should be preserved, the contents being forwarded to destination in another bag which

should be closed and sealed in the manner described above, a remark explaining why it has been substituted for the original bag being written on the label, the mail list (if any) and the b. o. slip or daily account. If the account bag is taken from a transit bag or mail bag, it should be replaced in the transit bag or mail bag which should be despatched under the procedure described in rule 192 or 193, as the case may be. A report should, if there is any discrepancy, be made at once by the postmaster to his immediate superior or by the head sorter to the Superintendent.

(b) If the bag is intended to be opened in the office, the contents should be disposed of in the usual course. If there is no discrepancy. If there is a discrepancy, a remark regarding it should be written on the b. o. slip or daily account and a report should be made by the postmaster to his immediate superior the bag and its cord and seal being preserved, if any cash is missing.

(2) A note should, in every case, be made in the error book or daily report, whether there is any discrepancy or not.

(3) If a cash bag is enclosed in the account bag, the postmaster or head sorter should carefully scrutinise the condition of the cash bag and of its lock, seal and fastenings; and if there is the least cause for suspicion, the procedure laid down in rule 203 should be followed.

Note.—Whenever any cash is found short in an account bag, a report should be made by telegraph under the provisions of rule 144.

196. Branch office bags bearing signs of damage or tampering.—(1) When a branch office bag is received bearing signs of damage or tampering, it should be opened by the postmaster or head sorter without loss of time. The contents of the bag should be examined, counted and checked by him with the b. o. daily account or b. o. slip (as the case may be) in the presence of witness; and the procedure laid down below should be followed:—

(a) If the bag is intended for onward transmission, the contents should, if no cash or registered (including insured) article of the letter or parcel mail is missing, be replaced in the bag, which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal, and forwarded to destination, a remark explaining why it was opened being written on its label and on the mail list (if any) which accompanies it; but if there is any minor discrepancy a remark regarding it should first be written on the b. o. daily account, or b. o. slip under the postmaster's or head sorter's signature. If any cash or registered (including insured) article of the letter or parcel mail is missing, the bag and its cord and seal should be preserved, the contents being forwarded to destination in another bag which should be closed and sealed in the manner described above, a remark explaining why it has been substituted for the original bag being written on the label the mail list (if any), and the b. o. daily account or b. o. slip

If the branch office bag was taken from a transit bag or a mail bag it should be replaced in the transit bag or mail bag which should be despatched under the procedure described in rule 192 or 193, as the case may be. A report should, if there is any discrepancy, be made at once by the postmaster to his immediate superior or by the head sorter to the Superintendent.

(b) If the bag is intended to be opened in the office, the contents should be disposed of in the usual course, if there is no discrepancy. If there is any discrepancy, a remark regarding it should be written on the b. o. daily account and a report should be made by the postmaster to his immediate superior, the bag and its cord and seal being preserved if any cash or Registered (including insured) article of the letter or parcel mail is missing.

(2) A note should in every case be made in the error book or daily report whether there is any discrepancy or not.

(3) If a cash bag is enclosed in the branch office bag, the postmaster or head sorter should carefully scrutinise the condition of the cash bag and of its lock, seal and fastenings; and if there is the least cause for suspicion, the procedure laid down in rule 203 should be followed.

(4) If the condition of any registered (including insured) article of the letter or parcel mail enclosed in a branch office bag opened under this rule gives rise to the least suspicion, the procedure laid down in rules 197, 199, 200 or 202, as the case may be, will in a general way, guide the postmaster or head sorter in dealing with the case, and should be followed so far as it applies in any case.

(5) If any unregistered parcel is missing from a b. o. bag or if its condition gives rise to suspicion, the procedure laid down in rule 206 should be followed.

NOTE.—The Note to the preceding rule applies also to cases in which cash is found short in a branch office bag.

197. Uninsured registered articles of the letter mail bearing signs of damage or tampering.—(1) When a registered bag is received bearing signs of damage or tampering, it should be opened by the postmaster or head sorter without loss of time, and the procedure laid down below should be followed :—

(a) If the registered bag is intended for onward transmission, the registered articles should be carefully scrutinised and checked with the entries in the registered list. If there is no cause for suspicion, the articles should be replaced in the bag, which should be closed, sealed and forwarded to destination, a remark being written on the registered list, explaining why the bag was opened. If the condition of any article gives rise to the least suspicion, it should be weighed (*in rates or eighths of a tola*), the weight being noted on the article and the registered list in which it is entered. A report should at once be made

by the postmaster to his immediate superior or by the head sorter to the Superintendent and the article should, before it is replaced in the bag, be enclosed in a protection cover addressed to the office of destination on which a note regarding the condition, etc., in which the article was found should be written, and which should be closed and sealed with the insurance seal or where this seal is not available, with the date seal. The registered bag should be forwarded to destination enclosed in the mail bag from which it was taken, the mail bag being despatched in the manner described in rule 193.

(b) If the registered bag is intended to be opened, the registered articles should be carefully scrutinised and checked with the entries in the registered list. If there is no cause for suspicion, the articles should be made over in the usual course, to the registration clerk or sorter for disposal. If the condition of any registered article received for delivery or in sorting gives rise to the least suspicion, the article should be weighed (*in ounces or eighths of a tola*) and the weight, the condition in which the article was found, and such other remark as may be called for, should be noted on the article and list, and if the article is intended for delivery, also on the receipt. Immediate notice should be given to the despatching office or, if the despatching office is a R. M. S. section, to its record office; a report should be sent by the postmaster to his immediate superior or by the head sorter to the Superintendent and the bag with its cord and seal should be preserved. If the article was received in sorting, it should be forwarded in a protecting cover addressed to the office of destination, on which a copy of the remarks regarding the weight, condition, etc, of the articles should be written, and which should be closed and sealed in the manner described above. If the article is intended for delivery, the addressee should be served at once with a notice in the prescribed form (R. P. 63) and the article should be locked up by the postmaster pending the arrival of the addressee. The receipt should be signed by the addressee or his authorized agent before the article is delivered or opened. If any of the contents appear to have been abstracted an inventory of the contents, as received, should be made and signed by the addressee or his authorized agent and the postmaster. The postmaster should obtain the packing materials and covering of the damaged article and send them with the inventory to his immediate superior with a full report on the case.

NOTE.—The Postmaster's personal duties prescribed in para (1) (b) above, may under the order of the head of the Circle be performed by Deputy postmaster, Assistant Postmaster or Head Clerk in the case of 1st class Head Offices and by Deputy or Assistant Postmaster in the case of 2nd class Head Offices.

(2) In every case a note should be made in the error book or daily report.

(3) If a registered bundle is enclosed in the registered bag the postmaster or head sorter should carefully scrutinise the condition, the bundle

and its seal and, if there is the least cause for suspicion, the procedure laid down in rule 198 should be followed.

Note 1—In the case of first class head office, the postmaster of the office itself should be regarded as the immediate superior for the purpose of the preliminary investigation and should take the same action on reports received from the Departments concerned of his office, as a Superintendent is required to take on similar reports received from offices subordinate to him. No report should be made by a first class Postmaster to the Postmaster General unless the enquiry shows or it is alleged that the contents of the articles have been damaged or tampered with.

Note 2—If any of the contents of a registered bag are missing, the procedure laid down in rule 206, should be followed.

Note 3—The attendance at the post office of the addressee cannot be enforced in order that a suspicious article may be opened in his presence. If the attendance of the addressee cannot be procured within seven days from the date of the notice (Form R.P. 63), the article should be treated as unclaimed and returned to the sender.

Note 4—In cases where the addressee resides near a "no delivery" office, a paragraph in the following terms should be added to the notice issued to him in form R. P. 63 :—

"If you so desire, the article will be forwarded the (name) 'no-delivery' post office where you or your agent can attend for the purpose mentioned above"

198 Registered bundles bearing signs of damage or tampering. (1) When a registered bundle is received bearing signs of damage or tampering, it should be opened by the postmaster or head sorter without loss of time and the procedure prescribed below should be followed by him :—

(a) If the registered bundle is intended for onward transmission, the registered articles enclosed in it should be carefully scrutinised and checked with the entries in the registered list enclosed in the bundle. If there is no cause for suspicion the articles should be enclosed in a fresh registered bundle, which should be closed, sealed and forwarded to destination, a remark being written in the registered list in which the registered bundle is advised and also on the cover of the registered bundle explaining why the original registered bundle was opened. If the condition of any registered article received in a registered bundle gives rise to the least suspicion, it should be weighed (*in notes or rupees of a tola*), the weight being noted on the article and in the registered list in which it is entered. A report should be made at once by the postmaster to his immediate superior or by the head sorter to the Superintendent ; and the article should, before it is replaced in a fresh registered bundle be enclosed in a protecting cover addressed to the office of destination, on which a note regarding the condition, etc., in which the article was found should be written and which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal. The registered bundle in which the article is again enclosed should be replaced in the registered bag from which it was taken.

(b) If the registered bundle is intended to be opened, the procedure laid down in paragraph (1) (b) of the preceding rule should be followed in so far as it applies to articles intended for delivery, the cover of the registered bundle with its seal being also preserved.

(2) In every case a note should be made in the error book or daily report.

Note 1.—In cases of tampering, the original cover of a registered bundle opened should be kept in the postmaster's personal custody until the enquiries in the case have been completed. In the R. M. S., it should be attached to the head sorter's daily report and similarly preserved by the Superintendent.

Note 2.—See the Notes below the preceding rule.

193. Uninsured registered parcels bearing signs of damage or tampering.—(1) When an uninsured registered parcel is received bearing signs of damage or tampering, a report should at once be made by the postmaster to his immediate superior or by the head sorter to the Superintendent and the parcel should be dealt with in the following manner :—

(a) If it is taken from a parcel bag or mail bag not addressed to the office or section, it should (except in sections) be weighed and the weight in tolas should be entered on the parcel and in the last column of the parcel list in which it is invoiced. The parcel should be forwarded enclosed in a protecting bag addressed to the office of destination on the label of which a note regarding the condition, etc., of the parcel should be written and which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal. A note should also be recorded against the entry of the parcel in the parcel list to the effect that it has been enclosed in a protecting bag. The protecting bag should be forwarded to destination inside the parcel bag or mail bag which should be despatched in the manner described in rule 193 or 194 as the case may be.

(b) If the parcel is received in a parcel bag or mail bag addressed to the office or section, the ascertained weight (except in sections), the condition in which it was found and such other remarks as may be called for should be noted on the parcel, in the Parcel list with which it was received and if the parcel is for delivery, also on its receipt. The bag from which the parcel was taken with its cord and seal should be preserved and immediate notice should be given to the despatching office or, if the despatching office is a section, to its record office. If the parcel is for onward transmission it should be forwarded to destination in the manner described in the preceding clause. If it is for delivery, the addressee should be served with a notice and the further action prescribed in rule 197 in connection with the delivery of damage registered articles of the letter mail, should be taken. Damaged uninsured parcels (which are not addressed to the *Poste Restante*) may be detained in the office of delivery for a period of seven days only.

(2) In every case, a note should be made in the error book or daily report.

Note 1.—In the case of parcels received in a wicker basket, the basket should be preserved only if it is obvious that it was forced open, or if it is damaged to such an extent as to admit of any of its contents being abstracted ; in such cases the basket should be marked for future identification.

Note 2.—*See* Notes 1, 3 and 4 below rule 197.

206. Insured envelopes and insured letters bearing signs of damage or tampering.—(1) If an insured envelope is received bearing signs of damage or tampering, or without its weight having been recorded by the office of posting or if its weight differs from that noted on the envelope so as to give rise to suspicion of having been tampered with, it will be made over to the postmaster or head sorter, who should himself weigh it, open it and take out the contents in the presence of witnesses, the ascertained weight (*in rates*), being noted on the envelope. The insured letter enclosed in the envelope should then be carefully scrutinised and weighed in the presence of witnesses. In all cases in which there is the least cause for suspicion in regard to an insured letter or in which the weight differs from that entered on the letter by the office of posting, an immediate report should be made as required by rule 146 and the procedure laid down below should be followed :—

(a) If the insured letter is taken from a bag not addressed to the office or section, it should be forwarded enclosed in a fresh insured envelope (or, in the R. M. S., in a protecting envelope) on which should be written a note regarding the condition, weight, etc., of the insured letter and the envelope in which it was received, supplemented, in the case of protecting envelopes by the No. and the office of posting of the letter. A copy of this note should be sent by the postmaster to his immediate superior or by the head sorter to the Superintendent with a full report on the case, the envelope in which the insured letter was received being preserved. The fresh insured or protecting envelope should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal, and placed in the registered bag which should be despatched in the manner described in rule 197.

(b) If the insured letter is taken from a bag addressed to the office or section, the procedure described in the preceding clause should, if the envelope was received in sealing, be followed with the addition that a copy of the note referred to should be written on the registered list with which it was received and is despatched. If the insured letter is intended for delivery, the addressee should be served at once with a notice in the prescribed form (R. P.-63) and, pending the arrival of the addressee, the letter should be preserved in a fresh cover in the manner prescribed in the preceding clause and kept under lock and key in the postmaster's personal custody. The envelope from which the letter was taken and all bags in which the envelope was enclosed with their cord and seals should be preserved. If, on opening the insured letter, the addressee finds the contents to be correct, the letter should be delivered to him on his signing the receipt and acknowledgment; but if he states that the contents are not correct, the postmaster should prepare a complete inventory of the articles contained in the letter, the total weight (*in rates*) of all the articles and the weight (*in rates*) of the cover of the letter being separately noted in the inventory. The inventory should be prepared in duplicate and in the addressee's presence. Both copies should be

signed by the addressee and the postmaster. One copy should be attached to the unsigned acknowledgment and forwarded to the postmaster of the office of posting, with full particulars of the occurrence for communication to the sender; the other copy being sent by first mail with a full report on the case by the postmaster to his immediate superior.

NOTE.—If the addressee does not wish to open the letter himself, he requests the postmaster to do so in his presence, the request should be complied with.

(2) If the condition of the insured letter gives rise to no suspicion the insured envelope containing it should, if intended for onward transmission, be forwarded enclosed in a fresh insured envelope or in a protecting envelope, as the case may require, on which a note should be written explaining why the original envelope was opened and which should be closed and sealed in the manner described in clause (a) of the preceding paragraph. In the case of protecting envelopes, the note should be supplemented by information as to the No., date, office of posting and weight of the letter. If the letter is intended for delivery, the insured envelope and letter should be made over in the usual course to the registration clerk.

(3) A note should, in every case, be made in the error book or daily report.

NOTE.—See Notes 1, 3 and 4 below rule 197.

201. Insured bundles bearing signs of damage or tampering.—(1) If an insured bundle is received bearing signs of damage or tampering, or without its weight having been recorded by the officer of posting, or if its weight differs from that noted on it so as to give rise to suspicion of having been tampered with, it will be made over to the postmaster or head sorter who should himself weigh it, open it and take out the contents in the presence of witnesses, the ascertained weight (*in rupees or eighths of a tola*) being noted on the envelope or label. Each insured letter contained in the bundle should then be carefully scrutinised and weighed in the presence of witnesses. In all cases in which there is the least cause for suspicion in regard to an insured letter or in which the weight of an insured letter differs from that entered on it by the office of posting, an immediate report should be made as required by rule 144 and the procedure laid down below should be followed :—

(a) If the insured bundle is taken from a registered bag not addressed to the office or section, the letter which gives rise to suspicion should be enclosed by the postmaster in an insured envelope or by the head sorter in a protecting envelope addressed to the office of destination on which should be written a note regarding the condition, weight, etc., of the insured letter and of the bundle in which it was received (supplemented in the case of the R. M. S. by the No. and office of posting of the letter) and which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal. A copy of this note should be sent by the postmaster to his immediate superior or by the head sorter to the Superintendent with a full report on the case, the envelope

in which the original bundle was received, or if it was received in a bag, the bag with its cord and seals being preserved. The insured letter enclosed in the insured or protecting envelope, with the other letters contained in the original bundle and the registered list in which the letters were invoiced should then be placed in a fresh insured bundle or, in the R. M. S., in a protecting bag which should be closed and sealed, a remark being written on the registered list in which the insured bundle is advised and also on the envelope or the label of the bag explaining why the original bundle was opened. The fresh insured bundle or protecting bag should be replaced in the registered bag from which the original bundle was taken and the letter bag should then be despatched in the manner described in rule 197.

(b) If the insured bundle is taken from a registered bag addressed to the office or section and is intended for onward transmission, the procedure described in the preceding clause should be followed with the addition that a copy of the note referred to should be written on the registered list with which it was received and is despatched. If the insured bundle is addressed to the office and contains any insured letter the condition of which gives rise to suspicion, action should be taken as prescribed in rule 200 (1) (b).

(2) If the condition of the insured letters gives rise to no suspicion, the insured bundle should, if intended for onward transmission, be forwarded enclosed in a fresh insured bundle or protecting bag in the manner described in the preceding paragraph, a note being written on the fresh envelope or on the label of the bag explaining why the original bundle was opened. If the bundle is intended to be opened by the office it should be made over in the usual course to the registration clerk.

(3) A note should in every case be made in the error book or daily report.

NOTE.—See Notes 1, 3 and 4 below rule 197.

201. Insured bags and insured parcels bearing signs of damage or tampering.—(1) If an insured bag is received bearing signs of damage or tampering, or if its weight differs from that noted on the insured label so as to give rise to suspicion of having been tampered with, it will be made over to the postmaster or head sorter who should himself weigh it, open it, and take out the contents, in the presence of witnesses, the ascertained weight (*in vide*) being noted on the insured label. Each insured parcel contained in the bag should be carefully scrutinised and weighed in the presence of witnesses. In all cases in which there is the least cause for suspicion in regard to an insured parcel, or in which the weight of an insured parcel differs from that noted on the No. Slip pasted to it by the office of posting, an immediate report should be made as required by rule 144 and the procedure laid down below should be followed :—

(a) If the insured bag is intended for onward transmission, the parcel which gives rise to suspicion should be enclosed in

a protecting bag addressed to the office of destination, on the label of which a note regarding the condition, weight, etc., of the parcel and the insured bag in which it was received should be written, and which should be closed and sealed with the insured seal, or, where this seal is not available, with the date seal. A note should also be recorded against the entry of the insured parcel in the parcel list in which it is invoiced to the effect that the article has been enclosed in protecting bag. The insured parcel in its protecting bag should then be placed with the other insured parcels (if any) in a fresh insured bag which should be closed and sealed in the manner prescribed for closing and sealing insured bags, a remark being written on the label explaining why a fresh bag has been used, and which should be forwarded to destination inside the mail or parcel bag from which the insured bag was originally taken, the mail or parcel bag being despatched in the manner described in rule 193 or 194 as the case may be. A copy of the note written on the label of the protecting bag should be sent, with a full report on the case, by the postmaster to his immediate superior or by the head sorter to the Superintendent, the insured bag from which the parcel was taken with its cord and seals being preserved.

(b) If the insured bag is intended to be opened by office or section and contains sorting insured parcels, the parcel which gives rise to suspicion should be forwarded to destination enclosed in a protecting bag which should be closed sealed and labelled in the manner described in clause (a) above. A copy of the note on the label of the protecting bags should be written on the parcel list with which the article was received and is despatched; and a copy should be sent by the postmaster to his immediate superior or by the head sorter to the Superintendent with a full report on the case, the insured bag from which the parcel was taken with its cord and seals being preserved.

NOTE.—In the R. M. S., the instructions in the preceding clause about weighing the parcel and recording its weight apply to mail offices and not to sections.

(c) If the insured bag is intended to be opened by the office and contains insured parcels for delivery, the addressee of the parcel which gives rise to suspicion should be served with a notice in the prescribed form (R. P.-63) and pending the addressee's arrival, the parcel should be kept under lock and key in the postmaster's personal custody. The insured bag from which the parcel was taken with its cord and seals, and all the bags in which the insured bag was enclosed with their cord and seals should be preserved. If, on opening the parcel, the addressee finds the contents to be correct, the parcel should be delivered to him on his signing the receipt and acknowledgment; but if he states that the contents are not correct, the postmaster should prepare a complete inventory of the articles contained in the parcel, and weigh the covering of the parcel and the articles contained in it separately, the total weight of all the articles and the weight of the covering being

separately noted in the inventory. The inventory should be prepared in duplicate and in the addressee's presence. Both copies should be signed by the addressee and by the postmaster. One copy should be attached to the unsigned acknowledgment and forwarded to the postmaster of the office of posting with full particulars of the occurrence, for communication to the sender, the other copy being sent by first mail with a full report on the case by the postmaster to his immediate superior.

(2) If the condition of the insured parcels gives rise to no suspicion, they should, if the insured bag is intended for onward transmission, be replaced in the insured bag which should be closed and sealed, a remark being written on the label explaining why the bag was opened, and then forwarded to destination, in the manner described in clause (a) above, and if the bag is intended to be opened in the office or section, it should be made over, with its contents, in the usual course, to the parcel clerk or sorter, as the case may be.

(3) A note should, in every case, be made in the error book or daily report.

203. Cash bags bearing signs of damage or tampering.—If a cash bags is found to bear signs of damage or tampering, the following procedure should be followed :—

(a) If it is intended for onward transmission, it should (except in section) be weighed and the ascertained weight (*in solar*) should be noted on the s. o. slip, daily account, b. o. slip, or registered list, as the case may be. It should then be enclosed in a protecting bag addressed to the office of destination, on the label of which a note regarding the conditions etc., of the cash bag should be written and which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal. The protecting bag should be forwarded to destination inside the account, branch office, or mail bag from which the cash bag was taken, the account, branch office, or mail bag being despatched in the manner described in rule 193, 195, or 196, as the case may be. A report on the case should be sent at once by the postmaster to his immediate superior or by the head sorter to the Superintendent.

(b) If it is intended to be opened, it should be weighed (*in solar*) and opened and the contents should be counted by the postmaster in the presence of witnesses. If any of the contents of the bag are missing, a report by telegraph should be made as required by rule 144, and the bag, lock, cord and seal, together with all the bags in which it was enclosed with their cord and seal, should be preserved. A full report on the case should be sent at once by the postmaster to his immediate superior.

204. Enquiries to be made by Superintendent in cases of abstraction of the contents of articles.—If an article which has been tampered

with it, on delivery, found to have had any portion of its contents abstracted, the Superintendent, on receiving intimation, should at once obtain from the addressee and the sender, direct or, where necessary, through the postal officer concerned, full particulars regarding the contents and value of the article. A careful examination should be made of the article as well as the bags in which it was received and their cord and seals; and strict enquiries should be instituted in the offices and sections through which the article passed. The assistance of the Magistrate and police should be obtained where required. If it is thought necessary to search the house of a suspected official, care should be taken that the procedure required by law is strictly adhered to.

205. Steps to be taken if any of the contents of a transit or mail bag are missing.—(1) If on opening a transit or mail received, whether addressed to the office or section or not, any bag which should be contained in it is found missing, an immediate report should be made as required by rule 144. If any registered (including inward) article of the letter mail or any registered (including inward) or unregistered article of the parcel mail is found short in a mail bag, the procedure laid down in the next rule should be followed.

(2) The bag with its cord and seal, should be preserved in the custody of the postmaster or head sorter, if it is not addressed to the office or section, another bag should be sent to forward the contents to destination, a remark explaining why it has been substituted for the original bag being written on the label and the mail list (if any).

(3) A note should be made in the error book or daily report.

206. Short receipt of registered articles of all kinds.—(1) If a registered article of any kind, invoiced in a registered list or parcel list, is not received, the postmaster or head sorter should at once take possession of the bag or cover in which the article should have been enclosed with its label, seal or seals and cord, the list and the other articles (if any) entered in the list, all of which he should carefully examine, noting any discrepancies and making such remarks as may be necessary on the list. If the missing article is an insured parcel, the postmaster or head sorter should compare the aggregate weight of the insured parcels actually received and the weight of the insured bag and its seals, cord and label with the weight marked on the label. If the weight agrees, it will tend to show that the insured parcel supposed to be missing was not placed in the bag, but entered by a clerical error in the list, or that it was missent to some other office or section, or left behind by mistake in the office or section which made up the bag. If a registered article which should have been received enclosed in a registered bundle is missing, the matter should be reported at once to the postmaster, who will immediately take possession of the registered bundle and the bag in which it was enclosed with its labels, seal or seals and cord, and carefully examine the condition of the registered bundle to see whether there is any reason to suspect that it has been tampered with.

NOTE.—In the R. M. S. the correction about weighing insured articles is made in office and not in sections.

(2) The bag or the registered bundle in which the missing article should have been received, with its label, cord and seal or seals, and all the other bags (if any) in which that bag or bundle was enclosed with their cord and seals, should be preserved. If the bags or bundle which are to be preserved were not addressed to the office or section their contents should be forward to destination enclosed in other bags or bundles, which should be closed and sealed with the insurance seal or, where this seal is not available, with the date seal, a note being made on the label of each bag or on the bundle and mail list (if any), explaining why the bag or bundle has been substituted for the original bag or bundle.

(3) The postmaster or head sorter should immediately report the loss as required by rule 144. He should make a thorough search for the missing article in the office or mail van; and if it cannot be found take down the names of all present (including postmen, porters, van men, porters, etc.), noting the share which each had in the work of receiving, opening and handling the mail with which the missing article should have been received. If necessary, he should prevent any one from leaving the office or the platform at the terminal station, as the case may be, pending the arrival of the police, who should invariably be called for in all cases in which an insured article is received short. In other cases they may, if it is considered advisable, be summoned. The statements of all the officials present should be recorded in writing, and they should be required to sign the depositions, their signatures being witnessed by the postmaster or head sorter. If any of them objects to be searched the arrival of the police should be awaited. When the police arrive, none of the office establishment or set should be permitted to leave till such preliminary investigation, as may be considered necessary, has been completed. A full report of all the circumstances should then be made by the postmaster to his immediate superior or by the head sorter to the Superintendent.

NOTE.—In the case of short receipt of insured article, the officer concerned, before calling for the police, should satisfy himself that a prima facie case regarding its loss has been established after making telegraphic enquiries from the despatching office or section.

207. Enquiries to be made by Superintendent in cases of Loss.—(1) The Superintendent should lose no time in enquiring into the alleged loss. He should carefully examine the bags, cord and seals that have been preserved and, if necessary, require other Superintendents and officials in some form by making enquiries within their respective jurisdictions. He should, as soon as possible, obtain from the addressee and sender of the lost article, either direct or through the Superintendent of post offices concerned, full particulars regarding its contents and value, the circumstances under which it was posted and any other information that may be available. He should communicate this information when received to the police if the investigation has been placed in their hands, and also furnish them with such other evidence as may from time to time come to his knowledge, to enable them to prosecute the investigation.

(2) In important or difficult cases, the Superintendent should himself proceed to the office or to the headquarters of the set, as the case may

be, to which suspicion of the theft or loss attaches; and, if necessary, visit the offices or sections through which the article passed, in order to follow up the enquiry from office to office and section to section. In other cases, if the Superintendent is unable to be present, an inspector may be deputed to carry on the enquiry. The latter should keep the Superintendent informed of its progress.

208 to 213 } .. *Deleted.*

CASES OF FRAUD AND MISAPPROPRIATION

214. Fraud facilitated by lax supervision—Cases of fraud and misappropriation of Government money by postal official will seldom occur if the rules which define the responsibility of each official are strictly enforced, and if the balances of post offices are verified and the correctness of the accounts issued by the postmaster in accordance with the detailed instructions on the subject. When a system of fraud is carried on in a post office, it will generally be found that several members of the establishment have been acting in collusion, and that the postmaster has been lax in his supervision.

215. Check on credit of unpaid postage.—(1) When a supervising officer has reason to suspect that a post office under his control fails to afford credit for the full amount of postage due on articles received for delivery, he should apply tests to the honesty of the postmaster by taking note, whenever he has an opportunity, of the postage on articles despatched to the office, in the presence of witnesses, and securing, if necessary, the Co-operation of the officials. Such co-operation will be specially necessary in cases where the office to be tested receives unpaid inward articles of the letter mail from more than one office or from an office or section outside the Superintendent's jurisdiction because, for the test to be completed, notes of the postage due on all the despatches received on the same day by the office to be tested must be kept at all the despatching offices and sections, so that the aggregate postage due on all the despatches may be compared with the entry in the letter postage account or in the statio of unpaid postage issued and received direct, as the case may be.

(2) Similarly when there is reason to suspect that a post office takes excess credit for forward postage, the supervising officer should apply tests in the manner described in the preceding paragraph by taking note of the postage due on forward bundles made up by the office, and having the notes kept by the receiving offices and sections in respect of all the forward bundles made up by the post office on the same day, so as to secure a comparison between the aggregate postage thus accumulated and the entry in the deposit account.

(3) Supervising officers of the R. M. S. should, when requested to do so, fully co-operate with those of the Post Office in carrying out these tests.

(4) If a system of fraud in respect of postage is discovered to have existed for any length of time in an office, it will often be a proof that the supervising officer to whom that office is subordinate has neglected his duty.

216. Temporary misappropriation of money.—Fraud is sometimes committed by officials in respect of money received in the execution of their duties which is misappropriated for a time, the amount being afterwards made good and credited in the accounts. This is a very serious offence punishable as a criminal breach of trust, even though there may not have been any actual loss. If a postmaster or a supervising officer has any reason to suspect fraud of this nature, an immediate investigation should be made.

217. Deficiency in the cash or stamp balance.—If a supervising officer finds a deficiency in the cash or stamp balance of a post office or record office, the postmaster or treasurer or both in the case of post offices or the record clerk in the case of record offices should be called upon to produce the money or stamps. If the official or officials cannot do so and are unable to give satisfactory explanation, action should be taken as prescribed in the rules on the subject of criminal offences.

Note 1.—All extra departmental sub and branch postmasters, whether their offices are provided with iron safes or not, are required to make their own arrangements for the safe custody of cash and valuables at their own responsibility.

Note 2.—In the case of a sub or branch office in charge of an extra departmental agent, when a deficiency in the cash or stamp balance is noticed by a supervising officer, time should be given to the extra departmental agent to send for the cash, stamps, etc. and no charge of misappropriation or misdemeanour should be made against him unless unable to produce the full balance shown by the accounts within the time required for going to and coming back from the place where the cash is kept for safe custody. If any unreasonable delay occurs, the supervising officer should make local enquiries and if he has good reason to suspect dishonesty, he should proceed in accordance with the instructions given in the above rule.

218. *Deleted.*

219. *Deleted.*

220. Requisition for money orders and Bangladesh Postal orders on receipt of complaints and their preservation.—(1) When a complaint is made regarding the non-payment or wrong payment of a money order or Bangladesh postal order it should be decided as early as possible whether the money order or Bangladesh postal order is necessary for purposes of the enquiry. If the money order or Bangladesh postal order is needed, it should be obtained without delay from the Audit Office if it has reached that office and has not already been destroyed. The period of preservation of money orders and Bangladesh postal orders in the Audit Office is generally 18 month from the end of the month of issue in the case of paid inland money orders and Bangladesh postal orders and three years in the case of inward foreign money orders.

Note.—As an exception to the general rule, any money order of Bangladesh Postal order which has formed the subject of a notary is not destroyed, but on its return to the Audit Office, is recorded with the correspondence to which it relates and is preserved as long as the correspondence exists. When therefore, such a money order or Bangladesh Postal order is subsequently required for further reference, the letter

with which it was returned should always be quoted as otherwise it would not be possible to trace it, and when a reference is made to previous correspondence, the stereotyped reply that the money order and Bangladesh Postal orders, records of the month, have been destroyed in due course, must be given to a requisition for a money order or Bangladesh Postal order pertaining to a period for which the records have been destroyed.

(2) Inspectors and postmaster who are subordinate to Superintendents of post offices or first class postmasters should not send applications for the return of void money orders direct to the Audit Offices. When a void money order is required from an Audit Office for purpose of enquiry or reference by such a postmaster or Inspector the Superintendent or first class postmasters should be addressed, and if that officer is satisfied that the document is really wanted, he will request the Audit Office concerned to send it to himself, or to the postmaster or Inspector direct, as may appear to be expedient in the circumstances of the case. In making requisitions for void money orders, the circumstances in which they are required should be stated.

(3) Inspectors of post offices, all head postmasters and sub-postmasters in the selection grade may call for paid money orders of Bangladesh Postal orders from the Audit Offices direct for purposes of enquiry or reference.

(4) Unless the return of a paid money order or Bangladesh Postal order, obtained from the Audit Office is specially asked for, it should be preserved with the records of the case in the office of the officer who conducted the enquiry and destroyed with it in accordance with the rules regarding disposal of records.

221. Requisition on the Audit Office for discharged cash certificates or warrants of payment in respect of savings bank withdrawals.—(1) Inspectors and postmasters who are subordinate to a Superintendent or first class postmaster are not authorised to call for discharged cash certificates or warrants of payment in respect of savings bank withdrawals from the Audit Office direct. When a discharged cash certificate or a warrant of payment is required by such an official for purposes of enquiry or reference, the Superintendent or the first class postmaster should be addressed. Discharged cash certificates are preserved in the Audit Office for eight years counting from the dates of their payment and warrants of payment for three years.

(2) A discharged cash certificate or a warrant of payment obtained from the Audit Office for purposes of enquiry or reference should not be returned unless its return is specially asked for by the Audit Office. It should be reserved with the relative file in the office of the Superintendent or Postmaster-General or first class postmaster, as the case may be, and destroyed with it in accordance with the rules regarding disposal of records.

222. Applications to Check Office for telegraphic advices.—Telegraphic advices appertaining to paid telegraphic money orders are retained by the Telegraph Check Office for three months; but those

relating to telegraphic money orders the counterfoil of which cannot be traced are preserved for such further period as may be necessary for audit purposes. Postmasters-General should apply to the Accounts Officer, Telegraph Check Office, for any particular advices that may be required for inspection. The advices should be returned to the Check office when no longer required.

233. Claims of defrauded persons.—(1) In all cases except those referred to in paragraph (3), where loss has been caused to any private person by money having been misappropriated by a postal official or fraudulently obtained from the Post Office by an outsider, the Postmaster-General should issue orders for the amount to be refunded to the defrauded person as soon as he has admitted his claim. It is important that there should be no unnecessary delay in satisfying the claims of defrauded persons in such cases and the supervising officer concerned should, therefore, apply for the orders of the Postmaster-General on this point as soon as the facts are clear. Before settlement of claim an affidavit each from the remitter as well as the payee should be obtained in consultation with the Public Prosecutor, to the effect that they have not received the amount of the money order previously through any source including the official account in the case.

(2) In cases where money received for the issue of a money order has been misappropriated by a postal official—whenever the misappropriation may have taken place—and the claim of the defrauded remitter has been admitted by the Postmaster-General, the remitter should be asked whether he wishes the amount to be repaid to himself or remitted, according to his original intention, to the payee. In the former case, the Postmaster-General should order the amount, including commission, to be refunded; in the latter case, the commission will be retained by the Post Office.

(3) In cases where a wrong payment of an ordinary or telegraphic money order has been made in consequence of a deception having been practised upon the remitter by a person who personated the real payee, the orders of the Director-General should be obtained before a refund is made. The Postmaster-General may, however, sanction refund in such cases without reference to the Director-General up to the amount which he can write off. The amount sanctioned should be adjusted in the accounts by a write-off if not recovered from the party to blame.

NOTE.—This paragraph does not apply to the case of wrong payment by Foreign Postal Administrations of money orders issued in Bangladesh in respect of which the Bangladesh Post Office is exempted by the Rule all responsibility.

(4) Where a report or statement is required to be submitted to the Director-General under rule 133 the Postmaster-General should in cases of the kind referred to in paragraphs (1) and (2) mention particulars of refunds that may have been ordered by him, while in cases of the kind referred to in paragraph (3) he should mention particulars of refunds ordered when the amount involved does not exceed the limit up to which he can write off, and make his recommendation as to whether refund

should be granted or report whether the claim has been rejected, when the amount involved exceeds his power of sanction.

(5) Any sums refunded to private persons before the recovery, or adjustment of the amount of the loss should be paid from the cash collections of the office which makes the payment, and the item should be shown in the account of the head office as advances recoverable until the final order or adjustment is received.

224
225. } *Deleted.*

CHAPTER 4

TRANSMISSION OF MAILS UNDER THE WEIGHMENT SYSTEM

N.B.—In these rules, the expression "despatching officer" means the officer by whom the mails are made over to the Railway and the expression "receiving officer" means the officer by whom the mails are received from Railway. The receiving and the despatching officer may be, in the case of a post office, the postmaster or a clerk, or mail peon of the office; and in the case of R. M. S., a sorter, mail agent, or mail guard.

GENERAL.

226. Definition of weighment system.—The weighment system is the system in force on State Railways and other Railways on which State Railway rules apply, under which closed bags (mail, packet or transit), without limit of weight, are conveyed in luggage vans in the custody of railway guards. Mails so carried are charged for, according to weight, at the rate of one Point per maund per mile subject to a minimum charge for each despatch as for 5 seers, no reserved accommodation being provided. Payment for regular daily service is made half-yearly; payment for occasional despatches is made monthly on presentation of bills supported by vouchers.

227. Cases in which the weighment system may be adopted.—(1) The object of the weighment system is to provide a regular daily exchange of mails between offices served by unimportant railway lines or where the mails are light or between offices situated at stations at which the mail trains do not stop, or where it may be considered desirable to have an additional despatch by a train other than the one conveying the regular mail. The weighment system may also be used for the transmission of mails between R. M. S. sections, or between R.M.S. mail offices, or between post offices, or between sections, mail offices and post offices, whenever local circumstances may render this course desirable or necessary.

(2) Every proposition for the exchange of mails as a regular daily service by the weighment system should be carefully considered by the Head of the Circle with reference to the importance of the mails, the number of articles to be benefited and the cost of the despatch under rule 226. If the proposition concerns a section or mail office or a post office in another circle, the consent of the Head of the other Circle should first be obtained.

NOTE.—When there is a double service (a) in charge of sorters or of a mail guard and (b) under the weighment system, cash and insured articles of the letter and parcel mails should be despatched exclusively through the former service. Accurate bags and branch office bags should also be similarly despatched; but when it is known that these bags do not contain cash, postage stamps or postal orders, they may be sent under the weighment system enclosed in mail or transit bags, if this course is found advantageous.

228. Weighment as regular service not to be introduced without reference to Postmaster-General.—Head of Circle are alone authorised

to address the Railway authorities regarding the introduction of the weighment system as regular service on State Railways or Railway to which State Railway rules for accommodation apply. Before such a service is introduced the Heads of Circles must communicate on the subject with the authority of the Railway concerned, and furnish them, in respect of each bag to be despatched, with full particulars on the following points, *viz.*, (a) the office of despatch, (b) Railway station from which the bag will be despatched, (c) the office of destination, (d) Railway station at which the bag will be delivered; (e) Railway designation of the train by which the bag will be conveyed, and (f) the probable approximate weights of the bag. They should also mention the date from which the bag will be despatched. A copy of this communication will be forwarded to the Superintendents R. M. S. and Post Offices concerned.

229. Definition of occasional despatches.—The system known as occasional despatches is the system in force on State Railways, and other Railways to which State Railway rules apply, under which the Post office is empowered to forward mails by any train, even though such train may not ordinarily be employed for the conveyance of mails. The provisions of rule 226 apply to these despatches. The weight of occasional despatch is restricted to five maunds and the minimum payment for each despatch is 37 Puias.

230. Cases in which the system of occasional despatches may be adopted. (1) The object of this system is to obviate the delay to which mails may sometimes be subjected, owing to misconnection of trains or to the unusual bulk of the bags on a particular occasion or other unforeseen causes. The Postmaster-General will communicate to the Superintendent R.M.S. the names of the post offices authorised by him to despatch mails under this system. Only large offices situated at junction stations where there are no mail offices should ordinarily be so authorised. Officers of the R.M.S. may make use of this system whenever necessary.

(2) Closed parcel mails (not including insured bags which under existing rule may not be sent by the weighment system) should be booked and forwarded through the Railway as the brake-van in all cases in which it may be found economical to do this. On State Railways and Railways to which State Railway rules apply, this should be done under the system of occasional despatches, and on other Railways the parcel bags should be booked as luggage or in any other way which is found to be safe and economical.

DESPATCH UNDER WEIGHMENT SYSTEM AS A REGULAR SERVICE

231. Preparation of bags for despatch.—When mails are to be forwarded under the weighment system the despatching office should separate the bags into—

(a) those to be forwarded in transit bags, and

(b) those to be despatched loose.

All bags addressed to the same office or section or to be delivered at the same Railway station will come under head (a), and all others under head (b). The former should be enclosed in a light canvas bag of suitable size in which a mail list, prepared in the usual manner, should also be placed. No mail list is necessary in the case of bags despatched loose. Each transit bag and each bag despatched loose should be labelled with a weighment system label.

232. Entries to be made in mail list.—The despatching office should prepare a mail list addressed to the station master, detailing on the list all the bags (due and unusual) to be forwarded.

233. Transfer of bags to station master.—The mail list with the bags to be forwarded, should be handed over to the station master by the despatching officer, and the latter should see the bags counted in his own presence. After all the bags have been examined and checked, he should obtain the station master's signature on the duplicate of the mail list.

234. Half-yearly weighment of bags.—The mails handed over to the station master on the 21st January and the 21st July of each year must be delivered by a responsible officer of the despatching office after weighment in the presence of the station master. The mail list should be prepared in quadruplicate by means of carbon paper on three duplicates and as each bag is weighed its weight should be recorded on the list by the same process. If any part of the mail is to be sent by special messenger under rule 235, it should also be weighed, and included in the total weight on which the half-yearly charge is calculated. After all the bags have been weighed, the officer deputed by the Post Office and the station master should sign all the copies of the mail list by the carbon process, in attestation of the entries. The original and duplicate copies of the mail list should then be handed over to the station master and the triplicate at once forwarded to the Superintendent R.M.S., a copy of it being placed on record. The station master will keep one of his copies on the Railway record, and send the other to the Railway Accounts Officer to be attached as a voucher to the bill submitted to the Head of the Circle concerned. If the vouchers are in order, the latter officer should accept the charges supported by them as final.

Note.—By "responsible officer" in this rule is meant, in the case of a post office, the postmaster or a clerk, and in the case of the R. M. S., a sorter, mail guard, or mail guard.

235. Despatch of mails containing valuables to and from offices or sections served solely by weighment system.—(1) Whenever any mail or mails for a despatch made by Railway from or to an office or section served only by the weighment system are known to include insured articles or cash or both of a higher aggregate value than Tk. 100, the mail or mails should be sent in the custody of a special messenger (who may be a postman, overseer, or other official) to the station to which they would, in the ordinary course, have been conveyed under

the weighment system. On such occasions the usual mail list, duly stamped and signed, should be made over by the despatching officer to the station master, the words "no mail" being entered on the list when there are no bags for despatch except those sent by the special messenger. A second mail list should be prepared addressed to the messenger, detailing all the bags (due and unusual) to be given to him, and this mail list, with the bags to be sent in his custody, should be made over to the messenger, who should grant a receipt for them on the duplicate of the list. On reaching the station where the bags are to be delivered, the messenger should hand them over, with the mail list brought by him, to the receiving officer, and should require the latter to count the bags and receipt the mail list in his (the messenger's) presence. The messenger should return to his headquarters by the next train.

(2) Heads of Circles will determine, as regards each office or section under their control affected by this rule, the official to be employed as messenger in the contingency mentioned above.

RECEIPT UNDER WEIGHMENT SYSTEM AS A REGULAR SERVICE

236. Receipt of mails from station master.—The receiving officer to whom the mails are to be made over by the Railway, should be present on the Railway platform on arrival of the train which he is required to meet. On arrival of the train he should take over from the station master the mails despatched under the weighment system which have been brought by the train, and he should, after counting and examining the bags in the station master's presence, grant a receipt for them on the railway way-bill. In the event of a bag having a damaged seal, or being in a torn or otherwise suspicious condition, it should be opened immediately by the receiving officer in the presence of the station master. The contents should be examined and noted in a list, remark being made as to whether anything is missing and the list should then be signed by both the receiving officer and the station master.

DESPATCH UNDER SYSTEM OF OCCASIONAL DESPATCHES

237. Preparation of bags for despatch.—When mails are to be forwarded as occasional despatches, the despatching office should separate the bags into—

(a) those to be enclosed in transit bags, and

(b) those to be forwarded loose.

All bags intended for the same office or section or to be delivered at the same Railway station will come under head (a), and, all others under head (b). The former should be enclosed in a light transit bag of suitable size, and a mail list detailing the bags should be placed in the transit bag. The latter should be entered in a mail list which should be fastened to the neck of each bag sent loose. In every case the following

note should be recorded on the reverse of both copies of the mail list :—

"……(number) bags forwarded as occasional despatches owing to (explanation of the cause which necessitated the bags being sent out of the regular course)"

Each transit bag and each bag despatched loose should be labelled with a weighment system label. These labels will be supplied by the Head of the Circle to all post offices, mail offices and sections authorized to use the system of occasional despatches.

238. Entries to be made in requisition.—The despatching office should prepare a requisition on the station master to forward the bag to be sent as occasional despatches, in which should be specified the train by which the mail are to be conveyed, details being given on the reverse of the form (original and duplicate) of all the bags to be forwarded. The requisition should be signed by a responsible officer (see note below rule 234) of the despatching office and impressed with the name-stamp and date-stamp.

Note.—The form of requisition will be supplied by the Head of the Circle to all office authorized to despatch mails under the system of occasional despatches.

239. Monthly list of requisitions.—A monthly list of requisitions should be maintained by the despatching office, and the entries in it should be filled up as the ling requisitions are prepared. All requisitions should be numbered in consecutive series, the Nos. being taken from the monthly list. A fresh series of Nos. should be commenced at the beginning of each month.

240. Delivery of bags to station master.—The original part of the requisition, with the bags to be forwarded, should be handed over to the station master by a responsible officer (see note below rules 234) who should see the bags counted and weighed in his own presence. As each bag is weighed, he should note its weight on the duplicate of the requisition. After all the bags have been weighed he should check those weights with those recorded by the station master in the original requisition, and, if the entries agree, obtain the station master's signature on the duplicate of the requisition.

241. Intimation to be given by telegraph to receiving office.—Whenever mails are forwarded as occasional despatches, the despatching office should intimate the fact by telegraph to each receiving office concerned, so as to ensure a receiving officer being present on the Railway platform to take delivery of the mails. The telegram should be framed in accordance with the code message given in the Telegraphic Message Code, and should be classed either "P" or "XP" accordingly as circumstances may require in order to ensure the delivery of telegram at destination before the arrival of the mails.

242. Submission of monthly list and requisitions to Superintendent.—On the 1st of each month, the monthly list of requisitions (which is

supplied in loose sheets) should be forwarded in original to the Superintendent, R.M.S., accompanied by the duplicates of all requisitions issued up to the last day of the previous month. If no requisitions have been issued, a blank list should be sent on the prescribed date with the word "Nil" written across it.

RECEIPT UNDER SYSTEM OF OCCASIONAL DESPATCHES

243. Receipt of mails from station master.—The receiving officer should be present on the Railway platform on the arrival of the train which he is required to meet. On arrival of the train, he should take over from the station master the mails received as occasional despatches, and after counting and examining the bags in the station master's presence grant receipt for them on the railway way-bill.

CHAPTER 5

COMPLAINTS

244. General.—Complaints received from the users of the Post Office service is an index to the quality of service. The first and the foremost duty of the officer in charge of a postal area is to maintain the quality of service in his jurisdiction at a sufficiently high level so that the incidence of avoidable complaints is eliminated to the maximum extent possible. To avoid complaints it is first of all necessary that the postal facilities in each area are adequate. It is the task of every Controller, Superintendent or Postmaster to conduct a complete survey of his area to see that the extent and quality of service in each station is adequate and if any new post offices are needed in any locality. If that officer is wide-awake in this respect he will be able to forte-stall all public demands for new post offices.

245. Public complaints may arise as a result of operational defects at the following points :

(i) *Booking and Enquiry.* Complaints regarding booking and enquiry arise due to congestion at counters, discourteous behaviour of the staff and lack of adequate knowledge of rules and postal rates by the counter clerks coupled with a tendency for being unhelpful to the public. If postal counters in a town area are adequate and well-staffed, especially at rush hours, and the sale of stamps at those counters is scattered in such a manner that members of the public do not have to stand in more than one queue, there would be hardly any occasion for a public complaint. It is also necessary that the official detailed to man the Enquiry position should be well-versed in all the rules and regulations relating to postal services and should have all the reference books *corrected up-to-date* with him. Information most frequently required may be collected at one place and made out into a court in bold letters. Tables in the form of ready reckoners may be made out showing postage on letters, packets, parcels of different weights and supplied to Enquiry and Booking positions. The weighing scales at the counter should be adequate and absolutely accurate. The Supervising Officers should be particularly careful to see that members of the counter force behave with due courtesy towards the public. It must be borne in mind by every official of the Department that a public utility service like the Post Office should not rest content with an attitude towards the public which is only formally correct ; that attitude has to be one of genuine helpfulness.

(ii) *Transmission.*—Mistakes in transmission of mail relate mostly to mis-sending and missorting. The sorters have to guard against missorting any article in a labelled bundle and proper and due care is necessary so that no labelled bundle is missent in a wrong bag. The Supervisory staff has to be extra

careful in detecting these mistakes both in the outcoming as well as in the outgoing mail. Posting facilities for the public have to be adequate and the clearance of letter boxes has to be punctual and in full harmony with the despatches. Hours of clearance should be as late as possible without, however, any risk of missing connection with the appropriate despatch.

(ii) *Delivery.*—To avoid complaints relating to mis-handling of mail at the time of delivery it is necessary that articles are sorted properly for each postman. For this purpose it is necessary that the sorting staff in post offices is adequately trained. Great care should be taken to see that the mail received by the postmen for delivery is handled properly by them. Every postman should be given enough time to make the necessary "preparation" for his delivery and he should leave the office at the scheduled time. While on his beat he should indulge in no deviation. Beats which are to be served with the help of bicycles should be clearly separated from the foot beats and all urban beats should be tested with the aid of the odometer which in order to see that no postman has more than eight hours duty during the day and that he is not required to walk more than 10 miles. On his return to the post office, the bag of every postman should be checked and the articles brought back by him as undelivered should be examined to see that an adequate explanation for non-delivery exists in respect of each item. Such articles may from time to time be entrusted to Head Postmen or Town Inspectors to test the veracity of the remarks of the postman. In the case of afternoon delivery of paid unaccountable articles where the postmen are not required to return to the post office the same day, the inspectors, town inspectors, etc., must from time to time make a surprise check of their bags while the postmen are on their beat. The check should be made at different points of the beat to see that the postmen cover the entire beat before going home. All precautionary measures laid down from time to time with regard to the security of mail particularly of magazines and journals, should be fully observed. Test checks should be applied from time to time on the honesty and integrity of the delivery staff. In order to ensure that printed matter is not pilfered or lost before delivery, the Postmasters should make a confidential note *at random* of all the journals and magazines received on any one day for delivery and verify through the Town Inspector or some other responsible official that they have been delivered correctly. Postmasters in the offices of posting should also keep a watch to see that printed matter booked at their offices is properly despatched. Those Postmasters should note *at random* on any particular day a few addresses to whom copies of the magazines or journals are addressed and then make necessary enquiries from the Postmasters of the offices of delivery. Similar checks should also be carried out in Mail and Sorting Offices and important Sections. The delivery of accountable items should be the object of special care. While the postmen are supposed to exercise all due precautions in

the delivery of these items, they should be alerted not to create unnecessary difficulties in-a-vis the addressee. A large number of postal complaints can be avoided if acknowledgements in respect of "acknowledgement due" articles are handled carefully. The delivery staff should be cautioned to see that all acknowledgements are get signed carefully and handed over to the Mails Branch. Postmen are sometimes careless about getting acknowledgements signed in respect of the mail they deliver in Government offices. This tendency needs to be curbed.

246. Disposal of complaints.—(1) Complaints received direct by Inspectors, Second Class Head Postmasters, Non-gazetted Sub-Postmasters and Branch Postmasters should be acknowledged immediately by them and forwarded to the Superintendent, First Class Postmaster, Deputy Controller of Post Offices, as the case may be, with their report and other relevant information necessary for the disposal of the complaint. The intention is that all complaints should be dealt with at the Divisional level whether it is an urban postal division or an urban-cum-rural one. The Divisional Officer instead of endorsing the complaint for report to his subordinate officers should ask them to give definite replies to specific queries in order to enable him to give a reply to the complainant.

NOTE.—Postmasters and Sub-Postmasters in the H.S.G. Offices be authorised to register and deal with complaints relating to their own offices directly and independent of Superintendents of Post Offices and Inspectors of Post Offices concerned.

(2) Complaints should be acknowledged on the very day of their receipt unless it is expected that a final reply can be sent within 48 hours. Colourless interim replies to the complainant have to be strictly avoided. If enquiries are likely to take some time the complainant should be kept properly informed of the progress of the case at intervals of not more than a fortnight. If an enquiry has not been completed for two months, the Divisional Officer should himself draft the interim reply. Vagueness and ambiguity should be avoided. If some information is required from the complainant the demand for that should be precisely stated. There should be no attempt to defend the service unless the facts of the case fully support that defence. It should be remembered that the public will judge the Post Office from the replies they get to their complaints and enquiries.

(3). The drafting of replies to complaints has to be done very carefully. All replies should be in the first person and in the direct form of speech. Words of legal flavour or conventional phrases such as "I beg to state" or "I have the honour to inform you" should be avoided. At the same time undue brevity which might be mistaken for curtness should not be resorted to. Technical terms which the complainant will not easily understand should also be avoided. Quoting of departmental rules to the public is also to be eschewed. If some demand has to be rejected on the basis of some postal regulation the gist of that regulation should be given in the reply and the complainant told that the post office is unable to accede to his demand. Instead of a curt reply, the draft should be modelled somewhat like this :—

"I should explain, however, that your claim for compensation cannot be met because the Post Office is not empowered to pay compensation for the loss of anything sent by unregistered letter post."

(4) By far the largest number of enquiries and complaints relate to, the loss, delay or damage to unregistered mail letters, packets and postcards and sometimes parcels. Inspite of the fact that no record is kept of unregistered mail while in the course of transmission full enquiries are still possible if the circulation is checked. "Check of the circulation" means that if the article concerned had received normal transmission through post it would have been delivered at such and such time on such and such day. From the date stamp impression on the cover it should be possible to ascertain where the mishandling occurred. If the complainant has not produced the cover or if, in the presence of the cover, the enquiries made have failed to ascertain the precise cause of delay, the complainant should be informed accordingly and at the same time the inconvenience caused to him regretted. Three specimens of replies to be sent in such cases are given below for judicious use :

(1)

With reference to your letter.....in which you have complained of delay in the delivery of.....

A check of the circulation has been made and I find that, in normal course, the letter should have been delivered on .....There are no reports of late or misdaid mails on the dates in question and I much regret the enquiries made have failed to ascertain the precise cause of the delay. I trust, however, that you will not again have cause for complaint.

(2)

With reference to your letter.....concerning certain unregistered letters stated to have been sent to you between.....and.....and not to have been received, I can assure you that the annoyance and inconvenience occasioned by the losses are fully appreciated.

The enquiries which have so far been made have revealed no trace of the missing letters and nothing has been elicited to indicate that the losses occurred in the post, but the matter is being kept under observation and all practicable steps will be taken with the view of tracing the cause of the trouble.

(3)

I have received your letter.....and much regret to learn that inspite of the steps taken following your previous complaint you have again had the annoyance of having your letters misdelivered. I will make immediate enquiry regarding this further blunder with a view to appropriate disciplinary action against the man in fault.

247. Frequent complaints against a particular office.—When frequent complaints of losses affecting a particular office or section are received the case should be reported to the Head of the Circle and the Superintendent or the Postmaster should, with the help of the supervisory staff, try to discover where the fault lies. If the suspicion rests on the office of posting, test letters should be posted and their transit to destinations watched. If suspicion rests with the office of delivery the delivery clerk and the postman should be watched closely and tested by means of test letters. If the offenders cannot be discovered and the losses continue, the establishment of the suspected office for section should be dispersed to offices or sections where they cannot act in collusion and their conduct in the new appointments kept under close watch.

248. Complaints which indicate fraud.—Every complaint which points to fraud must be enquired into without a moment's unnecessary delay. The enquiry should be made with the same promptitude as an enquiry by the police into a complaint of cognizable offence. A Superintendent or Inspector is expected to be able to move at a moment's notice towards any point in his jurisdiction; and, if he delays enquiry into a complaint which indicates fraud or a likelihood of fraud, he will be held responsible for all the consequences of the delay whether the complaint was received direct or from a superior officer.

249. Complaint regarding foreign articles.—(1) When a complaint relates to the disposal of foreign unregistered article of the letter mail it should be acknowledged and forwarded to the Office of Exchange concerned for disposal. If the complaint relates to an article posted in a country which is a member of the Universal Postal Union and addressed to a place in another country which is also a member of the Universal Postal Union it should be forwarded to the Head of the Circle for disposal.

(2) If the sender of a foreign registered article complains of the non-receipt of an acknowledgement which has already been paid for, the office of posting should prepare a special form of acknowledgement of receipt in postcard size and forward it along with complaint to the Office of Exchange concerned. When the sender of a foreign registered article of the letter mail or of a foreign parcel applies for an acknowledgement of receipt after the article has been posted or wishes to have an enquiry made regarding its disposal he should be required to pay the prescribed fee and to present a written application. The fee should be converted into postage stamps and affixed to the application which should then be forwarded to the Office of Exchange accompanied by the prescribed form of acknowledgement in postcard size in which should be entered the exact description of the article, that is, its number, office of posting, date of posting, address of the addressee.

(3) If the sender or addressee of a foreign registered article of the letter mail posted in a foreign country belonging to the Universal Postal Union and addressed to a country also belonging to the Universal Postal Union wishes to have an enquiry made regarding the fate of the article he should be required to pay the prescribed fee and make a written application. The fee should be converted into postage stamps and looked affixed to the application which should then be forwarded to the Head of the Circle.

(4) If the sender or addressee of a foreign parcel desires to have an enquiry made regarding the disposal of the article, action should be taken as in the preceding paragraph.

Note.—When the enquiry relates to an unpaid foreign parcel the following further particulars should be furnished to the office of exchange :—

(i) Name and full address of the sender ;
(ii) Declared contents and value of the article ;
(iii) Approximate weight of the article ;
(iv) Value of the stamps affixed ;

250. Non-receipt of acknowledgements.—If the sender of a registered article of any kind for which an acknowledgement is due complains about the non-receipt of the acknowledgement, the office of delivery should be asked to furnish an attested copy of the addressee's receipt kept in its record. If the sender produces an unsigned acknowledgment, it should be forwarded to the office of delivery for the supply of the omission. If the addressee refuses to sign the acknowledgment, it should be forwarded to the office for delivery regarding his refusal to sign the acknowledgment should be forwarded by the office of delivery. If the addressee signs the acknowledgment but refuses to put in the date of delivery it should be entered by the postman or the registration/delivery clerk himself.

(2) If the sender of a registered article of any kind for which an acknowledgment is due complains about the non-receipt of the article by the addressee, enquiry should be made from the office of delivery regarding the fate of the article. (If it is found to have been delivered correctly an attested copy of the addressee's receipt should be forwarded by the office of delivery). If, however, the article is not traceable a search bill should be issued from the office of posting to trace it out. If the contents of the registered article are alleged to be of considerable value, enquiry should be made by telegram. If the sender of a registered article of any kind for which no acknowledgment is due enquires about the fate of the article, he should be informed that when acknowledgment is not paid for, the office of delivery does not intimate the disposal of the article unless it is lost and that in the absence of any report the article should be presumed to have been safely delivered. If, however, he complains regarding the non-delivery of such an article enquiry should be taken up forthwith.

251. V. P. Articles.—(1) If the sender or the addressee of V.P. article makes a complaint regarding the delivery of or the payment for such an article he should be required to furnish the full particulars of the article and pay the prescribed fee of 25 paisa for each article under enquiry. The fee should be paid in the shape of postage stamps affixed to the application. The stamp should be defaced by the date stamp of the receiving office and an enquiry should be made from the office of the destination regarding the fate of the article. If it cannot be traced, a Search Bill should be issued. If the complaint is found to be well-grounded the enquiry fee in respect of such an article should be refunded to the complainant on the authority of the Superintendent or Grade 'A' Postmaster. After the case has been closed the original letter of complaint should be filed with the enquiry papers. No enquiry fee is chargeable on complaints in respect of V.P. articles booked by the Government Departments.

(2) The Post Office is not responsible for the contents of V. P. article but if a complaint is made by the addressee in writing of malice, fraud or international annoyance on the part of the sender the complaint should be forwarded without delay to the Head of the Circle and the issue of the money order in lieu of the V. P. article should be stopped pending his orders. The amount of the money order should be credited under unclaimed receipts. If, however, the money order

has been issued, it should be detained in the office. If it has been despatched the office of payment should be asked, if necessary by service telegram, to withhold the payment of the money order pending the orders of the Head of the Circle. In either case necessary note should be made in the register of V. P. articles received by the office of delivery and on the V.P. Journal by the office of posting of the article.

253. Money orders Complaints.—(1) To avoid complaints relating to money orders it is essential that misissuing of money orders is very carefully guarded against and all the precautions is taken to prevent the loss of money orders before payment. When a money order has to be redirected from one office to another the office of issue must be informed immediately of that redirection. Settlement of money order claims in respect of money orders lost before payment, money orders erroneously paid to persons other than the real payees, money orders involved in fraud cases, should not be delayed. The procedure laid down in Post Office Manual, Volume VI should be made full use of in the settlement of such claims.

(2) If a complaint is received about the non-receipt of money order acknowledgment, enquiry should be made from the office of payment which would, with reference to the Register of money orders received and money orders paid journal and also if necessary, on enquiring from the payee, ascertain if the money order has been paid. In case it has been paid correctly to the payee, a certificate of payment should be issued by the office of payment and supplied to the complainant through the officer with whom the complaint was lodged.

(3) If a complaint is received about the non-payment of money order, enquiry should be made simultaneously from the office of issue and office of payment to ascertain whether the money order was paid either to the payee or to the remitter or redirected to some other office. In case the money order is found not to have been paid to either party within 20 days of its issue and its disposal cannot be traced, a duplicate money order should be issued and the claim settled under Rule 398 of Post Office Manual, Volume VI.

(4) Complaints may also be received about delay in the payment of money orders. In such cases, the Register of Money Orders received in the office of payment should be checked to see when the money order was actually received and when was the payment made. In case there was any delay after receipt of a money order, it should properly enquired to ascertain whether this was due to any omission or laxity on the part of the delivery staff, or due to shortage of funds or due to the non-availability of the payee himself. In cases the delay is attributable to some fault in service remedial measures should be taken immediately. It has sometimes been found that money orders received particularly in large offices are not entered in the Register of Money Orders received on the very day they are received. This leads to frustration of enquiry into cases of delay. Postmasters should make it a point to see that such money orders are entered in the Register of money orders received on the very day they are received. Error Books of the Money Orders Department and Special Register of missent and

misdirected money orders received should also be checked to see that proper entries regarding the disposal of missent and mis directed money orders are made therein.

253. Press complaints.—Special care should be taken with regard to the quick disposal of press complaints. Such complaints should be enquired into as soon as they appear in the press and a report submitted to the Head of the Circle within 3 days. If the complaint is found to have been due not to any defect in service but due to misunderstanding on the part of the complainant a rejoinder may be issued by the Head of the Circle within 7 days of the appearance of the complaint. If the press complaint deals with any question of policy which is of national application, the Head of the Circle should submit his report to the Director-General within 5 days of the appearance of the complaint in the press. Rejoinders in such cases would be issued, if necessary, only by the Director-General.

254. Registers and statements of complaints.—(1) A register of complaints, in form Cpt..1, will be maintained by every Superintendent and Grade 'A' Postmaster, and Sub-Postmaster in HSG. The following classes of complaints should be entered in the register :—

(i) All complaints received direct by the Officer from the public ;

(ii) Press complaints ;

(iii) All public complaints received from officers directly subordinate to the Superintendent or Postmaster, or transferred to him by other officers for disposal.

(2) Before the 10th of each month a statement of pending cases should be prepared in duplicate in form Cpt.—8. The pencil copy should be retained in the office for record and the carbon copy forwarded to the Head of the Circle. A summary in the following form should be noted on the last page of the statement :—

MONTHLY SUMMARY FOR.....19...

Pending last month	Received during the month.	Total for disposal	*Disposed of during the month.	†Balance pending

*Well grounded, groundless and unsuccessful.

†Under 1 month, under 2 months and over 2 months.

(3) Statements of complaints should be submitted monthly by the Superintendents/Grade 'A' Postmaster to the Head of the Circle. In case no complaint is pending the statement should not be submitted but a Memorandum should be forwarded to the Head of the Circle intimating that no statement has been submitted as it would have been blank.

(4) Heads of Circles should personally examine the statements of complaints submitted by the Superintendents so as to keep a close watch on their disposal. In order to check the ones taken by the Divisional Officers in dealing with complaints they should from time to time call for a certain number of cases and examine them.

(5) A Register of Complaints should also be maintained in the office of the Head of the Circle. It should contain a record of all complaints from the public received direct by the Head of the Circle, complaints transferred for disposal from other Circles and Press Complaints.

(6) Cases of mere enquiries where no blame has been imputed to the Post Office should not be entered in the Register of complaints.

(7) When a complaint affects more than one Circle, it should be entered in the Register of the Circle where the complaint is first received.

(8) Complaints which are well grounded should be recorded against the office or section which is to blame. If this office or section happens to be in another Circle, the facts should be reported to the Head of the Circle for record in his Register.

(9) Monthly abstract in form Cpt.-1 (a) showing the number of complaints as shown in the Registers of complaints received from the Superintendent or Postmaster should be maintained in the prescribed form in the office of the Postmaster General. This monthly abstract should be placed before him and he should take serious notice of all cases pending over 2 months. If from the Register of Complaints it is found that a particular office or section has been responsible for a number of complaints the matter should be made the subject of special investigation.

(10) The intention of the above rule is that a complaint relating to only one Circle should not take more than one month to settle. Complaints relating to more than one Circle or complaints relating to articles of Foreign Post should not normally take more than 2 months to settle. More than 2 months in the settlement of any one complaint should be considered a serious matter for the Department and the Divisional Officer should make it to the object of his special care. While submitting his monthly extract from the Register to the Head of the Circle, he should append to it a special report on all cases more than 2 months old.

355. **Educating the Public.**—Enquiry into complaints regarding delay in delivery of registered and unregistered mail sometimes reveals the defects of insufficient or wrong address on the item. Such occasions should be utilised to inform the addressee how his mail should be con-

rectly addressed. The following specimen draft may be used suitably for this purpose :—

> I should like to bring to your notice that correspondence addressed to you some times does not bear the correct postal address, and, as a result, incurs risk or delay May I ask you to advise your correspondents that your proper address for anything sent by post is—
>
> _____
>
> _____
>
> _____

The use of this address will not only remove the risk of delay to which insufficiently or incorrectly addressed letters are liable, but will also facilitate the working of sorting and delivery.

256. Search Bills.—The object of a search bill is to trace a bag or a registered article of the letter or parcel mail during its course from the office of despatch to the office of final destination. It may be issued by the postmaster of the office of posting or delivery or by an intermediate post office or record office or by a supervising officer and may go forwards to the office of delivery or backwards to the office of posting. The timely issue of a search bill will, in most instances, prevent delay and reduce correspondence by tracing an article though several offices or sections more quickly than direct enquiries addressed to each office or section one after the other. It is very important, therefore, that the issue of a search bill or its disposal at any stage should not be delayed. It should be sent forward by first mail to the post office or record office in advance, and the last office dealing with it should return it as soon as it is completed to the officer by whom it was issued. Search Bills should be forwarded registered on Service Search Bills exchanged between a head office and its sub offices or branch offices in direct account with it should, however, be entered in sub office slip, sub office daily account, branch office slip or branch office daily account, as the case may be. The detention, loss or suppression of a search bill will be treated as a grave offence.

(2) Every reference regarding a public complaint should be properly and expeditiously dealt with by the office to which it is addressed. It is the duty of the Postmaster, Inspector, etc., to see that a complete reply is sent to all such references within a week of their receipt.

(3) The officer who issues a search bill should invariably indicate in its last column the special points on which information is desired, and this information must be furnished, as far as possible, by the officers through whose hands the search bill passes with the least possible delay and without entering into irrelevant details. A copy of the remarks written on the search bill should be prepared in duplicate, and one copy should be sent to the issuing officer, except by the office of final destination which should return the search bill itself duly completed. The progress of the search bill should be watched by the issuing officer, and any delay in the receipt of information from any office should be brought by him to the notice of the proper authority.

(4) When the search bill is returned completed to the issuing office, it should be filed with the copies of the remarks made by the officers through whose hands it passed.

257. Personal contact with the Public.—A Superintendent or Postmaster may at his discretion answer enquiries or complaints by letter, by telephone or by personal interview. An interview is considered desirable for dealing with a serious complaint when owing to the nature of the case or the attitude of the applicant, a letter would be unlikely to clear up the matter satisfactorily. At the close of an interview of a telephone conversation, if the matter appears to have been cleared up satisfactorily, the applicant should be asked if he is contented to regard it as closed. If he insists upon a reply in writing, the same should be provided. If the applicant still appears to be unsatisfied, it is sometimes found useful to invite him to call and visit the Post Office and to see for himself the conditions of working, etc.

258. Neatly typed replies. All officers replying to complaints should see that the communications from them are typed neatly on good paper bearing the full postal address of the office as well as its telephone number. The name of the officer signing the reply should be typed below the signature. This neatness is intended to produce a good psychological effect on the complainant.

259. Final reply or compensation before full enquiries are completed in cases of loss.—Once the loss of an article or damage to a during transmission through post is established, the complainant should not be made to wait for a final reply for compensation/ex-gratia payment if the same is admissible) till the final enquiries are completed. He should be compensated, if compensation is admissible in the cases, or given a final effective reply, and that should close the case so far as the complainant is concerned. After that further departmental enquiries, if necessary, should be allowed to take their normal course.

260. Exemption from liability for loss, misdelivery, delay or damage.—The above exemption enjoyed by the Post Office under Section 6 of the Post Office Act should not be invoked instinctively in cases in which the staff has been guilty of fraud, willful negligence or default. In all such cases the complainant has to be compensated to the extent possible under the rules. In cases in which penal recovery has been made from the official at fault, the complainant has to be compensated in full. Offer of ex-gratia payment upto Rs. 25/- per article in the case of uninsured registered items should be made with great tact without causing offence to the complainant who claims to have lost heavily. In quite a few cases such an offer can be misconstrued as adding insult to injury.

261. Complaints on occasion for improvement.—Superintendents and Postmasters are under obligation to refer to the Head of the Circle complaint cases which might indicate the necessity for a review or even modification of the existing postal services at a particular place. Whenever a complaint is received indicating the need for such a review, there should be no tendency to uphold the existing services as best possible in the circumstances.

CHAPTER 6

CRIMINAL PROCEEDINGS AND CIVIL SUITS

CRIMINAL PROCEEDINGS

262. (1) In all criminal cases the distinction between cognisable and non-cognisable offences [see section 4(f) and (o) of the Criminal Procedure Code] should be carefully observed. All cases of highway robbery, theft, criminal breach of trust, cheating by personation and all offences under section 52 of the Post Office Act are cognisable by the police; but cheating (otherwise than by personation), forgery and all offences under the Post Office Act (except those under section 52 and under the Telegraph Act (except such as are punishable with imprisonment for three years or more) are non-cognisable.

(2) Cognisable cases are to be reported to the police without any undue delay.

Note.—Offences under section 20 of the Telegraph Act are non-cognisable.

263. First Information Report.—(1) The first information report (F. I. R.) to be lodged with the police is a document of great importance. The official lodging it generally becomes the principal witness for the prosecution. He may not only be required to give evidence as regards the facts of the case but may have also to explain and elaborate the various processes and procedures involved as well as to interpret rules in the Post Office Manual or other Code books. That official may also be required to attend Court very often. It is, therefore, necessary to carefully consider as to which official should lodge the F.I.R. when, of course, more than one officials for the purpose are available.

(2) The F.I.R. has to be carefully drafted whereas it should give all the important facts that have been noticed as regards loss and fraud, the reporting official should avoid giving his opinion as regards the official or officials whom he considers to be the culprits, unless there is overwhelming and definite evidence against any person (documentary evidence should be considered as particularly helpful). The objective would be to report the loss or fraud to the police and to request them to take up investigation into the matter. Hasty opinions hazarded at this stage may adversely affect the case later on.

(3) In cognisable cases, it should be remembered that, when information has once been given to the police under section 154 of the Criminal Procedure Code, the action to be taken in the matter will be controlled by the police. The local officer of the Department should, however, keep in close personal touch with the progress of the enquiry and should render the police every possible assistance particularly in examination of departmental records and in obtaining information regarding departmental rules and procedures.

(4) There are, however, cognisable cases, in which a prosecution may not be desirable and the orders of the Superintendents of Post Offices or Railway Mail Service or first class postmaster, as the case may be, should be obtained before information is laid against the offender, except in cases of urgency where there is reason to believe that the offender will abscond or in which immediate action is necessary in order to secure evidence.

Note 1.—The officers mentioned in the rule above exercise full powers in under prosecution in cognizable cases, but cases in which prosecution is not considered desirable by them should be referred to the Head of the Circle with a recommendation to waive prosecution. If the Head of the Circle agrees, departmental action only may be taken ; if not, the case should be made over to the police according to the instructions of the Head of the Circle.

Note 2.—Before informing the police, the officer concerned should satisfy himself that documentary or other evidence actually available affords reasonable grounds for believing that a cognizable offence has been committed and that the suspected official acted with dishonest intent. In cases under section 52 of the Post Office Act and section 24 to 30 of the Telegraph Act, as adapted in Bangladesh immediate action is generally necessary to secure evidence. When, therefore there is good reason to suspect that an Official has committed an offence under any of these sections, the police should be communicated with at once and moved to search his premises, if necessary. It should be remembered that an offence under section 52 cannot be tried except by a Court of Sessions (see item 1 of Schedule II—"Offences against other laws" of the Criminal Procedure Code), and can be enquired into only by the Magistrate specified in section 206 (ii) of the Criminal Procedure Code. (Extreme care in this regard is necessary particularly when the amount involved is small).

(5) In non-cognizable cases, the officer deputed by the Head of the Circle, or the Superintendent of Post Offices or Railway Mail Service, as the case may be, must take up the investigation with the least possible delay ; but if it is necessary or advisable to obtain the aid of the police, the facts should be placed in writing before the nearest Magistrate having jurisdiction, and he should be requested, under section 155 of the Criminal Procedure Code to direct the police also to hold an investigation. When the offences committed are falsification of accounts or of other telegraph or postal documents, the sanction of the Head of the Circle should be obtained before the Magistrate is approached, unless there is reason to fear that the offender will abscond or immediate action is necessary in order to secure evidence. It should be remembered that any undue delay in invoking the aid of the police, makes it difficult for them to make a successful enquiry. When, therefore, police aid is necessary, no time should be lost in obtaining it.

(6) When the offender in cognizable or non-cognizable case is an officer appointed by the Director-General or higher authority, under no circumstances should information be laid against him either before a Magistrate or with the police without the previous sanction of the Director-General. All such cases should be reported to the Head of the Circle with a view to the orders of the Director-General being obtained.

Exception.—This does not apply to cognizable offences which must under section 44 of Criminal Procedure Code be reported to the Police without any delay.

INSTITUTION OF CRIMINAL PROCEEDINGS

264. (1) A criminal prosecution in a non-cognisable case must not be instituted without the previous sanction of the Head of the Circle, even though the evidence appears sufficient to secure conviction in Court of Law. However, in special circumstances, for instance, if delay is likely to result in the escape of the accused, the sanction of the Head of the Circle may be anticipated : but in such cases, the action taken should be reported by telegraph to the Head of the Circle. If the case has already been placed in the hands of the police for investigation, the institution of criminal proceedings must be determined mainly by the police report, but before proceedings are actually commenced in the Magistrate's Court, the officer concerned should submit a report to the Head of the Circle embodying the view of the case taken by the police.

(2) When the offender is an officer appointed by the Director-General or higher authority criminal proceedings against him should in no circumstances be instituted without the sanction of the Director-General.

(3) The following offences are triable exclusively by a Special Judge appointed under the Bangladesh Criminal Law Amendment Act 1958 :—

(1) Offences punishable under sections 161 to 166, 217, and 218 of the Bangladesh Penal Code and as attempts, abetments and conspiracies in relation thereto or connected there-with.

(2) Offences punishable under sections 403 to 409, 417 to 420, 465 to 468, 471 and 477-A of the Bangladesh Penal Code and as attempts, abetments and conspiracies in relation thereto or connected there-with, when committed by any public servant as such or by any person acting jointly with or abeting or attempting to abet or acting in conspiracy with any public servant as such.

(3) Offences punishable under the Prevention of Corruption Act 1947 and as attempts, abetments and conspiracies in relation thereto or connected there with.

(4) Such other offences as may from time to time be specified in the Schedule to the Bangladesh Criminal Law Amendment Act of 1958.

Previous sanction of the competent authority is necessary for the prosecution of public servant for all such offences.

NOTE.1.—The term "Public Servant" include persons who for any reason have ceased to be public servants after the commission of the offence.

NOTE.2.—The term 'Competent Authority' means the authority competent to remove the accused from service at the time the offence was committed.

Note 3.—Sanction for the prosecution of an Extra Departmental Agent in Bangladesh Post office who is also an employee of a Government Department other than the Bangladesh Post Office will be given by the Ministry of the Interior (Home Division) and not in the Department in which he is employed or by the Post Office. Sanction for the prosecution of an Extra Departmental Agent who is not an employee of any other Department will, however, be given by a competent authority in Bangladesh Post Office. It should be kept in mind that notwithstanding the delegation of power to sanction prosecution to an officer of the Post Office who is competent to dismiss the official the Ministry of the Interior (Home Division) still retain the power to sanction prosecution under section 6(3) of the Bangladesh, Criminal Law Amendment Act, 1958, in respect of persons serving with the affairs of the Federation.

(4) In all cases specified in the foregoing paragraphs the Police will after completing the investigation and before making a formal complaint to the Special Judge prepare a brief statement of allegations and charge-sheet indicating the offences committed by the public servant and the Sections of Law under which he is proposed to be prosecuted and a draft sanction order. These documents together with the summary of the cases and the opinion of the legal Adviser would be forwarded to the competent authority for the issue of sanction for prosecution.

(5) As soon as the charge-sheet and the other documents are received by the competent authority he should furnish copies of statement of allegation and charge-sheet to the accused official, asking him to explain as to why he should not be prosecuted for the offences alleged to have been committed by him as stated in the charge-sheet. Sanction for prosecution should be accorded or refused, as the case may be, after the defence of the accused official has been obtained. There must not however, be any undue delay in either according or refusing the sanction. If the sanction is neither accorded nor refused within 60 days from the date of application for the sanction by Police or the Court, the sanction is deemed to have been accorded by Police or the Court, the sanction is deemed to have been accorded by the competent authority. If the accused official does not submit his defence in time to allow for the sanction being issued in time, the sanction may be accorded or refused on the merits of the case.

Note.—Sanction for the prosecution or the refusal to accord such sanction should always be issued over the signature of the authority competent to accord or refuse the sanction.

265. Follow up in Court.—When a case is sent up to court for trial the Superintendent or the Inspector concerned should keep a close watch on the Court proceedings and render all help to the court so that no avoidable delay occurs there. If it is found that the Court proceedings are being unnecessarily delayed he should seek the intervention of his higher officers for their early disposal consistent with the requirements of legal procedure. Usually informal even personal approach should be made to the Court direct or through the Government pleader for expediting the proceedings. Immediately a case is decided in a Court a copy of the Judgement should be obtained. All departmental records which were submitted to the Court as evidence should also be obtained. In case the accused has been acquitted, copy of the Judgement should be studied to see if an appeal to a Higher Court would be worth-while. Necessary legal opinion should be obtained on this point promptly so that an appeal can be lodged in time.

CONDUCT OF CRIMINAL PROSECUTIONS

266. Conduct of criminal prosecution.—(1) An officer on receiving the orders of the Head of the Circle to prosecute in a non-cognizable case, should at once prefer a written complaint to the nearest Magistrate empowered to take cognizance of the case. The complaint should show, in detail, the charges against the official to be prosecuted and should be accompanied by such documentary evidence as may be available. In this complaint, the officer should ask the Magistrate to issue a process against the offender, and should attach a preliminary list of the witness whom it is desired to produce on behalf of the prosecution. He should also request permission, under section 495 of the Criminal Procedure Code, to prosecute the case himself.

(2) Any points on which the Magistrate may desire information should be explained to him. Usually, the Magistrate will, before taking cognizance of the offence, require the person laying the information to swear to the correctness of the statement made in the complaint.

(3) If the documentary or other evidence is not complete before the case is first laid before the Magistrate, he should be requested to fix as late a date as possible for the hearing of the case. The prosecuting officer should collect the necessary evidence with the least possible delay and send to the Magistrate, under registered cover, a list of the names and address of the witnesses whom he desires to be summoned. The documentary evidence collected may be produced when the case comes up for trial. Ordinarily, the latest date which the Magistrate is likely to fix for enquiring into the offence will be 14 days from the institution of the case.

(4) The officer conducting the prosecution should remember that though there may be several cases against the same accused person, he can at one trial be charged with three charges only of the same kind, and the three charges can be tried together only if the three offences were committed within a period of 12 months from the first to the last. Offences are of the same kind when they are punishable with the same amount of punishment under the same section of the Penal Code as adapted in Bangladesh or any special law. It is not necessary that the offences should have been committed against the same person. The limitation to three offences only applies to the number which may legally form part of a single trial. Any number of offences, whenever and however committed, may be charged against the same offender, and tried consecutively, provided the trial are separately conducted. The officer should, therefore, before making out a list of witnesses, carefully select three case cases of the same kind, and have witnesses summoned in connection with these three cases only; unless it is intended to proceed against the accused person on other charges besides the three of the same kind.

(5) The prosecuting officer should be guided as far as possible in his selection of three cases by the following principles :—

(a) The cases should be easily provable from documentary or other evidence.

(b) The cases should not involve the attendance of witnesses from a great distance.

(c) Preference is to be given to the most serious or important cases.

(6) When the case comes up for hearing the prosecuting officer should inform the Magistrate of the charges selected for prosecution. The Magistrate may call the witnesses in any order he may think fit; but if the selection is left to the officer prosecuting, as will generally be the case, he should ordinarily call first the officer who conducted the investigation, and the other witnesses in correct succession with a view to proving the case point by point. It is not intended to fetter the discretion of the prosecuting officer as to the order in which he is to call his witnesses, but if he has not studied the case carefully and if he calls his witnesses in a haphazard manner, the accused persons may be acquitted, and the ends of justice defeated.

(7) The Magistrate himself may put questions to the witnesses for the prosecution, but the officer conducting the prosecution should put such questions as will elicit from the witnesses the facts which they may have to state in support of the prosecution. After a witness has given his evidence for the prosecution, he will probably be cross-examined by the defence, and the cross-examination need not be confined to the points touched upon in the examination-in-chief. If anything unfavourable to the prosecution is elicited, it will be the duty of the prosecuting officer to re-examination the witness, if necessary with a view to explaining away such evidence.

(8) After each witness for the defence has been examined, it will be the duty of the prosecuting officer to cross-examine him so as to bring out any weak points in his statements. The prosecuting officer would then submit his case before the Court.

(9) On the case for the defence being closed, the prosecuting officer should also on the conclusion of the speech of the defendant or his pleader address the court, if he considers it necessary to do so.

(10) Even in cases in which the Department is represented by the Government prosecutor or any other lawyer it will be the duty of the officer in charge of the case to ascertain the date on which the case is to be tried and to be present at the trial, in order to render any assistance on technical or other matter which may be required by the court or the Government prosecutor.

(11) When information is given to the police in a cognizable offence in accordance with the orders of a competent authority, it will be the duty of the official giving the information to afford them full information and such assistance as will lead to a successful prosecution. When the case comes up for hearing all inspector of Post Offices or Railway Mail Service, or other officer should ordinarily be instructed to be present in court to represent the Department and to give information on any matters of departmental procedure, but in important cases the Superin-

tendent of Post Offices or Railway Mail Service, or an officer deputed by the Head of the Circle, as the case may be, should undertake this duty himself. It should also be remembered that although such prosecutions are generally conducted by the police, it is the duty of the departmental officer concerned to watch and take an interest in the conduct of such cases and see that no material evidence is omitted.

NOTE.—The order in which witnesses for the prosecution are called, runs with Court, but taking, for example, a case in which a postman is charged with criminal breach of trust in respect of the value of a money order, the witnesses are usually called in the following order with a view to proving the case point by point: first, the postal officer who conducted the investigation (now, the postmaster Headquarters) who signed the money order his signature, in order to prove from his books that the money order was issued in his office; next, the sub-postmaster or money order clerk to prove from his books that the money order was issued for its payment, was given to the postman and brought back in the office to paid; next, the remitter, if any, who issued the money order as the payee; next, the witnesses, if any, before whom the money order is alleged to have been paid, and lastly, the payee.

267. Employment of Government pleader.—The rules regarding the employment of the Government Pleader vary in the two provinces. Generally, he is required to represent Government in criminal appeals and in Sessions cases, but not in ordinary cases before Magistrates. In cases in which the Government pleader is not obliged to appear without a special fee, his services may not be applied for without the sanction of the Head of the Circle. Ordinarily, no special legal assistance should be required in conducting a case before a Magistrate.

268. Application for fines imposed by Court.—In any case in which a fine may be imposed by the court on a person convicted of an offence through which the Department has incurred pecuniary loss, it shall be the duty of the gazetted officer ordering the prosecution to issue written instructions in advance to the departmental officer who attends the court in connection with the case, or the Government pleader, or any other legal practitioner, who may be employed to represent the Department or the prosecuting police officer, as the case may be, to put in a written application asking the court, in accordance with the provisions of section 545 of the Criminal Procedure Code that, if any fine is imposed, so much of the fine as is required to make good the loss sustained by the Department and expenses incurred in the prosecution may be made over to the Department. The application should invariably be made before judgment is passed and should be preferred by the person conducting the prosecution on behalf of the Government. In no case should the trying judge or Magistrate be addressed direct by the Department. It is in the discretion of the court to grant or refuse the claim.

NOTE.—The expenses of the prosecution include travelling allowance paid to official witnesses attending the court but do not include travelling allowance paid either to the official deputed to assist the or to the investigating officer, who visit the proceedings in Court.

269. Attachment of Property.—Property acquired by means of offences specified in the Schedule to the Criminal Law Amendment Ordinance 1944 are attachable by the Government under that Ordinance. Whenever there is reason to believe that the accused has acquired property by means of Government money embezzled by him, action should be taken for the attachment of such property immediately after the ter

mination of Criminal proceedings in accordance with the provision of the Criminal Law Amendment Ordinance, 1944.

270. Punishment imposed departmentally.—(1) In cases where the evidence, though not conclusive from a legal point of view, is still sufficient to establish morally the guilt of a suspected official, he should be punished departmentally. When a penalty is imposed under this rule it should be mentioned in the final report to the Head of the Circle or the Director-General, as the case may be.

(2) In all cases of fraud, embezzlement, or similar offences in which Government servants are involved, departmental proceedings should be instituted at the earliest possible moment against all the delinquents and conducted with the strict adherence to the Discipline and Appeal Rules, 1976.

Note.—See also rule 171(1).

271. Institution and defence of Civil Suits.—The Solicitor's Section in the Law Ministry of the Government of Bangladesh is responsible for the proper conduct of all Central Government cases in various Courts, including the execution of decrees in favour of the Government and the recovery of all sums due to the Government whether as costs or otherwise under a decree or an Order of the Court. All expenses in the conduct of litigation including costs, court fees, and counsel fees, not being the decretal amount of the costs payable to the other party under the decree or Order of the Court, shall be defrayed by the Ministry of Law out of the funds placed at its disposal.

272. Suits by the Government.—No suit shall be instituted on behalf of the Government except with the concurrence of the Solicitor's Sanction. When it becomes, or is considered necessary, to institute civil legal proceedings a concise statement of the case along with all the relevant records should be forwarded to the Solicitor's Section through Director-General indicating :—

(i) the steps if any taken already to obtain satisfaction of the claim and its results ;

(ii) the plea or objection, if any, urged by the person against whom the suit is proposed to be instituted ; and

(iii) in case of suit for recovery of money, the financial position of the person to be sued that is to say, whether he will be in a position to satisfy the claim if it is decreed by the Court.

(2) Once the case has been sent to the Solicitor's Section it would be their responsibility to do all work connected with the suit, namely appointment and briefing of counsel, payment of court fees, making payments of fees to counsel, and to see the suit is instituted and further followed up.

273. Defence of cases against the Government.—(1) As soon as the Summons and/or notice of any case against the Government is received

by an Officer, he should forward it immediately, through the Circle Office to the Director-General for advance information and at the same time to prepare with the least possible delay a statement of the case including all material facts and forward the same in triplicate to the Director-General along with the relevant records. The Director-General will take up the case further with the Solicitor's Branch of the Ministry of Law.

(2) When the summons or notice allows a short date for the first hearing and the statement of the case cannot be forwarded to the Solicitor's Section the Court should be moved under Rule 3 (Annexure II of Order XXVII of the First Schedule) of the Civil Procedure Code 1908 for an extension of the date, under intimation to the Solicitor's section.

(3) The Solicitor's Section upon the receipt of the statement of the case and the records, will examine the merits of the claim and unless a total acceptance of the claim is advised, will prepare a brief for the counsel which will be transmitted to him together with one copy of the departmental concise statement and the records received with it.

274. Arbitration Proceedings.—Instructions for the conduct of proceedings before Courts shall apply *mutatis-mutandis* to the conduct of arbitration proceedings to which the Department is a party.

275. General.—It is essential for the proper conduct of a case in Court on behalf of the Department that an officer of the Department should be able to answer all material questions and attend the court proceedings at each hearing unless the counsel for the State considers his attendance on a particular case unnecessary. The officer attending the court shall inform the Director-General and the Solicitor's Section in the Ministry of Law of the progress made at each hearing.

276. Action on termination of proceedings.—(1) When judgment or final order in a case is given the Solicitors Section will arrange to obtain a certified copy of the judgement or an official order and will in the event of an adverse decision, peruse it and decide whether an appeal or revision should be preferred and in such cases shall take all necessary incidental and consequential steps for making an appeal or application for revision or review.

(2) The instruction in the preceding paragraph apply *mutatis-mutandis* to second appeals and appeals to the Supreme Court.

(3) In the case of adverse decision of the decretal amount or the costs, as the case may be, are to be paid out of Government revenues and unless an appeal is taken or, as the case may be, an application for stay has been obtained, the officer of the Government who is nominated to attend the Court proceedings shall deposit in the court the decretal amount and costs if any within one month of the date of the Decree.

(4) In the case of money-decree or an Order for costs in favour of the Department, solicitor's Section shall arrange to take out execution for the recovery of the decretal amount and the costs if any and the amount realised in execution will be credited to the Department.

277. Preparation of the Statement of Facts.—(1) The Statement of Facts which is to be forwarded to the Ministry of Law for their advice is a very important document and must be prepared with the utmost care and thoroughness. It must contain a complete and concise statement of all the relevant facts on which the Department's case rests. The first page of the statement should *inter alia* contain the following information :—

(i) the details of the suits ;

(ii) the date of hearing and, if required, the information as to whether the Court has been moved for an adjournment ;

(iii) the case mark or marks of the Directorate-General and the Circle Office.

(2) Abbreviations like C.S.O., E.D.B.O. etc., should never be used in the Statement, as the Ministry of Law are not supposed to know the actual connotation of these abbreviations. Whenever any reference is made in the body of the Statement to certain Rules in the Post Office Manuals or any other instructions or directives issued by the Director-General or the Postmaster-General, a copy of the rules, instructions or directives must be forwarded with the Statement in triplicate.

(3) All documents forwarded with the Statement must be conspicuously marked on the top indicating their nature *e.g.*, punishment order, Memo of charges Rules so and so of Post Office Manual etc.

278. Drafting of pleadings and Affidavits.—The Officer who is to sign the pleading or the affidavit must make sure that there is no misstatement of facts in the pleading or the affidavit. The actual drafting of the pleading and the affidavit and the choice of words will, however, be the exclusive privilege of the Counsel appointed by the Government. So long as the facts are correctly stated in the pleading or the affidavit there should be no objections to it from the officer who is signing it. In particular cases where the Officer authorised to sign the pleading or the affidavit disagrees with the Counsel with regard to the actual drafting of the document the matter should be referred to the Ministry of Law for advice instead of entering into any controversy with the Counsel.

279. Heads of Circles authorised to institute and defend Civil Suits.—(1) In the following cases, the Heads of the Circles are authorised to institute or defend Civil Suits without reference to the Director-General or the Ministry of Law. The Legal Advisor to the Government should, however, invariably be consulted in all such cases before a suit is actually instituted or a defence plea is taken :

(a) Suits in connection with :

(i) Security Bonds of Postal Employees ;

(ii) Money Orders and Savings Bank transactions and insured articles provided that the amount involved does not exceed Tk. 500.

(b) Subject to the limitation laid down in item 23(xi) (Schedule II in the Schedule of Financial Powers of Officers of the Post Office Department), institution of Civil Suits on behalf of the Department against the defaulting guarantors of combined Post and Telegraph Office for the recovery of details against guarantee in all cases in which there is a reasonable prospect of the dues being realised.

(c) Suits connected with Lands or buildings, in which it is estimated that the law charges including Pleader's fee will not exceed Tk. 250 in each case.

(2) In all such cases action should be taken strictly in accordance with the provisions of the Civil Procedure Code and the special rules, if any, laid down for the conduct of suits in any Province by the Provincial Government.

280. Civil Suits against departmental employees.—When any employee of the Department is personally sued in any civil court, by parties claiming from him wages or money arising out of transactions in which he is concerned only in his official capacity, and where he acted *bona-fide* on behalf of Government, he should apply for the Government as the party really interested to be brought on the record of the suit as defendant. But when the suit is for damages in respect of an alleged wrongful act of a Government officer, the party aggrieved can only bring the suit against such officer, and he must not ask for the Government to be impleaded as defendant. The plaintiff in such case of wrongful action can only proceed against the party by whose act he has been aggrieved. The distinction is between suits on contracts and suits for actionable wrongs. In cases of the latter kind, it will be for Government to determine whether the defence of the officer in question should be undertaken by Government. This course will be adopted only in cases where there is no reasonable doubt of the innocence of the accused. When, on the other hand, there is *prima facie* evidence that he has acted improperly, he should be left to conduct his own defence, the question of Government contributing towards the cost of the defence being subsequently considered. Whatever be the nature of the case, failure to defend the suit, or to file a reply to the plaint in person or by counsel as the case may require, will render the officer or subordinate personally responsible. All cases of this nature should be reported to the Director-General with full facts on receipt of Court Summons.

281. Incidence of law charges on Civil Suits in connection with the execution of Government works.—(1) The Law charges incurred on Civil Suits in connection with the execution of Government works may be divided into three categories, namely :—

(i) the amount of the claim for which a decree is given ;

(ii) the amount of the incidental law charges incurred by the executing Department in connection with a work financed from its own departmental heads of expenditure, *e.g.*, when the P.W.D.

carried out a work chargeable to the public works heads of expenditure ; and

(iii) the amount of the incidental law charges incurred by the executing Department when acting as an agent in connection with a work financed from a different head of expenditure, for instance, when the P.W.D. executes a work, the cost of which is debitable to a head other than the public works head of expenditure, *e.g.*, Civil Aviation, Post Office, Telegraphs and Telephones, and Defence.

(2) The decretal amount of the claim, *vide* item (i) above, should be debited in all cases to the work concerned and the charges referred to in item (ii), to the Sub-head "Establishment-Contingencies" of the executing Department. As regards (iii) the amount should generally be borne by the Department on whose behalf the work is undertaken, on the ground that the action of the executing Department acting as agent, which is the cause of the suit, is normally taken in the interests of the work. When, however, it is established that the law suit has been caused by a deliberate act of an employee of the agent Department for his personal gain, the charges should be adjusted by recovery from the individual concerned or by debit against, the standing charges of that Department, according to the merits of each case. Each such case with a full statement thereof should be referred to the Government of Bangladesh for orders.

CHAPTER 7

FORGED, COUNTERFEIT AND DEFACED POSTAGE STAMPS, SILVER COINS AND CURRENCY NOTES

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

EXTENT OF APPLICATION

282. Under section 17 of the Post Office Act (VI of 1898) (as adapted in Bangladesh) postage stamps and impressions of stamping machines issued under the authority of the Government are "deemed to be stamps issued by Government for the purpose of revenue within the meaning of the Penal Code". The expression "postage stamp" therefore, includes the impression of stamping machines authorised to be used in prepayment of postage or other charges on postal articles or telegrams.

283. If a previously used postage stamp, from which, however, no attempt has been made to remove the marks of obliteration, is detected on an article already posted, or if a service stamp from which no attempt has been made to remove the letters denoting service, is detected on a private article posted, the stamp should be ignored. In either case, the article should be charged with the postage to which it thus becomes liable and should then be forwarded to destination with a remark on it stating the reason for the charge, a note of the occurrence being made in the error book in the case of post offices or in the note-book in the case of Railway Mail Service sections and mail offices. If an article, document or telegraph message bearing such stamps which have to be ignored is handed in at the window, it should be returned to the person who presented it, with the remark that a previously used postage stamp, or a service stamp affixed on a private article, cannot be recognised in payment of postage or other charge.

284. The prepayment by means of service stamps of a private letter which is certified by a Government official to be "On Bangladesh State Service" or "On Service" is not a criminal offence, but steps should be taken to have the matter dealt with departmentally.

285. The offences and the sections of the Bangladesh Penal Code, under which they are punishable are noted below :—

OFFENCES

Offence	*Section*
(1) Postage stamp, forged, counterfeit or fictitious (see section 28)	255—Counterfeiting a Government Stamp.
	261—Using as genuine a Government stamp known to be counterfeit.
	263A—Using knowingly for any postal purpose any fictitious stamp.

offence	*section*
(ii) Stamp from which previous obliteration appears to have been washed out or otherwise removed or concealed.	262—Using a Government stamp known to have been used before.
	263—Erasure of mark denoting that stamp has been used.
(iii) Service stamp with the letters denoting service or the word "Service" removed.	255(a)
	260 *See* entry against surrender.
	378—Theft.
	409—Criminal breach of trust by public servant.
	411—Dishonestly receiving stolen property.

286. Action to be taken when a defective stamp is detected—When any stamp of the kind referred to in the preceding rule is detected on a postal article passing through the post either in the office of posting or in the office of delivery or on a postal article, document or telegraph message presented at a post office, the following action should be taken :—

(1) If detected in a post office situated at the headquarters of a district, the officer in charge of the office should detain the article, document or telegraph message and at once lay information before the District Magistrate under section 190 (1) (c) of the Criminal Procedure Code as to the offence which has been committed and ask him to take steps to obtain possession of the article, document or telegraph message under section 95* of the Criminal Procedure Code. If the Magistrate of the District is away from the station, intimation may be given to any Magistrate or to the District Superintendent of Police, with a suggestion that he should authorise the detention of the article, document or the telegraph message, under section 95 pending the orders of the Magistrate of the District, and in cases where the Magistrate in whose jurisdiction the offence is detected, declines to take cognizance of it, on the ground that the offence was not committed within the local limits of his

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Section 95 of the Criminal Procedure Code :—

95. Procedure as to letters and telegrams.—(1) If any document, parcel or thing in such custody is, in the opinion of any District Magistrate, High Court, or Court of Session, wanted for the purpose of any investigation, enquiry, trial or other proceeding under this Code such Magistrate or Court may require the Postal or Telegraph authorities, as the case may be, to deliver such document, parcel or thing to such person as such Magistrate or Court directs.

(2) If any such document, parcel or thing is, in the opinion of any other Magistrate or of any Commissioner of Police or District Superintendent of Police, wanted for any such purpose, he may require the Postal or Telegraph Department, as the case may be, to make search to be made for and to detain such document, parcel or thing pending orders of any such District Magistrate.

jurisdiction, he should be asked to communicate the information to the Magistrate competent to deal with the case. It should be noted that the article, document or telegraph message is not to be delivered up to the Magistrate or to the Superintendent of Police but merely information is to be given regarding it with a view to the issue of necessary orders by the Magistrate. There is, however, no prohibition against the production of the article, document or the telegraph message, if necessary, for the Magistrate's inspection prior to the issue of any order. Pending the receipt of the orders applied for, the article, document or the telegraph message may be provisionally detained, and full particulars of the case should be reported at once to the Head of the Circle or to the Superintendent to whom the office is immediately subordinate, who will take such steps as the circumstances may require.

(i) If detected in a post or telegraph office not situated at the headquarters of the District or in a mail office, the officer in charge of the office should send the article, document or telegram detained, together with a report of the circumstances of the case in a sealed registered cover, to the officer in charge of the post office or telegraph office, as the case may be, situated at the headquarters of the district and at the same time forward a copy of the report to the Head of the Circle or to the Superintendent to whom he is immediately subordinate.

(ii) If the article, document or telegraph message on which the suspicious stamp is affixed, was handed in at a post or telegraph office or a mail office, the name and address of the person who represented it should be ascertained and he should be informed that it will be detained for enquiry. Information of the occurrence should also be given at once to the Police in order that they may, if necessary, take action under section 54 of the Criminal Procedure Code. If the article is one for which a receipt would ordinarily be granted, *e.g.*, a registered letter or telegraph message, instead of the usual receipt, a memorandum receipt bearing the date-stamp of the office is to be given to the effect that the article is detained for enquiry as it bears a suspicious stamp.

(iv) If detected in a post office in an acceding State, the article, document or telegraph message should be forwarded to the Head of the Circle concerned and then information should be laid at a Criminal Court in the State by an officer in charge of the office situated at the seat of such court who should request such court to obtain possession of the article, document or telegraph message in question by issuing a commission in the usual manner under section 21 of the Indian Extradition Act (Act XV of 1903) as adapted in Bangladesh to the court of the headquarters of the Head of the Circle.

NOTE.—Under sections 190 and 4(1) (h) of the Criminal Procedure Code, a Magistrate may take cognizance of an offence whether the person who committed it is known or unknown.

287. If a suspicious stamp is detected on any article or document received in a post office which is not the office of posting or destination but an intermediate office, or received in sorting in a section or a mail office, the article should be forwarded, enclosed in an envelope to the postmaster of the office of destination irrespective of whether either the detecting office or the office of destination is or is not situated at the headquarters of a district. When putting the article into the envelope, a note should be made drawing the attention of the office of delivery to the offence which is suspected. The outward foreign mail articles should, however, be returned to the office of posting or sent to the office of exchange (if the stamp impression of the office of posting is illegible on the cover) which will take action as prescribed in rule 286.

288. If an article, document or telegraph message bearing a suspicious stamp is received in a post or telegraph office in the circumstances mentioned in rules 285 (ii) and 287, it should be dealt with as if the irregularity was detected in that office.

289. It must be borne in mind that a person who posted an article bearing a forged, counter-feit or fictitious stamp or a stamp from which a previous obliteration has been removed or concealed is not necessarily the person guilty of that suspected fraud, as he may be able to show that his purchase of the stamp was a bona fide one; and in some cases there has been reason for suspecting that a stamp that is forged, counter-feit or fictitious or from which a previous obliteration has been removed or concealed, has been affixed to an article which has been posted with the object of causing annoyance to some innocent person whose name has been used in a fictitious letter inside; but in such cases it is equally necessary to use every endeavour to discover the real perpetrator of the fraud.

290. A Government official entrusted with service stamps for the prepayment of official correspondence, who may remove the marks upon them by erasure would, in addition to the penalty of such act, be chargeable with criminal breach of trust under section 403 of the Indian Penal Code as adapted in Bangladesh.

291. Inward foreign mail articles bearing counterfeit, fictitious previously used postage stamps. An article of the foreign mail bearing a postage stamp or impression of a franking machine which the post office of the country of origin has reason to believe counterfeit, fictitious or previously used, will be received from that country enclosed, along with a special advice in Union Form C-10 (specimen at the end of this sub-section), in a service registered cover addressed to the office of destination.

A copy of the advice will also be received by the Director-General or the Head of the Circle concerned.

Note.—The expression "postage stamps" includes impressions of franking machine.

292. When such an article is received in a Bangladesh post office for delivery, it should be shown to the postmaster who will serve the addressee with a notice in the following form :—

To

(Name) .....

(Address) .....

Sir,

Whereas a .....(description of article) bearing a postage stamp (or an amount) which is believed to be counterfeit (or altered) (or already used one, for been received to your address from office and country of origin), you are hereby invited to attend (also in person or by an agent duly authorised in writing to represent you, at the post office, within 48 hours, to receive delivery of the same.

.....

Dated.....192. Postmaster

293. Should the addressee or his agent attend at the post office within the time specified in the notice, the article may be delivered to him, provided that he pays the postage due and that he consents to make known the name and address of its sender and to surrender to the postmaster the portion of the article which bears the address and the postage stamp or stamps or impression or if it is inseparable from the article, the entire article.

294. If the addressee should fail to attend, by himself or through his agent, within the specified time, or if, having so attended, he should refuse to make known the name and address of the sender of the article or to make over to the postmaster the entire article or the portion of it required under rule 293, the article should not be delivered.

295. In either of the cases referred to in rules 293 and 294 the postmaster should record a statement in the prescribed form (FMS.-21) setting forth the action taken by him and the facts of the case, such as failure on the part of the addressee or his agent to attend at the post office, refusal to make known the name and address of the sender, etc. This statement, together with the portion of the article referred to in rule 293 or the entire article, as the case may be, and the advice (Form C-10) received with the article, should be submitted through the prescribed channel to the Head of the Circle in which the office of the delivery is situated.

296. The Head of a circle, on receiving the statement and the portion of the article referred to in rule 293, should forward them to the office of the Director-General for transmission to the Postal Administration of the country of origin of the article.

Note 1.—Form FMS.-21 will be supplied to head offices only. When a sub or branch office receives for delivery an article of the foreign mail accompanied by an advice in form C-10, the sub or branch postmaster should enter the article in deposit and obtain the instructions of the head office as to its disposal. In such cases, the head office will forward a copy of form FMS.-21 to the office of delivery with clear instructions as to the action to be taken under rules 293 to 296.

Note 2.—When the addressee of a foreign mail article which has been received accompanied by an advice in Form C-10 has changed his address and has left instructions for the redirection of articles to his new address, the article accompanied by the advice in Form C-10 should be sent in a cover registered cover to the address of the postmaster of the new office of delivery, or if that office be a sub or branch office, to that of the postmaster of its head office. If instructions for redirection have not been left by the addressee, the article and the advice form C-10, should be submitted, with a report to that effect, through the prescribed channel, to the Head of the Circle.

Note 3.—If a sub or branch office of foreign exchange receives an article of the foreign mail accompanied by an advice in Form C-10, and the article is intended for delivery by an office other than itself, it should forward the article and advice to that office, i.e., if the office of delivery be a sub or branch office, to the head office, enclosed in a cover registered or service.

Specimen of Form C-10

(Referred to in rule 291)

POSTAL ADMINISTRATION of .....
OFFICE OF.....

Stamp of despatching Office

ADVICE

concerning the use

(1) { of postage stamps presumed to be fraudulent / of impressions of (1) franking machines (printing presses) } presumed to be fraudulent.

Advice of despatch (2), by registered post, of the item of correspondence described below which apparently bears—

- a counterfeit / an already used — postage stamp
- a counterfeit / an already used — franking machine impression
- a counterfeit / an already used — printing press impression

Nature of the article : _____

Office of origin : _____

Date of posting : _____

Copy of the address : _____

_____

_____

Presumed irregularity : _____

_____

_____

Observations, if any : _____

_____

_____

Signature : .....

(1) Strike out whichever entry does not apply.

(2) In addition to despatch to the office of destination a copy of the form C—10 is sent to the Administrations of origin and destination.

SECTION II.—SOILED AND DEFACED POSTAGE STAMPS

297. Postage stamps whether adhesive, embossed, impressed or printed which have been :—

(a) defaced, obliterated, or marked (e.g., impressed with rubber or other stamp, or bearing postmarks or writing of any kind, or having anything printed on them otherwise than by the authority of Government),

(b) separated from embossed envelopes, postcards, or wrappers,

(c) torn or cut, or

(d) otherwise rendered imperfect

will not be recognised in payment of postage or any postal or telegraph fees. Such stamps when found affixed to a postal article, document or telegraph message will not be defaced but a remark stating why they have been ignored will be written on the article, document or telegraph message.

298. There is no prohibition, however, against the use for the payment of postage or postal or telegraph fees of postage stamps perforated with initials or other identifying marks traced in minute holes.

299. The prohibition against the marking of stamps should be too strictly enforced in the case of embossed or impressed stamps borne by embossed envelopes, wrappers and postcards; that is to say, where a letter of the address encroaches on the stamp, and where the encroachment is obviously accidental, the stamp should be recognised. Similarly, when the seal affixed by the sender to a registration envelope happens to extend over a small part of the embossed stamp, the stamp, should not be considered imperfect merely on that account. A postage stamp affixed to articles presented for despatch should not also be ignored merely because it is torn if the tear is slight and obviously accidental. Whenever it is proposed not to recognise an embossed or impressed stamp, the articles should be shown to the postmaster, or head sorter, as the case may be, who should himself decide whether the stamp should or should not be recognised.

300. Embossed envelopes, whether cut open or not, may be used as wrappers for newspapers etc., but registration envelopes may not be used for the transmission of unregistered articles.

SECTION III.—COUNTERFEIT OR FRAUDULENTLY DEFACED COINS OR FORGED CURRENCY NOTES

301. **Treatment of counterfeit or fraudulently defaced silver Coins.**—The following is the procedure for dealing with silver coins, which, after receipt, are suspected to be counterfeit or to have been fraudulently defaced :—

(a) Such coins, whether received from the public or from another office, should be sent to the treasury officer for examination.

If the coins are counterfeit or fraudulently defaced, the treasury officer will, after cutting and breaking them, either return the pieces or, when he desires to keep them, pay for the coins according to the value of the metal contents, under the Indian Coinage Act, 1906 as adapted in Bangladesh. In the latter case, the treasury officer will give the postmaster a voucher stating that the pieces have been retained and noting the amount paid. When suspected coins which were received from another office are being sent to the treasury, they should be enclosed, in a cover bearing the name of the office from which they were received, and the treasury officer should be specially asked to return the cover with the broken pieces or with the voucher, as the case may require. This will prevent any mistakes in the office in disposing of the pieces of the money received from the treasury.

(b) If the coins were received from the public, the broken pieces, or the voucher with the sum stated in it, should be made over to the official who recieved the coins and this official should be required to pay the face value of the coins.

(c) If the coins were received from another office, the broken pieces, or the voucher accompanied by the sum stated in it, should be sent to that office with instructions to recover the face value of the coins from the official who received them from the public and to remit the amount at once.

Note 1.—The postmaster, Dacca, is authorised to cut or break counterfeit silver coins discovered at this office.

Note 2.—As a general rule, the official responsible for accepting from the public counterfeit coins should be required to make good their value except when the counterfeit is so cleverly made that it cannot be detected with ordinary care and there is no negligence on the part of the official accepting the coin.

Note 3.—The procedure laid down in Note 2 above applies *mutatis mutandis* in the case of forged currency notes received in course of postal and telegraph transactions.

A.—In sub-offices, not situated at a treasury station, silver coins, which, after receipt, are suspected to be counterfeit or to have been fraudulently defaced, should be sent to the head office like an ordinary remittance, except that they should be enclosed in a separate cover, on which should be written the number and description of the coins and the words "suspected to be counterfeit/fraudulently defaced". This rule applies mutatis mutandis in the case of currency notes suspected to be forged.

302. Procedure to be followed on the presentation of forged notes or counterfeit coins over the counter where cash transactions take place with the public.—The following procedure should be followed when a forged currency note or a counterfeit coin is tendered by the public in cash transaction with the post offices :—

(1) *Forged currency notes.*—(a) when a currency note which is suspected to be a forged one is presented the tenderer thereof

should be asked to declare his name and address and on his doing so he should be handed an acknowledgement in the following form :—

Mr. .....of.....(address
is informed that it is suspected that the currency note No.....for
Tk. .....Presented by him is not genuine, and it is, therefore, being sent to
the Currency Officer/Treasury Officer.....for examination
Any enquiries regarding the note should be addressed to that Officer.

(b) The suspecting offices will then forward the note together with a duplicate of the acknowledgement to the nearest Currency or Treasury Officer for disposal in the usual manner.

(2) *Counterfeit coins*.—The procedure laid down for forged notes should be followed in the case of counterfeit coins also, the form of acknowledgement being suitably amended. In the case of Dacca, however, the Postmaster, Dacca, should cut and return counterfeit coins to the tenderers. Post Offices other than the Dacca Post Office, should refuse to accept diminished and defaced coins.

(3) If a note or a coin is presented, regarding the genuineness of which the receiving clerk has well founded suspicion, he should bring the matter at once to the notice of the head of the office or the senior officer present who should take charge of the note or coin, and if he is also satisfied that the note or coin is counterfeit, he should endeavour to ascertain the name and address of the presenter and should not return the note or coin even if pressed to do so, until the case has been investigated. If, in the meantime, the presenter should leave the post office premises, the case should be handed over to the police for enquiry.

(4) At places where there are branches of the Bangladesh Bank, suspected notes and coins should be sent to such branches of the Bank. Where there is no branch of the Bangladesh Bank, such notes and coins should be sent to treasuries as usual. Ordinarily, the post Office employees should be capable of identifying counterfeit coins and references to the Bangladesh Bank or the local treasury should be rare. If coins which cannot be clearly identified as counterfeit are to be sent to the Bangladesh Bank or the Treasury, as the case may be, it should be done once a week, or at such intervals as may be agreed upon between the Officer in charge of the Bank or the Treasury Officer and the Postmaster concerned. For the proper identity and safe custody of counterfeit coins when such coins have to be retained in the post office, the officer-in-charge of the office should himself take them over and after enclosing them in a closed cover and getting them sealed with his own seal, keep them in his own custody until they are sent to the Bangladesh Bank or the Treasury as the case may be.

APPENDIX

LIST OF ACCOUNT RULES

(Issued under the authotrity of the Auditor-General)

RULES

79. Extra despatches of Mails.

128. Correction of documents.

154. Postage stamps, coins and other articles of value found in a letter-box or on a counter.

160. Travelling allowances of non-gazetted officers.

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