

POSTAL MANUAL

VOLUME VII

RAILWAY MAIL SERVICE

NINTH EDITION

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MISCELLANEOUS RULES

RULE

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CHAPTER I

Miscellaneous Rules

- 1 Departments of a set of a sorting mail office – (1) Each set of a Sorting Mail Office is divided, for the purpose of distribution of work and responsibility, into the following departments :-

Department	Designation of official in charge
a) Mail Department	Head Sorting Assistant
b) Sorting Department	Sorting Assistant
c) Registration Department	Registration Sorting Assistant
d) Parcel Department	Parcel Sorting Assistant

(2) In sets where the number of Sorting Assistants employed is less than the number of departments, the work is distributed according to the establishment sanctioned, the duties appertaining to two or more departments being assigned to one Sorting Assistant.

(3) Where a separate parcel Sorting Assistant is not employed, the duties of parcel department are assigned to the registration Sorting Assistant and in sets consisting of only two Sorting Assistants, the Head Sorting Assistant performs, in addition to his own work, all the duties of the sorting department and the

Sorting Assistant, the duties of the registration and parcel departments.

(4) In sets in charge of a selection grade Head Sorting Assistant, the duties of the mail department connected with receipt and dispatch of mails and opening and closing of mail bags will be assigned to a senior Sorting Assistant or Sorting Assistant who will be designated as mail Sorting Assistant.

NOTE: Sorting work is no longer performed in trains.

- 2 **Posting of prepaid unregistered articles in trains and mail offices.** – (1) The posting of unregistered articles (i.e. letters, postcards and packets) in train letter-boxes at any time during the day or night and in the letter boxes attached to RMS offices during the time prescribed for late fee collection in respect of each mail carrying train is subject to the prepayment of late fee prescribed in addition to the postage due.
- (2) Articles posted in the van or compartment letter-box will be dealt with immediately after leaving the station. The stamps on them will be first obliterated. All articles on which the prescribed late fee has been paid in addition to the postage, due will be forwarded by the nearest route to destination. The ‘Detained Late Fee not paid’ stamp will be impressed on all articles, except postcards, on which a late fee has not been prepaid. All such articles will then be made over loose by the sections to the first mail office or a Post Office which does the duties of a mail office for disposal, as if posted in that mail office or Post Office, and if there is no such office (after the posting of the article) either en route or at the end of the beat of the section, the article should be handed over to the next section, for being consigned to the first available mail office or post office for disposal as if posted in that office.
- (3) No article should be received by hand by RMS section. In cases in which the mail vans and compartments used by the Railway Mail Service are not provided with letter-boxes and also in case of big letters and packets which cannot conveniently be posted in letter-boxes attached to the trains, this rule will be treated as in abeyance, and articles should be received by hand without scrutiny until after departure from the station, when the articles so received should be treated as under Paragraph (2) exactly as though posted in the van letter-box.

- (4) The regular mail vans of sections will have the following notice painted at the letter box :-

“ Letters, Post Cards and Packets posted here must carry in addition to the ordinary postage, extra postage as per rates prescribed from time to time”.

3. **Mentions of sections in official correspondence** – (1) In order to avoid confusion, whenever a section is mentioned in official correspondence, the beat of the section must always be added, within brackets, after designation, thus :-

TP 16 (Chennai – Vijayawada)

TP 16 OUT (Chennai – Vijayawada)

TP 16 IN (Vijayawada – Chennai)

- (2) In case where the beat of two or more sections is the same, the Railway designation of the train by which the section mentioned works should further be added when the section is referred to for the first time.

NOTE: - (1) This rule need not be observed in communications between officials of the same Division so far as the sections and mail offices of the Division are concerned.

NOTE: - (2) Report against a section should contain, in addition to the designation, the number and date of the set concerned.

4. **Interception or redirection of articles.** – Except on the authority of the Director-General or the Head of the Circle, a mail office may not –

- (a) redirect any article ; or
(b) intercept or deliver any article to the addressee.

NOTE : - This rule will not apply to camp articles for high officers which are to be dealt with in accordance with the instruction given in Appendix.A.

5. **Information not to be made public.** - No person not belonging to the Department may be permitted to examine any article passing through the post, even though the articles may have been posted by him nor any information respecting such an article be given to any one not belonging to the Department. Work papers may not be shown to any official unconnected with the Railway Mail Service. Officers of the Railway Mail Service render themselves liable to dismissal if they make public any information which they receive officially or in the discharge of their duties. When information from Rail Mail Service records is asked for by any Government officer, the matter should be referred to the Circle for orders.
6. **Date on stamps and seals.** – The date shown by the date stamps and seals of a set of section or mail office should be that of the day on which the working hours of the set begin.
7. **Interruptions to mail movement** – Interruptions of the mail service due to breaches on the Railway, floods, accidents or any other cause, should be reported by the Head Sorting Assistant of the set on duty to the Superintendent, the Inspector and the Record Office to which the set is attached. If the detention to mails due to breaches or accidents is likely to exceed 6 hours, it should be reported at once by fax/telegraph to the Superintendent and the Record Office. In cases of detentions of less than this period, a report by fax/telegraph should be sent only to the Record Office.
8. **Extra reserved accommodation in trains** – (1) Wherever, from any cause, the regular accommodation provided in a train is inadequate for the carriage of all mails that have to be forwarded by it, the Mail Agent/Mail Guard in charge of a transit section may apply to the Railway authorities for such extra accommodation as may be necessary for the exclusive use of the Post Offices.

(2) At stations where a Record Officer or Mail Agent is available, the request for extra accommodation after satisfying himself that such accommodation is actually necessary, will be made by the Record Officer or the Mail Agent, as the case may be.

(3) When extra accommodation is required under this rule, a requisition in the prescribed form should be prepared in four parts by the Record Officer or Head Sorting Assistant; the first part of ball point/pencil copy should be handed to the Station Master of the station from which the extra accommodation is reserved, the second part should be delivered up at the station to which the extra accommodation is reserved, and one part of carbon copy should be sent to the Superintendent attached to the daily report and the

remaining part should be retained by the Record Officer or mail Agent/Mail Guard for record. In his daily report, the Record Officer or Mail Agent/Mail Guard must explain the circumstances under which the extra accommodation was required. From the carbon copy of the requisitions and from the daily reports received by him, the Superintendent should, on the 10th of each month, compile and submit to the Head of the Circle a return in the prescribed form showing particulars of the extra accommodation used on each Railway during the preceding month the number of bags conveyed in the extra accommodation in each case, and explaining the necessity for the extra accommodation.

- 9 **Misconnection of mail buses, trains and air services.** – (1) The misconnection of mail-carrying buses, trains and air service at junction stations and at airports should invariably be reported to the Superintendent as early as possible by Record Offices established at those places, stations and airports in accordance with instructions embodied in the “Telegraphic Message Code” or by fax. The misconnection between air services should also invariably be reported by Record Officers to the Head of the Circle by first post.

(2) The Mail offices, or Post Offices which open and dispose of misconnected mails should intimate the disposal of the mails immediately to the Record Offices of the sections or Mail Offices and to the Post Office by which such mails are due to be received. Intimation of the disposal of such mails should also be sent to the Record Offices of the sections and Mail offices, and the Post Offices which closed the bags.

10. Circulars of Heads of Circles : (1) Orders issued by Heads of Circles for the general information and guidance of RMS officials are published in their Monthly Circulars which bear headings and a consecutive annual series of numbers. These circulars are issued and forwarded to all Supervising Officers and Record Officers and 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 Heads of Circles should be destroyed after three years, counted from the month of April following the close of the official year in which they were issued. If it is found necessary to preserve or repeat the instructions contained in such

circulars , Heads of Circles will either incorporate them in the circle orders or reproduce them in a new circular before the previous circular is due to be destroyed.

11. Receipts to be taken in hand to hand exchanges. – (1) In addition to the rules laid down elsewhere prescribing the transfer of bags or articles from one section or mail office to another or from one set to another, it is here laid down as a general rule, that whenever registered and parcel articles have to be transferred loose, the procedure described below should be followed: -

When the number of registered or parcel mail articles to be made over is large, they should be enclosed in a registered or parcel bag, for which receipt should be taken in the registered or parcel abstract of the relieved set. Where the number of such articles is small and the time at the disposal of the relieving set will admit of their being counted, they should be made over loose, but under receipt on the duplicate copy of the registered or parcel list.

(2). In all such cases, the bag from one Set of Mail Office to another will be indicated in the accompanying mail list as ‘L’ bag, separate acquittance having been obtained for Registered/Parcel bags/articles. The Due Mail List will in such cases show exchange of ‘L’ ‘R’ and ‘P’ bags instead of ‘D’ or ‘S’ bag.

12. Knowledge of Sorting List and “List of Indian Post Offices” – (1) It is essentially necessary that every Sorting Assistant should commit the sorting list for memory. He should be able to readily repeat or write down from memory the particulars of the due mails received and delivered at each receipt and dispatch.

(2) Every Sorting Assistant should be conversant with the *List of Indian Post Offices* which will be useful in sorting. He must thoroughly know the names of all Head Post Offices in India and the names of Sub and Branch Offices under such Head Post Office groups to be prescribed by the Divisional Superintendent and be able to readily repeat or write down from memory the names of the Sub and Branch Offices in account with each such Head Office, and of the Branch Office in account with each such Sub-Office.

- (3) Every Sorting Assistant should be conversant with the PIN CODE of all Pin Sorting Districts in India and should be able to readily repeat or write down from memory the PIN CODE of Sorting Districts.
- (4) Additions and alterations are periodically made in the list of Indian Post Offices, and it is necessary, therefore, that Sorting Assistants should make themselves acquainted with all changes that affect them on receipt of new editions of the List, so as to keep their knowledge up to date.
- (5) No Sorting Assistant can be efficient unless he knows the sorting list by heart, and has an intimate acquaintance with the list of Indian Post Offices.
- (6) A sorting case, with cards on which the names of post towns are printed or written, is available at every Record Office for the purpose of enabling Sorting Assistants to practice sorting. As the sorting case is similar in every respect to that used by a set while on duty, and is arranged in the same way, proficiency in sorting can be attained by any Sorting Assistant by such practice. Sorting with these practice cards will be found, therefore, a useful and profitable occupation for Sorting Assistant while off duty.

NOTE: The Superintendent, Inspector or Record Officer may order a Sorting Assistant to attend the Record Office for practice sorting during his rest-time.

13. Supply of sorting list to Sorting Assistants – (1) Every Sorting Assistant in RMS will be supplied with a copy of the sorting list of the Mail Office to which he is attached and will be required to grant a receipt for it in the following form:-

“ Received from the Head/Sub Record Officer at-----

 under _____Division a sorting list of

 RMS/Section corrected up
 to _____
 Date _____
 Designation _____

- (2) It will be the duty and responsibility of each Sorting Assistant to keep his personal copy of the sorting list corrected up to date and the Record Officer will see that this important item of work is attended to during Record Office attendance.
- (3) The personal copies of the sorting lists will be accounted for in the same manner as metal tokens. In case a Sorting Assistant surrenders the sorting list, the receipt will be returned to him. It will be the duty of the Record Officer to see that sorting lists are returned by the officials when asked for and that if the sorting list is lost, a sum of Rupee one is recovered from the official as a nominal cost of the sorting list, before a new copy is supplied.

14. Metal Tokens : (1) A metal token of authorized type must be carried by all RMS officials, other than Supervising Officers, who travel on duty in a vehicle or compartment reserved for the Post Office, or who have to enter the platform for exchange of mails, in order to show their right to be present in the mail van or reserved compartment or on the platform. As all Record Officers, Sorting Assistants, Mail Guards and Group D officials of the RMS may at any time be required to travel in the mail van or reserved compartment or to enter the platform for exchange of mails, they will each be supplied with a metal token, which must be shown, on demand to Railway Guards and ticket examiners.

NOTE: Metal tokens should also be supplied to those mailmen who travel in charge of mails in reserved compartments.

- (2) The tokens are the property of Government and are supplied from the stock depot to the Head Record Office. The Head Record officer issues tokens to the officials attached to his office and supplies them to record and Sub Record Officers, for issue by them to the officials attached to their respective offices. They each bear the name of the Division and a serial number and are treated as part of the stock of Record offices. Every official to whom a

token is issued, is required to grant a receipt for it in the following form:-

Received from the Head/Sub Record Officer at -----
-----under-----Division, a metal token
bearing NO.-----
Station-----Signature of official-----

Date-----Designation-----

The holder must always retain possession of his token and wear it when on duty, and he will be held personally responsible for its loss or misuse. He is also required to produce it for identification before his monthly salary can be disbursed to him.

NOTE: If when called upon to produce the token, the holder does not do so, he renders himself liable to the same penalty as if he had lost it.

- (3) If the holder of a token goes on leave or is transferred to the control of another Record Office or Division, or quits the service, whether by dismissal, retirement etc. or ceases to belong to the class of officials to whom tokens are supplied, he should return the token to the Record Officer in exchange for the receipt granted for it. It will be the duty of the Record Officer to see that token are duly returned by officials who proceed on leave or are transferred or quite the service. In order that each token may, as far as possible, be retained in the possession of the original holder the same token should, if not impracticable, be always restored to the official who surrendered it when going on leave.

If the holder of a token is replaced by a successor, who does not hold a token, the former's token should be transferred to the latter who should be required to grant a receipt.

(4) If the holder loses his metal token, he must immediately report the fact to the Record Officer who will issue a new token to him and submit a report to the Superintendent. The holder will also have to make good the dues as prescribed by the Department. The usual formalities should be followed before effective recovery of the amount.

EXCEPTION : Mail carriers attached to Post Offices are supplied with metal tokens of the authorized type when such officials travel on duty with mails in a vehicle or compartment reserved for the Post Office. The metal token should be of that Railway Mail Service Division which covers the post office concerned. The Postmaster of the Post Office to which the mail carrier is attached will perform the functions of the local Record Officer, and the Superintendent of Post Offices will exercise the functions of the Superintendent, Railway Mail Service.

15. Relaxation of work on Sundays and PO Holidays. – (1) Record Offices may be entirely closed, provided that adequate arrangements are made for urgent work and that in the case of Record Offices, the attendance of Sorting Assistants under Rule 26 can be duty arranged for either on the day preceding or on the day following a Post Office holiday.

(2) In the Mail Offices –

- (a) Except the sale of postage stamps, postal stationery (and booking of registered articles during the period for each mail office on payment of usual late fee), no business will be done with the public.
- (b) On Sundays and on Postal holidays, there will be no dispatches to the Post Offices.
- (c) Generally, attendance of the staff of mail offices on Post Office holidays should be reduced to the minimum compatible with

the due discharge of the work, arrangements being made in large offices to relieve as many of the staff as possible entirely, in rotation, on such holidays or on the next day depending on the exigencies of work.

16 Memorandum of distribution of work. – (1) The memorandum of distribution of work is issued by the Superintendent when more than one official work in an office or a section. It specifies the duties to be performed by each official, the attendance hours of sets, and in the case of a section which work by a train starting from the Station, also the hour at which the set should be present at the station.

- (2) In the case of Record Office, the memorandum should specify the hours during which the record officer must be present in the office, the work he is to do in the office, the trains he is required to attend and the work to be done by him on the platform. The Record Officer will initially prepare the memorandum of distribution of work, and forward it to the Superintendent.
- (3) In the case of a sorting mail office, the memorandum should show in detail for each sorting Assistant the bags the contents of which should be examined and packed by him, the examination of more important bags being assigned to the Senior Sorting Assistants of the set including the Head Sorting Assistant. The work to be done by a set at the Record Office on attendance day, should be apportioned among the Sorting Assistants/Mail Guards and detailed in the memorandum. The Inspector will initially prepare the memorandum of distribution of work of the mail office or section and forward it to the Superintendent.
- (4) In the case of a section, the memorandum will show proper arrangements of bags in the van. The arrangements should be such as to secure an even distribution of the bulk of weight over the surface of the van, in order that the strain may not rest on any particular portion or portions of the vehicle. The particulars of cage TBs prescribed should also be specified.

- (5) Copies of memorandum will be furnished by the Superintendent to the Record Office, Mail Office or Section, and Inspector concerned.

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

17 Disposal Records – (1) The following records should be torn and sold as waste paper on the expiration of the period of preservation noted against each.

Class of Record (1)	Period of Preservation (2)
i) Correspondence relating to robberies, thefts, etc. (Inland Post)	One year after the cases are closed
ii) Invoices of articles received from the Stock Depot	Three years
iii) Carbon copies, invoices of articles returned to the Stock Depot	Three years
iv) Order Book of a mail office and a section	Three years.
v) Correspondence relating to personal files (appointments, nominations, leave, pensions, punishments).	Three years after the month in which the official concerned ceased to belong to the Department. In cases where the Department is likely to be involved in some loss, they should be preserved till the monetary responsibility is fixed.
vi) Work papers of RMS offices and sections	Eighteen months
vii) Correspondence relating to the disposal of registered articles (both letters and parcels)	Eighteen months
viii) Other records of a record or sub record office with the exception of those mentioned in the following paragraph, and account records detailed in the Posts and Telegraphs Financial Hand Book, Vol I.	Eighteen months
ix) Arrangement Register, Attendance Register and Daily	Eighteen months (In cases where the Department is likely to be

involved in some loss, they should be preserved till the monetary responsibility is fixed.

- (2) The following records may not be destroyed without the special permission of the Head of the Circle –

Order book of a Record Office.

Nominal roll of token-holders.

Work papers, correspondence, or documents regarding which enquiry is in progress, or these connected with cases which have not been fully decided or closed.

- (3) When the records mentioned above are to be destroyed, the destruction should be effected in the Record Officer's presence by tearing them into pieces in such a manner that they cannot be used again. They should then be sold as waste paper.

NOTE: 1 – Gradation lists should be destroyed three years after new ones have been issued and registers of sanctioned establishment should be destroyed at the end of the year after new ones have been supplied or prepared.

NOTE 2 - Director General's circulars and General Orders and Postmaster General's circular should be destroyed after the lapse of three years counted from the month of April following the close of the official year in which they were issued.

NOTE 3 - In addition, to the correspondence referred to in Paragraph (1), the Head of the Circle may order the preservation of any other classes of correspondence for a period longer than that prescribed above.

- 18 Postage stamps and stationery for sale – (1) Every mail office is provided with a stock of postage stamps and stationery (including embossed envelopes, inland letter cards and postcards) for sale to the public; and the Head Sorting Assistant or, in the case of a transit Mail Office, the Mail Agent or Mail Guard is responsible that a sufficient stock of postage stamps of all kinds in

demand is maintained in the office. Any stamps or embossed article ordinarily in demand must be obtained, at once, if asked for by any one, out of the money realized from the sale of stamps advanced by the Post Office.

(2) The amount to be held in postage stamps/stationery (including embossed envelopes, inland letters and postcards) by each mail office is fixed by the superintendent, and stamps to that amount will, in the first instance, be supplied to the Record Office, on application, by the nearest Head Post Office. When the first supply of stamps is received from the Head Office, the Record Officer should grant a receipt for the value of the stamps; this receipt should be forwarded to the Superintendent, RMS for counter-signature and transmission thereafter to the Head Post Office. The Record Officer should distribute the postage stamps to the various sets of the mail offices according to the orders of the Superintendent, RMS and obtain receipts therefore which should be kept on record. When further supplies of stamps are required, they may be obtained by the Head Sorting Assistant by purchase from any Post Office. When case is sent for purchase of stamps, the Head Sorting Assistant must see that the money is entrusted to some trustworthy official who has furnished security; the official entrusted with the cash should give a receipt, which should be destroyed in his presence by the Head Sorting Assistant or the Mail Agent when he returns with the stamps.

(4) Postage stamps are to be kept in the office safe; but in order to save them from damage, they should first be put in the stamps case supplied to every mail office and the case should be kept inside the safe. The case consists of two boxes – one fitting into the other – each provided with (a) compartments for the several kinds of embossed envelopes and postcards, and (b) a book with indexed pages for the different denomination of postage stamps. The inner box, marked “ Daily Stock” , is intended for the stamps, etc. required for a day’s or half-a-day’s sales, and the outer box marked “Reserve Stock”, for the remainder of the supply held by the

office. The former alone should be kept out during working hours, and replenished as needed from the latter, which must always remain inside the safe. When the office is closed, the "Daily Stock" box should be replaced within the "Reserve Stock" box and the complete case deposited for the night, or until the office re-opens, in the safe, or, if no safe is provided, in the mail box. In order also to prevent stamps from getting spoilt by being kept too long in the office, each supply of each denomination of stamps must be expended before the sale of a fresh supply of the same denomination begins, and for this purpose each supply purchased should be kept distinct from previous or subsequent purchases. If any stamps, cannot be disposed of within a reasonable time, and there is danger of their becoming damaged, the matter should be reported to the Superintendent.

NOTE: A Group 'D' official who has furnished security may be employed for the sale of stamps to the public with the approval of Superintendent, RMS but the services of Group D officials who is employed to deface postage stamps should not be utilized for this purpose.

(4) The official who is entrusted with the work of sale of stamps should write down in his rough notebook the various denominations of unsold postage stamps, stationery, etc. and the cash at the close of working hours of the set and sign the same. The Head Sorting Assistant should check the correctness of these items and sign in token of verification of the entries. No unattested correction of any figures is permissible.

19. Custody of Government Money – (1) Government money and all other articles and documents which are required by the rules to be kept in the office safe, should be locked up in the cash safe or cash chest supplied to the office. For this purpose, each Head Record Office will be supplied with an office safe. Each Record or Sub-Record Office will be supplied with either, a cash safe or a cash chest at the discretion of the Head of the

Circle. No private money, property belonging to any person may be kept in the safe or chest.

2. The best possible arrangements must be made to secure the safety of the office safe; the Head Record Officer and each Record Officer and Sub-Record Officer should report to the Superintendent the room or place and the manner in which it can best be secured, and the Superintendent will then issue orders on these points which must be strictly carried out.
3. In Record and Sub Record Offices having one or more Sorting Assistants, besides the Record or Sub-Record Officer, the cash chest or safe should have arrangement for securing it with two locks, one of which may be a body lock. If two padlocks are used, they should be of different patterns. Cash chests for supply to other Record or Sub-Record Offices may at the discretion of the Head of the Circle have arrangement for using only one lock (body or padlock).
4. In Head Record Office, one key of the safe will be retained in the custody of the Head Record Officer and other in that of the Accountant. In Record and Sub Record offices with one or more Sorting Assistant in addition to the Record Officer or Sub-Record Officer, the key of one of the locks should be retained by the Record Officer or the Sub-Record officer and that of the other by the Sorting Assistant nominated by the SRM as the joint custodian. In single handed Record or Sub-Record offices, the keys of both the locks will be retained in the custody of the Record or Sub-Record officer.

EXCEPTION - In a Sub Record Office with a single sorting Assistant besides the Record or Sub Record Officer where difficulty is experienced in connection with the joint custody of cash and valuables, the Head of Circle may as a special case exempt the Sorting Assistant from the joint custody of cash and valuables after office hours.

(5) During the working hours of the office, the safe or chest may be secured with only one lock- the key of which is in the custody of the Accountant in the Head Record Office and the Sub Record Officer or Record Officer in th other offices.

(6) Beyond the working hours of the office, the safe must be secured with both the locks, keys of which should remain in the custody of the proper and authorized officials.

(7)In case the cash and valuables of an office are required to be kept in a safe embedded in a Police Stations, GRP, Treasury, Sub Treasury or any place other than the premises of the Record Offices, two safes should be supplied, one for use in office during the working hours and the other for use beyond the working hours. The former should have only one lock and the latter double locks.

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RULE

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CHAPTER 2

GENERAL RULES FOR TRANSIT SECTION AND MAIL OFFICES

NB : The rules in this chapter, except where they are obviously inapplicable, or where there is something repugnant in the subject or context, apply alike to transit sections and mail offices (sorting and transit): and wherever the Head Sorting Assistant is mentioned, the official in charge of a set is meant, whether a Head Sorting Assistant, Mail Agent or Mail Guard.

The duties connected with receipt and dispatch of mails and closing of transit bags will be performed by the Mail Sorting Assistant in the case of sets in charge of a selection grade Head Sorting Assistant.

20. Stamps and seals – (1) Every set is supplied with the following stamp and seals :

- a) a date stamp
- b) a name stamp
- c) a date-seal
- d) 'Detained Late Fee Not Paid' stamp

- (2) Each set of a Sorting Mail Office is further supplied with an insurance seal, enclosed in a box provided with a lock and key. The insurance seal must always remain in the possession of the Head Sorting Assistant who will be held responsible for its safe custody.
- (3) With each date-stamp and seal is supplied a type-box, on the lid of which is painted the designation of the section or office and the number of the set to which the box belongs. Type-boxes, containing the type not in use and the name stamps are kept in the Record office (except those offices/sections the staff of which are exempt from RO attendance.)

NOTE: In addition, special date seals are supplied to the registration and parcel departments, when there are separate registration and Parcel Sorting Assistants, and to the mail departments of a Sorting Mail Office where the duties connected with the exchange of mails are performed by an official other than the Head Sorting Assistant. Also 'Detained Late Fee Note Paid' stamp is supplied to mail offices/sections which deal with letter box clearance.

21 Books – (1) The following books are supplied to each set :

- (a) Sorting list (to be supplied to Sorting Mail Offices)
 - (b) Guidance book (not supplied to transit mail offices/sections)
 - (c) Book of service message form (see note 2 below)
 - (d) Order Book – (But see Note 2 to Rule 157, Postal Manual, Volumes –V and VII);
 - (e) A copy of the Telegraphic Message Code'
 - (f) Post Office Guide Volumes –I and II (not supplied to Sections);
 - (g) Post Office Guide Volume –III (list of Post Offices)
 - (h) Classified List of Post Offices and RMS offices and sections;
 - (i) Due Mail List (contains the sorting list also):
 - (j) Pin Code Directory (not supplied to Transit mail offices/sections);
 - (k) MMS schedules/Air schedules (not to be supplied to transit sections).
- (2) Each Order Book has 200, and each Guidance Book 100 serially numbered pages. The willful removal of a page will be regarded as a serious offence and render the offender liable to dismissal.

NOTE: 1- In addition, volumes –II, III, IV, V and VII of the Postal Manuals, Book of Standard Printed forms, compilation of Fundamental and Supplementary Rules, and General Provident Fund Rules are supplied to Record Offices and Sub Record Offices and may be referred to by the Sorting Assistant of mail offices and Sections (if any) attached to them. Branch Office Rules and financial Handbook, Volumes –I and II are supplied to the Head Record Offices.

NOTE 2 - In a Mail Office, or in a Sub Record Office, one book of service messages will ordinarily be used, the messages being sent as 'from state' mails or 'from SRO', as the case may be.

22. Portfolio and its contents – (1) Each set of a section is supplied with a portfolio, provided with a lock and key, and bearing the designation of the section and the number of the set to which it belongs painted on it.

(2) In the portfolio should be carried:

Acme covers	Wax heater;
Bundles of work papers;	Due Mail Lists;
Stamps & seals ;	Memo of distribution of work
Writing materials;	Error book;
Box of 'safety' matches	Carbolic Soap Cake/Cakes;

First Aid Box;	Order Book;
Duster;	Book of service message
forms;	
Ink pad with tin case	Telegraph Message Code;
Parrot-billed scissors;	Type tweezer;
Pen knife	Brass files for papers;
Poker	Rubber stamping pad;

Type Boxes } Carried only by those sections exempt from RO Attendance

Type Stamps }

(3) The portfolio will always remain the personal custody of the Head sorting Assistant/Mail Guard who will be responsible for its safety, and to enable him to do so, the means for locking up or securing portfolio will be provided both at headquarters and outstation.

(4) In a sealed bag should be carried :

Sweeping brush ;	Labels for bags;
Late fee notice board;	Just twine;
Ball twine;	The seal holders and wooden blocks
Sealing wax;	
Stamp brush;	Covers, etc.

(5) Both at Headquarters and outstations, the portfolio, the sack bag containing empty bags (for the use of the section with mails or those to be returned to Record Office) and the sealed bag referred to in Para. (4) above should be dispatched to and received from the mail, record or Post Offices by the set of the section concerned with a remark on the mail list. These entries should not, however, be included in the total struck at the foot of the mail list.

23 Stationery :- (1) The stationery rate list issued by the Superintendent shows the quantity or number of the articles of stationery to be supplied to each set of every section and mail office in the Division.

(2) The Head sorting Assistant of a mail office, should at the commencement of each day's work, give out a stock sufficient only for the day's requirements, and the remainder of the articles should be kept under lock and key.

(3) The Head sorting Assistant of each set of the various sections attached to a Record Office will be supplied by the Record

Officer, on the 1st of every month, with a month's supply of stationery, for which he will give a receipt in the stationery register. He should keep this stock in a spare bag which, after he has given out the articles required for the set for one trip, should be closed and sealed with the date seal of the set and deposited for custody, under lock and key, by the Record Officers in the box provided for it at the Record Office. At the end of the month, the unconsumed articles (if any) should be detailed and deposited.

24 **Hand-bags** – A hand bag is supplied to each Sorting Assistant, each Mail Guard and each Van Attendant of a section in which to keep his personal luggage. This hand bag and roll of bedding not exceeding 1 meter by 1.2 meter in girth are the only articles of a personal property that they may be taken into the mail van. Any Inspecting Officer has authority to require a Sorting Assistant, Mail Guard or Van Attendant to open his hand bag or bedding to see whether it contains any article which is not supposed to be with the official.

25 **Relations of staff with Record Officer** – (1) Staff attached to a particular Record Office are directly subordinate to the Record Officer, and must unhesitatingly carry out the latter's orders in all official matters.

(2) The Head Sorting Assistant will ordinarily receive through the Record Officer all instructions affecting changes in the sorting list or in departmental procedure, as well as instructions issued by the Superintendent on other matters.

(3) It is the duty of the Head Sorting Assistant to personally receive from the Record Officer the work papers of the set, whenever prescribed and this duty must on no account be delegated to any other Sorting Assistant.

Note: the Head of Mail Office, if in some cases is also be sub record officer, the instructions alluded to in Paragraph (2) will be received by him direct from the Superintendent.

26. Attendance at Record office – (1) All officials must, unless exempted from Record Office attendance, attend punctually at the record or sub record office to which they are attached during attendance hours, and sign the attendance book. Any such official

failing to attend will be treated as absent without leave, unless he produces a medical certificate or obtains leave due before hand. If any official applies for and is granted casual leave for the day, he is required to attend at the record or sub record office, casual leave for only half a day may be debited to his casual leave account. In case, however, leave other than casual leave is granted, one day's leave will be debited.

- (2) Sorting Assistants/Mail Guards should bring with them their metal tokens and rough notebooks. The Mail Agent/Mail Guard of a set of a Section should also see that the portfolio of the Set has been brought to the Record Office. None of the sorting Assistant /Mail Guards should leave the Record Office until they have replied to any correspondence requiring disposal, and Head Sorting Assistants completed the performance of the duties described in the following rules in connection both with their previous and their next working hours, or trips, as the case may be.

NOTE: 1 - The Head of Circle may relax the provision of this Rule for the Sorting Assistant working in any section under special circumstances. As a general rule, the staff of mail offices are exempted from Record Office attendance.

NOTE : 2 -The general duties prescribed in the rule for performance by the Sorting Assistants during their attendance hours at the Record Office should, in the case of Sorting Assistants exempted from Record Office attendance, be performed during working hours of the set.

27. checking and submission of work papers – (1) The Head Sorting Assistant should, with the assistance of the other Sorting Assistants check the work papers of the set in detail comparing receipt lists with dispatch lists and corresponding entries in the registered/PL/Mail/ MO abstract and writ up from his own and other Sorting Assistant's rough notebooks the daily report and extract reports relating to the trips. This duty should be performed before the work papers are sent enclosed in a bag with entry in the mail list to the Record Office.

- (2) Each Sorting Assistant should have the work papers, for which he is responsible or which relate to him, examined in his

presence by the Record Officer, and should assist the latter in the work of examination.

NOTE: The checking of the work papers and the preparation of the daily report and extract reports may be performed by the Head Sorting Assistant either during rest time before attending the Record Office or at the Record Office.

(3) The Head Sorting Assistant/Mail Guard of set of a section or a Mail Office, which is exempted from Record Office attendance, should send the work papers of the set to the Record Office in a closed bag, duty invoiced in the mail list.

NOTE: The checking of work papers and preparation of daily report and extract reports should be performed by the Head sorting Assistant/other Sorting Assistants at the end of duty hours, and before enclosing them in the bag of work papers for dispatch to Record Office.

28. Preparation of daily report (M.S.83). – (1) The Head Sorting Assistant is required to submit to the Superintendent (or the Superintendent (Sorting) as the case may be) through the Record Officer, a daily report in which the irregularities observed by him, or reported to him by the other Sorting Assistants of the set must be brought to notice. The daily report should be written by the Head Sorting Assistant from the rough notebooks of the set. A list of the important irregularities etc. is given in the next rule. In making each entry, the Head Sorting Assistant should write, in the appropriate column, first the name of the office/section of the official at fault or otherwise concerned, and following this a brief statement of the occurrence, worded as concisely as possible, but furnishing all necessary particulars. In every case in which a telegraph/fax is dispatched by the set, the message should be copied into the daily report where the time of dispatch, class and name of the station from which it was sent, should also be mentioned. These particulars should be taken from the copy of the message left in the book of service messages. Telegrams/faxes received by the set should be attached in original to the daily report, the action (if any) taken on them being stated in the report. If the Head Sorting Assistant is empowered to apply for extra train accommodation, he should forward with his daily

report a carbon copy of the requisition made by him for such accommodation.

(2)The entries in the daily report should be numbered in one consecutive series for each report, and each entry neatly copied in a form of extract report, which should bear the same number as the entry to which it relates.

(3)In Mail Offices where LSG Supervisors have been sanctioned in addition to LSG/HSG Head Sorting Assistants, each LSG Supervisor will submit a daily note in a prescribed form to the Head Sorting Assistant who will forward it to the Divisional Office through the Record Officer along with his daily report. On receipt of these daily notes in the Divisional Office, they will be carefully scrutinized and after taken necessary action filed along with the daily report of the Head Sorting Assistant.

(4) Supervisor, Speed Post Centre will also use the same format MS (83) for submitting his daily report to the Manager, Speed Post.

29. Important irregularities, etc., to be noted in the rough notebook and mentioned in daily report – (1) The following are the more important irregularities and occurrences which must be mentioned in the daily report :

- a) all irregularities reported by telegraph/fax.
- b) absence of carrier appointed to receive or deliver mails, the mails detained in consequence being mentioned.
- c) receipt or dispatch of special bags;
- d) non receipt of a due mail bag or bags (vide exception below Item (a) of Rule 144, Postal Manual, Volume V)
- e) opening of a bag not intended for the section or office by mistake, or owing to its being mislabeled or damaged, or having a suspicious appearance.
- f) receipt of a bag in damaged condition, or insecurely fastened, or with the fastening or seal defective, or showing signs of tampering;

- g) loss, over carriage, mis-sending or mis-delivery of a bag, registered, bundle, press packet, registered article, or parcel mail article;
- h) misconnection of trains or mail buses or air service serving Head Post Office, selection grade or Class I Sub Post Office, the mails delayed or not received in consequence being mentioned;
- i) receipt or dispatch of a due bag not of the prescribed description;
- j) insubordination or neglect of rules on the part of staff;
- k) occasions on which duties other than those laid down in the memorandum of distribution of work are assigned to the sorting Assistant;
- l) illness of an official while on duty necessitating his leaving off work or quitting the van, or failure of an official to proceed on duty;
- m) misuse of bags;
- n) disposal of damaged articles or of an article containing anything injurious or offensive;
- o) receipt of (i) an unregistered article containing anything rendering registration compulsory or (ii) parcel mail article in damaged condition, or showing signs of tampering, or among articles of the letter mail posted in a letter box or received in sorting;
- p) receipt of parcel mail article without a No. slip, or not bearing the impression of the date stamp of the office of posting;
- q) non preparation of a station or registered bundle by a Post Office, Mail Office, or section or of an insured bundle by a Post Office, when the number of article for a Post Office exceeds the prescribed minimum;
- r) all irregularities in respect of registered articles, insured parcels or insured bags;
- s) late receipt or dispatch of mail from or to the local Post Office, the cause being stated (applies only to mail offices);
- t) insufficient light in the van, the cause being stated (applies only to sections).

u) non supply of a mail van, or its removal during a trip by the Railway authorities or an accident occurring to the train and resulting in the detention of the mails, particulars of the mails delayed being given (applies only to sections) and

(2) In every case where bag or article is received with signs of damage or where any bag, article, or due document is missing the Head Sorting Assistant should be guided generally by the instructions contained in Chapter 3 on investigations in the Postal Manual, Volume v and he should, where prescribed, attach the seal, twine, bag or list (as the case may be) to his daily report.

30. Delivery of empty bags to Record Office –
The empty bags remaining over from the previous trips or spells of duty are required to be sent to UBO/DBO concerned.

31. Preparation of work papers – (1) The work papers for the next trip or working hours of the set will be supplied by the Record Officer to the Mail Agent or Head Mail guard / Mail Guard who should make the prescribed entries in them with the assistance of any other Sorting Assistant of the set, as the case may be. A list of the work papers to be used by a set during a trip, is given in appendix-C of this volume.

(2) When the work papers have been filled up and stamped in accordance with the instructions given in the list they should be submitted to the Record Officer, who will stamp the daily report of the set.

32. Receipt of empty bags from Record Office .–
The Head Sorting Assistant will receive from the Record Officer the empty bags and labels required for the use of the set during its next trip or working hours. He should examine and turn the bags inside out, and then enter them on the receipt side of the mail abstract against the head “Received from Record Office”. He should see that suitable

lengths of string are attached to the labels, and that care is taken to avoid waste in cutting up the string intended to fasten the bags.

33. Attendance of set on Railway Platform – At all changing stations, the relieving set should be present on the Platform before the arrival of the train by which it has to proceed. At all other stations where trains are made up, the set about to proceed on a trip should be present at the hour fixed by the Superintendent which will be at least half an hour before the departure of the train. Approval of the Head of the Circle must be obtained if early attendance beyond half an hour is required, as a regular measure.

34. Change of sets at changing station – (1) When the mails to be delivered at the changing station by the relieved set have been handed out, the Mail Agent/Mail Guard of the relieving set should enter the van and take over the mail bag to be transferred to his charge by the relieved set. After this is done, the officials of the relieved set have to quit the van and the other officials of the relieving set should enter.

(2) When the bags received by a section are many, either at the originating station or any intermediate station, and when it is not found possible to physically examine each bag and point out the irregularity, in view of paucity of time, the Superintendent may with the prior approval of the Regional or circle Office, authorize the Mail Agent of the section to take over bags in the available time, examine each bag while the train is in motion and report the irregularities by telegrams at the next station. However, keeping in view the number of bags, the Superintendent may so decide the station, where the irregularities are to be telegraphed.

35 - Staff not in leave the van or mail office- Except under special circumstance and with the permission of the Head sorting Assistant or the

Superintendent or Inspector, no official may leave the mail van at any intermediate station during the trip, nor may any official of mail office leave the office at any period during the working hours except that the Head Sorting Assistant is allowed to leave the office only for the purpose of exchanging mails.

36 - Window of van to be closed when at platform - When the train is drawn up at Railway station platform, the window of the van on the side of the platform should be closed after the mail have been exchanged, and kept closed till the train starts. Staff on duty are prohibited from talking to travelers or acquaintances at Railway stations.

37 - Prohibition against smoking, cooking and the use of naked lights or entry of unauthorized persons in mail vans – (1) Smoking, cooking and the use of naked lights or entry of unauthorized persons in mail van is strictly prohibited and renders the offender liable to removal.

(2) No stove or private lamp should be carried in a mail van except with the specific written authority of the Divisional Superintendent. In such case, the stove or the lamp must on no account contain any combustible substance or be unpacked. The Mail Agent / Mail Guard will be responsible that the order is strictly observed.

(3) Supervising Officers, when on tour should make a point of observing carefully whether smoking, cooking or the use of naked lights in mail vans is indulged in by any of the staff; and whether any cooking apparatus is being carried unpacked. They should, as far as possible, pay surprise visits to mail vans for the purpose. A note should be made in the diary in every case in which such a check is carried out. Prompt action must always be taken against any official who has been found to infringe any of the prohibitions in question and in these cases Mail Agent / Guard should be dealt with for allowing such irregularities to occur.

38. Sudden or serious illness of an official on duty – (1) – When an official on duty in a mail van is attacked with any serious illness, the Mail Agent / Mail Guard should communicate the fact, with as little delay as possible, to the Guard of the train, and also report it to the Superintendent. The Railway Staff are provided with full and explicit instructions for their conduct in such cases, and will, in addition to providing such medical assistance and care as the sufferer is in need of, take such measures as they may deem necessary for the disinfection of the van and its contents. Should the illness be cholera or other infectious disease, it is imperative to remove the sufferer from the van and to

fumigate the mails; it may even be necessary to vacate the van and to occupy such other accommodation as the Railway authorities may provide.

(2) When an official on duty in a mail office is attacked with any serious illness, the Head sorting Assistant should communicate the fact by telegraph/fax to the Superintendent. If the Head Sorting Assistant is himself taken ill, the Senior Sorting Assistant should assume charge of the set and act as directed above.

(3) In the case of single-handed offices or sections, the information about the illness should invariably be given to the Superintendent by telegraph / fax. In other cases, the Head Sorting Assistant or the Senior Sorting Assistant in charge as the case may be, should use his discretion and report the incident either by letter or by wire / fax according to the circumstances of each case.

39. Mail abstract (M.42 for Transit Sections and M-43 for Mail Offices) - (1) The mail abstract is divided into two parts, viz., “Mails” and “Bags”.

- (2) The former (or part headed “Mails”) shows, on the left hand side under the head “Receipts”, the number of due mails due to be received and the number actually received, and the number of unusual mails received, the bags opened by the section or office and forward bags being shown separately; and on the right-hand side under the head “Dispatches”, the number of due mails due to be dispatched and the number actually dispatched, the bags closed by the section or office and forward bags being shown separately. The totals of forward bags on both side should agree.
- (3) The latter (or part headed :Bags”) shows, on the left-hand side under the head “Receipts”, the number of empty bags of each description due to be received from the UBO/DBO as the case may be, and on the right-hand side under the head “Dispatches” the number of bags of each description due to be dispatched with the due mails closed by the section or office and number actually dispatched, the number dispatched and the number returned to the record or sub-record office. The totals on both side should agree. Particulars of the bags received and dispatched (including insured bags and bags used as coverings for paid station and registered bundles) are given on the reverse of the form.
- (4) The mail abstract also shows in what cases due mails, opened or closed by the section or office, or forward bags which are not

accompanied by mail lists are received for dispatched short or in excess of the number due, with an explanation in each case of the cause of the difference, and in what cases the description of bags received or dispatched with due mails opened or closed by the section or office, or as surplus due bags, differs from the description due.

- (5) The information as to the number of due bags to be received/opened by the set and the number of empty canvas/drill bags to be received with due bags opened is to be provided by the Record Officer, before issue of mail abstract to the set.

NOTE: 1 The bags used for extra mail and transit bags, paid station bundle and registered bundles, if any, addressed to or made up by a transit section or sorting mail office should be accounted for in the mail abstract in the same way as bags received and dispatched with unusual mails, except that a reference should be placed against the entry of the number in the body of the abstract under head "Details of unusual bags" and the remark "including (number) extra bags" preceded by a similar sign should be written in the blank space at the foot of the form. The bags used for extra transit bags addressed to or made up by a transit section or mail office should be accounted for in the mail abstract in the same way, except that the word "extra" should be substituted for the word "unusual" in the printed entry on the face of the form and in the heading on the reverse.

NOTE: 2 In the case of sections, the entries for the out and in trips are shown separately in the mail abstract.

40. Exchange of Mail – (1) the Due mail list of a section shows the stations and that of mail office the hours at which mails are received and dispatched and also the details of the mails and in what cases they will be enclosed in transit bags.

(2) The Mail Agent/Mail Guard of a section or any other official specified for the purpose should, on the arrival of the train at station where mails are to be exchanged, take delivery of the mails for the set before giving out those for dispatch, and the Mail Agent/Mail Guard of a mail office should first make over the bags for dispatch and then take delivery of those of the office.

EXCEPTION - At important stations where a large number of bags is exchanged, the Head of Circle may authorize the Mail Agent/Mail Guard

of a section to deliver his mails before receiving those for onward transmission, in order to make room in the mail van.

(3) The carrier (Head Sorting Assistant, Mail Agent, Mail Peon, or other official appointed for the purpose) who exchanges mails with a section is not permitted to enter the van and whenever possible, the bags should be passed through the door / window of the van. Mails exchanged between a mail office and the local Post Office should be received and delivered at the door of the mail office, the carrier not being permitted to enter.

NOTE: 1 – The Postmaster-General may where considered necessary, permit officials of mail office to enter the mail van of a section to help in loading or unloading mails.

NOTE: 2 - The Head Sorting Assistant, Mail Agent or any other official of a mail office may enter the mail van of a section for opening or closing cage TBs prescribed in the due mail list.

NOTE : 3 - The exchange of mail should be done at both the doorways of main entrance and mail carriage portions of the sections whenever it is necessary and prescribed.

(4) In all cases of exchange of mails, where no mail list is used, the receipt should be taken for a bag in receipt book by the Post Office, mail office or section. In other cases, receipt should be taken by the mail carrier in the Mail Peon's Book (Form MS-28).

NOTE : 1 Every section must carry spare loose forms of mail list to prepare the triplicate copy of Mail list, prescribed in this rule, when necessary.

NOTE : 2 In large mail offices and sections where it would be impracticable for the Head Sorting Assistant or other official to whom the duty is delegated by the Head of Circle to be performed on behalf of the Head Sorting Assistant to personally attend to the duties connected with the exchange of mails, part or whole of the work may under the orders of Head of Circle be performed by an official or officials specially appointed for the purpose or the Second Sorting Assistant, as the case may be, the duties so distributed being shown in the memo of distribution of work issued by the Superintendent. In such offices and sections, the official concerned and the Head Sorting Assistant must enter in the mail lists exchanged from time to time every bag or article transferred from one official to another, the

signature of the receiving officer being taken in the mail lists concerned.

41. Cage T.B – If the Case TB of a mail van is addressed to the mail office of a terminal station by a mail office of originating station, the Head Sorting Assistant should enter the van and after examining the seal and fastening to ascertain whether they have been tampered with or not, should open the Cage TB and examine the seals, cords, labels and condition of the bags and check them with the mail list contained in it. The bag should then be taken delivery of. The key of the Cage T.B is to be forwarded in a sealed cover.

42. Disposal of mails addressed to a section or mail office – (1) The transit bags (if any) addressed to a section or mail office should be opened by the Mail Guard or Mail Agent himself, and the bags especially the account bags and branch office bags enclosed in them should be carefully examined and compared with the entries in the mail lists, which will be found inside the transit bags. In the case of a sorting mail office, the bag addressed to office itself, whether taken out of transit bags or received loose, should be dealt with first and disposed of in the following manner :-

(a) Parcel bags should be entered in the mail abstract and then transferred, under receipt (to be taken in the parcel abstract) to the Parcel Sorting Assistant ; and

(b) mail bags, branch office bags and packet bags should be dealt with in the manner prescribed by the rules in the next chapter.

(2) The forward bags including sacks containing surplus unusual bags received by section, whether taken out of transit bags or received loose, should be separated and disposed of in the following manner :-

(a) those to be delivered at stations within the beat of the section should be at once placed in the transit bags in which they are to be forwarded or if no transit bag is prescribed, they should be hung on separate hooks in the order of the stations at which they are to be delivered.

(b) those to be delivered at the terminal station should be hung up together on the hooks at one end of the van;

© sacks addressed to the Record office to which the section is attached should be placed in the bag provided for the purpose.

(3) The forward bags received by a sorting or transit mail office, whether taken out of transit bags or received loose, will remain in the custody of the Head Sorting Assistant until it is time to dispatch them ; and so long as the bags are not disposed of, they must be kept locked up in the mail box, the key of which must always be retained by the Head Sorting Assistant on his person.

43. Prompt entry of unusual mails in mail lists – (1) As soon as the mails received have been disposed of, the forward unusual bag received should be at once entered in the mail lists with which they are to be dispatched. This duty must invariably be performed before the arrival of the train at the next station in the case of a section, and before the bags are placed in the mail box in the case of mail office; if this is done, it will be impossible for unusual mails to be left behind.

(2) if a special mail list is prescribed, one should be prepared.

NOTE: Parcel mail articles which because of their size or shape cannot conveniently be placed in parcel bags will be received loose noted in the mail list. If they are to be dealt with by the section or office (i.e. if they are entered in a parcel list addressed to the section or office) they should be made over to the parcel Sorting Assistant under receipt to be taken on the mail list otherwise they should be treated in the same way as forward parcel bags as not being made on the mail lists with which they are to be dispatched.

44. Preparation of mail lists dispatched and entries in mail lists – (1) – When mail lists are to accompany mails, they should be prepared by the Head Sorting Assistant in duplicate by means of carbonic paper. The mail lists prepared will show the number of the due and unusual mails actually dispatched, and whenever the number of due mails entered in mail lists differs from the number due to be dispatched, an explanation of the cause of the difference should be written by the Mail Sorting Assistant with necessary remarks against the prescribed centres. The details of the unusual mails dispatched with each mail list and the number of sacks containing surplus unusual bags should also be entered in the body of the list. When the list is complete, both copies of it should be detached, the lower (or carbonic) copy being forwarded to the

section or office to which it is addressed and the upper (or original) copy being kept on record by the section or mail office. If more than one page of a mail list 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 impressed with the date stamp and signed by the Sorting Assistant concerned.

NOTE: Protecting bags containing articles marked "By parcel Post" should not be entered in any of the columns of the mail list under the head "Details of unusual mails". They should only be included in the total number of unusual mails entered at the top of the list and a remark " that this number includes (number) protecting bags containing parcels" should be written at the foot of the list.

(2)When mails are forwarded by one section or office to another through one or more intervening sections or offices, the forwarded 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 dispatch and that of destination and followed by any entry of the total number of forward bags invoiced in the forward mail list thus

—

"M-26 In to M-33 Out 1 Mail list 4 with 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.

(3)A mail list should be prepared daily for the record office or sub record offices, as the case may be in which the surplus unusual bags addressed to it received by the set, whether as loose packets or in sacks, should be detailed, the loose packets being entered thus — "(number) surplus unusual bags", and the sacks in the manner described above; the mail list being placed with the surplus bags in the bag provided for the purpose.

NOTE: If on any occasion bags are used by an office as covering or paid station or registered bundles, the Sorting Assistant or Registration Sorting Assistant, as the case may, will inform the

Head Sorting Assistant, who should write the number of bags used, in words and figures on the mail list for the offices concerned.

45. Closing of transit bags – (1) When a transit bag is to be made up, the bags, due and unusual, to be dispatched in it should be checked with the entries in the mail list. The condition of each bag, the cord with which it is tied, the label and the seal, must be carefully examined by the Head Sorting Assistant/Mail Guard/Mail Agent and bags, with the mail list, placed by him in the transit bag, which should then be labeled and closed and sealed in the manner prescribed.

(2) Transit bags must always be closed and sealed in the presence, and under the direct supervision, of the Head Sorting Assistant/Head Mail Guard/Mail Agent.

46. Completion of mail abstract – (1) Before arriving at the terminal station, in the case of section, the Mail Guard/Mail Agent and before closing work for the day in a mail office, the Head Sorting Assistant should write up and complete the mail abstract.

(2) The figures entered in the mail abstract at the Record Office in the columns showing the number of mails and bags due to be received and dispatched should be reproduced in the columns headed “Actually received” and “Actually dispatched” after making the necessary additions and deductions if any owing to excess of short receipts or dispatches as explained in the mail lists received the duplicates of those dispatched and the entries made during the trip at foot of the mail abstract.

(3) The number of unusual mails and bags received and dispatched should next be entered – the mails, from the lists received and duplicates of those dispatched, and the bags from the details on the reverse of the abstract.

(4) Both parts of the abstract should then be totaled and balanced; under the head “Mails” the total number of forward mails received and dispatched on each trip should agree; and under the head “Bags” the total number of bags received and dispatched to and from all sources should agree after adding to the dispatches the bags in hand, which should be entered opposite head “returned to Record Office”, but in the case of

sections, care should be taken verify the balance of bags in hand at the end of the out-trip by deducting from the receipts (including the supply received from the Record Office) the number of bags dispatched during the trips.

- (5) Finally, the mail list should be stitched together in the order in which they were received or dispatched, and attached to the mail abstract.

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65. Sudden or serious illness of an official on duty
66. Mail abstract

67. Exchange of mails
68. Cage T.B
69. Disposal of mails addressed to a section or a mail office
70. Prompt entry of unusual mails in mail lists
71. Preparation of mail lists dispatched and entries in mail lists
72. Closing of transit bags
73. Completion of mail abstract

CHAPTER 2

GENERAL RULES FOR TRANSIT SECTION AND MAIL OFFICES

NB : The rules in this chapter, except where they are obviously inapplicable, or where there is something repugnant in the subject or context, apply alike to transit sections and mail offices (sorting and transit): and wherever the Head Sorting Assistant is mentioned, the official in charge of a set is meant, whether a Head Sorting Assistant, Mail Agent or Mail Guard.

The duties connected with receipt and dispatch of mails and closing of transit bags will be performed by the Mail Sorting Assistant in the case of sets in charge of a selection grade Head Sorting Assistant.

20. Stamps and seals – (1) Every set is supplied with the following stamp and seals :

- e) a date stamp
 - f) a name stamp
 - g) a date-seal
 - h) 'Detained Late Fee Not Paid' stamp
- (4) Each set of a Sorting Mail Office is further supplied with an insurance seal, enclosed in a box provided with a lock and key. The insurance seal must always remain in the possession of the Head Sorting Assistant who will be held responsible for its safe custody.
- (5) With each date-stamp and seal is supplied a type-box, on the lid of which is painted the designation of the section or office and the number of the set to which the box belongs. Type-boxes, containing the type not in use and the name stamps are kept in the Record office (except those offices/sections the staff of which are exempt from RO attendance.)

NOTE: In addition, special date seals are supplied to the registration and parcel departments, when there are separate registration and Parcel Sorting Assistants, and to the mail departments of a Sorting Mail Office where the duties connected with the exchange of mails are performed by an official other than the Head Sorting Assistant. Also 'Detained Late Fee Note Paid' stamp is supplied to mail offices/sections which deal with letter box clearance.

21 Books – (1) The following books are supplied to each set :

- (l) Sorting list (to be supplied to Sorting Mail Offices)
 - (m) Guidance book (not supplied to transit mail offices/sections)
 - (n) Book of service message form (see note 2 below)
 - (o) Order Book – (But see Note 2 to Rule 157, Postal Manual, Volumes –V and VII);
 - (p) A copy of the Telegraphic Message Code'
 - (q) Post Office Guide Volumes –I and II (not supplied to Sections);
 - (r) Post Office Guide Volume –III (list of Post Offices)
 - (s) Classified List of Post Offices and RMS offices and sections;
 - (t) Due Mail List (contains the sorting list also):
 - (u) Pin Code Directory (not supplied to Transit mail offices/sections);
 - (v) MMS schedules/Air schedules (not to be supplied to transit sections).
- (3) Each Order Book has 200, and each Guidance Book 100 serially numbered pages. The willful removal of a page will be regarded as a serious offence and render the offender liable to dismissal.

NOTE: 1- In addition, volumes –II, III, IV, V and VII of the Postal Manuals, Book of Standard Printed forms, compilation of Fundamental and Supplementary Rules, and General Provident Fund Rules are supplied to Record Offices and Sub Record Offices and may be referred to by the Sorting Assistant of mail offices and Sections (if any) attached to them. Branch Office Rules and financial Handbook, Volumes –I and II are supplied to the Head Record Offices.

NOTE 2 - In a Mail Office, or in a Sub Record Office, one book of service messages will ordinarily be used, the messages being sent as 'from state' mails or 'from SRO', as the case may be.

22. Portfolio and its contents – (1) Each set of a section is supplied with a portfolio, provided with a lock and key, and bearing the designation of the section and the number of the set to which it belongs painted on it.

(6) In the portfolio should be carried:

Acme covers	Wax heater;
Bundles of work papers;	Due Mail Lists;
Stamps & seals ;	Memo of distribution of work
Writing materials;	Error book;
Box of 'safety' matches	Carbolic Soap Cake/Cakes;

First Aid Box;	Order Book;
Duster;	Book of service message
forms;	
Ink pad with tin case	Telegraph Message Code;
Parrot-billed scissors;	Type tweezer;
Pen knife	Brass files for papers;
Poker	Rubber stamping pad;

Type Boxes } Carried only by those sections exempt from RO Attendance

Type Stamps }

(7) The portfolio will always remain the personal custody of the Head sorting Assistant/Mail Guard who will be responsible for its safety, and to enable him to do so, the means for locking up or securing portfolio will be provided both at headquarters and outstation.

(8) In a sealed bag should be carried :

Sweeping brush ;	Labels for bags;
Late fee notice board;	Just twine;
Ball twine;	The seal holders and wooden blocks
Sealing wax;	
Stamp brush;	Covers, etc.

(9) Both at Headquarters and outstations, the portfolio, the sack bag containing empty bags (for the use of the section with mails or those to be returned to Record Office) and the sealed bag referred to in Para. (4) above should be dispatched to and received from the mail, record or Post Offices by the set of the section concerned with a remark on the mail list. These entries should not, however, be included in the total struck at the foot of the mail list.

23 Stationery :- (1) The stationery rate list issued by the Superintendent shows the quantity or number of the articles of stationery to be supplied to each set of every section and mail office in the Division.

(6) The Head sorting Assistant of a mail office, should at the commencement of each day's work, give out a stock sufficient only for the day's requirements, and the remainder of the articles should be kept under lock and key.

(7) The Head sorting Assistant of each set of the various sections attached to a Record Office will be supplied by the Record

Officer, on the 1st of every month, with a month's supply of stationery, for which he will give a receipt in the stationery register. He should keep this stock in a spare bag which, after he has given out the articles required for the set for one trip, should be closed and sealed with the date seal of the set and deposited for custody, under lock and key, by the Record Officers in the box provided for it at the Record Office. At the end of the month, the unconsumed articles (if any) should be detailed and deposited.

24 **Hand-bags** – A hand bag is supplied to each Sorting Assistant, each Mail Guard and each Van Attendant of a section in which to keep his personal luggage. This hand bag and roll of bedding not exceeding 1 meter by 1.2 meter in girth are the only articles of a personal property that they may be taken into the mail van. Any Inspecting Officer has authority to require a Sorting Assistant, Mail Guard or Van Attendant to open his hand bag or bedding to see whether it contains any article which is not supposed to be with the official.

25 **Relations of staff with Record Officer** – (1) Staff attached to a particular Record Office are directly subordinate to the Record Officer, and must unhesitatingly carry out the latter's orders in all official matters.

(2) The Head Sorting Assistant will ordinarily receive through the Record Officer all instructions affecting changes in the sorting list or in departmental procedure, as well as instructions issued by the Superintendent on other matters.

(3) It is the duty of the Head Sorting Assistant to personally receive from the Record Officer the work papers of the set, whenever prescribed and this duty must on no account be delegated to any other Sorting Assistant.

Note: the Head of Mail Office, if in some cases is also be sub record officer, the instructions alluded to in Paragraph (2) will be received by him direct from the Superintendent.

26. Attendance at Record office – (1) All officials must, unless exempted from Record Office attendance, attend punctually at the record or sub record office to which they are attached during attendance hours, and sign the attendance book. Any such official

failing to attend will be treated as absent without leave, unless he produces a medical certificate or obtains leave due before hand. If any official applies for and is granted casual leave for the day, he is required to attend at the record or sub record office, casual leave for only half a day may be debited to his casual leave account. In case, however, leave other than casual leave is granted, one day's leave will be debited.

- (2) Sorting Assistants/Mail Guards should bring with them their metal tokens and rough notebooks. The Mail Agent/Mail Guard of a set of a Section should also see that the portfolio of the Set has been brought to the Record Office. None of the sorting Assistant /Mail Guards should leave the Record Office until they have replied to any correspondence requiring disposal, and Head Sorting Assistants completed the performance of the duties described in the following rules in connection both with their previous and their next working hours, or trips, as the case may be.

NOTE: 1 - The Head of Circle may relax the provision of this Rule for the Sorting Assistant working in any section under special circumstances. As a general rule, the staff of mail offices are exempted from Record Office attendance.

NOTE : 2 -The general duties prescribed in the rule for performance by the Sorting Assistants during their attendance hours at the Record Office should, in the case of Sorting Assistants exempted from Record Office attendance, be performed during working hours of the set.

27. checking and submission of work papers – (1) The Head Sorting Assistant should, with the assistance of the other Sorting Assistants check the work papers of the set in detail comparing receipt lists with dispatch lists and corresponding entries in the registered/PL/Mail/ MO abstract and writ up from his own and other Sorting Assistant's rough notebooks the daily report and extract reports relating to the trips. This duty should be performed before the work papers are sent enclosed in a bag with entry in the mail list to the Record Office.

- (2) Each Sorting Assistant should have the work papers, for which he is responsible or which relate to him, examined in his

presence by the Record Officer, and should assist the latter in the work of examination.

NOTE: The checking of the work papers and the preparation of the daily report and extract reports may be performed by the Head Sorting Assistant either during rest time before attending the Record Office or at the Record Office.

(3) The Head Sorting Assistant/Mail Guard of set of a section or a Mail Office, which is exempted from Record Office attendance, should send the work papers of the set to the Record Office in a closed bag, duty invoiced in the mail list.

NOTE: The checking of work papers and preparation of daily report and extract reports should be performed by the Head sorting Assistant/other Sorting Assistants at the end of duty hours, and before enclosing them in the bag of work papers for dispatch to Record Office.

28. Preparation of daily report (M.S.83). – (1) The Head Sorting Assistant is required to submit to the Superintendent (or the Superintendent (Sorting) as the case may be) through the Record Officer, a daily report in which the irregularities observed by him, or reported to him by the other Sorting Assistants of the set must be brought to notice. The daily report should be written by the Head Sorting Assistant from the rough notebooks of the set. A list of the important irregularities etc. is given in the next rule. In making each entry, the Head Sorting Assistant should write, in the appropriate column, first the name of the office/section of the official at fault or otherwise concerned, and following this a brief statement of the occurrence, worded as concisely as possible, but furnishing all necessary particulars. In every case in which a telegraph/fax is dispatched by the set, the message should be copied into the daily report where the time of dispatch, class and name of the station from which it was sent, should also be mentioned. These particulars should be taken from the copy of the message left in the book of service messages. Telegrams/faxes received by the set should be attached in original to the daily report, the action (if any) taken on them being stated in the report. If the Head Sorting Assistant is empowered to apply for extra train accommodation, he should forward with his daily

report a carbon copy of the requisition made by him for such accommodation.

(2)The entries in the daily report should be numbered in one consecutive series for each report, and each entry neatly copied in a form of extract report, which should bear the same number as the entry to which it relates.

(3)In Mail Offices where LSG Supervisors have been sanctioned in addition to LSG/HSG Head Sorting Assistants, each LSG Supervisor will submit a daily note in a prescribed form to the Head Sorting Assistant who will forward it to the Divisional Office through the Record Officer along with his daily report. On receipt of these daily notes in the Divisional Office, they will be carefully scrutinized and after taken necessary action filed along with the daily report of the Head Sorting Assistant.

(4) Supervisor, Speed Post Centre will also use the same format MS (83) for submitting his daily report to the Manager, Speed Post.

29. Important irregularities, etc., to be noted in the rough notebook and mentioned in daily report – (1) The following are the more important irregularities and occurrences which must be mentioned in the daily report :

- a) all irregularities reported by telegraph/fax.
- b) absence of carrier appointed to receive or deliver mails, the mails detained in consequence being mentioned.
- c) receipt or dispatch of special bags;
- d) non receipt of a due mail bag or bags (vide exception below Item (a) of Rule 144, Postal Manual, Volume V)
- e) opening of a bag not intended for the section or office by mistake, or owing to its being mislabeled or damaged, or having a suspicious appearance.
- f) receipt of a bag in damaged condition, or insecurely fastened, or with the fastening or seal defective, or showing signs of tampering;

- g) loss, over carriage, mis-sending or mis-delivery of a bag, registered, bundle, press packet, registered article, or parcel mail article;
- h) misconnection of trains or mail buses or air service serving Head Post Office, selection grade or Class I Sub Post Office, the mails delayed or not received in consequence being mentioned;
- i) receipt or dispatch of a due bag not of the prescribed description;
- j) insubordination or neglect of rules on the part of staff;
- k) occasions on which duties other than those laid down in the memorandum of distribution of work are assigned to the sorting Assistant;
- l) illness of an official while on duty necessitating his leaving off work or quitting the van, or failure of an official to proceed on duty;
- m) misuse of bags;
- n) disposal of damaged articles or of an article containing anything injurious or offensive;
- o) receipt of (i) an unregistered article containing anything rendering registration compulsory or (ii) parcel mail article in damaged condition, or showing signs of tampering, or among articles of the letter mail posted in a letter box or received in sorting;
- p) receipt of parcel mail article without a No. slip, or not bearing the impression of the date stamp of the office of posting;
- q) non preparation of a station or registered bundle by a Post Office, Mail Office, or section or of an insured bundle by a Post Office, when the number of article for a Post Office exceeds the prescribed minimum;
- r) all irregularities in respect of registered articles, insured parcels or insured bags;
- s) late receipt or dispatch of mail from or to the local Post Office, the cause being stated (applies only to mail offices);
- t) insufficient light in the van, the cause being stated (applies only to sections).

u) non supply of a mail van, or its removal during a trip by the Railway authorities or an accident occurring to the train and resulting in the detention of the mails, particulars of the mails delayed being given (applies only to sections) and

(2) In every case where bag or article is received with signs of damage or where any bag, article, or due document is missing the Head Sorting Assistant should be guided generally by the instructions contained in Chapter 3 on investigations in the Postal Manual, Volume v and he should, where prescribed, attach the seal, twine, bag or list (as the case may be) to his daily report.

30. Delivery of empty bags to Record Office –
The empty bags remaining over from the previous trips or spells of duty are required to be sent to UBO/DBO concerned.

31. Preparation of work papers – (1) The work papers for the next trip or working hours of the set will be supplied by the Record Officer to the Mail Agent or Head Mail guard / Mail Guard who should make the prescribed entries in them with the assistance of any other Sorting Assistant of the set, as the case may be. A list of the work papers to be used by a set during a trip, is given in appendix-C of this volume.

(2) When the work papers have been filled up and stamped in accordance with the instructions given in the list they should be submitted to the Record Officer, who will stamp the daily report of the set.

32. Receipt of empty bags from Record Office .–
The Head Sorting Assistant will receive from the Record Officer the empty bags and labels required for the use of the set during its next trip or working hours. He should examine and turn the bags inside out, and then enter them on the receipt side of the mail abstract against the head “Received from Record Office”. He should see that suitable

lengths of string are attached to the labels, and that care is taken to avoid waste in cutting up the string intended to fasten the bags.

33. Attendance of set on Railway Platform – At all changing stations, the relieving set should be present on the Platform before the arrival of the train by which it has to proceed. At all other stations where trains are made up, the set about to proceed on a trip should be present at the hour fixed by the Superintendent which will be at least half an hour before the departure of the train. Approval of the Head of the Circle must be obtained if early attendance beyond half an hour is required, as a regular measure.

34. Change of sets at changing station – (1) When the mails to be delivered at the changing station by the relieved set have been handed out, the Mail Agent/Mail Guard of the relieving set should enter the van and take over the mail bag to be transferred to his charge by the relieved set. After this is done, the officials of the relieved set have to quit the van and the other officials of the relieving set should enter.

(2) When the bags received by a section are many, either at the originating station or any intermediate station, and when it is not found possible to physically examine each bag and point out the irregularity, in view of paucity of time, the Superintendent may with the prior approval of the Regional or circle Office, authorize the Mail Agent of the section to take over bags in the available time, examine each bag while the train is in motion and report the irregularities by telegrams at the next station. However, keeping in view the number of bags, the Superintendent may so decide the station, where the irregularities are to be telegraphed.

35 - Staff not in leave the van or mail office- Except under special circumstance and with the permission of the Head sorting Assistant or the

Superintendent or Inspector, no official may leave the mail van at any intermediate station during the trip, nor may any official of mail office leave the office at any period during the working hours except that the Head Sorting Assistant is allowed to leave the office only for the purpose of exchanging mails.

36 - Window of van to be closed when at platform - When the train is drawn up at Railway station platform, the window of the van on the side of the platform should be closed after the mail have been exchanged, and kept closed till the train starts. Staff on duty are prohibited from talking to travelers or acquaintances at Railway stations.

37 - Prohibition against smoking, cooking and the use of naked lights or entry of unauthorized persons in mail vans – (1) Smoking, cooking and the use of naked lights or entry of unauthorized persons in mail van is strictly prohibited and renders the offender liable to removal.

(2) No stove or private lamp should be carried in a mail van except with the specific written authority of the Divisional Superintendent. In such case, the stove or the lamp must on no account contain any combustible substance or be unpacked. The Mail Agent / Mail Guard will be responsible that the order is strictly observed.

(3) Supervising Officers, when on tour should make a point of observing carefully whether smoking, cooking or the use of naked lights in mail vans is indulged in by any of the staff; and whether any cooking apparatus is being carried unpacked. They should, as far as possible, pay surprise visits to mail vans for the purpose. A note should be made in the diary in every case in which such a check is carried out. Prompt action must always be taken against any official who has been found to infringe any of the prohibitions in question and in these cases Mail Agent / Guard should be dealt with for allowing such irregularities to occur.

38. Sudden or serious illness of an official on duty – (1) – When an official on duty in a mail van is attacked with any serious illness, the Mail Agent / Mail Guard should communicate the fact, with as little delay as possible, to the Guard of the train, and also report it to the Superintendent. The Railway Staff are provided with full and explicit instructions for their conduct in such cases, and will, in addition to providing such medical assistance and care as the sufferer is in need of, take such measures as they may deem necessary for the disinfection of the van and its contents. Should the illness be cholera or other infectious disease, it is imperative to remove the sufferer from the van and to

fumigate the mails; it may even be necessary to vacate the van and to occupy such other accommodation as the Railway authorities may provide.

(2) When an official on duty in a mail office is attacked with any serious illness, the Head sorting Assistant should communicate the fact by telegraph/fax to the Superintendent. If the Head Sorting Assistant is himself taken ill, the Senior Sorting Assistant should assume charge of the set and act as directed above.

(3) In the case of single-handed offices or sections, the information about the illness should invariably be given to the Superintendent by telegraph / fax. In other cases, the Head Sorting Assistant or the Senior Sorting Assistant in charge as the case may be, should use his discretion and report the incident either by letter or by wire / fax according to the circumstances of each case.

39. Mail abstract (M.42 for Transit Sections and M-43 for Mail Offices) - (1) The mail abstract is divided into two parts, viz., “Mails” and “Bags”.

- (6) The former (or part headed “Mails”) shows, on the left hand side under the head “Receipts”, the number of due mails due to be received and the number actually received, and the number of unusual mails received, the bags opened by the section or office and forward bags being shown separately; and on the right-hand side under the head “Dispatches”, the number of due mails due to be dispatched and the number actually dispatched, the bags closed by the section or office and forward bags being shown separately. The totals of forward bags on both side should agree.
- (7) The latter (or part headed :Bags”) shows, on the left-hand side under the head “Receipts”, the number of empty bags of each description due to be received from the UBO/DBO as the case may be, and on the right-hand side under the head “Dispatches” the number of bags of each description due to be dispatched with the due mails closed by the section or office and number actually dispatched, the number dispatched and the number returned to the record or sub-record office. The totals on both side should agree. Particulars of the bags received and dispatched (including insured bags and bags used a s coverings for paid station and registered bundles) are given on the reverse of the form.
- (8) The mail abstract also shows in what cases due mails, opened or closed by the section or office, or forward bags which are not

accompanied by mail lists are received for dispatched short or in excess of the number due, with an explanation in each case of the cause of the difference, and in what cases the description of bags received or dispatched with due mails opened or closed by the section or office, or as surplus due bags, differs from the description due.

- (9) The information as to the number of due bags to be received/opened by the set and the number of empty canvas/drill bags to be received with due bags opened is to be provided by the Record Officer, before issue of mail abstract to the set.

NOTE: 1 The bags used for extra mail and transit bags, paid station bundle and registered bundles, if any, addressed to or made up by a transit section or sorting mail office should be accounted for in the mail abstract in the same way as bags received and dispatched with unusual mails, except that a reference should be placed against the entry of the number in the body of the abstract under head "Details of unusual bags" and the remark "including (number) extra bags" preceded by a similar sign should be written in the blank space at the foot of the form. The bags used for extra transit bags addressed to or made up by a transit section or mail office should be accounted for in the mail abstract in the same way, except that the word "extra" should be substituted for the word "unusual" in the printed entry on the face of the form and in the heading on the reverse.

NOTE: 2 In the case of sections, the entries for the out and in trips are shown separately in the mail abstract.

40. Exchange of Mail – (1) the Due mail list of a section shows the stations and that of mail office the hours at which mails are received and dispatched and also the details of the mails and in what cases they will be enclosed in transit bags.

(2) The Mail Agent/Mail Guard of a section or any other official specified for the purpose should, on the arrival of the train at station where mails are to be exchanged, take delivery of the mails for the set before giving out those for dispatch, and the Mail Agent/Mail Guard of a mail office should first make over the bags for dispatch and then take delivery of those of the office.

EXCEPTION - At important stations where a large number of bags is exchanged, the Head of Circle may authorize the Mail Agent/Mail Guard

of a section to deliver his mails before receiving those for onward transmission, in order to make room in the mail van.

(3) The carrier (Head Sorting Assistant, Mail Agent, Mail Peon, or other official appointed for the purpose) who exchanges mails with a section is not permitted to enter the van and whenever possible, the bags should be passed through the door / window of the van. Mails exchanged between a mail office and the local Post Office should be received and delivered at the door of the mail office, the carrier not being permitted to enter.

NOTE: 1 – The Postmaster-General may where considered necessary, permit officials of mail office to enter the mail van of a section to help in loading or unloading mails.

NOTE: 2 - The Head Sorting Assistant, Mail Agent or any other official of a mail office may enter the mail van of a section for opening or closing cage TBs prescribed in the due mail list.

NOTE : 3 - The exchange of mail should be done at both the doorways of main entrance and mail carriage portions of the sections whenever it is necessary and prescribed.

(4) In all cases of exchange of mails, where no mail list is used, the receipt should be taken for a bag in receipt book by the Post Office, mail office or section. In other cases, receipt should be taken by the mail carrier in the Mail Peon's Book (Form MS-28).

NOTE : 1 Every section must carry spare loose forms of mail list to prepare the triplicate copy of Mail list, prescribed in this rule, when necessary.

NOTE : 2 In large mail offices and sections where it would be impracticable for the Head Sorting Assistant or other official to whom the duty is delegated by the Head of Circle to be performed on behalf of the Head Sorting Assistant to personally attend to the duties connected with the exchange of mails, part or whole of the work may under the orders of Head of Circle be performed by an official or officials specially appointed for the purpose or the Second Sorting Assistant, as the case may be, the duties so distributed being shown in the memo of distribution of work issued by the Superintendent. In such offices and sections, the official concerned and the Head Sorting Assistant must enter in the mail lists exchanged from time to time every bag or article transferred from one official to another, the

signature of the receiving officer being taken in the mail lists concerned.

41. Cage T.B – If the Case TB of a mail van is addressed to the mail office of a terminal station by a mail office of originating station, the Head Sorting Assistant should enter the van and after examining the seal and fastening to ascertain whether they have been tampered with or not, should open the Cage TB and examine the seals, cords, labels and condition of the bags and check them with the mail list contained in it. The bag should then be taken delivery of. The key of the Cage T.B is to be forwarded in a sealed cover.

42. Disposal of mails addressed to a section or mail office – (1) The transit bags (if any) addressed to a section or mail office should be opened by the Mail Guard or Mail Agent himself, and the bags especially the account bags and branch office bags enclosed in them should be carefully examined and compared with the entries in the mail lists, which will be found inside the transit bags. In the case of a sorting mail office, the bag addressed to office itself, whether taken out of transit bags or received loose, should be dealt with first and disposed of in the following manner :-

(a) Parcel bags should be entered in the mail abstract and then transferred, under receipt (to be taken in the parcel abstract) to the Parcel Sorting Assistant ; and

(b) mail bags, branch office bags and packet bags should be dealt with in the manner prescribed by the rules in the next chapter.

(2) The forward bags including sacks containing surplus unusual bags received by section, whether taken out of transit bags or received loose, should be separated and disposed of in the following manner :-

(a) those to be delivered at stations within the beat of the section should be at once placed in the transit bags in which they are to be forwarded or if no transit bag is prescribed, they should be hung on separate hooks in the order of the stations at which they are to be delivered.

(b) those to be delivered at the terminal station should be hung up together on the hooks at one end of the van;

© sacks addressed to the Record office to which the section is attached should be placed in the bag provided for the purpose.

(3)The forward bags received by a sorting or transit mail office, whether taken out of transit bags or received loose, will remain in the custody of the Head Sorting Assistant until it is time to dispatch them ; and so long as the bags are not disposed of, they must be kept locked up in the mail box, the key of which must always be retained by the Head Sorting Assistant on his person.

43. Prompt entry of unusual mails in mail lists – (1) As soon as the mails received have been disposed of, the forward unusual bag received should be at once entered in the mail lists with which they are to be dispatched. This duty must invariably be performed before the arrival of the train at the next station in the case of a section, and before the bags are placed in the mail box in the case of mail office; if this is done, it will be impossible for unusual mails to be left behind.

(2) if a special mail list is prescribed, one should be prepared.

NOTE: Parcel mail articles which because of their size or shape cannot conveniently be placed in parcel bags will be received loose noted in the mail list. If they are to be dealt with by the section or office (i.e. if they are entered in a parcel list addressed to the section or office) they should be made over to the parcel Sorting Assistant under receipt to be taken on the mail list otherwise they should be treated in the same way as forward parcel bags as not being made on the mail lists with which they are to be dispatched.

44. Preparation of mail lists dispatched and entries in mail lists – (1) – When mail lists are to accompany mails, they should be prepared by the Head Sorting Assistant in duplicate by means of carbonic paper. The mail lists prepared will show the number of the due and unusual mails actually dispatched, and whenever the number of due mails entered in mail lists differs from the number due to be dispatched, an explanation of the cause of the difference should be written by the Mail Sorting Assistant with necessary remarks against the prescribed centres. The details of the unusual mails dispatched with each mail list and the number of sacks containing surplus unusual bags should also be entered in the body of the list. When the list is complete, both copies of it should be detached, the lower (or carbonic) copy being forwarded to the

section or office to which it is addressed and the upper (or original) copy being kept on record by the section or mail office. If more than one page of a mail list 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 impressed with the date stamp and signed by the Sorting Assistant concerned.

NOTE: Protecting bags containing articles marked "By parcel Post" should not be entered in any of the columns of the mail list under the head "Details of unusual mails". They should only be included in the total number of unusual mails entered at the top of the list and a remark " that this number includes (number) protecting bags containing parcels" should be written at the foot of the list.

(2)When mails are forwarded by one section or office to another through one or more intervening sections or offices, the forwarded 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 dispatch and that of destination and followed by any entry of the total number of forward bags invoiced in the forward mail list thus

—

"M-26 In to M-33 Out 1 Mail list 4 with 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.

(3)A mail list should be prepared daily for the record office or sub record offices, as the case may be in which the surplus unusual bags addressed to it received by the set, whether as loose packets or in sacks, should be detailed, the loose packets being entered thus — "(number) surplus unusual bags", and the sacks in the manner described above; the mail list being placed with the surplus bags in the bag provided for the purpose.

NOTE: If on any occasion bags are used by an office as covering or paid station or registered bundles, the Sorting Assistant or Registration Sorting Assistant, as the case may, will inform the

Head Sorting Assistant, who should write the number of bags used, in words and figures on the mail list for the offices concerned.

45. Closing of transit bags – (1) When a transit bag is to be made up, the bags, due and unusual, to be dispatched in it should be checked with the entries in the mail list. The condition of each bag, the cord with which it is tied, the label and the seal, must be carefully examined by the Head Sorting Assistant/Mail Guard/Mail Agent and bags, with the mail list, placed by him in the transit bag, which should then be labeled and closed and sealed in the manner prescribed.

(2) Transit bags must always be closed and sealed in the presence, and under the direct supervision, of the Head Sorting Assistant/Head Mail Guard/Mail Agent.

46. Completion of mail abstract – (1) Before arriving at the terminal station, in the case of section, the Mail Guard/Mail Agent and before closing work for the day in a mail office, the Head Sorting Assistant should write up and complete the mail abstract.

(2) The figures entered in the mail abstract at the Record Office in the columns showing the number of mails and bags due to be received and dispatched should be reproduced in the columns headed “Actually received” and “Actually dispatched” after making the necessary additions and deductions if any owing to excess of short receipts or dispatches as explained in the mail lists received the duplicates of those dispatched and the entries made during the trip at foot of the mail abstract.

(3) The number of unusual mails and bags received and dispatched should next be entered – the mails, from the lists received and duplicates of those dispatched, and the bags from the details on the reverse of the abstract.

(8) Both parts of the abstract should then be totaled and balanced; under the head “Mails” the total number of forward mails received and dispatched on each trip should agree; and under the head “Bags” the total number of bags received and dispatched to and from all sources should agree after adding to the dispatches the bags in hand, which should be entered opposite head “returned to Record Office”, but in the case of

sections, care should be taken verify the balance of bags in hand at the end of the out-trip by deducting from the receipts (including the supply received from the Record Office) the number of bags dispatched during the trips.

- (9) Finally, the mail list should be stitched together in the order in which they were received or dispatched, and attached to the mail abstract.

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CHAPTER 3

SORTING MAIL OFFICES

Part-1 Mail Department

47. Duties and Responsibilities of Head Sorting Assistant – (1) the duties of the Head Sorting Assistant comprise primarily the work connected with the receipt, custody and dispatch of mails, the opening of bags (other than registered, registered packet and parcel bags) addressed to the office, and the closing of bags (other than registered, registered packet and parcel bags) made up by the set. His responsibility begins with the receipt of mails made over to him by a section or carrier or made up by the set and continues until they are transferred to some other department of the set or dispatched to destination.

EXCEPTION: The Head of a Circle may relax the provisions of this rule in the case of any Sorting office in which he considers such relaxation to be necessary.

(2)The Head sorting Assistant is responsible that the bags received are carefully examined; that the registered bags, registered packet bags and parcel mail articles (including insured bags) are promptly transferred to the departments concerned, that the unregistered articles dealt with by him are properly treated and correctly sorted, that registered bags and parcel mail articles (including insured bags) received by him from the departments concerned are placed in the proper bags; that the mail is properly packed, that the contents of transit bags made up are correct that

the bags closed by the set are securely fastened and properly labeled and sealed; that torn or otherwise unserviceable bags are not used, that all irregularities and unusual occurrences with the mail department are promptly detected and brought to notice, and that his work papers are complete and correctly prepared.

(3) the Head sorting Assistant or LSG Supervisor in charge of insured parcel branch is further responsible that every insured bag received is opened in his presence, that the number of insured parcels taken out is correct, and that they are at once examined by the parcel sorting assistant; that every insured bags for dispatch is closed and sealed in his presence., that each bag contains the correct number of insured parcels, and that the parcels have not been tampered with before dispatch. The Head Sorting Assistant of a sorting mail office or LSG Supervisor is further responsible that every insured bag received and dispatched, as well as each parcel taken out of an insured bag, is accurately weighed in his presence by the Parcel Sorting Assistant.

48. Supervision of set – (1) the duties assigned to the Sorting Assistant in charge of each department of a set are described in the rules relating thereto, but although each Sorting Assistant is answerable for the correct performance of the details of the work entrusted to him, the Head Sorting Assistant, as head of the set, is responsible for the general supervision of all the departments and for the performance of the work in strict accordance with the rules. Special duties are assigned to him, some of which he is required to discharge personally while in the case of others, he is responsible that they are correctly performed by the respective Sorting Assistants.

(2) The Head Sorting Assistant/LSG Supervisor should from time to time examine the Sorting Assistants of his set to see that they have a perfect knowledge of the sorting list and other information necessary for correct sorting. When a Sorting Assistant is appointed for the first time either temporarily or permanently, the Head Sorting Assistant should explain to him his duties before he commences work in a mail office and should satisfy himself that the B orders copied in the guidance book are understood by the Sorting Assistant. The Sorting Assistant should be instructed about the TB orders filed in guard books as noted in Rule 137.

49. Sorting of unregistered letter mail articles – (1) The Head Sorting Assistant or LSG Supervisor is immediately and specially answerable for the correct performance of the work done in the

sorting department. He is required not only to supervise it carefully and diligently but also to assist in the sorting of unregistered articles when not engaged in supervision.

(2) In the memorandum of distribution of work, the preparation of certain mail bags is assigned to the Head Sorting Assistant he is personally responsible for the correct performance of all the duties connected therewith. Accordingly, although no direct mention is made of those duties in this Part, it must be understood that the rules for the Sorting Assistant given in the next Part apply equally to the Head Sorting Assistant/SG Supervisor except where they are obviously inapplicable or where there is something repugnant in the subject or context.

50. Attendance of set – (1) The Head Sorting Assistant of a mail office should be in office at the appointed time and should see that the staff are present in due time and are neatly and clearly dressed.

(2) Every set of a Mail office will maintain an attendance register showing in the same numerical order as in the memo of distribution of work, the names and designations of the officials. The officials performing these duties should sign the register in token of their attendance against the names. They should also sign in the daily report in the same order.

51 Deleted
52 Deleted
53 Deleted

54. Opening of mail bags – The mail bags addressed to the office should be opened by the Head Sorting Assistant himself so that work is distributed to the staff of the mail office without delay. The express mail bags will however, be opened first and the contents taken out and disposed of in the manner described in the three succeeding rules. The Head Sorting Assistant must be thoroughly conversant with the particulars of express mail bags that are to be opened and express bundles that are to be received through a particular bag to be opened by the set. He must ensure that express bundles are picked out and disposed of first. He must have every mail bag, after being emptied, turned inside out and carefully examined to see that none of the contents remain in it.

EXCEPTION – The Postmaster-General may relax the provision of this in the case of any sorting office in which he considers such relaxation to be necessary.

55. **Registered bags received** – The registered bag, taken from each mail bag, should be examined to see that it is in good condition, and that the cord and seal are intact, and it should then be transferred, under receipt (to be taken in the registered abstract), to the Registration Sorting Assistant. In the case of an unsealed empty registered bag accompanied by a blank registered list, the list should be examined to see that it bears the work “Nil” in the place for the total and that it has been duly signed and date-stamped.

NOTE: The Postmaster-General may supplement the provision of this rule in the case of sorting office so far as the transfer of registered bags to the Registration Sorting Assistant is concerned. In an office where separate registration Head Sorting Assistant/Supervisor is sanctioned, and mail list containing entries of registered bags is issued to him by the Head Sorting Assistant/Supervisor, receipt from the Registration Sorting Assistant will be obtained in the mail list against respective entries. Where however, such a mail list is not prescribed, the Head Sorting Assistant/opener will obtain receipt for registered bags transferred from the Registration Sorting Assistants in a separate abstract showing in detail the names of office/sections from which registered bags are received. This receipt will be in addition to the one prescribed in the rule.

56. Parcel mail articles received – (1) The parcel mail articles (if any) taken from each mail bags should be checked with the total entered in the parcel list, and the articles should then be transferred with parcel list under receipt (to be taken in the parcel abstract), to the Parcel Sorting Assistant. If an insured bag is received in mail bag, the Head Sorting Assistant/SG Supervisor before transferring it to the Parcel Sorting Assistant / SG Supervisor should examine it to see that it is in good condition and that the cord, label and both seals are intact.

(2)The Head Sorting Assistant/SG Supervisor must see that each insured bag received and opened in sorting offices is also

weighed by the parcel sorting assistant in his presence that the number of insured parcels taken out is correct and that they are at once examined and, in a sorting office, weighed by the parcel sorting assistant. If this rule is strictly followed, it will generally be possible to fix responsibility for the misappropriation of an insured parcel or any of the contents of an insured bag, as between the offices of dispatch and receipt.

NOTE: In an office where there is a separate mail opener, the Postmaster-General may prescribe that the parcel lists received inside a mail bag will be entered in a separate mail list and transferred to the Parcel Sorting Assistant direct who will give acquittance in this mail list in token of having received and parcel list along with parcel mail articles invoiced in them.

57. **Opening of other bags** – The branch office bags addressed to the mail office should be opened by the Mail Sorting Assistant himself, and the bags, with the unregistered articles enclosed in them, then handed to the concerned Sorting Assistant.
58. **Receipt of articles and bags for dispatch** - All articles and bags to be dispatched will be brought by the sorting assistants in charge of the other departments to the Mail Sorting Assistant, who is responsible that they are received in sufficient time before the hour at which they are to be dispatched.
59. **Certificate of posting** – In mail offices, certificates of posting should be granted to the public in accordance with the rules on the subject in the Post Office Guide.
60. Deleted
61. Unregistered articles for dispatch – Unregistered articles for dispatch will be received from the Sorting Assistant, and the Head Sorting Assistant should, before placing them in the mail bags in which they are to be forwarded, examine some of the articles with a view to the correction of errors in sorting. He should pay special attention to the making up of station bundles and, in checking the contents of mail bags other than direct bags for a Post Office, should see that paid and unpaid station bundles are made up for all Post Offices for which there are more than fifteen paid or unpaid and insufficiently paid station articles of the unregistered letter mail, and that express bundles

and deferred bundles are prepared when prescribed. He should also see that the bundles are securely tied round the middle, and that a check slip properly filled in and is placed on the top of each bundle.

62. **Preparation of mail for dispatch** - A sufficient time before the hour fixed for the dispatch of mail, the bags for dispatch should be sorted. The mail bags and packet bags made up by the set should be sorted with the forward bags, the bags which are not to be forwarded loose, being sorted according to the transit bags in which they are to be dispatched and the mail Sorting Assistant must satisfy himself that the number of bags for dispatch is correct. The due mail list will guide the Mail Sorting Assistant in performing this work..

NOTE: Care should be taken that only bags which are in every respect sound and strong are used.

63. **Parcel and Packet Bags for Dispatch** – Parcel bags made up by the set will be received from the Parcel Sorting Assistant and the mail sorting assistant should, after carefully examining each bag, its cord and seal, grant a receipt for it in the parcel abstract, and enter the bag in the mail abstract. Parcel and packet bags that are not to be sent loose may be put inside the same transit bags as the mail bags, if they are to be dispatched with the letter mail. The due mail list will show when parcel and packet bags are to be sent loose and when they are to be enclosed in transit bags.
64. **Examination and arrangement of work papers** – (1) Before closing working for the day, Head Sorting Assistant should obtain from the registration and Parcel Sorting Assistants, if any, the work papers relating to their departments. He should examine these to see that they are complete, that the total on the receipt side of each abstract agrees with the total on the issue side, and that the work papers have been checked by the Sorting Assistants concerned in the manner prescribed in Annexure and the irregularities noticed have been brought to this notice, sign the abstract in token of having carried out the examination, and then arrange them, with the own work papers in a bundle.
- (2) The examination of the work papers is an important duty, and must be performed by the Head Sorting Assistant

personally before the Sorting Assistant leave the Railway station or office.

65. **Custody of stamps, seals, keys and blank forms** – (1) The stamps and seals used in the several departments of a mail office must always be locked up when not in use. Before the close of the office, the Head Sorting Assistant must collect all the stamps and seals and lock them up. The insurance seals must always remain in the possession of the Head sorting Assistant, who is responsible for its safe custody, and will be held answerable if any improper use is made of it.

NOTE: When the duties in regard to closing of bags containing insured articles are delegated to the LSG Supervisor, the insurance seal will remain in his custody.

(2) All keys of the office must be kept by the Head Sorting Assistant on his person but, during working hours, the keys of the different sorting cases should be entrusted to the Sorting Assistant concerned. The head is responsible for the custody of the books of the registered journal in use and in stock; and must see that the receipts in each book are complete and properly numbered and bound by the press and that the books are issued only as required.

66. **Final duties before quitting office** – The Head Sorting Assistant should carefully examine each sorting compartment to see that no articles are left in it unsorted. He should examine and check the articles detailed in the list of articles and should see that the articles of stationery, stamps, seals and books, etc. are carefully placed in the portfolio, that the bag containing empty bags and surplus unusual bags for return to the Record Office is sealed and labeled; that the mail box and sorting cases are properly secured, and that the office is swept and everything arranged in a tidy and orderly manner. He should also personally examine the sweepings, used labels, broken seals, etc., before they are placed in the bag used for the purpose. The office room should then be locked and the key retained in his personal custody if no other set comes on duty immediately. When there is a succeeding set, he should hand over the charge of the office and also the deposit mails to the Head Sorting Assistant of the succeeding set by entry in the mail list.

Part II – Sorting Department

67. **Duties and responsibilities of sorting assistant** – (1) the duties of the Sorting Assistant comprise the work connected with the sorting of unregistered articles posted in the office or handed to him by the Head Sorting Assistant, or received in bags addressed to the office, and the preparation for dispatch of the mail bags assigned to him. His responsibility begins with the receipt of unregistered articles, and continues until they are handed over to the Head Sorting Assistant for dispatch.

(2) The Sorting Assistant is responsible that the unregistered articles dealt with by him are properly treated and correctly sorted, and that they are made over in due time to the Head Sorting Assistant for dispatch. He is also responsible for the preparation of station bundles in the manner prescribed for all Post Offices for which there are more than fifteen paid or unpaid and insufficiently paid station articles of the unregistered letter mail. He should also prepare express bundles and deferred bundles when such bundles are prescribed to be made up and should bear this in mind when checking the contents of sorting mail bags prepared by the set.

NOTE: In sets where two or more Sorting Assistants, are employed the Senior Sorting Assistant will be responsible for the performance of the general duties referred to in this Rule.

68. **Importance of correct sorting** – (1) The most important work of the Railway Mail Service is the sorting of unregistered articles. The Sorting Assistant is required to perform his duties with the greatest care, and to be specially careful not to missend articles. No excuse will be accepted for missending articles on which the Post-towns or the Pin Code of destination are printed or distinctly written.

(2) A Sorting Assistant who habitually missend articles, specially those that are clearly and legibly addressed, will be considered unfit for his post and will be liable to removal or reduction to a lower grade.

69. **Preliminary duties** – The Sorting Assistant should, before the work of sorting is commenced, attend to the following duties :

- a) the sorting list, the Pin Code Directory and the list of Indian Post Offices should be placed on the ledger of the sorting case for ready reference;
 - b) the sorting case labels should be fixed in the sockets of the sorting case; there must, as far as possible, be a label for each office or section for which mail bags are made up and also for offices for which station bundles are generally made up.
 - c) A ball of (twine or) rubber bands should be placed, ready for use, in an empty sorting hole, and the scissors, on the edge of the sorting case; a sufficient number of check-slips should be kept ready for use;
 - d) The bags to be used in dispatching mails (each bag having the proper label loosely attached to the ring) should be hung on the hooks of bag drop stands.
70. **Separation of articles posted** - The articles posted in office should be examined, faced and separated into :-

(a) fully prepaid articles (including postcards and articles to which free transmission is given); but, in order to facilitate the process of stamping, letters and postcards should (if not received in separate bundles) be made into separate heaps and the separate collections of letters and postcards should not be again mixed together until they have been stamped;

(b) articles, which appear to be insufficiently paid, unpaid and those on which postage is chargeable owing to infringement of conditions.

NOTE: Reply halves of postcards received from foreign countries posted in letter boxes should be treated as unpaid if they do not bear the date stamp (of the office of delivery of the reply cards) on the left hand of the address side.

71. Stamping and removal to sorting case – The articles should be stamped and removed at once to the ledger of the sorting case. On no account should they be allowed to remain on the stamping table after they have been stamped.

72. Unregistered articles received – (1) The unregistered articles contained in the mail bags will be found in station and sorting bundles. The station and territorial bundles (if any) for onward transmission should be placed unopened in the bags in which they are to be forwarded, and

then the sorting bundles should be opened and their contents dealt with. At the time of untying the sorting bundles, care should be taken not to disturb the facing of the articles.

(2) If station bundles are not prepared for any office for which they should have been made up under the rules, or District bundles and TD bundles although prescribed, have not been prepared for the office, a report should be made against the office responsible for the irregularity.

73. Description of sorting case – The diagram prepared by the Superintendent, a copy of which is supplied to the record or mail office concerned, will show the order in which the compartments of the sorting case are to be arranged. The pigeon-holes of the sorting cases will be painted with the approved diagrams. The Sorting Assistants should sort the letters/packets into the pigeon-holes strictly in accordance with the diagrams and should not make any deviation.

74. Sorting of articles – (1) The unregistered articles received should be sorted into the several compartments of the sorting case in accordance with the prescribed diagram, the destination of each article being carefully ready before it is sorted. Acknowledgement should be sorted according to the address of the sender mentioned therein. In sorting camp articles, the Sorting Assistant should be guided by the instructions issued by the Superintendent in the T.B orders which are kept in a guard book

(2) The articles posted in the office should be first dealt with and afterwards those contained in the mail bags. It is a strict rule in dealing with a batch of mail bags that the bags should be opened one at a time but, as it is necessary, in order to prevent detention, station bundles should be dealt with first and then the sorting bundles should be opened one at a time and disposed of.

(3) As each sorting bundle is opened, the check-slip on it should be transferred to the bottom of the bundle and any missent articles found should similarly be transferred to the bottom of the bundle below the check slip, so that when the later again comes uppermost, only the articles that have been wrongly included in the bundle will remain. These missent articles should then be impressed with the date-stamp of the set and sorted according to the address borne by them, the check-slip being disposed of in the usual way.

(4) In all cases where there is any doubt or difficulty in ascertaining the destination of an article, reference should be made to the Heads Sorting

Assistant or to the List of Indian Post Offices which contains special instruction for sorting to cases of doubtful addresses.

NOTE: - RLO station closed bundles addressed to a sub-office should be sorted for direct dispatch to the sub office, whether the bundles contain unpaid articles or not.

75. Clearance of compartments of sorting case – As the sorting proceeds and the several compartments of the sorting case become inconveniently full, their contents should be removed at the intervals and transferred to the bags in which the articles are to be forwarded. The clearance of the compartments at intervals will enable sorting being performed with greater rapidity.

76. Examination and packing of sorted articles – (1) When the sorting is completed, the sorted articles for dispatch should be examined and packed, i.e. faced and bundled.

(2).The Sorting Assistant is responsible for the examination of the articles to be placed in the mail bags assigned to him in the memorandum of distribution of work, and that they are properly packed. The examination of sorted articles is an important duty which must never be neglected, and should always be performed with the greatest care.

NOTE: When two or more Sorting Assistants are employed in the sorting department, each will be responsible for the examination and packing of the contents of the bags and bundles assigned to him in the memorandum of distribution of work.

77. Process of examination and packing – (1) In preparing unregistered articles for dispatch, they must be carefully examined with a view to correct errors in omission to tax insufficiently paid articles with postage.

(2) As the examination proceeds, the articles should be separated according to the class of bag under preparation; and in the case of articles addressed in Regional Language, the assistant Sorting Assistant should, if there is time to do so, see that the post-towns of destination, as written by the senders and underlined by the offices of posting, have been correctly transcribed in English by the latter.

(3) After the articles have been examined and separated, they should be put in labelled bundles of suitable sizes, and tied tightly with thin twine.

78. Sorting Assistant to help one another when necessary - In the exceptional event of there not being time, the Sorting Assistant to perform the examination and packing of the articles to be placed in the bags assigned to him, he should ask the Head Sorting Assistant to give him the assistance of another Sorting Assistant who will be responsible, in respect of the articles dealt with by him, for the due performance of the duties described in the two preceding rules.

79. Transfer of sorted articles to Head Sorting Assistant – In sufficient time before the hour fixed for the dispatch of mail, the unregistered articles for dispatch in the mail bags, should be placed within them, and the bags handed over by the Sorting Assistant to the Head Sorting Assistant.

79-A Automatic Mail Processing Centre (AMPC) – Automatic Mail Processing Centres (AMPCs) are being established by the Department in cities where the quantum of mail is heavy and there are wide functions in the volumes of mail. In such situation, it becomes difficult to complete the sorting of mail within a reasonable time frame by employment of manual methods.

(1) *Two stage sorting in an AMPC* – In the first stage, the pin coded mails are bar-coded by specially trained operators who work across a desk known as an Advanced Compact Suite (ACS). At the second stage, the bar-coded mails are fed into Letter Sorting Machines (LSMs). These sorting machines are capable of sorting articles at a great speed. The sorted letters are bundled into labeled bundles with the help of bundling machines. These bundles are then sorted into bags and sent to different destinations. This machine can also be provided at Post Office/commercial centres which receive high volumes of mails and where there is a need to bar-code mails as and when they are posted.

(2) *Advanced Compact Suite (ACS)* - This is a mechanical device which has a desk at which the bar-coded articles are prepared from pin coded mails. The letter mail articles, neatly arranged and faced, move on a movable belt and present themselves through a screen in front of a bar coder/ The official operating at the desk who has been trained to convert the pin coded articles into bar-coded articles presses buttons by which process the bar-coded

mark in red printing ink is imprinted on the article at the address portion at the bottom of the article just below the pin code. Once the article is bar-coded, it moves away from the screen and the next article presents itself automatically for similar action. This operation is repeated continuously until all the pin coded articles are bar-coded.

(3) *Letter Sorting Machine (LSM)* – these machines which run on power, sort bar-coded mails at a speed of 30,000 articles or more per hour into about 200 selections for each set of sorting programs of the LSM

The articles are sorted into specially stacked bins as per the prearranged sorting programme. When the sorting bin is full and the number of sorted letters reaches a particular level, a printed check slip is automatically generated at that point. The articles in that bin along with a label are removed and placed on the moving belt. These articles together with the check-slip continue to move on the belt and reach the point where the bundling machine is located. This machine is used for lying up the bundle with twine crosswise. The bundles then drop themselves into canvas bags which are subsequently sorted destination-wise and dispatched.

(4) *Machinable articles* - The sorting machine cannot sort mail of all sizes, shapes and dimensions. The articles sorted by them have to conform to the quality prescribed as per international standards. The letters and postcards should not be made of flimsy material which may tear off easily at the speed at which they move. The articles should not also contain objects and materials such as samples, rachis, etc. Hence in places where automatic sorting machines are provided, special steps are taken by the staff handling these machines to educate big mailers on the need to utilize stationery which will fit the machine specifications.

(5) *Culling* – (a) this is the operation which is performed at the point where mails are received and machinable articles are separated into machinable and non-machinable mails.

(b) The staff performing the culling operations are trained to identify machinable articles so that they are able to pick them at a glance from the non-machinable mails and separate them out.

(6) *Establishment handling AMPCs* - The AMPC is headed by a Manager who is familiar with the operations of the centre. He is assisted by Assistant Managers who help him in framing sorting diagrams, reviewing the sorting pattern, and also in handling staff and establishment matters. An Accountant who looks after the coders and LSM operators who are on the establishment of the Automatic Mail Processing Centre are specially trained to deal with the work so that the speed of operations is maintained. Their work pattern is constantly reviewed by the supervising staff and the manager.

Part III – Registration Department

80. Duties and responsibility of Registration Sorting Assistant

–

(1) The duties of the Registration Sorting Assistant comprise the work connected with the receipt, custody, sorting and dispatch of registered articles. His responsibility begins on receipt of registered bags and registered packet bags from the Head Sorting Assistant and continues till the registered bags and registered packet bags made up by him are transferred to the Head Sorting Assistant.

(2) The registration Sorting Assistant is responsible that the registered bags, registered packet bags and registered articles made over to him are fully examined; that the registered articles dealt with by him are properly treated and correctly disposed of; that the contents of registered bags and registered packet bags made up are correct; that registered bundle and registered bags closed are securely fastened and properly sealed; that the registered bags and registered packet bags are made over in due time to the Head Sorting Assistant for dispatch; that torn or otherwise unserviceable bags are not used; that all irregularities or unusual occurrences connected with the registration department are promptly detected and brought to notice; and that his work-papers are complete and correctly prepared.

NOTE: In sets where two or more Registration Sorting Assistants are employed, the Head of the Circle may, in cases where considered absolutely necessary authorize the performance of the general duties referred to in this rule by the Senior Sorting Assistant and by his assistants. The particulars

of bags to be opened and closed each of them should be prescribed in the memo of distribution of work and separate registered abstracts for each should also be maintained. In larger offices, Heads of Circles may prescribe transfer of registered articles (except insured articles) from one official to another under receipt by bulk entry. However, every transfer of insured articles will always be under receipt by detailed entry. Separate registered abstract, maintained by each official, will be consolidated in a summary for the entire registrations branch by an official to whom this duty will be specifically assigned.

81. Registered abstract - (1) The registered abstract is divided into two parts, viz. "Receipts" and "issues". The former shows the total number of registered articles received with each registered list (including in a mail office, the total number of articles booked in the office), the total number of insured articles amongst them, and the total number of registered bundles (if any) made up by the set; the latter shows the total number of insured articles amongst them and the total number of registered bundles opened by the set. Every due registered bag and every registered packet bag received or dispatched, and every registered bundle opened or made up by the set must be entered in the abstract.

(2) The totals of both sides of the abstract should agree and it should be signed by the Registration Sorting Assistant.

82. Preliminary work – The Registration Sorting Assistant should, preparatory to commencing work; take over from the Head Sorting Assistant the empty bags, articles of stationery, registered lists, envelopes for registered bundles, and registered abstract to be used during the working hours.

83. Treatment of articles presented for Registration – (1) An article presented for registration at a mail office should be examined to see that it is in good condition and that the postage and registration fee, and in the case of air mail articles, the air fee prescribed for the air route to be followed are fully paid, the article being weighed for this purpose, if necessary. If the name and address of the sender do not appear on the cover, the Registration Sorting Assistant should explain to the person tendering the article the advantage of adding these particulars in the proper place. A receipt for the sender should then be prepared in the registered

journal, in which the name of the addressee, the Post Office of destination, and, if the article is a packet or letter above the minimum weight, the value of postage stamps affixed to it, should be recorded; and in the case of air mail articles, a remark “By Air Mail” should be made at the top of the form. The Serial No. printed on the receipt and the date of posting should be clearly written at once on the face of the article, in large bold figures, in ink.

(2) The receipt should be impressed with the date stamp and detached from the journal and handed over to the person, who presented the article for registration, except in the case of an article registered by Head Sorting Assistant on service, in which case the receipt should be left in the journal. All the articles registered each day should be entered in the registered list and handed over the Registration Sorting Assistant of the set.

(3) If an article presented for registration is believed to contain anything the insurance of which is compulsory, it should be refused registration.

(4) If a registered article which has been delivered by a Post Office in the same town is presented with a revised address for registration, a fresh registration fee is payable, but no additional postage should be charged on the article unless it has been opened.

(5) If an inland registered article, after having been accepted for dispatch is found in the office of posting to contain gold coins or gold bullion or both of a value exceeding the prescribed limit of Rs. 2,500, it should be dealt with under Rule 122 of the *Postal Manual, Volume-V*.

84. Preparation of registered articles for dispatch – (1) A registration No. Slip. bearing a number corresponding to the article in the registered journal and an impression of the No. slip name stamp, should be *securely* pasted to the upper left-hand corner of the address-side of article.

NOTE – In case of articles closed with “Economy” labels, the number slips should be affixed on the labels and not on the covers.

(2) Postage stamps affixed to the article should be defaced by the Registration Sorting Assistant himself by the minimum number of impressions of the date-stamp.

(3) The acknowledgement (if any) to accompany a registered article should be fastened with the side containing the sender's name and address to the back of the article by means of thread or fine twine which should be threaded through the centre of the acknowledgement and then tied crossways round both the article and the acknowledgement in such a way as to ensure that they will not get separated in transit. The thread must not be passed through the registered article. The article should then be locked up until the time for preparing the mails for dispatch.

(4) Each set of number slips should be carefully and legibly impressed with the name-stamp, before the number slips are brought into use and the Head Sorting Assistant should insist on this rule being strictly complied with except where the name of the office is printed on the number slips supplied to it

85. Receipt of registered bags and registered packet bags – (1)

As the mail bags addressed to the mail office are opened, the Registration Sorting Assistant will receive from the Head Sorting Assistant the registered bag taken out of each mail bag. The Registration Sorting Assistant will also receive from the Head Sorting Assistant registered packet bags.

(2) Each registered bag and registered packet bag will be made over to the Registration Sorting Assistant (under receipt to be granted in the registered abstract) and he must, before granting receipts, carefully examine the seal, cord label and condition of each of the bag and see that all the due bags are correctly received.

86. Treatment of money order bundles and of money orders contained in them – (1)

Money order bundles invoiced at the foot of registered lists will be received in registered bags. The number of money order bundles received with each registered list should be checked with the number entered in the list.

(2). The Registration Sorting Assistant should himself open each bundle addressed to the office by cutting the thread and verify the number of money orders contained in it with the number noted on the money order check-slip placed at the top of the bundle.

(3). The money orders should then be sorted according to the sorting lists and dispatched to the offices concerned in money order bundles. The total number of money orders in each bundle should

be clearly written on the money order check slip placed at the top of the bundle.

(4) When money order bundles are made up for a Post Office, the money orders sent to the office for payment and those sent to it for onward transmission should be placed in separate bundles marked “Station” and “Sorting”, respectively.

(5) If, in the money order, bundles made for a sorting office or in the money order bundles marked “Sorting” for a Post Office, there are six or more money orders for any particular Post Office, these money orders should be bundled separately, which should be addressed to the Post Office and marked “Station”.

(6) Money order bundles for dispatch including those for onward transmission should be enclosed in the appropriate registered bag entered at the foot of the registered list.

NOTE: In case the number of money orders to be sent to any particular destination is too large to be sent in bundles, they should be sent in a drill bag or bags.

87. Treatment of high value money order bundles and money

orders – (i) In the sorting office, the Registration Sorting Assistant should verify from the registered list whether the bag contains a M.O.list (MO 75) and the high value money orders. If so, the Registration Sorting Assistant should open the high value sorting M.O. bundles and verify that the details of the high value MOs invoiced in the M.O. list are correct by cross-checking the M.O. number and the office of issue. The high value station M.O. bundles need not be opened. The Money Order list received in the registered bag should be filed.

(ii) He should sort the high value station M.O. bundles according to the sorting list. He should make station M.O. bundles wherever the number of such money orders for a particular station is two or more. Lists should be prepared in duplicate of the contents of the M.O. in the bundle giving the number, office of issue of the M.Os and one copy should be placed in the bundle. A check-slip should be placed on the bundle on which the words, “HVMO.....” followed by the number of MOs contained in it should be noted. If there are two or more H.V.M.Os containing the same number, the name of the office of

destination should be written below the words “HVMO.....”.
Thus:-

H.V.M.O. Bundle
Varanasi HO

H.V.M.O. Bundle
Tirupati HO

If two or more H.V.M.Os of the same number for the same station are received in a sorting office, the name of the office/station which closed

the H.V.M.O. should be added within brackets thus:-

H.V.M.O. 5 (of Delhi GPO)
Tirupati HO

. H.V.M.O.I Chandigarh HO)
Tirupati HO

- (iii) The bundle should be tied up cross-wise and sealed. The Registration Sorting Assistant should then invoice the H.V.M.Os and loose high value money orders (kept as sorting bundle) in the Money Order List in duplicate. Totals should be struck giving the number of H.V.M.O. and high value single money orders invoiced in each list. The duplicate copy of this list together with the office copies of the lists of Station H.V.M.Os should be filed with the M.O. abstract.
- (iv) He should wrap the M.O. list (MO 75) around sorting money order bundles and tie with a piece of thread thus making one bundle of H.V.M.Os. The due registered lists should contain the entry of one or Nil as the case may be, against the new column “M.O. lists enclosed”.
- (v) In the sorting office, a separate “M.O. Abstract” should be maintained on the same lines as “Registered Abstract”. The Head Sorting Assistant will exercise the same kind of supervision over the work of sorting of high value MOs and the preparation of the MO. Abstract as is applicable in the case of the registered articles and the registered abstract.

88. **Sorting of registered articles** - (i) The registered articles received, including those posted in a mail office, should be

sorted into the several compartments of the registration sorting-case in accordance with the diagram prescribed the destination of each article being carefully ready before it is sorted. Forward *registered bundles* should each be treated as a single registered article.

NOTE: In sorting Mail Offices, the registration sorting case must always be kept locked when the work of sorting is not going on, and the key must remain, during working hours in the custody of the Registration Sorting Assistant.

89. **Missent registered articles** – If a registered article is received missent, needlessly delayed by a sorting office, a note of the irregularity should be made on the registered list with which it was received. The article should be stamped shown to the Head Sorting Assistant and forwarded to the correct destination in the usual course.

NOTE: Registered articles presented for booking, to a Mail Office during the period fixed for booking of registered articles will be accepted for registration on Post Office holidays and Sundays also on payment of usual late fees prescribed for the purpose.

90. **Insured bundles** – Whenever there are two or more insured letters for dispatch from one Post Office to another, the office of dispatch will enclose them in an insured bundle addressed to the latter, except that in the case of insured letters for places for which town delivery sorting is done by the RMS, no insured bundles will be prepared unless there are two or more insured letters for one and the same town Post Office of delivery. The insured letters for inclusion in the bundle will be placed in an insured envelope, or, if necessary, in a *dosuti* bag, clearly addressed to the post of destination. A number will be given to the insured bundle corresponding to the number of letters it contains, preceded by the distinguishing letters “LB.”, with the name of the office of destination below it, thus : -

I.B. – 5
Delhi GPO

I.B. – 6 etc.
Lucknow GPO

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

<u>I.B – 5</u> (of Lucknow GPO)	<u>I.B. – 5</u> (of Ambala GPO)
etc.	
Delhi GPO	Delhi GPO

The insured bundle will be properly closed and sealed. If a bag is used, it will be labeled with a *plain manilla* tag label. The weight in grams will be entered in *words* on the insured envelope or the insured label, as the case may be.

91. **Transfer of registered and registered packet bags to Head Sorting Assistant** - A sufficient time before the hour fixed for the dispatch of a mail, the registered packet bag should be handed by the Registration Sorting Assistant to the Head Sorting Assistant under receipt to be taken in the registered abstract.
92. **Completion of registered abstract** – (1) Before closing work for the day in a Mail Office, the Registration Sorting Assistant should complete the registered abstract and check it to see that the totals on both sides agree.
He should also examine the check sheet which should be maintained by him in the pro forma given below in respect of insured articles and satisfy himself that all insured articles received have been noted at the time of receipt and ticked off at the time dispatch.
(2) He should see that the registered lists received are complete, and then stamp them. Finally, the registered lists should be stitched together in the order in which they are entered on the receipt side of the registered abstract, and be attached to the abstract.

Check sheet for insured articles of letter/parcel mail handled by

Handled by _____ dated _____

RECEIPT	DISPATCHES
---------	------------

S.N.	No.of insured	O/o	Office	O/o	Office to	Signature of
						Ins.

1	2	3	4	5	6	7
	Letter/IB/ Parcel	posting from which received	destina tion	which dispatched	Sorting Assis- tant	
Total received :					Total dispatched:	
Prepared by :			Signature of ins. Sorting Assistant		Checked by : Signature of HSA or Supervisor	
Rechecked by :				Date stamp		
Signature of HSA or Supervisor						

93. **Delivery of work-papers, etc., to Head Sorting Assistant** –
The Registration Sorting Assistant should after examining and checking the work-papers in the manner prescribed in Annexure make over his workpapers, as well as any spare empty registered bags remaining in his possession, to the Head Sorting Assistant to whom should also be given the articles of stationery, etc., which are to be replaced in the portfolio and, the key of the registration sorting case.

93-A Computerized Registration Sorting Centre (CRC).

NOTE- These rules are applicable to computerized Registration Sorting Centres (CRCs).

These rules substitute the following rules of Volume-VII pertaining to manual operations Rules 80,81,82,85,87,88,89,91,92 and 93.

Duties and Responsibilities –

1. System Administrator :-

(a)The in-charge of CRC will be the System Administrator. He will be responsible for the maintenance and security in the functioning of the system by keeping secrecy of his own password and also ensuring proper maintenance of password of all officials working in CRC. He will also be responsible for the security of the Master Data fed in the system.

(b)He will enter the Master data as per the memo of distribution of work for each set such as set details, staff details, service details, opening bag details, closing bag details, mail agency details, bulk addressee details, best details, set-wise /RSA-wise allocation of closing

bags. Due receipt/Due dispatch details, Pin code details, transit office details and sorting district master details, etc.

(c) He will be responsible for the generation of MIS (Management Information System) reports such as sorter report, set wise report, booking office/delivery office reports, transmission report, keying capacity report. Forced closed remark report and Login -Logout report.

(d)He will be responsible for the maintenance of INI settings for Modern transmission and periodical Back-up/Restore of data and cleaning up of records.

(e)He will be responsible for the maintenance of System parameter for the functioning of sets according to the Modow for parallel sorting and packet sorting with option for Detailed Sorting/Intelligent sorting/count total sorting.

(f) He will take out all necessary reports under 'Reports' option as and when necessary.

2. *Supervisor* :-

- a) He will exercise all the options mentioned above for System Administrator in his absence, except item mentioned at Para (c) for the day to-day functioning of the set in which he is working.
- b) He will be responsible for the timely opening of the set with the allotted / available RSAs.
- c) He will make RSA allocation according to the number of available RSAs.
- d) He will make the opening bag allocation according to the bags received including extra bags.
- e) He will also make the closing bag allocation according to the number of available RSAs.
- f) He will maintain the Master data for the interim dispatch and ensure the timely dispatch of all bags including interim dispatch as per schedule.
- g) He will ensure equitable distribution of article among RSAs by periodical watch.

- h) He will generate all reports assigned such as attendance list, opening bags allocation list, due bags not opened list, extra bags opened list, mail agency list, registered abstract, set remarks list, bags closed list and pending transfer summary.
- i) He will ensure that all insured articles received are transferred to the ISA in time and the articles are kept in the safe custody by the ISA till dispatch. He will also ensure the timely dispatch of the insured articles according to the closing bag allocation under his direct supervision. He will also verify the insured check list submitted by the ISAs with all the reports generated and abstract of the RSAs.
- j) At the time of any discrepancy with respect of articles, he will ensure that necessary remarks are recorded by him in the opening bag details section of the RSAs and in the close day option of the RSA and necessary reports generated.
- k) He will ensure timely closing of the set and submit necessary Note/Report to HRO/SRO/SRM concerned.

3. Registration Sorting Assistant (RSA) –

- a) He will work in the place allotted by the Supervisor as per the sorting pattern designed in the system.
- b) He will be responsible for the maintenance and secrecy of his own password.
- c) He will open the bags allotted to him by the Supervisor. At the time of any discrepancy with respect to the articles received, he will bring it to the notice of the Supervisor and shall proceed only after discrepancy remarks are recorded in the opening bags details section by the Supervisor. He will enter the details of all articles received in the bag along with further details of RB/IB.
- d) If the working pattern prescribed is in Packet Mode, he will transfer the articles receipt to other concerned RSAs through RSA transfer option (sorted/unordered/detailed option). He will ensure that the articles transferred are acknowledged through acknowledge transfer option.

- e) He will, in time, acknowledge articles transferred to him by other RSAs through the above option so that all the articles transferred to him by other RSAs through the system are incorporated in the destination hags allotted to him.
- f) He will make use of the detailed sorting option to enter the details of articles for dispatch and preparation of RBs according to the pattern prescribed by the Supervisor/Administrator.
- g) He will close all the bags allotted to him in time including interim dispatch.
- h) He will generate all the reports prescribed under “Reports” option and have over the sorter abstract and sorter summary to the supervisor along with Short/Excess list.
- i) He will use the close day option to complete his work for the day. If any, discrepancy is noted with respect to the receipt and dispatch he will bring it to the notice of the Supervisor and see that the necessary remarks are recorded in the Short/Excess list.
- j) If the sorting prescribed is in parallel mode, he will enter the details of articles and transfer the articles to RSA who is identified as closer at the time of dispatch and the latter will acknowledge the bundles transferred to him. The closer will close the bags and generate all reports prescribed under ‘Repots’ option. The closer will also close the day like other RSAs.

NOTE: In the above items, HVMOs are also included in the articles.

4. Insurance Sorting Assistant (ISA):-

- a) The ISA will work according to sorting pattern allotted to him.
- b) He will acknowledge all insured articles transferred to him by other RSAs through ‘acknowledge’ transfer option. He will be responsible for the safe custody of all insured articles till the time of dispatch.
- c) He will make use of detail sorting option and transfer insured articles to concerned RSAs for dispatch. He will ensure that all such articles thus transferred are acknowledged by concerned RSA.
- d) He will generate insured check list and hand it over to Supervisor for verification before dispatch.
- e) He will take individual abstract/sorter summary report and submit it to the Supervisor at the close of the day.

NOTE: Wherever there are no exclusive ISAs, the concerned sorter designate will observe the above functions along with the functions of RSA.

5. Definitions relating to CRC Operations :-

Set Master .- It contains the number of each working Set in the CRC. For example 1,2 etc.

Staff Profile – It contains records of the System Administrator/Supervisor and RSAs working in the CRC.

Service Master - It contains details of services/type of articles that are handled in the CRC.

Office of Origin Master– Contains mail offices and booking offices that close bags for the CRC, i.e. offices from where the bags are received at CRC.

Mail Agency Master - It contains agencies (details of and MMS and sections) responsible for carrying bags, closed in the CRC, to transit offices/mail offices delivery offices.

Office of Destination Master - It contains mail offices and delivery offices for which bags are closed in the CRC.

Due Mail List (Receipt) – It contains bags that are due to be opened in each set of CRC.

Due Mail List (Despatch) - It contains bags that are due to be closed in each set of the CRC.

Closing Bag Allocation - It contains the sorting diagram of each RSA working in the set, i.e. it contains the bags closed by each RSA working in the set.

Beat Master – It contains details of the beats covered by each Delivery Office.

Bulk Addressee Master– It contains addressees for which in a set articles are received in bulk quantity. For each bulk addressee, a triplicate list can be generated.

Pincode Help Category master - It contains categories/groups of known institutes/places. For example Bank, Cinema Halls, Hospitals, etc. These are used while finding the delivery office for an institute/place with incomplete address.

Pincode Help – It contains delivery office pincode of known institutes. It is to assist an RSA to find out a delivery office and article with incomplete address. For example, for Safdarjung Hospital, New Delhi, the delivery office is 110 016.

Transit Office.- Transit Office is an office through to which bags are sent from a CRC for further dispatch of bags either through air or surface.

System Parameter.- Parameter to be configured after installing the software. Parameters once installed are normally not required to change during the life of the CRC.

Part-IV – Parcel Department

94. **Duties and responsibilities of Parcel Sorting Assistant. – (1)**

The duties of the Parcel Sorting Assistant comprise the work connected with the receipt, custody, sorting and dispatch of parcel mail articles. His responsibility begins when parcel mail articles are received by him in parcel bags or loose from the Head Sorting Assistant and continues until the articles are made over by him enclosed in parcel bags or loose to the Head Sorting Assistant

(2).The Parcel Sorting Assistant is responsible that the bags and articles made over to him are carefully examined; that the articles dealt with by him are properly treated and correctly disposed of; that the contents of parcel bags made up are correct; that parcel bags closed are securely fastened and properly sealed, and that the bags or loose articles are made over in due time to the Head Sorting Assistant for dispatch; that torn or otherwise unserviceable bags are not used; that all irregularities or unusual occurrence connected with the parcel department are promptly detected and brought to notice; and that his work-papers are complete and correctly prepared.

NOTE: In sets where two or more Parcel Sorting Assistants are employed, the Head of the Division may, in cases where considered absolutely necessary authorize the performance of the general duties referred to in this rule by the Senior Sorting Assistant and by

his assistants. The particulars of bags to be opened and closed by each of them should be prescribed in the memo of distribution of work and separate parcel abstract for each should be maintained.

95. **Documents accompanying parcel mail articles.**- (1) Every insured parcel mail article is accompanied by an acknowledgement to be signed by the addressee. An uninsured registered parcel for which an acknowledgement is due has the letters "A.D." marked on the face and is also accompanied by an acknowledgement. No other articles of the parcel mail are accompanied by any documents. On the unregistered parcels "UNREGISTERED PARCEL" is written in capital letters.

(2). If a parcel is received without the acknowledgement that should accompany it, the article should be shown at once to the Head Sorting Assistant and a note of the irregularity should be recorded on the parcel lists with which it was received and is dispatched.

96. **No slips affixed to parcel mail articles** – (1) A slip bearing a printed No. and impressed with the No. slip name-stamp of the office of posting is pasted to every parcel mail articles except unregistered parcels, which are not numbered. These slips are known collectively *as No. Slips*; the slip affixed to a parcel is termed a *Parcel No. Slip*, and that affixed to a value-payable article, *V.P. NO.Slips*.

(2).The weight (in grams) of an insured parcel is recorded on the insured parcel No. slip. When a value-payable parcel is insured, only a V.P. No.slip and the usual insured label are pasted to it and the parcel is treated as an insured parcel.

97. **Parcel Abstract.**- (1) the parcel abstract is divided into two parts, viz., "Receipts" and "Issues". The former shows the number of ordinary registered and insured parcel mail articles received with each parcel lists; and the latter the total number of ordinary registered and insured mail articles dispatched with each parcel list.

(2) The totals of both sides of the abstract should agree and the abstract should be signed by the Parcel Sorting Assistant.

98. **Preliminary work.** – The Parcel Sorting Assistant should, preparatory to commencing work, take over from the Head Sorting Assistant the empty bags, articles of stationery, parcel lists and parcel abstract to be used during working hours.
99. **Receipt of parcel and insured bags and loose parcel mail articles.**- The parcel bags addressed to the office, and the parcel mail articles (including insured bags) together with the parcel lists in which the articles are invoiced or the blank parcel list taken from mail bags will be made over by the Head Sorting Assistant to the Parcel Sorting Assistant under receipt to be granted in the parcel abstract; and the latter must see that a parcel bag or parcel list, with parcel mail articles taken from the mail bag; or a blank parcel list, is received by him from every Post Office, section and mail office, authorized to forward parcel mail articles to the section or office.

NOTE: 1 - In the case of parcel mail articles received “out-side” noted in the mail list, the Parcel Sorting Assistant must initial the mail list in proof of having received the articles. If a blank parcel list is received in a cover entered on the mail list (or registered list from office closing a registered bag only), it should be made over to the Parcel Sorting Assistant who should initial the mail list in token of having received the cover containing the blank parcel list.

NOTE 2 - In an office where there is a separate assistant and mail opener, the Head of the Division may prescribe that the parcel bags as well as the parcel list received inside the mail bags will be entered in a separate mail list and transferred direct to the Parcel Sorting Assistant who will give acquittance in this mail list in token of having received the parcel bags and the loose parcel list along with the parcel mail articles received in them.

100. **Missent parcel mail articles** – If a parcel mail article is received missent, a note of the irregularity should be made on the parcel list with which it was received. In every case, the article should be stamped, shown to the Head Sorting Assistant and forwarded to the correct destination in the usual course.
101. **Sorting of parcel mail articles** – (1) The mail articles received with the acknowledgements, if any, appertaining to them, should be sorted into the several compartments of the parcel sorting case in accordance with the sorting list.

(2) The parcel sorting case must always be kept locked when the work of sorting is not going on, and the key of it must remain during working hours in the custody of the Parcel Sorting Assistant.

(3) An insured parcel addressed or redirected to a non-insurance office should be forwarded to it, irrespective of the fact that the office of destination is a non-insurance office.

102. Transfer of parcel bags and parcel mail articles to Head Sorting Assistant – A sufficient time before the hour fixed for the dispatch of a mail, the parcel bags, or the parcel mail articles (with the parcel list), or the blank parcel list, for dispatch in each mail bag, should be handed over by the Parcel Sorting Assistant to the Head Sorting Assistant under receipt to be taken in the parcel abstract.

NOTE: Where no mail bag (or registered bag, in the case of offices closing registered bags only) is closed for the office for which a parcel list is to be issued, the blank parcel list should be dispatched duly entered in the mail list of the office through which mails for the office for which a blank parcel list is intended are ordinarily dispatched.

103. Completion of parcel abstract – (1) Before the close of the day's work, the Parcel Sorting Assistant should complete the parcel abstract and check it to see that the totals on both sides agree.

He should also examine the check sheet which should be maintained by him in the pro forma given below in respect of insured bundles and satisfy himself that all insured articles received have been noted at the time of receipt and ticked off at the time dispatch.

(2) He should see that the parcel lists received are complete, and stamp them. Finally, the parcel lists should be stitched together in the order in which they are entered on the receipt side of the parcel abstract, and attached to the abstract.

Check sheet for insured articles of letter/parcel mail handled by _____ dated _____

RECEIPT			DESPATCHES			
S.No.	No.of Ins.letters/	Office of posting	Office from	o/o desti-	Office to which	Signature of Ins.Sorting

IB/Parcel			which nation dispatched Assistant			
1	2	3	4	5	6	7

Total received:

Prepared by :

Signature of
Ins.Sorting
Assistant

Total dispatched:

Checked by:

Signature of HSA
or Supervisor

Rechecked by:

Signature of HSA
Or Supervisor

Date Stamp:

104. Delivery of work-papers, etc., to Head Sorting Assistant – The parcel Sorting Assistant, after examining and checking his work-papers in the manner prescribed in Annexure should make over his work-papers, as well as any spare empty bags remaining in his possession, to the Head Sorting Assistant to whom should also be given the articles of stationery etc., which are to be replaced in the portfolio and, in the case of a sorting mail office, the key of the parcel sorting case.

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CHAPTER 4

TRANSIT SECTIONS AND TRANSIT MAIL OFFICES

105. Duties and responsibilities of the Mail Guard or Mail

Agent –

(1) The duties of the Mail Guard or Mail Agent comprise the work connected with the receipt, custody, sorting and dispatch of articles posted in the van or office and of closed mails. His responsibility begins when articles are cleared from letter-boxes or when closed mails are made over to him by a section, office or carrier, and continues until the bags are delivered or dispatched to destination. The Mail Guard or Mail Agent has nothing to do with the articles contained in the closed mails made over to him for disposal, but transit bags addressed to the section or office are opened and the bags contained in them are disposed of by him.

(2) The Mail Guard or Mail Agent is responsible that the articles and bags dealt with by him are carefully examined, properly treated and correctly disposed of, that the contents of transit bags and -in the case of a transit mail office authorized to perform registration work – of the registered bags and registered bundles closed by him are correct; that the bags and bundles are securely fastened and properly labelled and sealed; that torn or otherwise unserviceable bags are not used; that all irregularities and unusual occurrences connected with his work are promptly detected and brought to notice; and that his work -papers are completed and correctly prepared.

106. Attendance of set.- (1) An attendance register will be kept in the transit mail office in which every Mail Agent/or Mail Guard of a set must sign his name and enter the time of his attendance.

(2) At the appointed time, the Mail Agent/Mail Guard of a section should be present at the Railway Station and should see that all the other officials are present in due time and that the work-papers and all other articles to be taken for use during the trip have been brought. He should see that the staff are neatly dressed, that they bring no personal luggage with them except their hand bags and bedding.

NOTE- In case when any extra staff in addition to the sanctioned strength is deputed to work with a set on account of receipt of heavy mails or any other unforeseen causes, a separate memo will be issued to the Mail Agent/Mail Guard, of the set in question as an authority, therefore. In case the extra staff so deputed is required to work with the

set for more than one trip, the memo should be filed with the daily report of the last day for which the additional trip is required to work with it.

(3) In sets working in running sections, where no attendance registers are maintained, the official performing the particular duties should sign in the numerical order, against such designations in the daily report only.

106-A. Examination of van.- The Mail Agent/Mail Guard should examine the interior of the van and the fittings, glass-windows and lamps to see that nothing is damaged. He may be required to pay the cost of any damage to the internal fittings of the van caused by him, or not detected and brought to notice by him, on examination either at the commencement of the trip or as soon as possible after its occurrence, and before leaving the van at the termination of the trip.

107. Preliminary work.- (1) The Mail Agent/Mail Guard of a section should see that the hand bags/brief cases and rolls of bedding of other officials are suitably placed in the mail van away from the operational area and that the portfolio is opened and the articles taken out and arranged. The Mail Agent/Mail Guard of a section should next see that the articles including the work-papers, required for use and distributed to the other different officials, as the case may be, and arranged in their proper places in the manner prescribed in the memorandum of distribution of work. He should then arrange the empty bags required for use.

(2) The Mail Agent/Mail Guard should arrange the empty bags and other articles required for use in their proper places. The latter action should also be taken by a Mail Agent/Mail Guard preparatory to commencing work in the office/section.

(3) If the section commences its trip at a changing station, the Mail Agent/Mail Guard should first take delivery of the mails from the official in charge of the relieved set, examine the bags in the presence and then sign the sectional mail list and the special mail list, if any, in token of having received the mails correctly.

108. Receipt and dispatch of mails.- The rules prescribed for sorting mail offices regarding the receipt and dispatch of mails and the preparation of the forms connected therewith, in so far as they apply to a transit section or a transit mail office, must be strictly complied with by the Mail Guard or Mail Agent, as the case may be. In transit sections, the

exchange of mails should be done at both the doorways of the mail van, i.e., at the main entrance and at the storage position of the van to avoid detention of mails.

109. Disposal of unregistered articles.- Unregistered articles posted in the van or office or received from a mail peon should be sorted according to the instructions and dealt with in accordance with the procedure prescribed by the Divisional Head. Ordinarily, a sorting mail bag should be closed for each office with which mails are exchanged.

NOTE- The instructions contained in Rule 65 may, under the special order of the Head of the Circle, be made applicable to transit sections.

110. Certificate of posting.- Certificates of posting should be granted to the public in accordance with the rule on the subject in the Post Office Guide by transit mail offices only.

111. Treatment of late letters.- The instructions in Rule 61 of the Postal Manual, Volume-V, regarding the treatment of late letters apply also to transit mail offices.

112. Registration of articles.- (1) With a few exceptions, every transit mail office is authorized to receive articles of the letter mail or registration, but not for insurance.

(2) The conditions under which articles may be registered and other information on the subject will be found in the Post Office Guide.

(3) The Mail Agent must carefully observe the procedure laid down (a) in Chapter 3 of this Volume for the guidance of sorting mail offices in connection with registration of articles, and (b) in Chapter 2 of the Postal Manual, Volume-V, in connection with the preparation of the registered lists, registered bundles, registered bags, etc.

113. Hours fixed for closing the mails.- The instructions on this subject are contained in Rule 58 of the Postal Manual, Volume-V.

114. Preparation of mail for dispatch.- A sufficient time before the arrival of the train at a station where mails are to be given out by a transit section, or the hour fixed for the dispatch of a mail by a transit mail office, the bags for delivery or dispatch, as the case may be, should be sorted, those which are not to be forwarded loose being sorted according

to the transit bags in which they are to be enclosed; and the Mail Guard or Mail Agent must satisfy himself and the number of bags for delivery or dispatch is correct.

115. Final duties before quitting van or office.- (1) The Mail Agent or Mail Guard should examine the fittings, lamps etc., of the van to see that nothing has been damaged or lost. He should replace the stamps, seals, books, etc., in the portfolio, put the empty bags for return to the Record Office in the bag provided for the purpose and label and seal the letter bag. He should then give out the mails to be delivered and, if the trip is ended at a changing station, make over the mails, for the relieving set to the office in charge together with the sectional mail list.

(2) The Mail Agent should examine and check the articles detailed in the List of Articles and see that the articles of stationery, stamps, seals, books etc., are carefully put away; that the bag containing empty bags for return to the record office is labeled and sealed; that the mail box is properly secured and that the office room is swept and everything arranged in a tidy and orderly manner. He should then lock the office room and retain the key in his personal custody if there is no relieving Mail Agent, but if there is a succeeding set he will make over the deposit mails under entry in the mail list and hand over charge of the office to his reliever.

115-A. Computerized Transit Mail Office (CTMO).- Computerization of a Transit Mail Office facilitates the location of any bag that would have passed through the TMO. It also enables a proper watch to be kept on due mails and an estimation of the extra mail received.

(i) Duties and responsibilities of the system administrator

- (1) He is the overall Incharge of computerized TMO. He will be responsible for the maintenance and security in the functioning of the system by keeping secrecy of his own password and also ensuring proper maintenance of passwords of all officials working in the TMO. He will also be responsible for the security of the master data fed in the system.
- (2) He will enter master data as per the memo of distribution of work of each set such as set details, staff details, transport sector and route schedules, mail agency profiles, due bags, due transfer bags, etc.

- (3) He will be responsible for the generation of MIS reports, sorting-wise, set-wise, PO-wise, class-wise, sector-wise, mail-wise, total weight-wise etc.
- (4) He will be responsible for the maintenance of INI settings, for modem transmission and periodical back-up/restore of data. He will also clean up the records by taking periodical back-ups.
- (5) He will make out all necessary reports under reports open as and when necessary.

(ii) Duties and responsibilities of Head Mail Agent

- (1) He will exercise all the options as mentioned above for system administrators in his absence except log-in and log-out details in the MIS reports.
- (2) He will be responsible for the timely opening of the set with the allotted/available Mail Agents.
- (3) He will allocate the mail agency branches according to the available Mail Agents. He will also ensure equitable distribution of bags amongst the Mail Agents by periodical watch and make changes in the allocation wherever necessary.
- (4) He will fix exchanges of dispatches in case of change in the transport modes according to the circumstances.
- (5) He will also delete the dispatches assigned to the Mail Agents as situation warrants.
- (6) He will also reopen the TBs closed by the Mail Agent for the inclusion/deletion of bags included in the TBs.
- (7) He will also generate all mandatory reports such as attendance lists, due bags not received, due bags not dispatched, due bags not received in open TBs and due bags not included in closed TBs before closing of sets.
- (8) At the time of close day option of the Mail Agents, he will ensure that necessary remarks are recorded with reference to excess/short receipts or dispatches of bags.

- (9) He will make available more empty bags if needed by the Mail Agent for closing of TBs.
- (10) He will ensure timely closing of the set and submit necessary note/report to the SSRM/SRM/HRO/SRO concerned.
- (11) In case of non-arrival/non-dispatch of regular transport, he will re-allocate the receipt/dispatch.

(iii) Duties and responsibilities of Mail Agent

- (1) He will work in the position allocated by the Head Mail Agent as per the Mail Agency allocation.
- (2) He will be responsible for the maintenance and secrecy of his own password.
- (3) He will receive the bags from the transport mode and numbers allocated to him.
- (4) He will open the TBs received by him.
- (5) He will transfer the bags to the Mail Agents concerned then and there.
- (6) He will acknowledge the bags received by him from other Mail Agents.
- (7) He will prepare TBs allocated from the bags received by him directly and through other Mail Agents.
- (8) He will dispatch all the bags for the allocated transport mode and number at the scheduled time.
- (9) He will forward the bags that are to be forwarded to the next set as per the allocation sector-wise / mail agent-wise.
- (10) He will use the lose day option to complete his work of the day. The discrepancies noticed by him with reference to receipt/dispatches of bags will be brought to the notice of HMA and see that necessary remarks are recorded by the HMA when the forced day close option is to be enforced.

(11) He will generate all the mandatory reports prescribed under reports column and hand over the mail agency summary to the HMA along with the due bags not dispatched and bags received but not dispatch lists.

NOTE – All other operations discussed in the manual, rules and regulations relating to TMOs hitherto done manually will continue except to the extent of computerization discussed above.

RECORD OFFICES

General Rules

RULE

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- 117. Supervision of work
- 118. Record of orders regarding practicing test card
Sorting and result of examination of portfolios, etc.
- 119. Distribution of work
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138. Filling of work-papers

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146-A. Computerization of the HRO

CHAPTER 5

RECORD OFFICES

General Rules

N.B.- The instructions laid down in these rules for the guidance of Record Officers apply also to Head Record Officers and sub-record officers except where they are obviously inapplicable or whether there is anything to the contrary in the context. References to sections, will in that case be construed to cover mail offices also.

116. Authority of Record Officer.- (1) The duties, responsibility and authority of the Record Officer as described in this Chapter, extend solely to the staff attached to the Record Office.

(2) The Record Officer is authorized, when necessary, to order Sorting Assistants to do overtime duty, or in urgent cases, to transfer them temporarily from one set or section to another, to summon a Sorting Assistant to the Record Office or to the Railway Station during his rest time for the purpose of enquiring into losses or complaints, of communicating to him urgent sorting or guidance orders or of sending him on overtime duty in any sudden emergency or of making him practice sorting. The Record Officer has discretionary power to make such temporary arrangements in cases of sudden illness of Sorting Assistants, etc., as may be necessary to carry on the work, but every such case must be at once reported to the Superintendent in the Record Officer's daily report.

(3) The Record Officer may permit mutual exchange of duties between sorting assistants so long as it does not involve any extra expenditure and does not interfere with the working of the Department.

117. Supervision of work.- (1) The Record Officer is required to exercise a general supervision over the Sorting Assistants and their work, and he should therefore, make himself acquainted with the character and capabilities of the Sorting Assistants and by constant and vigilant observation see that they perform their work in strict accordance with the rules.

(2) When he observes carelessness in the preparation of work-papers, or when complaints are made against Sorting Assistants, he should warn them, and, if his warnings are disregarded, report them to the

Superintendent. He should encourage Sorting Assistants to practise sorting on rest days. He should inspect, from time to time, the articles supplied to sets, to see that they are correct and that care is taken of them. This should always be done when a Head Sorting Assistant is transferred from one set to another.

118. Record of orders regarding practising test card sorting and result of examination of portfolios, etc. – The Record Officer should maintain a rough notebook to note orders to the Sorting Assistants for practicing card sorting and the Sorting Assistants concerned should be required to sign against the relative entry. This notebook should also be used for recording the result of the examination of the contents of portfolios and also the book of postmarks and cleansing of stamps and seals.

119. Distribution of work.- The distribution of work among the officials of the office, as fixed by the Superintendent in the memorandum of distribution of work, must be strictly maintained by the Record Officer.

120. Arrangement register.- Each Record Office will maintain an Arrangement register in the prescribed form in respect of each set of mail office and running section attached to it. An extract from the register showing the designations of the official according to the memo of distribution of work of the mail office or section and the name of the officials composing the set should be furnished by the Record Officer to the Head Sorting Assistant of every set of the mail office or section.

121. Nominal Roll of metal tokens to be kept at Record Office.-
(1) The Record Officer must keep a nominal roll (in the prescribed form prepared in manuscript) of the holders of all metal tokens received. A separate page of the roll should be assigned to each token, where the names of the successive holders should be recorded with the other particulars provided for in the form. In respect of such tokens as have not been issued, or have been lost, the remark “In Stock” or “Lost by (name)”, the amount representing the manufacturing cost plus incidental charges (if any) realized in cash or deducted from his pay, as the case may require, should be entered in the second column of the roll.

(2) The receipts appertaining to the tokens issued should be filed, in the serial order of their Nos. with the roll. All the unissued metal tokens in the Record Office must always be kept locked up in the office safe.

122. Register of sorting lists.- The Record Officer must keep a register (prepared in manuscript) of the sorting lists received. A separate page of the register should be assigned to each sorting list where the names of the successive holders should be recorded. In respect of such sorting lists as have not been issued, or have been issued, or have been lost, remark "In Stock" or "Lost by (name)", the sum of Rupee one representing the nominal cost realized in cash should be entered in the appropriate page of the register.

The receipts appertaining to the sorting lists should be kept with the appropriate page of the register.

123. Hours of attendance.- (1) The Superintendent will fix the hours during which the officials of the Record Office and the staff of the sections attached to it should attend the office. The Record Officer should insist on their punctual attendance.

(2) An attendance register will be kept in the Record Office in which every official of the office (including the Record Officer) and every Sorting Assistant must sign his name and enter the time of his attendance in the presence of the Record Officer.

NOTE – See note to Rule 27.

124. Attendance on Railway platform.- If the Record Officer is required to be present on the Railway platform on the arrival and departure of trains, the trains to be met and the work to be done by him will be laid down in the memorandum of distribution of work.

NOTE- The Head of a Circle, may at his discretion dispense with the presence of the Record Officer at stations where there is an Inspector to supervise the transfer of mail bags.

125. Traveling of Record Officer.- The Record Officer's duties do not entail traveling; but in emergencies, such as interruption to the mail service owing to a break on the Railway or any other cause, he may be deputed by the Superintendent to proceed to the spot and make arrangements for the transport of mails. He may also, in special cases, and with the sanction of the Head of the Circle be deputed on duty in connection with camp mails for high officers on tour.

Duties during Attendance Hours of Sets

126. Work to be done during attendance hours.- The work to be done by the Record Officer during the attendance hours of a set comprises the following duties-

- (a) taking over the work-papers for the previous trips and spells of duty
- (b) issuing the work-papers for the next trips and spells of duty;
- (c) taking over the empty bags brought back from the previous trips and spells of duty and issuing the bags for the next trips and spells of duty
- (d) communicating to the Sorting Assistants orders received from the Superintendent or the Head of the Circle/regarding changes in the sorting list and other matters, and requiring them to give explanation of any irregularities, etc., that may have occurred in their work;
- (e) and attending to bag account corresponding work. In the case of a selection grade Record Office, he may correspond direct with other Divisional Superintendent and Postmasters in regard to cases relating the bag accounts of his Record Office.

NOTE- Staff attending the Record Offices should not be detained there any longer than is absolutely necessary for the performance of the work required of them.

127. Importance of proper examination of work-papers.- The most important duty of the Record Officer is the examination and filing of the work papers received in the Record Office. This duty should, therefore, be performed with the utmost care. A Record Officer who neglects the proper examination of work-papers renders himself liable to dismissal or to any other statutory penalty.

128. Points to be observed in examining work-papers. – In examining the work-papers of a set, care should be taken to see that all the documents included in the work-papers, bundles are received from the Head Sorting Assistant/Mail Agent, and that no correction is made in any documents where it is forbidden. All permissible corrections in the

documents are duly and properly attested, and that the work-papers are complete and neatly prepared. The Record Officer should check whether the registered/parcel/MO/mail abstract are tallied or not. If they are not tallied, whether a report is made or not in the daily report. In token of this verification, the Record Officer will sign the abstract.

129. Disposal of daily reports.- (1) Daily reports of sets should after examination in the manner prescribed, be stamped and signed by the Record Officer and forwarded by him along with and entered in his own daily report to the Superintendent or the Deputy Superintendent as the case may be, each with its respective extract reports attached.

(2) Extract reports concerning unimportant irregularities committed by Post Offices and mail offices other than those within the Division should, however, be detached and sent by the Record Officer direct to the Superintendent or first class Postmaster concerned, the officers to whom they are forwarded being noted under his initials and date in the last column of the daily reports against the corresponding entries.

(3) Check-slips attached to daily reports should be detached and forwarded by first mail to the Superintendent or first class Postmaster concerned, except those relating to bundles made up by mail office within the Division which should be sent attached to the daily report to the Divisional Superintendent or the Deputy Superintendent, as the case may be.

NOTE- If the Record Office is at the headquarters of the Division, the daily report of each set should be submitted to the Superintendent before the set leaves the office, so that if any information is required by that officer or the inspector, the Sorting Assistants may be on the spot to give it.

130. Issue of forms to sets.- After the work-papers for the previous trips or working hours of each set have been examined and filed, the Record Officer should make over the Head Sorting Assistant or Mail Guard, as the case may be, the forms and labels to be used by the set during next trips or working hours, as well as the type boxes of the set. When issuing the forms, the Record Officer should see that the bag labels are impressed with the name stamps of the offices and sections for which bags are closed by the set are in serviceable condition.

131. Inspection of work-papers prepared.- When the work-papers for its next trips or working hours have been prepared by a set and

submitted to the Record Officer, the latter should carefully examine them to see that they have been properly and neatly filled in and that the documents (including labels for mail and transit bags to be used) are duly stamped. This is a important duty and should be carefully attended to. The daily report of the set should then be stamped by the Record Officer in token of having performed this duty.

132. Deleted

133. Deleted

134. Deleted.

135. Examination of sweepings.- The sweeping of mail vans contained in bags returned by the Mail Guard should be examined personally by the Record Officer to see that no postal article or contents of any article or stamps fallen off are amongst them. The daily sweepings of Mail Offices should similarly be examined as soon as possible.

136. Delivery book- (1) All communications from the Superintendent, calling for explanation of irregularities omitted by Sorting Assistants, are sent to the Record Officer for delivery to the persons concerned, and the replies to the communications are sent through the Record Officer to the Superintendent. A book must be kept in every Record Office with columns for:-

(a) the No. and date of the Superintendent's communication;

(b) the signature of the Sorting Assistant concerned, in token that he has received the communication, and the date of its delivery to him;

(c) the date on which the Sorting Assistant's reply or explanation was received and forwarded to the Superintendent.

These communications should not be numbered by the Record Officer or entered in the book in which his own official correspondence is recorded.

NOTE- In case of the Head Record Office, the communications, orders, etc., for Sorting Assistants will not be numbered; they will be

made over the Head Record Officer under receipt and should be retimed by him to the Superintendent in the same manner.

(2) The Record Officer should make over to the Sorting Assistants present in the Record Office (under receipt to be taken in the delivery book) the communication intended for them, and also require them to furnish explanation of all irregularities that he may have detected in their work. No Sorting Assistant should be permitted to leave the Record Office until all the references relating to his set requiring disposal have been replied to and the Record Officer should see that the replies given by Sorting Assistants are complete and intelligible.

(3) All references should be disposed of in the Record Office, and the Sorting Assistants must on no account be allowed to take away unanswered communications.

137. B.Orders and TB orders.- (1) On receipt of a B order from the Superintendent, the Record Officer should have it neatly copied by one of the sorting assistants into the guidance book of each set concerned. The T.B. orders or the Tour orders received from the Superintendent should be filed separately in a guard file. The Record Officer should explain the meaning of the order to all Sorting Assistants including the Head Sorting Assistants or to the Mail Guard who should initial the order in evidence of having understood it.

(2) The Record Officer must see that all the B. Orders that concern a set – and only these - are copied into the guidance book of the set and he will be responsible for any omission or error in this respect.

(3) When B. Orders or T.B. Orders become obsolete or are cancelled or amended, the remark “Cancelled (or amended) by B. Order or T.B.Order No. (No.) of 20...., See Page (No.)” should be written, under the Record Officers signature in the case of B. Orders across the copies of the B. Orders in the guidance books of sets, a similar remark, omitting the page reference, being also written across the original orders in the guard file. The order so cancelled should be mentioned by the record clerk in his daily report. The B. Orders and T.B. Orders for each year should be filed in a guard book, in the consecutive order of their Nos.

(4.1) Spare copies of T.B. Orders will be supplied only to a Mail Office or section the staff of which have been exempted from Record Office attendance; provided, that the Mail Office is not located in the

same building as the R.O. or has different working hours from the R.O. Even in that case, only one guard file of T.B. Orders should be mainlined for use of all the sets of mail office and the guard file should rotate from set to set. In the case of important and big mail offices, the Head of the Circle may order that a separate guard file of T.B. Orders should be maintained by each set of the mail office.

(4.2) An index of T.B. Orders, should be maintained in the prescribed form with each guard file in Record Offices and Mail Offices concerned.

EXCEPTION- B.Orders should not be copied in the guidance book of the mail offices located in the same building as the sub-record offices and having the same hours as those of the sub-record offices.

Records, Returns and Correspondence

138. Filing of work-papers.- (1) At the end of the month, all the daily bundles of work-papers of the several sets of a transit section should be arranged together in two separate monthly bundles, viz., one for the out-trips and other for the in-trips. A label should be attached to each monthly bundle, and should bear the designation of the transit section and the name of the month.

(2) The work-papers of the Mail Office should be put up in daily bundles. Each daily bundle should bear a label on which the name and date stamps of the set should be impressed. At the end of the month, all the daily bundles of work-papers of the office should be arranged together in a monthly bundle, and a label attached to the monthly bundle bearing the designation of the Mail Office and the name of the month.

NOTE- In the case of a Mail Office where there is a separate selection grade supervisor for the different branches, viz., mail, registration, parcel, etc., each such branch of the Mail Office may be treated as separate mail office for the purpose of filing of work-papers. The daily bundles of work-paper of each branch of such mail office may be kept chronologically without making monthly bundles wherever this is found convenient.

(3) Mail abstracts of transit sections and mail offices should be filed in separate monthly bundles, a label being attached to each bundle bearing the designation of the transit section or office and the name of the month.

(4) After the work-papers have been filed, they should on no account be allowed out of the Record Office, unless they are required by Supervising Officers nor should any Sorting Assistant or Mail Guard be permitted to open a bundle of work-papers for the purpose of referring to its contents, except under special circumstances to be noted under the Record Officer's signature on the back of the registered abstract, or, on the back of the mail abstract contained in the bundle opened.

(5) Wherever any work-papers are removed from the bundle to which they belong under the orders of Supervising Officer, copies duly attested by the Record Officer should be left in their place with a note explaining why the originals were removed and mentioning the official to whom they were made over. Should the work-paper be removed by a Supervising Officer personally, he should be requested to initial the attested copies and himself write the note prescribed above. In every case, the circumstances should be mentioned in the Record Officers daily report.

(6) Work-papers removed should when returned to the Record Officer, be at once filed again their proper bundles, and a note that effect should be written by him on the attested copies which should be left in the bundle.

139.Preservation of bags and records for enquiry.- Whenever any investigation is being made into loss of abstraction, etc., the Supervising Officer will order preservation of the relevant record and material objects such as check slips, RB and IB covers, seals cords and labels and bags. The Record Officer should preserve them in his personal custody and see that no one has access to them except with the special permission of the Investigating Officer. These should not be destroyed without the permission of the Investigating Officer.

140. Periodical returns to be submitted by Record Officer. -

The following is list of the periodical returns and documents to be prepared and submitted by the Record Officer:-

Description of return (1)	To whom submitted (2)	Period (3)	Date of submission (4)
1. Daily Report	Superintendent	Daily	At the close of each day.
2. Indent for	-do-	Half-yearly	So as to reach the

stationery			Superintendent not later than the 10 th February and 10 th August of each year.
3. Indent for case labels	-do-	Monthly	So as to each the Superintendent not later than the 15 th of each month.
4. Indent for articles of stock	-do-		Whenever articles are required.
5. OTA bill in form AGC-37 (By all Record Officers including Sub-Record Officers and Head Record Officers)	-do-	Once in every 4 weekly cycle	Within a week from the day on which the four weekly cycle ends.
6. Extracts from the register of miscellaneous sums received and disposed of	-do-	Monthly	3 rd of each month.

141. The Record Officer's daily report.- (1) The Record Officer is required to submit a daily report to the Superintendent of the Division or the Superintendent Sorting, as the case may be. The report should be accompanied by the daily reports of the Head Sorting Assistants and Mails Guards of the sections attached to the Record Office and by the Sorting Assistants, written explanations (if any) of irregularities committed by them.

(2) If any of the following irregularities occur, they must invariably be noted in the Record officer's daily report:-

(a) absence of Sorting Assistant, mail guard or van peon from the set proceedings on a trip. The full particulars of absentees and the number of extra duties ordered should also be shown in the daily report;

(b) Non-attendance or late attendance of a Sorting Assistant on the attendance day at the Record Office;

(c) Negligence on the part of a Sorting Assistant, as evidence by the number of complaints received against him, or by careless preparation of work-papers;

(d) loss of Sorting Assistant's metal token; or sorting list

(e) loss of, or damage to any article supplied to the set;

(3) The daily report should also contain the following information;

(a) closing balance of cash in hand on account of pay and allowances

(b) Permanent advance for contingencies under head (1) cash and (2) amount of vouchers in hand

(c) Permanent advance of postage stamps under head (1) cash and (2) stamps

(d) Total cash in hand [Items (a) and (b) (1) and (c) (1)]

In Record or Sub-Record Offices where one or more Sorting Assistants are employed in addition to the Record Officer, both Record Officer and Assistant Record Officer or Sorting Assistants nominated as the joint custodian should affix their signature in the daily report below the entries relating to the above items.

(4) In addition to the above, the Record Officer's daily report should contain particulars of T.B. Orders cancelled in the guidance books of sets. If the Record Officer is required to attend the arrival or departure of trains, he should mention the hours at which he was present at the Railway Station. If he is empowered to apply for extra train accommodation, he should forward with his daily report a carbon copy of the requisition made by him for such accommodation.

NOTE.- When a RMS section of one Division is attached to a Record office of another division, the daily report of the section concerned should be submitted by the Record Officer to the Superintendent of the Division to which the section belongs. The instructions regarding the preparation of the Record Officer's daily report also apply to daily reports submitted to the Superintendent of another Division.

142. Corrected copies of sorting lists.- The Record Officer must submit to the Superintendent as well as the Principal of the Training Centre concerned on the day of revision of train timings, corrected copies of the sorting lists of all the mail offices attached to the Record Office. These copies should contain all the changes intimated in monthly sorting orders. Sorting Memos and A orders up to date, and care should be taken to make the corrections legibly and neatly in red ink, quoting the number and date of the order. The correct and punctual submission of these lists is an important duty for the performance of which the Record Officer is personally responsible.

143. Disposal of Superintendent's communications.- It is essential that all communications from the Superintendent whether addressed directly to the Record Officer or intended for Sorting Assistants, should be speedily and punctually disposed of and that the Sorting Assistants' replies should be sent without delay to the Superintendent. With a view to facilitate their delivery, the Record Officer should arrange the communications received while the sorting assistants are on the line in the order of attendance of the sets at the Record Office. Delay in the disposal of references from the Superintendent will be considered as evidence of laxity on the part of a Record Officer, and as proving that he is unfit for his appointment.

144. Inward Register for complaints.- An Inward Correspondence Register in Form Corr.2 for entry of references concerning Public Complaints should be maintained in all Record Offices (Head Record Office, Record Office or Sub-Record Office), in the selection grade. In the register should be entered:-

- (i) All cases bearing the file mark CR received from any office.
- (ii) All cases relating to public complaints.
- (iii) All search bills.

The form of the Outward Correspondence Register (Form Corr.9) should be used with necessary corrections in the headings.

It will be the personal duty of the Record Officer or other Supervising Officer authorized specially in this behalf, to go through – this register once a week, say every Saturday evening to ensure that all references received have been promptly answered. The Head of the Office should also carry out frequent checks to satisfy himself that all

references of the categories mentioned above, received in the Dak, are duly entered in the Register.

145. Monthly account bundle.-

(1) On the 5th of every month, the Head Record Officer must submit under a cover registered on service (i) to the Office of the Head of the Circle or to the Regional P.M.G. and (ii) to the office of the Superintendent RMS monthly account bundle comprising the following documents relating to the previous month and accompanied by the under mentioned vouchers appertaining to them.

(a) to the Head of the Circle of, the monthly contingent bill accompanied by vouchers and written orders relating to it.

(b) to the Superintendent R.M.S. the memorandum of disbursement of salaries and traveling allowances accompanied by acquittance rolls.

(2) The Head Record officer must personally see that the documents to be submitted with the memorandum of disbursement of salaries and monthly contingent bill are complete.

(3) After check in the Office of the Superintendent R.M.S. or the Head of the Circle, the acquittance rolls and receipts for salaries and traveling allowances disbursed together with the memorandum of disbursement attested by him and the written orders relating to contingent charges respectively, will be returned to Head Record Officer who should see that the acquittance rolls and receipts returned are complete by comparing them with the entries in the memorandum.

(4) All the documents returned from the office of the Superintendent, R.M.S. or from Head of the Circle will be impressed with a special stamp and the Head Record Officer should see that this has been done by reporting to the Superintendent of R.M.S. or Head of the Circle as the case may be, any instance in which the stamp has been omitted.

146. Filing of acquittance rolls and other documents-

(1) All acquittance rolls should be numbered in the Head Record Office in a consecutive series for each month. No. 1 being assigned to the roll for the head Record Office.

(2) Acquittance rolls and memoranda of disbursement of salaries and traveling allowances, should be kept loose and unfolded in cardboard covers until the end of the calendar year, when the acquittance rolls and receipts for salaries and traveling allowances disbursed, together with the memoranda of disbursement appertaining to them, should be bound into books.

(3) Estimates of the cost of binding should be submitted to the Superintendent and the required sanction obtained before the work is put in hand. The binding should in all cases be strong and the work should be done at the Head Record Office, the binder not being allowed to take the acquittance rolls away from the Head Record Office premises. In binding together large and small forms, care should be taken, as far as possible, to place two small forms alongside each other in such a way as to match the size of the large form. Care should also be taken to see that written matter on the acquittance rolls is not covered over with binding paper. The Head Record Officer will be held personally responsible that the work of binding is properly carried out and within a reasonable time; and that no documents are lost.

NOTE- The binding of acquittance rolls in respect of staff, for whom Establishment Returns are sent to the Postal Accounts Office and for whom Service Books of Service Rolls are maintained, need not be in leather, but in cloth, as they are to be preserved for six years only.

146-A. Computerization of the HRO. – This enables the integration of the functioning of the Mail Offices with their HRO and the Divisional Office, on the principle of one-time data entry and the transfer of data to and from the three offices between each other. It provides for a unique code for employees, their designations, Post Offices and Mail Offices and different types of correspondence.

It enables the HRO to perform the functions of accounting, checking and search-bill-follow-up with speed and accuracy. The data flows from the mail offices to the HRO through modem(s) and necessary approval of the Divisional Superintendent can be accorded through a network. In this system, the Head Record Officer functions as the Systems Administrator.

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CHAPTER 6

MAILMAN AND VAN ATTENDANTS

Mailman

147. Duties of Mailman.- One or more Mailmen are attached to each Record Office for the purpose of carrying the articles supplied to sections between the record office and mail van, of loading and unloading mails in vans and conveying them to and from the mail office, and performing other duties of a similar nature.

NOTE- See Note to Rule 150.

148. Duties in the Record Office.- The Mailman must be present in the Record Office at such time as he is required to attend, and must be ready to give his help wherever it is needed. It is his duty to keep the office, furniture, etc., clean and tidy, to see that the inkpads are in serviceable order, renewing the cloth when necessary and that the stamping ink is of proper consistency.

149. Attention to hand-trucks.- At stations where hand-trucks are used, one the Mailmen will be told off, under the Superintendent's orders to look after the trucks. He must regularly grease the wheels and keep the vehicles in proper order, informing the Record Officer whenever any truck is in need of repairs.

Van Attendants

150. Duties of Van Attendants.- In the transit sections, official designated van attendants is attached to each set as a general assistant, and must be ready to give help wherever it is needed. The Chief duties of van attendants are to stamp articles and documents, to face letters and packets posted in the van letter box, preparatory to handing them over the Mail Guard/Mail Agent to pack, close and seal bags. Van attendants should be able to stamp with rapidity and clearness, and to tie and seal bags with facility and dispatch.

NOTE- In Mail offices, the duties laid down in this rule will be performed by one of the porters.

151. Duties in the Record Office.- The Van Attendants must attend the Record Office with the set to which he is attached on its attendance days. He should assist the Head Sorting Assistants in taking over the bags and labels to be used by the set on its next trips; he must reverse the bags and attach to the labels the lengths of string with which bags are to be tied. When labels are to be mounted on wooden blocks, this work must be done by him. He is required to keep the stamps and seals of the set clean and change the date and other moveable type and to stamp work-papers for the next trip.

152. Duties in the mail van.- The van attendants must be present with his set on the Railway platform at the time fixed for attendance. On entering the van, he must help the Mail Guard/Mail Agent in arranging the mails and articles, he must stamp any articles made over to him for the purpose, assist in packing, tying and sealing bags and facing articles posted in the van letter box for further disposal and perform any other work of a general nature that may be required of him.

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CHAPTER 7

MAIL OPERATIONS

153. Introduction.- (1) Mail Operations or the system of mail transmission from collection to delivery, which is the core function of the Department, is an infinitely complex system. The network of mail arrangements has been carefully evolved over years taking into account several new factors as they have developed. This edifice of mail operations rests on the twin pillars of speed and economy. Both are equally important because speed without economy would raise the cost of transmission to prohibitive levels while economy without speed would lead to consumer dissatisfaction. A healthy blend between speed and economy is, therefore, the goal of all mail arrangements.

(2) Both speed and economy are retarded by one factor and that is the number of times an article is handled during the course of transmission. The greater the rehandling the greater the cost because more people are involved and more the delay because each handling means time. Therefore, rehandling has to be curtailed/avoided as far as possible. But, rehandling is inevitable given the large number of delivery Post Offices in India. Therefore, operational efficiency would depend upon a sorting pattern that keeps the element of rehandling to the minimum.

The rate of handling within one office as per the accepted practice should not exceed 1.6 per article. This 1.6 handling is arrived by dividing the current expected speed of sorting which is 1000 articles per hour by 600 which is the presently acceptable end product of the sorting effort in an office. To achieve this, it is necessary that at least 40% of the articles should be disposed of directly from the preliminary table and the remaining number of articles re-handled at the detailed tables. This break-up could also give us the re-handling rate within the system as a whole since the maximum an article can be rehandled is 3 times as explained below, the rehandling should not exceed 1.8 per article on an average. This is the maximum tough efforts should be made to reduce the rehandling to as much as possible. There can be a maximum three rehandlings since articles can be sorted into station, TD District, Circle selections which will respectively undergo 1, 2, 2 & 3 handlings. Thus, the maximum number of handlings in the case of Circle bundle will be three. It is, therefore, obvious that to keep the rehandling rate to 1.8, the quantum of articles going in Circle bundles has to be not more than 20% to 30% in TD or District bundles between 40% and 50% and between 20% to 40% in station bundles. High percentage of disposal in station

bundles for outward mail would normally not be possible in the originating Mail Office. Hence the need of maximizing TD and District selections and of minimizing circle selections. This would be possible only by utilizing the optimum sorting equipment containing the optimum number of pigeon holes. The type of equipment utilized would vary from office to office depending on the traffic pattern but whatever be the equipment used, it would satisfy the norm of 1.8 handling per article. As far as inward mails are concerned, normally there should be no rehandling and the disposal rate should be one per article unless the number of delivery offices exceeds the number of pigeon holes.

(3) District based sorting introduced after the abolition of sorting sections in the 1970s, has made the task of the Sorting Assistant easier because the Sorting Assistant does not have to remember the Head Offices and exceptions. He has only to look at the address of the letter and put it in pigeon hole of the District on the sorting table. However, this has also meant giving greater work to the district concentration centres which now has the responsibility of doing detailed sorting for the entire district. To off-set this greater pressure of inward mail especially during peak hours, Post Office sorting has been introduced on a wide scale to take care of outward mail. The idea is that the Post Offices can do preliminary sorting which would eliminate the necessity of doing it in the mail office.

(4) In the final analysis, mail operations depends upon the nature of mail and since the mail differs qualitatively and quantitatively from place to place, there cannot be a single set of rigid rules for mail handling. The accompanying set of rules are, therefore, to be viewed in this light; a definite framework for mail handling within which flexibility and local variations would be permissible.

154. Manual Sorting - (1) Norms for doing detailed sorting.-

Detailed sorting should normally be done on a full sorting case for a Circle if the quantum of mail for that circle exceeds 6000. In case the quantum of mail is between 3000 and 6000, then detailed sorting on half a detailed table should be done in 30-40 selections. If the quantum is between 500 and 3000, then the number of selections will be correspondingly less. However, the number of selections for a particular Circle on a full sorting case or a half sorting case will depend upon the analysis of mail. In case, the quantum is less than 500, no detailed sorting for that Circle should be done unless the mail is concentrated for a particular area/city and labeled bundles can be taken out for them.

(2) Selections to be based on statistics.- All the selections provided on the sorting cases should be based on the actual traffic pattern of the last two years.

(3) Types of selections.- Selections can be either Station, District TD or Circle. A station selection is by far the best sorting solution since no further handlings are involved. If there is a choice between a Station bundle and a District bundle, station bundles should be preferred but if the average number of letters included in a District bundle are more than twice than that of a Station bundle, a District bundle should be preferred. This is equally applicable to TD bundles also. For example, if there are 25 articles for Agra TD and 60 articles for Agra District, then it would be worthwhile having one selection for Agra District rather than Agra TD in case there has to be only one selection due to limitation of equipments.

(4) Co-relation between preliminary and detailed tables.- The rationale of sorting is to minimize the handlings within the office and within the system as a whole. For this purpose, there should be a co-relation between the preliminary and detailed tables of the mail office. The intention is to channelise mails to the detailed table in a scientific manner. Therefore, for each detailed table there should be one selection on the preliminary table. More than one selection for the same detailed table should be station selection or a TD/District selection.

(5) Disposal from preliminary table.- Only station articles and TD and District articles should be disposed of from the preliminary table. All other mail should be sent to the detailed table for detailed sorting. An exception to this as indicated above would be in the case of those Circles for which articles are less than 500 and for which no detailed sorting is possible. In case there is a single stage sorting in the Mail Office, this rule will naturally not apply.

(6) Sorting case diagram.- Sorting case diagram should be readily available in the mail office. These diagrams can be different for first-class and second class mails, registration, money order, etc.

7) Separate arrangements for inward and outward mails.- Separate arrangements should exist for sorting inward and outward mails. If in one District there is more than one Mail Office, then only one office should be identified as the inward mails office for mails emanating from other Circles. Within the same Mail Office, inward and outward mails should be handled separately. In case the same equipment is utilized for inward and outward sorting, then care should be taken not to mix up the

two sets of mails. Opening of mails should be done on a separate table for at different times.

(8) Opening of TTBs by mail offices.- TTBs prepared by Post Offices and Mail Offices will as a normal rule be opened in the Circle to which these are addressed and not by the intermediary Mail Offices.

(9) Preparation of territorial registered bundles and money order bundles.- The Post Offices must prepare territorial RBs for each State when the number of RLs for the State is 10 or more. These territorial RBs received in the RMS offices need not be opened unless detailed sorting is being done in that office for the State/Circle. Likewise, territorial money order bundles should be prepared when the number of money orders is 10 or more and should be disposed of in the same manner as territorial RBs.

(10) State Capitals Sorting.- Each of the State capitals should do detailed sorting for the other capitals, provided there is sufficient quantum of pin-coded mail and sorting time is available.

(11) Role of Post Office sorting.-

- (i) To send stamped, faced and bundle mail to the RMS.
- (ii) To reduce further handlings till the mail reaches its destination.
- (iii) To ensure that whenever possible the mail received from Post Offices reaches the detailed tables of the Mail Office without the intervention of the preliminary stage.
- (iv) To relieve pressure on the Mail Office during peak periods.

(12) All Post Offices irrespective of status will carry out sorting work.

(13) Types of sorting case.- Sorting in Post Offices can be done in sorting cases with as many selection as will maximize the result of sorting effort.

(14) Co-relation between sorting pattern of the Post Office and on the linked Mail Office.- The effort in the Post Office sorting has to be aimed at minimizing the rehandling of the mail in the linked Mail Office.

This can be achieved by designing the sorting pattern in the Post Office in a manner that the largest number of solutions of the preliminary table in the linked mail office are included in the sorting case diagram of the Post Office.

In a large Post Offices, the sorting case diagram to be adopted may be exactly that of the preliminary table of the linked mail office. However, in a small Post Office, while it may not be worthwhile to include all the selections of the preliminary table of the linked mail office, an effort should be made to include as many of them as possible.

In case a Post Office is linked to a large number of mail offices, as is often the case in metro cities, the Post Office sorting should cater to the important (i.e., heavy) selections of each of the mail offices.

(15) Station and circle selections in Post Offices.- These may comprise of 'own office', home district selections and selection as per preliminary table of the linked mail office subject to provisions of para.14 above.

(16) Inter circle bags form Post Office.- No inter-circle bag should be closed by the Post Office except where it is a station bag and except in those cases where the Post Office is doing detailed sorting like a mail office.

(17) Separate equipment should be provided for the Post Office sorting.

(18) Adjustment of LB clearances.- Letter box clearances of the Post Offices should be so adjusted that there is adequate time margin to sort all the LB clearances and dispatch the sorted mail to the RMS.

(19) Night Post Offices.- In the case of Night Post Offices, they should close direct bags for various air-centres and Mail Offices in other circles in addition to closing bags for the offices in the home circle, provided these bags are statistically justified. However, an exception to this will be those cases where there is an immediate air or surface connection. In such cases, the Night Post Offices will close bags irrespective of volume because otherwise such mails would suffer detention if consigned to the local sorting Mail Office.

154-A. Sorting in an Automatic Mail Process Centre (AMPC).- The regulations prescribed in respect of manual sorting, pertaining to the

norms and the preliminary and detailed sorting arrangements do not hold good in the case of an Automatic Mail Processing Centre.

The concept of the number of selections for preliminary and detailed sorting is not valid of an AMPC because of the capability of a machine to sort for a very large number of destinations in one step. Moreover, the speed of the machine also enables us to undertake the detailed sorting of mail and ensure its direct disposal which may not be statistically justified in a manual operation, or may not be feasible because of its complexity, for human capabilities to master.

155. Sorting pattern.- (1) List of concentration centres.- The list of concentration centres of all the circles should be readily available in the mail office and the Sorting Assistants should be conversant with it.

(2) Utilization of flights/trains.- Orders regarding the utilization of particular air flights for major and minor airports and for dispatch by particular trains should be scrupulously followed. In case of any misconnections, it should be reported immediately to the Divisional Superintendent and a monthly reports sent to the Director, Postal Services. The load factor per flight and the number of bags to be transmitted in each train should also be readily available.

(3) The procedure for disposal of mails for the home circle as well as mails for all the other Circles should be available in the Mail Office.

(4) In case there are two or more outlets for a particular destination, the utilization of a particular outlet as against another should be assessed in terms of sorting time available and the delivery advantage at the terminal station. The sorting time available should be determined with reference to cut-off time, so that, sufficient quantum of mail could be sorted.

156. Closing of Bags 0 1) Statistical Justification.- Bags should be closed strictly as per their statistical justification which is as follows:

- (a) Surface L bags: More than 50 articles.
- (b) Surface D bags: More than 50 articles, 6 registered letters.
- (c) Air Mail PC: Between 50 to 150 articles.
- (d) Air mail bags: More than 150 articles.

(e) Air mail registered bag: As provided for in note 3 to Rule 26-A of Postal Manual, Volume-V.

(2) Exceptions.- Exceptions to the above rule will be in the following cases:

- (a) A Mail Office closing bags for all the delivery offices in a District or for those offices for which it is the focal inward point.
- (b) Closing of bags from each mail office to each inward Mail Office in the same Circle and from the State Capital to each District headquarters and vice versa within the same Circle.
- (c) Closing of bags from each Mail Office for the principal concentration centres of the destination Circle in case no other bags are justified.

(3) Bags to be closed only when there is a dispatch.- A bag should be closed only when there is a dispatch or there is sufficient traffic. If there is no dispatch from a set, the contents may be combined with the contents of the set from where there is a dispatch. While introducing the bag, it should be ensured that the direct bag is introduced only from the set from which there is a transmission outlet for the bag along the entire route of the bag. Other sets should transfer the mail in LBs and RBs to the set which closed the bag. These LBs and RBs should be transferred in a bag which should be personally closed by the Supervisor/Head Sorting Assistant of the set concerned, who will be responsible for ensuring that the mail is fully sorted and consigned only in LBs and RBs.

(4) Utilization of account bags.- Insured, registered and ordinary articles of the letter mail from the Head Office to the sub-office and vice versa should be sent in the closed account bag. The insured and registered articles should be invoiced in the SO slip/SO daily account as is done in respect of unpaid/insufficiently paid articles. In case the quantum of mail exchanged is large, then bags can be introduced between Head Offices and sub-offices and vice versa. The exception to the above procedure of sending mail in the account bag will be in cases where the transmission through the RMS is faster than from the Head Office to Sub-Office.

(5) **Bags for EDBOs/EDSOs.-** A Sorting Office should not close any bags for any EDBOs/EDSOs. EDBOs will be served by their account office, EDSOs through the sorting sub-offices.

157. Checking the quality of sorting.- (1) Minimum frequently of visits.- The minimum frequency if visit to Mail Offices for the Field Officers of RMS will be as follows:

- (a) **SSRMs/SRMs/ASRMs of Divisional Office of City Divisions.-** Three visits a week to mail offices; each night set once a fortnight, one Post Office a week.
- (b) **SSRMs/SRMs/ASRMs of Divisional Office of non-city-division.-** Once a week visit to a mail office at headquarter, 3 mail offices in a month outside the headquarter. All the sets are to be visited including the SRO as well as one Post Office in that place.
- (c) **SRMs (Sorting) attached to mail offices.-** Should visit one set of the Mail Office daily. Of these, two visits will be to the night set every week.
- (d) **Sub-Divisional IRMs.-** Once a week visit to each Mail Office at headquarters; once a month visit to all Mail Offices including all the sets and the SRO and at least one Post Office.
- (e) **Superintendents/ASRMs/IRMs attached to Mail Offices.-** Should spend major portion of time with the major set.
- (f) Superintendents of Post Offices, Assistant Superintendent of Post Offices/Inspectors of Post Offices should also make it a point to visit regularly the Mail Offices to which Post Offices are consigning makes (i) to check the quality of Post Office sorting and (ii) to examine and design a suitable system of Post Office sorting in their jurisdiction..

(2) Checking of bags –

- (a) The Head Sorting Assistant and Supervisor of the sets should check a minimum of three sorting bags and five stations bags received and dispatched daily, so that, all the bags received and

closed are covered within a cycle of 28 days. Apart from this, a minimum of two bags closed for the local Head Office or delivery TSO should be checked by the Head Sorting Assistant and Supervisor.

- (b) The ASRMs and IRMs as well as the Superintendent Sorting attached to Mail Offices should examine not less than 5 sorting bags opened and closed and 5 station bags.
- (c) A register for the purpose of checking of bags should also be maintained in each Mail Office which should show the particulars of the bag received/dispatched together with the messendings and the remedial action.

(3) Deposits register.- A register should be maintained in each Mail Office which will show the details of articles received, transferred from the previous set, received in the set, disposed of in the set and transferred to succeeding set. This register should be personally seen by ASRM on duty and in case the set to set transfer exceeds 24 hours, it should be brought to the notice of the Divisional Superintendent. In case it exceeds 48 hours it should be brought to the notice of the Heads of the Circle and P.M.G. (Mail Management) and in case it exceeds 72 hours it should be brought to the notice of the Director-General (Posts).

157-A. Sample Surveys of Mail.- In order to test the efficiency of the mails system and to devise remedial steps to be taken in this regard, samples surveys are to be undertaken as follows:

1. Metro Mail survey

- (i) It will be carried out in respect of Metro Channel in the cities of Chennai, Delhi, Mumbai, Kolkata, Hyderabad and Bangalore.
- (ii) The survey will be done by Project Co-ordinators concerned in the respective Metros; with the assistance of SSRMs/SRMs/SSPOs/SPs/ASRMs/ASPs/IRMs/IPOs as required.
- (iii) One Gpo, TWO Sub-Post Offices and one Head Post Office should be selected for the survey.
- (iv) The survey may be conducted separately in the GPO, the Head Post Office and the Sub-Post Offices. The Sub-Post Offices selected should have a reasonable quantity of mail.

(v) 25% of the total mail received in the Post Offices is to be studied.

(vi) The list of the Post Offices where the survey has been conducted must be annexed to the report in proforma Forms C & D.

(vii) The survey is to be undertaken in the month of September.

2. All India Mail Survey

(i) The survey has to cover Home District, Home Circle, Neighbouring Circle and Distant Circle mails.

(ii) The survey will be conducted in one selected P.O. in each Division. The Post Office can be a Head Post Office or a Sub-Post Office.

(iii) The Heads of Circles will chalk out the Survey Programme in such a way that at least 25% of the Post Offices selected are in rural areas.

(iv) The Post Office selected should received a reasonable quantum of mail.

(v) The survey is to be conducted personally the the SSPOs/SPOs/Dy.SPOs with the assistance of the ASPOs/IPOs.

(vi) At least 25% of the articles received in the Post Office should be taken for the study.

(vii) The list of the Post Offices studied should be annexed to the report in pro forma Form D.

(viii) The survey is to be undertaken in the month of September.

(ix) In report is to be prepared as per pro forma Form B.

3. Live Mail Survey (monthly)

(i) The survey is to be conducted in one delivery Post office in each Postal Division.

(ii) The Post Office to be selected should have a reasonable quantity of mail for study.

(iii) The survey is to be conducted personally by the SSRMs/SRMs/Dy.SRMs with the assistance of the ASRMs/IRMs.

(iv) 25% of the Post Offices selected for the survey should be in rural areas.

(v) At least 25% of the total mails received in the Post Office selected is to be studied.

(vi) The list of Post Offices where the surveys has been conducted must be annexed to the report indicating whether the Post Offices is in an urban or rural area.

ALL INDIA MAIL SURVEY

FORM A: To be filled up by the officer conducting the survey at Post Office level.

Name of the Post Office:

District:

Nature of Mail:

(a) First Class ordinary letters

(b) Accountable articles, viz., Regd & Insured articles, Parcels & VPs

(c) Money Order/HVMOs

(d) Second Class Mails

Mail Transit Time	No. of articles emanated from				Total
	Home District	Home State	Neighbouring State	Distant State	

D+1				
D+2				
D+3				
D+4				
D+5 & above				
Total				

Name and Designation and Signature of
the officer who conducted the survey

ALL INDIA SURVEY

FORM B:

Circle-wise Consolidation

Name of the Circle :

Date of Survey :

Nature of Mail :

(a) First Class ordinary letters

(b) Accountable articles, viz., Regd. & Insured
Articles, Parcels & VPs

(c) Money Order/HVMOs

(d) Second Class Mails

Mail Transit Time	No. of articles emanated from				
	Home District	Home State	Neighbouring State	Distant State	Total
D+1					
D+2					
D+3					
D+4					
D+5 & above					
Total					

PART-B

1. Percentage of Home District Mails delivered in Rural areas in standard transit norms.
2. Percentage of Home State Mails delivered in Rural areas in standard transit norms.
3. Percentage of Neighbouring State mails delivered in Rural areas in standard transit norms.

4. Percentage of Distant State mails delivered in Rural areas in standard transit norms.
5. Percentage of All Mails delivered in Rural areas in standard transit norms.

Name and Signature of
the Head of the Circle

FORM C

Mails emanating from Metro Cities :

Name of the PO :

Date of Survey :

Name of the Metro City of Origin	Total Mails received in Metro Channel Bag for Delivery	D+1	D+2	D+3	D+4	D+5 & above
Bangalore						
Chennai						
Kolkata						
Delhi						
Hyderabad						
Mumbai						
TOTAL						
AVERAGE						

FORM D

Metro Mail Survey consolidation of Data of all Offices
Under Survey and Analysis

Name of the Metro City of Origin	% of mails delivered in				
	D+1	D+2	D+3	D+4	D+5 & above
Bangalore					
Chennai					
Kolkata					
Delhi					

Hyderabad Mumbai				
Percentage of Mails Delivered in				

158. Second class mail.- 1. Greetings, invitations, etc.,:

- (a) Such class of mail should be handled in mail offices only and should not be sent to Paper Sorting Offices (PSOs). Post Offices should segregate such mail and dispatch them to the Mail Office concerned.
- (b) All the Mail Offices in the Metro cities and in towns where a major PSO is located should dispose of this mail in the surface bag for all Circles. Such bags may also contain other second class mail received in the office from street collections which should not be sent to the PSOs. There should be no bag between a Mail Office and a PSO and vice versa except in the case mentioned in sub-rule 3, i.e., where a PSO is closing bags for an inward Mail Office.
- (c) Minor mail offices should dispatch the greetings, invitations, etc., to the nearby major Mail Office. For example, Etawah RMS should dispatch greetings to Kanpur RMS and other second class mail to Kanpur PSO. In case it is justified, any Mail Office can close a direct surface bag for any other Mail Office in another Circle.

2. Seasonal Festival Mail.- The basic principle of handling seasonal festival mail is that, this mail should not be mixed up with the normal mail. This principle of isolation can be followed if separate arrangements are made for the handling of seasonal festival mail prior to the likely dates of posting. For this purpose, special centres can be opened to handle this mail and advance publicity of this should be given to the town or city as well as to other Circles served by this centre. Likewise, to deal with this additional volume of work, sealing of L bags or stamping of such Greetings can be dispensed with for the duration of the festival. Adequate arrangements for staff, equipment, bags, etc., should be made by the Circle to ensure that this mail is dealt with expeditiously.

3. Normal second class mail.- Within a Circle, PSOs and separate sets of PSOs dealing with inward second class mail should close bags for each Mail Office within the Circle to avoid delay and rehandling of such mail. One PSO should not close bags for another PSO in the same Circle and neither should a major Mail Office close a bag for a PSO. It should dispose of second class mail received from street LB collections in its surface bag for other Circles.

4. Parcels.- Parcel exchanges between Circles should normally take place between major concentration centres only. There is, however, no objection for direct exchanges between two minor concentration centres in one Circle or between a major concentration centre, in one Circle and a minor concentration centre in another, if the circumstances so warrant. The Post Offices which regularly book a large number of parcels for particular Post Offices should close direct parcel bags for these Post offices. In case the number of parcels for a state exceed 5, then the Post Office should directly bag off these parcels to the Circle Parcel concentration centre of the destination Circle. Likewise, in case only one parcel is put in the bag due to its weight or size, then the Post Office of dispatch should consign it directly to the Post Office of delivery.

159. Sorting equipment.- (1) The sorting equipment used in the office whether a Mail Office or a Post Office would depend upon the rehandling rate of mail of that office. Since the rehandling rate should not exceed 1.6, the sorting equipment should be designed accordingly and whether it is a 72 pigeon hold sorting case or a 100 pigeon hole sorting case, the rehandling rate should not exceed 1.6.

(2) A distinction is normally made between long covers and ordinary letters and sorting cases provided for these types of articles are different.

(3) Bag stands should be used for closing bags. The number of bags to be closed should conform to the selections in the sorting case and the number of bags that can be accommodated on bag stand.

160. Miscellaneous.-1. As a general rule, mail of one Circle meant for another Circle should not be sent to or dealt with by a third Circle.

2. On long distance transit sections cage, TBs should be closed from the originating station for the terminal station. These cage TBs

should be locked and sealed at the originating station and key handed over to the Head Sorting Assistant with entry in the mail list as a due document. This key along with the mail list should be transmitted from one connecting section to another till it reaches the terminal station.

3. In case the Cage TB seal is broken in transit, action should be taken by the Head Sorting Assistant in the same manner as prescribed in Chapter 2 of Postal Manual, Volume-V.

4. **Pin Code.-** Pin code should appear in all the documents connected with the transmission of mail. It should also appear on all sorting equipments.

5. Extract sorting list for each sorting bag should be so devised that it indicates the list of revenue districts along with the corresponding Pin Code for the district.

6. In the District pattern of sorting, by and large PIN codes of offices falling with a sorting district are also in the same revenue district. In exceptional cases where districts and revenue districts are not the same, bag should exist from the Mail Offices serving the district as well as the revenue district.

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BAG ACCOUNTING

RULE

161. Bag Accounting

CHAPTER 8

BAG ACCOUNTING

161. The new system of bag accounting was introduced with effect from 1-7-1971 in respect of blue airmail bags and later extended for all bags. The object of this new system is:

- (a) to cut down the circulation of empty bags to the minimum possible
- (b) to ensure an adequate working stock in each office and to provide for its replenishment, where necessary, without delay, and
- (c) to ensure that bags are not withdrawn for irregular use or misuse

2. Under this system, all the bags (canvas/airmail) in stock or in circulation will be considered as borne on an All India Pool. Post Offices and RMS Record Offices, which receive and dispatch bags are considered as Bag Offices and are authorized to keep a stock of bags between maximum and minimum limits as prescribed in a memo of authorized bag balances. All the Post Offices (other than Branch Post Offices and EDSOs) and the RMS Record Offices are termed as Unit Bag Offices. Normally, RMS Record Offices will function as District Bag Offices. However, in exceptional cases like remote areas, Head Post Offices can also function as District Bag Offices. The Postal Stores Depots situated at Circle Headquarters are termed as Circle Bag Offices. Postal Directorate ('D' Section) will function as the Central Bag Office. The Central Bag Office will not keep any stock of bags. It will regulate the movement of bags between the various Circle Bag Offices. No day bag book will be maintained in the Central Bag Office.

3. Each Bag Office will maintain a Day Bag Book. Each UBO will submit to its District Bag Office a daily bag balance report in the form prescribed showing the bags on hand. Similarly, each DBO will submit to the CBO weekly bag balance report. Each Circle Bag Office will submit the bag balance report to the Postal Directorate ('D' Section) Central Bag Office once a month. Each bag office will show the details of bags received and dispatched from and to other UBOs/DBOs/CBOs under the linking arrangements.

4. The main function of the DBO/CBO is to regulate the movement of bags between various UBOs/DBOs. The daily bag balance reports received will be scrutinized in the DBO/CBO to see that regular movement of bags as ordered is being made.

5. The receipts and despatches in Day Bag Book will be totaled, a summary prepared and closing balance struck at the close of each day. The summary will be signed in full by the official as well as Incharge of the office.

6. The duties pertaining to maintenance of bag account will be clearly prescribed in the Distribution of Work.

7. Day bag book.-

7.1 The purpose of maintaining this book is to tally the physical stock of bags with the closing balance of bags. Each bag office will maintain a day bag book in respect of canvas/blue airmail bags separately in the prescribed proforma. The book must be serially numbered. The pro forma for the bag book is given as under:

7.2 Each DBO will maintain only one day bag book pertaining to its own role as UBO as well as DBO.

7.3 Pro forma of Day Bag Book

(a) RMS Offices/CBO

Name of the Office:			Date:	
RECEIPTS			DESPATCHES	
Sl.No.	Name and set of Mail Office or Section or other office/DBOs/Supply Source from which received with date	No. of bags	Name and set of Mail Office or Section or other office/DBO or other CBO for which dispatched with date	No. of bags

--	--	--	--

SUMMARY

A. Receipts

(i) Opening balance
(ii) Received from office/sections attached to the office
(iii) Received from other offices under Linking arrangement
(iv) Total

B. Despatches

(i) Issued to office/sections attached to the office
(ii) Despatched to CBO/DBO/other office	
(iii) Bags kept with old records/preserved, Etc.
(iv) Total

Certified that that the stock of bags on hand has been physically checked and it agrees with the closing balance arrived.

Signature of Manager/ASRM (Bag)/
Record Officer

NOTE- There is no need to distinguish between the different sizes of bags.

(b) For Post Office

(i) Receipts:

Sl.N o.	Name of the office from which bags received with	Class of Bags	No. of bags received

	date								
			Mai l Bag	Reg d.ba g	A/ c Ba g	P L Ba g	Regd. Pkt.	Ins. Bag	Pkt. Bag
	Total No. of bags received								

(ii) Despatches:

Sl.No.	Name of the office from which bags dispatched	Class of Bags	No. of bags despatched						
			Mai l Bag	Reg d.ba g	A/ c Ba g	P L Ba g	Regd. Pkt.	Ins. Bag	Pkt. Bag
	Total No. of bags despatched								

SUMMARY

A. Receipts

(i) Opening balance
(ii) Received with mails
(iii) Received from UBOs/DBOs/ other offices (under linking arrangement)	
(iv) Total

B. Despatches

- (i) Despatched with mails
- (ii) Despatched to Unit Bag Offices
(under linking arrangement)
- (iii) Despatched to DBOs/CBO (under
Linking arrangement)
- (iv) Bags kept with old records/preserved,
etc.
- (v) Total

C. Closing Balance (A) (iv) – B (v)

Certified that the stock of bags on hand has been physically checked and it agrees with the closing balance arrived at.

Signature of Postmaster

8. Bag Balance Report

8.1 A report of bag balance in the pro forma given below will be submitted by each UBO to its DBO daily and by each DBO to its CBO weekly. The Circle Bag Office will send a monthly report of balances in the prescribed pro forma (not furnished here) on the 5th of each month to the Central Bag Office, i.e., ‘D’ Section of Postal Directorate.

8.2 Pro forma of Bag Balance Report from UBO

Name of Office: MIN:

MAX:

Date:

A. Receipts

- (i) Opening balance
- (ii) Received from offices/sections with
mails
- (iii) Received from DBO/other offices

(under linking arrangement)

(iv) Total

B. Despatches

(i) Despatched to offices/sections with
Mails

(ii) Despatched to DBO/other offices (under
linking arrangement)

(iii) Bags kept with old records/preserved,
etc.

(iv) Total

C. Closing Balance [A (iv) – B (iv)]

D. Details of Bags

Receipts
[As per Column A (iii)]

Despatches
[As per Column B (ii)]

Signature of Postmaster

8.3 The DBO/CBO should ensure that the bags shown to have been dispatched by any office have been taken into receipt by the recipient unit.

8.4 The bags dispatched and received for and from DBOs and CBOs should be acknowledged.

9. Due bag list.- Each Divisional Superintendent of Post Offices and RMS will issue Due Bag List in Form MS-74 in two parts for each office/set of Mail Office and section (except for BOs) once in a year. The list corrected upto 31st of October will be issued by 15th November. The list will be in two parts. Part-A will contain particulars of bags exchanged within the circle. Part-B will contain particulars of bags exchanged with offices in other Circles. Copies of the list should be sent to the concerned DBOs and CBO.

10. Memo of authorized bag balances.-

10.1 The minimum and maximum number of bags, which an office will be authorized to keep will generally be determined in the following manner:

(i) For Unit Bag Offices and District Bag Offices.-

- (a) Minimum: No. of bags required for dispatch for day plus 10%
- (b) Maximum: Minimum plus 25% in case of surplus offices (i.e., which receive more bags than they dispatch) and minimum plus three times the difference between receipt and dispatch in case of deficit offices (i.e., which dispatch more bags than they receive)

The above criteria are to be used as a guideline and variations to suit local requirements can be made by Divisional Heads/Heads of Regions/Circles.

(ii) For Circle Bag Office.-

- (a) Minimum: No. of bags required for dispatch per day plus 10% for surplus offices and four times the number of bags dispatched in case of deficit offices.
- (b) Maximum: No limit.

10.2 The bag balances will be prescribed in a memo, the pro forma of which is given as under:-

MEMO OF AUTHORIZED BAG BALANCES
Canvas/Blue

Office:
DBO

CBO

I. AUTHORIZED STOCK

Maximum:
Minimum:

II. ARRANGEMENTS FOR RECOUPMENT OF DEFICIT AND ADJUSTMENT OF SURPLUS BAGS

Daily Receipts	bags to be received from -----
Daily Despatches	bags to be dispatched to -----

III. SPECIAL INSTRUCTIONS

Emergent demands to be obtained from-----

In addition to the District Bag Office

Station

Supdt. of POs/RMS

Date

11. Consolidated statement of the UBOs/DBOs

11.1 Each Divisional Superintendent of POs and RMS should submit a consolidated statement of UBOs in his Division in the pro forma prescribed below to the Circle Bag Office. The Circle Bag Office should prepare a consolidated statement of DBOs with particulars relating to the DBOs in the Circle after consolidating the information furnished by the Divisional Superintendents and submit copies thereof to the APMG (M)/AD(M) and 'D' Section of the Directorate. The statement should be issued annually in the month of November on the basis of the due bag lists.

11.2 Pro forma of consolidated statement UBO/DBO.

Name of the Division Circle:

Sl. No.	Name of UBO/DBO	No. of bags recd. Daily with mails (average)	No. of bags despatched daily with mails (average)	Surplus (3-4)	Deficit (4-3)	Minimum balance fixed	Maximum balance fixed	Office/Office to which linked with the extent of receipts or dispatched prescribed.
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

Signature of the Divisional Head/
Asstt. Postmaster-General (Mails)

NOTE- The figures pertaining to the bags received with mails and required for dispatch with mails daily by branch post offices/EDBOs/EDSOs will be incorporated in the figures of their account office.

12. Register showing the closing balance of UBOs/DBOs

(12.1) Each DBO and CBO will maintain a register showing the closing balance of each UBOs/DBOs under it in the prescribed pro forma which is given as under:

Name of the DBO/CBO:

For the month of:

Sl.No.	Name of the UBOs/DBOs	Min.	Max.	Dates								
				1	2	3	4	5	6	7	8	

NOTE- The Incharge of DBO/CBO will check from the bag balance reports to ensure that the office is not having excess stock of bags over and above the maximum authorized.

13. Register of repairable bags.

(13.1) All repairable bags should be dispatched by the UBOs to the DBOs which in turn will send them to the CBO. Therefore, every Circle Bag Office will maintain a register of repairable bags. It will show the number of bags received in the Circle Bag Office, sent to the contractor for repairing and received after mending.

14. Register of unserviceable bags.

(14.1) Each Circle Bag Office will maintain a register of unserviceable bags. It will show the number of bags received in the Circle Bag Office, which cannot be repaired. Condemnation of unserviceable bags and their disposal will be done by a committee comprising of Director of Postal Services, one APMG/ADPS of Circle Office and the Superintendent, Postal Stores Depot concerned. The

unserviceable and irreparable bags will be torn into shreds before disposal by sale and certified as such by the committee.

15. Register of bags exchanged with other circles.

(15.1) Each Circle Bag Office should maintain a master schedule showing the particulars of due bags closed for offices in other circle by each Mail Office or P.O. It should be prepared on the basis of particulars in Part-B of the Due Bag Lists issued by the Divisional Superintendent as prescribed in Para 9. The master schedule should be prepared Circle -wise and separately for canvas bags and blue bags.

16. Half-yearly statement of bags physical verification

(16.1) Physical verification of bags will be done twice in a year on 1st April and 1st October. The information will be collected by the Divisional Heads in respect of offices under their jurisdiction in the pro forma given as under:-

A. For UBOs/DBOs/Admn. Offices

	Canvas	Airmail

1. (a) Opening balance (empty bags only)		
(b) No. of bags lying with old records, Stationery, preserved, etc.		
2. No. of bags received with mails (bags closed on the day of counting and received on the same day should not be taken into account)		
3. No. of empty bags received (Pkt. Bags)		
4. No. of bags received with account bags		
5. No. of bags lying with Branch Post Offices		
6. No. of bags closed by other offices prior to date of counting and received/opened, afterwards (seven days watch may be kept)		
.....		

7. Total [Except 1 (b)]

(16.2) The information will be compiled in the pro forma given below by the Divisional Heads and sent to the Circle Office with a copy to the Circle Bag Office.

B. For Divisional Offices:

	Canvas	Airmail

1. Total No. of bags in the offices under his Jurisdiction (Column 7 of A)	
2. Total No. of bags as kept with old records/ Stationery/preserved, etc., [Col.1 (b) of Pro Forma A]
3. Total No. of minimum bags authorized in respect of all offices under his jurisdiction.
4. Total No. of maximum bags authorized in respect of all offices under his jurisdiction
5. Total		

(16.3) The Circle Bag Office will check and verify the statements furnished by the Divisional Superintendents and reconcile the discrepancies and prepare a consolidated statement in the pro forma given below. The pro forma will be sent to the Circle Office where it will be further checked and after approval by the concerned DPS, forwarded to the Directorate.

C. For CBO

	Canvas	Airmail

-
-
1. Total No. of serviceable bags in stock
 2. Total No. of repairable bags in stock
 3. Total No. of unserviceable bags in stock
 4. No. of bags received on the date of counting (packet bags)
 5. No. of bags closed by other offices before the date of counting but opened later on (Seven days watch may be kept)
 6. Total No. of bags in UBOs/DBOs (Column 1 of B)
 7. Total No. of bags lying with old records Stationery/preserved, etc. (Col.2 of B)
 8. Grand Total
 9. Authorized minimum in UBOs/DBOs (Column 3 of B)
 10. Authorized maximum in UBOs/DBOs (Column 4 of B)
 11. No. of unserviceable bags sold during the last six months
-
-

17. Joint verification of bag accounts and inter-circle linking arrangements.-

(17.1) Joint Verification of inter-circle bag accounts is done annually to reconcile the discrepancies and settle the differences among the Circles in the number of bags received and dispatched and to assess the correct number of surplus or deficit bags of each Circle. The annual exercise centrally ordered by the Directorate is done after the completion of the cross-verification of inter-circle accounts by each circle on the

basis of Part-B of the due bag list to be issued in every November as prescribed in Paras. 9 and 15.

(17.2) The average number of bags received or dispatched by each Circle will be assessed on the basis of the following guidelines:

- (a) No. of due bags will be on the basis of the Part-B of due bag list issued in in every November.
- (b) For arriving at the number of bags received or dispatched with unusual mails, the figures for the month of July will be taken into account. All parcel bags (whether prescribed in the due mail list or extra bags)extra L bags, extra RP bags closed or received during July should be totaled and divided by the number of operative working days in the month.
- (c) Registered packet bags are due bags. Hence they should not be included in the unusual account.
- (d) Paper covers should not be used for inter-circle surface due or extra bags. Any such covers received should be treated as canvas bags.
- (e) Paper covers prescribed for closing airmail bags (both mail and registered) as a regular measure in the due mail list should not be counted as bags.
- (f) In some Circles like Delhi and Maharashtra, Bulk posting centres close extra L and RP bags for other Circles. In respect of these centres, the total number of bags closed for one year between November and the number of operative working days in a year will form the average.
- (g) Foreign post will function as a DBO so far as bag accounts are

concerned. The inter-circle transactions should be reflected in the statements of CBO concerned. The canvas bags and the airmail bags due to be received from foreign administrations should be indicated separately.

18. Inter-Circle mail arrangements.-

(18.1) Changes in inter-circle mail arrangements will be ordered only once in two months, i.e., on 1st February, April, June, August, October and December. The MSO will continue to be issued but these will relate only to the mail arrangements within the Circle. In the bi-monthly sorting order, the impact of the changes ordered in the daily receipt/despatch of the Circle in terms of bags as well as the result of the changes in the bag exchange with other Circles should be indicated as the last item.

(18.2) In order to have smooth circulation of bags between the Circles, no inter-circle mail bag or registered bag should be closed in paper cover / loose. Where there is no justification for closing air mail bag/registered bag in blue bag. Paper cover should be prescribed in the due mail list/due bag list.

19. Checks and inspection.-

(19.1) The verification and inspection of canvas, blue and nylon (where supply has been made), bag accounts of UBOs, DBOs and CBO should be done in accordance with the questionnaire prescribed. In addition to the verification and inspection prescribed in the following paragraphs, it is the duty and responsibility of the Inspecting Officers to check, verify and inspect the bag accounts at the time of annual inspection of Post Offices, Record Offices, Mail Offices and Postal Stores Depots.

(19.2) Unit Bag Offices.-

(i) **In the RMS.-** The bag accounts will be checked monthly in detail for any four days (one day of each week) by the Inspector RMS or ASRM who is Incharge of the office.

(ii) **Check of bags remaining over from previous trips or working hours with mail abstract.-** The Record Officer should count the bags of each description over from the previous trips or working hours of a set, and see that the number agrees with the entries in the bag abstract opposite the head “returned to record office”.

(iii) **Issue of Empty bags.-** The Record Officer should make over to the Head Sorting Assistant or Mail Guard the number of empty bags of each description (as shown in the due bag list) required for the use of a set during its next trip or working hours. He should satisfy himself that the empty bags given to the set are at once entered on the receipt side of the mail abstract against the head “Received from Record Office”.

(iv) **Duties of the bag clerk.-** If a special Sorting Assistant is attached to the Record Office as bag clerk, he will be responsible for the receipt, custody and issue of bags and will perform the duties connected with the maintenance and clearance of unusual bag accounts.

(v) **In the Post Offices.-** The bag accounts will be verified in detail at random for four days in a month (one day of each week) at the time of verification of cash accounts by the IPOs/ASPOs or the Divisional Heads, as the case may be.

(19.3) District Bag Offices.-

(i) In the RMS, the bag accounts will be verified monthly in detail for any four days In a month (one day of each week) by the ASRM/ASRM Divisional Offices/Sorting Inspector at the time of the annual inspection by the Divisional Head.

(ii) In the case of Head Post Offices functioning as the District Bag Offices, the inspection of bag accounts for four days in a month (one day of each week) will be done in alternate months by the Divisional Head/ASPOs/IPOs, if the office is in HSG; other-wise by the Gazetted Postmaster personally.

(19.4) Circle Bag Office

(i) At the time of annual inspection of Postal Stores Depot, the Director of Postal Services should physically verify the stock of bags in the Circle Bag Office with the help of inspectors, etc.

(ii) The ASRM (Bags) attached to the Circle Bag Office will inspect at least 10% of the District Bag Offices every month. The offices once inspected should not be repeated till all the DBOs have been inspected. He will also inspect 1% of the Unit Bag Offices every year. He will ensure smooth and efficient functioning of all the District Bag Offices. He should not be assigned any duties other than those for which the posts have been sanctioned.

(iii) The Divisional Superintendent of Post Offices and RMS should take immediate follow-up action on the various paras of the visit Remarks/Inspection Reports pertaining to bag accounts in the UBOs/DBOs/CBO. The ASRM (Bag) attached to the Circle Bag Office will, during his visits to offices of the Superintendents of POs and RMS, call for the Inspection Reports of the ASPs/IPOs on the bag accounts of UBOs and DBOs and see that appropriate action has been taken on the irregularities point out. The Superintendent, PSD controlling the CBO should see that follow-up action is promptly taken on the various visit remarks and Inspection Reports on the CBO and send the compliance reports to the Circle Office. The APMG(M)/AD (M) should, while reviewing the diary of ASRM (Bag) see that the ASRM (Bag) has taken prompt action on the visit remarks and Inspection Reports on the CBO and that the prescribed visits and inspection are carried out.

20. Check on receipt of new bags.- The APMG/ADPS (Tech.) will be present at the time of receipt of supply of new bags, certify the number of new bags received, and attest the entry in the day bag book. When the bales of bags are received from the supplier, a test check to the extent of 10% should be carried out so as to ensure that the quantity of bags in each bale is correct. In case some discrepancies are noticed, a thorough physical check should be made by opening all the bales.

21. Physical verification of bags.- The APMG/ADPS (Mails) will carry out the physical verification of bags in the CBO in January, April, July and October of every year. The Superintendent, Postal Stores Depots will carry out a verification during the other months. The DPS will carry out the physical verification of bags at the time of his annual inspection of the PSD. The physical verification should be completed by 20th of every month and result incorporated in the second fortnightly report of the month submitted to Member (Operations) by Heads of Circles.

22. **Applicability to foreign post.-** This system will apply to the Foreign Post Office as far as internal circulation of bags is concerned. The Foreign Post Office will function like a District Bag Office and will send daily report to the Circle Bag Office.

23. **Applicability to RLO.-** This system will apply to the RLOs. RLO will function like a Unit Bag Office and send daily bag balance report to the Circle Bag Office or DBO to which it is linked.

24. **Applicability to administrative offices.-** Each administrative office will function as a UBO and will send a daily bag balance report to the District Bag Office to which it is linked.

25. **Applicability to postal accounts and post audit offices.-** Canvas or blue bags are used for sending returns to Postal Accounts, Postal Audit and Telegraph Check Offices by the Post Offices. The Heads of Circles should identify and nominate the Post Offices through which the bags will be delivered to the above offices. These Post Offices will maintain a separate account of the number of bags delivered by them to the above offices. The No. of bags delivered should be noted on a separate register and the signature of the official who receives the bags should be obtained in the register. The Postal Accounts, Postal Audit and Telegraph Check Offices are to return the empty bags to the Post Offices which delivered the bags under receipt. At the end of each month, the Postmaster of the nominated Post Office should prepare a memo of total number of bags delivered and the total number of empty bags returned by these offices and the balance yet to be returned. One copy of the memo should be sent to the Circle Bag Office. The ASRM (Bag) should monitor the accounts and take prompt action to retrieve the empty bags when delay is noticed.

26. **Applicability to exchange with Army Post offices.-** The new system will not apply to the exchange of canvas and airmail bags between the Army Base Post Offices and civil Post Offices and RMS offices. The bag accounts relating to the Army Post Offices will be settled periodically. The DBO will consolidate all claims of its unit bag offices monthly and send the figures to the Circle Bag Office. The Circle Bag Office will further consolidate the figures received from various DBOs in the Circle and send a consolidated claim to the CBO, Delhi Circle which will settle the claim with 1 CBPO, New Delhi.

27. Accounting of Bags in Circle Stamps Depots.- A separate stock of sufficient number of sound bags should be provided for each Circle Stamp Depot by the Circle Bag Office. Once the stock has been fixed and supply made by the CBO, no further supply should be made. The Circle Stamp Depots should retrieve the bags dispatched by them to Head Post Offices. These bags when received by the Head Offices should be accounted for separately without including them in the bags accounts now maintained. The empty bags should be returned to the Circle Stamp Depots from which stamp supply has been made treating them as unusual bags. This arrangement has been ordered to enable the CSDs to receive the same sound bags dispatched by them and to obviate the need for the DBOs and CBOs to make supply of bags.

28. Indenting of bags.- The indents for the supply of new bags after proper and correct assessment of requirements should be submitted by the Superintendents of Postal Stores Depots to the concerned Directors of Postal Services through APMG/AD (Mails) and APMG/AD (Technical) and IFA of the Circle Office before being forwarded to the Directorate. The Postmaster General should also be kept informed of the indents placed.

29. Preservation period of records.- The records pertaining to bag account should be preserved for the period noted against each unless it is necessary to preserve them for longer period.

1. Day bag books in CBOs	Ten years
2. Day bags book in UBOs/DBOs	Two years
3. Stock Register	Ten years
4. Repairable bags register	Ten years
5. Unserviceable bags register	Ten years
6. Annexure-C (Bag Balance Reports)	Two years
7. Due bag lists	Two years

- | | | |
|--|------|-------|
| 8. Register showing the bags exchanged
with mails between Circles | | |
| Two years | | |
| 9. Register showing the bags exchanged
with mails between Circles | | |
| Two years | | |
| 10. Records pertaining to physical
verification of bags | | |
| Two years | | |

APPENDIX – A

RULES RELATING TO CAMP ARTICLES

N.B. – These rules are applicable only to the articles of high officers for whom special bags are made.

1. Object of addressing correspondence “Camp” - The object addressing correspondence “Camp” without the addition of any post-town, when such correspondence is intended for high officers on tour, is to allow of its being delivered without delay

at any place where the addressee is at the time. To enable this to be done, it is necessary that the Railway Mail Service should have exact information of the dates on which the officers concerned will arrive or halt at station in their divisions, this information will be furnished to the Superintendent, in the form of the tour programme by the Head of the Circle.

2. Tour Programme – (1) When the head of a Government or administration, or an officer enjoying the privilege of a special bag is about to proceed on tour, a programme of the tour will be furnished to the Superintendent, RMS concerned showing the dates of arrival at, and departure from, each station. If the programme shows that the route or a part of a selected for the tour is off the Railway line, the Postmaster General concerned will at once inform the Superintendent, RMS at what Railway Stations special bags for the camp should be delivered by sections, the Superintendent should issue a TB order accordingly and send a copy to the Postmaster General, and to other Superintendent, if necessary.

NOTE: - See Paragraph (1) of Exception below Rule 5.

High officers	Officers who will receive the tour programme from the High Officer named in Col. 1.	Officers to whom the tour programme will be communicated by the officer named in Col. 2.
(1)	(2)	(3)
The President and his Council of Ministers,	Director-General	All Heads of Circles. (The programme will be communicated by the Heads of Circles to the officers concerned)
Vice President	-do-	-do-
Chief of Army Staff	Director-General	All Heads of Circles. (The programme will be

		communicated by the Heads of Circles to officers concerned).
Deputy Chief of Army Staff	-do-	-do-
Adjutant - General	-do-	-do-
Quarter Master-General	-do-	-do-
Master-General of Ordnance	-do-	-do-
Chief of Naval Staff	-do-	-do-
Dy. Chief of Naval Staff	-do-	-do-
Chief of Air Staff	-do-	-do-
Dy. Chief of Air Staff	-do-	-do-
Governors of Assam and Meghalaya	CPMG, Shillong	All other Heads of Circles, all SSRMs, & SRMs, in India, Controller F.P. Mumbai, D.F.P., Delhi, Kolkatta and Chennai, Directors (GPO) at Mumbai, Chennai and Kolkatta.
Governor of Andhra Pradesh	CPMG, Hyderabad	-do-
Governor of Gujarat	CPMG, Ahmedabad	-do-
Governor of Maharashtra	CPMG, Mumbai	-do-
Lt.-Governor of Goa	CPMG, Mumbai	-do-
Governors of Bihar & Jharkhand	CPMG, Patna	-do-
Governors of Madhya Pradesh & Chandigarh	CPMG, Bhopal	-do-

Governor Haryana	of	CPMG, Ambala	All other Heads of Circles, all SSRMs & SRMs. In India, Controller F.P. Mumbai, D.F.P., Delhi, Kolkatta and Chennai Directors (GPO) at Mumbai, Chennai and Kolkatta.
Commissioner, U.T., Chandigarh		CPMG, Ambala	-do-
Governor Himachal Pradesh	of	CPMG, Shimla	-do-
Governor Punjab	of	CPMG, Chandigarh	-do-
Governor / Lt.- Governor N-E States		CPMG, Shillong	-do-
Governor of Orissa		CPMG, Bhubaneshwar	-do-
Governor Tamilnadu	of	CPMG, Chennai	-do-
Lt.-Governor Pondicherry	of	CPMG, Chennai	-do-
Governors of U.P. & Uttaranchal		CPMG, Lucknow	-do-
Governor of West Bengal		CPMG, Kolkatta	-do-
Governor Sikkim	of	CPMG, Kolkatta	-do-
Governor Kerala	of	CPMG, Trivandrum	-do-
Governor Karnataka	of	CPMG, Bangalore	-do-
Governor Rajasthan	of	CPMG, Jaipur	-do-
Governor Jammu & Kashmir	of	CPMG, Srinagar	-do-
Lt.-Governor Delhi	of	CPMG, New Delhi	-do-

General Officer, Commanding-in- Chief, Eastern Command, Kolkatta	CPMG, Kolkatta / Patna/ Shillong / Bhubaneshwar	All SRMs, Director (GPO), PPMs, Director Foreign Post or Supdt. Foreign Post concerned under them. In addition, the Heads of the Cicrle in whose jurisdiction The Headquarters of the GOC concerned are situated will communicate the programme to all other SRMs, Director (GPO) / Chief PM /and Supdt. Foreign Post or Director, Foreign Post in India.
General Officer, Commanding-in- Chief Southern Command, Pune	CPMG, Ahmedabad / Mumbai / Bhopal / Hyderabad / Chennai/ Bangalore / Trivandrum	-do-
General Officer, Commanding-in- Chief Western Command, Chandi Mandir	CPMG, Chandigarh/ Ambala/ Jaipur/ New Delhi/ Srinagar	-do-
General Officer, Commanding-in- Chief Northern Command, Udampur	CPMG, Chandigarh/ Ambala / Jaipur / New Delhi / Srinagar	-do-
General Officer, Commanding-in-	CPMG, Lucknow / Patna	-do-

Chief Central Command		
Director-General, P & T	All Heads of Circles	-do-

3. Issue of TB Orders – (1) Immediately on receipt of a tour programme, the Superintendent should issue a T.B. order detailing how camp articles are to be disposed of and what special bags (if any) are to be closed and where they are to be delivered by each section and office each day during the tour. Ordinarily, the section or office which will deliver the special bags will be the only one which will close such bags, e.g. if the Governor of Uttar Pradesh halts at Mirzapur, the sections working past that station will close and deliver at Mirzapur special bags containing articles addressed to the Governor’s Camp, all other sections will transfer such articles, “outside” to the sections working past Mirzapur.

EXCEPTIONS – A T.B. order will be issued by a Superintendent only when there is a change in the disposal of camp articles by any Mail Office in the Division. When no such change in the disposal of articles is involved, the issue of the T.B. order may be dispensed with.

(2) In issuing a T.B. order, the Superintendent should be guided by the following instructions. Only camp articles of the letter mail which are not insured, will be included in special bags, Insured V.P. and parcel mail articles and money orders which cannot be included in these bags will be dispatched to the Post Office by which the addressee is, or can be served at the time, and the T.B. orders should mention how these classes of articles should be disposed of.

NOTE 1. – See Exception below Rule 5.

NOTE 2 – See note below Rule 47 of Postal Manual Volume-V and Note 3 below Rule 162 of Postal Manual, Volume-VIII.

4. Issue of tour order – On receipt of the T.B. order from the Superintendent, the record (or sub-record) officer must issue daily during the tour to each set of the several sections attached to his office a tour order in the prescribed form containing instructions for the disposal of camp articles and special bags during their next trips, out and in. Tour orders should be signed by the Record Officer and made over to the officials in charge of the sets. The Record Officer is personally

responsible that the tour orders are correct and that they are thoroughly understood by all the Sorting Assistants of the set.

NOTE 1 – See Notes below Rule 3.

NOTE 2 – The Sub-Record officer should issue similar instructions to each set of a mail office.

5. Sorting of Camp articles - (1) It is not necessary that Sorting Assistants should know the names of the persons accompanying the Head of a Government or Administration, or any high officer entitled to the privilege of receiving a direct bag on tour. Sorting Assistants must always be guided by the destination marked on an article; as far they are concerned, it is immaterial whether the addressee of a letter directed to “Camp” is at the camp or not. Every article must be sorted according to its address. An article which is addressed neither to a post-town nor “Camp” will be sent to the Headquarters station of the officer concerned.

(2) A list of the persons accompanying the Head of Government or Administration on tour will be furnished only to (a) the Controller / Director, Foreign Post, (b) the local Returned Letter Officers, and (c) the Post Office at the Headquarters of the Government or Administration concerned.

(3) When article addressed “Camp” or “Camp Post Office” are received by an office which has not been specially instructed how to dispose of them off or which does not possess any authentic information regarding the movements of the “Camp”, or the “Camp Post Office”, the articles should be forwarded “outside”, in the case of unregistered articles of the letter mail and in the ordinary way, in all other cases, to the first sorting office on the route to the Headquarters station of the addressee, or direct to the Headquarters station if no sorting office intervenes.

EXCEPTION – (1) Where the Head of Local Government has been given a Camp Post Office, the Postmaster-General will arrange that the copies of the tour programme sent to him should be accompanied by an equal number of copies of the list of the tour party. He will send a copy of the tour programme and a copy of the list of the tour party to the Superintendent of the RMS Division concerned.

(2) In such cases, the Superintendent will include the list of the tour party in his T.B. order and instruct the sections which are to close special bags on the following lines:-

(a) If the Camp Post Office accompanies the Head of the Local Government – All articles for the tour party addressed “Camp” or “Camp Post Office” should be enclosed in the mail bag for the Camp Post Office, while all other articles addressed “Camp” or “Camp Post Office” should be picked out from the bag into which they will have been sorted and, without formal redirection, either be enclosed in the mail bag for the Headquarters Post Office or transferred to the section which closes that bag.

(b) If the Camp Post Office remains behind at Headquarters – All articles for the tour party addressed “Camp” or “Camp Post Office” should be picked out from the “Camp” articles and enclosed in a special bag for the tour party which should be forwarded in accordance with the tour programme. All the other articles addressed “Camp” or “Camp Post Office” should either be sent in the bag for the Camp Post Office at the Headquarters station or transferred to the section which close that bag.

6. Closed bags from Secretariat Offices:- Frequently correspondence will be dispatched from the Secretariat office at the Headquarters to the Camp of the head of the Government or Administration. Such correspondence being handed over to the RMS in a closed bag addressed “Camp” on which the postage will be prepaid by means of service postage stamps. If the Headquarters Post Office closes bags for the camp, the Secretariat bag will ordinarily be sent to the Post Office and placed in the bag dispatched by the Post Office. Such bags should be treated as special bags and detailed in a special mail list. The instructions contained in the Superintendent’s T.B. order will govern the delivery of such bags.

7. Contents of special bags – A special bag closed by the RMS may contain only unregistered and registered articles of the letter mail, the letter being entered in a registered list, if there are no registered articles, a blank list must be placed in the special bag.

NOTE – See Paragraph (2) of Rule 3.

8. Delivery of special bags – (1) The tour programme furnished to the Superintendent under Rule 2 (2) will specify the Railway station where special bags are to be delivered, and the Superintendent will be guided by these instructions in preparing his T.B. order under Rule 3. Ordinarily, special bags should not be delivered late in night i.e. after 21

hours, or very early in the morning i.e. before 6 hours, or at small roadside stations.

(2) When delivery of a special bag is to be made direct to the addressee, the RMS official to whom this duty is assigned will be specified in the Superintendent's T.B. order, and he will 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 along with signed registered A.D., if any, 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 with the work-papers of the set which prepared the mail list.

9, Responsibility in respect of special bag – (1) The Superintendent will be held responsible that proper arrangements are made for the safe and correct disposal of mails for high officers.

(2) The special bag for the President should be taken charge of and delivered personally by the Superintendent or, when this duty cannot conveniently be undertaken by him, by an inspector or other responsible official specially deputed by him for the purpose.

(3) Special bags for other high officers will ordinarily be made over at the Railway Station of delivery by the Mail Guard / Mail Agent of the section concerned to the record or sub-record officer who will deliver the bags to the addressees. If a special bag is deliverable at a station, where there is no record or sub-record office, the Superintendent should request the PMG to depute an official to take delivery of the bag from the Mail Guard / Mail Agent. The Superintendent, however, is allowed to use his own discretion in special cases in which it may be advisable to make arrangements other than those described in this clause for the transmission and delivery of these special bags, which should on no account, be sent as occasional dispatches under the weighment system.

(4) The Superintendent will be responsible that all T.B. orders issued are intelligible and correct in every particular. The Record Officer will be similarly responsible for all tour orders, that may be issued by him. In cases of doubt, the Superintendent should refer to the officer from whom the tour programme was received.

10. Superintendent's duties during halts of the President – If the President halts at any station on the Railway line, the Superintendent should likewise halt, in order to be able to attend personally to the correct

delivery of correspondence. If the President's halt at any station on or off the line of Railway extends over several days, the Superintendent should remain in the neighborhood of the Railway Station at which the President's special bag is delivered by the section. The object of this arrangement is to enable the Superintendent to visit the Mail Office which close the special bag and see personally to the closing of the special bag and its delivery at the Railway Station.

11. President's foreign mails – (1) The foregoing instructions relate to the treatment of Inland correspondence addressed to the President's camp. In addition to those instructions, there are two points which require special attention with regard to the President's foreign mail:-

- (a) the correct delivery of the bags closed by the Supervisor, Government Despatch, Mumbai Foreign viz. one, containing correspondence address to the President and the other correspondence for "Officers with the President", and
- (b) the safe disposal of the bag received from the Private Secretary to the President.

(2) The Head of a Circle concerned will on receipt of the President's tour programme from the Director-General, communicate to the Private Secretary to the President as soon as possible, the date, time and place at which the outward and inward foreign mails for the President and their parties should be posted and delivered during the course of the tour. To enable the information respecting the place and hour of delivery of the inward foreign mail to be supplied, the concerned Regional Postmaster General, will report direct to the Head of the Circle concerned by telegraph / fax, the hour at which the flight carrying the President's mail is to depart or arrive, as the case may be. These particulars will be conveyed to the Divisional Superintendents who should attend personally to the safe transit of both the inward and outward mails through their respective Divisions.

APPENDIX – B

Rules governing the relations between Railway administrations and the Post Office in regard to train timings.

1. These Rules prescribe the procedure to be followed in ordinary circumstances in connection with changes in the timings of trains. The procedure is designed in the interest of the public as represented by Railway Administration on the one hand and by the Post Office on the other, and the time-limits laid down in the rules must not be curtailed or exceeded (as the case may be) save in unforeseen, unavoidable, or other very exceptional circumstances, e.g. changes necessitated in the running of trains owing to the permanent way being insecure involving a reduction in the speed of trains, or owing to a washaway, or the sudden shifting of a ghat line or station involving the adoption of a different and perhaps longer route, and the line. In such cases the utmost notice possible should be given to all concerned as provided for in these rules, the circumstances being explained and acceptance assumed.

2. Railway Administration is bound to give the notice prescribed in Rules 5, 9 and 12 below to the officers of the Post Office (shown in Column 3 of the accompanying statements) of any new time tables proposed in the case of coaching trains and the consequent alteration of timings in the connecting branch trains.

This notice should be given by or on behalf of the General Manager or the Manager of the Railway, as the case may be. The notice should specify the date from which it is desired to introduce the new time tables or changes, not should give the suggested times of departure from and arrival at terminals, junctions and important stations, and, in the case of through services, at stations where mails are received or delivered. If the proposed alterations affect or are likely to affect other Railways, the latter should also be notified at the same time.

NOTE – Special attention is directed to the N.B. at the head of the accompanying statement.

3. The Post Office may propose the introduction of a new mail service or the alteration of an existing service provided, that when such a proposal affects an existing through mail service, as distinguished from other through services, it shall be made only by the Head of the Circle designated for each Railway to the Head of the Traffic Department of the respective Railway zone and he shall be the sole channel of communication for the purpose.

The Head of the Circle referred to will determine from time to time and communicate to the respective Traffic Managers or Traffic Superintendents, the services which are, for the purpose of these rules, to be considered through mail services, and he shall, under the Director-General, be the final postal authority in respect of such services.

4. In all cases, a sufficient interval should be allowed before approved changes are brought into force to enable the Post Office as well as the Railway or Railways affected to make any arrangements that may be required and when more than one Railway is concerned the changes should, whenever practicable, be authorized for simultaneous introduction on all the Railways affected.

5. When it is proposed by the Railway Authorities –

- (a) to introduce an additional, or to extend, curtail or discontinue an existing through mail or passenger service on which the Post Office pays, or is likely to pay for postal accommodation, or
- (b) to revise that timing or routing of any such service so as to seriously affect the existing hours of departure from or arrival at the terminal, junction, or important stations.

Railway Administration proposing the change shall notify its proposals at least three months before they are to have effect to all the Railways affected or likely to be affected and also to the Postal Officers concerned.

NOTE – Proposals relating to any other change which it may be desired to make in an existing through service may at the option of the proposers be made in accordance either with Rules 5 to 8 governing through services or with Rules 9 to 11 governing other services, provided that in the later case, Rule 12 shall not apply to proposals made under this note.

6. The other Railways affected by the proposed change and the Heads of Circles concerned shall, within three weeks from the date of receipt of the notification referred to in the preceding Rule reply to the proposers and suggest such modifications as their interests may require.

7. If there are any points of difference, the Railway administration originally notifying the alteration shall, within six weeks of the date of issue of the notification referred to in Rule 5, convene a conference of the Railway and Postal Officers concerned to settle matters finally.

8. The instructions in three preceding rules apply also, mutatis mutandis to proposals affecting through mail or passenger services made by the Post Office, the notification referred to in Rule 5 bring in such cases issued by the Head of Circle within whose justification the major portion of the Railway line lies and who is principally concerned.

9. When it is proposed by the Railway authorities –

- (a) to extend, curtail or discontinue any other existing coaching train service by which mails are carried, or
- (b) revise the timings of any such service so as to affect the hours of departure from or arrival at stations, where mails are received or delivered, the Railway Administration shall notify its proposals, at least one month before they are to have effect, to all the Railway affected or likely to be affected, and to the Heads of Circle, concerned.

10. The Railways and Postal Officers shall, within a week of the receipt of the notification referred to in the preceding rule, reply to

the Railway Administration either accepting or suggesting such modifications as their interest may require.

11. The instructions in the two preceding rules apply also, *mutatis mutandis* to proposals affecting services of the kind mentioned made by the Post Office, the notification referred to in Rule 9 being in such case issued by the Head of the Circle within whose jurisdiction the major portion of the line lies and who is principally concerned.

12. Proposals relating to any other changes which it may be desired to make in an existing train service, which is not through service whether such a service is used by the Postal Department or not should be similarly notified at the earliest possible moment and it should be said in the notification issued in such cases that, unless objection is taken to the proposals with a certain time – the time being specified and a sufficient interval allowed for a reply by post – the proposers will assume that their proposals are accepted.

13. When it is proposed by the Railway authorities to introduce an additional coaching train which is not a through train, it will not be necessary to give prior notice of the proposal to the Post Office. Notice shall be given as soon as convenient and in any case the Post Office shall be notified of the introduction, of the new train.

14. When important changes are proposed, Local Governments within whose jurisdiction the changes are to take effect should be advised by the Railway Authorities before final orders are passed.

15. When a new line or section of Railway or an extension of existing line is about to be opened for public traffic, the Railway Administration, will advise the Director-General of Posts accordingly, mentioning the terminal stations, the distance between them, and the probable date of opening.

16. Notice of the intended opening of the line shall also be given by the Railway Administration which is to work the new line or extension to the Head of the local postal Circle and to the Director-General of Posts, New Delhi. The names of the other Postal Officers, who have been notified should be mentioned in the notice

sent to the Director-General of Posts under this rule. The notice shall be issued six weeks in advance of the expected date of the opening of the line and shall contain information, as to the date, the names of the station with the distances between them, the junctions (if any) with existing lines, and if a timetable cannot then be furnished, the hours of departure from and arrival at the terminal, junction and other important stations likely to be adopted.

17. If a timetable cannot be furnished with the notice referred to in the preceding rule, one shall be supplied as soon afterwards as possible.

18. If any conflict of opinion between Railways and the Post Office in regard to the timings or routes of through mail train is incapable of reconciliation by correspondence of meetings, the question shall be referred to the Railway Board.

19. In view of the serious inconvenience in frequent changes in the timings of trains, revision, should, as far as possible, be authorized only.

- (a) in the case of important changes in through services – every six months, viz. from the 1st April and 1st October.
- (b) In the case of other changes in through services – every three months viz. from the 1st April, 1st July, 1st October or 1st January; and
- (c) In the case of other services – from the first day of a month.

APPENDIX – C

List of work -papers issued to sections and Mail Offices, showing the change to be impressed and the entries to be made during attendance hours and during working hours

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RAILWAY MAIL SERVICE FORMS

Name of Form	Section and Mail Offices to which issued	During attendance hours			During Work
	In this Column the abbreviation T.S. = Transit sections S.M.O. = Sorting Mail office T.M.O. = Transit Mail office	Stamps to be impressed	Entries to be made in Ball Pen	Entries to be made in Ball Pen	Stamps to impressed
1.	2.	3.	4.	5.	6.
1. Daily Report NOTE:- The daily report is compiled by the Head Sorting Assistant, Mail Guard or Mail Agent from notes of irregularities etc. taken by himself and the other Sorting Assistants during the working hours of the set, or	T.S. S.M.O., T.M.O.	Name Stamps* Date stamps (in the case of sections of both the out and in trips)	(See Note in Col. I).	--	--

and is written up by the Head Sorting Assistant, Mail Guard or Mail Agent during attendance hours.

2. Deleted

3. Registered abstract

NOTE – The name of the offices from and to which registered lists are due should be entered in ink in the left and right half respectively of the appropriate column of the abstract in the order in which the lists will be received and dispatched. The names of offices from and in which registered bundles are received and dispatched should be entered in pencil below the due Mail

S.M.O. T.M.O.
(Authorized to book registered articles).

Name
Stamp
Date Stamp

All offices from and to which registered lists are due. (See Note in Col. I).

Lists at the time of receipt or dispatch.				
4. Parcel abstract				
NOTE – The Note in the Column under registered abstract applies, mutatis mutandis to the parcel abstract.				
5. Sectional mail list (in duplicate).	S.M.O.	Name Stamp Date Stamp	All offices from and to which parcel lists are due. (See Note in Column 1)	--
6. Mail abstract	T.S., S.M.O., T.M.O.	Name Stamp* Date Stamp	--	
		Name Stamp Date Stamp (in the case of sections of both the	Date opposite to “for the” at the head of	Offices or sections of dispatch and destination of the mails and of prescribed
				Date stamp (of sectional mail list received) --

7.Mail list (in duplicate)	T.S., S.M.O., T.M.O.	<p>Out and in the form. Under the parcel trips). Under the heads "Mails" in both the receipt and issue sides, the number of the mails due as per the mail list. Under the head "Bags" on both the receipt and issue sides, the number of due bags as per due bag list and on the receipt side the number of empty bags due to be, and actually received from the Record Office.</p>	<p>parcel bags.**</p> <p>--</p>	<p>Date Stamp (mail lists received).</p>
	T.S., S.M.O. T.M.O.	<p>Name</p> <p>Stamp* --</p> <p>Date stamp</p> <p>@</p>	<p>Office or</p>	

				section for which intended. **	
8.Special mail list (in duplicate)	T.S. S.M.O. T.M.O.	Name Stamp* Date Stamp @	--	Office or section to which issued.**	Date Stamp for special mail list dispatched. **
9.Pink tags for Transit bags.	T.S. S.M.O. T.M.O.	Name Stamp	Name of Office or Section of destination.	--	--
10.Plain					--

manilla	S.M.O. T.M.O.	Name Stamp	-do-	--	Date Stamp
11. Orange bag labels for packet bags.	S.M.O	--	Name of Office or Section of destination and class of bags.	--	Date Stamp
12.Olive bag labels for Parcel bags.	S.M.O.	--	--	--	--
13. Check slip	S.M.O.	Name and Date Stamp	--	--	--
14. Registered list(in duplicate)	S.M.O. T.M.O. (authorized to	Name and Date Stamp	--	Office or Section for	Date Stamp registered list (received)

15. Registered bundle envelops.	book registered articles)			which intended	Date Stamp
16. Parcel list (in duplicate)	S.M.O. T.M.O. (authorized to book registered articles)	Name Stamp	--	--	Date Stamp (parcel list received).
17. Insured label	S.M.O.	Name Stamp* Date Stamp @	--	Office or Section for which intended**	--
	S.M.O.	--	--	--	

18. Money Order Check slip				--
19. Weighment system label		Name Stamp Date Stamp	--	--
	S.M.O.	Date Stamp		
	T.S. M.O. T.M.O.	Name of Office or Section, designation and the Railway Station	--	

* The stamp should be impressed on each form separately, before the book of forms is inserted in the Acme cover.

@ The stamp should be impressed on each form separately, the carbonic paper being previously moved out of the way, so as not to be damaged during the act of stamping

** The entries should be made on both forms at one process by means of carbonic paper.

