

POST OFFICE GUIDE PART- I

1. Organization of the Department

History of India Post Office

- The beginnings of this vast postal network can be traced back to the year 1727 when the first post office was set up in **Kolkata**.
- Subsequently , General Post Offices were also set up in three Presidencies of **Kolkata** (1774) **Chennai** (1786) and **Mumbai**(1793).
- To bring some uniformity amongst the Post Offices The Indian Post Office Act of 1837 was enacted.
- This Acts was followed by the more comprehensive **Indian Post Office Act of 1874**. The present postal system in India came into existence with the Indian Post Office Act of 1874. In the same year Railway Mail Service and the Sea Mail Service was introduced.
- Some Important Dates in India Postal history.

1st July 1852	First ever adhesive postage stamp in Asia was issued in Sindh
1854	Indian postal system came into existence.
1st Oct 1854	Release of first Postal stamp for use throughout India
1884	Introduction of Postal Life Insurance
1911	Introduced World's first Air Mail flight to carry mail by air
1931	Use of pictorial stamp
1947	Release of first postage stamp of independent India
1972	Introduction of Postal Index Number
1986	Introduction of Speed post
1995	Introduction of VSAT money order and Rural Postal Life Insurance
2004	150 years of India Post
2008	Commissioning Project Arrow
2010	Introduction of Mail Network Optimization Project
2012	Commissioning of India Post IT modernization Project 2012
2016	Pilot phase rollout of DARPAN Project

2017	Pilot branches of IPPB opened in Ranchi and Raipur
2018	Introduction of Parcel Network Optimization Project
2018	650 IPPB branches in Pan India

Vision and Mission

Vision

- India Post's products and services will be the customer's first choice.

Mission

- To sustain its position as the largest postal network in the world touching the lives of every citizen in the country.
- To provide mail parcel, money transfer, banking, insurance and retail services with speed and reliability.
- To provide services to the customers on a value-for-money basis.
- To ensure that the employees are proud to be its main strength and serve its customers with a human touch.
- To continue to deliver social security services and to enable last mile connectivity as a Government of India platform.



India Post Logo



- At first glance , it is an **envelope** and at the next glance it is a **bird in flight** , unhindered and unrestricted.

- **Red** has been chosen for its traditional association with the Postal Service. It embodies passion, power and commitment.
- **Yellow** communicates hope, joy and happiness.

Organization Overview

- The Department of Posts comes under the **Ministry of Communications**.
- The **Postal Service Board**, the apex management body of the Department, comprises the Chairman and **six Members**.
- The department is under the administrative control of the **Director General of Posts**, New Delhi. The DG also functions as the Chairman of the Postal Service Board and Secretary of the department.
- At present days **Ministry of Communications – Shri Jyothiradhy Scindia DG Post – Shri Sanjay Sharan Secretary – Smt Vandita Kaul**
- The six members of the Board hold portfolios of **Personnel, Operations, Technology, Postal Life Insurance, Banking & DBT and Planning** respectively.
- The **Additional Secretary and Financial Advisor** to the Department is a permanent invitee to the Board.
- The Board is assisted by a senior staff officer of the Directorate as Secretary to the Board. Deputy Directors General, Directors and Assistant Directors General provide the necessary functional support for the Board at the Headquarters.

Governance System

- For providing postal services, the whole country has been divided into **23 postal circles**.
- Each Circle is encompassing one or more than one state and or a union territory

Gujarat Circle	Daman & Diu and Dadra & Nagar Haveli
Kerala Circle	Lakshadweep
Maharashtra Circle	Goa
North East Circle	six North Eastern States - Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland & Tripura
Punjab Circle	Chandigarh
Tamil Nadu Circle	Pondicherry
West Bengal Circle	Andaman and Nicobar Islands

- A **Circle** is headed by a **Chief Postmaster General**.

- The Circle is divided into **Regions** .A Region is headed by a **Postmaster General**.
- Regions are further classified into **Divisions** headed by a **Superintendent or Senior Superintendent**.
- Divisions are classified as **Postal and RMS Divisions**. Postal Divisions are in charge of **Postal Operations** where as the RMS Divisions manage the **mail movement**.
- The postal divisions are divided into Sub Divisions either headed by **Inspector or Assistant Superintendent**. Similarly RMS Divisions also headed by Inspector or Assistant Superintendent .
- In the Circles and Regions there are other functional units like **Circle Stamp Depots, Postal Stores Depots and Mail Motor Service** etc.
- Besides these 23 Circles, there is another Circle, called **Base Circle**, to cater to the postal communication needs of the **Armed Forces**.

Army Postal Service

- Apart from 23 circles , there is a separate wing called the Army Postal Service(APS).
- The APS functions as a government operated military mail system in India to take care of postal needs of Armed Forces.
- The **APS** is designated as another Circle called the **Base Circle**.
- The Base Circle is headed by an Additional Director General, Army Postal Service in the rank of a Major General.
- The officer cadre of the Army Postal Service comprises officers on deputation from the Civil Posts.
- Seventy five percent of the other ranks of the Army Postal Service are also drawn from the Department of Posts and the remaining personnel are recruited by the Army.
- There are two PO's carrying HO status
 - a. **1-CBPO** Central Base Post Office in **Delhi**
 - b. **2-CBPO** Central Base Post Office in **Kolkata**
 - c. **1 CBPO** is called as **56 APO** and
 - d. **2 CBPO** is called as **99 APO** for the purpose of addressing.
- **Field Post offices** which carry the status of Sub Post Offices are under the jurisdiction of CBPO's and serve the armed forces in different locations.
- Value-payable articles and money orders will not be booked to the address of Army Post Offices.

Circle stores Depot and Postal Stores Depot

- There is Circle stock depot and Postal stores Depot in a Circle/ Region under the charge of the Superintendent.
- **CSD** will supply the **stamps** to all the Post offices in the Circle.
- **PSD** will cater to the needs of **forms and stationary** of the post office/RMS office and Administrative units.
- **PSFS- Postal stores Forms and Stationary office –Aligarh** ,Utter Pradesh Circle will continue to play its pivotal role related with Government of India Press ie Supply of **Stamps and Seals** for the use of all the Post Offices in the country.

Postal Accounts office –PAO

- **Postal Accounts Offices** consolidate the **accounts of a Circle**.
- We have 23 PAO's in the country.
- Each unit in the circle is headed by **General Manager** (PAF-Postal Accounts & Finance).

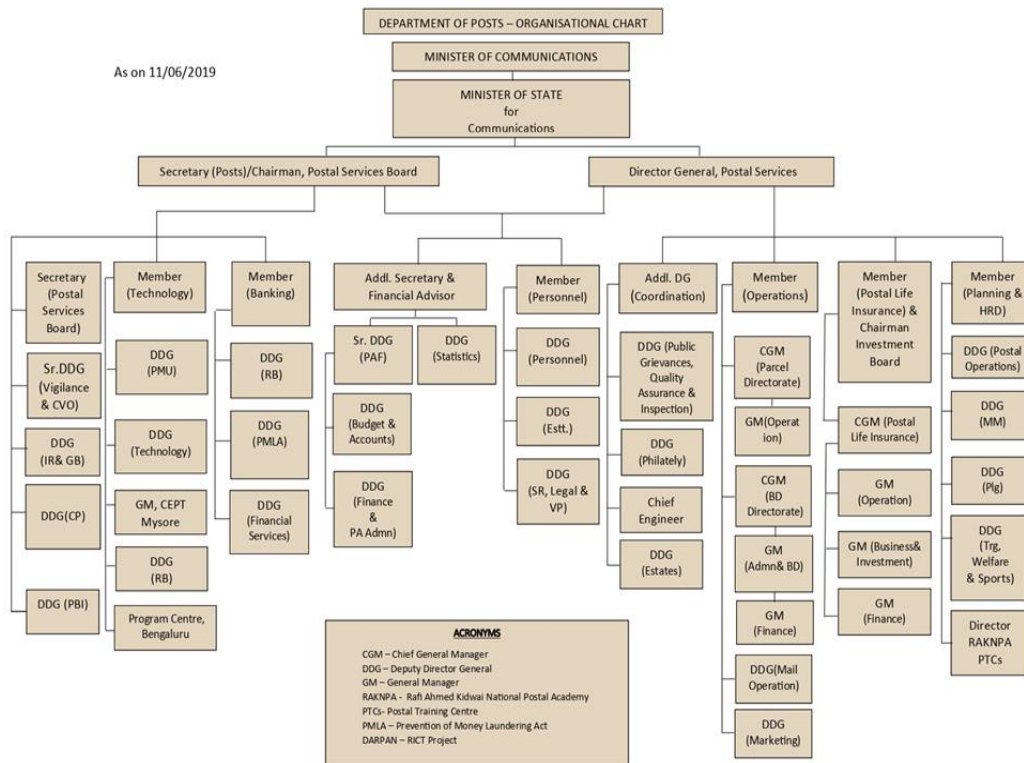
Postal Training Centre :

- **RAKNPA- Rafi Ahamed Kidwai National Postal Academy** , Ghaziabad caters to the induction and career development training needs of **Indian Postal Service officers** and **Group B** officers of Department of Post.
- The **six Postal Training Centres** at other parts of India caters to the induction and career development training needs of **Group B(Non Gazatted)** officers and **Group C** cadre to the Circle attached to it.
- The six **Postal Training Centres** are in Mysore, Madurai , Vadodara , Saharanpur , Guwahati and Dharbhanga.

Mail Motor Service (MMS) :

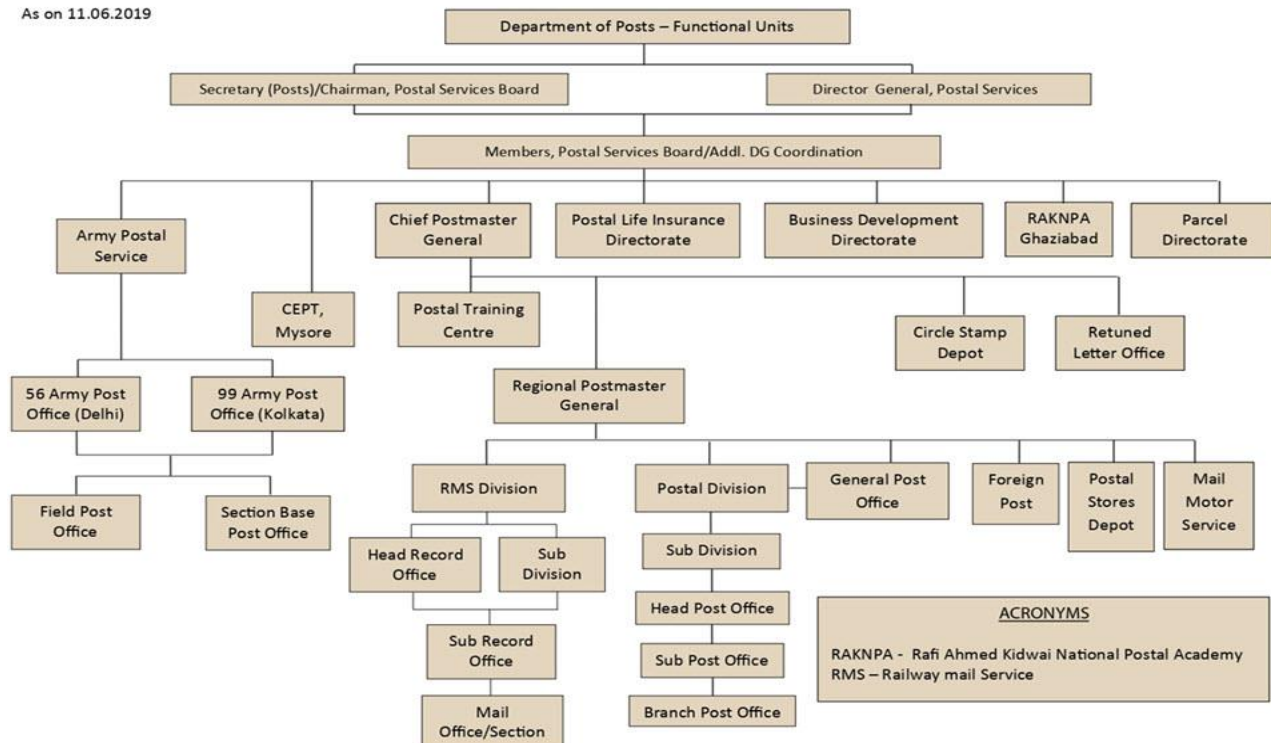
- The main function of MMS is to **convey the mails** from RMS to Post Offices and vice versa.
- **Manager** is the head of MMs in respect of MMS at Circle headquarters.
- There will be MMS unit in each region under the Circle.
- The maintenance of fleets attached to it, scheduling the fleet for conveyance of mails, scheduling the fleet for **conveyance of logistics** is the main function of MMS.

Organizational Structures



Department Of Posts-Functional Units

As on 11.06.2019



All Circles & headquarters in DOP

N.	Circle	Headquarter
1	Andhra Pr. (Yanam)	Vijayawada
2	Assam	Guwahati
3	Bihar	Patna
4	Chhattisgarh	Raipur
5	Delhi	New Delhi
6	Gujarat	Ahmedabad
7	Haryana	Ambala Cantt
8	Himachal	Shimla
9	Jammu & Kashmir	Srinagar
10	Jharkhand	Ranchi
11	Karnataka	Bangalore
12	Kerala	Thiruvananthapuram
13	Madhya Pr.	Bhopal
14	Maharashtra	Mumbai
15	North Eastern	Shillong
16	Odisha	Bhubaneswar
17	Punjab	Chandigarh
18	Rajasthan	Jaipur
19	Tamil Nadu	Chennai
20	Telangana	Hyderabad city
21	Uttar Pradesh	Lucknow
22	Uttarakhand	Dehradun
23	West Bengal	Kolkata

2. Types of Post Offices

Post Offices are divided into **three classes**.

- Head Post Offices.
- Sub-Post Offices
- Branch Post Offices.

Head Post Offices.

- A head office is the **main office** for a **group of Post Offices** consisting of itself and a number of small offices called Sub and Branch offices which have been placed under its Accounts jurisdiction.
- It **consolidates accounts of all SO's** under its jurisdiction and reports to the Postal Accounts Office.
- It also **draws salary** and other bills for officials in the jurisdiction and maintains the **service book**.
- The in charge of Head Post Office may be Higher Selection Grade (HSG-II) Postmaster, HSG-I Postmaster or a Senior Postmaster (Gazetted).
- The Head Offices in the more important **divisions** are in the charge of Gazetted officers and such Head Offices are referred to as **First class Head Office**.
- First Class Head Postmaster, exercise all the powers of a Superintendent of Post Offices in regard to their own offices.
- The **First class Head office** situated at the Headquarters of the Head of the Circle or where there are more than one head office, the one attached to the Headquarters is termed as **General Post Office**.
- The **postmaster of GPO** is called as **Chief Postmaster**.

Sub post Office

- Sub post office(So) is an operational unit located in urban as well as rural areas.
- It monitors the accounting work of BO's placed under it and also supplies and receives funds/inventories.
- These offices classified as follows based on the number of staff sanctioned to that office.
- They are
 1. Mukhya Dak Ghar (MDG)
 2. Higher Selection Grade (HSG) SO
 3. Lower Selection Grade (LSG) SO
 4. Triple Handed SO (A class SO)

5. Double Handed SO (B class SO)
 6. Single Handed SO (C class SO)
- These Post Offices are further classified into **delivery** and **non delivery** offices.
 - **Each delivery PO** will have a unique Pin Code and delivery staff.
 - **Non delivery offices** perform only counter transactions and are **not assigned any Pin Code**. They are identified with the pin code of the concerned delivery PO.

Branch Post Office

- Branch Post Office (BO) is mostly located in rural areas. They operate for minimum 4 hours and maximum of 5 hours daily.
- The officer in charge in Branch Post Office is Branch Post Master. He may be assisted by ABPM for mail delivery/ mail conveyance.

Night Post Offices

- The working hours of the post offices are generally fixed by the Head of the Circle according to the timings given in clause 5 of the Post Office Guide.
- However the **Director-General** may extend the working hours of any post office **up to 8:30 P.M.** and **keep them open on Sundays also**. These post offices will be termed '**night post offices**' and will transact those transactions which have been authorized by the Director-General in this behalf.
- During the extended hours, these post offices will generally book registered articles including V.P. articles, issue T.M.Os, and sell I.P.Os. and postage stamps.
- Deposits into Savings Bank Account and sale of cash certificates will be available up to 7.00 p.m. on week days only. Payment of T.M.Os will also be effected up to 6 p.m.
- On Sundays and National Holidays as well as other P.O. holidays the night Post Offices function and observe restricted working hours.
- These offices work for one shift only from 10:00 to 17.00 hours. The delivery functions of the offices are entirely suspended as well as the payment of Money Orders and Saving Banks and post office Certificates are also suspended on these days.

Mobile Post offices

- Mobile Post Offices are functioning at Bombay, Calcutta, Delhi, Madras, Ahmedabad, Nagpur, Hyderabad, Bangalore, Kanpur, Poona, Jaipur and Bhilai Industrial Township.
- These Mobile Post Offices are intended to provide the facility of **late posting in the different areas of the cities at different timings according to a fixed schedule (excluding insured and V.P.)**.
- **“These offices remain closed on Sundays and Postal Holidays.”**
- The Mobile Post Offices sell stamps and Postal stationery, grant certificate of posting, book surface and air mail registered articles of the letter mail (excluding insured and V.P.) and air parcels besides accepting unregistered articles of the letter mail for dispatch.
- The mobile Post Offices at Madras and Nagpur are also permitted to book money orders.



3. Business hours

- At every Post Office and RMS Office, the **hours during which business is transacted** with the public and the times at which **mails are delivered and dispatched** are conspicuously notified.
- The public business hours are fixed with **regard to local convenience** and the **arrival and departure timings of the mails** and all work at the Post office counters is stopped precisely at the latest hours fixed.
- The business hours in the principal Post Offices are generally as indicated below on normal week days, which are not post office holidays.
- For **Reference and enquiries, sale of the postage stamps and stationery** during the **entire working hour of the office**.
- For **booking of registered and insured articles**, including value payable articles parcels and telegraphic money orders. For about **six to seven hours** (On **Saturdays usually for five hours** stopping at 3 pm)
- For **issue of money orders, sale and payment of postal orders**, Savings Bank and Post Office Certificate transactions and payment of telephone bills. Etc. **For about five hours** (On **Saturdays for three hours** stopping at 1 p.m.)
- The delivery of registered, insured and V.P. articles, and payment of money orders at the **window of the Post Office** usually be attended to between the hours fixed for the booking of the respective classes of articles.
- Post Offices in charge of extra-departmental agents are kept open for a **maximum period of five hours** only.
- Arrangements have been made in most **stationary RMS offices** for the **booking of registered articles** of letter mail, RD articles and the sale of postage stamps and stationery. The hours during which these services will be available are notified at each office. A list of R.M.S. Offices doing such Post Office work will be found in Part III of this Guide.
- Facilities are provided at all **important offices** for the posting of correspondence and for the **booking of registered letters** for a limited period beyond the normal scheduled hours on payment of a **late fee**.

Business done on Sundays and P.O. holidays

- Except the Night Post Offices all post offices Mobile Post Offices are generally closed on Sundays and PO Holidays and no business transacted with the public.
- There is also no clearance of street letter post boxes delivery of mails on such days.

- Facilities are provided for the posting of letters on which the **prescribed late fee** is paid during certain specific hours in the **letter boxes at RMS offices** and at selected offices. Such postings can also, be made in the letter boxes of the mail vans of R.M.S. Sections.
- **Machine franked articles should not be posted** either in the Post Office **letterbox** or the **mail van letter box**.
- **Registered newspapers and packets of registered news papers** are accepted on Sundays and PO holidays **without payment of any late fee** in **Press Sorting Offices, R.M.S. offices** and at **Night Post Offices**.
- Generally, **all RMS offices** sales stamps and postal stationary and grant certificates of posting and book registered articles on payment of usual **late fee during specified hours on Sundays and PO holidays**.

➤ **Post offices Holidays**

The following holidays are observed as Post Office holidays :-

- (1) Republic Day (26th January)
- (2) Independence Day (15th August)
- (3) Mahatma Gandhi's Birthday (2nd October)
- (4) Idul-Zuha (Bakr-Id)
- (5) Muharram
- (6) Idul-Fitr
- (7) Good Friday (Friday before Easter Sunday)
- (8) Christmas Day (25th December)
- (9) Budha Purnima
- (10) Guru Nanak Birthday
- (11) Mahavir Jayanti



In addition the post offices observe post office holidays on 5 other days which vary from circle to circle.

4. Payment of Postage

Desirability of prepayment of postage

- It is the **endeavour (to try hard)** of the Post Office to forward by the earliest possible mail and effect delivery as expeditiously (with speed and efficiency) as possible of **all fully prepaid postal articles**.
- Unpaid articles or articles on which the postage is not fully prepaid **are not afforded (provide) any greater security** in transmission over other unregistered mail.
- On the other hand, such **articles are liable to detention** for the purpose of taxing the postage due on them.
- These are, also, not issued along with the **special deliveries** intended only for unregistered mails but held over for the **general deliveries** for all classes of mail.

Postage Stamps and Stationery

- **Payment of postage** is normally to be effected by means of **postage stamps** issued by the Indian Post Office under the authority of the Govt. of India.
- The Post Office issues, also, certain items of **stationery** like envelopes, inland letter cards, postcards with the value of the requisite stamps embossed on them.
- If the postage required on such embossed postal stationery is more than the value of the stamp printed on the article, the difference can be made good by affixing **additional postage stamps** of the requisite value.
- **Revenue stamps** cannot be used for payment of postage.
- Postage charges can, also, be paid by means of a proper impression or impressions of a franking machine.

Philatelic Bureau

- In order to cater to the needs of philatelists and stamp collectors, the department has set up Philatelic Bureau at the principal Post Offices at Allahabad, Ahmedabad, Bangalore, Bhopal, Bombay, Calcutta, Chandigarh, Srinagar, Cuttack, Hyderabad, Jaipur, Kanpur, Kurnool, Lucknow, Madras, Nagpur, New Delhi, Patna, Shillong, Simla, Trivandrum, 1 CBPO C/o 50 APO and 2 CBPO C/o 99 APO.

Prepayment of postage in cash

- Certain important post offices are authorized by the **Head of the Circle** to realize the postage charges in cash from firms or other persons who post a very large number of unregistered packets subject to a **minimum of 500 packets at a time in big cities and 250 in small towns**.
- Certain post offices in Bombay, Calcutta, Madras, Nagpur and Delhi are also authorized by the **Heads of the circle** to realize the postage and registration fee on ordinary registered articles of letter mail in cash provided the sender uses **special registered journals** for booking of **registered articles** and the total number of articles of the same type and weight to be registered at one time is **not less than 50**.
- The facility of pre-payment of postage in cash is also available at selected **Gazetted and H.S.G.**
- **Post Offices** to Firms or business establishments who post **not less than 500 articles** at a time in respect of **letters (closed covers). Inland Letter Cards, Post Cards and un-registered parcels**.
- A similar procedure is extended in the case of **registered newspapers**, details of which will be found in clause 143. The facility of **prepayment of postage charges in cash** is **not available** for any **other classes of postal articles**.

Spoilt or defaced stamps

- Postage stamps (whether adhesive, embossed, or impressed) which have been obliterated, defaced, torn, cut or otherwise rendered imperfect, or which have any work, letter, figure, or design written printed or impressed upon them otherwise than by the authority of the Central Government or which have been cut or otherwise separated from embossed envelopes, postcards, or wrapper, cannot be recognized in payment of postage.
- The **special registration envelopes** provided by the Post Office, cannot be used for the transmission of **unregistered postal articles**.
- The perforation of postage stamps with initials, or other identifying marks traced in minute holes is not prohibited, provided they do not render the indications regarding the country of origin and value of stamps illegible.
- The using for the payment of postage or postal fees, with intent to cause loss to the Central Government, of a stamp that has already been used for that or any other purpose, is an offence under the Indian Penal Code.

Fictitious Stamps

- The manufacture and use of fictitious postage stamps for any purpose whatsoever is prohibited, and is an offence punishable under **Section 263-A of the Indian Penal Code.**
- Reproduction of stamps is, however, allowed **for illustration purposes** in a philatelic publication or in an article or section relating wholly to postage stamps which may appear in a publication or a general character. Such productions, however, must only be in black.



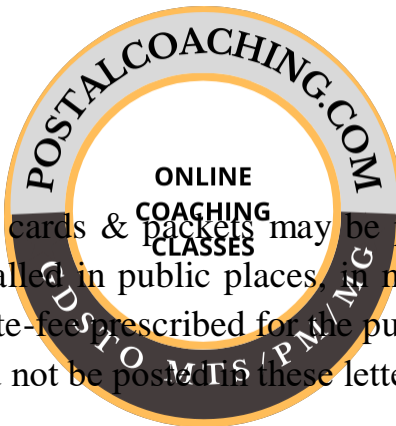
5. General Rules as to Posting

Packing

- Every letter, packet or parcel has to be stamped with the **date stamps of at least two post offices** and is liable to a great deal of pressure and friction in the mail bags during transit.
- All articles, therefore, which are likely to suffer from stamping of pressure should be packed in strong covers. The post office cannot take any special precautions to secure the safety of **fragile articles**.
- When wax-cloth is used for the protection of a parcel, packet or letter, it should be used as an inside cover, or there should at least be sufficient strong paper securely fastened outside the **wax-cloth** to receive the impression of the post office date-stamps, and any postage stamps which have to be affixed to the article.
- Special rules regarding the packing of particular classes of articles are given in the clauses relating to those articles. These rules are absolute rules, for the breach of which a penalty is prescribed in each case.
- However, every letter, packet or parcel should be closed in such a manner that it does not give rise to sharp edges which may expose officials to injury, damage correspondence or hinder postal operations.

Posting in Letter Boxes

- Letters, postcards, inland letter cards & packets may be posted in the letter-boxes in the post offices / mail offices, installed in public places, in mobile post offices and steamers provided the postage due and late-fee prescribed for the purposes are fully prepaid.
- Machine franked articles should not be posted in these letter boxes.'



Posting in Special Letter Boxes

- Letter Boxes marked '**For letters only**' should be used for the posting only of letters and postcards.
- Similarly, the special letter boxes provided in the cities for posting of Air Mail Articles be used only for posting such classes of articles.
- Other articles if posted in such special letter-boxes, are liable to detention.

Presentation of large official and other letters in bulk at the window of the van or Post Office

- Large official or other letters, which owing to their size, cannot be posted in the letter-boxes, may be received by hand at the **window of the van or post office**.

- There is also no objection to receiving at the **window of the van or office**, letters or packets posted in bulk provided, the postage and the late fee, if any, are **fully prepaid**.

Articles requiring special treatment

- Letters or other articles intended to be **registered or insured**, articles intended to be sent as “value-payable”, **must be presented at the post office** at least half an hour before the time fixed for the closing of any particular mail, if it is intended that they should be forwarded by that mail.
- Such articles should be clearly **marked** at “Registered” “insured for Rs ____” “value-payable for Rs” etc. at the top of the address side of the cover;
- **Air Mail articles** bearing high value adhesive postage stamps may be presented at the counters of Post Offices or Mail Offices for the stamps to be defaced in the presence of the person presenting the articles before the articles are sent for onward transmission.

Desirability of posting early

- If articles are posted just at the time the mails are due to be dispatched there is heavy congestion in Post Offices and R.M.S. **OFFICE** and there is likelihood of detention and delay.
- The public are, therefore, advised to post their mails as and when they are ready without waiting for the last clearance of mails from the Post Office and to endeavour to post as early in the day as possible.



Posting of coins etc

- Coin, bullion, precious stones, jewellery, articles of gold or silver and currency or Bank Notes, can be sent by the Inland Post, only insured.
- By sending articles of value in unregistered letters or unregistered parcels, the senders not only run the risk of losing their property but also expose to temptation every person through whose hands the articles pass.
- In this rule, the expression “articles of gold or silver” includes articles made wholly or partly of gold or silver, but not coins and electro or other plated goods.
- The expression “Coin” does not include cut counterfeit coins remitted on behalf of the Currency Departments and Mints.
- The expression “Currency Notes” does not include defaced notes (i.e. notes from which the signature has been cut off after cancellation), remitted on behalf of the Currency Department.

- The expression “jewellery” includes watches the cases of which are entirely or mainly composed of gold, silver or platinum.

Manner of affixing postage stamps

- Stamps affixed to a letter or packet must be **completely adherent to the article itself** and not to any part of its contents or any separate label or other device tied or attached to the article.
- The **stamps** should be affixed to the **right hand top corner of the address side**.
- **Non-Postal Stamps charity Stamps, labels, seals, etc.** - Labels, stamps, seals or other markings which are not postage stamps but which are likely to be mistaken for postage stamps **should not be attached** or impressed to the address side of postal article.
- This prohibition applies equally in cases in which any labels, stamps, or markings are attached or impressed to the address side of a postal article in such a manner that it becomes difficult to decipher the address, or hampers the work of the postal officials in any way.
- Impressions which are likely to be mistaken for impressions of postal franking machine must also not be made on the address side.

Use of the minimum number of postage stamps

- The public are advised to use the **minimum number of stamps** while prepaying postage charges by using stamps of the appropriate **higher denominations**.
- The use of a **large number of low-value stamps** takes up unnecessary space on the postal articles, leaving less room for the address and other indications.
- It also, increases the work of the Post Office staff and entails waste of valuable stamp paper and printing charges.

Sealing

- The public are advised not to use sealing wax for seals outside unregistered letters and packets, except when such seals are necessary for the protection of the articles to which they are applied.
- When sealing wax is used for seals outside unregistered letters and packets, a piece of tissue or other thin paper should be laid on the wax before the seal is applied, as otherwise both the articles themselves and those with which they come in contact in transit are liable to injury from the sealing wax adhering to other articles.

- The precaution recommended is specially necessary in the case of articles for foreign countries, which have for several days to pass through very hot climates.



6. METHOD OF ADDRESS

Particulars to be furnished –

- The prompt delivery of a postal article is greatly facilitated if it is **addressed in the correct manner**. Delay to correspondence and mistakes in delivery often result from an incorrect or incomplete postal address.
- The address should, therefore, be **complete and definite** enough to ensure the easy transmission of the article and its delivery at destination to the addressee without any elaborate enquiry.

The public can help the Post Office by keeping the **following points** in mind while addressing their correspondence:

- The address should be written **parallel to the length of the cover** and in the lower half and towards the **right-hand side of the front of the article**, leaving a clear margin at least 3 centimeter at the top for the postage stamps and labels, postmarks and other indications.
- The **Post town should be noted in block letter** and according to the approved spelling in the List of Post Offices (Part III of this Guide). It should, also be **underlined**. The PIN Code of the post town should be noted below.
- The following particulars should generally be furnished in the address and in the same order as noted below :-

Name of addressee (i) Profession, if any (ii) Father's or husbands' name (iv) Number and / or name of the House, and name of the street or Road. (v) Post Box No., if any. (vi) Name of the village and Hobli (vii) Name of the Post Town and Name of the District and State Pin-Code

- It is particularly **important to note the District** in cases where there is more than one **Post town bearing the same name** and if PIN is not noted.
- If the **name of the district is the same** as that of the **Post town**, the **name of the State** should be noted. Indications of route like 'via' should not be given.
- In the case of articles addressed to **foreign countries**, the address should be written in **Roman letters and in Arabic figures**.
- It is desirable to note the **sender's address** preferable in the **lower left-hand corner on the address side** or failing that **on the reverse of the article**.
- In the case of articles entitled to **concessional rates of postage** or to be transmitted **free of postage**, the **class of the articles**, e.g., 'Book-Post', 'Blind Literature' should be clearly noted on the top of the address side of the article.
- The indication '**Letter**' should be given on the **address-side of bulky letter packets**, which, on account of their size or make up, might be mistaken for other classes of packets.
- The **President, Prime Minister and other Ministers of the Government of India** and certain High government Officers are allowed the facility of delivery of their mails to them wherever they may happen to be on **tour within India**.

- A list of the high officers entitled to this privilege will be found in Clause 206. Articles intended for delivery in camp to such officers **should not be addressed to any Post Town** but **only to their camps** indicated in Clause 206.
- **Mails for Defence Services** Personnel serving in the **Army and Air Force** – The following particulars should always be furnished in the address in the case of mails for the personnel of the Defence Services serving in the Army and Air Force, which are to be delivered through Army Post Offices: - No. Rank . Name . Unit . Such mails should be addressed to **56 A.P.O., 99 A.P.O.**, etc. without the addition of any post town.
- Mails for **Navy Personnel on board I.N.S. ships** should be addressed **c/o the Fleet Mail Office**, Bombay. The No., rank and other particulars of the addressee, as well as the name of the ship, should be indicated.
- **Articles bearing indefinite addresses** – No article will be delivered by the Post Office unless it bears a definite address. Articles addressed in a general way or to initials figures. Christian names without surnames, fictitious names or conventional marks of any kind will not be delivered if addressed merely to a post office or **“Poste Restante”** or to the **care of a postmaster**.
- Definite and therefore Deliverable and indefinite and therefore undeliverable
- **Addition of sender's address.** – Every article should bear **on the bottom lower left hand corner** the name and **address of the sender** including PIN in order that the post office may be able in case of non-delivery, to return it unopened and without delay.
- **REDELIVERY TO THE SENDER OR ALTERATION OR CORRECTION OF ADDRESS OF POSTAL ARTICLES IN THE COURSE OF TRANSMISSION BY POST**

Subject to the provisions of this clause the sender of a postal article posted in India may have it withdrawn from the post, or have its address altered, so long as the article –

- (a) has not been delivered to the addressee;
- (b) has not been confiscated or destroyed by the competent authorities of the country in which the article may be for the time being
- (c) has not been seized by virtue of any law of the country of destination.

7. POST BOXES

- **Post Boxes** are **available on rent** at certain Post offices as may be determined in this behalf by the **Head of Circle** under the following conditions: -

- Only **fully prepaid unregistered articles** of the letter mail, namely letters, inland letter cards, postcards, registered newspapers, books, of the post bearing the Post Box No. are delivered through post box.
- Articles addressed to other person or firms c/o Post Box Nos. are not delivered through the post box except in the following cases: -articles addressed to legitimate personnel of a firm renting a post box; articles addressed to family members and guests of the renter;
- Any person who desires to avail himself of the **facility of having** his mail delivered through **a post box** should submit an application in writing in the form prescribed for the purpose to the **Postmaster concerned**.
- The Post Office reserves the **right to withdraw the post box** without notice or without any reason being assigned, if any information furnished by the applicant is found to be incorrect, or if it is found that the Post Box is being misused by the renter.
- In the event of renter of a post box changing his business address or shifting his office to another place, he should invariably inform the Postmaster of the change **within seven days** of such change.
- The prescribed **rent is to be paid in advance** along with the application for renting a post box or for renewal thereof.
- **No renter is entitled to claim a refund** of the whole or any part of the rent paid by him in respect of the allotment of a post box. If **any claim** in writing for such refund reaches the Postmaster before he makes such allotment, he may admit such claim in whole or in part.
- If at any time during the period of rental, the **key or lock is lost by the renter**, it will be obligatory on the part of the renter to bring the matter immediately to the notice of the postmaster and to **credit the cost** of the lock and key, failing which the deposit made by him shall be forfeited.
- Failure to intimate the loss or damage will entail cancellation of the allotment of the post box.
- If the **lock and key are not surrendered** by the renter to the Postmaster **within 15 days** of the expiry of the period of rent the deposit will be forfeited.
- The **period of rental of a post box** commences from the **first day of month** in which the post box is allotted and the **period of renewal of rental commences from the first day of the month** immediately succeeding the period of previous rental.
- When the Postmaster allots a post box to a renter, the latter is supplied with a **delivery ticket**.
- The **renter** will not have any **right to get delivery** through the post box of any article addressed to him **without the Post Box No.**
- If the renter of a **post box does not clear it for a week**, a notice requiring him to clear it for a week, by the Postmaster by **registered post**; If for any reasons the articles cannot be

delivered through the postman in the normal manner, they will be treated as **undeliverable and disposed** of in the manner prescribed for such articles.

- **No refund** will be granted if the **lock and key** at the time of surrender are **not in working conditions**.

POST BAGS

- The **system of delivery of Postal articles in a bag**, which along with a **lock and duplicate key** is to be supplied by the renter, is available at all delivery post offices, whether post box system is available there or not.
- The foregoing provisions relating to the renting of post boxes apply mutates mutandis to the renting of post bags also except in the following respects :-
 - **locked post bags** with the postal articles placed inside the bag is handed over to the **renter** or his messenger over the counter on the production of the delivery ticket during the hours prescribed for making **window delivery** ;
 - these bags with the exception of those rental in combination with post box same number may be used by the renter for dispatching to the post office fully prepaid unregistered letters, postcards, inland letter cards, newspapers and packets for posting.



8. DUTIES OF LETTER BOX PEON

- A letter box peon's primary duty is to regularly collect mail from designated letter boxes within a specific area, following a set route and schedule, and deliver the collected mail to

the post office; this includes ensuring the letter boxes are properly locked and maintained, replacing clearance time plates, and managing the mail bags containing collected letters.

- Key responsibilities of a letter box peon:
- **Collecting mail:** Regularly visit assigned letter boxes at scheduled times to retrieve all deposited mail.
- **Route management:** Follow a planned route to efficiently collect mail from all designated letter boxes.
- **Time plate maintenance:** Replace clearance time plates on letter boxes to indicate the next collection time.
- **Locking letter boxes:** Securely lock letter boxes after collecting mail.
- **Mail bag handling:** Sort and secure collected mail into designated mail bags.
- **Delivery to post office:** Deliver the filled mail bags to the post office promptly.
- **Maintaining cleanliness:** Keep assigned letter boxes clean and in good working order.
- **Reporting issues:** Inform the post office about any issues with letter boxes or mail collection.



OFFICIAL POSTAL ARTICLES

- Office files containing notes and orders exchanged between **Government Officer and his office** may be sent by post as letters, packets or parcels at the option of the sender.

- Official postal articles, whether the postage is prepaid or not, must bear the superscription **“On India Government service”** when posted by **Government Officials authorized to use service postage stamps** or **“On Service”** when posted by **all others authorized to use service postage stamps**.
- This superscription must be supported by the **signature and official designation** to be entered in the lower left-hand corner other article of the officer who sends the article, or of the Head Clerk or Superintendent of his office or other responsible officer to whom the duty of dispatching is assigned.
- The **delivery and re-direction** of articles superscribed **“On India Government Service”** or **“On Service”** are governed by the **official designation** (when given) of the addressee.

➤ **Unpaid and insufficiently paid articles. –**

(1) The postage chargeable on the delivery of official postal articles, when the **postage is not prepaid** or is **insufficiently prepaid**, is as follows:

On an **unpaid postcard**, letter card, letter, or packet The **prepaid rate**.

On an **insufficiently paid** postcard, letter or packet The **deficiency**.

NOTE : The prepayment of postage on parcels is compulsory.

“Camp articles”, Special bags and camp bags.

- In order to meet the convenience of the **President, Vice-President, Ministers of the Central Government and certain high officers of Government** when **on tour** or when their headquarters are changed, the Post Office will do its best, subject to the conditions, to deliver to those officers, whenever they may be at the time **fully prepaid uninsured inland camp articles** of the letter mail i.e., inland registered and unregistered letters, postcards, newspapers, and book and pattern packets (whether official or private) addressed **“Camp”** without the addition of the **name of any post-town**. Such articles are enclosed in **special mail bags** for each officer so long as he is absent from his headquarters;
- **Special bags** will be **delivered** on all days including **Sundays and Holidays**.
- Parcels, money orders, insured articles, value-payable articles and article which any **charge is due cannot be delivered in special bags** and should, therefore, be addressed to a **post town**. Such articles if addressed **“Camp”** or without the addition of a post town ; are liable to be sent to the **headquarters station**.
- The **Camp bag** booked as **parcel** will be sent by surface route and will be charged with the postage payable on a **parcel weighing 10 Kg**. Plus **registration fee and incidental charge of Rs. 16/-** irrespective of the weight of the bag, subject to a **maximum of 10 Kgs**.

- The camp bag booked as parcel will be sent by surface without being enclosed in any bag but along with other mail bags.
- The **camp bag** booked as **air parcel** will be charged with **postage at air parcel rate** depending upon the **weight of air parcel**, and registration fee. In addition, a **sum of Rs. 6 (rupees six)** only as **incidental charges for special arrangements** made by this Department for collection and delivery of the bag would be realized.
- The **camp bag** booked as **letter mail** will **not be charged with any additional postage** other than registration fee.
- All **charges including incidental charges** on **camp bags** booked as parcel or air parcel should be **prepaid in service stamps**.
- The **camp bag** will be **booked and delivered on all days including Sunday and P.O. Holiday**.
- The **camp bag** should have **two labels, viz., one address-** label bearing the name and full address of the addressee and another tag- label showing the to be forwarded loose as Service postal Regd. parcel/air parcel/letter mail stamps.

Tour programmes of High Officers entitled to special bags.

- To enable arrangements to be made for the delivery of an officer's camp correspondence, it is essential that **he should give the Post Office timely and exact information as to his movements**.
- This information should be furnished in the form of a tour programme showing the date, with times, on which the officer will start from and arrive at each place to be visited, the route to be followed, the halts to be made and how the several journey will be performed (whether by regular or special train, by steamer or boat, by carriage, etc.).
- The tour programme should also show whether (a) routing of all camp articles through Post and closing of special bags containing such camp articles is desired, and/or (b) conveyance of 'camp bags' from the secretariat to high Officer- in-Camp and vice versa are required.
- In the event of **any alteration being subsequently made in the tour programme** such a deviation from their intended route, a longer or shorter halt at any place than at first contemplated a journey by road or otherwise to a place off the intended route the earliest possible information with details should be given to the postal authority to whom the tour programme was originally furnished and also direct to the local Superintendents, Railway Mail Service, superintendents, Ari way mail Service.
- **Articles for persons accompanying High Officers on tour.**
- With the tour programme may also be furnished at the option of the high officer concerned a list of the persons comprising his tour party. The Post office, however, does not

recognize the right of such persons to the privilege extended to the high officers in question, nor does it make any special arrangements in respect of their correspondence, through all letters, etc., if sent “care of” a high officer, are dealt with in the same way as correspondence for the latter.

- So far as the Post Office is concerned it is immaterial whether the addressee of an article directed “Camp” is not with the high officer whose address it bears, as the article will be disposed of in accordance with that address.
- Similarly, an article for any member of the tour party addressed to a post-town cannot be sent elsewhere except by re-direction at that post town.
- The only use made by the Post Office of the list referred to above is to regard it, in the absence of other orders, as instructions for the redirection of the correspondence of the persons named in it received at the headquarters of the high officer concerned.



PROHIBITED ARTICLES

General Prohibitions.

The transmission by the Inland post of the under mentioned articles is prohibited :

- Anything which is sent in **contravention of any enactment** for the time being in force.
- Any indecent or obscene printing, painting, photograph, lithograph, engraving, book or card, or any other **indecent or obscene articles**.

- Any letter, postcard, newspaper, packet or parcel having on it or on the cover thereof, any words, marks or design of an **indecent, obscene, seditious, scurrilous threatening, or grossly offensive nature**.
- Any **explosive, inflammable, dangerous**, filthy, noxious or deleterious substance
- Any **sharp instrument** not properly protected.
- Any **living creatures** or other thing which is either **noxious or likely to injure** postal article in course of transmission by post or any officer or the Post Office.
- Ticket, proposal or **advertisement relating to a lottery**, or Any other matter descriptive of or otherwise **relating to a lottery** which is calculated to act as an inducement to persons to participate in that lottery.
- **Newspapers in respect of which the rules laid down** in the Press and Registration of Books act, 1867, as subsequently amended, have not been complied with.
- **Gold coin or bullion** or both of a value **exceeding Rs. 10,000**.
- All classes of articles of the letter mail of which the whole or a part of the address side has been marked off into several divisions intended **to receive successive addresses**.

Treatment of Injurious Article.

- In any case in which a postmaster has **good reason to suspect** that the contents of any postal article are likely to injure the mails or harm the person of any one engaged in the postal service he is directed to detain the suspected article and to refer the case at once for the orders of the Head of the Circle.
- Article **fastened with pins** will be **returned at once to the senders**, if the irregularity is detected at the office of posting. If detected subsequently, they will be returned through the **Returned Letter Office**, the pins being first removed.

Treatment of prohibited or durable articles.

- Except where otherwise provided, **any postal article** found to contain any goods, which are being imported or transmitted by post in **contravention of any enactment** for the time being in force will be **returned to the sender**.
- And if **only suspected** to contain such goods will be forwarded marked **“Doubtful”** to the office of destination where it will be **opened in the presence of the addressee**.

- Imported Postal **article containing coin, bullion, precious stones, jewellery**, article of gold or silver or other articles which **are liable to customs duty** will not be transmitted by post unless and until the customs duty payable has been paid.
- **Articles bearing there on any matter which is prejudicial to the Maintenance of Law and Order, etc.**
- No article will be transmitted by post which has thereon, or on the cover thereof, any matter which is prejudicial to the **maintenance of law and order** or which is in furtherance of the **aims of a Political Party or organization**, or any matter which tends directly to cause loss or injury, to any community or class of persons whatsoever.
- No article will be transmitted by post which has thereon, or on the cover thereof, any pictorial representation of a **person who is proclaimed offender**, or who has been **convicted of an offence** punishable under Chapter VI of the Indian Penal Code or the defense of India Rules or who has been directed to be detained under the provisions of rule 26 of the said Rules.
- If any article in course of transmission by **post is found to contravene**, it will be sent to the **Returned Letter Office** for disposal.
- Article which have anything written, printed, impressed or attached to the address side.

