

## **POST OFFICE GUIDE PART- 1** **( POSTMAN/MAILGAURD)**

### **a) Delivery of mails**

**Definition :** The delivery of a postal article at the house or office of the addressee or to addressee or his servant or agent or other person considered to be authorized to receive the article according to the usual manner of delivering postal articles to the addressee is deemed to be delivered to the addressee under the Post Office Act.

**1. Delivery of registered articles:** No registered articles of any kind will be **delivered to the addressee** unless and until he or his **agent authorized** in writing has **signed a receipt** for it, in the prescribed form which will be presented to him for signature by the postman who delivers the registered article.

**2. Special procedure for delivering registered articles to firms etc.** Registered articles for **delivery to Firms**, etc., which normally receive a **large number of registered articles**, are entered in a **special list is duplicate** which is presented along with the articles acknowledgement forms etc., to the addressee who will be required to **sign the upper copy** in token of receipt of the lower copy **ONLINE** list along with all the articles and return the signed acknowledgements.

➤ **No individual receipts** will be prepared for the articles entered in the **special list**. Articles on which any charges are to be recovered will not be entered in the special list.

**3. Delivery of registered articles addressed to pardanashin women.** When the **addressee** of a registered or an insured article is a **pardanashin woman** who has not an agent appointed in writing to take delivery of such article on her behalf her signature (or mark, if she is illiterate) will have to be **attested by a respectable witness** (ordinarily a relative known as such to the postman), and the **article will be delivered to the witness**.

When the **witness** is not personally known to the postman, he or she must before taking delivery of the article, be identified and the person who identifies him (or her) will be required to sign the receipt and acknowledgement as a witness to the delivery of the article.

**4. Delivery of damaged registered article of the letter and parcel mail.** When a registered articles of the letter mail or a parcel is received in the office of delivery in a **damaged condition**, a **notice will be sent by the postmaster** of that office to the addressee requesting him to **attend the post office within seven days** in the case of

**inland articles** and **fifteen days** in the case of **foreign article** to take delivery of it either personally or through an agent.

### 5. Delivery of parcels and period of their detention at the office of delivery.

A parcel which does **not exceed 10 Kg.** in weight (except Value-payable parcel and those addressed to Poste Restante) will be **issued for delivery only once** and if it cannot be delivered through any cause on first presentation by the postman it will be brought back to the post office and will not be issued again for delivery.

- A **notice of arrival of the parcel** will, however, be issued at the next delivery through the postman to the addressee for taking delivery of the parcel either personally or by an agent or messenger authorized for the purpose.
- A parcel weighing **above 10 kilograms** in weight will be **delivered only at the post office window.**
- A similar notice will be issued to the addressees in such a case also. Should the addressee or his authorized agent fail to take delivery of the parcel at the post office **within seven days** from the date of presentation of the notice, the parcel will, on the expiry of that period, be treated as **“Unclaimed”** and disposed of according to the rules of the Department.

**6. Delivery of insured articles.** An article insured for any sum **not exceeding Rs. 500** will be delivered in the **ordinary manner.** An article insured for **more than Rs. 500** will be delivered **only at the Post Office window**, intimation of arrival being sent by the post office to the addressee.

- The addressee of an insured article or his agent, authorized in writing, must sign in ink both the receipt and acknowledgement relating thereto unless the outward appearance of the cover gives rise to **suspicion of tampering.**
- In such cases he should arrange to open the article at the post office, in the presence of the postmaster, and to have its **contents entered in an inventory** which will be prepared in duplicate and must be signed by the addressee.
- One copy of the **signed inventory** will be forwarded by the post office to the sender with **unsigned acknowledgement** attached to it.
- In case, the addressee or his agent is not known to the staff of the post office from which the insured article is to be delivered, the identification of the addressee or his agent by a person known to the post office staff or **production of evidence** which will establish his identity to the satisfaction of the Postmaster will be necessary if so required by the delivering post office official.

- When an **insured article** issued for **delivery is not accepted** by the addressee it will **not be sent out a second time**; an **intimation** of its arrival will be made over to him and the article will be delivered at the post office on presentation of the intimation with the receipt and acknowledgement duly signed.
- If the addressee of an insured article after an intimation of its arrival has been delivered, omits to take delivery of the article **within the time specified** in the intimation it will be returned to the sender as refused.
- When the **receipt and acknowledgement** duly signed together with the intimation are presented by the addressee or his agent to the Post Office, he must place his signature on the intimation in the presence of the delivery assistant of the post office and **surrender the intimation** to the post office if delivery is taken.

**7. Delivery of V.P. articles.** If the **amount** to be recovered on a **value payable article exceeds Rs. 100** an intimation of its arrival will be sent by the office of destination to the addressee.

- Such article will be **delivered at the post office** on payment of the amount entered in the form or receipt on the reverse of the intimation in cash and on presentation at the post office of the intimation with the receipt on the reverse duly signed.
- If the **amount** to be recovered on a **value payable article does not exceed Rs. 100**, the article will be **delivered** to the addressee or his agent authorized in writing by the postman **at the addressee's residence** on payment of the amount recoverable and on the addressee or his agent authorized in writing signing the receipt on the reverse of the intimation presented with the article.
- If the **amount** to be recovered on a **value-payable article exceeds Rs.25** and the **delivery** is to be made through a village postman or an extra-departmental delivery agent then the **article is delivered at the post office only** .
- If the **amount** to be recovered on a **value-payable article be not below Rs. 20** and the article is taken **delivery** of at the **counter of the post office**, the amount may be paid either in cash or by cheque.

**8. Delivery of articles on which Customs duty is due-** Articles on which **customs duty** to be recovered is in **excess of Rs. 50** are **ordinarily delivered at the post office window**, except in the case of Presidency and all the post office window, except in the case of Presidency and all First Class head Offices where this **limit is fixed at Rs. 100**. Such duty may be paid either in cash or by cheque.

**9. Delivery fee.** – Small packets received from foreign countries are charged on delivery, a delivery fee at the rate as given in Part II of the P.O. Guide.

**10. Arrangements for delivery of over-value articles at no-delivery town post offices.**

For the convenience of the public, who are required to call at the Post Office for taking delivery of over- value insured or V.P. articles, **Superintendents of Post Offices** are authorized to empower **no-delivery town post offices** to deliver such articles at the window, even though they do not perform any delivery work.

**11. Payment of Money Orders** – The **payment of a money order** will ordinarily be made **at the address of the payee** on his signing the money order and acknowledgement and returning them to the postman. The coupon should be retained by the payee.

- If the money order is payable to a person who is not permanently residing within the jurisdiction of the office of payment or personally not known to the postmaster or any of his subordinates, the money order will be paid only on satisfactory proof of the identity of the claimant with the person named in the money order.
- **Special arrangements** are available at important post offices for the payment of money orders by cheque or postal pay order or by book adjustment in the case of firms, business houses, Government offices, etc. which receive a large number of Money orders or where the amount of money orders payable to a single person exceeds Rs. 100.
- A payee cannot have payment of money orders both by cheque and by postal pay order.
- A money order **exceeding Rs. 500** is not normally paid by the **Village Postman** and the payment of such money order will be made at the **window of the post office** for which intimation will be sent through the Village Postman.
- In certain cases money orders **up to Rupees 2000** are paid by the village Postman.

**12. Duties of postmen and other delivery agents. - Postmen and other delivery agents** are forbidden to **deliver any article** on which any sum of money is due to the Post Office, whether on account of postage, customs duty, or on any other account without receiving immediate payment of the amount due, or to delivery any registered or insured letter or parcel without obtaining the signature of the addressee or his agent on the receipt and acknowledgement.

- They are also forbidden to deviate from their prescribed beats, and cannot, therefore, be required to call again to receive payment of sums due. They are not bound to give change.

**13. Delivery of articles at Post Office without a delivery agent.** – In the case of **small post offices** in the rural areas where a **separate postman or a delivery agent is not attached** to the post office the postmaster will make arrangements to deliver the unregistered article on his responsibility and deliver the registered articles and insured articles, and pay money orders at the post office by sending for the addressees and payees.

**14. Window Delivery** – Except where the **post box system** is in force, any person residing within the ordinary beat of the postmen can have all letters and other postal articles received to his address delivered to him regularly, during business hours at the **window of a post office, free of any charge** on this account provided that the articles are taken over loose and that the **addressee makes a written application** to the post office asking that his letter and other articles may be **retained in the Post Office** till called for, instead of being sent out in the ordinary course through the postman.

**15. Delivery of articles to messengers sent from places not served daily by postmen.** –

Any person residing at **a place which is not served daily** by the postmen, who sends his own messengers regularly to the post office to take delivery of correspondence received to his address or to the address of members of his family can have his letters and other unregistered articles delivered to the messengers who **must pay the postage due** on the unpaid articles unless the **addressee deposits money in advance** to pay the postage, in which case an **account will be kept with him** and adjusted at regular intervals.

- **Registered and insured articles** will be delivered and money orders paid to the messenger only on the conditions. **Value-payable articles** will be delivered only in accordance with the provisions of clause 43 (No-8).
- The Post Office will, if desired, provide, at the addressee's expenses, **a bag furnished with a lock** in which all articles, cash receipts, acknowledgement, notices and coupons to be conveyed by the messenger will be placed by the post office together with a memo of the contents.
- One key of the bag will be kept by the postmaster and the other by the addressee. The same bag may be used for the conveyance by the messenger to the post office of articles to be posted but no cash for any purpose whatsoever may be conveyed in the bag to the post office. No fee will be charged for the use of this bag.

**16. Payment of money orders to messenger sent from places not served daily by postmen.** – Any person residing at a place **which is not served daily by the postmen**, who sends his own messengers at regular intervals to the post office to take delivery of correspondence received to his address may **authorize the postmaster, in written**, to pay



money orders to the messenger, and the postmaster will accept the signature on the money orders of the messenger named in the written authority so given, and pay him the amount.

**17. Delivery of registered articles, etc. to messengers or to care party** – If the **addressee specially authorizes** the postmaster to do in writing the postmaster will also deliver to the **messenger** all registered and insured articles and pay him the value of all money orders which may arrive for the addressee or his family; provided that no value-payable articles will be delivered with conditions.

- If the addressee **does not authorize his messenger** to sign on his behalf, the **receipts and acknowledgements** in the case of registered and insured articles and notices with acknowledgements and coupons in the case of money orders will be handed under receipt to the messenger for delivery to the addressee.
- When the **receipts and acknowledgement** are returned to the post office duly signed, and the notices endorsed with receipts of payments, the articles and the amounts of the money orders will be made over the messenger.
- It is not necessary that the **authority granted to the postmaster** should apply to all classes of articles; it may be **restricted to uninsured registered articles**, in which case insured articles will be delivered, and money orders paid, only on the return of the receipts, acknowledgements and notices signed by the addressee.
- An article **addressed to A B care of a general** or shipping agent or care of a Scheduled Bank or its Branches in India will be **delivered to the care party** if it is not known at the post office that the articles can be at once delivered to the addressee himself.
- Instructions received from addressee authorizing the post office to deliver articles or pay money orders to persons other than themselves should be treated as lapsed after a time limit of 3 years unless renewed within that time.

**18. Delivery of Registered Articles etc. and Payment of Money Orders Addressed or Payable to Students of Educational Institutions.** – Registered articles and parcels addressed to students and inmates of educational institutions can with the **approval of the Head of the Circle** be delivered to the **head of the institution** or to a **person duly authorized** by him on the head of the institution giving a general undertaking that he will be responsible for their safe delivery to the actual addressee and will reimburse to the Department any loss to which it may become liable in the event of a complaint from the addressee.

- **Insured article and Money Orders** addressed/payable to the students can also with the **approval of the head of the Circle** be delivered/paid to the head of the educational institution on his executing an indemnity bond.

**19. Accounts with planters, etc.** – In case of **planters** and others **living at a distance from the post office**, units of the Defence Services, permit holders of Business Reply Cards and envelopes, firms etc., who are in the habit of receiving **unpaid correspondence**, the post office will arrange, if desired, for the delivery of articles to their messengers or orderlies or at their offices, without requiring a daily settlement of its claim for the postage due on their unpaid articles, provided that a sufficient sum to pay the **postage is deposited in advance** by the addressees.

- In such cases the post office will keep an **account with each addressee**, adjusting the account at regular intervals, and giving the addressee due notice when the amount deposited by him in advance to cover postage is nearly expended.
- Addressees wishing to have **air mail correspondence** redirected by air are required to **deposit in advance in the post office**, sums sufficient to cover the air fees.
- In such cases the addressees should give **written instructions** as to the nature of the articles which they desire to be redirected by air.
- The post office will keep **an account with each** such addressee in accordance with the procedure laid down in the preceding paragraph.

The **addressee of an article** is not bound to pay the **amount due** on it to the Post Office if he does not want to take delivery of it. In this case the word **“Refused”** will be written by the Postman across the cover.

**Refusal of registered articles presented for delivery:** If the **addressee, while refusing** to take delivery on presentation of the registered article to him, makes an application in writing to the post office of delivery for the detention of the article or

- If the **addressee is not found** at the address given on the article, the article shall be detained in the post office for a **period not exceeding 7 days** from the **date of its presentation** to the addressee or **from the date it is last sent out for delivery** as the case may be.
- If the addressee fails to take delivery of the article from the post office within the said period of seven days, the **article will be returned** to the office of posting for delivery to the sender. The remark **‘Refused’** will be recorded on the article if the addressee fails to take delivery after requesting for detention.
- The expression **‘office of posting’** means the delivery post office which serves the **address of the sender**.

- **Obligation to pay charges.** - When a person takes delivery of an article on which any sum is due to the Post Office, he **must pay the amount marked** upon it. Any complaint of overcharge should be made to the postmaster of the office of delivery to whom the article should be taken before being opened.
- **Remedy of post office for recovery of charges due.** - If a person, after taking delivery of an article on which any postage or other sum or customs duty is payable, **refuses to pay the amount marked** as due, it will be recovered from him in the same way as a fine imposed under the Post Office Act and the Post Office has further the **power of withholding** from him until such charge be paid or recovered, any article addressed, to him not being on India Government Service.
- **Articles maliciously sent unpaid.** – If the **Head of a Circle** is satisfied that any article has been **maliciously sent for the purpose** of annoying the person to whom it is addressed, he may remit the amount of postage charged upon it. **Superintendents of post offices** and **first Class Postmasters** may remit the amount of postage in such cases if it **does not exceed Rs. 10**.
- **Correspondence for Defence Services Personnel.** Articles addressed to the officers and other ranks of **Defence Services** and formations will be delivered to an orderly or other fit person deputed by the Officer Commanding the unit or formation to receive them.
- Articles on which postage due will be returned to senders as undeliverable. Postage due on Inland Letters Cards called “**Forces Letter**” and “**Green Envelopes**” is prepaid under special arrangements. **No recovery** will be made at the time of delivery from the addressees of ‘**Forces Letters**’ and ‘**Green Envelopes**’ which bear the **date stamp of an Army Post Office** .
- This concession will not be extended in the case of a unit formation consisting merely of an office, e.g., the M.E.S.

### **POSTE RESTANTE**

- The Poste Restante is intended solely for the **convenience of strangers and travelers** and even they may not use the Poste Restante for **more than three months**.
- **Definition.** – All articles superscribed “**To be kept till called for**”, “**To await arrival**”, or in any similar way, and also articles addressed “**Post Office**” are held to fall under the head “**Poste Restante**”.



- The addressees of articles falling under the head “**Poste Restante**” must give the names of the addresses. The use of initials, figures, Christian names without surnames, fictitious names or conventional marks of any kind is not admitted for these articles.
- **Disposal of Poste Restante Articles. –**
- A **Poste Restante article** (except valuepayable) is kept in the post office to which it is addressed for a **period not exceeding one month**.
- A **value-payable postal article** marked “Poste Restante” is, subject to the proviso to kept in the post office to which it is addressed for a **period of seven days only**.
- **Responsibility of the Post Office. –**
- In cases in which articles are superscribed. “**To await arrival**”, or “**To be kept till called for**”, and the address gives no further indications of the intention of the sender, the responsibility of the Post Office is limited to the retaining of such articles in deposit for the prescribed period.



**Re-direction. –** A postal article which cannot be delivered by the post office, to which it is addressed **owing to the addressee being elsewhere** may be **redirected, free of charge**, to another post office for delivery to him.

If a postal article or a notice of the arrival has **once been tendered to the addressee** by the post office, **it will not be re-directed** to his address elsewhere.

**Interception and place of re-direction. –** A postal article cannot be intercepted and redirected while in transit. It can only be **re-directed at the post office to which it is addressed**.

**Conditions of free re -direction. –** A postal article redirected to any place served by the inland post by an officer of the Post Office or by an agent of the addressee after its delivery will be transmitted by post **free of charge** in respect of such further transmission; provided that :-

- (i) in the case of an **unregistered article** redirected by an agent of the addressee, the article has not been opened and has been either returned to the postman or re-posted at the place of delivery; and

(ii) in the case of a **registered article** re-directed by an agent of the addressee, the article has not been opened and has been returned to the postman at the place of delivery with the receipt unsigned.

Where a Postal article is re-directed to any place under sub-clause (1), the Postmaster at such place may, if authorized by a general or special order in this behalf issued by the Head of the Circle require the addressee of the re-directed article to give, at the time of delivery a receipt for such article.

**Penalty for breach of condition.** – A postal article **reposted** after having been opened or **reposted** at any place other than the place at which it was delivered, will be treated as a **postal article posted for the first time** and charged with postage accordingly.

A registered article of which delivery has been taken can be re-posted only under the conditions prescribed for the posting of registered articles for the first time, **no fresh charge will be made** on account of postage **if the article has not been opened**.

**Re-direction fee on parcels.** – A parcel **re-directed** to any place served by the inland post will except where the **original address and the substituted address are within the delivery area** of the same post office or are within the **same post town**, be chargeable in respect of each redirection with further postage amounting to **half the prepaid rate**. Such re-direction is not, however, undertaken **unless** the addressee or his agent gives written instruction in the matter.

**No re-direction fee** will be recovered from the sender where a parcel has been returned as unclaimed or refused for delivery to him **within the delivery area** of the post office of issue or the same post town.

In other cases, a **redirection fee amounting to half the prepaid rate** is chargeable from the sender in respect of each redirection.

**No redirection fee** will be charged on inland **parcels addressed to troops**, and such parcels when redirected within India will be transmitted free of any further charge.

**Instruction regarding change of residence.** – Persons **changing their address** should **furnish** the post office **both at the place which they are leaving and at the place to which they are going** with written instructions regarding the disposal of postal articles (including money orders) received to their address.

➤ The **instruction must be simple and direct**, and must state whether they are intended to apply to all postal articles, and whether the postal articles referred to are postal articles addressed to the person giving the instruction only, or also to members of his

family of household. Complicated or conditional instructions or anything in nature of a tour program will not be attended to.

- Articles of the letter mail originally posted for transmission by the inland post will not be redirected to places not served by the inland post.
- (i) Without express instructions from the addressee in writing to this effect and
- (ii) unless the conditions required for transmission by the Foreign Post are fulfilled.
- Persons leaving India are therefore advised to leave their written instructions or to appoint an agent in India to receive any letters or other articles that may arrive for them after departure.
- **Unpaid or insufficiently paid** inland packets **will not be redirected** to foreign countries unless fully prepaid at the rate applicable to such packets for transmission by the Foreign Post.
- The Indian Post Office is not responsible for any action taken by the country of destination on an inland article received by it in contravention of the regulations of that country.

**Period for which instructions valid.** - Separate written instructions are required **for every change of address**; and instructions will not ordinarily be attended to for **a longer period than three months**, unless renewed within that time except in the case of persons leaving India when a longer period may be specified, if desired.

**Articles addressed to deceased persons.** - Articles addressed to deceased persons are ordinarily dealt with in the same manner as **unclaimed articles**.

**Postmasters** are, however, authorized to exercise their discretion in delivering such articles to **any near relative of the deceased** who may have applied for them or who may desire to receive them, so long as the articles are **uninsured** and do not appear to contain any valuable property and there is no doubt as to the title of the applicant to receive such articles and there is no counter-claimant or likelihood of dispute. In **all other cases**, applications in respect of such articles should be addressed to the **Head of the Circle** concerned.

**Void Money Orders.** - If payment of a money order to the payee cannot be effected and the amount **cannot be repaid to the remitter** owing to the latter not being found, the **order will become void** and its **value be credited to the Central Government**.

- But if the **payee or remitter subsequently applies for payment**, the amount of the order will be paid to him on the authority of the **Postal Accounts Officer** provided that

application is made **before the expiration of one year** from the date of issue of the original order.

- Provided that the **amount of a money order** other than a **V.P. money order** shall be **repaid to the remitter** in case the payee is dead:
- Provided further that where the **remitter or, in case of a V.P. money order** the payee, is dead, the amount of the money order or money orders **upto one hundred rupees** shall be paid to the claimant on his executing a personal indemnity bond; and for amounts **exceeding one hundred rupees**, an indemnity bond with one surety shall be obtained from the claimant.
- Exception: In the case of money orders **issued from field post office** and family allotment MOs remitted on behalf of streamers working on Indian merchant ships, the **limit of time** for making such an application **shall be two years**.
- When payment of a **void order** is to be made in a country or at a **place outside India** with which money orders can be exchanged, **a fresh commission is deducted** from the amount of the order at the rates applicable to Inland money order expressed in sterling according as the settlement country or place where payment is to be made is on which money orders are drawn in rupee currency or in sterling currency.
- In the case of a **money order** is in **excess of the limit prescribed for remittance to foreign country** under any law or regulation in force at the time of such redirection, the remitter or the payee should obtain payment of the amount of the money order in India either personally or through a duly authorized agent or furnish the **authority of the Reserve Bank of India** permitting the remittance of the amount of the money order out of India by means of foreign money order.

**Liability to detention of certain mails.** – In cases where the transmission or delivery of letters would be **delayed by the dispatch or delivery** at the same time of books pattern or sample packets (other than registered newspapers) or parcels, such articles may be held back in the office of posting **for a period not exceeding one day**. These articles, excepting parcels, may also be held over till the next delivery in the office of delivery.

**Facilities provided by village postmen in rural areas.** – In addition to their regular delivery work, **village postmen** carry a **small stock of postage stamps** and **stationery** of the more frequently utilized denominations for sale to the rural public. They also, keep a **stock of the commonly required postal forms** like acknowledgement forms. Money Order forms may also be obtained from them on payment of ten paise for each form. Village postmen are, also, authorized to book registered letters and post cards tendered to

them for dispatch for which a receipt will be issued by them and to collect letters tendered to them for dispatch.

