

## **POSTAL MANUAL VOLUME VI (Part III)**

### **01. Head Postmen.**

- In the larger offices, there are usually one or more postmen designated **head postmen** who are entrusted with the **duty of conveying money** to and from the treasury, sub-treasury or Bank or town S.Os.
- Head postmen may also be required to take out for delivery articles that have been returned by other postmen as **unclaimed or refused** and to take up the **work of any postman** who may be **temporarily absent**.
- For the sake of greater security, a head postman may be ordered by the postmaster to **accompany a postman** to whom several **insured articles or e-money orders** of considerable aggregate value have been made over for delivery or payment.
- Head postmen may be **employed to make enquiries into minor complaints**, verify payment of e-money orders and test the work of postmen and letter-box attendants when they can be spared for such a purpose.
- His services can be utilized in **Nodal Delivery Centre** where NDCs are working in HO

### **02. Knowledge of postal business.**

- Postmen are expected to **know thoroughly the rates** of inland postage and commission of e M.Os, the charges for insurance and the fee for registration.
- They should be fully competent to fill up the forms with which the public have ordinarily to deal, especially e M.Os and forms relating to the V.P. system, and be able to describe the principal features and advantages of the S.B. post office certificate, e M.O. registration, and other postal systems.
- Every **postman** will be supplied, for his personal use with **a copy of P.O. Pocket Guide** and a copy of this chapter printed **in the regional language**.
- He must be careful not to lose these and when giving over charge, must make them over to the official by whom he is relieved.
- His services can be utilized in field for the public members to render Mobile Banking services
- Use of PMA be made after integration with CSI for delivery of the articles

### **03. Supply of forms to be carried.**

- When a postman proceeds on his beat, he should carry with him in the postman bag **a small stock of forms** relating to the value payable system and supply them to the public when required.

#### 04. Postman's book.

- Every **postman** must keep a **book** in **Form Ms. 27**, in which, before proceeding on his beat.
- He should enter the particulars of the e-money orders and other articles entrusted to him for payment or delivery.
- On his return to the office, a postman should obtain the **initials of the Assistants** concerned or the treasurer in the appropriate columns of his book, an acknowledgement of all receipts, acknowledgments, cash relating to delivered articles, paid eM.Os, undelivered articles, unpaid eM.Os and cash which he has made over to the Assistants or to the treasurer, as the case may be.
- A **head postman** should also enter in his book particulars of drawings from, and payments into, the treasury, sub-treasury or Bank and obtain the treasurer's acknowledgement in his book for money drawn from the treasury, sub-treasury or Bank and paid to him.
- He must sign the **treasurer's cash book (Form A.C.G. 2)** for money made over to him for payment into the treasury, sub-treasury or Bank and On the reverse of the lower copy of the treasury voucher which constitutes the office record for vouchers made over to him for drawings from the treasury, sub-treasury or bank.
- When cash is entrusted to a head postman for the purchase of stamps from the treasury or sub-treasury, he should give a receipt for the amount in the treasurer's cash book and obtain a receipt in his book from the treasurer for the stamps made over to the latter. As no special columns are provided in the postman's book for entries of these transactions, the particulars should be written across the form.
- If a cash remittance is entrusted to a postman, he should enter in his book the name of the office for which it is intended, and the amount of the remittance if it is sent loose or, if enclosed in a cash bag, the weight of the cash bag. Against the entry, he should obtain the acknowledgment of the treasurer or sub or branch postmaster to whom the remittance is made over.
- If a postman's beat **extends beyond a single town or village**, he must, in addition to the postman's book keep a **village postman's visit book (Form Ms. 86)** and perform all the duties of a village postman in connection therewith, and when the Superintendent so directs he will be supplied with a book of receipts, to enable him to accept and grant receipts for registered articles of the letter mail.
- Used-up **postman's books** should be kept on record in the delivery department.
- The particulars of the articles given for delivery under the "**Delivery slip**" system are not to be entered in the Postman's book.
- The delivery slip serves the purpose of this book and it should be filed in the delivery department at the close of the day.

- In **S.Os** a **postman** must **acknowledge receipt** of the money or vouchers made over to him for payment into, or drawings from, the treasury, sub-treasury, or Bank on the reverse of the counterfoils of the treasury/bank receipts or vouchers. In the case of cash entrusted to him for the purchase of stamps, he must give a receipt in the **S.P.Ms receipt book**.

#### **05. Addresses to be noted on articles.**

- The **postman should note the name of the addressee** on articles made over to him for delivery, in every case, in which he cannot himself read the language in which the address is written.'
- A **postman** should be careful not to receive articles addressed to persons residing in another **postman's beat** except in the case of an article given to him from deposit for the purpose of enquiry, and in this case it should be separately noted in this book.
- The **transfer of articles**, especially or articles brought back undelivered, from one postman to another, without the permission of the delivery Assistant is strictly prohibited.

#### **06. Damaged articles to be noticed.**

- It is a postman's duty to **carefully examine every article** made over to him for delivery, and to bring at once to the notice of the postmaster any article that is open or damaged, or that bears the appearance of having been tampered with. **Special care** must be taken to observe the condition of **insured articles**.

#### **07. Receipts for articles issued for delivery.**

- Postman must sign the **registered and parcel abstracts (Forms R.P.33 and R.P.8)**, the registers of V.P. articles received or the delivery slips, where they may be in use, for the registered letter mail and parcel mail articles made over to them for delivery.
- When signing for the articles, the postmen are required themselves to write, in words, **the number of articles** given to them, the **total amount to be collected** on account of any parcel postage or customs duty that may be due and the total amount to be recovered, from the addressees of V.P. articles.
- In the case of **delivery slips**, these entries should be made by the postman below the last entry in the slip. If an **alteration** in the particulars of an article made over to a postman for delivery is made in the **delivery slip by the Assistant, it must be attested by the postman also**.

- The postmen are also required to **sign the postage account** in acknowledgement of the postage due on unpaid articles of the letter mail made over to them, and when doing this to write, in words and figures, the total amount of the postage for which they are responsible.
- No postman is permitted to receive for delivery an insured **article of greater value than Rs. 500/-**.
- The **aggregate value** of insured/VP/COD/Banking/MO/IPPB that may be made over at one time to a single postman for delivery **should not ordinarily exceed Rs. 40000/-**
- **Divisional Head** may increase the above mentioned aggregate amount from **Rs.40000 to Rs.80000** subject to prior consultation with police.
- A single insured **article up to Rs. 500/-**, and the aggregate value of the insured insured/VP/COD/Banking/MO/IPPB sent out for delivery through a **single ABPM /Dak Sewak** should **not exceed Rs.15000/-**.
- **Divisional Head** may increase the above mentioned aggregate amount from **Rs.15000/- to Rs.25000/-** subject to prior consultation with police.

#### **08. Book of receipts for intimations and notices delivered.**

- Every postman must keep, in **Form R.P. 53**, a **book of receipts for intimations and notices** delivered in which, before proceeding on his beat, particulars and the following intimations and notices entrusted to him for delivery will be entered by the postmaster, registration, parcel or e-money order Assistant as the case may be ;
  - i) intimations relating to insured articles;
  - ii) intimations relating to V.P. articles exceeding Rs.500/- in value;
  - iii) notices relating to e-money orders payable to planters ;
  - iv) notices relating to articles the contents of which have been damaged or
  - v) appear to be contraband ; and intimations relating to registered articles and e-money orders for residents at hotels, clubs, etc.
  - vi) intimations relating to parcels weighing above 10 Kgs.
- The **postman** must himself write the name and address of the addressee or payee in the appropriate column and should deliver the intimations and notices, with the **receipts and acknowledgments** in the case of **insured articles** and the **acknowledgments and coupons** in the case of **eM.Os** to the addressees or payees, whose signatures should be taken in the book against the entries concerned.
- In the case of **insured articles** the value of which **exceeds Rs. 500/-** and which has to be delivered at the window of the Post Office, when the Postman delivers the addressee's receipts, the acknowledgment and the intimation to the addressee, he should ask the addressee to sign the addressee's receipt in **Form R.P. 31 or R.P. 1**,

as the case may be, in his presence who will endorse on the back to the effect that the addressee has signed the receipt in his presence.

### 09. Instructions for delivery.

- Each **postman's beat** is fixed by the **postmaster** and he must on no account deviate from the beat prescribed.
- Postman is **required to deliver, if possible, before he returns** to the post office, all the articles entrusted to him for delivery to persons residing within the limits of his beat.
- Postmen, while on duty, are **prohibited from distributing advertisements**, handbills, trade circulars or notices of any description on behalf of the members of the public.
- If the addressee of an article cannot be found at the given address, **enquiry regarding his changed address should be made** from the neighbors.
- If trustworthy information can be obtained, the postman **should deliver the article at the new address**, if it is in his beat, or make a note of the new address on the article, so that it may be made over to another postman at the next delivery, or redirected to another post-town, as the case may be.
- If sufficient information regarding the **addressee cannot be obtained**, the article should be **returned to the postmaster as unclaimed**.
- If the **addressee of a V.P. article** taken out by the postman for delivery is at home when the postman calls and does not at once take delivery of it, the postman should require the addressee to sign the receipt attached to the **intimation to the addressee**.
- The **intimation** should then be detached from its receipt and delivered to the addressee, the receipt being **pasted into the postman's book** of receipts for intimations and notices delivered, against an entry of the No. of the article to which it relates which he should make in the book at the time.
- If the **addressee of a V.P. article** taken out by the postman for delivery is known to be residing at the address marked on the article but is not at home when the postman calls, the postman should write a remark to that effect on the article.
- If the addressee is not at home or delivery of the article cannot be effected when the article is given out for delivery for the **second time**, the postman should deliver the **intimation to the adult member** of the addressee's household or any other person who may be considered to be authorized to receive ordinary correspondence for the addressee, under receipt to be obtained in the postman's book of receipts for intimations and notices delivered, against entry of the No. of the article to which it relates, which he should make in the book at the time.

- If the person to whom the **intimation** is to be delivered is **illiterate**, the postman should write the name of that person in his book of receipts for intimations and notices delivered and deliver the intimation in the **presence of a witness** whose signature should be **obtained in the book**.

### 10. Realization of postage before delivery.

- A postman is forbidden to deliver any article on which any postage or customs duty is **due**, or any **sum is to be recovered** (as in the case of a V.P. article) until the full amount to be recovered has been paid.
- He is not obliged to give change. If any unnecessary delay occurs in the payment by the addressee of the charges recoverable on an article, the postman is authorized to take the article **back to the post office**.

### 11. Receipts of addressees for registered articles delivered.

- Postman will be held **responsible** that **receipts and acknowledgments** for registered and insured articles of the letter and parcel mails delivered are in every case signed by the addressee or some **ACSO** authorized to receive such articles on his behalf.
- They should require the addressees or their agents to sign the receipts and acknowledgements (if any) and return the signed documents to them before delivery.
- An article should not be left with the addressee or his agent until the receipt has been duly signed and returned.
- **No receipts** are taken from the addressees of **unregistered parcels**.
- Articles **addressed to A.B., care of C.D.** should whenever possible be delivered to A.B. and should only be delivered to C.D. in A.B.'s absence and provided that C.D., is **authorized** to receive such articles on A. B's behalf.
- When an article is **addressed to A.B. care of a general shipping** agent or care of a Scheduled Bank or its Branches in India, the article may be delivered to the care party if it is not known at the post office that the article can be at once delivered to the addressee himself.
- When a "**Mobilization**" or "**Reservist**" cover is delivered the signature or mark of the addressee on the receipt should be **attested by** the signature of the **village headman**, village accountant, school-master, or any **respectable witness** known to the postman.
- If the **addressee refuses to sign an acknowledgment**, but merely signs the receipt, the article **should be delivered** and a **remark** regarding the refusal **should be written on the acknowledgment**.

- The postman should see that the **receipts and acknowledgments** of **insured articles** delivered are signed in **ink**, or **with ball pen**.
- When delivery of **ordinary registered articles** is to be made by **special procedure of list (Form R.P. 57)** the postman should sign in the **registered or parcel abstract**, as the case may be, against an entry of the addressee's name and the **total number of articles**.
- A **single receipt** for the articles should be obtained from the addressee on the upper copy of the list. Acknowledgments, if any, and receipts in respect of articles on which charges are due, should also be got signed.
- The **lower copy of the list**, along with the articles, should then be delivered to the addressee, after recovering from him the amounts due.
- Before making over the receipted copy of the list to the **registration or parcel Assistant** as the case may be, the **postman should himself sign** it in token that the articles entered therein have been **duly delivered by him**.
- In the rare event of his returning one of the articles as undeliverable or to be redirected, the postman should note the fact in the **"Remarks"** column of the list against the entry of the article.
- All **receipts and acknowledgments** must be made over to the responsible Assistant concerned on the return of the postmen to the post office.
- But in the case of **receipts for parcels and other articles** on which **postage or customs duty**, with the relative postage or redirection fee has been realized, the postmen should **first take them to the treasurer** and make over to him the money realized on these accounts.
- The **treasurer** will acknowledge receipt of the amounts in the postmen's books and return the receipts to the postmen, who will then handover the receipts without delay to the **parcel Assistant**.
- If the duties of the treasurer are performed by the parcel Assistants the postage and other charges realized on parcels delivered should be paid to the Assistant to receive such collections.
- In offices where **delivery slips** are used, the treasurer (or other official) will acknowledge receipt of the amount in the **delivery slip** instead of in the **postman's book**.

## **12. Delivery to illiterate addressees.**

If a **registered article** of the letter or parcel mail is delivered to an **illiterate addressee**, his **seal or other mark** should be taken on the receipt and acknowledgment (if any) **and attested by the postman**.

If the **addressee of an insured article** is **illiterate**, his thumb impression, seal, or other mark should be obtained on the **receipt and acknowledgment**, in the **presence of a resident witness** who should be required to attest it with his signature.

### **13. Delivery of insured articles addressed to minors.**

An **insured article addressed to a minor** should always be delivered to him in the **presence of the person in whose care** he may be living at the time and **after his signature or thumb-impression** on the receipt and acknowledgment has been **attested by that person**.

### **14. Payments of e-money orders.**

- The copy of **eMOs delivery slip** must be **signed by the postmen** in acknowledgment of the eM.Os and cash made over to them for payment, the total amount of **cash given to each postman** to pay e money orders being written by him in **words and figures over his signature**.
- When a **postman or some other official** selected by the Postmaster is ordered to **accompany another postman** who is carrying eM.Os articles on which customs duty is due and V.P. **articles of value more than the prescribed maximum** he should affix his signature below the **postmaster's orders** in the register of eM.Os received, in token of having seen them, and it will be his duty to accompany the postman in his beat up to a point where the cash is reduced to the limit prescribed for a single postman.
- The official should again affix his signature in the register of eM.O.s received in the presence of the treasurer below the **acquittance** by the postman for the money received by the postman for payment of eM.Os.
- The **escorting official** should sign in the **postman's book**, in the column 'remarks' against each eM.O. which was paid in his presence during his travel, with the postman, and note also the time and place at which he left the postman against the entry of the last eM.O. paid in his presence, which had the effect of reducing the amount of unpaid e- money orders plus the aggregate value of V.P. articles and articles on which customs duty is due realizable from addressee to a point within the limit prescribed for a single postman.
- **Before paying an eM.O.** the postman should **require** the payee or the person authorized by the payee in writing to receive e- money orders on his behalf and to **sign the receipt and acknowledgement in ink**.
- If the name of the payee's father is given in the eM.O. the payee should be required to sign it thus— "A, son of Z".

- When an eM.O. is paid to a person other than the payee on the written authority of the latter, the person receiving payment of the eM.O. should be requested to sign the receipt and acknowledgment of the eM.O.
- Before paying an eM.O. the postman should see that the correct amount has been receipted by the payee in the proper spaces provided in the receipt and acknowledgment portions of the eM.O.
- Form mentioning the date in the acknowledgment. The **intimation portion of a V.P. M.O.** should be cut off and **delivered to the payee** at the time of payment.
- On the signed receipt and acknowledgment being returned to him, the postman should pay the amount of the order and **detach the coupon** which should be left with the payee.
- The **postman should then himself sign** the eM.O. as the official by whom payment was made, and note the date of payment, in the places provided for these purposes.
- In the case of an **unclaimed or refused eM.O.** which is repaid to the remitter his **signature should be taken on the receipt** and **only coupon** should be detached and **handed over to the remitter.**
- All the eM.Os given out for payment must, as an absolute rule be **returned** (together with the acknowledgments) to the **e- M.O. Assistant** and the money (if any) remaining undisbursed to the **treasurer**, before the office is closed for the day.
- The accounts between the postman, the **treasurer** and the e- M.O. Assistant must be adjusted before the close of the office.
- **EXCEPTION.**—The **disposal of acknowledgment** relating to e-money orders issued in favor of officers of Government or District Local or Municipal Boards, is governed in some cases by **special rules** which provide for the **retention of the acknowledgment by the payee.** To these acknowledgments, the procedure prescribed in this paragraph does not apply.
- If the **payee of an eM.O. is illiterate**, his **thumb-impression**, seal or other mark should be obtained on the **receipt and acknowledgment** in the **presence of a resident witness** who should be required to attest it with his signature.
- When the **payee's thumb-impression** is taken, the following procedure should be followed: All **grease and dirt** should **first be carefully removed** from the ball of the left thumb, which should then be wiped dry, laid on the special ink-pad provided for the purpose, and very lightly rolled from left to right until it is sufficiently inked. The thumb should then be placed on the paper and a complete impression obtained by rolling it very lightly once from left to right. If the thumb is rubbed or allowed

to slip either on the pad or paper, a good impression cannot be secured. It is always **advisable to take one or two experimental impressions on waste paper before finally impressing** the thumb on the document. Before proceeding on his beat, a postman should be careful to see that there is sufficient printers ink in the special ink pad supplied to him for taking thumb impressions to last during the entire period of his absence from the post office. The pad should be replenished with ink from the post office whenever necessary.

- When the **amount of an eM.O.** payable to an **illiterate villager** is **less than five rupees**, and **there is no literate man** in the village to witness the payment, the eM.O. may be **paid in the presence of an illiterate witness**, whose thumb-impression should be taken on the eM.O. including the acknowledgment in attestation of payment.
- In every such case the name of the witness should be written on the eM.O. by the postman by whom it is paid.
- When the **amount of a eM.O.** payable to an **illiterate villager** is **five rupees or more**, and **no literate witness** is available in the village, payment should be duly attested by securing the **left thumb-impression of the headman of the village** on the eM.O. and his name should be written it is paid.
- If the **payee of an eM.O. be a blind person** the procedure to be followed in respect of an **illiterate payee** should be observed in this case.
- When eM.Os are paid by postman who serve **villages out-side post towns** the **signature of the headman of the village** or of the **village accountant** or other respectable resident of the place where payment is made, must, in every case, be taken on the e-money order in **attestation of the payment**, whether the **payee is illiterate or not**.
- When a **pension e-money order** is paid to a **departmental pensioner**, the postman should endorse under his dated signature, on the back of the acknowledgment portion of the e-money order, a certificate in English or the Regional language to the effect that pensioner is alive on the date of payment.
- The certificate endorsed by the postman or village postman on the back of the acknowledgment portion of pension money orders paid in **January, April, July and October** should be **attested by at least two respectable persons** in the village.
- A **postman who asks for, or receives, a commission** or present on paying a money order is **liable to removal**.
- In S.O. the **cash on account of money orders** remaining unpaid should be made over by **the postman** to the **e-money order Assistant**.

- **Payment of e-money orders by pay order.**—In cases where payment of e money orders is to be paid by **pay order**, the postman should give the **e-money orders**, the **pay order** and the **duplicate copy of the list or lists Form [M.O. 20(a)]** to the payee, who will sign the acknowledgments of the e-money orders and a receipt for the pay order and the list, in the form attached to the duplicate copy of the list, and make over the receipt with the e-money orders to the postman retaining the coupons, the intimation portions of V.P. money orders and the duplicate of the list for his own use.
- If the payee finds that any of the e-money orders are not intended for him, or if he refuses to take payment of an e-Money order drawn in his favor, he will strike out the entries of those e- money orders from the duplicate copy of the list, altering the total accordingly, and return the pay order and the list to the postman.

### **15. e-Money orders addressed to minors.**

- Where the **minor is under years of discretion** and is **living with his parent** or lawful guardian, **payment should be made to the parent or guardian on his signing the eM.O.** on behalf of the minor.
- Where the **minor is under years of discretion** and is **not living with his parent** or guardian, and the parent or guardian cannot be ascertained, **payment should be made to the person** in whose care and custody the minor for the time being is, subject to such person signing, **in addition** to the eM.O. an **agreement of indemnity** undertaking to indemnify the Post Office against all adverse claims in respect of the amount of the eM.O. paid.
- In the event of his **refusing to sign such a bond**, **payment should be withheld** and the eM.O. should be taken back to the post office. The prescribed form of agreement should be obtained from the postmaster.
- Where the **minor is old enough to understand the nature of the transaction**, **payment should be made to the minor himself.**
- Stamp duty will be payable as per latest Stamp duty act. The stamp being provided by the person who executes the agreement. If a different rate of stamp duty in force in any Circle, the Head of Circle will issue necessary instructions. A single agreement of indemnity may be taken in respect of more than one e-money order paid at one time by a post office to one and the person on behalf of a minor.

### **16. Payment of e-money orders addressed to persons without hands or fingers.**

Where a **person suffering from leprosy** who has **lost his fingers** is living in any asylum, payment will be made to the **head of the Institution** on his signing the e-money order on behalf of such a person.

Where a **person without hands or fingers** (whether on account of war, disease, accident or any other cause) is living with his parents, relatives or friends, payment will be made to the responsible person with whom such a person resides, in the presence of an **independent responsible witness** who should be required to **attest the signature or thumb-impression** on the form.

### **17. Payment of e-money orders and delivery of registered letters to lunatics.**

Persons of unsound mind may be classified as under—

(i) those who are adjudged lunatics in the inquisition proceedings under the Lunacy Act, and for the Administration of whose estates, **managers are appointed by the court;**

(ii) those who are so adjudged but for the administration of whose estate, **no managers are appointed by the court;**

(iii) those who are committed by proceedings under the **Lunacy Act**, to Lunatic Asylums or Mental Hospitals established or licensed by Government; and

(iv) those in respect of whom **no steps are taken under the Lunacy Act.**

As regards persons in clause (i), the post office may **deliver** the articles or pay the e-money orders **to the Managers**. As regards (ii) and (iii), as it is **very difficult for the post office to decide as to whom** is the proper person to accept the articles or the money and give discharge on behalf of the lunatic, it would be desirable for the post office to **return the articles or the e-money order to the sender or the remitter**, as the case may be under proper advice. In respect; of (iv) if the officer tendering the articles or the money suspects that the **addressee is not of a sound mind** so as to appreciate or understand the consequences of his acts, the articles or e- money orders **should be returned to the sender or the remitter**, as the case may be, under proper advice.

### **18. Details of Postman Mobile Application**

- As per **SOP of PMA**, In addition to the above duties, the postman supplied with mobile has to get the data of respective beat articles in the **postman mobile app** for Electronic Money Order, Speed Post, Registered Post, Parcel Post, Parcel COD and Bulk Delivery.
- The **postman has to update the delivery particulars in the postman mobile app** in addition to delivery slip. After updating the delivery particulars the postman has to submit his returns to Delivery PA with undelivered articles tallied with proper remarks.
- This is regarding **cash return from postman** amount shown in negative for EMO paid transactions done through PMA. For EMOs invoiced through PMA the following steps needs to be followed before transferring the data to mobile.

- After invoicing the articles and EMOs to postman, supervisor approval, EMO and cash payment to Postman process needs to be completed before transferring the data from SAP to mobile.

### 19. Additional duties of postman

- **Data entry in various software modules of all mail articles** given to them for delivery. This duty will be performed during the **80 minutes period (60 minutes before the hours of delivery and 20 minutes after return from the beat)** on each working day within the overall duty hours.
- **Assistance to sorting Postman/Head Postman** in beat sorting wherever available. Where there are no posts of Sorting Postman/Head Postman, the Postman will attend to beat sorting.
- **Delivery of any pamphlets or brochures presented under Direct Post.**
- **Collection of surplus cash** from sub post offices lying in the beat and remitting cash to the main post office to which they are attached, whenever ordered by the Postmaster.
- **Assisting in Table sorting**, Segregation of missent articles, misdirected articles and Beat sorting. Preparation of special delivery slips for bulk addressees by data entry in the Postman module.
- **Sorting of accountable articles and e-Money orders** beat wise and their entry in the computer system for printing of delivery slips. Entry of undelivered accountable articles/e-Money orders in the Postman module.
- **To act as an agent for promoting PLI/RPLI and Business Development products.** Assistance to the treasurers in sorting of the currency notes and making bundles denomination wise and also escort the treasurer while drawing and remittance of cash to Bank/Treasury.
- Drawal of revenue stamps from Treasury/sub treasury if ordered by the Postmaster. **Utilizing the services for data entry of RPLI/PLI Proposals** and generating acceptance memos for policies on payment of some incentive. Preparing the beat list and the beat map of the beat and updating the same on a regular basis.
- **IPPB and IPPB third party transactions**(i.e., Aadhar update) and door step banking are also a part of their duty
- Any other **duty assigned by the Department/Head of the office.**

### 20. Duties of mail attendant.

- **Mail Attendants are employed in post offices situated at or near railway stations**, where **there are no mail offices** for the purpose of conveying mails from and to the railway station exchanging bags with the R.M.S. and clearing letterboxes located at railway stations.

- They will be supplied with postage stamps for sale to the public, under the rules governing similar supplies to postmen, provided that they are not employed to deface postage stamps affixed to articles posted for despatch.
- A mail attendant should be able to recognise the seals on bags made over to him and to check the number of bags entered in mail lists.
- He will be responsible for the number and condition of bags received by him from the post office, R.M.S. mail contractors or from other mail carriers.
- When he receives the bags he must bring to the notice of the official in charge of the section, or mail office, or the official concerned any defects in the condition of the bag, seal, cord, label or any discrepancy in the number of bags and obtain a suitable endorsement in the mail list when prescribed or on a separate memo.
- The discrepancies and defects should also be brought to the notice of the Postmaster immediately on his arrival at the Post Office.
- Mail boxes kept at railway stations for keeping bags must be provided with double locks.
- The hasps of the hinges of mail boxes should always be fitted and fixed to them from the inside. The screws used to turn the staples to each box should be provided with a nut on the inside of the box.
- When there are two mail attendants one of them alone must not be allowed to hold the key of both the locks, which must be of different patterns.
- Postmen are sometimes required to perform the duties of mail attendants in addition to their own
- Deptl. and GDS mail carriers may exchange mails direct with R.M.S. Sections and mail offices and whenever necessary they may be also required to assist the mail attendants.

## 21. Duties of letter-box attendants.

- **Letter-box attendants** are required to know the **hours at which the letter-boxes in their beats are cleared** and at which mails are despatched from, and delivered at, the post office.
- It is their **duty punctually to clear the letter-boxes** in their beats, and also to bring to the postmaster's notice any damage to, or defect in, any letter-box that may be observed by them.
- **Clearance of outside letter-boxes.**
- When a letter-box attendant is about to proceed on his rounds, the postmaster or responsible Assistant should make over to him the keys of letter-boxes the changeable hour plates (when letter-boxes are provided with these plates) and a bag in which to place articles found in the letter-boxes.

- After the last letter-box has been cleared, the attendant must return without delay to the post office where the postmaster or responsible attendant will receive from him the keys of letter-boxes, the hour plates and the bag.
- The keys of the letter boxes and the hour-plates must be kept in the custody of the postmaster or responsible Assistant and never given out to the letter-box attendants except at the hours fixed for them to leave the post office for the purpose of clearing the letter-boxes.
- Electronic clearances of letter boxes and their prompt monitoring is done through Nanyatha software. This application helps in uploading the data about the location of letter boxes, date, time of clearance, number of letters and the person who has cleared the letter box.
- LB attendant after opening the letter box has to scan the barcode through the handset by using installed android application.
- The barcode stickers are affixed inside the LB doors to ensure that the scanning happens only when the letter box is opened.
- After scanning the barcode, the LB attendant using the android application should type the number of letters cleared in that letter box.
- The details of LB, time of clearance and number of letters cleared in that letter box will be sent to central server through GPRS facility.
- The central server validates the GPS coordinates of the letter box and updates the date, time of clearance, number of letters cleared and generates MIS respectively.
- **Employment of letter-box attendants to carry mails.**—Letter box attendants employed in post offices that have town sub or branch offices attached to them may be employed in addition to their other duties, in conveying mails to and from the town sub or branch offices. Their services may also be utilized as packers.