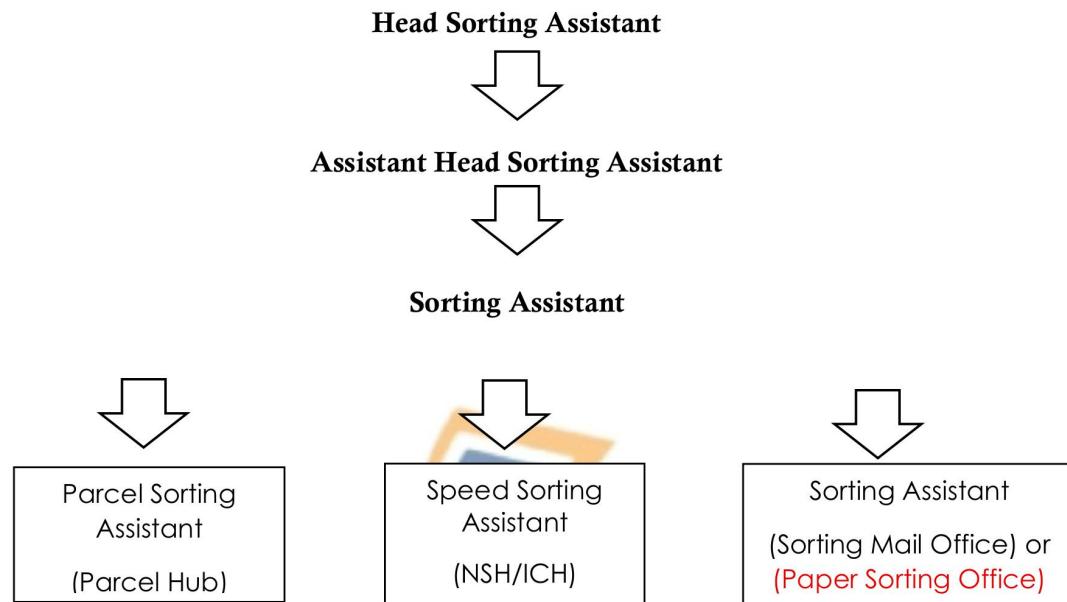


Postal Manual Volume VII

1. Department of a Set of a Sorting Mail Office: -



- In sets in charge of a selection grade Head Sorting Assistant, the duties of the mail department connected with receipt and dispatch of mails and opening and closing of mail bags will be assigned to a senior Sorting Assistant or Sorting Assistant who will be designated as mail Sorting Assistant.
- NOTE: Sorting work is no longer performed in trains.

7. Interruptions to mail movement: -

- Interruptions of the mail service due to breaches on the Railway, floods, accidents or any other cause, should be reported by the Head Sorting Assistant of the set on duty to the Superintendent, the Inspector and the Record Office to which the set is attached.
- If the detention to mails due to breaches or accidents is likely to exceed 6 hours, it should be reported at once by fax/email to the Superintendent and the Record Office.
- In cases of detentions of less than this period, a report by fax/email should be sent only to the Record Office.



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9 Misconnection of mail buses, trains and air services: –

- The misconnection of mail-carrying buses, trains and air service at junction stations and at airports should invariably be reported to the Superintendent as early as possible by Record Offices established at those places, stations and airports in accordance with instructions embodied in by email or fax.
- The misconnection between air services should also invariably be reported by Record Officers to the Head of the Circle by first post.

12. Knowledge of Sorting List and “List of Indian Post Offices”: -

- Every Sorting Assistant should be conversant with the *List of Indian Post Offices* which will be useful in sorting.
- He must thoroughly know the names of all Head Post Offices in India.
- The names of Sub and Branch Offices under such Head Post Office groups to be prescribed by the Divisional Superintendent.
- Every Sorting Assistant should be conversant with the PIN CODE of all Pin Sorting Districts in India.
- The Superintendent, Inspector or Record Officer may order a Sorting Assistant to attend the Record Office for practice sorting during his rest-time.

13. Supply of Sorting List to SA: -

- If sorting list is lost, a sum of Rs.1/- is recovered from the official as a nominal cost of the sorting list, before a new copy is supplied.

14. Metal Tokens: -

- It is not issued for supervising official.
- The tokens are supplied from the stock depot to the Head Record office.
- The Head Record Officer issues tokens to the officials attached to his offices and supplies them to record and sub record officers.
- Every token holder is also required to produce it for identification before his monthly salary, so it can be disbursed to him.



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- It is duty of Record Officer to see that token are duly returned by officials who proceed on leave, transfer or quite the service.

16. Memorandum of Distribution of Work (MODW): -

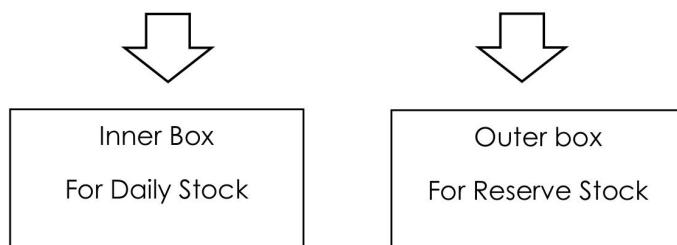
- The Record Officer will initially prepare the MODW and forward to the Supdt. for Record Office.
- The Inspector/ASRM will initially prepare the MODW of the mail office or section and forward to the Supdt.
- Copies of MODW will be furnished by Supdt to Record Office, Mail Office, Section and concerned Inspector/ASRM.

17. Disposal of Records: -

- The following records may not be destroyed without the special permission of the Head of Circle
 -
 - Order Book of Record Office.
 - Nominal Roll of Token Holder.
 - Work papers, correspondence or document regarding which inquiry in progress.
- Destruction of records should be in presence of record officer by tearing them into pieces in such a manner that they cannot be used again. They should be sold as waste paper.
- Gradation lists should be destroyed 3 years after new one has been issued.
- Register of sanctioned establishment should be destroyed at the end of the year after new ones have been supplied.

18. Postage stamps and stationery for sale: -

Stamp Case



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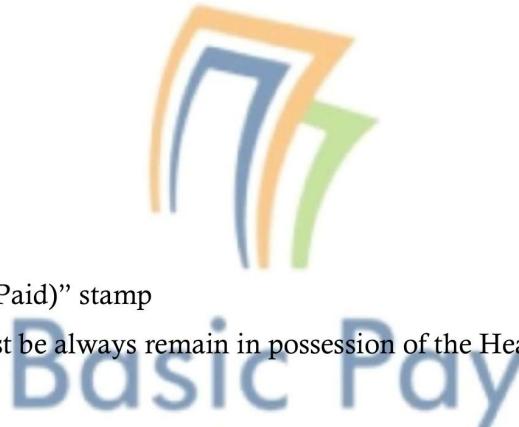
- The service of an official who is employed to deface postage stamps should not be utilized for stamp sale.

19. Custody of Govt. Money: -

- **The Head Record Office:** - One key of the safe will be retained in the custody of the Head Record Officer and other in that of the accountant.
- During the working hours of the office, the safe or chest may be secured with only one lock. The key of which is in the custody of the accountant in the Head Record Office.
- The duties connected with receipt and dispatch of mails and closing of transit bags will be performed by Mail Sorting Assistant in case of sets incharge of a Selection Grade Head Sorting Assistant.

20. Stamps and Seals: -

- Every set is supplied
 - A Date Stamp
 - A Name Stamp
 - A Date Seal
 - “Detained Late Fee (Not Paid)” stamp
 - Insurance seal, which must be always remain in possession of the Head Sorting Assistant.



21. Books: -

- Each order book has 200 and each guidance book has 100 serially numbered pages.
- The wilful removal of pages will be regarded as a serious offence and render the officer liable to dismissal.

1. Portfolio and its contents: -

- Each set of a section is supplied with a portfolio, provided with a lock and key, and bearing the designation of the section and the number of the set to which it belongs painted on it.
 - Acme Cover
 - Wax Heater
 - Box of Safety Matches
 - Carbolic Soap Cake



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- First Aid Box
- Duster
- Ink Pad within case
- Parrot-billed scissors
- Penknife
- Poker
- Brass files of papers
- Rubber stamping pad
- Bundles of work papers
- Due mail list
- MODW
- Writing material
- Order Book
- Type boxes carried only by those section exempt from RO attendance.
- In Sealed Bag: -
 - Sweeping brush
 - Labels of Bags
 - Late fee notice board
 - Jute twine
 - Ball Twine
 - The seal holder and wooden blocks
 - Sealing wax
 - Stamp brush
 - Covers



25. Relations of staff with Record Officer: -

- It is duty of Head Sorting Assistant to receive the work paper of Set from the Record officer personally whenever prescribed and his duty must no account to be delegated to any other sorting assistant.
- As a general rule the staff of mail offices are exempted form Record office attendance.



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28. Preparation of Daily Report (MS-83): -

- The HSA is required to submit the Supdt. through record office a daily report in which the irregularities observed by him or reported to him by the other sorting assistants of set.
- The daily report should be written by HSA from the rough notebook of the set.

33. Attendance of set on Railway Platform: -

- At all changing stations, the relieving set should be present on the platform before the arrival of the train at least half an hour before the departure of it.

39. Mail Abstract: -

- M-42 – For Transit Section
- M-43 – Mail Offices



48. Supervision of Set: -

- B Order copied in the guidance book
- A & TB Order filed in the guard book.

54. Opening of Mail Bags: -

- The mail bags addressed to office should be opened by the HSA himself. **If set is selection grade, this duty is being done by senior most sorting assistant who is called mail sorting assistant or Assistant Head Sorting Assistant.**
- The express mail bags will however, be opened first.

68. Importance of Correct Sorting: -

- A sorting assistant who habitually missent articles specially those that are clearly and legibly addressed will be considered unfit for his post and will be liable to removal or reduction to a lower grade.

70. Separation of articles posted: -

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



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118. Record of orders regarding practising test card sorting and result of examination of portfolio etc.

- The record officer should maintain a rough notebook to note order to the sorting assistants for practicing card sorting.

121. Nominal Roll of Metal token to be kept at Record Office: -

- The record officer must keep a nominal roll (in the prescribed form) of the holders of all metal token received.
- A separate page of the roll should be assigned to each token, where the names of the successive holder should be recorded with the other particulars provided for in the form.

137. B order and TB order: -

- On receipt of a B Order from the Supdt., The record officer will circulate it into all sets.
- The sorting assistant of Set will copy it into the guidance book.
- The TB order or the tour order should be filed separately in a guard file.

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

S.No.	Description of Return	To Whom Submitted	Period	Date of Submission
1	Daily Report	Supdt.	Daily	At the close of each day
2	Indent for Stationery	-do-	Half Yearly	So as to reach the Supdt. not later than the 10 th Feb and 10 th Aug
3	Indent for case labels	-do-	Monthly	So as to reach the Supdt. not later than 15 th of each Month
4	Indents for articles of Stock	-do-		Whenever articles are required
5	OTA Bill in Form ACG-37 (By all record officers and Head Record officers)	-do-	Once in every 4 Weekly Cycle	Within a week from the day on which the four weekly cycle end.
6.	Extracts from the register of miscellaneous sums received and disposed off	-do-	Monthly	3 rd of each Month



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141. The Record Officer's Daily Report: -

- If any of the following irregularities occur, they must invariably be noted in the Record Officer's Daily Report.
 - Absence of SA
 - Non-attendance or late attendance of SA
 - Negligence on the part of SA as evidence by the number of complaints received against him or by careless preparation of work-papers
 - Loss of SA's metal token
 - Loss of or damage to any article supplied in the Set.
- The daily report should also contain the following information:
 - Closing balance of cash in hand on account of pay and allowance
 - Permanent advance for contingencies under cash and amount of vouchers in hand
 - Permanent advance of postage stamp under head "cash and stamp"
 - Total cash in hand.

144. Inward Register for complaint: -

- An inward correspondence register (in Form Corr.2) for entry of reference concerning Public complaints should be maintained in all Record Officers (HRO, RO & SRO) in the selection grade.
- In the register should be entered:
 - All cases bearing the file mark CR received from any office.
 - All cases relating of Public Complaints
 - All search bill.
- The form of outward correspondence register (Form Corr.9) should be used.
- It will be the personal duty of the Record Officer or other supervising officer authorized specially in the behalf to go through this register once a week.
- Every Saturday evening, he should ensure that all references received have been promptly answered.



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145. Monthly account bundle: -

- On the 5th of every month, the HRO must submit the following documents under a cover registered on service.
- **To Supdt of RMS:** -
 - The monthly contingent bill accompanied by vouchers and written order relating to it.
 - The memorandum of disbursement of Salaries and traveling allowances accompanied by A-rolls.

150. Introduction of Mail Operation: -

- The rate of handling within one office as per the accepted practice should not exceed 1.6 per article.
- This 1.6 handling is arrived by dividing the current expected speed of sorting which is 1000 articles per hour by 600 which is the presently acceptable and product of the sorting effort in an office.
- To achieve this, it is necessary that at least 40% of the articles should be disposed of directly from the preliminary table and the remaining number of articles re-handled at the detailed tables.
- The maximum an article can be rehandled is 3 times.
- The rehandling should not exceed 1.8 per article on an average.

154. Manual Sorting: -



- **Norms for details sorting:** -
 - Detailed sorting should normally be done on a full sorting case for a Circle if the quantum of mail for that circle exceeds 6000.
 - In case the quantum of mail is between 3000 and 6000, then detailed sorting on half a detailed table should be done in 30-40 selections.
 - If the quantum is between 500 and 3000, then the number of selections will be correspondingly less.
 - In case, the quantum is less than 500, no detailed sorting for that Circle should be done unless the mail is concentrated for a particular area/city and labelled bundles can be taken out for them.
- **Selections to be based on statistics:** -



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- All the selections provided on the sorting cases should be based on the actual traffic pattern of the last two years
- **Types of selections:** -
- Selections can be either Station, District TD or Circle

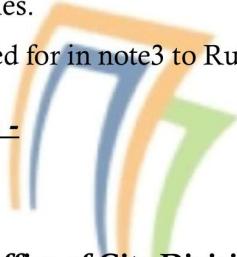
156. Closing of Bags: -

- **Statistical Justification:** - Bags should be closed strictly as per their statistical justification which is as follows:
- (a) Surface L bags: More than 50 articles.
- (b)Surface D bags: More than 50 articles, 6 registered letters.
- (c) Air Mail PC: Between 50 to 150 articles.
- (d)Air mail bags: More than 150 articles.
- (e) Air mail registered bag: As provided for in note3 to Rule 26-A of Postal Manual, Volume-V.

157. Checking the quality of sorting: -

1. Minimum Frequency of visit

- **SSRM/SRM/ASRM of Divisional office of City Division:** -
 - 3 Visit a week to mail office
 - Each night set once a fortnight
 - One Post office a week
- **SSRM/SRM/ASRM of DO of non-City Division:** -
 - Once a week to mail office at HQ
 - 3 mail office in a month outside the HQ
 - All the sets are to be visited including the SRO as well as 1 Post Office.
- **SRM(Sorting) attached to Mail office:** -
 - Should visit 1 set of the mail office daily
 - 2 visits will be to the night set every week.
- **Sub Division IRM:** -
 - Once a Week visit to each mail office at HQ.
 - Once a month visit to all mail office including all the Sets and the SRO and at least 1 Post Office.
- **Supdt./ASRM/IRM attached to Mail Office:** -



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- Should spend major portion of time with the major set.

2. Checking of Bags: -

- The Head Sorting Assistant and Supervisor of the sets should check a minimum of three sorting bags and five stations bags received and dispatched daily.
- Apart from this, a minimum of two bags closed for the local Head Office or delivery TSO should be checked by the Head Sorting Assistant and Supervisor.
- The ASRMs and IRMs as well as the Superintendent Sorting attached to Mail Offices should examine not less than 5 sorting bags opened and closed and 5 station bags.

3. Deposits register: -

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

157-A Sample Survey of Mails: -

1. Metro Mail Survey: -

- This survey has to cover Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bangalore.
- The survey will be done by Project Co-ordinators concerned in the respective Metros; with the assistance of SSRMs /SRMs /SSPOs /SPs /ASRMs/ ASPs/IRMs/IPOs as required.
- The survey will be conducted in 1-GPO/1-HO/2-SO
- 25% of total mail received in Post offices is to be studied.
- In the month of September.

2. All India Mail Survey

- This survey has to cover Home District, Home Circle, Neighbouring Circle and Distant Circle mails.



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- The survey will be conducted in one selected P.O. in each Division. The Post Office can be a Head Post Office or a Sub-Post Office.
- The Heads of Circles will chalk out the Survey Programme in such a way that at least 25% of the Post Offices selected are in rural areas.
- The survey is to be conducted personally by the the SSPOs/SPOs/Dy.SPOs with the assistance of the ASPOs/IPOs.
- At least 25% of the articles received in the Post Office should be taken for the study.
- The survey is to be undertaken in the month of September.

3. Live Mail Survey (Monthly)

- The survey is to be conducted in one delivery Post office in each Postal Division.
- The Post Office to be selected should have a reasonable quantity of mail for study.
- The survey is to be conducted personally by the SSRMs/SRMs/Dy.SRMs with the assistance of the ASRMs/IRMs.
- 25% of the Post Offices selected for the survey should be in rural areas.
- At least 25% of the total mails received in the Post Office selected is to be studied.
- The list of Post Offices where the surveys has been conducted must be annexed to the report indicating whether the Post Offices is in an urban or rural area.

Points	Metro Mail Survey	All India Mail Survey	Live Mail Survey
Area included	Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bangalore	Home District, Home Circle, Neighbouring Circle and Distant Circle	Division wise
Survey Authority	Postal and RMS Division	Postal Division	RMS Division
Inspecting Offices	1-GPO, 1-HO and 2-SO	1 Post Office in each Division	1 Post Office in each Division
Inspecting Officers	Project coordinator with SSRMs/SRMs/SSPOs/SPs/ASRMs/ASPs/IRMs/IPOs	SSPOs/SPOs/Dy.SPOs with the assistance of the ASPOs/IPOs	SSRMs/SRMs/Dy.SRMs with the assistance of the ASRMs/IRMs
Timing of Survey	September	September	Monthly
Rural Area % in Survey	NIL	25%	25%
Mail Volume for Studied	25%	25%	25%

158. Second Class Mail: -

- Normally second-class mail is handled by Paper Sorting Office (PSO) but greetings, invitations should be handled in mail office only.

161. Bag Accounting: -

Unit Bag Office (UBO)	District Bag Office (DBO)	Circle Bag Office(CBO)
Every Post Office other than Branch office is UBO	HRO/SRO is DBO. In exception case HO can also work DBO	Postal Stores Depot
It maintains Day Bag Book and submit a daily bag balance to its DBO	It maintains bag account for all types of Bag category wise for Sorting office and TMO as well as UBO.	Responsible to inspection DBO and UBO and verification of Balance of bag.
It submits a daily bag balance to its DBO	DBO sends weekly report to CBO	CBO sends report to D Section of Directorate (Central Bag Office) on 5 th of every month.
RLO, Admin Office	Foreign Post Office	

Due bag list: -

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

Memo of authorized bag balances: -

S.No.	Name of Bag Office	Minimum	Maximum
1.	Unit Bag Office & District Bag Office	No. of bags required for dispatch for day + 10%	Minimum + 25% of minimum, in case of surplus offices (offices receive more bags than they dispatch) Minimum + 3 times of the difference between receipt and dispatch in case

			deficit offices (offices dispatch more bags than they received)
2.	Circle Bag Office	No of bags required for dispatch per day + 10%, for surplus offices and 4 times of the no. of bags dispatch in case of deficit offices.	No limit

Half-yearly statement of bags physical verification

- Physical verification of bags will be done twice in a year on 1st April and 1st October. The information will be collected by the Divisional Heads in respect of offices under their jurisdiction

Joint verification of bag accounts and Inter Circle linking arrangements: -

- Joint Verification of inter-circle bag accounts is done annually to reconcile the discrepancies and settle the differences among the Circles in the number of bags received and dispatched and to assess the correct number of surplus or deficit bags of each Circle.
- The annual exercise centrally ordered by the Directorate is done after the completion of the cross-verification of inter-circle accounts by each circle on the basis of Part-B of the due bag list to be issued in every November

Check and Inspection: -

- The verification and inspection of canvas, blue and nylon (where supply has been made), bag accounts of UBOs, DBOs and CBO should be done in accordance with the questionnaire prescribed
- It is the duty and responsibility of the Inspecting Officers to check, verify and inspect the bag accounts at the time of annual inspection of Post Offices, Record Offices, Mail Offices and Postal Stores Depots.
- **Unit Bag Office**
- **In RMS:**

- The bag accounts will be checked monthly in details for any 4 days (one day of each week) by the Inspector RMS/ASRM who is incharge of the office.

- **In SO:**

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

➤ **District Bag Office:**

- **RMS**

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

- **Head Office:**

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

➤ **Circle Bag Office:**

- At the time of annual inspection of PSD, the DPS should physically verify the stock of Bags in the CBO with the help of inspector.
- The ASRM attached to CBO will inspected at least 10% of DBO every month. He will also inspect 1% of the UBO every year.

➤ **Check of receipt of new bags:**

- The APMG/ADPS(Tech) will be present at the time of receipt of supply of new bags, certify the number of new bags received.
- At least check to the extent of 10% should be carried out so as to ensure that the quantity of bags in each bale is correct.

➤ **Physical verification of Bags:**

- APMG/ADPS(Mail) will carry out the physical verification of bags in the CBO in Jan, April, July and Oct of every year.
- The Supdt (PSD) will carry out a verification during other months.

- The DPS will carry out the physical verification of bags at the time of his annual inspection of PSD.
- The physical verification should be completed by 20th of every month and result incorporated in second fortnightly report of the month submitted to member(operation) by Head of Circle.

➤ **Preservation period of Records:**

- Day Bag book in CBO, Stock Register, Repairable bag Register, Unserviceable bag register – 10 Years
- Others – 2 Years

Camp Bag: -

➤ **Delivery of Camp Bag:**

- Camp bags should not be delivered late in night i.e., after 21:00 or very early morning i.e., before 6 Hrs.
- TB orders are issued by Supdt. RMS
- Tour Order are issued by Record Officer.



REVISED NORMS FOR ACTIVITIES at NSH/ICH

Item	Item of Work	Revised time factor (in minutes)
01	Scanning of article in receipt	0.04 (25 articles per minute or 1500 per hour)
02	Sorting of articles	0.063 (950 articles per hour)
03	Scanning of article for dispatch	0.04 (25 articles per minute)
04	Supervisor	1 on 6 SAs/RSAs.
