

Postal Manual Volume VI Part-I

4. Memorandum of distribution of work: -

- **MS-11**
 - Prepared by Postmaster where there is one or more PA.
 - It is submitted to the Supt. For approval.
- **MS-12 (Nominal Roll)**
 - A nominal roll may also be maintained for Postmen and Village Postmen in offices where their strength is more than **25**.
 - In no case may, the PA who discharge the duties connected with money order, saving bank or sub account department be the **treasurer** of the office.

4.A Attendance Register: - S-37

5. Village Sorting List: -

- M-52 prepared by Sub Divisional Inspector/ASP and supplied to each branch office.
- Route list – M-53

6. Yearly Village Return: -

- During the first 14 days of month of March in each year from 1st to 14th both days inclusive, a return should be kept by the sub account PA.
- It will be signed by Postmaster and sent to Sub Divisional Head.

11. Assessment of Customs duty: -

- Memo of Custom amount collection at the time of delivery – MS-9(a)
- The schedule of customs duty and other charges realized in cash on articles received by the foreign letter mail – ACG-90

23. Custody of Government Money: -

- One iron safe is supplied to every office for custody of cash and valuable.
- While larger head offices, two iron safe are supplied with the order of Head of Circle
- Every safe is supplied to an office will have double locks, the key of one lock will be kept during and after the office hours with Postmaster and the other key by the Treasurer.
- If the iron chest has 2 hasps: -
 - One of the two locks should be padlock.
 - Other will be a sparling lock.
- If the iron chest has 1 hasp: -
 - Sparling lock should be used.

24. Head of Circle Circular: -

- Circulars are ordinarily issued by the Head of Circle once a month



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- All circulars issued by Head of Circles will be destroyed after 3 years counting from the month of April following the close of the official year in which they were issue.

25. Disposal of Records: -

- Registered list, Parcel list and mail lists received and despatched = 2 Years
- Special error book maintained in saving bank dept. = 3 Years
- Postmaster's Order Book = 3 Years
- List of silent Accounts received from SBCO = Permanent
- Stock Book of a Post Office = 10 Years after the year in which it is replaced by a fresh stock book.
- Guard book containing depositors' application for duplicate passbook = 10 Years
- Nominal roll = Permanent
- Confidential records and books of Postmarks should be destroyed by shredding method.
- The following records may not be destroyed without the special permission of the Head of Circle
 - Post office Order book MS-8 (except in Branch office)
 - Register of undelivered Passbooks in deposit in the head office
 - Post office certificate ledger.
- **Confidential Records and Character Sheet of official: -**
- After 2 Years from their death
- After 5 Years from retirement.
- After 25 Years or for 3 years after death whichever is earlier in invalid pension.
- After 6 years official who have been dismissed, removed or compulsorily retired from service as a disciplinary measure.

27. Remittance by post to be enclosed in cash bags: -

- Cash bags must always be packed, closed and sealed by the treasurer personally in the presence of the sub account clerk and weighed by the latter without any help from any other official.
- In sub office, which are not supplied with a cash seal, the date seal should be used in its place.
- Ordinarily cash in excess of Rs.250 should be enclosed in a cash bag.
- If the remittance is made over loose to the carrier, he should be required to grant a receipt for the same in the treasurer's cash book.
- If money is remitted through a special carrier, the treasurer must see on the carriers return to the office that an acknowledgement for the remittance has been granted by the receiving officer in his book of diary.

29. Submission by head offices of return and documents to Audit office: -

- Schedule of UCR – 1st and 11th
- Money Order returned – 2nd and 16th
- Money order issued and paid – 2nd
- Void money order – 16th

32. Prepayment of Postage in cash in inland unregistered packet: -

- Big City – minimum 500 packet



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- Small town – minimum 250 packet

42. Statistical Memorandum: -

- On the 1st of each month, a statistical memorandum will be prepared by the money order, registration and parcel PA in prescribed form MS-14(a)
- Statistical Abstract – MS-14

54. Submission of memorandum of distribution of Pay and Allowances: -

- HO to Supdt. office – on 5th of month following

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- The Postmaster is personally responsible that the return submission to the PAO concerned are despatched on the due date.



2. Money Order Book (M.O.-8)

- The forms are available in books of 50 forms each
- Each BO should keep only 2 books

6. Monthly Statics: -



- MO issue – M.O.-2 (s)
- MO paid - M.O.- 4
- Monthly Statistics Register - M.S.-13
- Monthly Statistics Abstract - M.S.- 14
- Monthly Statistics Memorandum - M.S.- 14 (a)
- The round and oblong MO Stamp must always remain under lock and key in the personal custody of the Postmaster
- In every case, the date of the round stamp will be the date on which payment is actually authorized by the postmaster.
- The date of the oblong MO stamp on which the amount paid is actually entered in the accounts of the office.

12. Receipt of MO: -

- M.O.-1
- 250 receipts in each book

19. Station money order bundle: -

- There is 6 or more MO for any particular post office.



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21. Examination of MO for issue: -

- If there is a discrepancy of less than Rs.10/- between the amount entered by the remitter and by the issuing office, the amount entered by the remitter should be paid. The irregularity being reported by post to the office of issue.
- If there is a discrepancy of Rs.10/- or more between the amounts entered in MO, the payment should be withheld pending the result of reference by telegraph to the office of issue.
- Register of MO received – MO-3
- As a general rule, when the no of MO to be entered in a list is less than 4 the MO will be paid in the ordinary way not under the pay order system.
- MO payable by pay order or by cheque need not be entered in the register of MO received.
- The postmaster will have the round MO stamp impressed on each MO in the presence of Money order PA in the space provided for this purpose.
- In the MO both in the acknowledgement portion and receipt, the reason for non-payment of MO will be recorded by the Postman in case the payee is not available at the time of call.

26. Limit of amount of Payment by a single Postman: -

S.No.	Category of Staff	Normal		Power of Division Head	
		Rural	Urban	Rural	Urban
1	Postman/MTS (doing delivery work)	Rs.30,000/-	Rs.40,000/-	Rs.40,000/- prior consultation Police	Rs.80,000/- prior consultation Police
2	Village Postman	Rs.15,000/-	Rs.15,000/-	Rs.25,000/-	Rs.25,000/-
3.	BPM/ABPM/GDS	Rs.15,000/-	Rs.15,000/-	Rs.25000/-	Rs.25000/-

Note: - Power of Head of Circle – Unlimited prior consultation with Police.

27. MO for payment by Postman: -

- No receipt for the amounts will be taken in the treasurer's cash book (ACG-2) from Postman.
- The total amount given to all the postmen at one time will be entered by the treasurer in his cash book and the MO PA must place his initial against the lumpsum entry in that book before he takes back the register of MO received.

28. Payment of SBMO: -

MO Paid Assistant → Postmaster →(After round MO stamping)→MO Paid Assistant→(After entry in MO-3 register)→APM SB → (after sign and seal both MO and acknowledge)→Counter PA



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41. MO Paid by book transfer: -

Receipt	Payment
Drawn from Treasuries	Money Order Paid

42. Money Order Paid to wrong Person: -

- Amount must recover from wrong person and credited to UCR.
- Again, payment to right person and debited to UCP.
- The recovery should be shown in the schedule Form ACG-6(a) (schedule of unclassified payment)
- If the amount is recovered form wrong person and payment of MO is not done within 3 months from the date of issue of MO, the previous authority of the PAO should be obtained before payment is made.

43. Disposal of Payee's Acknowledge: -

- Remitter asks for copy of acknowledge of payment, the postmaster should furnish him free of charge, with a certificate of payment in the prescribed form.

44. Entries in Journal of MO Paid: -

- Only MO paid within currency should be included in the journal of MO paid form (MO-4).

45. Payment of MO by Pay Order: -

- The Mos to be paid each payee should be entered in triplicate list in the form MO-20.
- A separate list being prepared for each circle of audit for MO issued during month.
- Pay order will be adopted when no of Mos 4 or more than 4.

55. Family allotment Money Order: -

- FAMO which will be readily distinguishable owing to their being printed in red ink on blue paper.
- Separate register in form MO-3 marked prominently “family allotment” should be maintained.
- The payee acknowledgement should be forwarded in a service cover addressed to the office of issue.

57. Remittance of death gratuities of the dead military personnel: -

- MO-8 (Pink color)

65. Period of currency of MOs: -

- The period of currency of a MO expires with the close of the last day of the second month following the month of issue. For example, a money order bearing the month-stamp impression of October 2021 will be current up to 31st December 2021. After 31st December, it will be treated as Void MO.
- All Mos remaining unpaid at the expiry of this period will be treated as void.



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66. Payment of MOs that period of currency has expired: -

- When a MO bearing the remark in red ink “currency expired – held over for payment” is paid the amount should be charged in “Void MO Paid” and not in MO Paid.
- The particulars of the order should not be entered in Journal of MO(M.O.-4) Paid but should be shown by the HO in schedule of Void MO Paid.
- If the period of currency of a MO in deposit has been allowed to expire and it is to be redirected or returned to the office of issue. The remark “currency expired – held over for payment”

67. Payment of MOs within 1 Year and after 1 Year: -

- The complaints relating to MO can be preferred by the public within 12 months from the date of issue of MO.
- No inland MO whether original or duplicate should be paid and no claim for short payment or excess credit on account of MO adjusted after the expiry of 1 Year from the date of issue without consulting the PAO (DAP)
- Exception - FAMO, MO issued by FPO period of effective payment is 2 Years.

68. Alteration of Payee Name: -

- Second commission in the form of stamp whether postage or service stamp is fixed on application of change of name



69. Alteration in address of Payee: -

- Application without any fee

74. MO lost before payment: -

- When the postmaster prepares duplicate MO, he will write the word “**copy original cancelled**” on the duplicate MO. It should be sent to office of payment in separate cover registered on service.

75. MO lost after payment: -

- If a MO is lost after payment has been effected, intimation by post should be given to the office of issue, which should prepare a memo of admission of payment in form MO-10(a) and after filling in entries No. 1 to 6 with stamp. It will its month stamp, oblong MO stamp and PAO stamp and send it to the office of payment in cover registered on service

76. Description of Void MO: -

- MOs treated as void by the HO and void orders from the SO will be sent to the PAO concerned with the list of void orders on the 16th of the next month.
- The schedule of void MOs for the home postal accounts office should be prepared in duplicate and that for each foreign postal account office in triplicate by means of carbon paper.



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78. Void Orders re-issued by PAO: -

- If a re-issued void MO is unclaimed, it will be returned to PAO which re-issued it and not to the post office by which the MO was originally issued.
- Such MOs must not be included in the list of Void MO.

81. Due dates for submission of MO list in HO: -

- For First Period – 20th of the Month
- For Second Period – 6th of the next month
- If there are no entries to be made in list, a blank form should not be sent.

85. List of void orders: -

- MO-19 will be prepared month wise and send to PAO on 16th of each month.
- Example – The MO issued in April which are treated as void list to be submitted to the Postal Account Office on the 16th July.
- If there are no void orders to be sent to the PAO on the 16th of a month blank list with the word “NIL” written on it and signed by the Head Postmaster should be submitted.

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9. Limits for remittance by various mode of conveyance: -

- a) **Loose cash through Departmental Employee** = Rs.5 Lakh
- b) **Departmental MMS with MTS in addition to driver for conveyance of cash in cash bags enclosed in account bag** = Rs.20 Lakh
- c) (i) **Hired MMS with MTS in addition to driver for conveyance cash in cash bags enclosed in account bag within city limit** = Rs.5 Lakh
(ii) **Hired MMS with MTS in addition to driver for conveyance cash in cash bags enclosed in account bag outside city limit** = Rs.2 Lakh
- d) **Cash bag enclosed in Account bag through RMS Section/Railway** = Rs.2 Lakh
- e) **Account bag handed over to courier in weighment system/road transport** = Rs.40,000/-
- f) **Under Armed Escort** = No limit
- g) **Cash through Departmental Employee accompanied by another departmental employee** = Rs.10 Lakh
- h) **Cash through BPM/ABPM/GDS** = Rs.1 Lakh
- i) **Cash through BPM/ABPM/GDS accompanied by another BPM or GDS** = Rs.2 Lakh
- Remittance at night on foot lines should be authorized by the Head of Circle.
- Night for this purpose will ordinarily mean 07:00 PM to 05:30 AM in summer.
- In winter, this time will be 06:30 PM to 06:00 AM

23. Remittances through Special Carriers: -



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- If the remittance is made over loose to the carrier, he should be required to grant a receipt for the sum in the treasurer's cash book.
- If the remittance is to be closed in a cash bag, the money together with a memo giving full particulars of the remittance should be placed inside the bag and the bag should be closed and weighed in the presence of carrier, who should require to grant a receipt for it in treasurer cash book.
- The treasurer must see on the return of the carrier to the office, that a receipt for the remittance has been obtained in his book or diary.

24.A Where the number of Registered Insured articles is 3 or more than 3, a list of registered insured articles should be prepared on plain paper in duplicate by the Regd. PA and made over to Sub Account PA.

27. Closing of account Bags in the Head Office: -

- If any remittance of cash or stamps or reply-coupons is to be made the account bag, when ready to be closed will be taken by the Sub Account assistant to the treasurer together with all the articles and documents for dispatch.
- The cash or stamps or reply coupons to be sent to the Sub Office, should then be enclosed in cash bag by the treasurer in the presence of the Sub Account PA who is not required to count the cash or stamp.
- Black sealing wax which should be used for the purpose of sealing cash bag.
- After the cash bag closed and sealed, the sub account assistant should himself weigh the bag and enter its weight both in word and figures on the label of the bag and also on both copies of the SO daily Slip and have entries of weight attested and initialed by the treasurer.
- As far as practicable, the Sub Account PA should not be either the mail or sorting assistant.
- But when the combination of these duties cannot be avoided, all the account bags whether they contain cash bag or not, should be sealed with the cash seal by the treasurer and with the sub account seal by the sub account PA.
- The cord for the cash seal should be tied tightly round the neck of the account bag just above the sub account seal.
- The cash seal should be impressed on good red sealing wax.

28. Opening of account and cash bag in Sub Office: -

- The account bag received from the HO should be carefully examination by the SPM before it is opened.

43. Opening of account bags in the Head Office: -

- The account bags received by a HO from its SO will be made over by the mail or delivery department under receipt to the treasurer who will open the bag in the presence of the Sub Account PA.
- The account bags or sealed with bags sent loose received by a HO from its SO after the close of day's transaction should be made over to the treasurer, by the mail or delivery department under receipt.



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- The treasurer should enter the total number of such bags in Column C of the HO Summary (ACG-1)

51. SO certificate list and documents: -

- The receipts so obtained should invariably be preserved along with the SO daily accounts for the same period as prescribed for SO daily account i.e., 18 Months.

54. Adjustment of incorrect account items: -

- If the daily account of SO has been checked, any account item is found to be wrong, the correct amount should be entered in the account of the HO but the SPM's figures in the daily accounts should not be corrected or altered in any way.
- The daily account received from a SO should never be returned for correction of errors.

55. Entries in the accounts of the head office of remittances received: -

- The remittance received from SOs in account with the HO should be credited in the HO Summary and treasurer's cash book on the actual dates of receipt, whether the SO daily accounts in which they are advised have or have not been received.

56. Postage in transit from the HO to SO and cash and stamps in transit between the head office and its sub-office and between sub office in account with head office: -

- A remittance to a HO from one of its SO, if received before the daily account in which it is advised, will be credited in the HO Summary and in the treasurer's cash book and will also be shown in the SO Summary as a minus entry until the daily account in which the remittance is advised received and copied into the SO Summary.
- The total of the SO balances after deduction of minus entries should be transferred to the Postmaster's Balance Sheet.

57. SO Daily Account to be copied into SO Summary: -

- The transactions of SO during the closing day of March which are not included in the SO summary for March, should be entered in a Supplementary SO Summary for March and not in the ordinary SO Summary of April.
- As soon as the SO daily account all Sos of the 31st March have been received in head office the supplementary SO Summary should be closed.

62. Mode of Sending Remittance to branch office: -

- Bag containing Cash Stamp or reply coupons to be sent BO should be closed by treasurer in the presence of Sub account PA.
- After the cash bag has been closed and sealed, the sub account PA should himself weigh the bag and enter its weight both in word and figure on the label of the bag and also on the both copies of BO Slip.
- In sub office where there are no treasurers, the carrier's receipt should be taken in the BO Summary.



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63. BO Slip (Pa-4): -

- The BO Slips are to be prepared in duplicate by means of double side carbonic paper.
- The pencil copy should be kept on record in the account office
- The carbonic copy should be detached and sent to the branch office.
- Both copies should be signed by Sub Account PA.

70. Disposal of VP Articles receipts: -

- The amount realized from addressees of VP articles delivered by Bos will be shown in the BO daily accounts under the head “Money Order issued”

74. Entries in BO Summary of remittances received and of Postage and cash in transit between the account office and its Bos: -

- In Sos the total amount of Postage, Cash and Stamps in transit should be added the net balance and the total should be transferred to the SO account.

77. Entries in Visit Book (MS-86): -

- The sub account assistant should himself enter in the visit book
- **Red ink used by Sub Account PA in MS-86** – The ABPM is not obliged to be visited on every trip but has to be visited the village marked in Red entries.
- **Black ink used by Sub Account PA in MS-86** – The villages have to be visited regularly.

81. Paid and unpaid money Order: -

- The amount of Money Order paid should be entered in the BO Summary under the head “Money Order Paid”.
- The amount returned as unpaid should be shown under the head “Cash remitted to the account office” or paid back by village postman.

83. Realisation of letter Postage: -

- In sub office amount collected on account of letter postage should be paid by the village postman to the Sub Postmaster, If there is no treasurers who should sign the entries in the village postmen’s registers in acknowledgement of receipt.

98. Preparation of SO Account: -

- S.O. Account – PA-17
- The SO account for each month should comprise the dates of the daily accounts which are accounted for in HO from the first to the end of the month.
- For instance, if the daily account dated 30th May is accounted for in the month at head office on the 1st June and that dated the 28th June is accounted for on the 30th June.
- The SO account for the month of June should embrace the dates from the 30th May to the 28th June, both days inclusive.



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- Exception – The transaction of the SO for the concluding days of March should be shown in the SO account for March. The entries however in the daily account of Bos for the concluding day of March which do not reach the SO before the 1st April should be incorporated in SO account and BO Summary for April.

99. Checking Balance of SO Account: -

- The night post office will prepare the daily account on Sunday also
- In the case of Hos, the HO summary will be prepared on Sunday also, if they are kept open on Sunday also, but HO cash book need not be written up on Sundays.

102. Authorized Balance [PA.14(s)]: -

- The minimum and maximum cash balances will be fixed for each SO by the Supdt. The memo of authorized balances received from the Supdt. Should be pasted to a board or car board and hung up inside the SO.
- The maximum cash balance of a sub office will include the amounts with its village postmen.

103. Book of receipts for intimations and notices delivered: -

- RP-53
- For parcel weighing above 10Kg.



121 Payments of Money Orders: -

- Before proceeding on his beat, a postman should be careful to see that there is sufficient printer ink in special ink pad supplied to him for taking thumb impression.

129. Return of undelivered articles: -

- A postman may in no circumstances keep an article in his possession more than 24 hours.

142. Undelivered articles and Unpaid Money Order: -

- In Sos the cash for unpaid money orders should be made over by village postmen to the money order assistant under receipt to be taken in their register.

144. Duties of Mail Attendants: -

- Mail attendants are employed in post offices situated at or near Railway Stations.



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