Handling Mail

29.1 Introduction

As you know in every office, a large volume of communication—letters, circulars, telegrams are sent to outsiders or received from them. Inside the organisation also written materials are exchanged between different departments. A planned and efficient handling of the mail is essential for the success of any business organisation. It is described as the backbone and an integral part of an office.

In the last two lessons you have learnt about ‘nature and functions of office’ and ‘types of jobs in a modern office’. The present lesson Handling Mail is divided into four sections and deals with (i) meaning of office mail, mailing department —centralisation and decentralisation, (ii) handling incoming mail, (iii) handling outgoing mail and (iv) postal facilities and services.

29.2 Objectives

After studying this lesson, you will be able to:

- define mail;
- recognise the implications of centralisation and decentralisation of correspondence work;
- identify and explain the stages of handling incoming mail;
• describe the steps in handling outgoing mail; and
• recall the facilities and services available from the post office.

29.3 Mail and Mailing Department

‘Mail’ refers to the written communication that passes through the messenger service or the post office. Every business concern sends out and receives a large number of letters, notices, circulars, telegrams, memoranda reports, statements, pamphlets, inquiries, etc. Mail service ensures continuous interaction between insiders as well as between the organisation and outsiders. It helps the firm in establishing and maintaining contact with customers, suppliers, and others concerned.

In order to ensure prompt and efficient handling of mail, the mailing service should be planned and organised properly. Due to its importance and the vital role played in the organisation, mail should receive special attention and treatment. Handling of mail is, therefore, done by a specialised department named as ‘Mailing Department’. The nature of organisation of the mailing department depends on the size of the firm and the volume of mail to be handled. Mails consist of three main types — (a) incoming, (b) outgoing and (c) interdepartmental. If the mail relating to various departments of the organisation is received and despatched from one centralised mail handling department, it is called centralisation of the mailing service. On the other hand, if each department receives and despatches its own mail, it is known as decentralised or departmental mail handling system.

Centralised Mailing Services

Under centralized mailing a separate mailing department is constituted to handle all types of mail concerning different departments. Letters which originate from a particular department also pass through mailing department. In small offices the volume of mail is very small and one individual may handle the entire mail. In some offices the inward mail is handled by a central section and the outgoing mail is handled by the respective departments.

The main advantages of centralised mail handling are — (1) Since similar type of activity is performed again and again the employees develop speed, accuracy and work efficiency. (2) Better supervision and coordination is possible. (3) It results in reduced cost of mailing. (4) It often allows new employees to get training in the office routines. (5) It results in saving in terms of time and money. (6) It provides optimum
use of mail room equipment. (7) Trained and expert staff can be appointed. (8) It can make special arrangements with the post office for receipt and despatch of mail. (9) Proper accounting of postage stamps is possible.

However, a centralised mail handling service is not without its drawbacks such as — (1) It may not appreciate the urgency of service required shown by particular departments. (2) It may not be possible to maintain secrecy.

The mailing department is usually divided into two sections: one for inward mail and the other for outward mail.

**Intext Questions 29.1**

1. Fill in the blanks.
   
   (a) Mail is the written communication that passes through a messenger or the ________.

   (b) Mail may consist of three types (1) ________ (2) ________ (3) ________

   (c) If the mail is handled by one mailing department, it is called ________ of the mailing service.

   (d) If each department receives and despatches its own mail, it is known as ________ (departmental) mail handling system.

   (e) It may not be possible to maintain secrecy in a ________ mail handling system.

   (f) In some offices the inward mail is handled by central section and the outgoing mail is handled by the ________.

   (g) Under a centralised mail handling system special arrangements with the post office can be made for ________ and ________ of mail.

   (h) Mail service ensures continuous interaction between ________ between the firm and ________.

**29.4 Handling incoming mail**

Efficient handling of mail requires establishment of definite procedures involving step by step handling of mail. The incoming mail should be received and distributed with speed and accuracy. The exact method of handling inward mail differs from office to office. Handling of incoming mail generally consists of the following steps.
(1) **Receiving the mail**

In small offices the mail is received by the executive or his secretary. But in large offices this task is entrusted to a responsible person in Mailing department. Incoming mail may be delivered once or twice everyday by the postman or by messengers or couriers. Sometimes in large offices Post Box or Post Bag is hired. The mail is collected once or twice a day from the post office by an employee. A part of the incoming correspondence is delivered by messengers from other offices. A clerk is entrusted with the work of receiving letters and issuing receipts or acknowledging receipt in the peon/messenger book.

(2) **Sorting: Departmentwise and Classwise**

After the mail has been received, it should be sorted out before it is opened. Official letters should be separated from the private letters of the employees. Letters marked ‘confidential’ or addressed to officials by name should be sent immediately unopened to the concerned officials. The first class official mail is also sorted for quick opening and delivery, laying aside less important mail for later handling. After seeing the envelopes the staff recognises the class of mail and content with experience.

(3) **Opening the mail**

Letters are opened by hand with the help of a paper knife. If the number of letters is very large, a letter opening machine may be used. The mail should be opened carefully to ensure safety of mail. It must also be seen that no papers are left inside the envelope. A responsible officer should supervise this process.

The contents of the envelopes should be scrutinised to find out the purpose of the correspondence and the department to which it relates. If there are enclosures, they should be checked to verify that they are in order. Any discrepancy should be brought to the notice of the mail room supervisor specially when the enclosures are cheques, drafts, postal orders, etc.

(4) **Marking the mail**

After opening the mail, each letter should be stamped with the date and time of its receipt. Stamping may be done with rubber stamp by hand or with the help of dating, numbering and time recording machines. If necessary, the envelope must be pinned as an evidence. The letter is marked to the concerned department and a circulation slip is also attached if required. Designs of such stamps are given below.
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XYZ & Co. Ref. No.— — — — — — — —
No.— — — Date — — — Date — — — — — — —
Received on — — — — — Accounts — — — — — — —
Acknowledged — — — — — Sales — — — — — — —
Replied — — — — — Mg. Director— — — — — — —
Filed — — — — — Date Filed— — — — — — —

Fig. 29.1 STAMP Fig. 29.2 STAMP

(When letter concerns more than one department)

(5) Recording

All offices keep a permanent record of inward mail. For this purpose, the “Inward Mail Register” or “Letter Received Book” is maintained. This register records the particulars of letters received. Such a record helps in fixing responsibility for a lost letter and also in tracing it. Delay or default in dealing with letters can also be found out. The following is the format of an Inward Mail Register.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Date</th>
<th>Name and Address of the sender</th>
<th>Nature of contents</th>
<th>Subject referred</th>
<th>To whom</th>
<th>Date of reply</th>
<th>Initials</th>
</tr>
</thead>
</table>

Fig 29.3 INWARD MAIL REGISTER

The Inward Mail Register is considered wasteful and time-consuming if the volume of mail is large. A Mail Room List is then prepared. This is a list of documents delivered in a batch to a particular department or individual. The receiver is required to sign the list as a receipt. The following is the format of a Mail Room List.

<table>
<thead>
<tr>
<th>Letters for --Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date -- Time --</td>
</tr>
</tbody>
</table>
Another method can be adopted if central filing is in operation. This is called Mail Room Schedule. The letters are numbered and entered in a schedule, which indicates the departments handling them. A proforma of the Mail Room Schedule is given below.

<table>
<thead>
<tr>
<th>Date</th>
<th>From</th>
<th>Account</th>
<th>Cashier</th>
<th>Sales</th>
<th>Purchase</th>
<th>Secretary</th>
<th>Managing Director</th>
<th>Date of filing</th>
</tr>
</thead>
</table>

Fig. 29.5 MAIL ROOM SCHEDULE

6. **Distributing the Mail**

After numbering, date stamping and listing, the letters are sorted out department-wise. This has to be done after all enclosures are securely attached to the covering letter. Separate trays or baskets may be used for sorting out letters of each department. Pigeon-holes may be arranged if there are a large number of departments. The initials of the receiving clerks or officials are obtained in a register as acknowledgment of their receipt.

7. **Speedy Disposal**

Letters received should be properly attended to and replied in time. They are filed after necessary action is taken on them. Follow-up action is taken to ensure that all incoming letters are properly dealt with quickly.

**Intext Questions 29.2**

I. Match the following steps.
### Statement

1. Stamping may be done by hand with rubber stamp or with the help of machines. (a) Receiving

2. Official letters are separated from the private letters of employees. (b) Sorting

3. Inward Mail Register records the particulars of letters received. (c) Opening

4. The mail is delivered once or twice everyday by the postman. (d) Marking

5. The mail should be opened carefully to ensure safety of letters. (e) Recording

6. Separate trays may be used for sorting out letters of different department. (f) Distributing

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### II. Fill in the blanks —

(a) All incoming letters are ________ after necessary action taken on them.

(b) After numbering, date stamping and listing, the letters are sorted out ________.

(c) All offices keep a permanent record of incoming letters in ________Register.

(d) After opening the mail each letter should be ________.

(e) After the mail has been received, it should be ________ out.

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### 29.5 Handling Outward Mail

Almost every office sends out mail daily. Outward mail must be handled with care, speed and accuracy due to the following reasons:

— improper handling of outward mail creates bad impression on outsiders.

— delays in sending replies may result in loss of business opportunities.
— delay may result in additional cost e.g., a telegram may have to be sent if a letter has been delayed.

All outgoing mail passes through three stages: (a) production, (b) signature and control, and (c) referencing. Production involves drafting or dictation and typing (or transcription) of the draft or dictated matter. Routine letters are signed by junior clerks on behalf of the head but important letters are signed by the concerned officer or head. Proper control on signatures is a must; only authorised person should sign the letters. Thereafter every letter has to be marked at the top with code or file number for future reference. This is known as referencing. Each organisation follows its own method of coding and referencing, e.g. reference number ACC/148/1998 indicates that letter No.148 relates to Accounts Department (Acc.) and it was sent in 1998.

Handling outward mail generally involves the following steps:

(1) **Collection of Outgoing Mail**

Generally each department sends its correspondence to the mailing department for despatch. In certain offices a messenger from mailing section goes round at scheduled intervals to collect mail from different departments. A tray marked as ‘outgoing mail’ is kept in each department. All letters to be sent outside are placed in this tray and the messenger collects the mail from such trays. Timely collection of outgoing mail improves the efficiency of despatch section.

(2) **Entering the Mail**

All letters sent outside are to be recorded. The letters which are to be delivered locally through a messenger or peon are recorded in “Messenger Book” or “Peon Book”. Outstation letters are entered in ‘Outward Mail Register’ or ‘Despatch Register’. A proforma of the outward mail register is given below.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Date</th>
<th>Name</th>
<th>Address</th>
<th>Deptt. concerned</th>
<th>Value of stamps</th>
<th>Remarks</th>
</tr>
</thead>
</table>

Fig. 29.6 OUTWARD MAIL REGISTER
A format of Peon Book is given below

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Date</th>
<th>Name &amp; Address</th>
<th>Contents</th>
<th>By whom delivered</th>
<th>Acknowledgement</th>
</tr>
</thead>
</table>

Fig. 29.7 PEON BOOK

(3) **Folding of Letters**

The letter (attached with enclosures) should be folded carefully and in the correct size. Creases should be straight and should not spoil the neatness of letters. They should be folded with minimum number of folds. If window envelopes are used, the folding should be done in such a way that the address becomes visible through the window. Standard envelopes should be used to accommodate the letters. Before the letters are inserted in the envelopes, care should be taken for:

— writing the number of letter on the envelope and on the letter itself as recorded in despatch register.

— checking the enclosures as mentioned at the left hand bottom of the letter, and

— fastening the enclosures by the main letter with pins, tags, clips or stapling wires.

In recent times machines have come up to be used for folding letters and inserting them in the envelopes automatically.

(4) **Preparation of Envelopes**

After folding, the letters are inserted in the right envelopes. A complete and correct address must be written. Pin codes should be given as they ensure a prompt delivery of letters. Address written on the letter and on the envelope should tally. Window envelope can be used to avoid rewriting of address on envelope. Address must be fully visible whether written by hand or typed. Addressing machines may be used whenever necessary. The envelopes should be sealed with gum, adhesive or cellotape. This work is tedious but should be done with care. The adhesive should not spread inside as it may
spoil the content. Different categories of mail, like ‘Book Post’, ‘Registered Parcel’ etc. should be stamped or written as per regulations of the post office.

(5) **Sorting, Weighing and Stamping**

The envelopes of different categories of mail are to be sorted out categorywise. The outward mail generally are of two categories — **Local**: to be sent through messenger, and **Outstation**: to be sent through post office, courier, airlines. The second category may be classified as mail to be sent by ordinary post, registered post, speed post, book post, foreign mail, under certificate of posting, parcels to sent through Indian Airlines, Air India, Sea mail, etc. The sorted mail should be put in separate trays so that the task of stamping is facilitated.

Stamps are to be affixed on mail which is sent by post. It is necessary to weigh the different articles to be sent by post so that proper value of stamps are affixed. An up-to-date copy of the ‘Post Office Guide’ should be kept with the despatch clerk responsible for affixing stamps. In large organisations franking machines are used for stamping.

The letters which are to be sent by messenger are entered in the Messenger or Peon Book and handed over to the messenger for delivery.

(6) **Despatching**

Finally, the posting and delivery of letters have to be arranged. Ordinary mail is posted at the nearest Post Box at regular intervals. Special kinds of mail like registered and insured articles etc. are separately sent to the post office. Letters to be sent by speed post are to be presented at the counter of a post office meant for it.

**Intext Questions 29.3**

1. Match the following

<table>
<thead>
<tr>
<th>Statements</th>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. After folding the letters are inserted into the right envelope.</td>
<td>(a) Collection</td>
</tr>
<tr>
<td>2. Outstation letters are entered in Outward Mail Register.</td>
<td>(b) Entering</td>
</tr>
</tbody>
</table>
3. Stamps are to be affixed on mail which is sent by post.

4. Ordinary mail is posted at the nearest Post Box at regular intervals.

5. A messenger from mailing section collects mail from different departments.

6. If window envelopes are used the folding should be done in such a way that the address becomes visible through the window.

II. Fill in the blanks -

(a) All _______ mail passes through three stages - production, signature and referencing.

(b) To avoid rewriting of address on envelope, _______ envelope can be used.

(c) A complete address should include _______ code of the city.

(d) The outward local mail can be sent through _______ or by P.O.

(e) Letters to be sent by speed post are to be presented at the _______ of a P.O. meant for it.

29.6 Postal Facilities and Services

The Postal Department is the main agency which renders different types of mail services within the country and abroad. The Post Office provides facility of carrying mail from one place to another in different forms. It sends money through Money Order etc. from one city to another. It provides facility of saving money through different modes like saving bank, NSS etc. Urgent messages can be sent quickly through telegrams and speed post. It also provides miscellaneous services like VPP, TMO, telephone, post box and bag, certificate of posting, insurance, parcel registration, book packets, pattern packets, business reply cards and envelopes, air, and sea mail services, etc. A copy of Post Office Guide may be obtained/purchased from the Head Post Office for getting full postal information along with current rates of different services. Postal rates are revised from
time to time. It is, therefore, necessary to obtain a list of current postal rates for different types of services.

**Carrying Mail**

The Postal Department carries different types of mail, both inland and foreign. The mail sent within the country is inland mail whereas a mail sent to foreign countries is known as international mail. A mail carried by rail or road or ship is surface mail whereas mail carried by aeroplane is called air mail.

Inland mail includes post card, inland letter, envelope, book post, sample packet, registered newspapers, parcels, etc. Blind literature packets are also sent at concessional rates. Concessional postage is charged on book packets and pattern packets.

**Sending Parcels**

Businessmen and individuals frequently send goods and articles in small quantities to customers and relatives through parcels. The maximum weight acceptable for a parcel is 20 Kg. In case of more than 4 Kg. weight, registration of parcel is compulsory. Any article can be sent by registered post. The registered articles are delivered by the postman after obtaining the signature of the addressee. Acknowledgment card may also be attached. Parcels are sent even to foreign countries through airmail or ship. All parcels sent to foreign countries are subject to scrutiny. Therefore, clearance by Customs Department is necessary on the prescribed form.

Letters and parcels containing costly items — cash, bankdraft, question papers, etc. are insured to avoid loss in transit. Articles upto the value of Rs.6,000 are insured by Branch Post Office while upto Rs.10,000 value are insured at the Head Post Office. In case of loss, the amount is paid to the sender as compensation.

An article or letter can be sent by V.P.P. (Value Payable Post) and its value is received from the addressee through the Post Office. Generally books, magazines and small goods are sent by V.P.P. In case of loss, compensation is paid equal to the value of V.P.P. article. The Value Payable Money Order commission is charged from the receiver.

**Sending Money**

A Money Order is an order passed by one Post Office to another Post Office to pay a specified amount of money to the named person. A printed Money Order form is available on payment. A receipt is issued by the
postal clerk who books the Money Order. A Postal order is a kind of draft drawn by one Post Office on another directing it to pay the value to the named person. Indian Postal Orders are available in the denomination of 50 paise to Rs.100/-. The rates of commission are revised by P&T Deptt. from time to time. Postal Orders are the simplest form of remitting specified fees to the concerned office. It can be crossed like a cheque and can be deposited in the payee’s account only. These have to be encashed within 6 months.

Remittances through Money Order and Postal Order are possible through Post Office. Telegraphic Money Orders (TMO) can be sent through Post Office for sending money immediately and quickly from one place to another. Money Orders can also be sent through speed post. The maximum limit for sending money through Money Order is Rs.1,000/-. Postal Orders of different value can be purchased from the Post Office for making payment through Postal Order. Money can be sent also by insured post.

**Saving Schemes**

In order to promote the habit of thrift in society there are various saving schemes operated by the Post Offices, like Post Office Saving Bank Account, National Saving Certificates (N.S.C.), Time Deposit, Fixed Deposit, National Saving Scheme (N.S.S.), Recurring Deposit Scheme, Home Safe Account, etc. For the benefit of retired persons a Monthly Income Scheme is also run by Head Post Offices in big cities. Any individual can open and operate a Saving Bank A/c in the Post Office on the basis of existing rules. NSC can be purchased for a period of 5 to 6 years on an attractive interest rate. Small savings can be deposited in the Post Office on monthly basis in Post Office Recurring Deposit A/c. Home Safe A/c is useful for children, students and persons who are below poverty line and wish to save small sums daily or weekly. Retirement benefits and large sums say Rs. One Lakh can be invested in Post Office. Monthly Income Scheme is popular due to the attractive rate of interest and to get a fixed amount on monthly basis. Besides there are investment schemes like 15 years Public Provident Fund, Indira Vikas Patra, Kisan Vikas Patra, Pay Roll Saving Group, etc. The details of these scheme can be had from Post Offices.

**Other Useful Services**

1. **Certificate of Posting**

   If a sender wants to have a documentary evidence of having posted an article, he can send it under ‘Certificate of Posting’. Three letters can be sent under one certificate of posting by paying a minimum
fee. The words “Under Certificate of Posting” must be written on letters.

(2) **EMS or Speed Post**

Letters were previously sent through Express Delivery Service. Now an Electronic Mail Service (EMS) has been introduced known as Speed Post. This service is available at selected Post Offices. Postal articles are booked at Speed Post Counters and are delivered in 24 hours. Facility of Foreign Speed Post is also available.

(3) **Post Box and Post Bag**

Post Box facility is available at any Head Post Office on payment of the required fee. The post master allot a Post Box Number and gives a Key to the hirer. The duplicate key is retained in the Post Office. All letters or mail of the concerned organisation are put into the box and may be collected by the authorised representative or peon. A Post Bag is also provided on hire by the Post Office with lock and keys. One key along with the bag is given to the hirer while the other is kept in the Post Office. The mail is put into the bag and locked. The bag is carried by the authorized person to his office and opened by the manager or executive. This ensures secrecy of the mail. The biggest advantage is that the mail is collected in time and distributed to the concerned sections for prompt action instead of waiting for the postman to deliver it.

(4) **Telegrams and Phonograms**

Urgent messages may be sent by telegram from one place to another within a few hours. Charges for telegrams are based on the number of words and the type of telegram e.g. ordinary, express, reply paid, multiple address, coded (cypher), greeting etc. The P&T Department has prepared a list of messages which are normally sent in the form of greetings. A list is available in the Telephone Directory also. Phonogram facility is also available whereby telegraphic messages are dictated on phone. Telegraphic messages sent to foreign countries are sent through Cablegrams.

**Rates of Postal Services**

The rates of postal articles and services are revised and fixed by the Indian Post and Telegraph Department from time to time. These rates are given in the current POST OFFICE GUIDE. The students are advised to prepare a list of postal charges for all important mail items for their information.
I. Match the following Postal Services with statements.

<table>
<thead>
<tr>
<th>Statements</th>
<th>Postal Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Saving Bank Account can be opened in the Post Office in the name of one or more persons.</td>
<td>(a) Carrying Mail</td>
</tr>
<tr>
<td>2. The maximum weight acceptable for a parcel is 2 Kg.</td>
<td>(b) Sending goods</td>
</tr>
<tr>
<td>3. This service is available at selected post offices in specified cities. The postal articles are delivered within 24 hours at inland destinations.</td>
<td>(c) Remitting Money</td>
</tr>
<tr>
<td>4. A money order is an order passed by one Post Office to pay a specified amount of money to the named person.</td>
<td>(d) Saving Scheme</td>
</tr>
<tr>
<td>5. The mail sent within the country is inland mail.</td>
<td>(e) Speed Post</td>
</tr>
<tr>
<td>6. The Postmaster allots a number and gives a key to the hirer</td>
<td>(f) Certificate of Posting</td>
</tr>
<tr>
<td>7. Charges are based on the number of words and the type such as ordinary, express, reply paid, etc.</td>
<td>(g) Post Box</td>
</tr>
<tr>
<td>8. This is issued if a sender wants to have a documentary proof of having posted a letter.</td>
<td>(h) Telegram</td>
</tr>
</tbody>
</table>

II. Fill in the blanks -

(a) A mail carried by rail or road or ship is a _______mail.

(b) All parcels sent to foreign countries are subject to _______

(c) A printed Money Order form is available from Post Office on _________.

(d) If you wish to save small sums daily or weekly, you may
open a ________ account in the Post Office.

(e) If you want to have a documentary evidence of having posted an article, you can send it under __________ of posting.

29.7 What You Have Learnt

Mail is the written communication that passes through a messenger or the post office. Mails consist of three main types — inward, outward and interdepartmental. Mail Service helps the firm to establish and contact with the customers and public at large. An independent mailing department is constituted to handle all types of mail in the office. The advantages of Centralized mailing services are — specialization, better supervision, economy, better performance, optimum use of Mail Room Equipment and trained and expert staff.

Inward mail routine include steps like — receiving mail, sorting mail, opening the mail, marking the mail, recording the mail (inward register), and distributing the mail.

Outward mail routine also involves various steps like — collection of outgoing mail, entering the outgoing mail (despatch register, messenger book), folding the letters, preparation of envelopes, sorting, weighing and stamping and lastly despatching.

Postal Department provides a number of valuable services to the community such as — carrying mail, sending goods, remitting money, providing saving schemes, quick mail service, facility of Post Box and Post Bag, telegrams and phonograms. Mails include post card, inland letter, envelope, business reply card, book post, pattern packet, blind literature packet, registered newspapers and parcels. The Post Office carries different kinds of mail both inland and foreign. The P.O. also provides facilities for registration, insurance, VPP, certificate of posting, speed post, post box and bag, telegram, cablegram, phonogram, money order, TMO, postal order, saving bank and different types of saving schemes.

29.8 Terminal Questions

1) Which card helps businessmen to receive reply from customers who do not have to bear postal expenses?

2) Which mail is known as communication that takes place between different departments of an organization?

3) Which book contains record of letters sent through messengers?
4) Name the scheme whereby the letters are delivered by the post office at their destination on the next day.

5) Name the arrangement whereby the mail relating to various departments is received and despatched from one section.

6) What are the advantages of having a Post Box Number?

7) State the features of ‘Speed Post’ service rendered by postal authorities.

8) How is the scrutiny of the contents of an incoming letter done?

9) Prepare proforma of (a) Letter Received Book and (b) Despatch Register.

10) Explain the use of Post Box and Post Bag.

11) Distinguish between Telegram and Phonogram.

12) Name different saving schemes of the Indian Postal Department.

13) What is meant by mailing service? Do you think centralization of the mail service improves efficiency?

14) What are the stages through which letters coming into an office pass.

15) Suggest a routine to be followed for an effective and efficient despatch of outgoing correspondence.

16) What are the facilities available in the post offices for — (a) sending mail, (b) sending money to persons living in other cities?

29.9 Answers to Intext Questions

29.1 (a) Post Office
(b) Inward, Outward, Interdepartmental
(c) centralisation
(d) decentralisation
(e) centralised
(f) departments
(g) receiving, despatching
(h) departments, customers
29.2 I. 1. d 2. b 3. e 4. a 5. c 6. f

II (a) filed (b) departmentwise (c) Inward Mail (d) Stamped (e) sorted

29.3 I. 1. d 2. b 3. e 4. f 5. a 6. c

II. (a) outgoing (b) window (c) pin (d) messenger (e) counter

29.4 I. 1. d 2. b 3. e 4. c 5. a 6. g 7. h 8. f

II. (a) surface (b) scrutiny (c) payment (d) Home Safe (e) certificate