

Syllabus for MTS LDCE Examination

The Department of Posts conducts a common examination for eligible GDS candidates for appointment to MTS, Postman and Mail Guard.

Eligibility:

- GDS → MTS (exam): 3 years of regular GDS engagement as on the prescribed date;
- GDS → Postman/Mail Guard (Exam): 5 years of regular GDS engagement as on the prescribed date;
- MTS → Postman/Mail Guard (LDCE): 3 years of regular MTS service, or 5 years' total service including GDS service, as on the prescribed date.

Exam Pattern:

Paper/Test	MTS	Postman/Mail Guard	Marks	Duration	Nature
Paper-I – Basic Postal Knowledge, General Awareness & Arithmetic	✓	✓	100	60 Min.	Merit
Paper-II – Postal Operations	—	✓	50	30 Min.	Merit
Paper-III – Local Language	—	✓	50	60 Min.	Qualifying
DEST – Data Entry Skill Test	—	✓	25	15 Min.	Qualifying

- Each question carries 1 mark. There is no negative marking for incorrect or un-attempted answers.

Merit and qualifying marks:

Post	Merit on	Qualifying (UR/OBC-EWS/SC-ST-PwD)
MTS	Paper-I only	• SC/ST/PwD: 33% • OBC/EWS: 37% • General/Others: 40%
Postman/Mail Guard	Paper-I + Paper-II (out of 150) Paper-III (qualifying only)	

Merit and qualifying marks for Paper IV (for Postman DEST Test):

- Task: Enter data equivalent to 1000 key depressions ($\pm 5\%$).
- DEST Qualifying Marks:
- General/UR: 75% (18.75 out of 25)
 - OBC/EWS/SC/ST/PwD: 60% (15 out of 25)

Syllabus:

Paper-I: Basic Postal Knowledge and General Awareness (Duration: 60 Minutes)	
<u>Post Office Guide Part I</u> a) Organization of the Department b) Type of Post Offices c) Business Hours d) Payment of postage, stamps and stationery e) General rules as to packing, sealing and posting, affixing of postage stamps f) Methods of address g) Post boxes and Post bags h) Duties of Letter Box peon i) Official postal articles j) Prohibited postal articles k) Products and Services: Mails, Banking & Remittances, Insurance, Stamps and Business	23 questions
<u>Postal Manual Volume V</u> a) Definitions	7 questions
<u>General Awareness</u> Topics to be covered (1 to 3 questions from each topic):	10 questions

a) Indian Geography b) Civics c) General knowledge d) Indian culture & freedom struggle e) Ethics and morale study	
<u>Basic Arithmetic</u> Topics to be covered (1 to 2 questions from each topic): a) BODMAS (brackets, orders, division, multiplication, addition, subtraction) b) Percentage c) Profit and loss d) Simple interest e) Average f) Time and work g) Time and distance h) Unitary method	10 questions
Paper-II: Knowledge of Postal Operations (Duration: 30 Minutes)	
<u>Post Office Guide Part – I</u> a) Delivery of mails b) Refusal of article c) Payment of eMoney Order d) Redirection e) Instruction regarding address change f) Articles addressed to deceased person g) Liability to detention to certain mails h) Facilities provided by Postman in rural areas	5 questions
<u>Postal Manual Volume VI- Part III</u> a) Head postman b) Knowledge of postal business c) Supply of form to be carried out d) Sale of stamps e) Postman's book f) Address to be noted on postal articles g) Damaged articles to be noticed h) Receipts for articles issued for delivery i) Book of receipts for intimations and notices delivery j) Instruction for delivery k) Realization of postage before delivery l) Receipts of addresses for registered m) Delivery to illiterate addressees, Pardanashin women n) Delivery of insured articles addressed to minors o) Payment of e-Money Orders p) e-Money Orders addressed to minors q) Payment of e-MO and delivery of registered letter to lunatics r) Duties of village postman	10 questions
<u>Postal Manual Vol VII</u> a) Stamps and seals b) Portfolio and its contents	10 questions

c) Stationery d) Preparation of daily report e) Mail abstract f) Exchange of mails g) Cage TB h) Disposal of mails addressed to a section or a mail office i) Closing of transit bags j) Duties and responsibilities of Mail Guard/Agent k) Final duties before quitting van or office l) 'A' order and 'B' order	
Paper-III: Knowledge of local language (Duration: 60 Minutes)	
Translation of words from English to local language (Multiple choice question)	15 questions
Translation of words from local language to English (Multiple choice question)	15 questions
Letter writing in local language in 40 to 50 words (1 question to be attempted out of 3 options)	10 marks
Paragraph/short essay in local language in 40 to 50 words (1 question to be attempted out of 3 options)	10 marks
Paper-IV: Data Entry Skill Test (Duration: 15 Minutes)	
Skill test of data entry for 15 minutes on computer. [Data entry of 600 key depressions (+/-5%)]	

Note for MTS Aspirants: Candidates applying exclusively for promotion to Multi-Tasking Staff (MTS) need to appear in Paper-I only. They are not required to take Paper-II, Paper-III, or DEST.

Index of chapters for MTS-Only Candidates:

Chapters	Page No.
PO Guide part – I	1 – 35
Products and Services	36 - 126
Postal Manual Volume – V	127 – 135
General Awareness	181 – 243
Basic Arithmetic	244 – 269

Index of chapters for MTS & Postman/Mail Guard Candidates:

Chapters	Page No.
PO Guide part – I	1 – 35
Products and Services	36 - 126
Postal Manual Volume – V	127 – 135
Postal Manual Volume – VI Part – III	136 – 152
Postal Manual Volume – VII	153 – 180
General Awareness	181 – 243
Basic Arithmetic	244 – 269

Contents

Chapters	Page No.
PO Guide Part - I	1 - 35
Control	1
Type of Post Offices	4
Night Post Offices & Mobile Post Office	5
Business Hour on Normal Week Days & on Sundays and P.O. Holidays	5
Desirability of prepayment of postage & Stamps and Stationery	6
Franking Machines	6
Prepayment of Postage in Cash	8
Spoilt or Defaced Stamps & Fictitious Stamps	8
General Rules as to posting	9
Delivery of Mails	10
Post box & Post bag	12
Window Delivery & Postal Identity Cards (POIDs)	14
Poste Restante	14
Redirection	15
Treatment of Undelivered Articles	15
Enquiries and Complaints	16
First Class Mails: Letter, ILC & Post Cards	16
Second Class Mails: Book Packets, RNP, Blind Literature & Parcel	17
Insurance, VP & Air Mail Service	18
Official Postal Articles, Camp Articles & Special Bags	18
Prohibited Postal Articles	19
Money Orders	20
Indian Postal Orders	21
Q & A based on PO Guide Part - I	22
Products & Services	36 - 126
Domestic Mail Products	36
Premium Products	42
International Mail Products	50
Business Services	58
Retail Post	63
Stamps and Philately	65
Post Office Savings Schemes	68
India Post Payments Bank (IPPB)	84
Money Remittance	87
National Pension System (NPS)	89
Unified Pension Scheme (UPS)	90
Jansuraksha Schemes	91
Postal Life Insurance (PLI)	94
Rural Postal Life Insurance (RPLI)	96
Q & A based on Products & Services	100
Postal Manual Volume V	127 - 135
Definitions	127

Q & A based on Postal Manual Volume V	131
Postal Manual Volume VI Part - III	136 - 152
Head Postmen & Postman's Book (Form MS-27)	136
Instructions for delivery (RP 52)	139
Delivery to illiterate addressees, Pardanashin women & insured articles addressed to minor	141
e-Money Orders addressed to minors	143
Duties of Village Postman	145
Duties of Mail Attendants & letter-box attendants	146
Approved Standard Remarks for Non-Delivery/Return/Redirection	146
Form Numbers & Preservation Periods	147
Mandatory Supporting Rules & Field Procedures	147
Modern Postal Operations & IT Modernization 2.0 (APT)	148
Q & A based on Postal Manual Volume VI Part – III	149
Postal Manual Vol. VII	153 - 180
Miscellaneous Rules	153
General Rules for Transit Sections and Mail Offices	155
Sorting Mail Offices	159
Transit Sections and Transit Mail Offices	165
Record Offices	166
Mailmen and Van Attendants	169
Mail Operations	170
Bag Accounting	172
Q & A based on Postal Manual Volume VII	173
General Awareness	181 - 243
Indian Geography	181
Civics	196
General Knowledge	209
Indian Arts & Cultures	217
Indian Freedom Struggle	227
Ethics and Moral Study	236
Basic Arithmetic	244 - 269
BODMAS	244
Percentage	245
Profit and Loss	250
Simple Interest	253
Average	258
Time and Work	260
Time and Distance	264
Unitary Method	268
Analytical Reasoning	270 - 304

23	West Bengal	West Bengal, Andaman & Nicobar Islands and Sikkim	Kolkata
24	Base Circle	Army Postal Circle	New Delhi

RAKNPA – Rafi Ahamed Kidwai National Postal Academy

- The RAKNPA, Ghaziabad, Uttar Pradesh, is the apex training institute of the Department of Posts.
- It provides training programmes for Group 'A', Group 'B' officers, managers or officers of foreign postal administrations.

Postal Training Centres (PTCs)

The Department of Posts has six Postal Training Centres (PTCs). These centres provide training primarily to operative staff and inspectorial cadres of the Department.

1. PTC Darbhanga, Bihar
2. PTC Guwahati, Assam
3. PTC Madurai, Tamil Nadu
4. PTC Mysuru, Karnataka
5. PTC Saharanpur, Uttar Pradesh
6. PTC Vadodara, Gujarat

Regional Training Centres (RTCs)

In addition to RAKNPA and the six PTCs, the Department has also established four Regional Training Centres (RTCs) for providing training closer to the field formations.

1. Bhubaneswar, Odisha
2. Delhi
3. Nashik, Maharashtra
4. Hubballi, Karnataka

Clause 2: Type of Post Offices

Types of Post Offices	Location	Managed By
Branch Post Office (BO)	Mostly in villages/rural areas	Gramin Dak Sevaks (BPM/ABPM)
Sub Post Office (SO)	Both rural and urban areas	Departmental staff (SPM/PA)
Head Post Office (HO)	Major towns and cities	Head Postmasters

Head Post Office

- A Head Post Office (HO) is the main office of a group of Post Offices consisting of itself and the Sub Post Offices (SOs) and Branch Post Offices (BOs) placed under its accounting jurisdiction.
- It consolidates the accounts of the Sub Post Offices under its jurisdiction and reports them to the Postal Accounts Office.
- It draws salary and other bills for officials within its jurisdiction and maintains their Service Books, as prescribed.
- The Head Post Office may be headed by a Higher Selection Grade-II (HSG-II) Postmaster, HSG-I Postmaster or Senior Postmaster (Gazetted), according to the classification of the office.

First Class Head Post Office

- Head Post Offices in important cities may be placed in charge of Gazetted officers and are known as First Class Head Post Offices.
- The First Class Head Postmaster exercises, in respect of his own office, the powers of a Superintendent of Post Offices, as prescribed.

General Post Office (GPO)

- The First Class Head Post Office situated at the Headquarters of the Head of the Circle is termed the General Post Office (GPO).
- Where there is more than one Head Post Office at the Circle Headquarters, the one attached to the Headquarters is designated as the General Post Office.
- The Postmaster of a GPO is designated as the Chief Postmaster.

Classification of Sub Post Offices

1. Mukhya Dak Ghar (MDG)
2. Higher Selection Grade (HSG) SO
3. Lower Selection Grade (LSG) SO
4. Triple-Handed SO – A Class
5. Double-Handed SO – B Class
6. Single-Handed SO – C Class
7. Delivery Post Offices
8. Non-Delivery Post Offices

Note: MDG can act like a HO but it has no salary drawing power.

Clause 3: Night Post Offices

- The Director-General may extend the working hours of a Post Office up to 8:30 P.M. and permit it to remain open on Sundays; such an office is called a "Night Post Office" and conducts only authorised transactions.
- During extended hours, Night Post Offices generally book Registered Articles, including V.P. Articles, issue T.M.Os, and sell I.P.Os and postage stamps.
- Savings Bank deposits and sale of Cash Certificates are available up to 7:00 P.M. on weekdays only.
- Payment of T.M.Os is made up to 6:00 P.M.
- On Sundays, National Holidays and other Post Office holidays, Night Post Offices function with restricted working hours. On such holidays, they work in one shift from 10:00 A.M. to 5:00 P.M.
- The delivery functions are entirely suspended on Sundays, National Holidays and other Post Office holidays. Payment of Money Orders, Savings Bank transactions and Post Office Certificates is also suspended.

Clause 4: Mobile Post Office

- Mobile Post Offices function at Bombay, Calcutta, Delhi, Madras, Ahmedabad, Nagpur, Hyderabad, Bangalore, Kanpur, Poona, Jaipur and Bhilai Industrial Township.
- Mobile Post Offices are intended to provide the facility of late posting at different areas of the cities at different timings according to a fixed schedule, excluding Insured and V.P. Articles.
- Mobile Post Offices remain closed on Sundays and Postal Holidays.
- Mobile Post Offices sell postage stamps and postal stationery and grant Certificates of Posting.
- They book surface and air-mail Registered Articles of Letter Mail, excluding Insured and V.P. Articles, and also book air parcels. They also accept unregistered articles of Letter Mail for dispatch.
- The Mobile Post Offices at Madras and Nagpur are additionally authorised to book Money Orders.

Clause 5: Business Hour on Normal Week Days

- The Circle Head, Regional Head and Divisional Head are empowered to specify the period during which business is transacted with the public or customers and the time at which items are delivered and dispatched in the Post Offices under their jurisdiction.

Work	Business Hour (in all working days)
For references and enquiries	During the entire working hours of the office
Counter services including booking and posting of items, premium collection of insurance premiums	6 hours
Money remittance - Electronic Money Order, IPO etc.	6 hours
Savings Bank Transaction	6 hours
Maximum business hour of a Branch Post Office	5 hours

Clause 7: Business done on Sundays and P.O. holidays

- Except for Night Post Offices, Post Offices and Mobile Post Offices are generally closed on Sundays and Post Office holidays, and no business is ordinarily transacted with the public on such days.
- On Sundays and Post Office holidays, there is generally no clearance of street letter boxes and no delivery of mails.
- Facilities are provided at specified hours at RMS Offices and selected Post Offices for posting letters on payment of the prescribed late fee. Such late-fee postings may also be made in the letter boxes of RMS mail vans.
- Machine-franked articles shall not be posted in Post Office letter boxes or in the letter boxes of RMS mail vans.
- Registered Newspapers and packets of Registered Newspapers are accepted on Sundays and Post Office holidays without payment of late fee at Press Sorting Offices, RMS Offices and Night Post Offices.
- RMS Offices provide the following facilities during specified hours on Sundays and Post Office holidays:
 - Sale of postage stamps and postal stationery;

Ans- Director General of Post

- 64) **Government officials who are on leave or have retired from service are entitled to use service stamps, is this statement correct?**

Ans- No, this statement is incorrect.

- 65) **Mails for defence services personnel serving in the army and air force should always furnish the following in particular?**

- | | |
|-----------|------------------|
| A. Number | C. Name and unit |
| B. Rank | D. All the above |

Ans- D

- 66) **The prompt delivery of a postal article is greatly facilitated if?**

Ans- It is addressed in correct manner

- 67) **According to the PO Guide part I rule 17 "Jewellery" includes?**

Ans- Watches the cases of which are entirely or mainly composed either of gold, silver or platinum

- 68) **If an article is addressed to c/o Post Box but the addressee has ceased to be the renter of a post box, the article should be?**

Ans- Returned to the sender

- 69) **To whom, the tour programme of the President and his council of Minister for closing of camp/special bag will be sent?**

Ans- DG Post, New Delhi

- 70) **The postage stamp embossed on service postcards bear the inscription "____" the superscription referred in sub clause b of Rule no 198 of Po Guide part I is not required on such postcard?**

Ans- Service

- 71) **Why should the address on correspondence be complete and definite?**

- A. To avoid delay to correspondence and mistake in delivery
- B. To ensure easy transmission of article
- C. To ensure delivery at destination to the addressee without any elaborate enquiry
- D. All the above

Ans- D

- 72) **How many labels are used in camp bag?**

Ans- 2

- 73) **Stamps should be affixed to the letter or packet to the:**

Ans- Right hand top corner

- 74) **To whom the tour programme of the Governor of the state for closing camp and special bag will be sent?**

Ans- Concerned Head of the Circle

- 75) **Which of the following articles should be posted in the letter box?**

(i) letters (ii) postcards (iii) Inland letter card (iv) packets (v) machine franked articles

Ans- (i) (ii) (iii) (iv) only

- 76) **The superscription must be supported by the _____ to be entered in the lower left-hand corner of the article?**

Ans- Signature and official designation

- 77) **Which one of the below statements is false in regards to officials entitled to use service stamps?**

- A. All government officials including those who are on leave
- B. The secretary, Medical Council of India
- C. The secretary, India Council of Agricultural Research
- D. The Controller of Emigrant Labour

Ans- A

- 78) **What is the superscription that is to be written on the article when it is posted by government officials authorized to use service stamps?**

Ans- On India Govt Service (OIGS)

- 79) **How will a letter posted by Block Development Officer prepaid official postal articles in accordance to a private individual or association be treated?**
 Ans- Treated as official postal article
- 80) **A list of high government officers entitled to the privilege of delivery of their mails to them whenever they may happen to be on tour within India will be found in which clause of the PO Guide Part 1?**
 Ans- Clause No. 206
- 81) **Delay to correspondence and mistake in delivery often result from**
 Ans- Incorrect/incomplete address
- 82) **The camp bag of a higher officer booked as a letter mail will be charged as:**
 Ans- Letter mail charge + registration charge
- 83) **Mails for the navy personal serving INS ship should be addressed to?**
 Ans- C/o the fleet mail office Bombay
- 84) **Which higher postal officers are not entitled to privilege to special bag?**
 Ans- All CPMGs of the circle
- 85) **According to the PO Guide part-I rule 17, "Currency" notes not included?**
 Ans- Defaced notes remitted on behalf of the currency department and notes from which signature has been cut off after cancellation on behalf of currency department
- 86) **Letter boxes marked with for letter only should be used for the posting of**
(i) Letters (ii) postcards (iii) Sample Packet (iv) Parcel
 Ans- (i) and (ii) Only
- 87) **Why public are advised to use the minimum number of stamps while prepaying postage charges by using stamps of the appropriate higher denominations**
 A. The use of large number of low value stamp takes up unnecessary space on the postal articles leaving less room for the address and other indications
 B. It is increasing the work of the post office staff
 C. It entails waste of the valuable stamp paper and printing charges
 D. All the above
 Ans- D
- 88) **The postage chargeable on the delivery of an official postal article when postage is insufficiently paid:**
 Ans- Double the deficiency
- 89) **Correspondence sent by an officer of a local authority such as the President or Secretary of a local fund committee such correspondence is:**
 Ans- It is not deemed official correspondence
- 90) **An official parcel containing more than one written communication, what action can be taken for inland transmission?**
 Ans- It is allowed for transmission
- 91) **In case of articles addressed to foreign countries the address should be written in?**
 Ans- Roman letter and Arabic figure
- 92) **The address should be written parallel to the length of the cover and in the lower half and towards the right-hand side of the front of the article leaving a clear margin at least _____ at the top for the postage stamps and labels postmarks and other indications?**
 Ans- 3 cm
- 93) **Mails for defence services personnel serving the army and air force should be addressed to:**
 Ans- 56 APO or 99 APO
- 94) **Which of the following is allowed by the Inland Post?**
 A. Any sharp Instrument not properly protected
 B. Any living creature noxious are likely to injure the postal article in course of transmission
 C. Ticket proposal for advertisement relating to the lottery
 D. None of these
 Ans- D

- Books must contain only printed matter. However, handwritten or printed details containing the recipient's name, sender's details, date, owner's initials, or complimentary presentation remarks are permitted.
- It would be transmitted exclusively via **Surface Mode**.
- It must be strictly address-specific and feature both a clear delivery address and a sender return address.

Service Features & Tracking

- All Gyan Post items are mandatory trackable items. They cannot be booked or transmitted as ordinary items.
- Senders can optionally avail of Registration, Proof of Delivery (POD), and Insurance on payment of the prescribed fees.
- At least one side of Gyan Post article should be opened for inspection.

Weight Limit & Dimension

- Minimum Weight: 300 gram
- Maximum Weight: 5 kilogram.
- Minimum Size (Envelope Form): 140mm × 90mm (± 2 mm tolerance).
- Maximum Size (Box/Package Form): 600mm × 300mm × 300mm.

Postage Fee Structure (Schedule of Tariff)

Weight Slab	Rate (₹)
Up to 300 gm	₹20
301 gm – 500 gm	₹25
501 gm – 1000 gm	₹35
1001 gm – 2000 gm	₹50
2001 gm – 3000 gm	₹65
3001 gm – 4000 gm	₹80
4001 gm – 5000 gm	₹100

Penalty & Infringement Rules

- If ineligible content is detected upon postal inspection, or if any layout/content rule is violated, the packet is automatically reclassified as India Post Parcel - Retail.
- It will be charged on delivery at double the deficiency between the prepaid Gyan Post postage and the full postage due for an India Post Parcel (Retail) of equivalent weight.

Premium Products

Domestic Speed Post (Document)

- It was introduced on 1st August 1986 as part of India Post's modernization efforts to provide fast, secure, and time-bound mail delivery.
- Starting rates up to 50 grams are Rs 19.00 (i.e. Rs. 22 inclusive of GST) for Local delivery and Rs 47.00 (i.e. Rs. 55 inclusive of GST) for across the country.
- Maximum Weight Limit: Up to 500 grams.
- Maximum Dimensions: 420mm × 297mm × 24mm (in Length × Breadth × Height)
- Address-specific by default (delivered to the given address unless specified otherwise).

Compensation & Penalty

- For Delay in Delivery: Refund of Speed Post charges.
- For Loss of Article, Damage, or Pilferage: Double the Speed Post charges or Rs 1,000, whichever is lower.

Tariff Structure for Speed Post Document (Plus GST as applicable)

Weight Slab	Local	Up to 200 km	201 to 500 km	501 to 1000 km	1001 to 2000 km	Above 2000 km
Up to 50 gm	INR 19	INR 47	INR 47	INR 47	INR 47	INR 47
51 to 250 gm	INR 24	INR 59	INR 63	INR 68	INR 72	INR 77
251 to 500 gm	INR 28	INR 70	INR 75	INR 82	INR 86	INR 93

Additional Value-Added Charges (GST extra as applicable)

- Registration Charge: Rs 5.00 (i.e. Rs 6 with GST) per item (requires delivery specifically to the addressee or authorized person).
- OTP Delivery Charge: Rs 5.00 (i.e. Rs 6 with GST) per item (delivered only upon OTP verification).
- Proof of Delivery (POD) Charge: Rs 10.00 per article (i.e. Rs 12 with GST).
- Insurance Coverage: Available up to Rs 5.00 Lakh.

Speed Post Discounts (For Walk-in Customer)

- Students: 10% discount on each article booked.
- New Contractual Customers: Additional 5% discount on their first 6 monthly bills.

Delivery Service Standards (Booking to Delivery)

Route Segment	Expected Delivery Time
Local	1–2 Days
Metro to Metro	1–3 Days
State Capital to State Capital	1–4 Days
Same State	1–4 Days
Rest of the Country	4–5 Days

Branch Office Exception: For delivery through Branch Post Offices (BOs) requires 1 additional day.

Domestic Speed Post (Parcel)

A Speed Post item booked at a post office is classified as a Speed Post Parcel if it satisfies at least one of the following conditions:

1. Weight Criteria: Weighs more than 500 grams.
 2. Minimum Dimensions (with ± 2 mm tolerance):
 - Roll Form: Minimum length 100mm; sum of length plus twice the diameter ≥ 170 mm.
 - Other than Roll Form: Minimum 140mm $\times$ 90mm.
 3. Maximum Dimensions:
 - Maximum length: 1.5 metres.
 - Maximum combined length and girth: 3.0 metres.
- Maximum Weight Limit: 35 kg.
 - Insurance Coverage: Insurable for consignments up to Rs 1.00 lakh.
 - Proof of Delivery (POD): Charged at Rs 10.00 per article in addition to parcel tariffs.
 - Merchandise Declaration: Any item that does not qualify as a "Speed Post Document" (under Regulation 99 of Post Office Regulations, 2024) must be declared as "merchandise" by the customer.

Mode of Transmission & Operations

- Air Mail Priority: Transmitted by Air by default.
- It may be transmitted via surface routes only where surface routing is determined to be faster than air transmission.
- When transmitted by surface, Speed Post Parcels are given priority over India Post Parcels at every stage of handling and transit.
- Every parcel presented at the window must bear the explicit inscription "Speed Post Parcel" on the outer face, alongside markings for any paid value-added services.

Compensation & Penalty Norms

- Delay in Delivery: Refund of Speed Post charges paid.
- Loss of Article, Damage, or Pilferage: Double the Speed Post charges paid or Rs 1,000, whichever is lower.

Speed Post Parcel – Retail (Rates Effective 01.08.2026 – GST excluded)

Weight Slab	Local	Within State	Zone/Metro	Other States
Up to 500 grams	₹28	₹76	₹82	₹90
501 – 1000 grams	₹48	₹101	₹137	₹143

501 – 1000 grams	₹31	₹44	₹51	₹57
1001 – 1500 grams	₹36	₹58	₹70	₹80
1501 – 2000 grams	₹45	₹80	₹100	₹115
2001 – 3000 grams	₹57	₹100	₹125	₹145
3001 – 4000 grams	₹69	₹120	₹150	₹175
4001 – 5000 grams	₹81	₹140	₹175	₹205
Every Additional 1 kg	₹15	₹20	₹25	₹30

Delivery Service Standards (Booking to Delivery)

Route Segment	Expected Delivery Time
Local	3 Days
Metro to Metro	4–5 Days
State Capital to State Capital	4–6 Days
Same State	3–6 Days
Rest of the Country	6–7 Days

Branch Office Exception: Deliveries through Branch Post Offices (BOs) require 1 additional day.

India Post Parcel Last Mile

- This service has been designed specifically for bulk or contractual customers (e.g., e-commerce firms) seeking an efficient, reliable, and economical last-mile delivery solution.
- Parcels under this service are booked/inducted directly at the destination Office of Delivery, or at an identified Parcel Hub/Parcel Processing Centre.
- Unlike regular India Post Parcels that are routed through the origin post office network, Last Mile parcels are directly injected near the point of delivery (Delivery Office or local Parcel Processing Centre).

Weight Limits & Value-Added Services

- Maximum Weight Limit: 5 kilograms.
- Value-Added Services (VAS) facilities such as Proof of Delivery (POD), Insurance, Cash on Delivery (COD), and other value-added features are available.
- Fees for value-added services are charged as applicable to standard **India Post Parcel**.

Tariff Structure (Effective 01.08.2026 – GST excluded)

Weight Slab	Booked/Inducted at Delivery Office	Booked/Inducted at Identified Parcel Hub or Parcel Processing Centre
Up to 2000 grams	₹15	₹20
2001 – 5000 grams	₹22	₹35

Domestic Tariffs for various products & services**Air Mail Surcharge:**

- First 50 grams or fraction thereof: ₹2.00
- Every additional 50 grams or fraction thereof: ₹1.00

Insurance Fee:

- Insured value up to ₹200: ₹4.00
- Insured value above ₹200: ₹4.00 + 1.50% of the insured amount exceeding ₹200.

Cash on Delivery (COD) Collection Charges:

- Collection Amount up to ₹6,500: 1.6% of total recovered amount.
- Collection Amount above ₹6,500: ₹100.00 + 1% of the amount exceeding ₹6,500.

Other Value-Added Service Charges (18% GST excluded):

- Registration Fee: ₹5.00 per item (in addition to postage for Speed Post Document or Speed Post Parcel).

- Attested Copy of Receipt: ₹2.00 per attested copy of original receipt for registered items.
- Proof of Delivery (POD): ₹10.00 per item (plus postage and other applicable fees).
- OTP-Based Delivery Charges: ₹5.00.

DIGIPIN: Digital Postal Index Number

- It is an open-source, national-level geo-coded addressing grid system developed by the Department of Posts (India Post) in technical collaboration with IIT Hyderabad and the National Remote Sensing Centre (NRSC, ISRO).
- It forms the foundational layer of India's Digital Public Infrastructure (DPI) for addressing, enabling "Address as a Service" (AaaS) across governance, logistics, emergency services, and e-commerce.

Technical Features & Specifications

Feature	Technical Specification
Grid Resolution	Divides the entire geographic territory of India into uniform grid cells of approximately 4m × 4m.
Code Structure	A 10-character alphanumeric code generated directly as a function of latitude and longitude coordinates.
Geographic Bounding Box	Covers Indian landmass and maritime boundaries: Latitude 2.5° N to 38.5° N, Longitude 63.5° E to 99.5° E.
Formatting Rules	Maintained as a continuous 10-character string. Hyphens (-) or punctuation are strictly prohibited in digital transmission.
Offline Functionality	The algorithm supports completely offline encoding and decoding via low computational logic on GPS/GNSS-enabled devices.
Privacy & Anonymity	Zero personal data storage. DIGIPIN represents a purely spatial geographic point and does not store names, phone numbers, or user details.

DHRUVA (Digital Hub for Reference & Unique Virtual Address)

- It is the digital address ecosystem built on top of DIGIPIN.
- It allows citizens to create personalized, easy to remember virtual address aliases (**flat2A.name@indiapost**) linked to their 10-character DIGIPIN.
- Provides consent-based sharing and privacy controls for address verification in banking, e-commerce, and public administration.

Open-Source Ecosystem & APIs

- Citizens can derive their location code via India Post's portal (**dac.indiapost.gov.in/mydigipin**).
- Available open-source on **GitHub (INDIAPOST-gov/digipin)**. It exposes two primary REST APIs:
 1. **Encode API:** Converts Latitude, Longitude coordinates into a 10-character DIGIPIN.
 2. **Decode API:** Converts a valid DIGIPIN string back into geographic center-point coordinates.

Logistics Post

- This service is designed exclusively for business/corporate customers seeking an end-to-end, cost-effective, and efficient logistics solution.
- It manages the entire supply chain value chain, including:
Collection → Storage/Warehousing → Transmission → Doorstep Distribution
- It operates on a dedicated freight and distribution network separate from regular mail channels, utilizing dedicated Logistics Post Centres (LPC) established across the country.

Load Options

- Full Truck Load (FTL): Exclusive booking of entire trucks for large bulk movements.
- Less than Truck Load (LTL): Flexible booking option for single-parcel or multi-parcel consignments sharing truck space.
- Utilizes a combination of Road, Rail, and Air networks depending on urgency, volume, and customer preferences to ensure safe and timely delivery.

- 86) **What is the demurrage fee per day for VP Parcel?**
Ans- Rs 3
- 87) **How is to be charged if blind literature packets are sent by air?**
Ans- Airmail charge should be paid
- 88) **What is the maximum weight of registered parcel addressed to branch post office or booked at branch post office?**
Ans- Not more than 10 Kg
- 89) **What is the fee of acknowledgement of registered articles?**
Ans- Rs 3
- 90) **The Inquiry fee of the value payable article is paid:**
Ans- In form of Postage Stamp
- 91) **When the license of business reply service is renewed every year?**
Ans- March
- 92) **What is the business reply service?**
Ans- Facility under which a person can obtain a reply from his client without making him to pay the postage
- 93) **What is the cost of a competition postcard?**
Ans- Rs 10
- 94) **Insufficiently paid post card of a private manufacturer taxed as:**
Ans- Double the deficiency subject to the minimum of one rupee
- 95) **What is the cost of eMO Forms?**
A. Rs 0.25 **C. Rs 1**
B. Rs 0.50 **D. None of these**
Ans- D (free of cost)
- 96) **IPO is available in how many denominations?**
Ans- 4 denominations (only 10, 20, 50 and 100 denominations)
- 97) **What is to be done when the book packet is found to be excess of either the prescribed size or the weight?**
Ans- It shall be returned to sender
- 98) **What is the penalty breach conditions for blind literature packets?**
Ans- Charged on delivery with letter or parcel postage whichever is less
- 99) **Registered newspaper is published at an interval of _____?**
Ans- Not more than 31 days
- 100) **Free transmission of blind literature packet will be only?**
Ans- Surface Route

Q & A based on Stamps and Philately

- 1) **What is the full form of PAC?**
Ans- Philatelic Advisory Committee
- 2) **What is the cost of My Stamps Sheet?**
Ans- Rs 300 (12 stamps of Rs 5 each)
- 3) **Children of which classes are eligible for scholarship under SPARSH yojana?**
Ans- Class VI to IX
- 4) **Stamps issued for remembering important events, prominent personalities and national or international issues are called as:**
Ans- Commemorative Stamps
- 5) **The proposal for commemorative stamps should be sent at least _____ years in advance in the prescribed format for consideration by PAC?**
Ans- 2 Years

- 6) **What is the full form of SPARSH?**
Ans- Scholarship for Promotion of Aptitude & Research in Stamps as a Hobby
- 7) **The customer is required to collect his/her my stamp sheetlets within:**
Ans- 7 working days
- 8) **An event which is not nationally important enough to be commemorated by issue of a commemorative or special stamps or for which a stamp cannot be accommodated in the annual issue programme may be commemorated by the department by issue of:**
Ans- Special Cover
- 9) **Which is the brand name for personalized sheets of postage stamps of India Post?**
A. My Stamps C. Definitive Stamps
B. Commemorative Stamps D. None of the above
Ans- A
- 10) **Which office maintains a Philatelic Deposit Account?**
A. Philatelic bureaux C. Philatelic counters
B. Head post office D. None of the above
Ans- A
- 11) **Indian postage stamp is printed at:**
Ans- Indian Security Press, Nashik
- 12) **Philatelic counters are functioning at:**
Ans- All head post office
- 13) **What is the minimum amount to be deposited to open Philatelic Deposit Account service by foreign collectors?**
Ans- Rs 1000
- 14) **In which year My Stamps was introduced?**
Ans- 2011 (during INDIPEX-2011)
- 15) **Which of the following stamps are printed in limited quantities?**
A. My Stamps C. Definitive Stamps
B. Commemorative Stamps D. None of the above
Ans- B
- 16) **Proposal of issue of commemorative stamps may be sent by:**
A. Citizen of India C. Either A or B
B. NRI D. None of the above
Ans- A
- 17) **Overseas orders of philatelic stamps are fulfilled through which office?**
Ans- Mumbai GPO
- 18) **Which stamps cannot be used for payment of postage?**
Ans- Revenue stamp
- 19) **A domestic philatelic deposit account (PDA) system was introduced from _____ at all philatelic bureaux in India?**
Ans- 01-08-1965
- 20) **To cater seamlessly to philatelists across the world, DOP has launched its own eCommerce portal called?**
Ans- ePost office
- 21) **Which stamps are available at philatelic bureaux?**
A. My Stamps C. Definitive Stamps
B. Commemorative Stamps D. All of the above
Ans- D
- 22) **The minimum amount to be deposited for opening a philatelic account?**
Ans- Rs 200

Rule 11-B: Kendriya Bag Unit/Central Bag Unit - A centralized bag management depot located at Circle/Division headquarters responsible for assessing requirements, maintaining stock records, distributing, and regulating the exchange of empty postal bags across units.

Rule 12: Returned Letter Office (RLO) - A specialized office established at the headquarters of each Postal Circle to deal with undeliverable, unclaimed, un-addressed, or refused postal articles, as well as mail with illegible/incomplete addresses.

Rule 12-A: Transcription Centre - A specialized cell attached to major post offices or sorting offices where addresses written in local/regional languages are transcribed into English or the dominant regional language to facilitate fast onward sorting and delivery.

Rule 13: Offices of Exchange, Offices of Exchange of Transit, Foreign Post Offices, and Sub-Foreign Post Offices

- Office of Exchange: A post office or RMS mail office that exchanges international mail directly with a foreign postal administration.
- Office of Exchange of Transit: An office of exchange that handles closed foreign transit bags without opening them for internal sorting.
- Foreign Post Office (FPO): An office of exchange equipped with Customs officers where assessment of customs duty, inspection, clearance, and handling of international mail take place.
- Sub-Foreign Post Office (SFPO): A post office that receives foreign mail for customs clearance and duty assessment but does not exchange mail directly with foreign post offices.

Rule 14: Transit Section - A traveling unit of the Railway Mail Service (RMS) working in a railway van on a train line, responsible for handling closed bags along its route without opening bags for individual letter sorting.

Rule 15: Mail Office - A stationary RMS office situated at or near a railway station or airport that opens mail bags received from post offices/sections, sorts the individual articles, and dispatches them in fresh closed bags.

Rule 15-A: Corporate Mail Office/Bulk Mail Centre - A dedicated postal center established to handle high-volume bulk mail originating from corporate clients, business firms, and government departments (includes collection, franking, sorting, and dispatch).

Rule 15-B: Mass Mailing Centre - A facility set up to provide pre-mailing services to corporate customers, such as printing, folding, inserting contents into envelopes, addressing, sealing, and franking bulk mail items.

Rule 15-C: Press Sorting Office (PSO) - A specialized sorting office set up on the premises of major newspaper publishers or printing presses to accept, sort, and dispatch newspapers directly into mail streams to eliminate delays.

Rule 16: Record Office - A stationary office of the RMS where registers, work papers, sorting lists, and accounts of RMS sections and mail offices attached to it are maintained. Headed by a Record Officer (RO).

Rule 17: Head Record Office (HRO) - The principal Record Office of an RMS Division, located at the division headquarters and attached to the office of the Superintendent RMS. It manages accounts, stock, and forms for the entire division. Headed by a Head Record Officer.

Rule 18: Sub-Record Office (SRO) - A subordinate Record Office of the RMS located at important railway junctions where RMS sections originate or terminate. Headed by a Sub-Record Officer.

Rule 18-A: Bag Office - An office designated to manage the receipt, storage, distribution, and accounting of empty postal bags. Classified into:

- Unit Bag Office (UBO): Every Post Office and Mail Office.
- District Bag Office (DBO): Head Record Office (HRO) of an RMS Division.
- Circle Bag Office (CBO): Postal Directorate/Circle Headquarters (Postal Store Depot).

Rule 19: Sorting Assistant - An official employed in an RMS Mail Office, Transit Section, or Record Office responsible for sorting postal articles, preparing mail documents, and maintaining work papers.

Rule 20: Subsidiary Sorting Assistant - A sorting assistant who performs secondary or assistance duties (such as tying bundles, sealing bags, or handling canvas bags) to support the main sorting operations.

Rule 21-A: Set of Section - A group of officials (comprising Mail Guards, Sorting Assistants, etc.) working together to perform a complete trip on a specific RMS line.

Rule 21-B: Set of Mail Office - A shift or crew of RMS officials working together during a specific working hour/duty shift in a stationary Mail Office.

Rule 22: Trip - A single journey performed by an RMS Transit Section or set of officials from one terminus of its line to the other (Inward Trip or Outward Trip).

Rule 23: Station and Sorting Articles

- When a pension e-Money Order is paid to a departmental pensioner, the postman must endorse, under his dated signature, on the back of the acknowledgment portion a certificate in English or the Regional language stating that the pensioner is alive on the date of payment.
- For pension money orders paid in January, April, July and October, the certificate endorsed by the postman or village postman on the back of the acknowledgment portion must be attested by at least two respectable persons of the village.
- A postman who asks for or receives any commission or present for paying a Money Order is liable to removal.
- In a Sub-Office (S.O.), the cash relating to Money Orders remaining unpaid must be handed over by the postman to the e-Money Order Assistant.

e-Money Orders addressed to minors

- Where the minor is under the age of discretion and is living with his parent or lawful guardian, payment of the e-Money Order should be made to the parent or guardian, who must sign the e-Money Order on behalf.
- Where the minor is under the age of discretion, 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 is for the time being.
- In such a case, the person having the minor in his care and custody must, in addition to signing the e-Money Order, execute an agreement of indemnity undertaking to indemnify the Post Office against all adverse claims in respect of the amount of the e-Money Order paid.
- If the person having the minor in his care and custody refuses to sign the indemnity bond, payment must be withheld and the e-Money Order must be taken back to the Post Office.
- The prescribed form of the agreement of indemnity should be obtained from the Postmaster.
- Where the minor is old enough to understand the nature of the transaction, payment of the e-Money Order should be made to the minor himself.
- Stamp duty on the agreement of indemnity is payable according to the latest Stamp Duty Act, and the person executing the agreement is responsible for providing the stamp.
- If a different rate of stamp duty is in force in any Circle, the Head of Circle will issue the necessary instructions.
- A single agreement of indemnity may cover more than one e-Money Order paid at one time by a Post Office to the same person on behalf of a minor.

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 an asylum, payment of the e-Money Order should be made to the Head of the Institution, who must sign the e-Money Order on behalf of such person.
- Where a person is without hands or fingers, whether due to war, disease, accident or any other cause, and is living with his parents, relatives or friends, payment should be made to the responsible person with whom such person resides.
- In such cases, the payment must be made in the presence of an independent responsible witness.
- The independent responsible witness must be required to attest the signature or thumb-impression on the e-Money Order form.

Payment of e-MO and delivery of registered letters to lunatics

- Persons of unsound mind may be classified into four categories:
 - i. Persons adjudged lunatics in inquisition proceedings under the Lunacy Act, for whose estates managers are appointed by the Court;
 - ii. Persons so adjudged but for whose estates no managers are appointed by the Court;
 - iii. Persons committed under proceedings under the Lunacy Act to Lunatic Asylums or Mental Hospitals established or licensed by Government; and
 - iv. Persons in respect of whom no steps are taken under the Lunacy Act.
- In the case of persons falling under clause (i), the Post Office may deliver the articles or pay the e-Money Orders to the managers appointed by the Court.
- In the case of persons falling under clauses (ii) and (iii), as it is difficult for the Post Office to determine the proper person who is authorised to accept the articles or receive the money and give discharge on behalf

Duties of Mail Attendants

- 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 to and from the railway station, exchanging bags with the RMS, and clearing letter-boxes located at railway stations.
- Mail Attendants may be supplied with postage stamps for sale to the public, under the rules governing similar supplies to postmen.
- Mail Attendants should not be employed to deface postage stamps affixed to articles posted for despatch.
- A Mail Attendant must be able to recognise the seals on bags made over to him and must check the number of bags entered in the mail lists.
- The Mail Attendant is responsible for the number and condition of bags received by him from the Post Office, RMS Mail Contractors or other mail carriers.
- On receiving bags, he must immediately bring to the notice of the official in charge of the section, Mail Office or other concerned official any defect in the condition of the bag, seal, cord or label, or any discrepancy in the number of bags.
- The Mail Attendant must obtain a suitable endorsement in the mail list, where prescribed, or on a separate memorandum regarding any discrepancy or defect noticed.
- All discrepancies and defects must also be brought to the immediate notice of the Postmaster on the Mail Attendant's 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 the boxes from the inside.
- The screws used to bolt the staples to the mail boxes should be provided with a nut on the inside of the box.
- When there are two Mail Attendants, one Mail Attendant alone must not be allowed to hold the keys of both locks; the two locks must also be of different patterns.
- When a Postman is required to perform the duties of a Mail Attendant in addition to his own duties, the rules relating to Mail Attendants, including Rule 114, will also apply to him.
- Departmental and GDS Mail Carriers may exchange mails directly with RMS Sections and Mail Offices and may also be required, whenever necessary, to assist the Mail Attendants.
- Mail Attendants must be present on the railway platform with the mails at least 10 minutes before the arrival of the train by which the mails are to be conveyed.
- If there is a letter-box at the railway station to be cleared by the Mail Attendant, he must clear it and dispose of its contents according to the instructions given by the Postmaster.

Duties of letter-box attendants

- Letter-box attendants must know the scheduled hours at which the letter-boxes in their beats are cleared and the times at which mails are despatched from and delivered at the Post Office.
- It is their duty to punctually clear the letter-boxes in their beats according to the prescribed schedule.
- They must bring to the notice of the Postmaster any damage to or defect in any letter-box observed by them.

Approved Standard Remarks for Non-Delivery/Return/Redirection

Standard Remark	When to Use	Final Disposal of the Article
Refused	Addressee is present but declines to accept the article for any reason.	Returned to sender
Addressee Not Found	Address is located, but the addressee is not available at the address in case of addressee specific delivery.	Keep in deposit for 7 days and if nobody claims, returned to sender
Addressee Left Without Instructions	Addressee is known to have left without leaving forwarding instructions.	Returned to sender
Premises Locked	When multiple attempts are made, but the premises are consistently found closed.	Returned to sender
Insufficient Address	Address is incomplete or inadequate to locate the recipient despite best efforts.	Returned to sender

- 7) **What register or document is carried by a Village Postman when proceeding on his assigned beat route?**
Ans- Village Postman's Route Register (Form MS-86).
- 8) **What action should a postman take if an accountable article appears damaged or tampered with at the time of delivery?**
Ans- The postman must not attempt delivery; the article must be returned to the postmaster/supervisor so an open delivery notice can be issued to the addressee.
- 9) **Are postmen permitted to distribute private handbills, circulars, or advertisements while on duty?**
Ans- No. Postmen are strictly prohibited from distributing private advertisements or handbills etc.
- 10) **How are money orders paid to individuals who are physically unable to give a thumb impression due to loss of fingers or limbs?**
Ans- Payment is made by taking a toe-impression, which must be attested by a respectable witness.
- 11) **What form is used for issuing a "Notice of Arrival" (Intimation) when an article cannot be delivered on the first attempt?**
Ans- Form RP-53 (Intimation to addressee).
- 12) **Where does a postman record the list of unpaid postage articles handed over to him for collection during his round?**
Ans- In the Postman's Book (MS-27) under the postage due column, signed by the Delivery PA.
- 13) **What is the procedure if the addressee of a Value Payable (VP) article refuses to take delivery or pay the VP amount?**
Ans- The article is marked as "Refused", returned to the Delivery PA, and sent back to the sender after necessary entries in the VP register.
- 14) **What is the maximum duration for which a post office can hold a "Deposit" article before returning it to the sender?**
Ans- 7 days.
- 15) **Who verifies and tests the route, beat work, and delivery efficiency of Postmen in large Head Post Offices?**
Ans- The Head Postman and the Inspector of Posts (IP/ASP) during beat inspections.
- 16) **What register is used by the Delivery PA to hand over cash to postmen for paying e-MOs?**
Ans- Postman's Register of Money Orders (Form MO-18).
- 17) **What rule governs postmen regarding lending or borrowing money within their beat?**
Ans- Postmen are strictly prohibited from borrowing or lending money to residents within their assigned beat/delivery area.
- 18) **What action must a postman take if a street letter-box in his beat is found unlocked or damaged?**
Ans- He must immediately report the irregularity to the Postmaster/Supervisor and record it in the Error Book.
- 19) **What document contains the official layout, list of streets, and boundaries of a postman's assigned delivery area?**
Ans- The Beat Map and Beat Description List.
- 20) **What is a "Postman's Beat"?**
Ans- The specific geographic area, streets, houses, and institutions assigned to a postman for the delivery of mail and payment of money orders.
- 21) **What document contains the complete list of streets, houses, and public offices included in a postman's beat?**
Ans- The Beat Map and Beat Description List.
- 22) **In what manner should a postman arrange articles in his bag before leaving the post office for delivery?**
Ans- Articles must be arranged strictly in the order of the beat route (route order) to ensure systematic and efficient delivery.
- 23) **What is the maximum period a postman can retain cash received from the public toward unpaid postage or VPP articles?**
Ans- Cash must be submitted to the Postmaster/Treasury on the same day immediately upon return from the beat.

Postal Manual Vol. VII

Chapter 1 — Miscellaneous Rules

Rule 1: Departments of a set of a Sorting Mail Office

- Each set is divided into Mail, Sorting, Registration, and Parcel departments, managed by respective Sorting Assistants.
 - Mail Department: In charge of the Head Sorting Assistant.
 - Sorting Department: In charge of a Sorting Assistant.
 - Registration Department: In charge of a Registration Sorting Assistant.
 - Parcel Department: In charge of a Parcel Sorting Assistant.
- When staff count is lower than departments, single Sorting Assistants take on multiple departmental duties.
- In two-assistant sets, the Head Sorting Assistant handles Mail and Sorting duties, while the Sorting Assistant manages Registration and Parcel duties.
- In sets under a Selection Grade Head Sorting Assistant, a senior Sorting Assistant handles receipt/dispatch and bag opening/closing.

Rule 2: Posting of prepaid unregistered articles in trains and Mail Offices

- Unregistered articles posted in train letter-boxes or RMS letter-boxes during late-fee collection hours require extra late-fee prepayment.
- Articles missing the required late fee (except postcards) are stamped "*Detained Late Fee not paid*" and handed over loose to the next available Mail Office or Post Office.
- RMS sections cannot receive articles directly by hand unless no letter-box is provided or for oversized articles.
- Mail vans display notice boards specifying extra postage requirements for letter-box postings.

Rule 3: Mention of sections in official correspondence

- Official correspondence must state the beat of the section in brackets after its designation (e.g., TP 16 (Chennai - Vijayawada)).
- If multiple sections share the same beat, the train's Railway designation must be included when mentioned for the first time.
- Intra-divisional correspondence omits beat details, while complaints/reports must include set numbers and dates.

Rule 4: Interception or redirection of articles

- A mail office cannot redirect, intercept, or deliver any article to an addressee without direct authorization from the Director-General or Head of the Circle.
- High-officer camp articles follow special procedures under Appendix A.

Rule 5: Information not to be made public

- Non-departmental individuals are prohibited from inspecting mail articles or viewing RMS work papers.
- Unauthorized disclosure of official information leads to dismissal.
- Requisitions from non-postal Government officers must be referred to the Circle office.

Rule 6: Date on stamps and seals

- Date-stamps and seals of a set must reflect the calendar date on which the set's working hours begin.

Rule 7: Interruptions to mail movement

- Interruptions from floods, breaches, or accidents must be reported immediately to the Superintendent, Inspector, and Record Office.
- Delays expected to exceed 6 hours require immediate telegraph/fax reports to the Superintendent and Record Office. Delays under 6 hours are reported by telegraph/fax only to the Record Office.
- The mail office and Post Office which open and dispose of misconnected mails should intimate the disposal of the mails to the Record Office of the sections or mail offices.
- Sorting work is no longer performed in trains.

- | | |
|-------------------------|-------------------------|
| A. Season ticket | C. Sealing stamp |
| B. Metal token | D. All the above |

Ans- B

111) Registers of sanctioned establishments should be destroyed?

- A. Three years after new ones have been issued**
- B. At the end of the year after new ones have been supplied or prepared**
- C. Ten years**
- D. Permanent record**

Ans- D

112) What is the preservation period of workpapers of RMS offices and sections?

Ans- 18 months

113) What is the preservation period of correspondence relating to robberies, thefts, etc. (Inland Post) in RMS?

Ans- One year after the case is closed

114) Gradation lists should be destroyed?

Ans- 3 years after new ones have been issued

115) The head sorting assistant is required to submit to the superintendent through the record officer, a daily report in which the irregularities observed by him in which form?

Ans- M.S. 83

116) Each set of a sorting mail office is supplied with an insurance seal, enclosed in a box provided with a lock and key. who is responsible for its safe custody?

Ans- Head Sorting Assistant

117) When further supplies of stamps are required in mail offices, they may be obtained by the head sorting assistant by purchase from?

Ans- Any post office

118) A handbag is supplied to who among the following of a section to keep his/her personal luggage?

- | | |
|-----------------------------|-------------------------|
| A. Sorting assistant | C. Van attendant |
| B. Mail guard | D. All the above |

Ans- D

119) Postage stamps and stationery for sale in mail offices in the first instance, will be procured from which office?

Ans- Nearest head post office

120) The stationery rate list showing the quantity or number of the articles of stationery to be supplied to each set of every section and mail office in the division is issued by?

Ans- Superintendent

121) The workpapers for the next trip or working hours of the set will be supplied by which officer to the mail agent or head mail guard/mail guard?

Ans- Record officer

122) What is the form of mail abstract for transit sections and mail offices respectively?

Ans- M-42 for Transit Sections and M-43 for Mail Offices

123) The examination of the workpapers is an important duty, and must be performed by which officer?

Ans- Head Sorting Assistant

124) Automatic Mail Processing Centre (AMPC) is mentioned in which rule of Postal Manual Volume VII?

Ans- Rule 79-A

125) What document serves as the official authority and guide for the daily routing and dispatch of mail bags in an RMS office?

Ans- The Due Mail List (DML).

126) What is a "Work Order" issued by the Superintendent of RMS?

Ans- A written instruction issued to Record Officers detailing temporary or permanent changes in sets, beats, train schedules, or bag routings.

General Awareness

Indian Geography

National parks in India

State/UT	National Parks
Andaman & Nicobar Islands	Campbell Bay, Galathea Bay, Mahatma Gandhi Marine, Mount Manipur (formerly Mount Harriet), Rani Jhansi Marine, Saddle Peak, North Button Island, Middle Button Island
Andhra Pradesh	Papikonda, Sri Venkateswara
Arunachal Pradesh	Namdapha, Mouling
Assam	Kaziranga, Manas, Nameri, Orang, Dibru-Saikhowa, Dehing Patkai, Raimona
Bihar	Valmiki
Chhattisgarh	Guru Ghasidas (Sanjay), Indravati, Kanger Valley
Goa	Mollem
Gujarat	Gir, Blackbuck (Velavadar), Marine (Gulf of Kachchh), Vansda
Haryana	Kalesar, Sultanpur
Himachal Pradesh	Great Himalayan, Pin Valley, Khirganga, Inderkilla, Col. Sher Jung
Jammu & Kashmir	Dachigam, Kishtwar, Kazinag, City Forest (Salim Ali)
Jharkhand	Betla
Karnataka	Anshi, Bandipur, Bannerghatta, Kudremukh, Nagarhole
Kerala	Eravikulam, Periyar, Silent Valley, Anamudi Shola, Mathikettan Shola, Pambadum Shola
Ladakh	Hemis
Madhya Pradesh	Bandhavgarh, Kanha, Kuno, Madhav, Panna, Pench, Satpura, Van Vihar
Maharashtra	Chandoli, Gugamal, Navegaon, Pench, Sanjay Gandhi, Tadoba
Manipur	Keibul Lamjao, Shirui
Meghalaya	Balpakram, Nokrek
Mizoram	Murlen, Phawngpui (Blue Mountain)
Nagaland	Intanki (Ntangki)
Odisha	Bhitarkanika, Similipal
Punjab	No National Park
Rajasthan	Desert, Keoladeo, Mukundra Hills, Ranthambore
Sikkim	Khangchendzonga
Tamil Nadu	Guindy, Gulf of Mannar Marine, Indira Gandhi (Anamalai), Mudumalai, Mukurthi
Telangana	Kasu Brahmananda Reddy, Mahavir Harina Vanasthali, Mrugavani
Tripura	Clouded Leopard, Rajbari
Uttar Pradesh	Dudhwa
Uttarakhand	Corbett, Nanda Devi, Rajaji, Valley of Flowers
West Bengal	Buxa, Gorumara, Jaldapara, Neora Valley, Singalila, Sundarbans

Important Zoos in India

State/UT	Zoological Park
Andhra Pradesh	Indira Gandhi Zoological Park — Visakhapatnam
Assam	Assam State Zoo-cum-Botanical Garden — Guwahati
Bihar	Sanjay Gandhi Biological Park — Patna
Gujarat	Sakkarbaug Zoological Garden — Junagadh
Karnataka	Sri Chamarajendra Zoological Gardens — Mysuru
Kerala	Thiruvananthapuram Zoo — Thiruvananthapuram

- Article 32: Right to Constitutional Remedies (*Heart and Soul of the Constitution; power to issue 5 Writs*).

3. DPSP & Fundamental Duties (Parts IV & IV-A)

- Article 40: Organization of Village Panchayats (*Gandhian principle*).
- Article 44: Uniform Civil Code (UCC).
- Article 50: Separation of Judiciary from Executive.
- Article 51A: Fundamental Duties (*Added by 42nd Amendment, 1976*).

4. Union Executive & Parliament (Part V)

- Article 52: The President of India.
- Article 54: Election of the President (*Electoral College*).
- Article 61: Procedure for Impeachment of the President.
- Article 63: Vice-President of India (*Ex-officio Chairman of Rajya Sabha*).
- Article 72: Pardoning powers of the President.
- Article 76: Attorney General for India (*First Law Officer of India*).
- Article 79: Constitution of Parliament (*President + Rajya Sabha + Lok Sabha*).
- Article 80 & 81: Composition of Rajya Sabha (Art. 80) and Lok Sabha (Art. 81).
- Article 108: Joint Sitting of both Houses of Parliament (*Presided over by Lok Sabha Speaker*).
- Article 110: Definition of Money Bill (*Certified exclusively by Lok Sabha Speaker*).
- Article 112: Annual Financial Statement (Union Budget).
- Article 123: Power of President to promulgate Ordinances.
- Article 124: Establishment and constitution of the Supreme Court.
- Article 143: Advisory jurisdiction of the Supreme Court.
- Article 148: Comptroller and Auditor General of India (CAG).

5. State Executive & High Courts (Part VI)

- Article 153: Governors of States.
- Article 161: Pardoning powers of the Governor.
- Article 165: Advocate General for the State (*First Law Officer of a State*).
- Article 213: Power of Governor to promulgate Ordinances.
- Article 214: High Courts for States.
- Article 226: Power of High Courts to issue Writs.

6. Local Government, Funds & Relations (Parts IX, IX-A & XII)

- Article 243A: Gram Sabha (*Foundation of Panchayati Raj*).
- Article 243D: Reservation of seats in Panchayats (*Mandatory 1/3rd for women*).
- Article 243K: State Election Commission (*Conducted for local bodies*).
- Article 266: Consolidated Fund and Public Account of India.
- Article 267: Contingency Fund of India (*Held by Finance Secretary on behalf of President*).
- Article 279A: GST Council (*Chaired by Union Finance Minister*).
- Article 280: Finance Commission of India.
- Article 300A: Right to Property (*Constitutional/Legal right added by 44th Amendment*).

7. Services, Commissions & Elections (Parts XIV, XIV-A & XV)

- Article 312: All-India Services (AIS) (*Created by Rajya Sabha resolution*).
- Article 315: Public Service Commissions (UPSC and SPSCs).
- Article 324: Election Commission of India (ECI).
- Article 326: Universal Adult Suffrage (*Voting age 18 years*).
- Article 338: National Commission for Scheduled Castes (NCSC).
- Article 338A: National Commission for Scheduled Tribes (NCST).
- Article 338B: National Commission for Backward Classes (NCBC).

8. Official Language, Emergency & Amendments (Parts XVII, XVIII & XX)

- Article 343: Official Language of the Union (*Hindi in Devanagari script*).

- 133) Which state is known for its traditional dance form Gidda? Punjab
- 134) What is the traditional textile art of Gujarat known for its double ikat weaving? Patola
- 135) Who is the famous Indian classical vocalist known for the Indore gharana? Amir Khan
- 136) What is the traditional textile art of Tamil Nadu known for its intricate patterns? - Madurai Sungudi
- 137) Who is the famous Indian classical musician known for playing the mridangam? - Palghat Mani Iyer
- 138) Who is the famous Indian classical musician known for playing the ghatam?
- Thetakudi Harihara Vinayakram
- 139) What is the traditional folk dance of Rajasthan performed by the Bhil community? - Ghoomar
- 140) Which festival is celebrated with the worship of Lord Rama? Ram Navami
- 141) What is the traditional art form of Rajasthan known for its puppetry? Kathputli
- 142) Which festival is celebrated with fasting and prayers for the well-being of children? - Jivitputrika Vrat
- 143) What is the traditional textile art of West Bengal known for its weaving techniques? - Tangail Sarees
- 144) Who is the famous Indian classical dancer known for Manipuri dance? - Guru Bipin Singh
- 145) What is the traditional folk dance of Karnataka known for its rhythmic drumming? - Dollu Kunittha
- 146) Which festival is celebrated with processions and rituals in honour of the snake god? - Nag Panchami
- 147) What is the traditional folk theatre of Kerala known for its ritualistic performances? - Theyyam
- 148) Which festival is celebrated with fasting and prayers in the Hindu month of Kartik? - Kartik Purnima
- 149) What is the traditional art form of Odisha known for its palm leaf engravings? - Talapatra Chitra
- 150) What is the traditional folk dance of Assam performed with cymbals and drums? - Bihu
- 151) What is the traditional textile art of muslin fabric in West Bengal? - Dhakai Muslin
- 152) Who is the celebrated Indian artist known for his abstract and cubist paintings, including the famous "Mother Teresa" series? Maqbool Fida Husain
- 153) Which festival is celebrated with the worship of the demon king Mahabali in Kerala? - Onam
- 154) Odisha is known for which dance form? – Odissi dance
- 155) Which festival is celebrated with fasting and worship of Lord Vishnu in the Tamil month of Margazhi?
- Vaikunta Ekadashi (Margazhi Maha Utsavam)
- 156) What is the traditional folk dance of Punjab performed by women during weddings? - Sammi
- 157) What is the traditional art form of West Bengal known for its clay sculptures? - Krishnanagar Clay Dolls
- 158) Traditional textile art of Andhra Pradesh known for its ikat weaving? - Pochampally
- 159) Which state is known for its traditional dance form Chholiya? Uttarakhand
- 160) What is the traditional folk theatre of rural themes in Tamil Nadu? - Kattaikkuttu
- 161) What is the traditional textile art of Assam? - Assam Silk
- 162) What is the traditional folk theatre of satirical themes in West Bengal? - Gambhira
- 163) What is the traditional textile art of Gujarat known for its applique work? Patch work
- 164) Which festival is celebrated with the worship of the goddess Durga? Navratri Festival
- 165) What ancient Indian text is considered the world's first treatise on drama and performance?
Natyashastra
- 166) Who painted the famous Indian artwork "Bharat Mata"? Abanindranath Tagore
- 167) Which UNESCO World Heritage Site is famous for its rock-cut temples in Maharashtra?
- Ellora and Ajanta Caves
- 168) What is the traditional attire worn by men in Punjab? Kurta and Pyjama
- 169) In which Indian city is the Jagannath Temple, famous for its annual Rath Yatra, located? Puri
- 170) Which Indian classical music style is prominent in North India? - Hindustani Classical Music
- 171) Which ancient Indian city is a UNESCO World Heritage Site in Karnataka? Hampi
- 172) What is the traditional martial art form from Kerala called? Kalaripayattu
- 173) What is the ancient Indian practice of body and mind discipline known as? Yoga
- 174) Who composed the Indian national song, "Vande Mataram"? - Bankim Chandra Chattopadhyay
- 175) Which temple in Tamil Nadu is known for its massive gopurams (gateway towers) and is dedicated to Lord Shiva? Arunachaleswarar Temple

Indian Freedom Struggle

18th & 19th Century

- 23 June 1757 – Battle of Plassey: The British East India Company, led by Robert Clive, defeated Nawab Siraj-ud-Daulah of Bengal, laying the foundation of British rule in India.
- 10 May 1857 – Revolt of 1857: Began in Meerut; widespread rebellion against British East India Company rule across Northern and Central India (suppressed by 1858).
- 28 December 1885 – Indian National Congress (INC) Founded: Established in Bombay (Gokuldas Tejpal Sanskrit College) by Allan Octavian Hume along with 72 delegates.

Early 20th Century

- 7 August 1905 – Swadeshi Movement Launched: Formal proclamation of the movement at Calcutta Town Hall in protest against the Partition of Bengal.
- 30 December 1906 – Muslim League Formed: Established in Dhaka under the leadership of Nawab Salimullah and Aga Khan III.
- 25 May 1909 – Morley-Minto Reforms (Indian Councils Act 1909): Introduced separate electorates for Muslims in legislative bodies.

Gandhian Era

- 9 January 1915 – Gandhi Returns to India: Returned from South Africa at the request of Gopal Krishna Gokhale (celebrated as “Pravasi Bharatiya Divas”).
- 15 April 1917 – Champaran Satyagraha: Gandhi's first Satyagraha in India, opposing the forced Tinkathia indigo farming system in Bihar.
- 13 April 1919 – Jallianwala Bagh Massacre: British troops commanded by Brigadier-General Reginald Dyer opened fire on peaceful protestors in Amritsar.
- 1 August 1920 – Non-Cooperation Movement Launched: INC launched a nationwide boycott of British titles, institutions, and goods (coincided with the passing of Bal Gangadhar Tilak).
- 5 February 1922 – Chauri Chaura Incident: A violent clash in Gorakhpur led Mahatma Gandhi to call off the Non-Cooperation Movement on 12 February 1922.
- 3 February 1928 – Simon Commission Arrives: Arrived in Bombay; boycotted across India because it lacked Indian representation (“All-White Commission”).
- 31 December 1929 – Purna Swaraj Resolution: Passed at the Lahore Session of the INC under Jawaharlal Nehru, demanding complete independence.
- 26 January 1930 – First Independence Day: Celebrated across British India following the Lahore Resolution.

1930s

- 12 March 1930 – Dandi March Begins: Gandhi initiated a 240-mile march from Sabarmati Ashram to Dandi with 78 followers to break the salt tax laws.
- 6 April 1930 – Salt Law Broken: Gandhi picked up a handful of salt at Dandi, formally launching the Civil Disobedience Movement.
- 5 March 1931 – Gandhi-Irwin Pact Signed: Pact between Mahatma Gandhi and Viceroy Lord Irwin; suspended the Civil Disobedience Movement temporarily.
- 23 March 1931 – Execution of Revolutionaries: Bhagat Singh, Shivaram Rajguru, and Sukhdev Thapar were hanged in Lahore Jail.
- 2 August 1935 – Government of India Act 1935: Passed by the British Parliament, granting provincial autonomy and proposing an All-India Federation.

1940s

- 23 March 1940 – Lahore Resolution: The All-India Muslim League demanded autonomous states for Muslims in north-western and eastern zones (later known as the Pakistan Resolution).
- 8 August 1942 – Quit India Movement Launched: Gandhi gave the call “Do or Die” at Gowalia Tank Maidan, Bombay.
- 21 October 1943 – Azad Hind Government: Subhas Chandra Bose proclaimed the Provisional Government of Free India (“Azad Hind”) in Singapore.
- 6 May 1944 – Gandhi Released: Mahatma Gandhi was unconditionally released from Aga Khan Palace jail on medical grounds.
- 15 August 1947 – Independence & Partition: British rule ended; India achieved independence alongside the creation of the Dominion of Pakistan.

Loss from the second scheme = $X \times 10\% = 0.10X$.

His total investment will be $2X$.

Then, his net gain = $0.20X - 0.10X = 0.10X$.

Hence, $0.10X = 5000 \Rightarrow X = 50,000$

Total amount invested = $2X = 100,000$

- 30) A person buys 3 articles for ₹2,000 each. He sells the first at a profit of 30%, the second at a loss of 20%, and the third at a profit of 10%. What is the overall percentage gain or loss?**

Cost price of each article = ₹2,000.

Selling price of the first article = ₹2,000 $\times$ 130% = ₹2,600.

Selling price of the second article = ₹2,000 $\times$ 80% = ₹1,600.

Selling price of the third article = ₹2,000 $\times$ 110% = ₹2,200.

Total cost price = ₹2,000 $\times$ 3 = ₹6,000.

Total selling price = ₹2,600 + ₹1,600 + ₹2,200 = ₹6,400.

Profit = ₹6,400 - ₹6,000 = ₹400.

Profit percentage = $(400 / 6,000) \times 100 = 6.66\%$.

Profit and Loss

- **Cost Price:** The price, at which an article is purchased, is called its cost price, abbreviated as C.P.
- **Selling Price:** The price, at which an article is sold, is called its selling price, abbreviated as S.P.
- **Profit or Gain:** If S.P. is greater than C.P., the seller is said to have a profit or gain.
- **Loss:** If S.P. is less than C.P., the seller is said to have incurred a loss.

Important Formulae:

- Gain = (S.P.) - (C.P.)
- Loss = (C.P.) - (S.P.)
- Loss or gain is always reckoned on C.P.
- Gain Percentage: (Gain %)

$$\text{Gain \%} = \left(\frac{\text{Gain} \times 100}{\text{C.P.}} \right)$$
- Loss Percentage: (Loss %)

$$\text{Loss \%} = \left(\frac{\text{Loss} \times 100}{\text{C.P.}} \right)$$
- Selling Price: (S.P.)

$$\text{SP} = \left[\frac{(100 + \text{Gain \%})}{100} \times \text{C.P.} \right]$$
- Selling Price: (S.P.)

$$\text{SP} = \left[\frac{(100 - \text{Loss \%})}{100} \times \text{C.P.} \right]$$
- Cost Price: (C.P.)

$$\text{C.P.} = \left[\frac{100}{(100 + \text{Gain \%})} \times \text{S.P.} \right]$$
- Cost Price: (C.P.)

$$\text{C.P.} = \left[\frac{100}{(100 - \text{Loss \%})} \times \text{S.P.} \right]$$
- If an article is sold at a gain of say 35%, then S.P. = 135% of C.P.
- If an article is sold at a loss of say, 35% then S.P. = 65% of C.P.
- When a person sells two similar items, one at a gain of say x%, and the other at a loss of x%, then the seller always incurs a loss given by:

$$\text{Loss \%} = \left(\frac{\text{Common Loss and Gain \%}}{10} \right)^2 = \left(\frac{x}{10} \right)^2$$
- If a trader professes to sell his goods at cost price, but uses false weights, then

$$\text{Gain \%} = \left[\frac{\text{Error}}{(\text{True Value}) - (\text{Error})} \times 100 \right] \%$$

- 1) Alfred buys an old scooter for Rs. 4700 and spends Rs. 800 on its repairs. If he sells the scooter for Rs. 5800, his gain percent is:

Cost Price (C.P.) = Rs. (4700 + 800) = Rs. 5500.

Selling Price (S.P.) = Rs. 5800.

Gain = (S.P.) - (C.P.) = Rs. (5800 - 5500) = Rs. 300.

Gain % = $\left(\frac{300}{5500} \times 100\right) = 5\frac{5}{11}\%$

- 2) The cost price of 20 articles is the same as the selling price of x articles. If the profit is 25%, then the value of x is:

Let C.P. of each article be Re. 1 C.P. of x articles = Rs. x .

S.P. of x articles = Rs. 20.

Profit = Rs. (20 - x).

Hence, $\left(\frac{20-x}{x} \times 100\right) = 25$

$\Rightarrow 2000 - 100x = 25x$

$\Rightarrow 125x = 2000$

$\Rightarrow x = 16$.

- 3) If selling price is doubled, the profit triples. Find the profit percent.

Let C.P. be Rs. x and S.P. be Rs. y .

Then, $3(y - x) = (2y - x) \Rightarrow y = 2x$.

Profit = Rs. ($y - x$) = Rs. ($2x - x$) = Rs. x .

Hence, Profit % = $\left(\frac{x}{x} \times 100\right) \% = 100\%$

- 4) In a certain store, the profit is 320% of the cost. If the cost increases by 25% but the selling price remains constant, approximately what percentage of the selling price is the profit?

Let C.P. = Rs. 100. Then, Profit = Rs. 320, S.P. = Rs. 420.

New C.P. = 125% of Rs. 100 = Rs. 125

New S.P. = Rs. 420.

Profit = Rs. (420 - 125) = Rs. 295.

Required percentage = $\left(\frac{295}{420} \times 100\right) \% = \frac{1475}{21} \% = 70\%$ (approximately)

- 5) A vendor bought toffees at 6 for a rupee. How many for a rupee must he sell to gain 20%?

C.P. of 6 toffees = Re. 1

S.P. of 6 toffees = 120% of Re. 1 = Rs. $\frac{6}{5}$

For Rs. $\frac{6}{5}$, toffees sold = 6.

For Re. 1, toffees sold = $\left(6 \times \frac{5}{6}\right) = 5$

- 6) The percentage profit earned by selling an article for Rs. 1920 is equal to the percentage loss incurred by selling the same article for Rs. 1280. At what price should the article be sold to make 25% profit?

Let C.P. be Rs. x .

Then, $\frac{1920-x}{x} \times 100 = \frac{x-1280}{x} \times 100$

$\Rightarrow 1920 - x = x - 1280$

$\Rightarrow 2x = 3200$

$\Rightarrow x = 1600$

Required S.P. = 125% of Rs. 1600 = Rs. $\left(\frac{125}{100} \times 1600\right) = \text{Rs } 2000$

- 7) A shopkeeper expects a gain of 22.5% on his cost price. If in a week, his sale was of Rs. 392, what was his profit?

C.P. = Rs. $\left(\frac{100}{100 + 22.5} \times 392\right) = \left(\frac{1000}{1225} \times 392\right) = \text{Rs } 320$

Hence, profit = Rs. (392 - 320) = Rs. 72