

Complaints about telegrams (errors, delays, &c.), after being acknowledged, should be sent to the Inspector of Telegraph Offices for investigation. Any Postmaster or officer failing in this duty will, in addition to being fined, incur the serious displeasure of the Minister.

**275.** An error-record must be kept in each chief post-office, also in the telegraph-offices at Auckland, Christchurch, Dunedin, and Wellington, in which is to be entered each error or irregularity committed at chief or sub post-offices. In the Auckland, Christchurch, Dunedin, and Wellington Postal Districts the Officers in Charge will keep the record of telegraph errors for the district. The entries must show the nature of the error, the date of its occurrence, the number of the official record or fine-voucher, the name of the officer at fault, and the notice taken of the matter.

**276.** All errors or irregularities for which the Chief Postmaster or Officer in Charge considers it necessary to administer a caution are, at his discretion, to be entered in the error-record, as well as cases in which punishment is ordered to be inflicted by the General Post Office. In cases in which the number or nature of errors made by an officer during a quarter warrants it, the circumstances will be noted on his appointment file for consideration when the next Classification List is being prepared.

**277.** Separate reports to the General Post Office of errors for which fines are provided are not required. At the end of each quarter a schedule of errors is to be supplied on form P.O. 350 to the Inspector of Post-offices in the case of postal errors, and to the Inspector of Telegraph-offices in the case of telegraph errors.

**278.** When an officer against whom errors are recorded is transferred to another district during the currency of the quarter, a note indicating the fact should be made on the error schedule opposite the entries relating to the officer.

**279.** Every missent article must be date-stamped on the address side with the stamp of the office to which it has been missent, preceded by the words "Missent to," and a report made on the proper form. The article must then be forwarded to its proper destination by the first opportunity. In reporting the missending of correspondence Postmasters should invariably give the index-letter, number, or time of the date-stamp of the despatching-office.

**280.** Any person who complains of the delay or missending of any article should be requested to address the Chief Postmaster, and to submit the cover of the article.

#### FINES.

**281.** Errors recorded against officers are reviewed at the end of every quarter, when, should an undue number appear, a fine is inflicted. No local fine is to be inflicted without express instruction from the General Post Office. The quarterly schedule (P.O. 350) is to include all cases. Fines for gross negligence or breach of discipline will be inflicted as soon as possible after the offence is committed.

**282.** All fines are to be accounted for monthly to the Chief Accountant. In every case in which a fine is inflicted, the particulars must be entered on form headed "Voucher for Collection of Fine Account." This form, by means of carbon paper, is to be written in duplicate, and the duplicate must be immediately forwarded to the Chief Accountant. When the fine is collected the amount must be affixed in stamps to the voucher form, and the stamps cancelled by the Chief Postmaster or the