

113. (a.) 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 (either postal or telegraph) after the officer's name.

(b.) In the preparation of the schedules, cases in which fines or extra duty are to be recommended should be entered on a schedule separate from those in which cautions have been or are recommended to be administered. All errors made by one officer are to be entered on only one of these schedules.

FINES AND PENALTIES.

114. (a.) Cases of breach or neglect of duty recorded against officers are reviewed in the General Post Office at the end of every quarter on receipt of the error-schedules, and in respect of any such breach or neglect fines or other penalties may be imposed by the Secretary. The imposition of a fine will not necessarily prevent the infliction of further punishment. Errors or irregularities of a serious nature, or any case in which the number of errors made by an officer during a quarter warrants it, will be noted on the appointment-file for consideration when the next Departmental List is being prepared.

(b.) Form P.O. 51 is to be used for notifying an officer of the imposition of a fine. The form, when returned, is to be attached to the officer's personal file.

115. All fines are to be accounted for quarterly to the Controller of Accounts. 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 Controller of Accounts. When the fine is collected the amount must be affixed in stamps to the voucher form, and the stamps cancelled by the writing across them by the Chief Postmaster, the Superintendent, or the Postmaster of his name. The original voucher must be sent to the Controller of Accounts with the quarterly fine return.

OFFICIAL CORRESPONDENCE.

116. (a.) Any communication received from the public within New Zealand on any departmental matter whatever must be recorded and acknowledged at once on the proper form.

(b.) A cheque or other negotiable document, except a money-order or postal note, received in an official letter is to be immediately marked with the words "Not negotiable" between parallel lines.

(c.) All communications about telegraph construction or maintenance (including repairs and faults) received from the public by Postmasters are to be sent direct to Telegraph Engineers.

(d.) Any letter from any of the public requiring an answer is to be replied to with the greatest possible despatch. No laxity in this respect is to be permitted or overlooked. As soon as all the points in any letter can be replied to the reply is to be written and sent away; and, if necessary, a reply is to be sent *ad interim*, in order to prevent the unnecessary writing of reminders. This instruction does not qualify the duty of acknowledging a letter immediately on its receipt. Departmental correspondence for members of the public who are holders of private boxes must, where practicable, include the number of the box in the address.

(e.) If any inquiry or question of a general character arises during the course of the correspondence in the office, it is not to be allowed to delay the despatch of the answer. Notes can be made and left on the file of papers for subsequent treatment.