

117. Chief Postmasters must send on without delay to the Postmasters at the principal business centres in their respective districts all important notices of any description which they receive from the General Post Office. On being applied to by the public for public information, Postmasters should apply in turn to their Chief Postmaster in cases where they have not the information required.

118. The following directions must be observed in writing replies or making reports on records :—

- (a.) In corresponding with the General Post Office, unless a special form is provided, use form P.O. 34 (general) or Staff 41 (staff) for memoranda on matters of a routine nature requiring a reply, and for all other matters use form P.O. 33. Do not mount telegrams or other exhibits on the front of the form, or otherwise cover up what is written to the General Post Office. Any papers to be gummed down should be affixed to a separate sheet, covered by the communication the papers are to explain.

Mount note, quarto, and other small-sized papers which have to be sent to the General Post Office on stout foolscap backing-sheets, not less than 4 in. from the top of the sheet, and fastened at the left-hand upper corner. Service telegrams are to be mounted in order of time and date successively from bottom to top. Papers belonging to chief-office files are not to be sent to the General Post Office unnecessarily. Foolscap paper is to be used in correspondence of departmental officers with the General Post Office.

- (b.) Put files of papers in such order that the contents can be mastered by the addressees in the least possible time. Treat briefly in the covering memorandum or covering minute of all salient points, and by readily caught marks—say, red-ink side lines—draw attention to important passages in the supporting documents. Attach maps, plans, and sketches as modes of explication where necessary. Generally, bear in mind the necessity and importance of saving labour and time in the General Post Office.
- (c.) Files of papers are to be read from below upwards. Last-written papers are always to appear on top of a file.
- (d.) Unless it is necessary for their proper understanding that two or more subjects should be kept under review simultaneously, do not treat of them on the same papers: separate subjects submitted together by the public, for instance. Treat of them on different papers.
- (e.) Quote the record number of any file of papers to which reference has to be made in the one under action.
- (f.) In a communication regarding an officer give full initials, the designation, and the office. See that an officer making application to the Secretary (Staff Division) on any matter adds to his signature his classification title and number, and the number of the page of the Departmental List at which his name appears.
- (g.) Refer to antecedent subjects with brevity, but always quote in the margin dates and reference numbers.
- (h.) Do not return any official paper of any kind, whether it requires a reply or not, without some observation showing that it has been received. Write such observation, if possible, directly below the communication to which it replies, so that the questions and answers, or observations and rejoinders, may appear in conse-