

GOVERNMENT OF PAKISTAN
DIRECTORATE GENERAL PAKISTAN POST OFFICE, ISLAMABAD



DIRECTOR GENERAL'S CIRCULAR NO. 2

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PART-I

APPOINTMENTS PROMOTIONS, POSTING AND TRANSFERS OF OFFICERS OF PAKISTAN POST OFFICE

I. RETIREMENT OF BPS-16/17/19 OFFICERS UNDER THE PAKISTAN POST OFFICE DEPARTMENT ON ATTAINING THE AGE OF SUPERANNUATION (I.E 60 YEARS).

On attaining the age of superannuation i.e 60 years, the following officers under the Pakistan Post Office Department will stand retired from Government Service from the date indicated against each:-

Sl. No.	Name of Officers	BPS	Date of Birth	Date of Retirement on superannuation
1.	Mr. Muhammad Aslam, Director (Research & Development), ECO Postal Staff College, Islamabad	19	01-10-1962	30-09-2022
2.	Mr. Muhammad Jalil Dy. Controller, CCS Karachi	17	12-11-1962	11-11-2022
3.	Mr. Jamil Akhtar, DSPS (West), Karachi	17	19-10-1962	18-10-2022
4.	Mr. Muhamad Saghir, CPM Gujrat GPO	17	01-10-1962	30-09-2022
5.	Mr. Noor Muhammad, DSPS Mianwali	17	15-09-1962	14-09-2022
6.	Mr. Allah Rakha, DS MST P Division, Peshawar	17	01-01-1963	31-12-2023
7.	Mr. Muhammad Afzal Khan, Asstt. Accounts Officer, Faisalabad GPO	17	03-10-1962	02-10-2022
8.	Mr. Muhammad Afzal, Asstt, Private Secretary, Dte- General PPO, Islamabad	16	10-01-1963	09-01-2023
9.	Mr. Muhammad Nazir, Superintendent (Proc) Dte-General, PPO, Islamabad	16	25-09-1962	24-09-2022
10.	Mr. Noor Hussain, Asstt. Engineer, Mail Motor Service, Karachi	16	15-11-1962	14-11-2022

{No. S.8-10/97-III (P-I)

Dated: - 28-02-2022

Islamabad, the February, 17-2022

II. NOTIFICATION.

No. CP. 3-2/2017- (Pt). With the approval of the competent authority viz Deputy Director General (Admn) Directorate General, Pakistan Post Office, Islamabad the following Superintendent who are already working against the posts of Superintendent (BS-16), Dte-General, Pakistan Post Office, Islamabad on acting charge basis w.e.f 04-02-2021 are promoted as Superintendent (BS-16) on regular basis with effect from the dates mentioned against each:-

S. No.	Name of office	Date of promotion on regular basis as Superintendent (BS-16)
1.	Mr. Asghar Ayaz	08-12-2021
2.	Mr. Mukhtar Ahmed	08-12-2021
3.	Mr. Muhammad Akhtar	08-12-2021

2. The above named officers will be on probation for a period of one (01) year. This period may further be extended by another one year, if considered necessary by the competent authority in terms of rule 21 (1) (2) and (4) of the civil servant (Appointment, Promotion and Transfer Rules 1973).

The Manager,
Printing Corporation of Pakistan Press,
University Road,
Karachi.

III. NOMINATION OF MS. AYESHA NAYYAR, ASSTT, DIRECTOR (ADMN & TRG) (BS-17), ECO, PSC, ISLAMABAD AS SOCIAL MEDIA FOCAL PERSON FOR PPOD.

The Director General, PPOD, Islamabad has been pleased to nominate Ms. Ayesha Nayyar Asstt Director (Admn & Training) (BS-17), ECO Postal Staff College, Islamabad as “Social Media Focal Person” of Pakistan Post Office Department, Ministry of Communications, Islamabad for interaction, projection and coordinating Department’s activity on Social Media Networks w.e.f 13-01-2022 and till further orders.

2. This office letter No. P(I) 17-21/2018 dated 06-04-2021 and letter No. Staff-1313 dated 03-12-2021 are hereby withdrawn w.e.f 13-01-2022.

{No. Staff-1313
Dated: - 09-02-2022

Part-II



Nil



**PART-III
POSTAL AND EXPRESS SERVICES.**

I. POSTAL AND EXPRESS POST SERVICES REVISION OF RATES OF CUSTOM EXAMINATION FEE, RE-PACKING AND RE-DIRECTION CHARGES OF INCOMING FOREIGN ARTICLES.

In pursuance of the approval of Postal Service Management Board in its 62nd meeting held at Directorate General Pakistan Post, Islamabad on 20-01-2022 vide minutes of the meeting conveyed through Secretary PPSMB Dte- General Pakistan Post Islamabad letter No. Board. 1-10/2022 dated 10th February 2022, it is hereby notified that the rates of custom examination fee, re-packing and re-direction charges of international mail have been revised as indicated against each below:-

i. Customs examination Fee and Re-Packing Charges

Letter Mail Article (Packet)		
Description	Existing Rate (per Article)	Revised Rate (per Article)
Custom Examination Fee	30	50
Re- packing Charges	10	50
Parcel Mail Article		
Custom Examination Fee	45	50
Re- packing Charges	15	100

ii. Re- direction Charges

Description	Existing Rate (per Article)	Revised Rate (per Article)
Re- Direction Charges	20	100

2. The Postmaster General are requested to ensure that the revised rates are charged from the public with immediate effect. The above revised rates should be disseminated among the concerned staff and prominently displayed on the notice boards of all concerned post offices.

3. Working copies of Tariff Manual may please be corrected accordingly.

{No. IP. 10-1/2020
{Dated:- 15-02-2022

PART-III
POSTAL AND SPECIAL SERVICES
PROCEDURE FOR ELECTRONIC MONEY ORDER (EMO) SERVICE

PRELIMINARY:-

Money order services are being provided by Pakistan Post to the people throughout Pakistan Since its inception. However, in modern age of ICT, online transfer of money has become need of the hour. Pakistan post launched online EMO in 2012, but through a private vendor. Now Pakistan Post has developed its own EMO software and has successfully installed at certain places. After testing the same at lab level and training test at two GPOs i.e. Islamabad and Rawalpindi, the Director General, Pakistan Post has decided to start the service at (01) selected GPOs as pilot project in first phases and then extend to all the GPOs and all or some SOs and other categories of offices in 2nd phase. The (10) selected GPOs are.

- | | | |
|----------------------|-------------------|-------------------|
| 1- Islamabad GPO | 2- Rawalpindi GPO | 3- Peshawar GPO |
| 4- Multan GPO | 5- Lahore GPO | 6- Faisalabad GPO |
| 7- Hyderabad GPO | 8- Karachi GPO | 9- Quetta GPO |
| 10- Muzaffarabad GPO | | |

2. **SALIENT FEATURES OF ELECTRONIC MONEY ORDER (EMO).**

- Booking of money orders at the GPO's Counter.
- Online transmission of money order through Pakistan Post's own developed web-based software.
- Available to be booked and paid instantly.
- More secure with unique transaction identifiers/passcode.
- Trackable at the audit and managerial level to record the booking and payment of money orders.
- SMS notification to the sender and recipient.

EXTENT OF OPERATION AND BOOKING STATIONS/POINTS:-

3. Initially the EMO service shall be started in the following 10 cities with effect from Feb 07, 2022.

Sl. No.	Name of station	Sl. No.	Name of station
1.	Karachi	6.	Faisalabad
2.	Peshawar	7.	Hyderabad
3.	Rawalpindi	8.	Multan
4.	Muzaffarabad	9.	Quetta
5.	Islamabad	10.	Lahore

4. However, on successful completion of pilot project EMO services shall be extended to other cities (GPOs, SOs, EDSOs, EDBOs, DFPOs etc) as decided by the Directorate General from time to time .

5. The following procedure shall apply to book the Electronic Money Order (EMO) in addition to the general rules applicable to the ordinary money order as contained in the Pakistan Post Office Rules, 1961, Post Office Manual Volume VI and Post Office Guide:-

(i) The Counter clerk shall fill in the fields provided in the EMO-1 Form in computer on the basis of information provided by the sender which are as under:-

- a. Date
- b. Amount in figures (PKR)
- c. Remitter / Senders Name
- d. Remitter / Sender s CNIC Number
- e. Remitter/ Senders Mobile Number
- f. Payees/ Recipient City Name
- g. Payees/ Recipient Name
- h. Payees/ Recipient CNIC Number
- i. Payees/ Recipient Mobile Number
- j. Payee/ Recipient relation with remitter/ sender
- k. Purpose of transaction
- l. Remitter/ Senders Signature

(ii) After filling of form EMO-1 in computer the EMO clerk shall take a print out and place before the remitter / sender for confirmation of information feeded and obtain his/her signature on the form EMO-1 . After having been signed, the remitter has to hand over the signed EMO-1 form along with cash (value commission) and CNIC copy. After receiving the cash the EMO clerk will re check the information in the form/feeded in the system and if found correct, transaction will be completed and receipt (EMO-2) so generated will be handed over to the customer. A pass code will be sent instantly to the remitter by the system.

(iii) The counter clerk should obtain three copies of the receipt EMO-2 . One for the customer, second for office record and third for attaching with daily schedule (EMO-3) to be sent to DAPPO with 1st /2nd return (fortnightly (EMO-4).

(iv) The pass code will be issued to the remitter /sender through SMS which is to be communicated by the sender to the payee/ recipient.

(v) The supervisor viz. Dy /Astt. Postmaster while signing daily EMO issue list shall ensure that value of the EMO and Commission realized thereon has dully been credited in the Post Office account in prescribed manner.

(vi) The EMO booking Official shall ensure that no EMO is booked for specified station.

Note: The Payee can collect the payment from any of the GPOs /Offices which are designated for this purpose.

BOOKING TIMINGS:

7. EMO shall be accepted for booking from 0900 to 1600 hours on all working days by the designated booking offices except Fridays when these booking timing will be upto 1230 hours.

LIMITS:

8. Instantly the amount for which a single Electronic Money Order (EMO) may be booked is shown in the following table:-

Name of Service	Limit of a single EMO
EMO (Post to Post)	Upto Rs. 20,000/-

TRANSMISSION:

9. The following procedure shall be followed by booking GPO/Office for transmission of EMO:-

- (I) After completing the booking process, the EMO shall be transmitted to central server automatically / systematically for reproduction at the other end, for immediate payment to the payee recipient.
- (II) The EMO transmitted by the booking GPO/Office will contain auto generated money order number.
- (III) The in-charge of the MO issue branch shall strictly adhere to Rule 252 of the Post Office Manual, Volume VI, before formal issuance of EMO.
- (IV) Daily EMO issue list Schedule (EMO-3) will be generated at the end of the day and signed/ stamped by the supervisor and accounted for in the books of GPO/office
- (V) Officer in-charge shall ensure that proper procedure has been followed in booking and transmission of the EMOs before signing the daily issue list /schedule.

RATES OF COMMISSION:

10. The following rates of commission on EMOs shall be realized from the remitter/sender:-

SI.NO.	Slab	Name of station
01	Upto Rs.1,000	Rs.60
02	From Rs..1,001 and Upto Rs.2,500	Rs.100
03	From Rs.2,501 and upto Rs.5,000	Rs.150
04	From Rs.5,001 and upto Rs .10,000	Rs.250
04	From Rs.10,001 and upto Rs.15,000	Rs.300
05	From Rs.15,001 and upto Rs.20,000	Rs.350

PAYMENT :-

- (i) The EMO booked from any destination shall be payable at this window of any designated GPO/Post Office authorized to make payment to the EMO.
- (ii) The payee of the particular EMO shall present his/her original CNIC and tender a photocopy of the same along with particular pass code of EMO at the counter of office of payment.
- (iii) The EMO payment clerk shall enter the following details in the system:-
 - a. Pass code provided by the payee/recipient .He will ensure that the EMO has not already been paid.
 - b. In case EMO is available for Payment, CNIC number of the payee will be entered in the system to view the EMO details for verification purpose.
- (iv) Complete details of the particular EMO will appear at the computer screen as EMO ID and pass code is entered.
- (v) Three payment vouchers (EMO-1) shall be generated through computer print first for the payee, second for office record and third for attaching with MO paid list/schedule (EMO-5) to be sent to DAPPO with MO paid 1st /2nd return (fortnightly) (EMO-6).
- (vi) Each EMO and its amount so paid shall be authorized by the supervisor/DY/Asstt Postmaster by putting his putting his initials on the EMO-1 form generated, as prescribed in money order rules.
- (vii) At the end of the day, daily EMO payment list/schedule (EMO-5) shall be generated, placed on record duly complied with EMO paid vouchers signed by the payees and copies of CNIC of payee and accounted for in the books of GPO/office.

PAYMENT TIMING:-

The EMO shall be paid at the counter/window from 0900 to 1600 hours on all working days by the designated GPOs/Offices delivery offices except Friday when these timing will be upto 1230 hours.

- (viii) The concerned chief Postmaster /Senior Postmaster/Manager (EP)/ in-charge of office will review the receipt and payment Registers of Electronic Money Order on daily basis personally and take immediate measures in case of any issue.

PRESERVANCE OF RECORD:

12. All record related to EMO issue and payment shall be preserved for 2 years both in computer and hard copies as mentioned in Post office rules.

MISCELLENEOUS:

13. The in-charge of payment office shall ensure availability of cash for payment of EMOs so that no payment is delayed because of non availability of cash

14. No EMO will be booked as ON POSTAL SERVICE e i.e without realization of the prescribed EMO commission.

EMO issue	EMO Payment
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G.07113-12-Electronic Money Orders (EMO)	G.07113-12- Electronic Money Orders (EMO) Services
C.03586-19Commission on Electronic Money Orders (EMO) Service	

15. The rules/procedure for money order as prescribed in the Pakistan Post Office Rules, 1961 Post Office Manual, Volume VI and Post Office Guide unless otherwise not in conflict with EMO service shall also be applicable to Electronic Money Order Service.

16. This Circular is issued in supersession of procedure for EMO issued vide No. EP. 2-2/2012 through D.G's Special Circular No. 12 dated 30th Aug, 2012.

IV
POSTAL SAVINGS AGENCY FUNCTIONS AND SPECIAL FINANCIAL SERVICES.

I. REVISION OF RATES OF ELECTRONIC MONEY ORDERS (EMO).

As approved by Pakistan Postal Services Management Board in its 62nd meeting held on 20-01-2022 under the provision of Section 16 (3) of PPSMB Ordinance, 2002, the rates of Electronic Money Orders (EMO) has been revised as below.

Electronic Money Order Service		
S. No.	Slab	Revised Rates
1.	Up to Rs. 1,000	Rs. 60
2.	1001 to Rs. 2500	Rs. 100
3.	2501 to Rs. 5000	Rs. 150
4.	5001 to Rs. 10,000	Rs. 250
5.	10,001 to Rs. 15,000	Rs. 300
6.	15,001 to Rs. 20,000	Rs. 350
7.	20,001 to 30,000	RS. 450
8.	All above than Rs. 30,000 amounts, Biometric is must.	
9.	30,001 to Rs. 40,000	Rs. 500
10.	40,001 to Rs. 50,000	Rs. 600
11.	50,000 to Rs. 75,000	Rs. 800
12.	75,001 to Rs. 100,000	Rs. 1000

2. Working copies of the relevant rules / instructions may be updated / corrected accordingly.

3. Kindly acknowledge the receipt of this communication.

{No. EP. 16-19/2019

Dated:- 21-02-2022}

PART-V

Nil

PART-V

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Nil

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