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PO Guide I

01. Who is in charge of the Department of Post (DOP)?

- A) Secretary of the Department of Post
- B) Communication Minister
- C) Director General of Post
- D) Additional Director General of Postal Service

02. Where is the headquarters of India Post located?

- A) Kolkata
- B) New Delhi
- C) Bangalore
- D) Hyderabad

03. How many circles are there in the Department of Post?

- A) 23
- B) 25
- C) 18
- D) 30

04. Which postal circle is the headquarters located in Vijayawada?

- A) Tamil Nadu
- B) Andhra Pradesh
- C) Karnataka
- D) Telangana

05. What is the pin code for 56 APO (Army Post Office)?

- A) 900055
- B) 900056
- C) 900057
- D) 900058

06. Who heads the Army Postal Service (APS)?

- A) Major General
- B) Colonel

- C) Additional Director General
- D) Lieutenant General

07. Which of the following statements about the Army Postal Service is correct?

- A) APS employs 75% personnel from the Army and 25% from DOP
- B) APS employs 50% personnel from the Army and 50% from DOP
- C) APS employs 25% personnel from the Army and 75% from the Ministry of Defense
- D) APS is managed solely by the Army

08. How many Army Post Offices (APOs) are there?

- A) 1
- B) 2
- C) 3
- D) 4

09. What is the role of the Postal Service Board (PSB)?

- A) Managing daily postal operations
- B) Handling all strategic functions of the Department of Post
- C) Running postal life insurance services
- D) Deciding on the funding for the Department of Post

10. Who is the Chairperson of the Postal Service Board?

- A) Additional Director General
- B) Secretary
- C) Director General of Post
- D) Postmaster General

11. How many permanent invitees are there to the Postal Service Board?

- A) One
- B) Two

- C) Three
- D) Four

12. What is the tagline of India Post?

- A) "Service Before Self"
- B) "Dak Seva Jan Seva"
- C) "Delivering Happiness"
- D) "Postal Service for Everyone"

13. What is the motto of the Department of Post (DoP)?

- A) "Postal Service for All"
- B) "Dak Seva Jan Seva"
- C) "Service Before Self"
- D) "Service and Trust"

14. Where is the PLI Directorate of the Department of Post located?

- A) New Delhi
- B) Kolkata
- C) Mumbai
- D) Chennai

15. Which of the following is true about the Department of Post's network?

- A) It is the smallest postal network in the world.
- B) It has more than 1 lakh post offices, with most in urban areas.
- C) It is the largest postal network in the world, with more than 1.55 lakh post offices, most in rural areas.
- D) It has over 1.5 lakh post offices, with most in metropolitan areas.

16. Who heads a postal circle?

- A) Divisional Superintendent
- B) Circle Postmaster General (CPMG)
- C) Postmaster General
- D) Additional Director General

17. Who heads a region in the

organizational hierarchy of the Department of Post?

- A) Senior Superintendent of Post (SSP)
- B) Divisional Superintendent
- C) Postmaster General (PMG)
- D) Chief Postmaster General (CPMG)

18. Which of the following is true about the types of divisions in the Department of Post?

- A) Postal Divisions are managed by Chief Postmaster Generals
- B) RMS Divisions are managed by the Postmaster General
- C) RMS Divisions fall under the RMS Region
- D) Only the RMS Division handles customer complaints

19. What is the leadership structure of the postal store depot and circle stamp depot system?

- A) Managed by a Group A officer
- B) Supervised by a PS Group B officer
- C) Managed by an Assistant Superintendent of Post
- D) Supervised by a Circle Postmaster General

20. Which of the following states has its postal circle headquartered in Bhopal?

- A) Gujarat
- B) Madhya Pradesh
- C) Rajasthan
- D) Uttar Pradesh

21. How many circles in the Department of Post are headquartered in metropolitan cities?

- A) 5
- B) 7

- C) 10
- D) 15

22. Which of the following is the postal circle of Delhi?

- A) New Delhi
- B) Ambala Cantt
- C) Chandigarh
- D) Srinagar

23. What is the organizational hierarchy starting from the highest level in the Department of Post?

- A) Circles → Regions → Divisions → Sub-Divisions
- B) Sub-Divisions → Regions → Circles → Divisions
- C) Divisions → Regions → Circles → Sub-Divisions
- D) Circles → Divisions → Regions → Sub-Divisions

24. What is the role of the Additional Secretary in the Postal Service Board?

- A) To act as a permanent invitee to the Board
- B) To oversee the postal network
- C) To chair the Postal Service Board
- D) To supervise operations in postal regions

25. What is the primary responsibility of the senior staff officer of the Directorate?

- A) To manage financial matters of India Post
- B) To assist the Postal Service Board as Secretary to the Board
- C) To oversee the operations of Army Postal Service
- D) To handle all correspondence of India Post

26. Which of the following is the main office of a group of post offices, including sub offices and branch offices?

- A) Branch Office (B.O.)
- B) Sub Office (S.O.)
- C) Head Office (H.O.)
- D) Mobile Post Office

27. What is the person in charge of a head office called?

- A) Branch Postmaster
- B) Head Postmaster
- C) Sub Postmaster
- D) Chief Postmaster General

28. What type of head office is managed by gazetted officers and found in important cities?

- A) Second Class Head Office
- B) First Class Head Office
- C) Third Class Head Office
- D) Branch Office

29. What is the classification of a sub office that is triple-handed?

- A) A Class SO
- B) B Class SO
- C) C Class SO
- D) D Class SO

30. Which of the following is true about sub offices (S.O.)?

- A) They can perform all kinds of postal transactions, but not monetary transactions.
- B) They are classified based on the number of staff.
- C) They do not report to the head office.
- D) They have no classification based on delivery and non-delivery.

31. What is the unique identifier for a delivery post office?

- A) It has no PIN code.
- B) It is assigned a unique PIN code.
- C) It shares a PIN code with the head office.
- D) It does not handle any deliveries.

32. Which of the following services can be performed at a branch office (B.O.)?

- A) Issue and payment of money orders
- B) Handling all types of monetary transactions
- C) Postal life insurance services
- D) Delivering registered articles

33. What is the working hours range of a branch office (B.O.)?

- A) 8 to 10 hours
- B) 4 to 5 hours
- C) 5 to 6 hours
- D) 6 to 7 hours

34. What type of office serves the postal needs of one or more villages?

- A) Town Branch Office
- B) Branch Office (B.O.)
- C) Head Office
- D) Mobile Post Office

35. What is a Town Branch Office?

- A) A branch office located in a remote area
- B) A branch office located within a city only
- C) A branch office located in a town or its suburbs where a head office exists
- D) A mobile post office located in a town

36. Which of the following transactions can a Night Post Office handle during its extended hours?

- A) Delivery of registered articles
- B) Issue and payment of money orders
- C) Sale of stamps and postal stationery
- D) Deposits into savings bank accounts only after 8 p.m.

37. What is the main function of a Mobile Post Office?

- A) It operates as a branch office on wheels, providing services at fixed points.
- B) It performs all types of postal transactions, including savings bank deposits.
- C) It exclusively handles insured and VP articles.
- D) It operates only on Sundays and postal holidays.

38. Which of the following services can a Mobile Post Office perform?

- A) Delivery of insured and VP articles
- B) Sale of stamps and postal stationery
- C) Issue and payment of money orders
- D) Accept postal life insurance payments

39. When do Mobile Post Offices remain closed?

- A) On public holidays only
- B) On Sundays and postal holidays
- C) During off-peak hours
- D) On Saturdays

40. Which of the following transactions is allowed in Mobile Post Offices in Madras and Nagpur?

- A) Sale of postal life insurance
- B) Booking money orders

- C) Sale of cash certificates
- D) Issue of value payable (VP) articles

41. What is the primary purpose of Clause 05 regarding business hours?

- A) To specify the working hours of post offices on holidays
- B) To notify the hours during which post offices transact business with the public
- C) To limit the number of postal articles processed in a day
- D) To determine the hours for telegraph services

42. Which of the following is NOT true about post offices on Sundays and holidays?

- A) Night and Mobile Post Offices remain open
- B) Clearance of letterboxes and mail delivery is conducted
- C) Post offices are generally closed on Sundays and holidays
- D) No public business is conducted except for some specialized offices

43. What type of postal articles are accepted at RMS offices on Sundays and holidays without a late fee?

- A) Unregistered articles
- B) Registered newspapers and news packets
- C) Letters with insufficient postage
- D) International mail

44. Where can registered articles be booked with a late fee on Sundays and holidays?

- A) Post offices only
- B) Telegraph branches only
- C) RMS offices
- D) Mobile Post Offices

45. What is the rule about machine franked articles?

- A) They can be posted in any post office
- B) They should not be posted in post office letter boxes or mail van letter boxes
- C) They must be delivered by hand
- D) They can only be used for unregistered articles

46. Which of the following is NOT an accepted method of postage payment?

- A) Cash
- B) Postage stamps
- C) Franking machine impression
- D) Bank transfer

47. What does Clause 10 say about the use of revenue stamps?

- A) Revenue stamps can be used for postage payments
- B) Revenue stamps cannot be used for postage payments
- C) Revenue stamps are issued by the Indian government only for businesses
- D) Revenue stamps are used for international mail only

48. What is the primary purpose of a Franking Machine?

- A) To process cash payments for postage
- B) To affix postage impressions on postal articles
- C) To print stamps
- D) To issue money orders

49. What color impression does an Electronic Franking Machine (EFM) produce?

- A) Red
- B) Blue

- C) Green
- D) Yellow

50. What happens if a franking machine impression is unclear or overlapping?

- A) The article will be accepted without issue
- B) The article may be rejected
- C) The sender will be fined
- D) The article will be delayed

51. What is the required validity for a Franking Machine license?

- A) 1 year
- B) 3 years
- C) 5 years
- D) 10 years

52. Who is responsible for the maintenance and repair of the Franking Machine?

- A) The post office
- B) The licensee
- C) The authorized dealer
- D) The Postmaster General

53. What happens if a Franking Machine is moved to a new location?

- A) It must be sealed by the supplier and the post office
- B) The license is automatically revoked
- C) It must be destroyed
- D) It can be used without any notification

54. What is the minimum number of packets required for prepayment of postage in cash for firms in big cities?

- A) 100 packets
- B) 250 packets

- C) 500 packets
- D) 1000 packets

55. Where can prepayment of postage in cash be made for firms and business establishments?

- A) At all post offices
- B) At gazetted and HSG post offices
- C) Only in rural post offices
- D) Only in Mumbai, Kolkata, and Delhi

56. What postal articles are eligible for prepayment of postage charges in cash?

- A) Only letters
- B) Letters, postcards, and unregistered parcels
- C) Registered newspapers only
- D) Registered articles and parcels only

57. Which of the following conditions applies to prepayment of postage charges in cash?

- A) Only registered articles can be prepaid
- B) The total number of articles of the same type must be less than 50 grams per article
- C) This facility is available only for letters, inland letter cards, postcards, and unregistered packets
- D) Prepayment is available only for international mail

58. What is the penalty for using a defaced or used postage stamp with the intent to defraud the Central Government?

- A) A fine
- B) A warning
- C) An offense under the Indian Penal

Code

D) Temporary suspension from posting

59. What is the primary restriction on the use of fictitious postage stamps?

- A) They are allowed for illustrative purposes only
- B) They are prohibited and punishable under the Indian Penal Code
- C) They are allowed for non-official use
- D) They can only be used for international mail

60. What is the condition for the reproduction of postage stamps for philatelic publications?

- A) Stamps must be reproduced in color
- B) Reproduction can only be in black color
- C) Only the embossed stamps can be reproduced
- D) Stamps must be printed on special paper

61. What is the minimum requirement for stamping of letters, packets, or parcels?

- A) Stamped by only one post office
- B) Stamped with date stamps from at least two post offices
- C) Stamped only at the destination post office
- D) No stamping is required if the item is registered

62. What precaution should be taken when using wax-cloth for packing?

- A) Wax-cloth should be used as an outside cover
- B) A strong paper should securely fasten over the wax-cloth
- C) Wax-cloth should only be used for

parcels weighing over 2 kg

D) Wax-cloth should be used for all fragile articles only

63. Which of the following is the responsibility of post offices regarding fragile items?

- A) Fragile items are handled with extra security
- B) Post offices take special precautions for fragile articles
- C) No special precautions are taken for fragile items
- D) Fragile items are delivered separately

64. How should letters, packets, or parcels be closed to avoid injury or disruption to postal operations?

- A) With sharp edges facing outward
- B) In a manner where sharp edges could cause injury
- C) In such a manner that sharp edges do not arise
- D) With sealing wax applied to the edges

65. What is the advice regarding the use of sealing wax on unregistered articles?

- A) Sealing wax should always be used on unregistered letters
- B) Sealing wax can be used only for registered articles
- C) Sealing wax should not be used except for protection
- D) Sealing wax can be used freely on unregistered articles

66. When using sealing wax, what precaution should be taken?

- A) No precaution is necessary when using sealing wax
- B) The wax should be applied directly to

the article

- C) A thin tissue paper should be laid on the wax before applying the seal
- D) The sealing wax should be applied after the article is posted

67. What is included under the term "articles of gold or silver"?

- A) Coins and electroplated goods
- B) Only coins made of gold or silver
- C) Articles made wholly or partly of gold or silver
- D) Only pure gold and silver

68. Which of the following is NOT included in the definition of "coins"?

- A) Bullion coins
- B) Defaced coins
- C) Electroplated coins
- D) Currency notes

69. What should be posted in special letter boxes marked "For letters only"?

- A) Letters and postcards only
- B) Letters, postcards, and inland letter cards
- C) Air Mail and QMS articles
- D) Large official letters and parcels

70. What type of articles should be posted in special letter boxes designated for Air Mail or QMS articles?

- A) Letters and postcards
- B) Only Air Mail or QMS articles
- C) Bulk letters
- D) Registered articles

71. How should large letters or bulk packets be presented at the post office?

- A) They must be placed in letter boxes
- B) They can be received at the window of a van or post office
- C) They should only be sent through Air Mail
- D) They must be posted at a later time

72. What is the minimum time requirement for presenting registered, insured, or value payable articles at the post office?

- A) At least an hour before closing time
- B) Half an hour before closing time
- C) 15 minutes before closing time
- D) It can be presented at any time

73. Which of the following types of articles should be clearly marked with information such as "Registered" or "Insured for Rs. ___"?

- A) General letters
- B) Registered, insured, and value payable articles
- C) Letters sent by Air Mail
- D) Letters with low-value stamps

74. What is the advice given to the public regarding posting articles close to dispatch time?

- A) It is encouraged to post articles at the last minute
- B) Posting articles close to dispatch time can lead to delays
- C) Posting late articles will result in early delivery
- D) Posting articles early does not impact delivery speed

75. Where should postage stamps be affixed on a letter or packet?

- A) On the back of the article
- B) On the address side, bottom left

corner

C) On the top right corner of the address side

D) On the front of the envelope

76. What should be avoided when affixing postage stamps?

A) Stamps should be affixed loosely for easy removal

B) Stamps should be affixed to the article itself, not to labels or separate devices

C) Stamps can be affixed to labels if they are prepaid

D) Stamps should be pasted on the inside of the envelope

77. What is prohibited from being attached to the address side of a postal article?

A) Postal stamps

B) Charity stamps

C) Non-postal stamps, labels, seals, or other markings

D) Only promotional stamps

78. What can happen if non-postal stamps or labels are attached to the address side of a postal article?

A) The article will be delayed

B) It will hinder postal officials' work and make the address difficult to read

C) The article will be immediately returned to the sender

D) The article will be accepted without issue

79. What is the general advice regarding the number of postage stamps to be used on an article?

A) Use the highest number of low-value stamps

B) Use a minimum number of postage stamps, preferably higher denominations

C) Always use stamps of the same denomination

D) It is better to use many small-value stamps to ensure proper postage

80. What is a disadvantage of using many low-value stamps on a postal article?

A) It increases postage rates

B) It makes the address difficult to read

C) It saves space on the article

D) It decreases the chances of the article being delayed

81. What is the primary reason for addressing postal articles in the correct manner?

A) To ensure faster processing of the articles

B) To avoid delays or mistakes in delivery

C) To make the article more visually appealing

D) To meet legal requirements

82. Where should the address be written on the cover of a postal article?

A) At the top left corner

B) In the center of the cover

C) Parallel to the length of the cover, on the lower half, towards the right-hand side

D) At the top right corner

83. What is the minimum margin required at the top of a postal article for postage stamps, labels, and postmarks?

A) 1 cm

- B) 2 cm
- C) 3 cm
- D) 5 cm

84. How should the post town be written on the address side of the article?

- A) In block letters and underlined
- B) In cursive writing and underlined
- C) In small letters without underlining
- D) In italics with bold letters

85. When addressing articles to foreign countries, which type of letters and numbers should be used?

- A) Hindi letters and Roman numerals
- B) Roman letters and Arabic numbers
- C) Roman letters and Roman numbers
- D) Local script and numbers

86. What should be included in the address for urban areas?

- A) Name of addressee, village name, and post office
- B) Name of addressee, post office, and village
- C) Name of addressee, profession (if any), house number, street name, post town, PIN code, district, and state
- D) Name of addressee, street name, and post office only

87. What is the addressing format for rural areas?

- A) Name of addressee, father's or husband's name, house number, street name, post town, and district
- B) Name of addressee, father's or husband's name, house number, street name, village name, post office, and district
- C) Name of addressee, post box number,

and district

- D) Name of addressee, village name, street name, and PIN code only

88. When should the state name be included in the address?

- A) If there are multiple post towns with the same name or if the district name matches the post town name
- B) Always, regardless of the post town
- C) Only for urban areas
- D) Only when the recipient is a high-ranking official

89. Where should the sender's address be written on the postal article?

- A) On the front of the article, near the address
- B) On the bottom left-hand corner of the address side or on the reverse side of the article
- C) On the top right-hand corner of the article
- D) On the back of the article, under the postage stamp

90. What should be clearly written on articles entitled to concessional or free postage?

- A) The recipient's full name
- B) The class of the article, such as "Book Post" or "Blind Literature"
- C) The weight of the article
- D) The type of delivery service chosen

91. How should a bulky letter packet be indicated to avoid confusion with other types of packets?

- A) The word "Bulk" should be written on the article
- B) The word "Letter" should be marked on the address side

- C) The word “Fragile” should be marked clearly
- D) The address should be written in large font

92. Where should articles for high-ranking government officers be addressed?

- A) To the post town only
- B) To their camp as per Clause 206, not to any post town
- C) To their official residence
- D) To their post office

93. What particular information is required when addressing mail for personnel serving in the Army or Airforce?

- A) Number, rank, name, and regiment
- B) Number, rank, name, and unit
- C) Name, regiment, and post town
- D) Name, rank, and military address

94. How should mails for Navy personnel on board INS ships be addressed?

- A) C/O Navy Office, New Delhi
- B) C/O Fleet Mail Office, Bombay
- C) To the Navy Post Office, Chennai
- D) To the INS address with the ship's name

95. What happens if an article is addressed to a class of people instead of a specific person or firm?

- A) The article will be delivered without delay
- B) The article will be returned to the sender
- C) The article will be delivered to the post office
- D) The article will not be delivered

unless it's addressed to a definite person or firm

96. What must be included when articles are addressed to a particular person and a post box number?

- A) If the post box does not exist or is not rented by the addressee, the article will be returned to the sender
- B) The article will be delivered without issues
- C) The post box number can be replaced with the address of a friend
- D) The sender's address will be included automatically

97. Where should the sender's address be written for easy return of undelivered articles?

- A) On the back of the article
- B) On the bottom left-hand corner or on the reverse side of the article
- C) On the envelope's front face
- D) On a separate slip attached to the article

98. What is the reason for adding the sender's address to a postal article?

- A) It helps the postal department in determining the delivery time
- B) In case of non-delivery, the article can be returned unopened and without delay
- C) It is required for international postal regulations
- D) It makes the postal article look formal and professional

99. What should be written on the back of photographs sent by packet post?

- A) The name of the photographer only

- B) The recipient's name and address
- C) The sender's name and address
- D) A description of the photograph

100. When addressing correspondence abroad, what should the public include?

- A) The name of the state in India where they reside
- B) The postal address of the embassy
- C) Only the name of the country
- D) The recipient's address only

101. What is the main purpose of issuing a Certificate of Posting?

- A. To guarantee delivery of the letter on the same day
- B. To assure that articles handed to messengers for posting have been posted
- C. To ensure compensation in case of loss
- D. To confirm the content of the letter

102. Which of the following is *not* implied by the issuance of a Certificate of Posting?

- A. Guarantee of same-day dispatch
- B. Proof of contents
- C. Proof of posting
- D. Guarantee of compensation in case of damage

103. A Certificate of Posting is treated the same as articles posted in a:

- A. Registered post
- B. Speed post
- C. Letter box
- D. Parcel post

104. How many articles can be included in a single Certificate of Posting?

- A. 5
- B. Unlimited
- C. 2
- D. 3

105. Which ink must be used to write the Certificate of Posting?

- A. Black
- B. Blue
- C. Green
- D. Red

106. A Certificate of Posting will *not* be issued if it contains:

- A. The sender's signature
- B. A postage stamp
- C. Overwriting or corrections
- D. The article's exact address

107. Certificates of Posting are *not* issued for articles posted in:

- A. Post office counters
- B. Train letter boxes
- C. Town sub-offices
- D. Head post offices

108. Articles can be recalled from the post only if they have:

- A. Been delivered
- B. Been opened
- C. Not been delivered
- D. Been registered

109. Redelivery applications must include a statement in:

- A. An email
- B. A phone message
- C. A sealed cover
- D. A signed postcard

110. The application for redelivery must be accompanied by:

- A. Cash payment only

- B. A copy of the article
- C. The prescribed fee
- D. The postman's approval

111. Delivery is defined as handing the article to:

- A. Only the addressee
- B. Any person present at the door
- C. The addressee or their agent/servant
- D. Anyone who signs the receipt

112. Registered articles are delivered only after:

- A. Checking the contents
- B. Payment of duty
- C. Receiving a signature in the prescribed format
- D. Showing ID proof

113. What is the maximum number of days a refused registered article is retained by the Post Office?

- A. 5 days
- B. 3 days
- C. 7 days
- D. 10 days

114. When registered articles are addressed to firms, what is required for delivery?

- A. Photo ID of the recipient
- B. Special acknowledgment forms and signed list
- C. Delivery by hand only
- D. Written approval from postmaster

115. Who must attest the mark or signature of a Pardanashin woman during delivery?

- A. Local policeman
- B. Any government official

- C. A respectable witness
- D. A postal clerk

116. Damaged registered articles must be claimed by the addressee within how many days for *domestic* articles?

- A. 10
- B. 15
- C. 5
- D. 7

117. Delivery of parcels weighing up to 10 kg will be attempted:

- A. Twice
- B. Once
- C. Thrice
- D. Until successful

118. Parcels over 10 kg are:

- A. Delivered directly by the postman
- B. Sent to the addressee's office
- C. Delivered with police assistance
- D. Not issued directly; a notice is sent instead

119. Insured articles valued above ₹500 are delivered:

- A. By courier only
- B. At the recipient's house
- C. Through registered post
- D. At the Post Office counter

120. VP articles above ₹100 are delivered:

- A. By regular post
- B. At the post office counter
- C. By express mail
- D. At the doorstep without signature

121. If custom duty on an article exceeds ₹50, it will be delivered:

- A. After customs approval
- B. Only after sender's confirmation

- C. At the post office window
- D. By special courier

122. Custom duty in Presidency and 1st class post offices applies when the amount exceeds:

- A. ₹50
- B. ₹75
- C. ₹100
- D. ₹150

123. Who pays the delivery fee for small packets from foreign countries?

- A. The customs department
- B. The postman
- C. The addressee
- D. The sender

124. High-value articles at non-delivery town post offices are handled by:

- A. Subordinate officers
- B. Any delivery agent
- C. Postmaster or authorized personnel
- D. Private couriers

125. Delivery of money orders requires:

- A. An acknowledgment slip
- B. Signature of the payee and coupon retention
- C. Two witnesses
- D. Endorsement by postmaster

126. Postmen are not allowed to:

- A. Carry parcels
- B. Provide receipts
- C. Provide change or collect unpaid charges
- D. Wear casual clothes

127. In rural post offices without delivery agents, who manages

delivery?

- A. Local police
- B. Village head
- C. The postmaster
- D. An external agency

128. If an article is refused by the addressee, what does the postman do?

- A. Return it to the sender
- B. Keep it in the office
- C. Write "Refused" on the cover
- D. Destroy it

129. Charges on postage due articles must be paid by the:

- A. Sender
- B. Delivery agent
- C. Addressee
- D. Postmaster

130. If the addressee refuses to pay charges due, the article can be:

- A. Delivered without payment
- B. Sent to the police
- C. Destroyed
- D. Withheld by the post office

131. Postmaster can waive postage charges for maliciously sent unpaid articles up to:

- A. ₹25
- B. ₹10
- C. ₹50
- D. ₹100

132. Who can receive postal articles addressed to defense personnel?

- A. Any military officer
- B. Any civilian employee
- C. An orderly or authorized person
- D. Local village chief

133. Forces letters and green envelopes are delivered to defense personnel without:

- A. Verification
- B. Payment by the addressee
- C. Any record
- D. Postal delay

134. Letter box peons must follow:

- A. Random routes
- B. Instructions from senders
- C. A planned route
- D. No specific path

135. Who provides the key and hour plates to letter box attendants?

- A. Village head
- B. Postmaster or assistant
- C. Security guard
- D. Postal van driver

136. Letter box attendants are *not* allowed to handle:

- A. Parcels
- B. Money orders (except TMOs)
- C. Letters
- D. Sorting of mail

137. Who determines the availability of post boxes at post offices?

- A. Postmaster General
- B. Ministry of Communications
- C. Head of the Circle
- D. Chief Postmaster

138. Which type of article is eligible for delivery through a post box?

- A. Registered parcels
- B. Unpaid letters
- C. Fully prepaid, unregistered articles
- D. Cash-on-delivery articles

139. Articles addressed to someone c/o a post box will not be delivered unless they are:

- A. Clients of the firm
- B. Family members or firm employees
- C. VIPs
- D. Post office staff

140. Within how many days must a renter inform the postmaster if they change their business address?

- A. 3 days
- B. 5 days
- C. 7 days
- D. 10 days

141. What is the rental fee for both a post box and post bag for a financial year?

- A. ₹150
- B. ₹200
- C. ₹250
- D. ₹300

142. If the renter fails to clear their post box for a week, what action is taken?

- A. Lock is changed
- B. Rent is refunded
- C. Registered notice is sent
- D. Post box is removed

143. Can a renter request a specific post box number or position?

- A. Yes
- B. Only in metro cities
- C. No
- D. Only for VIPs

144. Who provides the lock and duplicate key for a post bag?

- A. Postmaster

- B. Renter
- C. Government
- D. Circle Head

145. Which of the following articles is *not* delivered via post bags?

- A. Letters
- B. Parcels
- C. Newspapers
- D. Inland Letter Cards

146. A locked post bag is handed over during:

- A. Lunch time
- B. Delivery hours upon producing the delivery ticket
- C. Evening hours only
- D. 24/7 without condition

147. What is an advantage of using a post box?

- A. Allows payment by cash only
- B. Reduces the workload of the postman
- C. Requires additional identification
- D. Requires daily settlement

148. Who changes the hour plates during letter box clearance?

- A. Delivery postman
- B. Supervisor
- C. Letter box peon
- D. Postmaster only

149. What must a letter box attendant do before beginning rounds?

- A. Collect money orders
- B. Receive keys and hour plates
- C. Deliver cash
- D. Mail packages

150. Can letter box attendants be used for packing duties?

- A. No

- B. Only in emergencies
- C. Yes
- D. Only with permission from Ministry

151. Which type of money order can be handled by letter box attendants?

- A. Any MO
- B. Only VPs
- C. Only TMOs
- D. None

152. If the post box system is unavailable, how can a resident receive articles?

- A. They can't
- B. Via private courier
- C. At the post office window with a written application
- D. Through town hall delivery

153. Who pays postage due when a messenger collects unregistered articles for a person in a non-delivery area?

- A. Messenger
- B. Addressee
- C. Postmaster
- D. Sender

154. What is the fee for using the locked bag provided by the post office for messenger service?

- A. ₹10
- B. ₹25
- C. ₹0
- D. ₹50

155. For how long are instructions authorizing the postmaster to deliver registered articles or MOs to a messenger valid?

- A. 1 year

- B. 2 years
- C. 3 years
- D. 6 months

156. Who must execute an indemnity bond to receive insured articles or MOs on behalf of students?

- A. Parents
- B. Postmaster
- C. Head of the institution
- D. Student representative

157. What is required for articles to be delivered without daily settlement to planters or defense members?

- A. Monthly payments
- B. No formalities
- C. Advance deposit of postage
- D. Printed permissions

158. What is the size of the photograph required for an identity card issued by the post office?

- A. 80mm x 60mm
- B. 100mm x 70mm
- C. 88mm x 63mm
- D. 75mm x 55mm

159. How long is the post office identity card valid for?

- A. 1 year
- B. 2 years
- C. 3 years
- D. 5 years

160. Poste Restante articles are retained for how long at the post office?

- A. 7 days
- B. 14 days
- C. 1 month
- D. 2 months

161. For VP articles addressed to Poste Restante, the retention period is limited to:

- A. 3 days
- B. 7 days
- C. 10 days
- D. 15 days

162. Poste Restante articles must include:

- A. Initials only
- B. A fictitious name
- C. The addressee's full name
- D. A code word

163. When can postal articles be redirected?

- A. Anytime during transit
- B. Before mailing
- C. After arrival at destination office
- D. After opening the article

164. Redirection of unregistered unopened articles is allowed if:

- A. Opened
- B. Returned by sender
- C. Returned to postman or reposted
- D. Paid again

165. What is the redirection fee for a parcel when both original and new address are in the same post town?

- A. Full prepaid rate
- B. Half prepaid rate
- C. Free
- D. Double rate

166. Instructions for change of address must be provided to:

- A. Only new post office
- B. Only old post office

- C. Both old and new post offices
- D. No need for instructions

167. Validity of change of address instructions is:

- A. 6 months
- B. 1 year
- C. 3 months
- D. Until revoked

168. Articles with illegible or incomplete addresses are sent to the Returned Letter Office unless:

- A. They are underpaid
- B. They are parcels
- C. They are fully prepaid and have sender's details clearly marked
- D. They are redirected

169. Undeliverable articles with known sender's details are returned after being kept at the post office for how many days?

- A. 3 days
- B. 5 days
- C. 7 days
- D. 10 days

170. What happens to redirected undeliverable articles?

- A. They are stored for 15 days
- B. They are destroyed immediately
- C. They are returned to the sender
- D. They are sent to the Returned Letter Office

171. What is done to articles in the RLO that lack the sender's name and address?

- A. Destroyed immediately
- B. Returned to sender without opening

- C. Opened to identify the sender
- D. Sent back to the delivery office

172. Refused articles and those addressed to deceased persons are treated:

- A. As undeliverable parcels
- B. As lost
- C. The same as articles for which the addressee cannot be found
- D. With police intervention

173. Who pays the return postage on undeliverable or refused articles?

- A. Postman
- B. Post Office
- C. Addressee
- D. Sender

174. Where is the suggestion and complaints book kept?

- A. At Superintendent's office
- B. At Circle Headquarters
- C. At all post offices during working hours
- D. Online only

175. Who handles complaints related to First-Class Head Post Offices?

- A. Circle Complaints Officer
- B. Postmaster in charge
- C. Chief Postmaster General
- D. Sub-Postmaster

176. What kind of complaints can be transmitted free of charge in open form?

- A. VP complaints with fee
- B. Private courier issues
- C. Genuine complaints against postal service
- D. Online grievances only

177. Where must VP article complaints be submitted?

- A. Any post office
- B. Sub-office
- C. Where the VP article was posted
- D. Head Post Office

178. What is the time limit to file a complaint regarding a domestic MO?

- A. 1 year
- B. 6 months
- C. 2 years
- D. 12 months

179. What is the complaint period for MOs issued at field POs?

- A. 1 year
- B. 6 months
- C. 2 years
- D. 3 months

180. Complaints related to loss/damage of registered or insured articles with compensation must be filed within:

- A. 1 month
- B. 3 months
- C. 6 months
- D. 12 months

181. What should be enclosed with a complaint regarding an unregistered mail delay?

- A. Postal Order
- B. Proof of ID
- C. Wrapper of the article
- D. Money receipt

182. Who has the monopoly to carry letters and postcards in India?

- A. State Government
- B. Private courier services

C. Central Government through the Post Office

D. Local panchayats

183. What is strictly prohibited under the Post Office monopoly clause?

- A. Email services
- B. Telegram services
- C. Private carriage of letters and postcards
- D. Home delivery

184. The Post Office has no liability for loss, delay, or misdelivery of articles due to:

- A. Intentional error
- B. Transmission by post
- C. Postmaster negligence
- D. Clerical mistake

185. Disclosure of postal information by officials may result in:

- A. Transfer
- B. Promotion
- C. Dismissal
- D. Demotion

186. Who can sell postage stamps without a license?

- A. Newspaper vendors
- B. Philatelic agencies
- C. Online sellers
- D. Grocery stores

187. To whom should applications for postage stamp selling licenses be addressed?

- A. Circle Head
- B. Postmaster General
- C. Local Superintendent of Post Offices
- D. Station Manager

188. Will the Post Office exchange unused postage stamps for another denomination?

- A. Yes
- B. Only if approved
- C. Only for VIPs
- D. No

189. What is the legal tender limit for small coins (except ₹1 and 50 paise)?

- A. ₹5
- B. ₹2
- C. ₹1
- D. ₹10

190. Who may receive articles addressed to a deceased person?

- A. Postmaster only
- B. Any friend of the deceased
- C. Near relative with an application
- D. Municipality

191. Insured articles addressed to deceased persons are delivered to relatives only if:

- A. They show ID
- B. There is no counter-claim
- C. The article contains cash
- D. They pay a fee

192. Articles such as samples and parcels can be delayed up to how long if it helps in timely letter delivery?

- A. 6 hours
- B. 12 hours
- C. 1 day
- D. 2 days

193. What can village postmen carry in rural areas in addition to regular duties?

- A. Cash for delivery

- B. Stamp vending machines
- C. Postal forms and stationery
- D. Banking kits

194. What service cannot be claimed from post office staff?

- A. Affixing stamps
- B. Change for currency
- C. Weighing letters
- D. All of the above

195. Which of the following is allowed to be weighed by post office staff?

- A. Private courier packets
- B. Personal letters only
- C. Registered and airmail articles
- D. Philately collections

196. What is the minimum cheque amount accepted at a post office?

- A. ₹10
- B. ₹20
- C. ₹30
- D. ₹50

197. What is the validity period of a bank guarantee on a cheque for postal transactions?

- A. 6 months
- B. 1 year
- C. 2 years
- D. 3 years

198. Who is not authorized to accept cheques in postal transactions?

- A. Postmaster
- B. Supervisor
- C. Postman
- D. Head clerk

199. If the due date for payment of postal dues falls on a holiday, when is the new last date?

- A. Previous day
- B. Next working day
- C. Any Sunday
- D. No extension

200. What does "Indian Post" refer to under Clause 96?

- A. Private courier services in India
- B. Postal services maintained by the Central Government only by land
- C. Post maintained by the Central Government by land, sea, or air
- D. Posts maintained jointly by state and central governments

201. Which of the following is *not* classified as a first-class postal article?

- A. Letters
- B. Postcards
- C. Blind literature packets
- D. Letter cards

202. Registered newspapers are classified as:

- A. Second-class parcel mail
- B. First-class parcel mail
- C. Letter mail
- D. Parcel mail

203. What applies to first-class mail under the "All-up scheme"?

- A. Surface transmission only
- B. Additional air surcharge
- C. Free air transmission within India
- D. Delivery within 7 days

204. Which of the following mail items requires an air surcharge for air forwarding?

- A. Letters
- B. Postcards

- C. Book packets
- D. Inland letter cards

205. How is a letter charged if posted completely unpaid?

- A. Charged single postage
- B. Returned to sender
- C. Charged double the postage on delivery
- D. Discarded at the post office

206. What is the maximum weight allowed for a letter in inland post?

- A. 500 grams
- B. 1 kg
- C. 2 kg
- D. 5 kg

207. What is the maximum dimension of a non-roll letter article?

- A. 60 cm
- B. 80 cm
- C. 90 cm
- D. 100 cm

208. What is the minimum size allowed for non-roll form letters?

- A. 12 x 10 cm
- B. 14 x 9 cm
- C. 10 x 7 cm
- D. 17 x 10 cm

209. If a letter is posted open or not securely closed:

- A. It will be discarded
- B. The Post Office will return it to sender
- C. It will be securely closed by the Post Office and forwarded
- D. It will be charged extra

210. What label is required for cinematograph film packets sent by

letter post?

- A. "Inflammable – handle with care"
- B. "Do not fold"
- C. "Safety films non-inflammable"
- D. "Fragile – photo media"

211. Can perishable biological specimens be sent by letter post?

- A. No
- B. Yes, under Clause 133(7) conditions
- C. Only if wrapped in plastic
- D. Only through parcel post

212. What happens to an article sent in a fully transparent envelope?

- A. Delivered without objection
- B. Returned to the sender
- C. Treated as parcel
- D. Charged double the postage

213. In transparent panel envelopes, the panel must be:

- A. Circular and in the center
- B. On the back
- C. Parallel to the greatest dimension
- D. Fully covering the front

214. Articles in transparent envelopes will be returned to the sender if:

- A. Postage is prepaid
- B. Address is printed
- C. Conditions for panel visibility are not met
- D. It is delivered late

215. What is the maximum size of the open panel allowed on envelopes?

- A. 12 cm x 5 cm
- B. 10 cm x 3.5 cm
- C. 15 cm x 10 cm
- D. 9 cm x 4 cm

216. What is the minimum space required above the panel for stamp and date impression?

- A. 2 cm
- B. 3 cm
- C. 1.5 cm
- D. 4 cm

217. What defines a letter card?

- A. A folded postcard
- B. A printed envelope
- C. A gummed, folded sheet of paper used for writing letters
- D. A telegram sheet

218. What is the maximum weight for privately manufactured letter cards?

- A. 2 grams
- B. 3 grams
- C. 5 grams
- D. 10 grams

219. What label must be printed on the top left-hand corner of folded private letter cards?

- A. "Official Letter"
- B. "Government Post"
- C. "Inland Letter card"
- D. "Personal Communication"

220. What happens if something is enclosed in an Inland Letter Card?

- A. Delivered as usual
- B. Treated as a parcel
- C. Treated as a letter and charged double deficiency
- D. Returned immediately

221. If an ILC is posted to a foreign country (except Nepal and Pakistan), it is treated as:

- A. Parcel

- B. Registered mail
- C. Insufficiently paid letter
- D. Lost mail

222. What is the maximum folded size for a privately manufactured letter card?

- A. 20 x 14 cm
- B. 15 x 10.5 cm
- C. 12 x 9 cm
- D. 18 x 12 cm

223. Which of the following is NOT a condition for transmitting an ILC?

- A. No attachments enclosed
- B. Address must be printed
- C. Double the deficiency charged for underpaid
- D. No foreign communication except to Nepal and Pakistan

224. What is impressed on single postcards issued by the Post Office for public use?

- A) A reply message
- B) A cancellation mark
- C) A postage stamp of the prescribed value
- D) A hologram for authenticity

225. What does the reply half of a reply postcard contain?

- A) A map of the delivery route
- B) An official seal
- C) A stamp and space for recipient's reply
- D) A barcode

226. What happens when the reply half of a reply postcard is detached and posted?

- A) It is destroyed

- B) It is delivered as a parcel
- C) It is treated like a single postcard
- D) It is returned to the sender

227. What must be done for private postcards to be transmitted by post?

- A) Approval from the postal inspector
- B) Prepayment of postage in full
- C) Use of special ink
- D) Certification from a notary

228. What are the maximum allowable dimensions for a privately manufactured postcard?

- A) 20 cm x 15 cm
- B) 18 cm x 12 cm
- C) 15 cm x 10.5 cm
- D) 10 cm x 7 cm

229. Which type of postcard is **not allowed by post?**

- A) Single official postcards
- B) Privately printed reply postcards
- C) Folded paper type postcards
- D) Photographic postcards

230. Is the word "Postcard" mandatory on all private postcards?

- A) Yes, always
- B) Only on single postcards
- C) Only on reply postcards
- D) No, it's optional for all

231. Where should the words "Reply" and "Postcard" be printed on private reply postcards?

- A) On the message side
- B) On the back
- C) On the address side of the reply half
- D) On both sides

232. Can a postcard be altered or folded after issuance?