

**TANZANIA POSTS CORPORATION**

**POST OFFICE GUIDE**

**VOLUME 1**

**INLAND POSTAL AND GENERAL INFORMATION**

**NOVEMBER, 2015 EDITION**

**THE SERVICES AND CHARGES SET OUT IN THIS VOLUME  
ARE LIABLE TO CHANGE UP –TO- DATE INFORMATION CAN  
BE OBTAINED AT ANY POST OFFICE**

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## CONTENTS

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	<b>PAGE</b>
<b>1. License to Operate Postal Services</b>	<b>5</b>
<b>2. Hours of Service</b>	<b>9</b>
<b>3. Postage Stamps</b>	<b>9</b>
3.1. Licensed Stamp Sellers	10
3.2. Affixing of Postage Stamps	10
3.3. Perforation with Initials	10
3.4. Use of Cut-out Postage Stamps	10
3.5. Imperfect of Defaced Postage Stamps	10
3.6. Reproduction of Tanzania Postage Stamps	11
<b>4. Philatelic Services</b>	<b>11</b>
<b>5. General Application of Inland Postal Regulations</b>	<b>12</b>
<b>6. Priority Mails Services</b>	<b>12</b>
<b>7. Letters</b>	<b>12</b>
7.1. Weight and Size	13
7.2. Inadmissible Articles	13
7.3. Unpaid or Underpaid	13
<b>8. Aerogramme</b>	<b>13</b>
<b>9. Postcards</b>	<b>13</b>
9.1. Size	13
9.2. Conditions	13
9.3. Unpaid or Underpaid	14
<b>10. Printed Papers</b>	<b>14</b>
10.1. Weight and Size	14
10.2. Unpaid or underpaid	14
10.3. Make up	14
10.4. Definition	15
10.5. Style or Printing	18
10.6. Inadmissible Articles	19
<b>11. Advertising Mail (Box holders Circulars)</b>	<b>19</b>
11.1. Weight and Size	20
11.2. Conditions	20
<b>12. Small Packets</b>	<b>20</b>
12.1. Weight and Size	21
12.2. Definition	21
12.3. Packing and Make-up	21
12.4. Posting	21

<b>13. Newspapers</b>	<b>21</b>
13.1. Weight and Size	22
13.2. Definition	22
13.3. Conditions of inclusion in the Register	22
13.4. Supplements	22
13.5. Regulations	23
<b>14. Literature for the Blind</b>	<b>24</b>
14.1. Weight and Size	24
14.2. Definition	24
14.3. Make-up	24
14.4. Exemption from Supplement charges	24
<b>15. Correspondence of Different Classes Transmitted under one cover</b>	<b>24</b>
<b>16. Business Reply Service</b>	<b>24</b>
16.1. Description	24
16.2. Design of Cards	25
16.3. Miscellaneous Conditions	25
<b>17. Parcels</b>	<b>26</b>
17.1. Weight and size	26
17.2. Addressing	28
17.3. Packing and make up	28
17.4. Prepayment and posting	28
17.5. Posting of Parcels in Large Numbers	28
17.6. Registration and Insurance	28
17.7. Advice of Delivery	29
17.8. Enquiries Concerning Loss or Non-delivery	29
17.9. Inadmissible Articles	29
17.10. Delivery of Parcels	29
17.11. Demurrage	29
17.12. Compensation for Loss or Damage	29
<b>18. Postage</b>	<b>29</b>
18.1. Prepayment in Postage stamps	29
18.2. Prepayment in money	30
18.3. Condition	30
18.4. Prepayment by Means of Impressions made	31
18.5. Printing press or any other Process	31
18.6. Franking (Postage Meter) Machines	31
<b>19. Packing and make up</b>	<b>31</b>
19.1. General information	31
19.2. Previously used envelopes and pouches	32
19.3. Packing regulations for certain articles	32
<b>20. Method of address General</b>	<b>36</b>
20.1. Suggestions to avoid delay	36
20.2. Parcels	39

<b>21.</b>	<b>Prohibitions and Restrictions</b>	<b>40</b>
	21.1. Prohibitions	40
	21.2. General information	42
	21.3. Restrictions	44
<b>22.</b>	<b>Postings</b>	<b>45</b>
<b>23.</b>	<b>Delivery</b>	<b>45</b>
	23.1. General rules	45
<b>24.</b>	<b>Redirection</b>	<b>47</b>
	24.1. General conditions	47
	24.2. Redirection by sender or addressee	48
	24.3. Redirection by the post office	49
	24.4. Redirection charges and circumstances giving rise to surcharges	49
<b>25.</b>	<b>Periods of retention of postal articles</b>	<b>51</b>
<b>26.</b>	<b>Undeliverable Postal articles</b>	<b>52</b>
<b>27.</b>	<b>Private Boxes and Bags</b>	<b>53</b>
	27.1. Private boxes	53
	27.2. Conditions of rental	53
	27.3. Private bags	55
	27.4. Conditions of operation	55
<b>28.</b>	<b>Registration</b>	<b>57</b>
	28.1. Description of service	57
	28.2. Conditions of acceptance	58
	28.3. Method of making-up	58
	28.4. Bulk posting	59
	28.5. Compulsory registration	59
	28.6. Delivery of registered articles	60
	28.7. Advice of delivery	60
	28.8. Inquiries concerning loss or no-delivery	60
	28.9. Compensation for loss	60
<b>29.</b>	<b>Insurance</b>	<b>60</b>
	29.1. General information	60
	29.2. Certificate of posting	61
	29.3. Insured value	61
	29.4. Insurance fees	61
	29.5. Insured articles irregularly accepted	61
	29.6. Delivery of insured articles	62
	29.7. Advice of delivery	62
	29.8. Inquiries concerning loss or no-delivery	62
	29.9. Compensation	62
	29.10 Insured Letter	62
	29.11 Make-Up	62
	29.12 Insured Parcels	63
	29.13 Packing and Make-Up	63
<b>30.</b>	<b>Inquiries and complaints</b>	<b>64</b>

<b>31. Compensation</b>	<b>64</b>
31.1 General Regulations	64
32.2 Registered Postal Articles	64
32.3 Uninsured parcels	65
32.4 Insured Letters Parcels	66
32.5 Additional Information	66
<b>32. Miscellaneous</b>	<b>66</b>
32.1 Articles if value	66
32.2 Certified of Posting	66
32.3 Acceptance of cheques by Post Office	67
32.4 Transmission of cheques by Post office	68
32.5 Evasion of Postge	68
32.6 Exception Detention	68
32.7 Indication of Class of Posted Article	68
32.8 Letter Under Cover to Postmaster	68
32.9 Liability of Sender for Payment of Postage	68
32.10 Postal articles addressed to Government	68
32.11 Postal articles addressed to TPC	68
32.12 Postal articles containing fictitious postage stamps	68
32.13 Recall Detention or diversion of Postal article	69
32.14 Secretary of the Post	69
32.15 Unpaid and underpaid	69

## **THE TANZANIA POSTS CORPORATION**

### **1. LICENCE TO OPERATE POSTAL SERVICES**

Tanzania Posts Corporation is by virtue of the Tanzania Communication Act, 1993 licensed for:-

- a) Conveying by post from one place to another whether by land or by sea or by air, all letters and Parcels
- b) Performing all the incidental services of receiving, collecting, sending letters Falling within any of the following categories:-
  - i. Trade announcements, circulars, printed extracts from newspapers, or advertisement, not addressed to any person
  - ii. Letters delivered by an employee of the sender;
  - iii. Letters delivered by a messenger employed by the sender especially for the purpose, not being a person employed or engaged in the course of his business or employment in delivering or procuring the delivery of letters.
  - iv. Letters exceeding two kilograms in weight per letter;
  - v. Letters concerning goods sent with the goods and delivered therewith;
  - vi. Letters carried to or from a post office; letters carried in accordance with an agreement entered into by the licensee;
  - vii. Transfers between document exchanges;
  - viii. Letters carried to the premises of a provider of electronic mail service for the purpose of being transmitted as electronic mail, or letters carried from the premises of such a person after having been so transmitted.
  - ix. Letters carried and delivered by a private friend without hire, reward or other profit; and
  - x. Letters carried and delivered personally the sender

## HEADQUARTERS

The Headquarters are accommodated at  
POSTA HOUSE,  
7 Ghana Street,  
**11300** Dar es Salaam

Postal address is as follows:-

**Postmaster General**  
**P.O. Box 9551**  
**11300 Dar-es-salaam**

The Regional Offices can be contacted as follows:-

ARUSHA: - Boma Road  
*Postal Address*  
Regional Manager,  
P. O. Box 3190,  
**23100** Arusha Tanzania

BUKOBWA:- Barongo Road  
*Postal Address*  
Regional Manager,  
P. O. Box 300,  
**35100** Bukoba, Tanzania

D'SALAAM: Azikiwe Street  
*Postal Address*  
Regional Manager,  
P. O. Box 707  
**11200** D'Salaam, Tanzania

DODOMA:- Station Road  
*Postal Address*  
Regional Manager,  
P. O. Box 155,  
**41100**, Dodoma, Tanzania.

IRINGA: - Pawaga Road  
*Postal Address*  
Regional Manager,  
P. O. Box 356,  
**51100**, Iringa, Tanzania.

KIGOMA:- Kiza Street  
*Postal Address*

Regional Manager,  
P. O. Box 0  
**47100** Kigoma, Tanzania

LINDI :- Baraza Street  
*Postal Address*  
Regional Manager,  
P. O. Box 1021,  
**65100** Lindi, Tanzania

MBEYA: - Lupa Way,  
*Postal Address*  
Regional Manager,  
P. O. Box 131  
**53100** Mbeya, Tanzania

MOROGORO:- D'Salaam Road  
*Postal Address*  
Regional Manager,  
P. O. Box 0  
**67100** Morogoro, Tanzania

MOSHI:- Market Street,  
*Postal Address*  
Regional Manager,  
P. O. Box 407,  
**25100** Moshi Tanzania

MTWARA:-Agakhan Road,  
*Postal Address*  
Regional Manager,  
P. O. Box 6  
**63100** Mtwara, Tanzania

MUSOMA:- Boma Road  
*Postal Address*  
Regional Manager,  
P. O. Box 25  
**31100** Musoma, Tanzania

MWANZA:-Post Street  
*Postal Address*  
Regional Manager,  
P. O. Box 1350  
**33100** Mwanza, Tanzania

SHINYANGA:-  
*Postal Address*  
Regional Manager,  
P. O. Box 0  
**37100** Shinyanga, Tanzania

SINGIDA:-  
*Postal Address*  
Regional Manager,  
P. O. Box 0  
Singida, Tanzania

SONGEA:-Lindi Road,  
*Postal Address*  
Regional Manager,  
P. O. Box 27  
**57100** Songea, Tanzania

SUMBAWANGA:-  
*Postal Address*  
Regional Manager,  
P. O. Box 0  
**55100** Sumbawanga, Tanzania

TABORA:-Jamhuri Street  
*Postal Address*  
Regional Manager,  
P. O. Box 390  
**45100** Tabora, Tanzania

TANGA:Independence Avenue  
*Postal Address*  
Regional Manager,  
P. O. Box 125  
**21100** Tanga, Tanzania

ZANZIBAR:-  
*Postal Address*  
Resident Manager,  
P. O. Box 126 Kijangwani  
**70100 Zanzibar**, Tanzania

## **2. HOURS OF SERVICE**

The hours during which a post office provides the various services available at the office are shown in its window notice. The window notice also includes information about the latest times of posting for principal places, and the times at which mail will be ready for delivery from principal places.

## **3. POSTAGE STAMPS AND OTHER STATIONERY**

There are two types of postage stamps namely definitive and commemorative.

### **Definitive:-**

These are common stamps used for Postage. They stay in use for a period about 10 years before been declared invalid. Such stamps are normally issued in large quantities with wide range of low denomination.

### **Commemorative:-**

These stamps have various values and can be used for postage as well as a hobby for customers who collect stamps.

Postage stamps have validity periods. It is necessary for customers who keep stamps for long periods to check at Post Offices and establish whether or not the stamps they intend to use are still valid.

### **Books of postage stamps**

These are normal postage stamps in a book form which can conveniently be used for postage purpose.

### **Philatelic Albums**

Sold at post offices with two plastic inserts but without stamps

Presentation stamp folders (philatelic Cards) complete with envelope, but without stamps.

### **Post Cards**

Some have stamps while other are without stamps

### **Envelops**

Are embossed with stamps.

### **Registered Letter Envelopes**

There are of the following sizes

Size G            -            155mm by 95 mm

Size H	-	200mm by 120mm
Size K	-	290mm by 150mm

### **Aerogramme Forms**

There are two types. The ordinary type and the special ones printed for greeting purpose

### **Reply coupons**

Exchangeable in any member country for postage stamps prepaid on an unregistered priority letter post item

#### **3.1 LICENSED STAMP SELLERS**

No person, other than an officer of the Post Office, may sell, or offer or expose for sale, postage stamps unless especially licensed by the Postmaster General, and under such conditions as he may prescribe.

#### **3.2 AFFIXING OF POSTAGE STAMPS**

Stamps must always be placed on the front (address side) of the article and as far as possible in the top right-hand corner, and should be so affixed to printed matter as not to cause the covers to adhere to the articles enclosed. Articles on which the postage stamps are affixed in any place other than the top right-hand corner of the address side are liable to delay. On redirected article, care should be taken not to place the fresh stamps over those which have previously used.

Stamps and stickers of any kind liable to be mistakes for postage stamps may be affixed only to the back of the article.

#### **3.3 PERFORATION WITH INITIALS**

Stamps may be perforated with initials (but not with names or trademarks) provided that the perforating holes are not larger than those dividing one stamp from another in a sheet of stamps. The work of perforating stamps with initials is not undertaken by the Post Office.

#### **3.4 USE OF CUT-OUT POSTAGE STAMPS**

Embossed or impressed postage stamps cut out of envelopes or postcards may be used as adhesive stamps in payment of postage provided that they are unused and are not imperfect, mutilated, or defaced in any way. The Official Paid design and official postal franks which are used on official correspondence are not valid if cut out from the cover or label etc, on which they are printed or franked.

#### **3.5 IMPERFECT OR DEFACED POSTAGE STAMPS**

Payment of postage cannot be made by means of imperfect or defaced postage stamps. Stamps are considered defaced when marked on the fact with any written, printed or stamped characters. Perforation is, however, allowed under certain conditions, see paragraph on "Perforation with Initials".

### **3.6 REPRODUCTION OF TANZANIA POSTAGE STAMPS**

In general postage stamps whether valid for the prepayment of postage, or otherwise, fall within copyright regulations. They cannot be reproduced without permission and reproduction is subject to certain conditions.

Any inquiries regarding the reproduction of postage stamps should be addressed to:-

Postmaster General

P. O. Box 9551

7 Ghana Street

**11300** Dar es Salaam, Tanzania

### **4. PHILATELIC SERVICE**

For the convenience of stamp collectors the Corporation operates a Headquarters Stamp Bureau the address of which is as follows:-

Assistance Manager Stamp Bureau

P. O. Box 2988

7 Ghana Street

**11300** Dar es Salaam

Tanzania

At this Bureau collectors may purchase all current postage stamps of Tanzania.

#### **Official first day cover service**

All full First Day Cover service is available at the Stamp Bureau. Full details for these services are available at all post offices in Tanzania.

#### **Deposit accounts for collectors**

Collectors may open deposit accounts with the Stamp Bureau by writing to the address indicated on the preceding page. Mint stamps, First Day Covers, etc., will then be issued either automatically as new issues are made or to meet special orders.

#### **Standing orders**

Collectors who hold deposit accounts with the Stamp Bureau may place standing orders of mint stamps of First Day Covers but it is emphasized that this service can only be provided for collectors holding deposit accounts.

#### **Service charge & postage charges**

A service charge is raised for the servicing of a First Day Cover.

Remittances accompanying orders for mint stamps should include the cost of return postage together with the appropriate registration fee.

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## INLAND POST

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### 5. GENERAL APPLICATION OF INLAND POSTAL REGULATIONS

The regulations of the inland post apply generally to any postal article sent by **PRIORITY** or **ECONOMY** between one place and another in Tanzania. Throughout this volume, wherever Tanzania is mentioned it means the United Republic of Tanzania.

The classes of postal articles admitted to the inland post are:-

- a) Letters
- b) Aerogramme & Postcards
- c) Printed matter & Book Post
- d) Literature for the blind
- e) News papers
- f) Small packets (samples, photographic materials,)
- g) Advertising Mail
- h) Utility Bills
- i) Ordinary Parcels
- j) Cumbersome Parcels

### 6. MAIL SERVICES

#### **Priority**

Priority mail services are in operation between the principal places in Tanzania. Transmission by priority on prepayment of the appropriate priority mail postage rate is available for all classes of postal articles admitted to the inland post. Conditions of acceptance, limits of weight and size and supplemental services are the same as for economy mail items. Priority mail labels must be affixed on all postal articles on which priority mail postage rates are paid and these labels can be obtained, free of charge, at any post office.

#### **Economy**

Economy mail services are in operation between the principal places in Tanzania. Transmission by economy on prepayment of the appropriate economy mail postage rate which is lower and affordable for all classes of postal articles admitted to the inland post. Conditions of acceptance, limits of weight and size and supplemental services are the same as for priority mail items.

### 7. LETTERS

#### **Rate of Postage**

See the current revised Postal Tariffs at any Post Office.

### **7.1 Weight and Size**

The maximum weight is 2. Kg

The limits of size are:-

*Maximum*:-length, width combined, 90 cm, but the greatest dimension must be exceed 60 cm. If in the form of a roll, length and twice the diameter combined, 104, but the greatest t dimension must not exceed 90 cm.

*Minimum*:-Length plus twice the diameter 17cm, with the greatest dimension not less than 10cm. Smaller size items (in packets or roll form) may be admitted if they bear a rectangular address label of cardboard or strong paper measuring not less than 10 cm. in length and 7 cm in width.

### **7.2 Inadmissible articles**

Certain articles are not transmissible by letter post and other articles may only be sent if specially packed. See the regulations regarding Prohibitions and Restrictions and Packing and Make-up.

### **7.3 Unpaid or Underpaid**

If it has sender's address may be contacted otherwise it will forwarded to return letter office (RLO)

## **8. AEROGRAMMES & POSTCARDS**

### **Rate of Postage**

See the current revised Postal Tariffs at any Post Office.

### **Aerogramme Conditions**

Aerogramme must be written on the special forms which are on sale at Post Offices. Enclosures are not permitted privately manufactured forms may be used under specific authority which have Postmaster General. Forms which have not been so authorized, or which contain enclosures, will be detained at the office of posting awaiting senders to pay for the deficiency in postage as the aerogramme will be charged at a letter rate postage.

## **9. POSTCARDS**

### **9.1 Size**

Not card may exceed 15 cm in length by 10.7 cm in width or be less than 10 cm in lengthy by 7 cm in width. The material for private cards to be used as postcards must be ordinary cardboard or paper not less than one quarter of a millimeter thick and not more flexible than the postcard sold by the Post Office.

### **9.2 Conditions**

Nothing may be attached to a postcard except:-

1. Stamps in payment of postage or stamp duty.

2. A label or strip of paper completely adherent to the card, and bearing the name and address of the addressee.
3. A similar label (not to exceed 5 cm. long and 2 cm wide) being the name and address of the sender of the card.
4. Engravings, drawings, photographs and printed matter on very thin paper and completely adherent to the card.

A postcard may not be folded, nor may it be cut or altered in such a way as to reduce the size below 10 cm by 7 cm. A postcard may not be fastened against inspection in any way, or enclosed in a cover of any kind.

With the exception of picture postcards, all postcards must bear on the front the heading "Postcard".

If these conditions are not fulfilled at the card will be treated as a letter, or as a printed paper if admissible at that rate.

The article specified in (3) and (4) above, may be affixed either to the back of the card or to the left-hand half of the address side. The right –hand half of the address side is reserved exclusively for the postage stamp and address. Contravention of this regulation may result in the card being withheld from delivery.

### **9.3 Unpaid or underpaid**

If it has sender's address may be contacted otherwise it will forwarded to return letter office (RLO).

## **10. PRINTED PAPERS AND BOOKS**

See the current revised Postal Tariffs at any Post Office.

### **10.1 Weight and Size**

The maximum weight is 20kgs

The limits of size are the same as for letters

### **10.2 Unpaid or underpaid**

If it has sender's address may be contacted otherwise it will forwarded to return letter office (RLO)

### **10.3 Make-Up**

Packed of printed papers and printed matter of the form and substance of a card should be clearly marked in the upper left-hand corner of the address side "PRINTED PAPERS".

Every printed paper is subject to examination in the post, and must, therefore, be posted without a cover, or in an unfastened cover, which can easily be removed for the purpose of examination without breaking any seal or tearing any paper or separating any

adhering surface or cutting any string. A packet posted without a cover may not be so fastened or otherwise treated as to prevent easy examination. Partial closing by means of gum is inadmissible.

Printed matter of the form and substance of a card may be sent unenclosed without wrapper, envelope or fastening and must then conform to the conditions for postcard except as regards postage rates (see "Printed Paper rate").

*Open Covers*, - Packets having an opening large enough to entrap small letters or postcards are not allowed (see "Trap Packets").

#### **10.4 Definition**

Reproduction on paper, cardboard or other materials commonly used in printing produced in several identical copies by means of a mechanical or photographic process involving the use of a block, stencil or negative may be sent as printed papers.

A packet is not necessarily admissible at the printed paper rate because it contains nothing but printed matter. The whole of the contents must fall clearly within the definition given.

Any two or more documents coming within the definition of a printed paper may appear on the same sheet of paper, provided they are kept wholly distinct from one another.

The expression *printed paper* means a packet not exceeding 20 kg. In weight which consists of or contains only articles or documents of the following descriptions:-

1. Books, Magazine, Newspapers and other similar publications or works of a literary or technical character, whether containing written dedications or not, sheet music, catalogues and almanacs, in each case being printed on paper or on some other substance ordinarily used for printing.
2. Sketches, drawings, painting, photographic prints, copies obtained by heliography and engravings, on paper or on some other substance ordinarily used for the purpose, provide it is not a brittle or exceptionally fragile substance, and is transmitted in the same packet with the article.
3. Maps, plans and charts, on paper or some other substance ordinarily used for the purpose, provided it is not a brittle or exceptionally fragile substance.
4. The binding or mounting of any article described above, provided such binding or mounting is of a kind ordinarily used for the purpose; it not made of any brittle or exceptionally fragile substance, and is transmitted in the same packet with the article.
5. The following articles and documents:-
  - a) *Commercial or business papers of a formal character* of the kinds specified

Below, provided that the document consists of a printed form, and that may writing refers solely to its subject matter or consist of formulae of courtesy or of a conventional character not exceeding five words or initials. A printed form within the meaning of the regulations is one bearing printed matter, not in imitation of typewriting, clearly indicating the purpose for which the form is intended to be used.

The form must be appropriate and should bear a heading such as "Invoice", "Statement", "Order" or clear equipment working as "Dr. to". "Please send" An ordinary memorandum form may not be used. Headed forms are preferred as they give a ready indication of purpose and facilitate examination.

*Example: -*

- i. Advice notes of dispatch or Receipt of letters, documents, goods or money (with or without instructions for their further treatment).
- ii. Notices, certificates, reports and returns given or made to, or by public officers and local authorities or other public bodies in the discharge of their public duties
- iii. Application for employment (if made on printed forms)
- iv. Notices of assessments, and applications for payment of rates issued by officers employed in the collection of rates
- v. Bills of Lading, delivery and shipping notes
- vi. Confirmation of orders and Contracts, Contract notes
- vii. Notices relating to the Registration of voters at parliamentary and local government elections
- viii. Estimates for work, orders for goods or work, lists and tabular statements
- ix. Quotations for goods, Price lists Prices current Inquiries for quotations, Tenders for goods or advertisements, receipts for goods or Money
- x. Envelope or wrapper bearing Printed address of sender or His agent and prepaid for Return by means of postage Stamps.
- xi. Invoices, Market reports, statement of account, share transfer notices

*b) Legal papers:-*

- i. Affidavits, power of attorney, agreements

- ii. Proposals and policies of insurance and formal papers necessarily incidental to insurance
- iii. Briefs from solicitor to counsel
- iv. Certificates, deeds, proxy papers, Licenses, testimonials, orders of court ,voting papers
- v. Copies of the foregoing documents are also admissible. Nothing may appear in the documents in writing which does not form a necessary part of them.

*c) Circulars:-*

*Ordinary type characters: -*

That is notices and letters printed, hand hectographed or cyclostyled in characters not resembling those of the typewriter.

Nothing may appear in writing in the documents except:

The names, addresses, and descriptions of parties.

Dates, hours and particulars of times

The particulars of goods and of sums of money

The mode of consignment or delivery of goods or money

The terms on which business is transacted

Index or reference numbers and letters

Corrections of errors in print

The place, character and objects of meetings, or appointments.

Formulae of courtesy or of a conventional character not exceeding five words or initials, see (d) below:-

*Imitation typewritten characters:* that is, circular wholly or partly printed in imitation of typewriting, or reproduced from a typewriting originally by a mechanical process ordinary used to produce a number of identical copies. *Carbon* but not *top* copies are included in this category.

These documents are admissible at the inland printed paper rate only:-

If they are handed in at a departmental post office counter

If special attention is drawn to the fact that they are printed or reproduced in imitation of typewriting.

If at least 20 packets each containing one copy or more are posted at the same time.

If a form of declaration (P103) is signed by the poster master stating that all the copies of the circulars are identical in text, so far as the portion printed or reproduced in imitation of typewriting is concerned, and bears nothing in writing which is not permitted under the conditions relating to circulars in ordinary type characters.

The circulars must be securely tied in bundles of convenient size with the addresses all faces one way. They will liable to detention or to surcharge if subsequently found to infringe any of the regulations of the printed paper rate.

d) *Printed Christmas, New Year, Easter, Idd-el-Fitr, Maulid, Birthday, Picture, Greeting Visiting Cards, Calendars and similar cards.*

Nothing may appear in writing except:-

Date of sending and names and addresses of sender and Addressee.

Formulate of courtesy or of conventional character not exceeding five words or initials. For example, Kind Regards, Best wishes, and other greetings and so on, not conveying any specific information or making an inquiry or request, are admissible. Phrases such as *arrived safely*, see you on Monday and so on are not admissible.

e) *Manuscripts for press and printed proofs*, including information for insertion in directories and similar publications, with corrections and instructions. Any writing not formatting part of the documents it must refer solely to the arrangement or correction of the type or to the execution of the work.

f) *Educational exercises and examination papers*, with comments corrections and instructions. Any writing not formatting part of the documents it must refer solely to the subject matter of the exercise or to the questions put or to the answers thereto.

g) Letter post items exchanged between pupils of schools, provided that these items are sent through the principals of the schools concerned.

h) Musical scores or sheets of music in manuscript.

6. Anything necessary or convenient for the safe transmission of any of the above mentioned articles by post when transmitted in the same packet with the article in respect of which it is so used.

### **10.5 Style of Printing**

For the purpose of the inland printed paper rate, printing is matter in ordinary or manuscript characters (but not in characters resembling those of the typewriter) produced by a printing machine or hand-stamped, mimeographed, lithographed, hectographed or cyclostyled. Writing is matter written by hand or by means of the typewriter references in the regulations to writing therefore includes typewriting.

Imitation typewriting includes matter printed or reproduced by any process (for example, mimeographs, and hectograph carbon paper) in imitation of typewritten characters.

### **10.6 Inadmissible Articles**

Coupons, forms cards and so on, bearing written answers to acrostics and guessing competitions, and written communications indicating, whether by means of words, letters, marks or numbers, moves of chess (on a printed form or otherwise), are inadmissible.

No paper money, or cheques crossed for payment through a bank may be posted or conveyed or delivered by post in a printed paper packet. But a stamped proxy paper, or a stamped and addressed card, wrapper, label, or envelope, forwarded in order that such card, wrapper, label or envelope may be returned through the post, is permitted.

Articles of stationery, including notepaper, envelopes, labels invoices, insurance or other forms intended to be completed by the addressee, greeting or visiting cards, when sent not filed up to a person who is subsequently to use them, are inadmissible, but not more than three blank forms of a kind or three of each kind of dissimilar forms may be included in packet with a covering document which is in itself admissible, whether the blank forms are part of the covering document or separate from it.

Yearly diaries are admitted, but diaries for shorter periods are inadmissible.

Blotting paper, cloth, metal, asbestos, leather and similar substances are not regarded as ordinarily used for writing or printing and are inadmissible, but a single unfolded flat sheet of blotting paper bearing a such an advertisement not relating to blotting paper and not sent as a sample, or one having affixed to it such an advertisement printed on ordinary paper or cardboard, is admitted in a suitable open cover. Cards headed "Postcard" or the equivalent in any language.

Copies obtained by means of tracing, by handwriting or by typewriting on any type of machine. Copies obtained by means of stamps with or without movable type.

Articles of stationery bearing reproductions when it seems clear that the printed part is not the essential part of the article.

Films and sound recordings

Punched tapes and Accounting Data processing cards.

## **11. ADVERTISING MAIL (Box holders Circular)**

Rate of postage

See the current revised Postal Tariffs at any Post Office.

### **11.1 Weight and Size**

Maximum paper A4 or not exceed 50gms in weight.

### **11.2 Conditions**

Printed matter, either suitably folded in a convenient manner for placing in callers' private boxes, or enclosed in covers, and cards which conform to the conditions prescribed for printed papers, addressed to "The Box holder" (with or without the place of delivery) may be accepted at any post office under the heading *Postage: Prepayment in Money, and subject to the following conditions:-*

- a) No post office box number may be used
- b) The service is restricted to those post offices in Tanzania where private box facilities exist.
- c) Advertising Mail must bear the words, "Postage Paid" printed or hand stamped where the postage stamp would ordinarily be affixed.
- d) Items must be handed over at a post office counter suitably tied in bundled or 100, except where the number of post office boxes at the place of delivery is less than 100.
- e) Payment will be made at the time of posting at the post office counter and a receipt issued.
- f) Not less than 100 items may be accepted at a time for this service, except where the number of post office boxes at the place of delivery is less than 100.
- g) Consignments must be separated into towns as may be required by the Post Office.
- h) Printed matter posted under this arrangement not having the place of delivery indicated thereon may be tied in bundles with a label attached bearing the name of the town at which it is desired that delivery is to be effected, otherwise the place of posting will be understood to be the place of delivery
- i) Items handed in before noon will be dealt with on the same day.
- j) Advertising Mail cannot be sent by registered post.

## **12. SMALL PACKETS**

### **Rate of postage**

See the current revised Postal Tariffs at any Post Office

### **12.1 Weight and size**

The limit of weight is 1 kg

*Maximum:* - Length, with and dept combined 90cm., but the greatest dimension must not exceed 60- cm. If in the form of a roll Length and twice the diameter combined, 104 cm, but the greatest dimension must not exceed 90 cm.

*Minimum:* - As for letters.

### **12.2 Definition**

The small packet post in the inland service is especially provided for the transmission of genuine trade samples or patterns of merchandise without saleable value, in the same mail as printed papers, which as a rule travel more quickly than parcel mails. Exceptionally, the following articles are regarded as eligible for transmission by the Small Packet Post:-

Printers' plates cut-out patterns sent unaccompanied, keys unaccompanied, cut fresh flowers, articles of natural history (dried or preserved animals or plants, geological specimens and so on (tubes of serum and vaccine and medicines urgently required and difficult to obtain.

These articles, except tubes of serum and vaccine and medicines urgently required and difficult to obtain sent in the general interest by laboratories or institutions officially recognized, may not be sent for a commercial purpose.

### **12.3 Packing and make-up**

The sender must show his name and address on the outside of thee packet, and must mark the packet conspicuously "Small Packet" in the top left-hand corner on the address side.

Small Packets must be packed so that they may be easily examined without breaking any seal string may be used to secure the wrapping of toed with a simple knot easy to unite. Sealing with adhesive tape in such a way that the tape must be broken or removed to allow examination of the contents is not permitted. Exceptionally, the packing regulations which apply to certain articles (for example, fragile materials, liquids and so on). Apply also to such articles sent in small packets. In any case all articles should be packed in a manner that will adequately protect the contents against breakage or damage.

### **12.4 Posting**

Small Packets may be posted in a posting box or handed over the counter. The may be registered by not damage.

## **13. NEWS PAPER**

### **Rate of postage**

See the current revised Postal Tariffs at any Post Office.

A packet containing a single registered newspaper or two or more registered newspapers, may be sent at newspaper rate, subject to the conditions below.

Newspapers not registered by the Postmaster General are transmitted at the printed paper rate.

### **13.1 Weight and size**

The maximum weight is 3 kg and the limits of size are the same as for letters

*Minimum Size :-* As for letters

### **13.2 Definition**

The use of the inland newspaper post is restricted to copies of publications, including any supplement thereto, which have been registered as newspapers by the Postmaster General.

### **13.3 Conditions of inclusion in the register**

Any publication consisting wholly or substantially of current news or articles relating thereto, with or without illustrations or advertisements, is admissible for registration at the Post Office as a newspaper on payment of a fee per calendar year or part thereof as shown in the current Postmaster General's Postal Tariffs provided that:-

It is printed and published within Tanzania and is registered as a newspaper with the Register as a newspaper a publication printed and published elsewhere other than in Tanzania unless arrangement have been made to his satisfaction for maintaining a responsible representative of the publication within Tanzania.

The full title and date of publication is printed at the top of the first page and the whole or part of the title and the date, is printed at the top of every subsequent page and at the top of every page bearing a statement of the contents of, or an index to, such publication. Where publication is more frequent than once a month, the precise date of publication (i.e. day, month and year) must be shown at the top of each page; where publication is monthly it will suffice to show the month and year of publication only.

### **13.4 Supplements**

Any supplement issued with a newspaper must consist wholly or in great part of matter like that of a newspaper or of advertisement, printed on a sheet or sheets, or a piece or pieces, of paper, put together at some one part of the newspaper, whether gummed or stitched up with the newspapers or not, or wholly or in part of engravings, prints, or lithographs illustrative of articles in the newspaper; it must in every case be published with the newspaper, and have the title of the newspaper printed at the top of every page, or at the top of every sheet or side on which any engraving, print or lithograph appears. The supplement or supplements issued with any number of a registered newspaper may not exceed the newspaper itself in size or weight.

The Post Office cannot regard a document as a supplement merely because it is printed under that title. A separate document intended to be used for separate purposes is not a supplement to a newspaper. For example, documents of the following descriptions if enclosed in copies of registered newspapers render them inadmissible at the newspaper rate of postage:-

1. Any document not printed by the responsible printer of the paper, such as an advertisement sheet printed for an advertiser and sent to the publisher of a newspaper for distribution with it.
2. A contents bill, an advertisement sheet with an order form attached a prospector with an application form attached, or a proposal or inquiry form.
3. Any document drawn up in the form of a direct personal communication to the recipients, such as a printed circular in the form of a letter purporting to be addressed by an advertiser to the person by whom the newspaper in which it is enclosed is received.

Exceptionally, almanacs, although they are documents to be used for separate purposes, will be regarded as supplements provided that they are in all other respects in conformity with the preceding regulations governing supplements.

### **13.5 Regulations**

Every copy should be so folded and covered, if posted in a cover, as to admit of the ready inspection of the title. If posted with a cover, the cover should be open at both ends and be easily removable for the purpose of examination.

No copy of a newspaper sent by post of the newspaper rate may bear anything, not being part of the newspaper, except the name, address and description either of the sender or of the addressee or both, with index or reference numbers and letters; the words with complements; a request for return in case of non-delivery; the title of the newspaper, and a reference to its registration for transmission by post; and reference to any place in the newspaper to which the attention of the addressee is directed. The same regulations apply to any cover enclosing a copy of a newspaper.

No unregistered publication, and no article which is not part of a publication registered as a newspaper or a supplement thereto, may be enclosed in any packet sent at the newspaper rate, unless it be sent through the post with the publication to which it is a supplement.

A packet which infringes any of the foregoing regulations is charged either as an underpaid printed paper, if admissible at that rate, or an underpaid letter, or is transferred to the parcel post and charged any deficient parcel postage, whichever involves the lowest charge.

## **14. LITERATURE FOR THE BLIND**

### **Rate of postage**

See the current revised Postal Tariffs at any Post Office.

#### **14.1 Weight and size**

The maximum weight is 10 kg. And the limits of size are the same as for letters

#### **Definition**

Books and paper (including unsealed letters to or from blind person) impressed in Braille or other special type for the use of the blind.

#### **14.2 Admissible Articles**

The following articles are also admitted as literature for the blind:-

Plates embossing literature for the blind e.g. Discs tapes or wire bearing voice recording (that is talking books consisting only reading of or from books journals articles such) and special paper intended solely for use of the blind provided that they are sent by or addressed to an officially recognized institution for the blind

#### **14.3 Make up**

The packets should conform to the regulations applicable to printed papers. In addition, they should be clearly marked in the upper left hand corner of the address side Blind Literature.

#### **14.4 Exemption from Supplement Charges**

Exemption from postal charges extends to the fees for registration advice of delivery, express and inquiry.

## **15. CORRESPONDENCE OF DIFFERENT CLASSES TRANSMITTED UNDER ONE COVER**

It is permissible to enclose in one and the same packet printed papers and samples of merchandise (but not literature for the blind), subject to the following conditions:-

1. That each article taken singly does not exceed the limits which are applicable to it as regards weight and size,
2. That the overall size of the packet does not exceed the limits applicable to letters and the total weight does not exceed 3 kg. Per packet.
3. The postage rate paid is the highest of the postage rates appropriate to any of the articles contained therein.

## **16. BUSINESS REPLY SERVICE**

### **16.1 Description**

Under this service a person who wishes to obtain a reply from a client without putting him to the experience of paying postage may enclose in his communication an unstamped reply card, letter card, envelope folder or gummed label of the special design shown below. The client can post the card, etc, in the ordinary way, but without a stamp; and the addressee will pay the charges on the replies he received.

Where desired, a facsimile of the official air mail label may be included in the top left-hand corner of the address portion and the appropriate inland air mail postage rate will then be charged on delivery. Where the special design incorporates air mail markings the appropriate inland air mail postage rate will be charged for those items which bear such markings, irrespective of their method of conveyance.

Delivery to the box or bag to which Business Reply Service items are addressed will be affected once daily.

This service is restricted to departmental postal offices and must not be used for the transmission of goods or samples.

### 16.2 Conditions

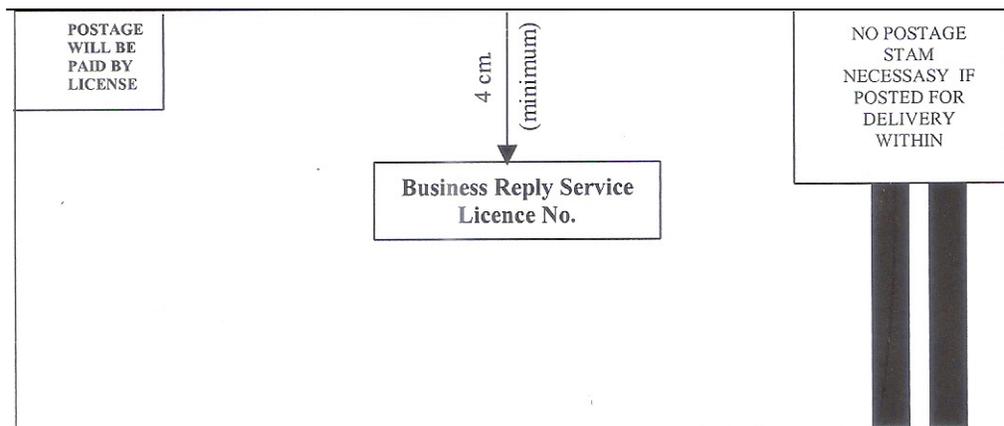
*License:* - Any person or firm using this service must obtain a license through this local post office, issued by the Postmaster General.

*Deposit:* - The license will be required to pay in advance a sum of money sufficient to cover the probable amount of the charges likely to accrue during a period of three months.

### 16.3 Design of cards

Complete printed proofs of the cards, envelopes, folders or gummed labels which the licensee intends to use must be approved by the Postmaster General and their design must conform to the following pattern and regulations. The relative design and address should preferably be printed in black, but any deep colour (for example green, blue or brown) except red, orange or yellow, will be accepted provided that the printing is in strong contrast with the color of the card or paper (see also "colour" on page 34).

See diagrams below



1. The design must be not less than 10 cm long by 7 cm wide
2. The name and full postal address of the licensee must be printed parallel to the length of the card, etc below the panel containing the license number.
3. A space of not less than 4 cm must be left between the top edge of the card, etc, and the top of the "License Number" panel.
4. The words "Postage stamp necessary if posted for delivery within Tanzania must be printed in the top right-hand corner.
5. The words "Postage will be paid by Licensee" must be printed in the top left-hand corner. (The name of the licensee may be used instead of the word "Licensee").
6. There must be two wide vertical lines near the right-hand edge.
7. Cards must be of materials not less than one-quarter of a millimeter thick and not more flexible than the postcard issued and sold by the Post Office.
8. The printing on cards for use in the Printed paper Post must not be in imitation of typewriting.
9. Labels must be printed on paper which will readily take adhesive and which is not too thick to admit of the label being securely pasted down.

### **Fees**

Fee as shown in the postal tariffs, in addition to the normal postage, will be charged on each card, envelope or folder return by post to the licensee.

### **Miscellaneous conditions**

In other respects Business Reply Cards, envelopes folder or labels are subject to the general regulations and rules of the Post Office relating to the Inland Letter, Postcard, Printed Paper and small Packets except that such cards, etc., cannot be redirected after delivery at the Business Reply address and if retransmitted must be enclosed in a cover and fresh postage paid. Supplementary services such as registration, etc., are not permissible in the Business Reply service.

## **17. PARCELS**

### **Rate of postage**

See the current revised Postal Tariffs at any Post Office.

#### **17.1 Weight and size**

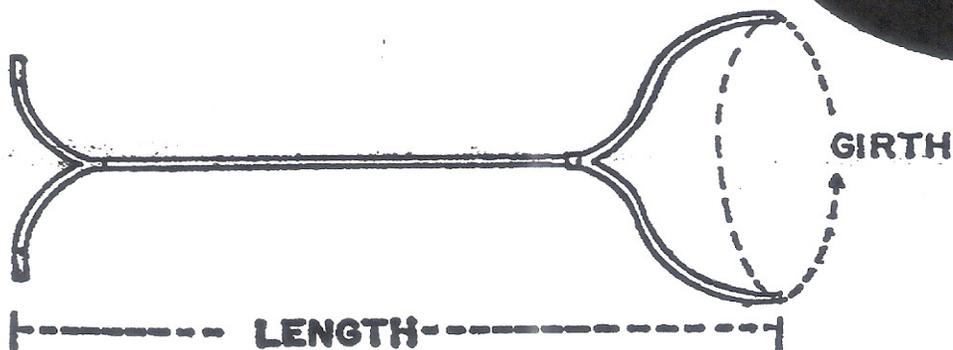
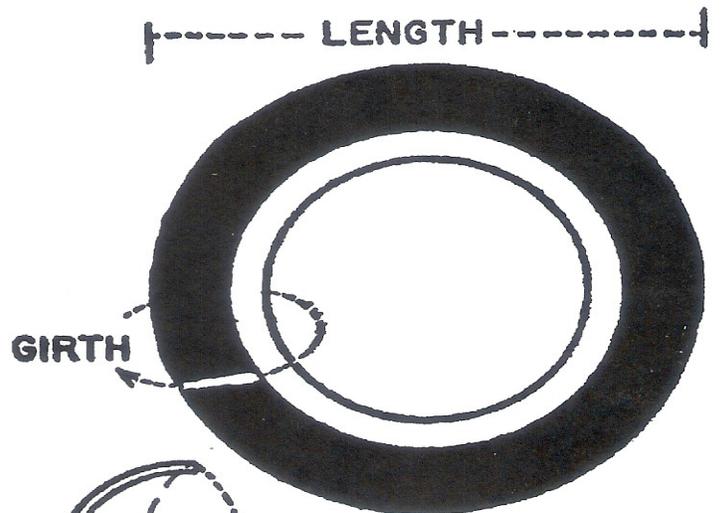
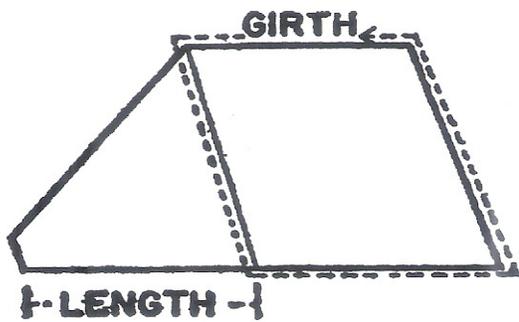
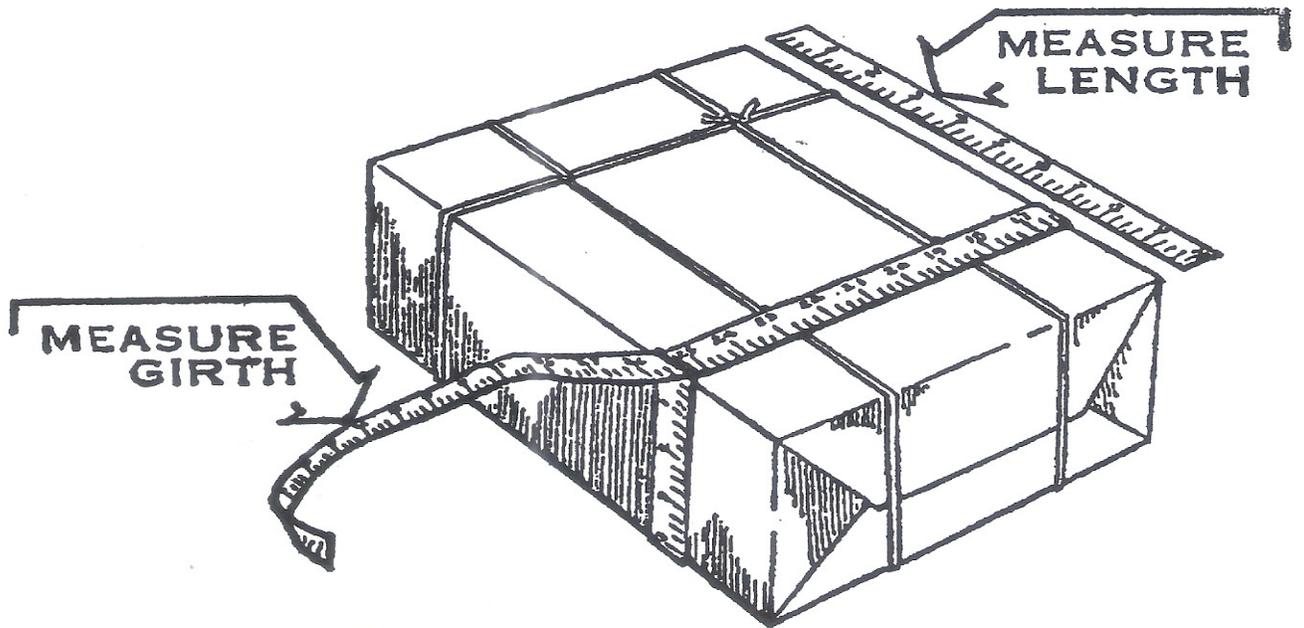
The maximum weight is 30 kg.

Maximum dimensions are

Length 105 cm .length and girth combined 180cm

For example:-

A parcel measuring 105 cm in its longest dimensions may measure as much as 75 cm in girth that is round its thickest part ;or a short parcel may be thicker ,but if it measures not more than 90 cm in length it may measure as much as 90 cm in girth that is round its thickest part. See diagram below



## **Parcels other than in the form of a roll**

### *Minimum Dimensions*

On surface 10 cm in length, 7 in width. Alternatively it may bear a strong address labels of card board or strong paper measuring not less than 10 cm in length and 7 cm in width.

## **Parcel in the Form of a Roll**

### *Minimum Dimensions*

17 cm for the length and twice the diameter combined (at least 10 cm for the greatest dimension) unless provided with a strong address label of cardboard or strong paper measuring not less than 10 cm in length and 7 cm in width.

### **17.2 Addressing**

A parcel must bear two addresses. One for addressee marked "TO" and the other one for sender marked "FROM". The addressees must be clearly and fully written in Roman characters on the parcel itself and must be in ink or typescript.

It is desirable that the sender's address should also appear inside the parcel.

### **17.3 Packing and Make up**

Method of packing for certain article are described in general information on packing and make up

### **17.4 Prepayment and posting**

The postage on a parcel must be prepaid

A parcel must not be posted in a letter-box. It should be marked Parcel Post, and presented at the counter of a post office and a certificate of posting obtained. Certificate of posting showing the amount of postage prepaid are issued free of charge in respect of all parcels accepted.

If posted irregularly, it will:-

1. If fully prepaid at the rate applicable to any other post, and admissible by That Post, be forwarded as a letter, printed paper or newspaper.
2. If insufficiently prepaid the sender should be contacted to make good of the deficiency in postage stamps.

### **17.5 Posting Of Parcels in Large number**

Arrangements exist whereby parcels may be posted in bulk. Information regarding these arrangements can be obtained at any departmental post office.

### **17.6 Registration and insurance**

Parcel posted in the inland service may be registered or insured under the conditions prescribed for those services.

### **17.7 Advice of delivery**

The sender of a parcel may apply for an advice of delivery to the addressee upon payment of a fee under the general conditions as sent out at page 50 – Registration

Discs, tapes or wires bearing voice recordings (that is “taking books” consisting only readings of or from books, journals, articles and such) and special paper intended solely for the use of the blind, provided that they are sent by or addressed to an officially recognized institution for the blind.

### **17.8 Enquiries concerning loss or non-delivery**

An enquiry concerning the loss or non delivery of a parcel is free of charge

### **17.9 Inadmissible articles**

A parcel must not contain another parcel or packet intended for delivery to a person other than the addressee of the first-named parcel or of a person living with him, neither is it permissible for a parcel to contain a letter, note or document having the character of an actual or personal correspondence. It is, however, permissible to enclose in a parcel an open invoice confined to its essential particulars.

Articles which are prohibited from transmission by post or which are subject to special conditions as shown on the list of prohibited items.

### **17.10 Delivery of parcels**

On the delivery of a parcel, the person to whom the parcel is addressed or his authorized agent must give a written receipt for it on the proper official form. It is within the discretion of the Postmaster General to decide the manner in which parcels shall be delivered and the addressee or his authorized agent may be required to attend at a post office in order to take delivery.

### **17.11 Demurrage**

If after seven clear working days (excluding Sundays and Public Holidays) calculated from the day following the issue of the original advice to the addressee, the parcel has not been claimed by the addressee, demurrage charges are levied as stated in the current revised postal tariffs obtainable at all Post Offices.

### **17.12 Compensation for loss or damage**

Compensation for the loss of, or damage to, a parcel or its contents may be paid. The general conditions relating to compensation as mentioned in this book.

## **18. POSTAGE**

### **18.1 Prepayment by postage stamps**

Where the postage or other fees or sums chargeable on a postal article are due to be prepaid by means of postage stamps, such prepayment must be made by means of a proper postage stamp or stamps issued for the purpose, by means of the impressions of

franking machines used license issued by the Postmaster General or by Post Office Paid date-stamped impressions.

The postage on a postal article shall not be deemed to be prepaid by a proper postage stamp:-

1. If the stamp which has not been provided for use as a postage stamp by the Postmaster General.
2. If the stamp has been obliterated, defaced, torn, cut, or previously used to prepay any other postal article or for the payment of any revenue duty or tax, or otherwise rendered imperfect.
3. If the stamp has upon it before posting any word, letter, figure or design printed or impressed upon it, otherwise than by the authority of the Postmaster General.
4. If the stamp is a stamp which has been declared as invalid by the Postmaster General.

The official paid design or embossed stamp which is used on official statements or covers is not valid if cut out from the cover, label or form on which it is printed.

### **18.2 Prepayment in money**

General arrangements

Postage on postal articles, other than parcels, may be prepaid in money at all departmental post offices.

### **18.3 Conditions**

The conditions under which such postal articles are accepted are:-

1. That the total number of articles presented for posting is not less than 100.
2. That the articles with the addresses arranged in the same direction are made Up in bundles of 50 (or, in the case of bulky packets, in bundles or a convenient size each containing five articles or a multiple of five).
3. That the articles in each bundle are chargeable at a uniform rate of postage.
4. That prepayment is made entirely in money (prepayment cannot be made partly in money and partly in stamps) at the time the articles are handed in at the post office.
5. A receipt will be issued by the post office of acceptance for money received for the prepayment of postage.

*Articles addressed to all box holders posted in bulk*

The special conditions under which advertising mail may be sent without full postal address to all private box renters in any town or towns in Tanzania are listed under the heading advertising mail.

Special arrangements may be for similar facilities to be extended to the following classes of correspondence:- *Letters, Aerogramme, Postcards, Printed Papers and samples.*

Applications should be made at any of the post offices under the heading *Postage: Prepayment in Money-General; Arrangements*, at least seven days in advance of the date when the articles are to be posted, and the request should be accompanied by a specimen of the cover to be used and, where applicable, of the contents to be enclosed. The normal inland postage rates, appropriate to the class of article concerned, will apply to posting made under these special arrangements.

#### **18.4 Prepayment by means of impressions made by printing press or any other process**

Prepayment of postage by the above means for all classes of correspondence may under certain conditions be authorized by the Postmaster General.

All enquiries concerning such facilities should be addressed to:-

Postmaster General

P. O. Box 9551,

**11300** Dar es Salaam.

#### **18.5 Franking (postage meter) machines**

Users of these machines must confirm to the following conditions:-

1. They must obtain through the local post office a license issued by the Postmaster General.
2. Payments in advance in respect of postage must be made from time to time at a specified post office where the machine must be presented for meter setting or registering.
3. The correspondence franked by the machine must be faced and securely tied in bundles. In no circumstances can posting point be allowed otherwise than at the authorized posting point.
4. The service is restricted to departmental post offices.
5. Franking dies and machines must be maintained in good conditions, and any necessary replacement or repairs made, at the licensee's expense to ensure clear and distinct franking impressions and complete accuracy in recording.

### **19. PACKING AND MAKE –UP**

#### **19.1 General information**

Letter and postal packets of every kind, especially parcels, must be so made up as not only to preserve the contents from loss or damage in the post, but also not to injure other packets, or any officer of the Post Office. If insecurely packed they are liable to be stopped. The public are warned that packets insecurely packed which are likely to injure

other postal packets in course of conveyance or any officer of the Post Office must not be sent by post and that the sender are liable to penalties under the Tanzania Posts Corporation Act, as well as being called upon to pay for the damage caused. On particular the use of metal fasteners with sharp edges is prohibited.

The erroneous acceptance of an item at a post office counter does not relieve the sender of the responsibility if the item subsequently causes damage to other postal articles.

### **19.2 Previously envelopes and pouches**

Envelopes and pouches made of plastic or similar material designed and manufactured for the purpose of re-use are accepted for transmission by post, subject to the approval of the Postmaster General.

### **19.3 Packing regulations for certain articles**

Fragile articles

Any fragile article sent by post must be packet in a box of metal, wood or strong cardboard filled with paper, wood shavings or other protective materials of a similar nature to protect the article from the effect of concussion, pressure and knocks to which postal packets are ordinarily exposed in transmission, and the packet must bear the words *Fragile with care* written conspicuously on the face of the cover above the address.

Substances mentioned in the following list are prohibited from transmission by post unless packed and made up in the manner prescribed:-

*Articles Composed Wholly or in Part of Bakelite or other Plastic Material*

In a rigid box of wood or fiber board, with sufficient soft material and internal supports to prevent movement and to protect fragile parts.

*Badminton, Squash or Tennis Racquets.*

With stout wooden boards from and back firmly secured so as to prevent movement.

*Butane Gas Lighters and Refills*

In a box wrapped in corrugated and brown paper well secured with gummed paper or self-adhesive tape. The snuffer cap of the lighters must be sealed down or otherwise secured to prevent accidental operation of the lighter in transit. Refills should be packed in separate compartments and the packing should include a strong outer fibre board box of material at least 1.25mm in thickness. The lighters or refills must not contain more than 35 grams of butane and the filling ratio must be such that at 45 centigrade the butane container is not more than 95 per cent full. The maximum quantity of butane which can be accepted in any one postal packet is 180 grams.

*Butter, Cream, Semi-liquid Greasy or Strong-smelling Articles*

In air-tight tin, or other air-tight container of a type impervious to moisture, securely covered by greaseproof paper. Where any such article is intended for transmission by letter post the contents must be enclosed in a securely closed cover of greaseproof paper before being inserted in the container.

*Celluloid which has been Freed from all Volatile Solvents (i.e. seasoned Raw Celluloid) and Articles Manufactured from, or Composed in Part of, any such Celluloid.*

In a cardboard or corrugated cardboard box or a rigid box of wood. Articles such as calendars composed of only a small quantity of such seasoned raw celluloid for transmission within the inland service only may be accepted for transmission under the ordinary conditions

*Cinematograph and Photographic Films.*

1. Inflammable Films with a Nitro-celluloid Base –These must be packed in a tin case enclosed in either a strong wooden box or a vulcanized fibre container.

2. If a wooden box is used as the outside container, it must be made from boards of a minimum thickness of 9.5 mm; the sides must be dovetailed together and the bottom and the lid must be firmly screwed to the sides; and if any part of the box is composed of more than one piece of wood, the pieces must be jointed together by means of tongues and grooves. No gap must appear at any join. The inner container must be placed in the outer box with suitable soft packing material so as to surround it entirely and to hold it firmly in position.

If vulcanized fibre container is used it must be manufactured from the toughest compressed and vulcanized fibre board, at least 1.25 mm in thickness and be provided with three flanges to tuck in when the tin container is inserted. The vulcanite board must weight not less than 1gm per 645sq.cm. The rivets used must be at least 4.8mm long with 7.9mm heads. The inner container must be placed in outer box with suitable soft packing material so as to surround it entirely and to hold it firmly in position. The gross weight of a container and contents must not exceed 2.7kg. The container must be fastened with a suitable gummed strip along the edge of the flap.

A white label bearing the words *Films-Inflammable* in plain black letter, should be affixed to any packet containing such films.

3. *Non-inflammable or slow-burning Films:-*

The special packing conditions outlined in (1) do not apply to films which fall outside the classification of dangerous goods.

*Deleterious Liquids or Substances sent for Medical Examination or Analysis.*

Deleterious liquids or substances, though otherwise prohibited from transmission by post, may be sent for medical examination or analysis to a recognized medical laboratory or institute, whether or not belonging to a public health authority, or to a qualified medical practitioner, registered dental practitioner or veterinary surgeon by letter post, but on no account by parcel post, under the following conditions:-

1. Any such liquid or substance must be enclosed in a receptacle, hermetically sealed or otherwise securely closed, and this receptacle must itself be placed in a strong wooden, leather or metal case in such a way that it cannot shift about, and with a sufficient quantity of some absorbent material (such as sawdust or cotton-wool) so packed about

the receptacle as absolutely to prevent any possible leakage from the package in the event of damage to the receptacle. The packet so made up must be conspicuously marked Fragile and bear the words *Perishable Biological Specimen*.

2. Any packet of the kind found in the parcel post, or found in the letter post not packed and marked as directed, will be at once stopped and destroyed with all its wrappings and enclosures. Further, any person who sends by post a deleterious liquid or substance for medical examination or analysis otherwise than as provided by these regulations is liable to prosecution.

#### *Dyes and Similar Substances*

In a stout metal box enclosed within a rigid box of wood, metal or fibre board, with soft sawdust between the two containers to prevent movement.

#### *Eggs:-*

In a wooden or other rigid box with suitable partitions and a well-fitting lid each egg wrapped separately in newspaper or other soft material, placed on end, each in a separate partition, and the vacant spaces in the box filled up with newspaper or cotton waste. The parcel must be marked Eggs.

#### *Fish, Poultry, Game, Rabbits, Meat and Food or other Articles Attractive to Rats or other Vermin.*

In any container which is rat or vermin proof and does not permit the smell of its contents so escape.

Each parcel must be marked Perishable. A strong address label must be securely attached, either sewn to the cover or tied on. A duplicate address label must be attached to the contents in case the wrappers on boxes become separated from the contents.

#### *Flower:-*

Flower must be enclosed in rigid boxes of wood or metal.

#### *Fruit:-*

Fruit, and more especially soft fruit, such as strawberries, raspberries, gooseberries, and grapes and so on, must be so packed that the juice cannot exude, or serious damage to the mails may result. Metal wood or strong cardboard with paper, wood shaving or other protective materials inserted between the articles and the top bottom and side of the case to a depth of at least 5 cm. all round. There should be no movement of the contents when shaken.

#### *Gramophone Records*

1. Shellac-these must be enclosed in their envelopes and sorted in sets according to size. Each set must be cross-tied to form a compact bundle. The bundle must then be firmly embedded in sufficient soft packing materials in a rigid box of wood (or of stout leather board, with a lid extending two-thirds of the depth of the box) of sufficient size to permit at least 2 cm of packing above, below and around the records.

2. *Plastic:* - These must be enclosed in their envelopes and sorted in sets according to size. Each set must be placed between corrugated cardboard fillers in a separate rigid box of stout cardboard or fibreboard (with a lid extending two-thirds of the dept of the box) so that the records cannot move about in the box. Where it is desired to send more than one size of record in the same box, any empty spaces around the edges of the smaller records must be filled with soft packing.

*Hats. Millinery*

These and similar articles must be packed in rigid boxes of wood or other material, or in stout Lethe board boxes with lids extending two-thirds of the dept of the box, or in strong cardboard boxes protected externally by light crossbars of wood consisting of two frames placed at right-angles to one another and fastened together where they cross at the top and bottom. Strawboard boxes are not permitted.

*Live Bees, Leeches, Silkworms and Certain Parasites*

Live bees, leeches and silkworms must be enclosed in rigid boxes so constructed and securely fastened so as to avoid all risks of injury to officers of the Post Office, or damage to other packets. The wrapping and dispatch note of parcel containing living animals must be provided with a label bearing in bold letter the inscription *Animaux vivants* (living animals).

Certain parasites and destroyers of noxious insects intended for the control of such insects are admissible if similarly packed, but only when sent by letter post between officially recognized institutions.

*Metal castings, Tiles and Similar Articles*

These must be enclosed in stout metal or wooden cases or strong cardboard filled with paper, wood shavings or other protective materials to prevent movement and damage through jolting.

*Ointments, soft soap, resin and fatty substances which do not easily liquefy*

In an inner case of linen, parchment or other similar material enclosed with a rigid box of wood, metal or fibreboard, sufficient soft material to ensure that the inner container does not move within the outer container.

*Paint, Varnish, Enamel and Kindred Substances.*

Those with a flashpoint of 65 C, or over must be enclosed in a receptacle securely Sealed and packed in accordance with the regulations given above under Liquids.

Those with a flashpoint between 32 C, and 65 C, a metal container must comply with the following regulation to those given above under Liquids. The substance must be in hermetically sealed by the Farming method or in a lever top tin with the lid fastened to the body of the tin by means of solder. Tins with lids affixed to the body solely by means of wire clips must not be used. An air space of not less than 7½ per cent of the

container's total cubic content must be left in each tin. Not more than one litre may be enclosed in a single parcel.

The sender must in each case accept the risk of parcels being stopped in found to contravene any of the regulations of the country of destination.

Paints and so on with a flashpoint below 32 C. are total prohibited.

*Pictures:-*

Pictures in frame must be protected at the front and back by stout wooden boards each rather larger than the frame. Soft packing must be placed firmly between the corners of the frame and the boards, but not so as to press on the glass.

*Powders and Fine Grains, such as Tea, Coffee, Cocoa, flour*

These must be so packed that contents will not soil or taint other packets.

Dry colouring power (for example, aniline blue) must be enclosed in a strong tin box placed inside a wooden box with sawdust placed between the two containers. Dry non-coloring powder are admissible if enclosed in a box metal, wood, cardboard or plastic with the box itself placed in a bag of cloth. Cardboard boxes must not, however, be used for quantities exceeding 1 kg. in weight.

*Umbrellas, walking sticks and fishing rods*

In a rigid box of wood or plywood, with sufficient soft material to prevent movement and to protect fragile parts. Where the contents are for transmission within the inland service only the container may consist of two stout strips of wood, securely, fastened, each strip being as long as and slightly wider than the article protect.

*Articles in one Piece*

Articles in one piece such as pieces of wood, metal, etc which it is not the custom of the trade to pack may be sent with address of the addressee indicated as far as possible on the object itself or on an address label measuring not less than 10cm length and 7 cm in width securely attached to the item.

## **20. METHOD OF ADDRESS GENERAL**

Delay to correspondence and mistakes in delivery are due in the main to use of incorrect or incomplete postal address.

### **20.1 Suggestion to avoid delay**

The Postmaster General therefore appeals to members of the public to co-operate with the Post Office in preventing delay by:-

1. Displaying their own fully and correct postal address (including where applicable, the Post Office Box number and post code number) on their note -paper, Visiting cards, business communications, advertisements and so on. If there is any doubt as to the correct postal address this may be ascertained from the local post office. It is particularly important that in displaying the full and correct postal address the layout should be such that this is not confused with the "geographical" address.

### *Post Towns*

A postal address may include the name of a township several kilometers distant, with which the addressee has little or no connection. The explanation is that the main mail dispatches have to be sent for more detailed subdivision to certain centres, known as Post Towns, chosen because of their accessibility and convenience. It is essential that the name of the Post Town should appear in the address in order that the letters shall be delivered as speedily as possible. The name of the Post Town should be written or typed in BLOCK capitals.

2. Addressing letters, postcards, parcels and so on with the full and correct address given by the person to whom they are writing, including the Post Office private box number, where applicable, and the name of the renter of the Post Office private box number if the addressee is not the actual renter; and the Post Town, followed by the name of the territory.
3. Typing or writing in ink, the address legibly, in the lower part of the front of the envelope i.e. the side not provided with the flap, with a clear margin above (not less than 4 cm. deep) for the postage stamps and postmarks, leaving the left-hand bottom corner blank. It assists materially if block capital letters are used for the name of the post town and territory, for example, DODOMA TANZANIA (see also following illustrations).

The Post office cannot undertake to correct or complete a wrong or an incomplete address.

#### *Examples:-*

The address should include in all cases (except articles posted in bulk to private Boxes):-

- a) Name of addressee and sender
  - b) In the case of a private box or bag form of address, the name of the actual renter if the addressee is not the renter;
  - c) One of the following, as appropriate-
    1. The Post Office private box number, or
    2. "Private Bag", or
    3. Poste Resistante, or
    4. C/O Post Office
    5. Street name,house number and post code
  - d). Name of the town;
  - e). Name of Post Town (if the town itself is not a Post Town) in BLOCK capitals, e.g. Kawe, Dar es Salaam
  - f).Name of the territory in BLOCK capital
4. It is also recommended that the addresses of both the sender and the addressee be shown inside the item and as far as possible on the contents. Where the wrapping or the contents are not suitable for the writing of the address or for affixing postage stamps an address label measuring 10 cm in length and 7 cm in width may be securely attached.

FRONT

To. Mr Aman H. Mgombani,  
C/O Messrs Umoja Enterprises Ltd  
P. O. Box 131



BACK

From.  
Mrs Ketela Mwambepo  
P. O. Box 113344  
33101 Capripoint  
MWANZA  
TANZANIA

FRONT

TO. Mr Masao Kipiki  
C/O Shirika Ltd  
Private Bag  
53100  
MBEYA  
TANZANIA



BACK

**FROM.**  
**Miss Rehema Kalonga**  
**P. O. Box 97794**  
47103 KISANGANI  
**KIGOMA**  
**TANZANA**

May also add:-

Telephone numbers

Abbreviated addresses registered for telegrams

The word local instead of the name, the post town or office of delivery.

Note: Door to door delivery services in Tanzania is in pipeline in the near future after the completion of installation of new postal address and postcodes. Postal articles must, therefore include a Post Office Box Number, Private Bag" or "Poste Restante" details in the address including postcodes. In the case of delivery to smaller post offices, where no private box/bag facilities are available, the address should include "c/o Post Office.....". Any other form of address will certainly lead to delay, and probably non-delivery.

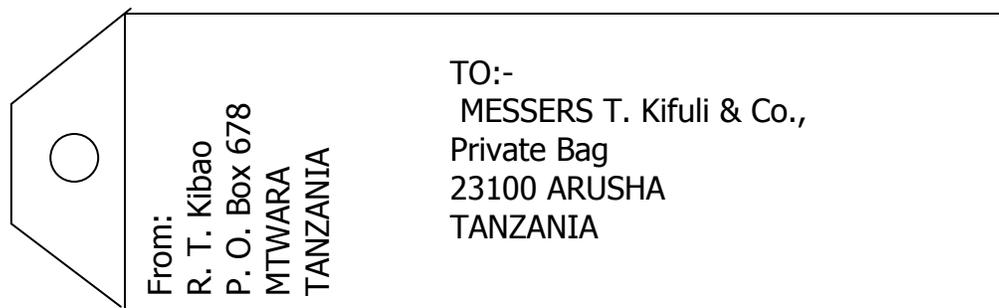
## 20.2 Parcels

The directions about addressing letters apply equally to parcels but in the interests of all concerned the following additional point should be observed:-

1. Write in ink or type the address plainly, preferably in bold block letters, on the cover of the parcel itself and not merely on a label, which may become detached  
The address may be written in copying-ink pencil on a surface previously dampened.
2. If a stick on label is used see that it is securely affixed.
3. Any printed advertising matter or other non-address particulars on the label should be confined to the left-hand half as shown by the following illustrations.

This space may be used for any necessary printing. If the name and address of the sender is shown it should preferably appear at right angles to the address of the addressee	TO:- MRS H. HAMIS P. O. Box 12345 11200 DAR ES SALAAM TANZANIA
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Tie – on Label



4. The sender's address should appear on the cover and also inside the parcel, if shown on the cover the particulars should be kept distinct from the address to which the parcel is sent and should preferably be written or printed to the left of and at right angles to the name and address of the address.

5. The sender may indicate on the cover of the parcel, whether in the event of non-delivery, it shall be:-

1. Returned to sender, either at the end of the normal retention period or at the end of a given period;
2. Treated as abandoned; or
3. Tendered for delivery at a second address

No other alternative is permitted and only one of the above instructions may be indicated on the parcel.

## 21. PROHIBITIONS AND RESTRICTIONS

### General

Prohibited articles, if tendered for transmission, will be refused or, if detected in transit, detained. They will be dealt with in such a manner as the Post Office thinks fit, and the senders will in some cases be liable to prosecution.

#### 21.1 Prohibitions

It is prohibited to send by post:-

##### *Certain Publications, Advertisement and Circulars*

Advertisement and publications relating to the treatment of venereal disease or to any preparation for its prevention, cure or relief, unless addressed to duly qualified medical practitioners or chemists.

Advertisement and publications (including tickets) relating to a sweepstake or lottery other than a lawful sweepstake or lottery.

Any publication, advertisement or circular, which may not, under the law of the territory of posting or address, be transmitted by post.

##### *Dangerous Articles*

Explosives and Inflammable liquids and solids. Other dangerous substances, such as compressed gas, corrosive liquids, toxic or radioactive materials, as well as any other substance which could endanger human life or cause damage to postal articles and equipment.

The following details show categories of dangerous articles together with brief descriptions and examples:-

##### *1. Explosives*

Comprising all compounds, mixtures, or appliances which might provoke an explosion or an explosive effect or of which this is the prime object. This covers all detonators, explosive or otherwise, ammunition, fireworks or similar articles which could explode following a collision, from friction or because of a rise in temperature, e.g. cartridges, detonators, fireworks, fuses, gun cotton, gun powder, explosive however weak the effect, lighter fuel, etc.

##### *2. Inflammable and Oxidizing Substances.*

###### *Inflammable liquids*

Substances which have a flashpoint below 65 C. except those referred to below:-

Paint, varnish, enamel and kindred substances which have a flashpoint between 32 C and 65 C are admitted exceptionally by letter or parcel post, provided not more than one litre is enclosed in a single post packet and the packing conditions described at page 35 C are complied with. Paints and so on which flash below 32 C are totally prohibited. (see page 30 also for the conditions which apply to the transmission of paints and so on which flash at 65C and over).

Examples of such substances are spirits, benzene, cellulose-based paints, certain cements and solutions containing inflammable solvents, ether, petrol, lighter fuel, kerosene, etc.

*Inflammable solid.*

These consist of substances not classed as explosive and which under certain conditions might in transit involve the risk of causing or encouraging fires either by friction, absorption of moisture or by spontaneous chemical changes (e.g. calcium chloride, matches, metallic potassium, certain metallic powders, metallic sodium, oiled tissues not having been properly dried phosphorus, pyroxylin plastics, etc).

*Oxidizing substance:*

Substances such as bichromates, chlorates, nitrates, perchlorates, permanganates, peroxides which easily release oxygen and stimulate the combustion of other materials.

*3. Radioactive Substances:*

Radioactive materials, whether solid liquid or gaseous, manufactured items which as luminous dialism luminous compounds, ores and residues, which have any significant alpha, beta, gamma or neutron radiation.

*4. Corrosive Substances:*

All substances, such as acids, caustic liquids, alkaline and other corrosive liquids, which when they come into contact with living tissues, gravely endanger those tissues by chemical action; or which in case of leakage entails the risk of damage or destruction of other cargo or the structure of, e.g an aircraft by means of chemical action and which could caused other accidents (e.g solution with a bromide base, potassium lye, caustic soda, calcium chloride, chromic acid, hydrochloric, hydrofluoric, nitric and sulphuric acids).

*5. Noxious, Deleterious or otherwise harmful substances:*

*Compressed Gases:*

Comprising all inflammable, non inflammable liquefied, dissolved and poisonous gases under pressure e.g. acetylene, carbonic acid fluorine (e.g. liquid petrol, oxygen, etc.)

*Poisons:*

These consist of liquids or solids giving off poisonous or irritating vapors of gases, or of substances which could be dangerous when they come into contact with the skin or if they were absorbed (e.g. aniline, arsenical compounds, powdered metallic beryllium, cyanides, mercury compounds, etc).

*Other Dangerous Articles:-*

Comprising those articles which although not in the above categories have noxious or irritant properties, solids which dampness renders corrosive, or again substances having other inherent properties which could endanger human life, damage other cargo or the structure of, e.g an aircraft e.g acetaldehyde of ammonia, sulfate of ammonia brewers yeast, not pressurized liquid gases, potassium and sodium hydroxide, sharp instruments not properly protected, matches of all kinds etc.

*Other Prohibited Articles*

## Contraband

Counterfeit coin and paper money (including counterfeit postage stamps)

Indecent or obscene communications, print, photographs, books or other articles and packets bearing grossly offensive, indecent or obscene words, marks or designs of a seditious, scurrilous and threatening character.

Living creatures, with the following exceptions: bees, leeches and silkworms, certain parasites and destroyers of noxious insects intended for the control of such insects and exchanged between officially recognized institutions.

Articles purporting to be prepaid with any stamp or impressive of a stamping machine which has been previous used to prepay and other postal article.

Articles bearing any factious postage stamp or counterfeit impression of a stamping machines, or words, marks, or designs which are unauthorized and which may reasonably lead the recipient to believe that the article is sent on official service.

Articles consisting of or containing two or more postal articles of the same or of different descriptions addressed to different persons at different addresses.

Postal articles which contravene the regulations concerning acceptance, size, weight, make-up or packing (attention is drawn to the special packing regulations for certain articles. Liquid celluloid containing any volatile solvent.

Dangerous drugs except in accordance with the previous of the law relating thereto in the territory of posting or address.

Any article of which the export, import, carriage coastwise or transmission by posting in prohibited under any law of the territory of posting or addressee, or if restricted by such law, is transmitted otherwise than in a accordance with such restrictions.

### **21.2 Embarrassing Packets**

Any postal article embarrassing to the Post Office staff. Embarrassment may be caused by the method of addressing and affixing of the stamp; the colour, type, shape and dimensions of the envelope, packet or card; and by the use of a badly reconditioned envelope which has already passed through the post.

#### *Addresses*

A packet having anything or otherwise impressed upon or attached to the address side which either by tendering the prevent the easy and quick reading of the address, or by inconvenient proximity to the postage stamps, or in any other way, is likely to impede the officers of the Post Office in dealing with it. Cards, envelopes, folders labels and wrappers are, however admitted if the writing or printing is confined to the left-hand half of the address side, the right-hand half being reserved exclusively for the postage stamps and the address.

A packet having its address parallel to the breadth instead of the length of the envelope

### *Stamps*

A packet bearing on its address side an adhesive label or printed design either resembling a postage stamp in shape or size or in the form of a frame for a postage stamp.

A packet having a postage stamp affixed elsewhere than at the right-hand top corner of the address side.

### *Colour*

Red packets or envelopes, or any other colour likely to cause strain on the eyes of the officers of the Post Office Cards, folders, labels or envelopes should be white, but there is no objection to pale shade of buff,, yellow, green or blue. It is essential, however, that the ink used on coloured paper should be in sharp contrast with the tint of the paper. The foregoing also applies to the visible portion of enclosures in envelopes with transparent or cut-out panels.

### *Envelopes*

#### *Window envelopes:-*

Items enclosed in a window envelope, that is, an envelope with a transparent address panel, which does not conform to the following conditions:-

- i. That the panel must be situated on the plain side of the envelope which is not provided with the closing flap:
- ii. That the panel must be made of such materials and in such a way that they address can be easily read through it;
- iii. That the panel must be rectangular, its greatest dimension parallel to the greatest dimension of the envelope, so that the address of the envelope appears in the same direction and the application of the date stamp is not interfered with.
- iv. That all the edges of the panel must be precisely stuck down on the inside of the opening in the envelope. For this purpose there should be an adequate space of not less than 40 mm between the side and edges of envelope and those of the panel.
- v. That the addressee's address must be the only thing visible through the panel, or at the very least, should stand out clearly from any other indication visible through the panel:-
- vi. That the contents of the item be folded in such a way that the address remains fully visible through the panel even if the contents shift inside the envelope.

Items in envelopes which are wholly transparent, even if an address label is affixed to them, items in envelope which have an open panel and items in envelopes with more than one panel are not admitted.

#### *Aperture Envelope:-*

A packet enclosed in an aperture envelope, that is envelope with an open (cut-out) panel is prohibited from transmission by the international post but may be permitted by the inland post providing it conforms to the following conditions:-

- i. The open (cut-out) panel must be exceed 8.25 cm in length by 3.2cm in width.
- ii. The requirements shown in (1), (2), (3) and in the preceding paragraph headed *window envelope*.
- iii. A minimum space of at least 12mm Must be left between the sides and base of the cut-out panel and the respective edges of the envelope.

*Transparent Envelope:-*

A packet enclosed in a wholly transparent envelope.

*"Trap" Packets:* - A packet is having an opening large enough to entrap small letters or postcards. Envelopes with ordinary truck-in flaps up to the following limits of size may be used:-

Not over 9 cm. in depth; opening not over 15 cm wide.

Not over 10 cm in depth; opening not over 14 cm wide.

Over 10 cm in depth, opening not over 11 cm. wide

An envelope exceeding that depth must not have an opening of more than 11 cm in width. If a large envelope is necessary, senders should adopt a pattern having a special kind of flap which can be adjusted so as not to leave a large opening; or the packet can be fastened with string provided that it can be easily untied. If metal paper fasteners are used the must be blunt and must be well pressed down to obviate risk of injury to the hands of the Post Office staff. Paper clips must be used

The maximum size for a folder is 15 cm in length by 9cm in width.

*Dimension-* A card, envelope or folder which is less than 10 cm in length by 7 cm in width or packet of such small dimensions as to be likely to impede the officers of the Post Office in dealing with it.

*Re-use Envelopes:-* An envelope which has previously has been used for postal purposes unless it has been suitably reconditioned by completely covering all the old postage stamps, stamp impressions and addressed (including the address of the sender if no longer relevant) with gummed white slips which must be well stuck down. Used registered envelopes must not be re-used, Items intended for registration or insurance will not be accepted in a previously used envelope. Stamps in prepayment of fresh postage must always be affixed along the top of the reconditioned envelope at the right-hand corner on the same side as the new address in a position convenient for the date-stamping.

### **21.3 Restrictions**

The following articles are prohibited from transmission by post except under the conditions.

*Arms of every description, or parts thereof,* unless sent by parcel post and in accordance with permit issued on behalf of the Ministry of Home Affairs (police Dept). This restriction includes air rifles, air guns, safety, alarm, air, or toy pistols, or any articles

which in the option of the customs authorities are capable of being converted into lethal weapons, or have the appearance of lethal weapons.

*Bullion*, unless sent by registered letter post or registered parcel post.

*Jewellery*, unless sent by registered letter post, or insured box or insured parcel post.

*Dangerous drugs*, unless sent by parcel post.

Deleterious liquids or similar substances unless sent by letter post.

*Eggs, fish, meat, poultry game, rabbits and fruit*, unless sent by parcel post.

*Liquid (one little or less in quantity) having a flashpoint of 32 c but less than 65C, and any quantity of any liquid having a flashpoint of 65 C, or above unless sent by letter post, sample post or parcel post.*

*Live bees, leeches, silkworms and parasite, destroyers of noxious insects* unless sent by the letter post.

Also refer supplementary list of prohibited articles issued at any post office.

## **22. POSTINGS**

Postal packets sent in considerable numbers should be handed over the counter at post office preferably all faced in one direction and tied in bundles. They should not be posted in street postings boxes. If handed in at post office in a large town those for delivery within the town area should be kept separate from those for delivery in other towns or offices or abroad.

## **23. DELIVERY**

### **23.1 General rules**

1. The manner in which a postal article is delivered in at the discretion of Postmaster General, who may require the addressee thereof, or his authorized agent, to attend at post office to take delivery. In the case of registered and insured articles, and parcels, written receipt must be given on the proper official form.
2. There are no home delivery services in Tanzania and the normal method of delivery is through a Post Office / private box . If a Post Office box is not available delivery can be affected through a private bag. Postal articles intended for persons who have no private box or bag and which, therefore, should be addressed "c/o Post Office", and postal articles addressed to travelers "c/o Poste Restate", are delivered at the post office, counter either to the addressee or to his authorized agent. Persons so applying for their correspondence may be required to furnish proof of their identity. Authorized agents must be in possession of a written authority to receive the correspondence as fee for each item delivered will be charged as shown in the postal tariffs.

3. The delivery of a postal article to the addressee or to his agent authorized to receive the article according to the usual manner of delivering postal articles to the addressee, or the inclusion of a postal article in the addressee's private box or bag, or where the addressee is a guest or is resident at a hotel; delivery to the proprietor or manager thereof is deemed to be delivery to the addressee under the Post Office Regulations.
4. No postal article on which any sum of money is due to the Post Office whether on account of postage, or on any other account, will be delivered without receiving immediate payment of the amount due. The addressee of an article is not bound to pay the amount due on it to the Post Office if he forthwith returns it unopened. In such case he would write the word Refused by the addressee are by law recoverable from the senders.
5. Articles addressed to initials, figures, or to factious, or assumed names or to a first name without a surname or to conventional marks of any kind, will only be delivered if posted to the care of some know person or firm. Such articles are not delivered if addressed "Post Restate" or care of "Post Office", but are at once forwarded to the Returned Letter Office for return to the sender. Parcels or other articles tendered at a post office for transmission under the registration or insurance system will not be accepted unless eligible for delivery under this clause.
6. The arrangements for the identification of persons taking delivery of registered or insured postal articles and parcels are as follows:-

*Personal Collection by the Addressee:*

- a) Literate Persons: - A receipting signature and establishment of identity will be required. If addressee is not known to the Post Office staff, identity must be established by such means as the production of Post Office box renters authority card, or identity card production of a passport or a driving license, vote identity card, or NIDA identity card
- b) Illiterate Persons: - If the addressee is known to the Post Office staff, a receipting thump-print will be required and the receipt will be endorsed "Addressee know". Where, however, the addressee is not personally known to the Post Office staff, a receipting thump-print will be required, together with the production of Post Office box renters Authority signed by the addressee. The agent presenting, the receipt will be required to establish his identity by one of the means described above under Personal Collection by the Addressee.

*Collection by an Agent:*

- a) Delivery will be made to the addressee's agent only on presentation of the relative receipt signed by the addressee or the agent and on production of either:-
  - a. The Post Office Authority Card issued to the box or bag renter; or
  - b. A letter signed by the addressee authorizing collection by the bearer.

- b) If the Post Office Authority Card issued to the box or bag renter is not used, then a separate letter of authority will be required on each occasion that a collection is made as the letter will be retained by the Post Office as the authority for delivery to the agent.
  - c) Delivery will be made to the agent of an addressee who is not a box or bag, renter only on production of relative receipt signed by the addressee or his agent and a letter of authority signed by the addressee. The agent presenting the receipt will be required to establish his identity by one of the means described above under Personal Collection by the Addressee.
7. Correspondence can only be delivered as addressed, or redirected in accordance with general regulations for redirection. Requests that correspondence addressed to business concerns, or to private individuals connected therewith, may be delivered through a different private box during business hours on weekdays, and on Sundays and holidays, cannot be entertained . No person, whose correspondence is addressed to a private box, or to the care of a renter of a private box, can claim to have his correspondence delivered upon application at the post office.
8. The Postmaster General appeals to members of the public to rent, or make use of, with the agreement of the renter or user, a private box or private bag service for delivery of their correspondence.
9. Every effort is made to meet the demand for private boxes, and where these are not available a private bag service can be operated. Any cases of difficulty should be reported to the Postmaster General.

## **24. REDIRECTION**

Unless the sender, by means of an endorsement on the address side has stated otherwise, any postal article may be redirected to the same addressee at another address, either within or outside Tanzania either by an officer of the Post Office, or by an agent of the addressees after delivery, under certain conditions, and provided that, for redirection outside Tanzania, the article satisfies that conditions required for transmission to the new country of destination.

### **24.1 General conditions**

*Redirection by sender or addressee*

*Name of Original Addressee: -*

The name of the original addressee must not be obscured otherwise the article will be liable to surcharge as unpaid.

*Articles upon which fresh Postage is payable:-*

Any article which appears to have been opened or tampered with will be chargeable as freshly posted and unpaid.

An insured article cannot be redirected to a place within or outside of Tanzania unless there is an insured service to the place concerned, with a sufficiently high limit of value.

If any registered or insured article when redirected is posted other than across a post office counter it is treated in all respects as an article intended for registration or insurance posted out of course.

*Postal articles (other than parcels)*

Redirection is free provided that the redirection is made with seven days of receipt. This does not exempt from additional postage a postal article which, though fully prepaid for the first transmission, is redirected to a country to which the postage is higher than that originally prepaid. Thus a postal article prepaid at the inland rate sent from one place to another within Tanzania and afterwards redirected to a place abroad, should have additional stamps affixed to it representing the difference between the inland and the foreign rate of postage, otherwise the difference will be charged on delivery.

In a case of postal article fully prepaid for the inland service of a country abroad and redirected to Tanzania additional postage is chargeable if the postage to Tanzania is higher than that originally prepaid.

Redirection by Priority mail in the case of priority mail or economy articles for which retransmission by priority is desired; the appropriate priority mail fee for the second transmission must be prepaid. The priority mail fee is the priority mail postage less the economy postage.

## **24.2 Parcels**

A parcel redirected from one address to another within Tanzania is liable to additional postage for each redirection, except where both the original and the second address are within the delivery area of the same post office and the redirection is made within seven days of receipt. A parcel will not, however, be delivered free of charge to a person who has previously refused to accept it.

A parcel redirected from one country to another is charged the full postage.

*Redirection by priority:* - Provided there is priority parcel service to the new destination, economy or priority parcels may be redirected by priority. Full priority mail postage to the new destination is charged. This may be a considerable amount and if not prepaid is normally collected from the addressee. If the redirection charges are not prepaid, the person requesting redirection must give a written undertaking to pay the charges raised in the event of the addressee refusing to pay such charges at the time of delivery of the parcel.

An inland parcel cannot be redirected to a place outside Tanzania unless fresh postage to the new destination has been paid and appropriate dispatch papers supplied.

*Customs charges on redirected parcels:* - In most cases customs charges raised in a country abroad are cancelled on the redirection of a parcel to another country

### **24.3 Redirection by the post office**

Redirection of letters, parcels and other postal articles is undertaken free of charge for six months from the date of an application for redirection, but additional postage is normally due on the delivery of a redirected parcel. In the case of a private box or bag renter, redirection is undertaken free of charge for six months or for the period in respect of which rental has been paid, whichever is the greater.

Applications for redirection must be signed by the persons to whom any postal articles to be redirected are addressed; they must be made on the printed forms which can be obtained from any post office and be sent to the Postmaster at the office of delivery from which redirection is required.

The Post Office does not undertake to redirect postal articles which can be redirected at the place of address. It does not, for example, redirect postal articles addressed to clubs, hotels, boarding-houses or lodgings; or addressed to the care of business firms or Government, etc., departments. It does not redirect postal articles addressed to a private box or to a private bag unless the box is closed or the bag service discontinued either temporarily or permanently. Further, an inland parcel cannot in any circumstance be redirected by the Post Office to a place abroad.

The Post Office reserves the right to decline redirection in any case and to discontinue redirection at any time.

### **24.4 Redirection charges and circumstances giving rise to surcharges.**

The following is a detailed statement of all the circumstances under which redirection is permitted and the basis of the charges (if any) which are required.

CIRCUMSTANCE	CHARGES
<p>Redirection of economy mail 1. Unregistered and uninsured Correspondence</p> <p>(a) If redirected within Tanzania within seven days of receipt ..... ..</p> <p>(b) Of redirected within seven days to a country the appropriate postage rate to which is higher than that to which the article was originally liable... ..</p> <p>(C) If redirected more than seven days After receipt.</p>	<p>No charge</p> <p>The difference between the amount of postage already prepaid and the appropriate postage payable to the country of redirection.</p> <p>The appropriate postage rate for a postal article originally posted.</p>

<p>2. Registered and insured correspondence:-</p> <p>(a) If presented at a post office counter within seven days of receipt and redirected to country the appropriate postage rate to which is higher than that to which the article was originally liable.</p> <p>(b) If presented at a post office counter within seven days of receipt and redirected to country the appropriate postage rate to which is higher than that to which the article was originally liable.</p> <p>(c) If presented at post officer counter for redirection more than seven days after receipt.</p> <p>(d) If redirected and posted without being presented at a post office counter.</p>	<p>No charge</p> <p>The difference between the amount of postage already prepaid and the appropriate postage payable from the country of origin to the country of redirection</p> <p>The appropriate postage rate and fees for a postal article originally posted.</p> <p>The appropriate postage rate for a postal article originally posted and in addition the amount to which it is liable by reason of being treated as compulsorily registered or compulsorily insured as the case may be.</p>
<p>3.Uninsured parcels:</p> <p>(a) If redirected within seven days of receipt to a place within the same delivery area or served from the same delivery office.</p> <p>(b) If redirected within seven days of receipt to a place outside Tanzania.</p> <p>(c) If redirected more than seven days after receipts.</p> <p>(d)If redirected more than seven days after receipts.</p>	<p>No charge</p> <p>The appropriate postage rate for a parcel originally posted</p> <p>No charge</p>
<p>4. Insured parcel</p> <p>(a) If presented at a post office counter within seven days of receipt and redirected to a place within the same delivery area or served from the same delivery office.</p> <p>(b)If presented at a post office counter within seven days of receipt and redirected to a place within Tanzania outside the delivery area of the post office of original delivery.</p> <p>©If presented at a post office counter within seven days of receipt and redirected to a place outside Tanzania.</p> <p>(d)If presented at a post office counter more than seven days after receipt</p>	<p>The appropriate postage rate for a parcel originally posted</p> <p>The appropriate postage rate and fees for a postal article originally posted</p>

<p><b>Redirection of priority mail:-</b></p> <p>1. Correspondence and parcels original prepaid for, and give, transmission by priority mail and redirected for transmission by Economy mail.</p> <p>2. Correspondence and parcels originally for, And given transmission by priority mail or economy mail and redirected for transmission by priority mail.</p>	<p>The appropriate charges shown for the same class of item under “redirection of economy mail”.</p> <p>The appropriate priority mail fee ( ) for a postal article originally posted for transmission by priority mail, plus, where applicable the charge as detailed at Para 1 (b).</p>
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## 25. PERIODS OF RETENTION OF POSTAL ARTICLES

1. Ordinary postal articles which have been delivery to a private box and not collected there from are allowed to remain in the box until period has expired, unless the renter of the box applies to have the articles redirected. After the expiry of the rental period the articles are treated as undeliverable
2. Registered and insured items and parcels, for which an advice of arrival is delivered to the private box, are retained at the post office of delivery for the periods show below:-

### *Registered and Insured Items*

- |                       |    |    |    |    |    |            |
|-----------------------|----|----|----|----|----|------------|
| i) Posted in Tanzania | .. | .. | .. | .. | .. | One month  |
| ii) Posted elsewhere  | .. | .. | .. | .. | .. | Two months |

### *Parcels*

- |                       |    |    |    |    |    |            |
|-----------------------|----|----|----|----|----|------------|
| i) Posted in Tanzania | .. | .. | .. | .. | .. | One month  |
| ii) Posted elsewhere  | .. | .. | .. | .. | .. | Two months |

If the items remain unclaimed at the end of the prescribed retention period they are treated at undeliverable.

3. Items addressed to a “Post Restante”. Form of address and awaiting delivery are retained at the post office of delivery for the period shown below:-

### *Postal Articles (other than Parcels):-*

- |                       |    |    |    |    |    |            |
|-----------------------|----|----|----|----|----|------------|
| i) Posted in Tanzania | .. | .. | .. | .. | .. | One month  |
| ii) Posted elsewhere  | .. | .. | .. | .. | .. | Two months |

### *Parcels*

- |                       |    |    |    |    |    |            |
|-----------------------|----|----|----|----|----|------------|
| i) Posted in Tanzania | .. | .. | .. | .. | .. | One month  |
| ii) Posted elsewhere  | .. | .. | .. | .. | .. | Two months |

If the items remain unclaimed at the end of the prescribed retention period they are treated at undeliverable.

4. Postal articles (including parcels) incorrectly or insufficiently addressed, or which have been refused, or are addressed to a person known to have gone away or which, for any other reason, are known to be undeliverable are treated as undeliverable forthwith and are not retained at the office of delivery.
5. Exceptionally, any postal article for which an advice of arrival is delivered to a private box or any item addressed to a "Poste Restante" for, address. Which is endorsed to be returned to the sender, or otherwise disposed of in the event of its non-delivery, at the end of a period less than the normal period of retention, will be treated accordingly.
6. Demurrage is levied on parcels awaiting delivery which are not claimed within a specified period described above

## **26. UNDELIVERABLE POSTAL ARTICLES**

Postal articles, including parcels, which for any reason are undeliverable, are Dealt with as shown below:-

### *Letters, aerogramme and postcards*

If posted in Tanzania and not bearing the name and address of the sender the articles are sent to the Returned Letter Office where they are opened and, where the name and address of the sender is thereby ascertained, are returned to sender. Where the name and address of the sender is not available and the article is unregistered or uninsured it is destroyed immediately by the Returned Letter Office (but see paragraph *Articles Containing Money and Property of Value, etc below.*

If received from outside Tanzania articles are returned unopened to the postal authorities in the country of origin.

Undeliverable postcards not bearing the address of the sender are not however returned to the country of origin.

### Parcels

If posted in Tanzania parcels are returned to the sender unless they bear on the outside a request from the sender that, in the event of no-delivery, they should be delivered to a second that, in the event of non-delivered to a second address treat as abandoned.

### All other Postal Articles

If posted in Tanzania and containing the name and address of the sender and bearing on the outside request for return to sender in the event of non-delivery, the articles are returned to the sender.

If posted in Tanzania and not bearing on the outside a request for return to sender in the event of non-delivery the articles are destroyed immediately by the Returned Letter Office unless containing articles of value (see paragraph *Articles Containing Money and Property of Value, etc*).

If posted outside Tanzania and not bearing on the outside a request for return to sender in the event of non-delivery the articles are destroyed immediately by Returned Letter Office unless they contain articles of value in which case they are also returned to the postal authorities in the country of origin. Undeliverable packets containing books are also returned to the country of origin even if they do not bear a request for return to sender.

**All other postal articles containing money and property of value and all registered and insured postal articles**

The above are retained in the Returned Letter Office for a period of one year. If unclaimed at the end of the period the contents, if money, are paid into a fund maintained by the Postmaster General for that purpose, or, in the case of property of value, such property is sold by public auction and the proceeds of the sale credited to the same fund.

Exceptionally, a registered letter or a postal article which is undeliverable as addressed and is subsequently refused by the sender when tendered to him on return, is retained for one month and then disposed of in the same manner as above.

In the case of all other postal articles, where these are due to be returned to the sender, they are delivered only on the payment by the sender of a charge equal to the amount of the original postage in addition to any other charges which may be due thereon (demurrage, etc).

Under the Tanzania Posts Corporation Act the sender is liable to pay all postage and other charges due on any postal article posted by him.

Postal articles containing perishable goods

These are dealt with as may be required having regard to the nature of the contents.

**27. PRIVATE BOXES AND BAGS**

**27.1 Private boxes**

Private boxes may be rented at most post offices for the reception of postal articles to be called for

Rental fees

The rental fees are as shown in the current revised Post Tariffs.

**27.2 Conditions of rental**

1. Rental fees are payable annual in advance from 1<sup>st</sup> January to 31<sup>st</sup> March. Failure to pay the rental of a box when due may result in the forfeiture of the box.

2. A private bag may not be rented in a fictitious name or for improper purpose

3. No two persons, unless they are in business partnership, may jointly rent one private box and persons or firms trading under two or more designations may be required to rent a private box for each designation. Any group of companies having a joint management may be required to rent a separate private box for each company. Exceptionally, correspondence addressed to a member of the family or employee of the renter may be delivered to the renter's private box provided it is so addressed.
4. The transfer of private box rights from one post office to another is not permitted; and the transfer of a private box from one person to another is subject to the approval of the Postmaster General.
5. Correspondence will be paid in a private box only when addressed to the number of the box or to the renters or to their care.
6. Delivery into a private box constitutes delivery as defined under delivery. The Post Office issues free of charge on request to each renter of a private box, an Authority card which may be used for the collection by an agent of registered and insured postal articles and parcels addressed to the box. If the Post Office Authority Card is lost, the renter must report the loss immediately to the Postmaster. A new card will be issued on payment of a fee as shown in the current revised Postal Tariffs.
7. A person not being a renter whose correspondence is addressed to a private box can only obtain such correspondence through the renter.
8. Correspondence which, due to an error on the part of the Post Office is incorrectly delivered to a private must be returned immediately, without endorsement, to the Post Office counter or placed in a letter posting box. It should not, in any circumstances, be replaced in the private box.  
Correspondence which is correctly delivered by the Post Office to the box number to which it is addressed, but which cannot be finally delivered at that address, must be returned immediately to the Postal Office counter or placed in a letter posting box, and must bear an endorsement indicating the reason for non-delivery (for example, "Unknown at this address" "Gone away", "Deceased", "Refused", etc).
9. Where, for any reason satisfactory to the post office, correspondence addressed to a private box cannot be so delivered the renter may take delivery at the post office counter subject to production of proof of identity; the renter may be required to produce box renters authority card and the current receipt for the payment of the rental fee as proof of identity.
10. Correspondence addressed to a private box will not be redirected unless the box is closed wither temporarily or permanently.

11. A private letter box is for use exclusively for the delivery of correspondence which has passed through the post and must be used for any purpose. Once correspondence has been collected by the renter it must not be replaced in the private box.
12. The keys supplied to renters when private boxes are let are the property of the Post Office and renters must pay to the Post Office a deposit before keys can be issued. Deposits are repayable if the keys are returned in good order when boxes are given up. If a key is lost information must at once be given to the Postmaster in order that a new lock may be fitted, for which a fee as shown in the current Post Tariffs will be payable. Renters are not permitted to have duplicate keys made.
13. No lock may be placed on any box other than a lock supplied by the Post Office and no repairs to a box may be executed except by the Post Office. Renters are not permitted to have extra keys made.
14. The renter of a box must defray expenses for damage to such box or to locks or keys thereof, if caused by him or due to his negligence or caused by or due to the negligence of any other person to whom he entrusts the key.
15. The Postmaster General may refuse to let or relent a private box to any person without assigning any reason for such refusal.
16. The Postmaster General may, at any time, by giving seven days notice in writing, terminate any private box rental upon the contravention by the renter, of any of the foregoing conditions of rental.
17. The foregoing conditions may at the time be amended or revised as the Postmaster General may deem expedient and any such amendment or revision shall apply to every box rented under the foregoing conditions.

### **27.3 Private bags**

A private bag may be used for the posting and delivery of postal articles under specified conditions of operation, between the address of the holder and a specified post office. Where the use of a private bag is authorized the bag is locked at the post office before it is handed over.

#### **Fees**

The rental fees are shown in the current revised Postal Tariffs which can be obtained at any Post Office.

### **27.4 Conditions of operation**

1. Operation of private bag service is confined to:-
  - i. Those post offices where no private boxes are installed. In the event of private boxes being installed, holders will be required to give up the private bag service unless continuation of holding is authorized under the provisions of (iii) below:-

- ii. Those post office where private boxes are installed, but there are no vacant boxes. The operation of a private bag service may be granted to an applicant for a private box, but only until such time as a private box becomes available for renting, unless continuation of renting is authorized under the provisions of (iii) below;
  - iii. Those cases, as at the discretion of the Postmaster General where the amount and nature of the correspondence for delivery, or the distance the addressee resides from a post office, warrants special treatment.
2. The fees for a private bag are payable annually and advance. Failure to pay the fees when due may result in the withdrawal of the service.
  3. A private bag may not be held by any person on a fictitious name or for an improper purpose.
  4. No private bag may be held by more than one person, but a private bag may be held by a business firm or company carrying on business under one name. Exceptionally, Correspondence addressed to a member of the family, or employee, of the holder, or if the holder is a business firm or company, to the principals and employees, may be delivered in the bag of a holder, provided it is so addressed.
  5. The transfer of a private bag from one person to another is subject to the approval of the Postmaster General.
  6. Correspondence will be placed in a private bag only when addressed to the designation or number of the bag, or to the holder or to his care, and a person not being a holder whose correspondence is addressed to a private bag can obtain such correspondence through the holder.
  7. The collection and delivery of private bag is carried out only at the appropriate post office, and the handing over to a holder, or his authorized agent of a locked private bag at the authorized post office constitutes delivery as defined under delivery. Any holder who wishes to have his private bag conveyed by public or other transport must make his own arrangements and be responsible for any payments for conveyance accordingly. A private bag which is due to be collected from the appropriate post office will only be handed over to the bag renter or his authorized agent on production of an authority card which will be issued at the commencement of the service. If the Post Office Authority Card is lost the bag renter must report the loss immediately to the Postmaster. A new card will be issued on payment of a fee as shown in the postal tariffs.
  8. Registered articles and parcels are not normally delivered until receipts therefore have been obtained. An exception may be made in the case of private bags, the articles being enclosed therein together with the relative receipt slips, provided the holder indemnified the Post Office in writing against future claim and also guarantees to return a delivered on prior production of the signed receipts. Where the bag holder desires signed receipts to be produce at the counter by his authorized agent a Post Office Authority Card of a similar type to that issued to private box renters will be issued to the bag holder under the same conditions.

9. Where, in accordance with paragraph 4, a private bag is used by more than one person, the holder is responsible for all charges which may arise, and for the return to the appropriate post office of all receipts, duly signed, in respect of any postal articles including in such bag.
10. A private bag must be used exclusively for the receipt and dispatch of correspondence which has been, or is intended to be transmitted by post.
11. Correspondence which, due to an error on the part the Post Office, is incorrectly delivered to a private bag, must be returned immediately, without endorsement, to the Post Office or placed in a letter posting box. Correspondence which is correctly delivered by the post office to the private bags to which it is addressed, but which cannot be finally delivered at that address must be returned immediately to the post or placed in a letter posting and must bear endorsement indicating the reason for non delivered (for example unknown at this box ;gone away; deceased; refused etc).
12. Where, for any reason satisfactory to the Post Office, correspondence addressed to a private bag cannot be so delivered, the holder or his authorized agent may be take deliver at the appropriate post office counter subject to production of proof of identity; the holder or his authorized agent may be required to produce the current receipt for the payment of the rental fee as proof of identity.
13. Correspondence addressed to a private bag will not be redirected unless the bag is withdrawn from service, either temporarily or permanently.
14. The bags, locks and keys supplies to holder are the property of the Post Office, and holder must be pa the appropriate deposit before keys can be issued. Deposits are repayable if the keys are returned in good order when bags are given up. If a bag, look or key is lost, information must at once be given to the Postmaster. The replacement of locks due to the loss of a key is subject to the appropriate fee.
15. No lock may be replaced on any bag other than a lock supplied by the Post Office, and no repairs to a bag may be executed except by the Post Office. Bag holders are not permitted to have additional keys made.
16. The holder of a private bag must defray expenses for damage to such bag, or to locks or keys thereof, if caused by him or due to his negligence, or caused by or due to the negligence of any other person to whom he entrusts the key.
17. The foregoing conditions may, at any time be amended or revised as the Post master General may deem expedient, and any such amendment or revision shall apply private bag held under the foregoing condition.

## **28. REGISTRATION**

### **28.1 Description of service**

Any postal article posted in the inland service may be registered, with the exception of Business Reply Service items, and articles addressed simply to Advertising Mail. (see the special conditions laid down for these two categories of items). The fee for registration is

as shown in the revised Postal Tariffs. The registration fee and postage must be fully prepaid at the time of posting.

Registration fee is charged primarily for the clerical services incidental to registration but it covers also, subject to the conditions under which compensation is paid The fee for registration is payable over and above the postage, and above the postage, and the sender is responsible for ensuring that an adequate fee is paid.

## **28.2 Conditions of acceptance**

1. Article for registration must be conspicuously marked "Registered " at the head of the address side in the top left-hand corner of the cover, and be presented at a post office counter, and a certificate of posting bearing an acknowledgement that the fee for registration has been paid, must be obtained. They should on no account be posted in a letter box. If intended for transmission by a certain mail, they should be tendered at least half an hour before the time fixed for the closing of the mail for ordinary correspondence.
2. No article addressed to initial or to a factious name, or to one name without a surname, can be accepted for registration. The full address of the article must be written in ink or typescript in Roman characters on the envelope cover, or in the case of a letter contained in an envelope with a transparent panel, on the enclosure itself. The sender is also recommended to write his name and address on the back of the cover so that, in case if non-delivery, it may be returned to him unopened and without delay.
3. Except where required otherwise for customs purpose it is prohibited to send any article marked on the outside with any declaration as to the value of the contents.
4. The registration fee must be prepaid, and the amount should be entered on the certificate of posting by the officer who accepts the article. The sender should satisfy himself that the entry is correct as soon as the certificate is handed to him.

## **28.3 Method of making-up**

1. A postal article of any kind intended for registration must be made up in a strong cover appropriate to its contents and securely fastened. Letter and where practicable packets and parcels must be fastened with gum, wax or other adhesive substance; it is not sufficient merely to tie them with string but, if string is used in addition to the fastening specified above, the string need not be seated also. Packets or parcels which do not lend themselves to being fastened with gum, wax or other adhesive substance are accepted if securely tied with string which is sealed with was or which is secured at each end by a strong metal seal crushed with a press. Whether method of fastening or sealing is adopted it must be such as to preclude the possibility of any part of the contents being removed without either breaking or tearing the case, wrapper or cover, forcing two adhesive surface apart or breaking seals. The instructions respecting fastening and sealing do not apply to postcards or to printed

papers, samples and newspapers, or to packets consisting of articles for the use of the blind, which must be made up in accordance with the conditions prescribed for these classes of articles to admit of inspection.

2. Special plastic or nylon zip fastened pouches designed and manufactured for the purpose of re-use are accepted for registration provided that the design of the pouch is first approved by the Postmaster General. The pouch must bear on it the manufacturer's name and such other markings as the Postmaster General may direct. The clip of the zip fastener must be sealed in the closed position by tin plate seal bearing the sender's distinctive marking. Money (including paper money) must not be enclosed.
3. The closing of registered postal articles by means of stamp edging or other adhesive paper tape is not recommended, but if a letter or parcel is fastened by means of strips of adhesive sealing tape, adhesive paper or gummed paper, each strip must bear stamped or printed on it some mark or word distractive of the sender, such as his initials or name, or must be signed by him or the person who tenders the packet for registration; if this condition is met transparent adhesive tape may be used. A letter or parcel fastened with colored adhesive sealing tape, or colored adhesive a gummed paper will not be accepted for registration.
4. Articles tendered for registration must not show any trace of having been opened and refastened before posting. Previously used envelopes or covers cannot be accepted for registration.
5. Any officer of the post office to whom an article is presented for registration is instructed or refuse to accept it if, in his opinion, the packing is obviously such as to afford inadequate protection to the contents; but the registration of an article will not in itself be regarded as evidence of satisfactory packing, and the Post Office assumes no liability as a consequence of the registration of an article afterwards found to have been imperfectly packed. Coin (, regarding the maximum amount which may be sent by post), must be packed in such a way that it cannot move about inside the envelope.
6. All registered items, in addition to bearing the word Registered, or the letter R stamped or printed or legibly written, on their face must be marked on each side with a large rectangular cross in blue pencil. The registered letter envelopes sold by the Post Office are an example of how this should be done.

#### **28.4 Bulk posting**

Arrangements may be made for the posting in bulk of articles intended for registration. Applications should be made to the Postmaster of the office at which posting desired.

#### **28.5 Compulsory registration**

Any postal article bearing the word Registered any other word, phrase or mark to the like effect will be compulsory registered. Where the correct postage and

registration fee have been prepaid on such an article, no compulsory registration fee will be raised.

### **28.6 Delivery of registered articles**

On the delivery of a registered article, the person to whom it is addressed, or his authorized agent must give a written receipt for it on the proper official form. It is within the discretion of the Postmaster General to decide the manner in which registered articles shall be delivered and the addressee or his authorized agent may also be required to produce proof of identity satisfactory to the delivery office (see under Delivery

### **28.7 Advice of delivery**

Advice of delivery for any registered letter is compulsory and paid for by sender. Sender of a registered article will be issued with a receipt which will indicate among other things fees for postage, registration and advice of delivery. The office of delivery will handle the acknowledgement of receipt of the item by sender.

### **28.8 Inquiries concerning loss or non-deliver**

No inquiry fee should be raised concerning the loss or non-delivery of a registered article. The general conditions concerning production of certificates of posting are detailed under *Compensation*

### **28.9 Compensation for loss**

Compensation in respect of registered postal articles may under certain conditions be paid as can be assessed by Postmaster General but it shall in no way exceed the rate set in the UPU Letter Post Regulations

## **29. INSURANCE**

### **29.1 General information**

The insurance facility extend to all Departmental post offices in Tanzania. . The maximum amount for which a postal article may be insured is as shown in the current Post Tariffs which can be obtained at any post office.

Items acceptable at the letter rate of postage and parcels are recognized in the insurance service. Such items intended for insurance must be presented at the counter of a post office and a certificate of posting obtained by the sender. Insured items may be accepted for transmission by either priority or economy mail on prepayment of the appropriate postage rage in addition to the insurance fee, and the registration fee in respect of letters and parcels.

The manner in which insured article must be made up, addressed, sealed, and so on, is prescribed in the following paragraphs, and these regulations must be complied with. Any insurance affected contrary to these regulations is invalid.

An insured article may not be addressed in pencil or bear an address composed of initials.

An insured article may not bear any erasure or correction in the address at the time of posting.

The transmission of money by the insurance service is prohibited.

### **29.2 Certificate of posting**

The certificate of posting given for an insured article shows the amount for which the letter, or parcel is insured, and the sender or his representative should see that the amount is correctly stated.

If an article tendered for insurance does not, in the opinion of the office of the Post Office to whom it is tendered, fulfill the prescribed conditions as to packing and sealing, he is instructed to refuse to insure it. Nevertheless, the onus of properly enclosing, packing and sealing the article lies upon the sender and the Post Office assumes no liability for loss or damage arising from defects which may not be observed at the time of posting.

### **29.3 Insured value**

The amount for which an article is insured, expressed in local currency using Roman characters and Arabic figures, must be written in ink by the sender or his representative both in words and in figures at the top of the address side of the cover, thus; Insured for (Fifty thousand shillings)50000/=. No erasure or other alternation of the inscription on the letter, or parcel is allowed.

A letter or parcel cannot be insured for more than the actual value of the contents and packing, but it may be insured for part of its value and a letter, or parcel of which the contents have no pecuniary value may be insured for a nominal sum in order to obtain the safeguards of the system. An insured letter containing documents which are of value because of the cost of preparation, for example, plans, estimates or contracts, may not be insured for an amount exceeding the cost of replacing them in case of loss. Over insurance is an obstacle to compensation.

### **29.4 Insurance fees**

The fees for insurance, payable in addition to the appropriate postage and the basic registration fee are shown in the Postal Tariffs.

The total charges and fees as appropriate must be fully prepaid at the time of posting, Where postage stamps are affixed to the postal article as few stamps as possible should be used for this purpose, and they must be affixed in the manner prescribed for insured letters insured boxes and insured parcels, as appropriate.

### **29.5 Insured articles irregularly accepted**

Insured articles addressed to a place to which the insured services does not extend, or which have otherwise been irregularly insured, will be withdrawn and returned to the sender or otherwise dealt with as the Postmaster General may direct.

### **29.6 Advice of delivery**

Advice of delivery for any insured item is compulsory and paid for by sender. Sender of the insured item will be insured with a receipt which will indicate among other things fees for postage, Insurance and Advice of delivery. The office of delivery will handle the acknowledgement of receipt of the item by sender.

### **29.7 Delivery of insured articles**

On the delivery of an insured article, the person to whom it is addressed, or his authorized agent, must give a written receipt for it on the proper official form. It is within the discretion of the Postmaster General to decide the manner in which insured articles shall be delivered and the addressee or his authorized agent may be required to attend at a post office in order to take delivery. The addressee or his authorized agent may also be required to produce proof of identify satisfactory to the delivery officer.

### **29.8 Inquiries concerning loss or non-delivery**

An inquiry concerning the loss or non-delivery of an insured article no inquiry fee should be raised.

### **29.8 Compensation**

The general conditions concerning production of certificates of posting are detailed under Compensation for the loss, damage or loss of contents of an insured article may, under certain conditions be paid; according to the general conditions relating to compensation.

### **29.10 Insured letter**

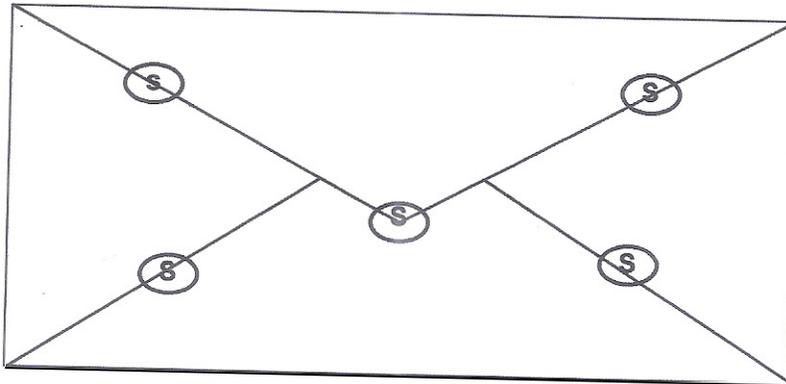
Special condition: In addition to ordinary correspondence, insured letter may contain valuable documents of any kind such as plans, estimates and so on. Letters containing article other than those mentioned above cannot be insured, neither can aerogrammes, postcards, printed papers, box holders' circulars, newspapers, samples or Business Reply Service items.

### **29.11 Make-up**

An insured letter must be enclosed in a strong cover made up in one piece,, which must be secured fastened by means of identical seals in fine wax, with spaces between, reproducing a private mark of the sender, and affixed in sufficient number to hold down all the folds of the envelope. An envelope with a black or colored border or a transparent panel must not be used. The make-up of every letter must be such that its contents cannot be got at without external and visible damage to the envelope or the seals.

Space must be left between the postage stamps on it and between the postal labels,, if any, so that they cannot serve to hide injuries to the envelope. Stamps or labels must not be folded over the two sides of the envelope so as to cover the edge.

No labels may be affixed except those of the postal service. If the packet is tied round with string or tape, a seal must be placed on the ends they are tied. The seals on ordinary envelope be placed as shown below:-



Where a long envelope with a seam down the centre is used, the seam should be secured with seals placed not more than 7.5 cm apart. The exact weight of the article, expressed in grammes, must be written in ink at the upper left-hand corner of the address side.

Insured letters are subject to the conditions of weight and size applicable to ordinary letters.

### **29.12 Insured parcels:**

*Special Conditions:*-An insured parcel must not contain any bullion exceeding the amount shown in the current Postal tariff

### **29.13 Packing and make-up**

*Packing:* - Every insured parcel must be substantially packed with due regard to the nature of the contents and the length of the journey.

*Sealing:* Every insured parcel must be sealed in such a way that it cannot be opened without either breaking the seal or leaving obvious traces of violation. Each joint or loose flap of the covering of a parcel must be sealed, and if string be used in packing, a seal must be placed on the ends of the string where they are tied. Adhesive sealing tape, adhesive paper or gummed paper may be used, provided that it has stamped or printed on it some mark or word distinctive of the sender, and that it is affixed in such a way that unauthorized removal of the tape or paper would be apparent. Colored adhesive sealing tape, colored adhesive or gummed paper cannot be accepted. Exceptionally, ordinary brown adhesive or gummed paper may be used on brown wrapping paper. Labels of any kind and postage stamps must be so spaced that they cannot conceal injuries to the cover; they must not be folded over two sides of the parcel so as to hide the edge.

Parcels containing Bullion or jewelers: - A parcel containing bullion (which may not exceed the amount shown in the current Postal tariff) or jewelers must be insured for at least part of its value.

Every such parcel must be enclosed in a strong box or case (measuring, if the contents are jewelers not exceeding the amount shown in the current Postal tariff in value, at least 105 c.m in length and girth combined) must be sewn up or otherwise fastened in a wrapper of linen, canvas strong paper or other substantial materials and must have the address written on its actual covering. The seals must be placed along the edges of each joint or loose flap at distances of not more than 7.5c.m.

The exact weight of the parcel, expressed in kilograms and grams must be written in ink at the upper left-hand corner of the address side.

For precious metals the packing must consist either of a stout metal box or of a case made of wood of minimum thickness of 1 cm. or finally of a seamless double bag, however, when cases made of plywood are used, their thickness may be limited to 5mm. On condition that the edge of the cases are reinforced by metal angle strips. The maximum/minimum sizes for an insured parcel are those fixed for ordinary parcels.

### **30. INQUIRIES AND COMPLAINTS**

Inquiries or complaints regarding Post Office matters should be addressed to the local Postmaster.

When complaint is made of a postal article being lost or missing, information as precise as possible, regarding all the fact of the case, should be furnished (the special form provided for the purpose, which is obtainable at any post office, should be used where appropriate).

When complaints is made that correspondence has been miss-delivered, miss-sent or delayed the cover should always be forwarded, as without it is no useful inquiry can be made.

### **31. COMPENSATION**

The Post Office pays compensation for the loss or damage to registered articles, all classes of parcel and insured articles, subject to compliance with the conditions regarding fastening, sealing packing marking and so on indicated elsewhere in this Guide, and to the regulations shown below. Compensation is not paid in respect of other unregistered postal articles.

The relevant certificate of posting issued free at the time of posting should be produced before an inquiry in respect of a registered or insured article, or any class of parcel, can be undertaken. Surrender of the certificate may be required on payment of any compensation.

#### **31.1 General Regulations**

##### **31.2 Registered postal articles**

The compensation paid for registered postal articles may under certain conditions be paid as can be assessed by Postmaster General but it shall in no way exceed the rate set in the UPU Letter/Parcel Post Regulations

Where a claim for loss is made, the value of any part of the contents which may be found and returned to the claimant will be taken into account in assessing the amount of compensation payable.

The Post Office must be satisfied that the loss or damage occurred in the past during transmission within Tanzania.

In the case of damage or loss of contents the article should be retained for inspection as nearly as possible in the state in which it was delivered.

If complaint is made that the contents of postal article have been abstracted, the cover must be produced.

*No compensation:* - The Post Office is not legally liable for the loss, damage, delay, non-delivery undelivered of any unregistered letter sent by post.

The onus of making-up properly any packet sent by post and of packing adequately any article or articles enclosed therein lies upon the sender, and Post office does not accept any responsibility for loss arising from faulty or inadequate packing or fastenings, detachment of tie-label, incomplete or incorrect address and so on, or for any failure to observe defects in these respect at the time of posting.

Compensation cannot be paid for loss or damage in the case of any packet containing anything not legally transmissible by post.

The sender of a registered postal article may waive his claim for compensation in favor of the addressee.

Compensation may be refused in respect of a postal article not posted in the prescribed manner.

Compensation cannot be paid in respect of any postal article for which an application is not made with six months from the date of posting.

No compensation will be paid for any post article confiscated under the internal legislation of the country to which it is addressed.

Compensation may be refused in a case where the damage or loss is due to a cause beyond control, or where a packet cannot be accounted for in consequence of the loss of official documents from any such cause or where a postal article has been duly delivered and accepted without reserve.

No compensation is paid for damage to perishable articles (eggs, soft fruit and so on) may any article which is composed wholly or in part of exceptionally fragile or brittle materials which from its nature or construction is peculiarly liable to damage, however carefully packed. No compensation is paid for damage or loss consequent on the loss, damage, delay, non-delivery or misdelivery of anything sent by post.

The Post Office is under no legal obligation pay compensation in respect of any article for which a registration fee has been paid.

### **31.3 Uninsured Parcels**

The Post Office pays the sender compensation for the loss of or damage to an uninsured inland parcel or its contents as shall be assessed by Postmaster General but it shall in no way exceed the rate set in the UPU Parcel Post Regulations

The amount of postage prepaid may also be refunded in addition to any compensation due.

### **31.4 Insured Letters and Parcels**

The Post Office pays to the sender compensation for the loss of or damage to an insured article, or its contents.

Compensation paid will not exceed the amount for which article was insured.

No compensation will be paid in respect of any article fraudulently insured for a sum greater than the actual value of the contents.

The amount of postage prepaid may also be refunded in addition to any compensation due. Insurance fees will not be refunded.

The sender of an insured parcel may waive his claim for compensation in favour of the addressee.

The Post Office is under no legal liability to pay compensation in respect of any article for which an insurance fee has been paid.

### **31.5 Additional information**

The Post Office does not enter into a contract of carriage either expressly or implied. It accepts postal packets for transmission by post under and subject to the provisions of the Tanzania Posts Corporation Act and the regulations made there under. The Post Office does not undertake to deliver any postal packets, registered or otherwise, to the addressee in person.

## **32. MISCELLANEOUS**

### **32.1 Article of value**

Article of value should not be sent by post unless registered or insured. Any person who sends such article otherwise not only runs a risk of losing his property without compensation, but exposes to temptation everyone through whose hand such articles pass.

### **32.2 Certificate of posting**

Unregistered Postal Packets: -

If proof is desired that an unregistered letter, postcard, printed paper, small packet or newspaper has been posted to a particular person it must be handed in at a post office and a certificate of post asked for. The charge for the issue of a certificate of posting is as shown in the Postal Tariffs, and is payable by means of postage stamp which must be affixed by the sender to the form of certificate.

A single certificate in respect of several articles of the same kind posted at the same time can be obtained if a list of the names and addresses borne by the articles be presented with them. The fee will be as show in the Postal Tariffs.

The certificate of posting, written in ink or indelible pencil, must be presented at the counter of a post office, together with the article to be posted, during the hours the office is open for public business, and at least half an hour before the closing of the mail for which the packet is intended.

The certificate must contain an exact copy of the address of the postal article to which it relates and have a postage stamp or stamps affixed thereto in payment of the prescribed fee.

The counter office of the post office will verify the particulars written on the certificate and, if correct, will obliterate the postage stamps affixed thereto by an impression of the post office date stamp. The certificate will then be initialed by the counter officer and returned to the person who presented it. The certificate of posting may be written in a book or in any convenient manner.

A postal article in respect of which a certificate of posting is issued will on account be returned to the sender for posting, but will be treated as if it had been posted in a letter box. In the event of loss, damage or delay the certificate shall not be deemed to furnish a proof of the nature of the contents of the postal articles to which it relates; neither shall it confer any title to compensation.

*Registered Postal Packets:-*

A certificate of posting in respect of a registered article is issued free of charge at the time of posting, and the sender should preserve it carefully for use in the event of inquiry regarding the article.

*Parcel:-*

A certificate of posting is given as a matter of course for every parcel posted.

The Postmaster General does undertake to consider any inquiry in respect of registered of registered of insure correspondence or in respect of any parcel unless the appropriate certificate of posting issued free at the time of posting is produced at the time of making the inquiry.

### **32.3 Acceptance of cheques by post office**

Postmaster is empowered to accept cheques tendered for service rendered . Firms and other organizations transacting considerable business with a post office are invited to consult local Postmaster concerning payment by cheque. Cheques must be drawn in favour of the Postmaster General crossed.

### **32.4 Transmission of cheques by post**

Cheques may not be transmitted by post at the printed paper rate of postage. Both cheques crossed for payment through a bank and uncrossed cheques must be sent by registered letter post.

### **32.5 Evasion of postage**

Any item received in the post with the intention of evading postage will be retained and if the item has sender address will be called for to pay postage.

### **32.6 Exceptional detention**

The Postmaster General may delay the dispatch or delivery of all other classes of postal articles when it is necessary to do so in order to secure the due dispatch or delivery of letter; and may also delay parcel when he considers it expedient for their safety and protection to do so.

### **32.7 Indication of class of postal article**

Articles sent at the reduced rate of postage applicable to printed papers, newspapers, small packets and literature for the blind should bear on the covers and indication of the class of correspondence to which they belong, such as Printed Papers etc.

### **32.8 Letters under cover to postmasters**

Any packet forwarded under cover to a Postmaster with a request that he will post it at his office will be indorsed, on being reposted, with the words Posted at.....under cover to the Postmaster of .....

### **32.9 Liability of sender for payment of postage**

The sender is largely liable for any charges properly made upon an article which has been posted either unpaid or underpaid and, if the addressee cannot be found or if he refuses to pay the charges or accept the article, the item will send to return letter office

### **32.10 Postal articles addressed to government**

Any postal article addressed to a Government or an officer of the Government should be prepaid just as if it were addressed to a private person.

### **32.11 Postal articles addressed to the Tanzania Posts corporation**

Any postal article addressed to the Tanzania Corporation, or to an officer of the Corporation, should be prepaid just as if it were addressed to a private person.

### **32.12 Postal articles bearing or containing fictitious postage stamps or prepaid with previously used postage stamps**

Postal articles bearing or containing any factious postage stamps or prepaid with any previously used postage stamps are liable to be detained and the item will send to return letter office

### **32.13 Recall detention or diversion of postal articles**

No letter, parcel or other packet, once it has been posted in a Post Office Posting Box or handed for posting to any officer of Postal Office in the course of his duty, may be taken out of the post, even if application be made for it by a person who can prove that to that effect appears on the cover. It must be forwarded to its address and cannot be diverted to any other address at the request of the sender. Similarly, applications to enclosed article inadvertently omitted from a postal packet cannot be entertained, nor can search be made for a letter, postcard, printed paper packet or sample packet on which the postage has not been fully paid.

### **32.14 Secrecy of the post**

No information can be given respecting letter or other postal articles except to the person to whom they are addressed, and in no other way is official information of a private character allowed to be made public. No information can be given regarding the address or whereabouts of any person, unless the consent of such person has good reason to believe that the person whose address is asked for would not disapprove of his doing so.

### **32.15 Unpaid and underpaid postal article received from abroad**

An unpaid or underpaid postal article received from abroad is charged on delivery with approximately double the amount of the deficiency in postage.