

POST OFFICE PROGRESS

Being
THE ANNUAL REPORT

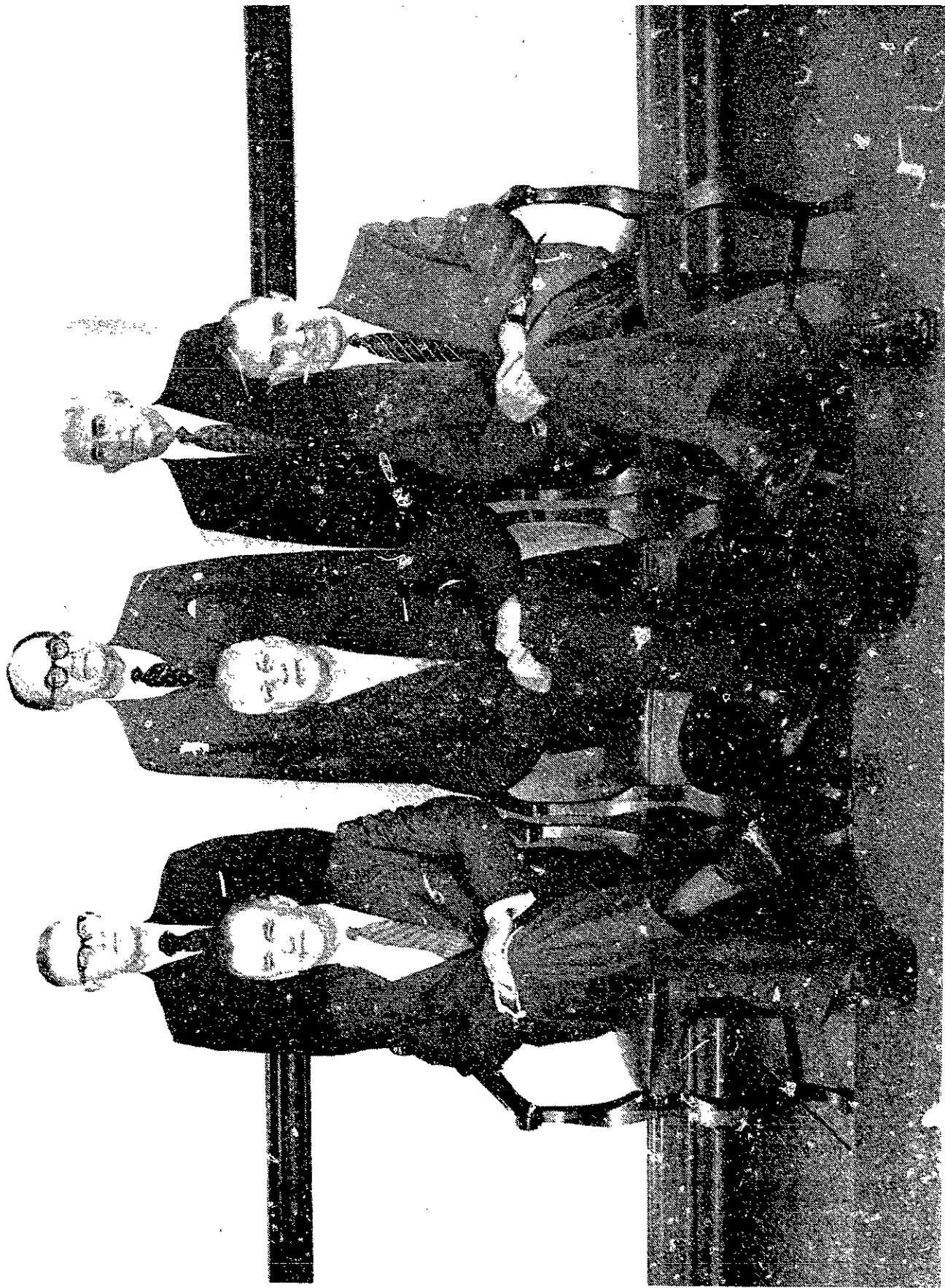
of the
POSTMASTER-GENERAL

of the
UNION OF SOUTH AFRICA

for
1958-1959.



THE GOVERNMENT PRINTER, PRETORIA



FRONT ROW:
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BACK ROW:
Mr. M. C. Strauss, Assistant Postmaster-General, Staff and General, Mr. G. H. Roberts, Assistant Postmaster-General, Post, Mr. R. C. Ulyett, Assistant Postmaster-General, Telecommunications.

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Foreword.

I am privileged once again to report on the progress, activities and achievements of the Post Office during the financial year ended 31st March, 1959.

The fundamental object of the Post Office is to serve the public, whose instrument it is. Its main function is the bearing of the spoken and written word throughout the world and its true worth is to be found in the constant and continuous character of its day-to-day service throughout the length and breadth of the country, rather than in the spectacular. In essence it is a business organisation with wide ramifications and responsibilities peculiar to itself and for this reason it does not lend itself to being administered and managed in the same manner as other State Departments.

As is expected of it, the Post Office has spared no effort in meeting all reasonable demands of the public. At the same time its plans for extended and improved services have had to be adjusted to conform to limitations unavoidably imposed on it.

Notwithstanding restraints over which the Post Office at present has little or no control, it will continue to develop its communication services to the full extent of its own resources so as to meet the demands of an expanding economy. In this its endeavours are aided by progress in the technological field and by the enterprise and enthusiasm of its officers and their desire to serve.

The needs and wishes of the public are the prime and paramount consideration of the Post Office in its planning and framing of future policies. It is therefore pleasing to record that steps were taken during the year to introduce, *inter alia*, coloured telephones of an improved design, an air mail parcel service and extended hours of attendance at post office counters handling financial transactions. In addition, it has been decided to increase the weight limit of parcels in the inland service from 11 to 22 lb.

PROFIT AND LOSS.

The commercial account of the Post Office for the financial year 1958-59 showed a profit of £594,071, compared with £1,279,847 for 1957-58.

Were it not for the fact that stringent economy measures were applied in all fields of departmental activity and staff and transport arrangements reorganised, a deficit would have resulted. Actual revenue exceeded the estimated figure by £232,550 while cash expenditure was £220,556 less than the amount voted in the original and additional estimates.

STAFF.

I am pleased to report that the staff position is improving progressively with the result that the Department can now be more selective in its choice of candidates to fill vacancies. Resignations are not so frequent and the only remaining difficulty is that large numbers of young persons who entered the Service in the past few years are still lacking in experience.

Conditions of service in the Post Office have been improved to such an extent in recent years that a career, both interesting and rewarding, awaits any person who is willing to give of his best in the service of the Department.

TELECOMMUNICATIONS.

An amount of £8,836,983 was spent on the development of the telecommunications services during the year under review. The total number of telephones in use rose by 53,777 to 829,051. Forty-one new telephone and telegraph offices were opened and 714 additional trunk circuits were provided, bringing the total number in use to 7,535.

One hundred and twenty offices are now connected to the automatic telegraph switching units at Johannesburg, Durban and Cape Town. As reported last year, these units dispense with the need for retransmission of telegrams, ensure speedier handling, reduce the incidence of errors and have brought about appreciable staff savings. For the second consecutive year in the history of the Post Office, the telegraph service showed a profit.

The overseas radiotelephone service was extended to a further three countries; the telex service to a further two.

Direct dialling facilities were extended to a number of exchanges and plans which will make it possible for subscribers at certain new exchanges to make trunk calls within a fixed radius merely by dialling the right number are proceeding satisfactorily.

POSTAL.

Mounting conveyance charges for mails caused a deficit on the postal side for the third successive year.

The Post Office has given further thought to the sorting of mail by machine. It has kept and is still keeping abreast of developments, but it would appear that manual sorting, even in an office such as Johannesburg, will continue for some time to come. This is simply because a mechanical or electronic sorting machine, suitable from both a practical and economic point of view for use in South Africa, has not yet been developed.

A special 2d. postage stamp, commemorating the arrival of the German Settlers one hundred years ago, was issued on 1st July, 1958, and met with wide approval.

A pictorial air mail form, depicting South African scenes and flowers and bearing the words "Greetings from South Africa—Groete van Suid-Afrika" was introduced during December, 1958.

BUILDINGS.

In addition to some 140 minor building services, fifteen major works at a cost of approximately £500,000 were completed. During the year £900,000 was earmarked for the erection of eighteen more major buildings and eleven official residences; the total financial provision for major services approved and in the course of construction thus amounts to some £3,900,000. There is, however, still a serious shortage of accommodation and the Department has perforce to continue to resort to hirings on an extensive scale. At many centres, inter alia, Johannesburg, Pretoria, Durban and Benoni, working conditions are rendered most difficult by the lack of accommodation or the unsuitability of the existing accommodation and in order to keep pace with development in the Post Office, the present rate of progress in the provision of buildings will have to be increased considerably if the Department is to overtake the existing back-log within the foreseeable future.

INVESTMENT FACILITIES.

During the year 158,669 new Post Office Savings Bank accounts were opened and at the end of March, 1959, there were 2,483,206 current accounts with a total credit balance of £72,391,334. Investments in Savings Bank Certificates totalled £4,336,300. An amount of £10,160,263 was invested in Union Loan Certificates during the year, bringing the total investments therein to £23,658,920.

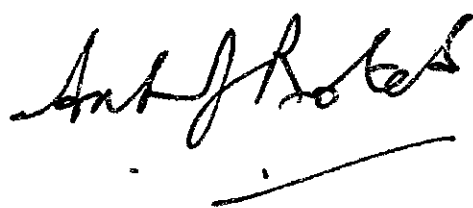
ORGANISATION AND METHODS.

In an extensive organisation such as the Post Office, with its many and divergent functions, changes and adjustments are continuously necessary. A number of critical examinations of organisations, methods and procedures were undertaken with a view to simplification and elimination of unnecessary work. Encouraging results in the way of efficiency and savings were achieved in many instances.

GENERAL.

Increases in postal and telephone tariffs were announced towards the end of the financial year. These changes were necessitated by rising operating costs in general and enhanced salaries in particular, as also by increased interest liabilities and other factors which are taken into consideration in the calculation of the profit on a commercial basis.

The Post Office Administration and Shipping Combinations Discouragement Act, 1911 (English/Nederlands) was repealed during the second session of Parliament in 1958 and replaced by the consolidated Post Office Act (No. 44 of 1958) in English and Afrikaans.



Postmaster-General.

December, 1959.

FINANCIAL ACTIVITIES OF THE POST OFFICE.

Profit and Loss.

For the financial year 1958-59 the Post Office Commercial Account showed a profit of £594,071 compared with the profit of £1,279,847 for 1957-58. Although revenue showed a considerable increase, the additional income was more than offset by the increase in expenditure. This latter increase was attributable to higher operating costs (mainly salaries) and increased contributions to Loan Account in respect of Telegraph and Telephone Renewals and Replacements.

In calculating the profit on a commercial basis, increased provision had to be made, inter alia,

for interest liability and contributions to the pension funds.

Revenue and Expenditure (Cash Transactions).

Compared with the previous year, Post Office revenue increased by £1,580,740 to £32,232,550, while cash expenditure rose by £1,661,503, to £26,589,711. The volume and continued growth of Post Office business are shown in the following comparative tables of revenue earned and expenditure incurred in the operation and maintenance of the three main services of the Department:—

Revenue.

Service.	1956-57.	1957-58.	1958-59.
	£	£	£
Postal.....	9,597,720	10,046,477	10,224,712
Telegraphs.....	3,228,518	3,522,535	3,516,463
Telephones.....	15,535,799	17,082,798	18,491,375
TOTAL.....	28,362,037	30,651,810	32,232,550

Expenditure.

Service.	1956-57.	1957-58.	1958-59.
	£	£	£
Postal.....	9,986,921	10,542,665	11,103,984
Telegraphs.....	2,906,195	2,977,988	2,975,031
Telephones.....	10,374,276	11,407,555	12,510,696
TOTAL.....	23,267,392	24,928,208	26,589,711

Turnover.

The total turnover for 1958-59 increased by £20,319,292 to £248,456,386. It does not include

£11,986,117 in respect of cigarette duty labels sold on credit, the cash value of which was paid direct to the Department of Customs and Excise by the purchasers.

INVESTMENT FACILITIES.

Post Office Savings Bank.

During the year under review 158,669 new accounts were opened and 70,680 accounts closed. The closed accounts included 8,241 dormant ones which had not been operated on during the past 15 years, and in respect of which the balances were transferred to the revenue account pending subsequent claim by the depositors concerned. The total number of open accounts as at 31st March, 1959, was 2,483,206, an increase of 87,989 on the corresponding total at the close of the previous year. The balance standing to the credit of depositors in ordinary accounts at the 31st March, 1959, was £72,391,334 as against £73,474,887 as at 31st March, 1958. The balance of amounts invested in savings bank certificates was £4,336,300 at the end of March, 1959, as against £4,987,900 at the end of the previous financial year. During 1958-59 interest amounting to £2,649,624 was credited to depositors in respect of ordinary accounts and certificate investments.

At the close of the financial year there were 1,585 post offices at which savings bank business could be transacted compared with 1,555 at the end of the previous year.

Union Loan Certificates.

The amount standing to the credit of investors in Union Loan Certificates increased during 1958-59

from £17,673,699 to £23,658,920. Investments during the year totalled £10,160,263 while the capital repayments amounted to £4,175,042. The total interest payments for the year amounted to £821,531 and included £20,398, £49,322, £183,804, £553,543 and £13,552 in respect of the sixth, seventh, eighth, ninth and tenth series, respectively.

The capital balances owing to investors as at 31st March, 1959, in respect of the sixth, seventh, eighth, ninth and tenth series were £168,466, £275,293, £360,251, £4,604,666 and £9,657,745, respectively.

The eleventh series certificates which have been on sale as from 1st August, 1958, have proved a popular investment and up to 31st March, 1959, sales totalled £8,575,335 of which £5,084 has been repaid.

With effect from 1st August, 1958, the maximum holding permitted to any one person, in all series combined, was increased from £1,250 to £5,000. In the case of a society, body or institution whose income is exempt from income tax, the maximum holding was increased from £3,750 to £5,000.

FINANCIAL SERVICES RENDERED ON BEHALF OF OTHER GOVERNMENT DEPARTMENTS.

Inland Revenue.

The amount collected on behalf of the Department of Inland Revenue increased from £1,448,568 in 1957-58 to £1,601,333 in 1958-59. This was attributable mainly to increased sales of revenue stamps and entertainment duty labels at post offices. Customs collected on behalf of the Department of Customs and Excise amounted to £1,561,905 compared with £1,790,098 in 1957-58.

Cigarette duty labels to the value of £12,065,484 were sold at Post Offices during 1958-59. This is £1,654,056 less than the sales during the previous year.

Pensions.

Pension payments on behalf of the Department of Pensions, the Railways and Provincial Administrations decreased from £28,011,044 in value during 1957-58 to £27,932,350 during 1958-59,

while the number of vouchers decreased from 3,024,676 to 3,002,531.

During 1958-59, 109,726 pension vouchers totalling £1,944,195 and 4,800 pension vouchers totalling £125,367 were paid on behalf of the Railway Administration and the Provincial Administrations, respectively.

Treasury.

Levy Savings Certificates to the value of £13,580 were redeemed on behalf of the Treasury during 1958-59 as compared with £12,947 during 1957-58.

During 1958-59 the sale of Tax Redemption Certificates on behalf of the Treasury amounted to £3,190,198, which is £74,939 less than the total for 1957-58. The total sales by the Post Office since the inception of the scheme in July, 1941, amounted to £25,710,305 up to 31st March, 1959.

The Post Office has undertaken the collection of subscriptions to the new issue of Treasury Bonds and during the period 1st September, 1958, to 31st March, 1959, an amount of £6,858,830 was collected on behalf of the Treasury.

National Housing.

An amount of £1,289,903 was collected on behalf of the National Housing Organisation in respect of rental and loan redemption during 1958-59,

compared with £1,233,725 during 1957-58. Collections which commenced in June, 1946, totalled £10,859,873 up to 31st March, 1959.

Loan Levy Certificates.

During the latter half of the financial year under review, Loan Levy Certificates issued in respect of the 1953-54 income tax year became payable and from 1st August, 1958, to 31st March, 1959, certificates totalling £701,595 were redeemed by the Post Office on behalf of the Department of Inland Revenue.

STAFF.

Provision of Staff.

Improved service conditions and in particular the decision to consolidate the cost of living allowances into basic salaries led to a reduction in the number of resignations and did much to attract staff to the Post Office.

As will be seen from the statistical section of this report, the total number of persons employed in the Post Office decreased from 45,603 during 1957-58 to 45,291 during 1958-59. This decrease is mainly attributable to reorganisation of work.

The following is a review of the various personnel groups:

Post and Telegraph Assistants.

During 1958-59 a total of 796 trained Post and Telegraph Assistants left the service. Most of them were women who resigned to get married. Thirty-eight former employees were reappointed to the Service. A total of 25 officers were transferred from the General Division and appointed as Post and Telegraph Assistants.

The position in Natal and the Orange Free State improved appreciably, but on the Witwatersrand the shortage of trained staff continued to make itself felt. As many employees as possible were transferred there from other parts of the Transvaal and from the Cape Province.

Telephonists.

So far as telephonists are concerned, the position improved to such an extent that since 1st January, 1959, the Department was able to demand a minimum educational qualification of Junior or equivalent certificate for woman candidates. The revised salary scales which came into operation on 1st October, 1958, did much to stimulate recruiting.

It has been the Department's policy for many years to employ, wherever feasible, blind and physically handicapped persons in appropriate posts. As a result there are now 59 blind and 13 handicapped persons employed as telephonists on private branch exchanges in Government Departments.

Uniformed Staff.

In consequence of the improved salary scales which took effect on 1st October, 1958, and the new principle of paying commencing salaries for postmen according to age, the Department does not find any difficulty worthy of note in filling vacancies at most of the large offices. On the Witwatersrand, in Durban, Pietermaritzburg and Bloemfontein where for many years it was difficult to give effective delivery services, the shortage of postmen has been practically eliminated. There are, however, still a number of temporary postwomen at these places, but men have recently become available in greater numbers and unless anything unforeseen occurs, it should soon be possible to fill suitably all vacancies for postmen.

At certain smaller offices in the Transvaal, on the Natal South Coast and on the Free State goldfields it was still necessary to use Bantu for the delivery of mail.

Technical Staff.

The Engineering Division of the Post Office still experiences a shortage of trained technicians. A large number of pupil technicians complete their training period each year and the prospects are that the shortage will be eliminated during the next few years. The recent improvement in salaries after the consolidation of the cost of living allowances into basic salaries will do much to attract more personnel to the Engineering Division.

On 31st March, 1959, there were 188 permanent and seven temporary engineers in service in the Professional Division. Four posts were vacant.

In the Technical Division there were 303 Chief Technicians and 1,731 Technicians employed against an authorized establishment of 2,264, leaving a shortfall of 230. During the year 271 new appointments were made. One hundred officers resigned from the Service, eight retired on superannuation and 24 immigrant technicians left on the expiry of their contract periods. The wastage due to other causes amounted to 20.

The balance of the European labour force consisted of 2,911 skilled and semi-skilled and 1,591 unskilled workmen. New engagements and promotions effected in these groups totalled 1,221. The wastage in these grades amounted to 1,046, half of which was due to resignations and the rest to dismissals, retirements, deaths, etc.

The number of Bantu and Coloureds in employment on 31st March, 1959, was 5,751 and 1,180 respectively.

Messengers.

As in the past the Department made concerted efforts to encourage messengers to undertake further study under the free bursary scheme. Some of the messengers attended classes more regularly than in the past, but there is still room for improvement. Out of 439 messengers who received tuition, 146 did not attend the prescribed number of classes or return a sufficient number of papers for correction; as a result, fines totalling £170. 4s. 0d. had to be collected from them.

Workmen's Compensation.

During the past financial year medical treatment was administered or compensation paid to 2,213 persons who were injured in the course of their official duties.

Welfare.

Through its Welfare Officers the Department did everything possible to ensure the contentment of the staff. Special attention was paid to the needs of the young boys and girls who were transferred from the country to the large cities. Arrangements were also made for their accommodation in pleasant environments and every possible effort was made to make them feel settled and happy. These steps certainly helped to retain staff transferred to the large cities and to reassure parents as to the welfare of their children.

RECRUITING AND TRAINING.

Post and Telegraph Assistants.

During the past financial year the Department again did all it could to obtain sufficient manpower. As in the past, endeavours were made to arouse interest in the Post Office as a career by advertising in certain newspapers and periodicals and by radio announcements. Furthermore, brochures containing full information about Post Office careers were distributed with the object of stimulating the interest of scholars. Recruiting officers visited candidates at their homes and the reaction to all these efforts was gratifying. The Department was, for example, able to apply a measure of selection in respect of girls and early in 1959 their recruitment was suspended. Even in the case of boys recruitment was stopped earlier except on the Witwatersrand and in Natal.

During the year 1,488 learners, 1,228 of whom entered the Service during the first quarter of 1959, were admitted into training. On 31st March, 1959, there were 1,087 learners in training compared with 1,380 on the same date in 1958. A total of 395 learners left the service during their training period and 1,386 successfully completed their final examinations; of the latter total, 160 resigned before their probationary appointments could be confirmed.

Technical Trainees.

During the year under review 410 Pupil Technicians were recruited; 188 subsequently left the Service, leaving an accrued total of 1,349 youths in training at the end of the financial year.

During the year the whole training programme for Pupil Telecommunications Technicians was reviewed in consultation with the Director of Public Service Training.

Curricula and syllabi have been prepared for Advanced and Ordinary Telecommunications Diplomas. The duration of these courses will be four and three years respectively. The Ordinary Diploma will be a minimum requirement for advancement to the grade of Telecommunications Technician.

It is proposed to introduce the new training scheme for all recruits as from 1960.

Organisation and Methods.

As forecast in last year's report, the revision of the Unit System of the Post Office on which

estimates of requirements in respect of executive staff and also the grading of post offices are based, was completed and approved by the Public Service Commission. The future application of the new Unit System will be in the interest of the Department as well as the staff.

In collaboration with the Post Office Engineering Division, investigations were made into the use of government motor transport in the Department and most of the recommendations contained in the relative report have already been implemented, while others will take effect as circumstances permit. The annual saving resulting from these recommendations is expected to be approximately £116,250 in addition to a capital saving of £75,000. The latest transport returns and analyses show that the actual savings are higher than originally estimated.

The examination of postal sections, including the sorting offices, in the ten large post offices in the Union was also started. All methods and procedures were revised and a new basis for estimating the number of staff units for this specialised work is being investigated. As a result of the improvements already brought about, greater effectiveness has been achieved and economies of both staff and overtime expenditure effected.

The improvements in organisation, procedure and work allocation in the nine large telegraph offices are being followed up with fruitful results.

The organisation of the offices of the Divisional Controllers, Eastern Cape and Orange Free State, and of the Expenditure Section of the Chief Accountant's office was also investigated and recommendations made for an increase of staff to enable these offices to cope with the increase in the volume of work. In addition, twenty-three other special investigations were undertaken and completed.

All requests for office machines and other mechanical aids are dealt with by the O. and M. Section. As a result of the specialised knowledge and experience gained in this respect, the departmental Economy Committee was guided in its recommendations in regard to purchases to an extent which resulted in a decrease of several hundred pounds in capital expenditure.

Experience so far shows that the more the study of methods by the O. and M. section becomes part and parcel of the departmental organisation, the

wider becomes the field of activity and the more strongly is the necessity for such investigations accentuated.

The work output method of controlling the installation of telephones and other subscriber's equipment has now been introduced throughout the Union. It is expected that this procedure will result in improved working methods and greater efficiency.

The revised automatic exchange maintenance procedures introduced during 1957-58 are now bearing fruit and the incidence of faults has been reduced.

Other efficiency investigations were started during the year. The more important of these covered the work and transport of country maintenance technicians and proposed changes in the budgetary cost control of maintenance expenditure based on cost per unit of plant.

In order to achieve centralised control of, and accounting for, stores held in standard stock, it was decided to mechanise the records, using punched card equipment. The equipment has been installed in the office of the Controller of Stores and the District Stores Superintendents will thus be relieved of a considerable amount of financial work and will be able to concentrate on the main function of the stores depots, viz., the physical storekeeping of stocks. The mechanisation envisages:

- (a) maintaining more realistic quantities of stocks;
- (b) replenishment of stocks in an effective and economical manner;
- (c) elimination of excessive stock transfers between depots;
- (d) fixing and reviewing of standard prices;
- (e) simplification of costing and accounting, as well as the reconciliation of stock balances and
- (f) greater efficiency and a saving in manpower.

Awards Committee.

During 1958-59 one hundred and thirty suggestions were received from the staff. Of these 17 were accepted and awards totalling £32 paid.

TELECOMMUNICATIONS.

Capital Expenditure on Development.

During 1958-59 an amount of £8,836,983 was spent on the development of the telecommunications system as against £9,097,050 during the previous year. The Standard Stock Capital Account was decreased to £5,610,000 and increased with £6,350,000 at the end of the 1957-58 financial year.

Subscribers' Telephone Services.

On the 31st March, 1959, there were 829,051 telephones in use or authorised, compared with 775,274 at the end of the previous financial year—an increase of 53,777. At the end of the financial year 29,346 subscribers in the Union were served by means of shared telephone service. This number represents an increase of 8,539 over the previous year.

During 1958-59 some 9,000 miles of new wires were erected in order to provide service for 5,985 farmers. The number of farm line services in use or authorised on the 31st March, 1959, totalled 83,021 representing 183,976 miles of wire. The total expenditure incurred in providing service for new line subscribers and in the construction of new farm lines in various stages of completion on the 31st March, 1959, was £1,006,177, compared with £1,267,149 during 1957-58.

Semi-automatic switching units were installed at 12 additional points and by 31st March, 1959, 135 of these units were in use.

At the end of the financial year, there were 28,277 applicants waiting for telephone service, a decrease of 9,806 over the total as at the end of the previous financial year. The number of applicants waiting for farm line service decreased from 4,383 to 3,518.

There were 948,000,000 local calls during the year, compared with 936,000,000 the previous year.

Trunk Service.

The number of telephone trunk calls increased from 68,000,000 to 69,250,000.

With the object of improving the existing trunk service and to provide for future development, 714 new trunk lines were provided during 1958-59.

These include additional circuits for direct subscribers' dialling, as well as the following long-distance trunk circuits:—

	Additional.	Total.
Johannesburg-Bloemfontein.....	5	20
Johannesburg-East London.....	1	4
Port Elizabeth-Pietermaritzburg...	1	2
Bloemfontein-Pietermaritzburg...	1	2
Bloemfontein-East London.....	1	4
Durban-Port Elizabeth.....	2	7
Cape Town-Durban.....	3	8
Cape Town-East London.....	1	5
Cape Town-Port Elizabeth.....	3	16
Cape Town-Bloemfontein.....	1	4
Cape Town-Pietermaritzburg.....	1	2

The total number of trunk lines in use in the Union rose to 7,535.

Telegraph and Telephone Offices.

Public telegraph and telephone facilities were extended to 41 new offices, involving the erection of 266 miles of new line at a cost of £28,365.

Automatic and Manual Exchanges.

New automatic exchanges were provided at:

Johannesburg (7,400 lines);
Cape Town (3,500 lines);
Willows, Pretoria (200 lines) and
Kimberley (2,400 lines).

Five existing automatic exchanges were replaced by larger exchanges. They are:

Parsons' Hill, Port Elizabeth (6,500 lines);
Neale Street, Port Elizabeth (7,400 lines);
Walmer, Port Elizabeth (3,200 lines);
Hout Bay (600 lines) and
Simonstown (1,400 lines).

The capacities of eight automatic exchanges at Bloemfontein, Cape Town, Edenvale, Krugersdorp, Linden, Primrose, Sea Point and Springs were

extended to make provision for the connection of some 16,000 additional subscribers. Work was also commenced on extensions to eleven other automatic exchanges which will provide an additional 24,800 subscribers lines.

The manual exchanges at the following places are being replaced by automatic exchanges:

Klerksdorp (5,600 lines);
 Kempton Park (4,900 lines);
 Olifantsfontein (400 lines);
 Orkney (1,700 lines) and
 Stilfontein (2,500 lines).

The facility whereby subscribers at automatic exchanges can dial direct to country manual exchanges was extended as follows:—

- (a) subscribers in the Witwatersrand, Pretoria and Vereeniging systems: to Ermelo and Lichtenburg;
- (b) subscribers in the Cape Peninsula: to Kraaifontein; (The charges for these calls are registered as local units on the subscribers' meters at Cape Town);
- (c) Paarl subscribers: to Brackenfel, Durbanville, Kraaifontein, Kuilsrivier, Malmesbury, Somerset West, Stellenbosch, Strand and Wellington; (The charges for these calls are registered as local units on the subscribers meters at Paarl) and
- (d) subscribers in the Port Elizabeth system: to Redhouse and Swartkops.

Arrangements have also been introduced whereby calls from subscribers in the Cape Peninsula on the one hand and Paarl on the other are dialled direct between the subscribers concerned. Previously such calls were handled by the exchange staff at Paarl.

The charges for calls from subscribers in the Cape Peninsula to Brackenfel, Durbanville, Kuilsrivier, Malmesbury, Somerset West, Stellenbosch, Strand and Wellington are now also registered as local units on the subscribers' meters at Cape Town.

In common with practically every major telephone administration in the world, the Union Post Office is proceeding with its plans for providing and extending subscribers' trunk dialling facilities with automatic metering where possible.

The following are among the major manual switchboard works carried out during the financial year:—

Exchange.	Additional Switchboards.	Additional number of Subscribers Lines.
De Aar.....	6	500
Dunnottar.....	5	360
Ermelo.....	11	600
Ficksburg.....	5	300
Frankfort, O.F.S.....	5	160
George.....	4	200
Kuilsrivier.....	7	260
Ladybrand.....	4	200
Mafeking.....	6	360
Nylstroom.....	6	300
Pietersburg.....	4	400
Potgietersrus.....	6	400
Shannon.....	6	300
Stanger.....	4	260
Stilfontein.....	3	300
Swellendam.....	4	200
Volkrust.....	5	240
Vrede.....	5	200
Wolmaransstad.....	5	240

The switchboard capacity at 176 exchanges (including the above-mentioned exchanges) was increased either by the installation of additional switchboards or by the provision of additional lines on existing switchboards. Altogether 431 new switchboards were installed to provide 14,000 additional subscribers' lines.

When the temporary 2,400 line automatic exchange at Kimberley was taken into service on 31st January, 1959, all business and call office telephone lines were transferred from the manual to the automatic exchange. With this arrangement, development in Kimberley can be catered for until such time as a permanent automatic exchange is installed in a new building.

Underground Cables.

During 1958-59 an amount of approximately £1,440,000, was spent on the extension of the subscribers' and junction cable network in the Union.

Supplies of a new polythene insulated and sheathed underground cable arrived during the year and a commencement was made with the laying of the cable in several areas. Considerable savings are expected to result from its use.

Telegraph Traffic and Transmission.

The number of forwarded telegrams handled was 11,674,594 which is 677,289 less than that handled during the previous year. The total includes

8,141 telegrams to overseas destinations (including ships at sea), which is 64,375 less than the total for 1957-58. The total number of radiotelegrams transmitted between Union coastal radio stations and ships at sea was 89,143, i.e., 9,992 less than the previous year.

Communication Systems.

During the year inter-city telegraph communications were improved by the provision of an additional voice-frequency system between each of the following centres:

Johannesburg and Cape Town (6 channels);
Johannesburg and Pretoria (24 channels);
Johannesburg and Port Elizabeth (12 channels)
and
Cape Town and Port Elizabeth (12 channels).

Additional telegraph channels were also provided between the following centres:

Durban and Dundee (3 channels);
Durban and Ladysmith (3 channels);
Durban and Newcastle (3 channels);
Durban and Vryheid (3 channels);
Kroonstad and Welkom (6 channels) and
Johannesburg and Derdepoort Radio Station
(24 channels).

Automatic Switching.

Locally manufactured automatic switching units which permit of direct outward dialling to the large telegraph offices of the Union from any country or suburban office which is connected to the system, have been provided at Johannesburg, Cape Town and Durban. As at 31st March, 1959, 120 offices were connected to the three systems. This innovation has proved an outstanding success and has resulted in both staff savings and speedier transmission of telegrams. For the second successive year, the telegraph service showed a small profit.

An order has been placed for the manufacture of a fully automatic telegraph exchange for installation in Johannesburg and first deliveries of the equipment are expected about the middle of 1960. This exchange will service all telex subscribers in the Witwatersrand area and all departmental telegraph offices in the Transvaal and Northern Free State.

A detailed specification for a fully automatic telegraph exchange at Cape Town has also been prepared and it will be ordered during 1959-60.

With the introduction of automatic telegraph exchanges, the need for concentrating traffic in Central Telegraph offices in the large areas will fall away. Proposals have been formulated to decen-

tralise country morse telegraph lines at present terminated in the Johannesburg Central Telegraph office and to regroup them at certain country towns.

Teleprinter Service.

Seven additional private wire teleprinter circuits were provided for industrial and commercial firms during the year and the number of private wire teleprinter circuits as at 31st March, 1959, totalled 185.

The total number of telex subscribers in the Union rose from 1,296 to 1,548 during the year, an increase of 252. The manual telex switchboard suites at Durban, Johannesburg and Port Elizabeth were extended to meet the demand for service. Further extensions are not possible at Johannesburg and in an effort to meet the heavy demand for service in this area, new subscribers have been connected temporarily to the Pretoria telex exchange.

At the close of the year under review the number of teleprinters in use departmentally was 660, an increase of 16. The number of country offices equipped for teleprinter working totalled 159, which is nine more than at the end of the last financial year.

Radio Services.

The radiotelephone service from South Africa was extended to Angola (via Lourenço Marques), the Sudan (via London) and Yugoslavia (via London).

A total of 34,635 radiotelephone calls (19,508 outgoing and 15,127 incoming) was disposed of during 1958-59. In addition, 2,246 calls were made between the Union and ships at sea. The ship-to-shore service was extended to include the "Pendennis Castle".

During the year the telex service was extended to Yugoslavia, Poland, France and Argentina.

At the end of March, 1959, the service was available to 25 overseas countries. All international telex calls are routed via London. The international telex service is growing steadily as the following figures show:—

	Calls.	Minutes.
1957-58.....	22,764	183,919
1958-59.....	31,648	230,515

On 26th June, 1958, the new modern and powerful radio receiving and transmitting stations at Derdepoort and Olifantsfontein, respectively, were inaugurated by the Hon. J. J. Serfontein, M.P., Minister of Posts and Telegraphs at the time.

The operating terminals of the following radio-telegraph services were transferred to Johannesburg: Ndola, Leopoldville and Nairobi, on the 1st September, 1958; Tananarive, Madagascar, on the 1st November, 1958; and New York, on the 9th March, 1959.

Simultaneously with the transfer of the Madagascar and United States of America circuits, morse working was replaced by teleprinter (5-unit) working. The Belgian Congo and Kenya circuits were converted to 5-unit working some time before the transfer.

Privately leased circuits were provided during the year between the Union and the United Kingdom and between the Union and the United States of America.

Registered Telegraphic Addresses.

The number of telegraphic addresses registered as at the 31st March, 1959, was 22,344—an increase of 190 over that of the previous year.

Prosecutions.

During the financial year 28 members of the public were prosecuted for using indecent language over the telephone. Thirteen signed acknowledgments of guilt and paid fines, whilst the other 15 were sentenced to fines or corporal punishment, or both.

International Telegraph and Telephone Conference.

The Union of South Africa was represented by three delegates at the Administrative Telegraph and Telephone Conference held at Geneva from September to November, 1958. This conference drew up new sets of regulations for international application.

Engineering Laboratory and Workshops.

During the year 528 investigations and special repairs to various types of equipment were undertaken.

A system was developed and placed on trial permitting the connection of farm line subscribers to an automatic exchange system. Special features of this system include selective ringing and secrecy.

Special test equipment for use by cable jointer was developed and built in the Laboratory during the course of the year.

In addition to the manufacture of a large number of specialised items, approximately 300,000 articles, including some 110,000 telephones, were repaired in the workshops throughout the Union. The costs involved were appreciably reduced by the application of method studies and the use of special tools, jigs, etc.

ENGINEERING MOTOR TRANSPORT.

Departmentally Owned Vehicles.

The number of departmentally owned motor vehicles operated by the Engineering Division decreased from 161 to 83 during 1958-59 as it was found necessary to withdraw 78 vehicles which had reached the stage where overhaul or further repair was considered uneconomical. A total of 521,184 miles was performed by these vehicles.

Government Garage Vehicles.

The hired fleet of Government Garage vehicles operated by the Engineering Division, which comprised vehicles ranging in size from light motor cars to 10 ton diesel trucks, increased during the year from 2,247 to 2,434 units which performed 21,426,198 miles.

During the year 1,316 drivers qualified for safe driving awards.

POSTAL.

Internal Mails.

The triennial census of mail matter that was taken during 1958 shows that the traffic has remained more or less constant. A statement reflecting particulars of the traffic figures, appears elsewhere in this edition.

The expenditure on the conveyance of mails is still on the increase. Railway tariffs were again increased by 7½ per cent during the past year.

which brings the total increase under this heading since 1951 to 37½ per cent. New private contracts for the conveyance of mails by road also show an average increase of 7½ per cent above the prices of the previous year.

Thorough investigation was initiated in a number of large offices, partly with a view to saving, but mainly to bring about greater efficiency. The results achieved are encouraging.

The Department is keeping an eye on the progress being made in other countries with mechanisation, because it appreciates that large scale mechanisation will have to be resorted to in certain large offices in order to handle, speedily and economically, the immense mass of mail that requires to be dealt with daily. Up to date most of the mechanical or electronic aids are, however, still in the development stage and the indications are that it will take a few years before the stage is reached where the use of sorting machines will be an economic proposition. At the suggestion of the Minister the assistance of the Council for Scientific and Industrial Research has been invoked in this connection. In the meantime the Department is doing everything possible to simplify the existing sorting processes so that the flow of traffic is expedited. A simplified system of sorting has already been introduced at a number of large offices with good results.

A special 2d. postage stamp, commemorating the arrival of the German Settlers in South Africa one hundred years ago, was issued on 1st July, 1958, and met with wide approval.

Air Mails.

The Union's most important air mail transit office was transferred from Jan Smuts Airport to Germiston on the 14th July, 1958. The change was made for reasons of economy and to obviate difficulties arising from the transporting of sorting

staff between Johannesburg and the airport. The transfer of the transit office to Germiston has had no adverse effect on the efficient handling of air mails.

Air mail traffic remained stable during the financial year—2,062,000 lb. of mail was conveyed, compared with 2,038,000 lb. during the previous year. On the other hand, there was a slight decrease in the overseas air mail traffic since July, 1958, particularly in that for the Federation of the Rhodesias and Nyasaland.

During the year there were two losses of air mail despatches from the Union to overseas destinations, because of air disasters. A despatch to Madeira was lost when the aircraft that was conveying it between Lisbon and Funchal disappeared over the Atlantic Ocean on the 9th November, 1958, and the other despatch to France was destroyed when an aircraft crashed and was burnt out at Salisbury on the 26th December, 1958. In both cases the quantity of mail was negligible.

A pictorial air mail form depicting South African scenes and flowers and bearing the words "Greetings from South Africa—Groete van Suid-Afrika", was introduced in December, 1958. A 6d. postage stamp is printed on the form and the selling price is 7d. It was primarily introduced for use by tourists and is additional to the ordinary form which is sold at a face value of 6d.

BUILDINGS.

The lack of sufficient accommodation still remains a source of serious concern. The need for additional accommodation is greater than ever, but unfortunately the tempo at which buildings are completed is not such that it can keep pace with the increasing demand.

Financial provision was made for nineteen new major services of which two are in respect of new post offices and sixteen either new telephone exchange buildings or the extension of existing telephone exchange buildings. The other item makes provision for eleven official houses which are urgently needed. Some of the telephone exchanges are housed in prefabricated buildings which are erected by the Engineering Division of the Post Office.

The estimated cost of the abovementioned buildings is in the region of £900,000 and an amount of £16,000 was made available to cover the estimated expenditure during the financial year. In addition to these items, there are altogether

thirty-five major services, the total estimated cost of which is £2,892,000, which have been carried from previous years. An amount of approximately £500,000 was made available to cover the expected expenditure relating to these works. Of the 54 services already mentioned, 15 have been completed at a cost of approximately £550,000. The most important of these services are:—

- (1) Bloemfontein: Purchase and conversion of an existing building mainly for stores purposes.
- (2) Kempton Park: New automatic telephone exchange building.
- (3) Maitland: Extension of carrier apparatus building.
- (4) Nelspruit: New post office.
- (5) Nylstroom: New post office.
- (6) Oudtshoorn: New post office.
- (7) Volksrust: New post office.

Altogether 144 services of a minor nature were also completed; 109 of these services were undertaken by the Post Office Engineering Division and, without this, the extension to telephone services would have been considerably less. The acquisition of hired accommodation once again played an

important role in the Department's programme of development. No less than 53 agreements in respect of the hiring of accommodation were concluded, whilst numerous other offers which could not be accepted for various reasons, were investigated.

POST OFFICE TERMINOLOGY COMMITTEE.

As a result of unavoidable circumstances the Post Office dictionary was only handed to the printer at the beginning of March, 1958. It will be published during 1959 and the Afrikaans and English sections will be printed in one volume. A separate list of foreign place names—about one

thousand names of countries, areas, provinces, islands and cities—has been included in the dictionary.

A large number of definitions was forwarded to "Die Woordeboek van die Afrikaanse Taal", on request.

STATISTICAL TABLES

GENERAL PROFIT AND

TO EXPENDITURE:—

	£	£
Cash Payments (Salaries, Wages, Allowances, Maintenance and General).....	26,049,965	
Less amount apportioned to Engineering construction works.....	571,233	
	<hr/>	
	25,478,732	
Contribution in respect of Replacements and Renewals of Telegraph and Telephone Plant (Depreciation).....	1,110,979	
	<hr/>	26,589,711
<i>Value of Services for which no Cash Debit is taken:—</i>		
Interest Liability on Capital:—		
Telegraphs.....	178,515	
Telephones.....	3,426,851	
Standard Stock.....	221,697	
Cost of Raising Loans since Union.....	28,428	
	<hr/>	3,855,491
Value of Government Buildings.....		391,083
Pension Funds: Government Liability:—		
Contributions to Funds.....	1,085,909	
Pensions Paid from Revenue.....	107,000	
Gratuities.....	7,361	
	<hr/>	1,200,270
Unemployment Insurance Fund: Government Liability.....		12,323
Services Rendered by Other Government Departments:—		
Minor Works and Furniture, Maintenance and Repairs, Rents, Rates and Taxes.....	777,020	
Law Costs and Damages.....	2,500	
Audit.....	6,058	
Minor Services.....	18,973	
	<hr/>	804,551
Postal Services.....		243,641
TOTAL EXPENDITURE.....		33,097,070
Balance being Profit.....		594,071
		<hr/>
		£33,691,141

POSTAL PROFIT AND LOSS

TO EXPENDITURE:—

	£
Traffic, Operating and Commercial.....	6,890,005
Stores (overhead).....	95,742
Administration and Accounting.....	432,401
Rents, Maintenance of Buildings, Lighting.....	279,727
Interest Liability on Capital Value of Buildings.....	179,898
Pension Liability.....	402,797
Unemployment Insurance Liability.....	4,135
Conveyance of Mails.....	3,046,853
Miscellaneous.....	751,259
	<hr/>
	£12,082,817

LOSS ACCOUNT (Financial Year 1958-59.

BY REVENUE:—

	£	£
Cash Receipts.....		32,232,550
<i>Value of Services for which no Cash Credit is Received:—</i>		
Services Rendered to Government Departments—		
Postal.....	933,977	
Telegraphs.....	2,847	
Miscellaneous.....	355,765	
		1,292,589
Services Rendered to Provincial Administrations—		
Cape.....	32,796	
Transvaal.....	35,435	
Natal.....	21,275	
Orange Free State.....	7,507	
		97,013
Meteorological Facilities:—		
Broadcast of Weather Reports, etc.....		68,989

£33,691,141

ACCOUNT (Financial Year 1958-59).

BY REVENUE:—

	£	£
Cash Collections from Public:—		
Postage.....	8,610,286	
Ocean Mail Service.....	399,499	
Private Box Rentals and Private Bag Fees.....	243,001	
Savings Bank Revenue.....	463,928	
Postal Order Poundage.....	162,085	
Money Order Commission.....	89,861	
Miscellaneous.....	250,051	
		10,218,711
Free Services to Government Departments.....		1,386,660
Cash Collections from Government Departments: Bag Fees and Box Rentals....		6,001
TOTAL REVENUE.....		£11,611,372
Net Loss.....		£471,445
		<u>£12,082,817</u>

TELEGRAPH PROFIT AND

To EXPENDITURE:—

	£
Traffic, Operating and Commercial.....	1,767,430
Engineering (overhead).....	32,545
Stores (overhead).....	33,266
Administration and Accounting.....	90,425
Maintenance.....	505,057
Rents, Maintenance of Buildings, Lighting.....	116,553
Interest Liability on Capital Value of Buildings.....	58,662
Pension Liability.....	131,167
Unemployment Insurance Liability.....	1,347
Interest on Stores Reserve.....	14,787
Interest on Capital.....	178,515
Contribution for Renewals.....	105,208
Miscellaneous.....	463,794
TOTAL EXPENDITURE.....	£3,498,756
Net Profit.....	£83,539
	<u>£3,582,295</u>

TELEPHONE PROFIT AND LOSS

To EXPENDITURE:—

	£
Traffic and Operating.....	4,610,750
Commercial.....	534,406
Engineering (overhead).....	319,203
Administration and Accounting.....	255,586
Stores (overhead).....	147,343
Maintenance.....	4,953,615
Rents, Maintenance of Buildings, Lighting.....	380,740
Interest Liability on Capital Value of Buildings.....	152,522
Pension Liability.....	666,305
Unemployment Insurance Liability.....	6,841
Interest on Stores Reserve.....	206,910
Interest on Capital.....	3,426,851
Contributions for Renewals.....	1,005,772
Miscellaneous.....	848,652
TOTAL EXPENDITURE.....	17,515,496
Net Profit.....	£981,980
	<u>£18,497,476</u>

LOSS ACCOUNT (Financial Year 1958-59).

BY REVENUE:—

Cash Collections:—	£	£
From Public:—		
Telegrams.....	1,825,013	
Registered Address Fees.....	41,124	
Miscellaneous.....	211,798	
Teleprinter and Telex Services.....	489,405	
External Telecommunications.....	838,094	
		3,405,434
From Government Departments:—		
Telegrams.....	63,972	
Registered Address Fees.....	2,632	
Teleprinter and Telex Services.....	44,426	
		111,030
Free Services to Government Departments:—		
Meteorological Services.....	62,984	
Miscellaneous.....	2,847	
		65,831
		<u>£3,582,295</u>

ACCOUNT (Financial Year 1958-59).

BY REVENUE:—

Cash Collections:—	£
From Public.....	17,768,083
From Government Departments.....	723,292
Free Services to Government Departments.....	6,101

£18,497,476

POST OFFICE SAVINGS BANK

Item.	1956-57.	1957-58.	1958-59.
1. Savings bank offices.....	1,539*	1,555	1,585
2. Ordinary accounts:—			
(a) Opened.....	168,887	163,136	158,669
(b) Closed.....	125,859	134,656	70,680
(c) Remaining open.....	2,366,737	2,395,217	2,483,206
(d) Deposits:—			
Number.....	2,252,881	2,163,609	2,096,572
Value, including interest..... £	33,694,785	31,848,826	31,002,634
(e) Withdrawals:—			
Ordinary:—			
Number.....	484,435	479,667	409,879
Amount..... £	27,959,750	27,394,785	25,858,715
On demand:—			
Number.....	1,898,523	1,861,478	1,873,551
Amount..... £	6,467,163	5,661,999	6,623,094
Total:—			
Number.....	2,382,958	2,341,145	2,283,430
Amount..... £	34,426,913	33,056,784	32,481,809
(f) Balance due to depositors:—			
Amount..... £	74,682,845	73,474,887	72,391,334
Average, per depositor.....	£31 11 1	£30 13 6	£29 3 1
3. Savings Bank Certificates:—			
(a) Investments..... £	393,900	318,900	344,800
(b) Repayments, exclusive of interest..... £	1,275,000	829,100	996,400
(c) Balance of investments..... £	5,498,100	4,987,900	4,336,300
4. Accounts transferred:—			
To other Administrations:—			
Number.....	232	242	164
Amount..... £	16,304	19,538	12,734
From other Administrations:—			
Number.....	291	287	264
Amount..... £	18,076	20,375	24,664
5. School Banks:—			
Number of accounts.....	15	15	14
Balance due to depositors..... £	848	797	731

NOTE.

Item 2 (f) does not include item 3 (c).

* Adjusted figure.

UNION LOAN CERTIFICATES

Item.	1956-57.	1957-58.	1958-59.
1. Investments.....	£ 5,200,257	£ 4,836,776	£ 10,160,263
2. Repayments, exclusive of interest.....	4,233,523	4,005,818	4,175,042
3. Balance of investments.....	16,842,741	17,673,699	23,658,920

WORK PERFORMED ON BEHALF OF OTHER DEPARTMENTS OF STATE

Item.	1956-57.	1957-58.	1958-59.
1. Free postage:—			
Value.....£	794,444	794,444	1,002,946
2. Free money orders:—			
Number.....	48,156	48,257	53,410
Value.....£	791,981	804,686	959,623
3. Pension warrants cashed:—			
Number.....	3,033,074	3,024,676	3,002,531
Value.....£	28,160,768	28,011,044	27,932,350
4. Revenue collected:—			
(a) Licences.....£	9,378	9,115	8,461
(b) Revenue stamps.....£	1,137,548	1,236,973	1,363,109
(c) Entertainment tax:—			
Cape.....£	182,057	202,479	214,658
(d) Customs dues.....£	1,679,748	1,791,098	1,561,905
(e) Fumigation Fees.....£	17	16	27
5. Cigarette duty.....£	13,431,714	13,719,540	12,065,484
6. Tax Redemption Certificates.....£	3,106,100	3,265,137	3,190,198
7. Savings Fund Levy Certificates (redeemed).....£	14,370	12,947	13,580
8. Ex-volunteers: Loan repayments.....£	175	162	195
9. National Housing rentals and loan redemptions.....£	1,112,793	1,233,725	1,289,903
10. Loan Levy Certificates (redeemed).....£	—	—	701,595
11. Treasury Bonds (collection of subscriptions).....£	—	—	6,858,830

MONEY ORDERS AND POSTAL ORDERS

Item.	1956-57.	1957-58.	1958-59.
1. Money orders Issued:—			
(a) On offices in the Union:—			
Number.....	2,117,879	2,075,029	2,066,317
Amount..... £	12,171,511	12,070,283	12,546,834
(b) On other countries:—			
Number.....	98,561	93,287	102,675
Amount..... £	922,095	905,6	227,259
(c) Total:—			
Number.....	2,216,440	2,168,316	2,168,992
Amount..... £	13,093,606	12,975,902	13,774,093
(d) Commission..... £	87,207	87,336	89,864
2. Money orders Paid:—			
(a) Issued in the Union:—			
Number.....	2,138,716	2,071,114	2,014,069
Amount..... £	12,143,951	12,039,448	12,482,878
(b) Issued in other countries:—			
Number.....	214,961	210,049	196,905
Amount..... £	1,559,622	1,480,257	1,363,788
(c) Total:—			
Number.....	2,353,677	2,281,163	2,210,974
Amount..... £	13,703,573	13,519,705	13,846,666
3. Postal orders Issued:—			
(a) Number:—			
Union.....	8,911,786	9,175,255	9,653,547
British.....	2,409,077	2,257,349	2,284,572
Total.....	11,320,863	11,432,604	11,938,119
(b) Amount:—			
Union..... £	6,774,316	7,385,764	8,801,808
British..... £	1,338,510	1,295,651	1,395,501
Total..... £	8,112,826	8,681,415	10,197,309
(c) Poundage:—			
Union..... £	107,779	113,726	125,558
British..... £	31,100	29,677	36,527
Total..... £	138,879	143,403	162,085
4. Postal orders Paid:—			
(a) Number:—			
Union.....	8,800,151	9,065,415	9,571,850
British.....	679,055	649,431	616,403
Total.....	9,479,206	9,714,846	10,188,253
(b) Amount:—			
Union..... £	6,717,853	7,336,452	8,761,912
British..... £	669,833	754,551	795,718
Total..... £	7,387,686	8,091,003	9,557,630

STAFF.

Item.	1956-57.	1957-58.	1958-59.
1. Permanent staff establishment:—			
(a) Authorised posts.....	33,699	34,452	34,993
(b) Officials employed.....	31,823	32,752	33,341
2. Total number of persons employed.....	45,425	45,603	45,291
3. Officials who availed themselves of leave.....	44,358	46,311	46,616
4. Vacation leave:—			
(a) Number of days granted.....	751,020	783,334	784,788
(b) Average per official.....	16.93	16.91	16.84
5. Special leave:—			
(a) Number of days granted.....	151,020	157,645	131,894
(b) Average per official.....	3.40	3.404	2.83
6. Sick absence:—			
(a) Number of days.....	382,870	451,730	414,549
(b) Average per official.....	8.63	9.75	8.90
7. Suggestions submitted by the staff:—			
(a) Total number.....	124	91	130
(b) Number adopted.....	23	14	17
(c) Number of awards.....	23	14	17
(d) Total awards paid.....	£47	£18	£32

NOTES.

Item 1 does not include Engineering Officers paid from Capital Vote Funds, temporary and casual employees engaged in addition to the authorised establishment, and postal agents.

Item 2 includes the three classes of employees excluded from Item 1.

Item 3 includes Engineering Officers paid from Capital Vote Funds, but excludes postal agents who are not entitled to leave.

TELEPHONES.

Item.	1956-57.	1957-58.	1958-59.
1. Exchanges.....	1,885	1,867	1,875
2. Public call offices.....	11,903	12,296	13,113
3. Exchange connections:—			
(a) Business.....	162,160	170,349	176,296
(b) Residence.....	248,116	270,591	289,029
4. Farm lines:—			
(a) Number of lines.....	9,002	9,475	9,803
(b) Farmers connected.....	75,529	80,721	83,021
(c) Length of route, in miles.....	166,388	177,970	183,976
5. Party lines (other than farm lines):—			
(a) Number of lines.....	1,567	1,559	1,707
(b) Parties connected.....	5,753	6,163	6,728
6. Total telephone stations.....	715,341	775,274	829,051
7. Telephone calls:—			
(a) Local.....	873,463,701	936,909,852	948,361,515
(b) Trunk.....	59,800,171	68,069,441	69,250,051
(c) Total.....	933,263,872	1,004,979,293	1,017,611,566

TELEPHONE BUSINESS AND REVENUE FIGURES IN THE LARGEST URBAN EXCHANGE SYSTEMS

Exchange System.	Year Ended 31st March.	Number of Telephone Stations.	Number of Accounts Rendered.	Number of Insolvencies.	* Total Revenue Collections.	Total Revenue Written Off as Irrecoverable.	Amount (in Pence) Written Off per £100 of Revenue Collected.
Witwatersrand.....	1957 1958 1959	220,407 246,833 267,064	1,612,776 1,887,648 2,125,320	169 108 232	£ 4,897,274 5,329,273 5,798,865	£ 11,716 9,362 9,769	57·4 42·2 40·4
Cape Peninsula.....	1957 1958 1959	91,837 97,398 100,945	663,575 695,350 730,338	102 124 109	2,031,789 2,187,817 2,285,494	1,050 1,047 522	12·4 11·5 5·5
Pretoria.....	1957 1958 1959	61,418 62,557 65,103	501,920 511,125 504,836	27 19 31	1,229,412 1,391,453 1,469,624	1,718 1,327 2,420	33·5 22·9 39·5
Durban.....	1957 1958 1959	71,880† 79,040† 86,161†	530,000 570,000 640,000	15 26 42	799,482 939,886 1,001,693	578 456 1,109	17·7 11·6 26·6
Port Elizabeth.....	1957 1958 1959	24,735 26,106 29,424	183,276 190,800 224,364	2 8 8	591,064 620,499 684,750	138 234 224	5·46 9·05 7·8
Pietermaritzburg.....	1957 1958 1959	12,275 12,738 12,917	31,556‡ 78,890§ 96,756	4 7 7	282,957 332,036 339,097	99 146 120	8·29 10·6 8·5
Bloemfontein.....	1957 1958 1959	13,973 14,931 16,578	102,050 102,012 113,019	6 11 9	372,177 380,320 416,972	96 142 90	6·19 8·9 5·2
East London.....	1957 1958 1959	12,809 13,473 14,667	97,724 100,229 112,199	10 5 15	277,483 304,703 336,042	148 53 194	9·1 4·1 13·8
Kimberley.....	1957 1958 1959	5,808 6,065 6,839	53,937 54,344 57,499	3 1 Nil	131,358 149,325 150,336	11 15 Nil	2·009 2·4 Nil

NOTES.

* Includes phonogram receipts and estimated amounts for Government services.

† Includes Durban Municipal System.

‡ Accounts rendered quarterly instead of monthly as from January, 1955.

§ Accounts rendered monthly instead of quarterly as from June, 1957.

The estimated average amounts written off per £100 of revenue collected, stated in pence, are as follows:—

1956-57: 16·893,
1957-58: 13·7.
1958-59: 16·36.

INTERNATIONAL TELEPHONE SERVICES.

Item.	1956-57.	1957-58.	1958-59.
1. Calls to overseas countries.....	16,470*	17,724	18,565
2. Calls from overseas countries.....	13,083*	17,910	15,132
3. Calls to Rhodesia.....	85,772	84,214	89,795
4. Calls from Rhodesia.....	125,446	136,676	134,540
5. Calls to Lourenco Marques.....	29,035	31,412	30,444
6. Calls from Lourenco Marques.....	29,023	30,082	30,950
7. Calls to Kenya.....	357	322	390
8. Calls from Kenya.....	470	577	563
9. Calls to Belgian Congo.....	223	232	256
10. Calls from Belgian Congo.....	287	259	291

NOTE.

* Decrease due to introduction of Overseas Tele Service.

BROADCASTING AND RADIO LICENCES.

Item.	1956-57.	1957-58.	1958-59.
1. Broadcasting:—			
(a) Licensed Stations.....	11	11	11
(b) Licensed Listeners.....	800,094	848,145	897,057
2. Licensed Radio Stations:—			
(a) Ships.....	367	444	528
(b) Aircraft.....	177	223	265
(c) Private Communication.....	1,127	1,261	1,357
(d) Amateur.....	1,875	1,915	2,033

INSPECTION AT CAPE TOWN AND DURBAN OF SHIPS' RADIO INSTALLATIONS.

Radio Installations Licensed by—	NUMBER OF SHIPS INSPECTED.		
	1956-57.	1957-58.	1958-59.
Argentina.....	2	—	—
Australia.....	1	1	—
Belgium.....	3	3	2
Bermuda.....	2	1	1
Brazil.....	—	—	—
Costa Rica.....	8	1	1
Denmark.....	39	22	27
Egypt.....	—	3	—
Finland.....	2	4	1
France.....	48	50	29
Germany.....	24	50	70
Great Britain.....	765	725	567
Greece.....	7	3	4
Holland.....	161	163	210
Honduras Republic.....	1	—	—
India.....	1	—	—
Republic of Ireland.....	—	4	2
Israel.....	—	1	1
Italy.....	53	34	34
Japan.....	49	45	81
Liberia.....	24	28	28
Norway.....	100	106	92
Panama Republic.....	39	14	7
Philippines.....	1	—	—
Poland.....	11	1	—
Portugal.....	15	9	14
Russia.....	8	11	2
Spain.....	1	—	—
Sweden.....	56	63	53
Switzerland.....	—	—	2
Tunisia.....	1	—	—
Union of South Africa.....	70	108	222
United States of America.....	77	96	66
Yugo-Slavia.....	2	2	3
TOTAL.....	1,571	1,548	1,519

TELEGRAPHS.

Item.	1956-57.	1957-58.	1958-59.
1. Telegraph Offices.....	3,470	3,463	3,457
2. Telegraph circuit mileage.....	384,725	376,479	400,253
3. Inland and inter-territorial telegrams accepted:—			
(a) Commonwealth and British Governments.....	3,286	2,904	3,089
(b) Union Government.....	778,650	831,674	817,953
(c) Railway service.....	6,632	8,076	11,155
(d) Public paid.....	10,504,842	10,504,536	9,889,159
(e) Press.....	200,197	192,177	185,241
(f) Total.....	11,493,607	11,539,367	10,906,597
4. Overseas telegrams (outgoing)*:—			
(a) Government.....	25,389	29,060	17,753
(b) Public paid.....	767,807	783,456	750,244
(c) Total.....	793,196	812,516	767,997
5. Total number of telegrams accepted at Union offices.....	12,286,803	12,351,883	11,674,594
6. International Telex Service Number of Calls.....		22,764	31,648
7. Phototelegrams (Transmitted)—			
(a) Inland.....			1,833
(b) Overseas.....			160
(c) Total.....			1,993

* Includes radiotelegrams.

POSTAL.

Item.	1956-57.	1957-58.	1958-59.
1. Post Offices:—			
(a) Money Order Offices.....	1,508	1,521	1,545
(b) Postal Agencies.....	1,887	1,805	1,783
(c) Total Number of Offices.....	3,395	3,326	3,328
2. Private Post Bags.....	10,950	10,101	10,151
3. Private Boxes.....	107,148	110,426	115,600
4. Posting Boxes other than on P.O. Premises.....	3,800	3,930	4,401
5. Parcel Services:—			
(a) Cash on Delivery:—			
Number of Parcels.....	1,374,949	1,401,977	1,347,120
Trade Charges Collected.....	£2,631,028	£2,907,537	£2,846,276
Revenue to P.O.....	£115,526	£130,193	£130,970
(b) Insured:—			
Number of Parcels.....	2,577,992	2,422,075	2,433,996
Revenue to P.O.....	£72,349	£70,668	£70,432
Compensation Paid.....	£2,210	£3,832	£2,895
(c) Acknowledgment of Posting:—			
Number of Parcels.....	1,376,653	1,170,461	2,288,188
Revenue to P.O.....	£5,736	£4,877	£9,534
Compensation Paid.....	£1,294	£1,182	£1,439
6. Total Articles Handled.....		SEE NEXT PAGE	
7. Undelivered Articles:—			
(a) Number.....	5,919,056	6,555,484	6,194,422
(b) Value of Contents:—			
Currency.....	£29,381	£26,972	£25,607
Other Items.....	£673,369	£653,730	£477,271
(c) Revenue from Sales.....	£1,260	£956	£728
8. Postage Franking Machines Licensed.....	3,783	4,109	4,384
9. Business Reply Service Licences.....	1,306	1,606	1,806
10. Overseas Mails:—			
Received through Great Britain for South Africa:—			
Mail Bags.....	295,275	295,838	270,900
Parcel Bags.....	164,068	165,432	140,601
Despatched from South Africa through Great Britain:—			
Mail Bags.....	41,851	42,960	42,468
Parcel Bags.....	26,392	24,509	22,840
Received for South Africa otherwise than through Great Britain:—			
Mail Bags.....	45,319	49,784	50,717
Parcel Bags.....	82,901	85,208	109,273
Despatched from South Africa otherwise than through Great Britain:—			
Mail Bags.....	14,104	15,809	17,119
Parcel Bags.....	10,050	11,052	9,894

NOTES.

Item 1: Excludes Bechuanaland Protectorate, Swaziland and Basutoland offices.

Item 7 (a) and (b) are in respect of articles which, on account of incorrect or inadequate addresses, could not be delivered to addressees, and include articles returned to senders. The figures quoted refer to articles handled in the Returned Letter Office, Cape Town only.

Item 7 (c) is in respect of articles which could not be delivered to addressees or returned to senders.

Item 10: Includes mails in closed bags in transit through the Union to or from South West Africa, Bechuanaland Protectorate, The Federation of Rhodesia and Nyasaland, Moçambique, and Mauritius.

ARTICLES OF MAIL HANDLED AT POST OFFICES IN THE UNION.*

Class of Mail.	Posted in the Union for delivery in the Union.		Posted in the Union for delivery in other countries.		Received from other countries for delivery in the Union.		Received from other countries in transit through the Union.		Totals of articles handled.	
	1955-56.	1958-59.	1955-56.	1958-59.	1955-56.	1958-59.	1955-56.	1958-59.	1955-56.	1958-59.
1. Letters:—										
(a) Prepaid	368,802,824	369,757,700	36,892,388	36,747,620	54,015,312	53,040,780	6,033,508	1,422,148	465,744,032	460,968,248
(b) Taxed	1,653,132	1,687,192	233,376	204,152	202,346	235,976	19,500	12,272	2,108,444	2,139,592
2. Post cards (single and reply)	9,801,116	11,175,320	1,237,184	1,351,272	1,866,332	2,033,772	126,412	89,024	13,031,044	14,649,388
3. Newspapers	48,453,028	40,683,708	3,234,088	3,040,232	10,044,944	7,460,804	744,900	394,576	62,476,960	51,579,320
4. Printed, commercial papers and sample packets	244,007,868	251,548,596	11,626,628	13,331,864	10,448,516	12,971,712	1,555,320	354,484	267,638,332	278,206,656
5. Parcels (including C.O.D. and I.P.):—										
(a) Ordinary	13,243,464	12,302,004	1,383,460	1,258,452	1,544,764	1,280,656	426,972	24,856	16,598,660	14,865,968
(b) Agricultural	1,556,880	1,421,992	13,156	21,684	13,260	13,728	66,456	364	1,649,752	1,457,768
6. Express articles	318,292	482,716	6,760	27,456	8,580	37,804	5,252	7,384	338,884	555,360
7. Official Correspondence.										
Letters:—										
(a) Unregistered	687,836,604	689,059,228	54,627,040	55,982,732	78,144,144	77,075,232	8,978,320	2,305,108	829,586,108	824,422,300
(b) Registered	39,809,588	56,107,792	333,632	252,564	505,440	560,508	301,288	37,388	40,949,948	56,958,252
8. Other articles:—	5,770,232	5,415,748	41,444	57,512	58,656	32,864	195,728	6,916	6,066,060	5,513,040
(a) Unregistered	52,563,992	15,101,684	188,708	127,088	156,832	83,356	124,384	4,784	53,033,916	15,316,912
(b) Registered	53,404	144,300	3,952	2,444	3,952	1,248	988	260	62,296	148,252
9. Literature for the Blind	37,284	60,216	1,820	2,496	624	988	2,496	—	42,224	63,700
10. TOTALS	786,071,104	765,888,968	55,196,596	56,424,836	78,869,648	77,754,196	9,603,204	2,354,456	929,740,552	902,422,456
11. Registered articles already included in items 1-6										
12. Specially prepaid air mail articles already included in items 1-9:—	13,630,084	13,589,992	1,164,852	1,218,776	1,574,560	1,265,472	69,160	72,732	16,438,656	16,146,972
(a) Letters	15,296,424	25,993,916	14,312,740	17,564,300	20,503,860	24,324,404	450,684	452,348	50,563,708	68,334,968
(b) Post cards	350,584	589,732	615,056	823,056	751,608	997,620	33,280	32,656	1,750,528	2,443,064
(c) Air letters	437,060	278,200	6,832,748	6,530,784	7,281,768	6,761,040	214,916	171,496	14,766,492	13,741,520
(d) Second class air mail articles	—	—	249,080	349,804	1,307,644	1,256,580	31,824	6,552	1,588,548	1,612,936

NOTES.

* Statistics taken every three years.

COST OF CONVEYANCE OF MAILS WITHIN THE UNION OF SOUTH AFRICA

Item.	1956-57.	1957-58.	1958-59.
	£	£	£
1. By rail (South African Railways).....	958,264	933,010	1,166,686
2. By road (S.A.R. Road Motor Services).....	86,307	95,800	93,800
3. By road (private services).....	252,582	242,969	233,508
4. By air.....	223,610	248,304	251,641
5. Total.....	1,520,763	1,520,083	1,745,635

NOTE.

Item 3: Includes Government Garage charges and postman's cycle allowances.

WEIGHT OF AIR MAIL TRAFFIC OUTWARD FROM THE UNION OF SOUTH AFRICA

Item.	1956-57.	1957-58.	1958-59.
	lb.	lb.	lb.
1. South African Airways/Central African Airways (to Rhodesia, etc.)....	307,946	337,309	307,097
2. Sabena.....	8,042	4,856	3,689
3. Springbok Service.....	373,781	390,987	390,472
4. Pan American Airways.....	17,717	19,172	19,317
5. D.E.T.A.	10,943	11,819	11,595
6. South African Airways (to Lourenco Marques).....	8,854	9,026	10,431
7. EL AL Israel National Airlines.....	964	197	517
8. K.L.M. Royal Dutch Airlines.....	5,008	3,059	3,554
9. Quantas Empire Airways.....	2,803	2,606	2,303
10. U.A.T. (French Airlines).....	1,181	1,229	1,987
11. South African Airways (to Australia).....	—	1,220	2,462
12. Total weight of mails.....	737,239	781,480	753,424

MOTOR TRANSPORT OWNED AND OPERATED BY THE ENGINEERING BRANCH OF THE POST OFFICE

Item.	1956-57.	1957-58.	1958-59.
1. Number of motor cars and trucks.....	308	161	83
2. Vehicle miles run.....	2,208,603	1,095,445	521,184
3. Expenditure (including new vehicles and replacements).....£	94,645	35,825	17,339

EXAMINATIONS ENTERED FOR PY THE STAFF

Examining Body and Examination.	CENTRES.		ENTRIES.		SUCCESSES.	
	1956-57.	1957-58.	1956-57.	1957-58.	1956-57.	1957-58.
DEPARTMENT OF POSTS AND TELEGRAPHS:—						
Trainee Post and Telegraph Assistants' Final Examination.....	129	166	159	1,463	1,282	1,352
General Division Officers' Examination for Promotion to Clerkships.....	5	—	—	—	5	—
Postmaster-General's Certificate of Proficiency in Radiotelegraphy.....	1	1	1	2	—	1
Efficiency Test.....	47	31	47	94	105	70
Examination for Appointment as Engineer, Grade IV.....	6	6	7	20	5	5
Superintendents' (Telegraphs) Examination.....	*	*	12	*	*	48
† DEPARTMENT OF EDUCATION, ARTS AND SCIENCE:—						
Mathematics I.....					30	16
Mathematics II.....					82	70
Mathematics III.....					55	60
Mathematics IV.....					25	4
Mathematics V.....					11	3
Electrotechnics II.....					1	—
Telegraphy and Telephony I.....					82	72
Telegraphy II.....					76	51
Telegraphy III.....					9	8
Telephony I.....					73	45
Telephony II.....					16	4
Telephony III.....					10	1
Telephony IV.....					37	31
Radio-communication I.....					11	5
Radio-communication II.....					9	1
Radio-communication III.....					14	6
Transmission I.....					4	2
Transmission II.....					84	101
Lines I.....					3	2
Lines II.....					28	39
Technical Electricity I.....					67	81
Technical Electricity II.....						

NOTES.

† Statistics in respect of "Centres" and "Entries" not available.

TRANSACTIONS DEALT WITH IN STORES DEPOTS

Item.	1956-57.	1957-58.	1958-59.
1. Engineering material—			
Number of issues.....	185,176	181,698	199,479
Value of issues.....£	7,403,000	7,727,000	7,715,670
Number of recoveries.....	22,285	25,300	24,931
Value of recoveries.....£	1,068,000	1,104,800	1,058,872
Orders placed overseas.....£	3,591,000	3,200,000	829,516
Orders placed in South Africa.....£	3,312,000	2,843,000	5,744,205
Value of material received.....£	6,933,000	6,863,000	6,260,331
Stock as at 31st March.....£	5,019,000	5,235,000	4,754,754
Sold to other departments and administrations.....£	65,000	50,500	65,000
2. Postal stores—			
Number of issues.....	134,065	131,225	137,910
Number of recoveries.....	18,171	15,522	18,723
Expenditure.....£	982,000	1,081,000	1,139,814
3. Postage stamps—			
Value.....£	6,173,845	6,503,885	6,358,246
4. Postal orders—			
Value (Union).....£	6,894,275	7,737,336†	8,961,750
Value (British).....£	1,401,794	1,350,251	1,440,940
5. Union Loan Certificates—			
Value.....£	6,750,800	4,899,820	12,440,155*
6. National savings stamps—			
Value.....£	371,946	367,620	348,897
7. Revenue stamps—			
Value.....£	3,168,320	3,605,745	3,879,382
8. Tax redemption certificates—			
Value.....£	2,987,505	3,266,685	3,104,275
9. Cigarette duty labels—			
Value.....£	14,209,843	14,459,971	14,209,849
10. Entertainment tax labels—			
Value.....£	181,285	201,818	218,666
11. Christmas stamps—			
Value.....£	57,686	53,631	72,645

* Initial issue of new series.

† Initial issue of £5 postal order.