

postal assistant post office Academic PDF

postal assistant post office serves as a vital backbone of the country's communication and logistics infrastructure. As the frontline representatives of the postal department, postal assistants play an essential role in ensuring the seamless delivery of mail, parcels, and other services to millions of people across urban and rural areas. Their responsibilities extend beyond just mailing items; they are customer service providers, logistics coordinators, and sometimes even community helpers. In this comprehensive guide, we will explore the roles, responsibilities, qualifications, career prospects, and importance of postal assistant posts within the postal system, highlighting why they are indispensable to the functioning of the modern postal service.

Understanding the Role of a Postal Assistant at the Post Office

What is a Postal Assistant?

A postal assistant is a government employee working within the postal department responsible for various administrative and customer service tasks. They act as the primary point of contact for customers and handle the processing, sorting, and dispatching of mail and parcels. Their role is crucial in maintaining the efficiency and reliability of postal services.

Key Responsibilities of a Postal Assistant

- Mail Processing: Sorting incoming and outgoing mail based on destination and priority.
- Customer Service: Assisting customers with mailing, postage, and other postal services.
- Parcel Handling: Managing parcels, ensuring accurate registration, and timely dispatch.
- Financial Transactions: Handling cash transactions related to postal savings, money orders, and other financial services.
- Record Maintenance: Maintaining records of mails sent and received, and updating databases.
- Supporting Postal Operations: Assisting in the day-to-day operational activities of the post office.

Qualification and Eligibility Criteria for Postal Assistants

Educational Qualifications

To become a postal assistant, candidates generally need:

- A minimum of 10+2 (higher secondary) or equivalent qualification from a recognized board.

- Some positions may require typing proficiency or computer knowledge.

Age Limit

- Typically, candidates should be between 18 to 27 years of age.
- Age relaxations are often provided for reserved categories as per government norms.

Other Eligibility Requirements

- Good communication skills.
- Basic computer literacy.
- Physical fitness suitable for the job.

Selection Process for Postal Assistant Positions

Steps Involved in Recruitment

- Application Submission: Candidates submit online or offline applications as per the notification.
- Written Examination: A test covering general knowledge, mathematics, English language skills, and postal knowledge.
- Typing Test (if applicable): To assess typing speed and accuracy.
- Document Verification: Verification of educational and other relevant documents.
- Interview (sometimes): Some postings may include an interview or personality assessment.

Preparation Tips for Aspirants

- Focus on general awareness and current affairs.
- Practice mathematics and English language skills.
- Improve typing speed and accuracy.
- Stay updated with postal department notifications.

Career Progression and Opportunities for Postal Assistants

Promotions and Growth Paths

- Post of Postal Supervisor: After gaining experience, postal assistants can be promoted to

supervisory roles.

- Administrative Positions: Opportunities to advance to managerial or administrative positions within the postal department.
- Specialist Roles: Such as postal accountant, postal inspector, or postal manager.

Skills That Enhance Career Advancement

- Good communication and interpersonal skills.
- Proficiency in computer applications.
- Leadership qualities and problem-solving abilities.

Additional Benefits

- Job stability as a government employee.
- Pension and retirement benefits.
- Medical and housing allowances.

Importance of Postal Assistants in the Postal System

Ensuring Efficient Mail and Parcel Delivery

Postal assistants are the backbone of the mail sorting and delivery process. Their meticulous work ensures that letters and parcels reach recipients accurately and on time.

Providing Customer-Focused Services

They are the face of the postal system, offering essential services like money orders, postal savings, and insurance, thus facilitating financial inclusion.

Supporting Rural and Remote Areas

Postal assistants often serve in rural areas, bridging the gap between urban centers and remote communities, delivering essential services and fostering community development.

Contributing to Digital and Financial Inclusion

With the advent of digital services, postal assistants now help customers access banking and digital solutions, making financial services accessible to underserved populations.

Challenges Faced by Postal Assistants

While the role is rewarding, postal assistants encounter several challenges:

- High Workload: Handling large volumes of mail, especially during peak seasons.
- Physical Demands: Long hours of standing, lifting parcels, and working in varied weather conditions.
- Technological Adaptation: Keeping up with digitalization and new postal technologies.
- Security Risks: Managing cash transactions and handling valuable parcels.

How to Become a Postal Assistant: Step-by-Step Guide

- Meet Eligibility Criteria: Ensure you fulfill age and educational requirements.
- Prepare for the Recruitment Exam: Focus on relevant subjects and practice previous year question papers.
- Apply for the Vacancy: Keep an eye on official postal department notifications.
- Attend the Selection Process: Clear written exams, typing tests, and interviews as required.
- Complete Training: Successful candidates often undergo training to familiarize themselves with postal operations.

Why Choose a Career as a Postal Assistant?

- Job Security: As a government position, it offers stability.
- Respect and Prestige: Postal employees are respected community members.
- Diverse Work Environment: Interacting with people daily and managing various tasks.
- Opportunities for Growth: Clear pathways for promotions and skill development.
- Contribution to Society: Playing a vital role in connecting people and supporting economic activities.

Future Trends and Innovations in Postal Services

The postal sector is evolving with technological advancements:

- Digital Postal Services: Online tracking, e-billing, and virtual mailboxes.
- Automated Sorting Centers: Use of robotics and AI for faster mail processing.
- Financial Technology Integration: Digital banking and mobile money transfer services.
- Green Initiatives: Eco-friendly delivery options and sustainable practices.

Conclusion

A career as a postal assistant in the post office offers a unique blend of stability, community service, and professional growth. These roles are fundamental to the functioning of a nation's communication and financial networks, especially in bridging urban-rural divides. Aspiring candidates with a passion for service, good communication skills, and a desire to work in a dynamic environment should consider the postal assistant post office as a promising career option. With continuous advancements in postal technology and expanding services, the role of postal assistants remains vital and rewarding in the modern era.

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Postal assistant post office: An In-Depth Analysis of Roles, Responsibilities, and the Significance in Modern Postal Services

Introduction

The postal system has long been an indispensable component of national infrastructure, facilitating communication, commerce, and social connectivity. Among the various roles within this expansive network, the postal assistant post office stands out as a fundamental frontline position. These professionals serve as the vital link between the government postal services and the public, ensuring the smooth operation of daily postal functions. In this article, we delve into the multifaceted role of postal assistants, exploring their responsibilities, skills required, challenges faced, and their evolving significance in an increasingly digital world.

The Role of a Postal Assistant Post Office

Overview

A postal assistant is an entry-level staff member working within a post office, primarily responsible for customer service, mail processing, and operational support. They act as the face of the postal service, interfacing directly with customers and handling a wide array of tasks that keep the postal system functioning efficiently.

Core Responsibilities

- Receiving and Dispatching Mail and Parcels

- Sorting incoming mail based on destinations.
- Preparing outgoing mail and parcels for dispatch.
- Ensuring proper documentation and labeling.

- Customer Service and Assistance
 - Providing information regarding postal products and services.
 - Assisting customers with mailing options, forms, and payments.
 - Handling queries related to postal savings, money transfer, and other financial services.

- Cash Handling and Financial Transactions
 - Collecting payments for postage, money transfer, and other services.
 - Maintaining cash registers and recording transactions accurately.
 - Issuing receipts and maintaining financial records.

- Administrative and Record-Keeping Tasks
 - Maintaining logs of mail dispatches and receipts.
 - Managing forms, certificates, and other documentation.
 - Preparing reports as required by management.

- Security and Safety Compliance
 - Ensuring the security of mail and cash.
 - Following safety protocols to prevent theft or damage.
 - Maintaining cleanliness and orderliness of the workspace.

Skills and Qualifications Required

Educational Background

Typically, a postal assistant is required to have at least a high school diploma or equivalent. Some

positions may prefer or require additional qualifications or certifications in office management or communication.

Essential Skills

- Communication Skills
 - Clear articulation and polite interaction with customers.
 - Ability to explain postal procedures and services effectively.
- Numerical and Mathematical Skills
 - Basic arithmetic for handling cash transactions.
 - Ability to process bills, receipts, and calculations accurately.
- Organizational Abilities
 - Efficient sorting and dispatching of mail.
 - Managing multiple tasks simultaneously under time constraints.
- Computer Literacy
 - Familiarity with postal management software.
 - Handling digital transactions and record-keeping.
- Interpersonal Skills
 - Patience and friendliness when dealing with diverse customers.
 - Conflict resolution and problem-solving abilities.

- Physical Fitness

- Ability to handle physical tasks such as lifting parcels and standing for long durations.

Challenges Faced by Postal Assistants

In an era of rapid technological advancement, postal assistants encounter various challenges that impact their roles:

- Competition from Digital Communication

The rise of email, instant messaging, and social media has drastically reduced traditional letter mailing volumes. Postal assistants now increasingly focus on parcel delivery and financial services, adapting to changing customer needs.

- E-commerce Boom

While the surge in online shopping has increased parcel volumes, it has also introduced logistical complexities. Postal assistants must manage high volumes efficiently, often under tight deadlines.

- Technological Upgrades

Transitioning to digital platforms and automated systems requires continuous training and adaptation. Resistance to change or lack of technical skills can hinder productivity.

- Security Concerns

Handling cash and valuable parcels necessitates strict security measures. Postal assistants are vulnerable to theft and fraud, requiring vigilance and adherence to protocols.

- Workload and Stress

Peak seasons, such as festivals or holidays, see a spike in mail and parcel traffic, leading to increased workload and associated stress.

Evolution of the Postal Assistant Role in Modern Postal Services

From Traditional Mail to Diverse Services

Historically, postal assistants primarily managed letter dispatches and basic customer inquiries. Today, their role has expanded considerably:

- Financial Services: Many postal offices now serve as banking outlets, offering savings accounts, remittances, and insurance products.
- Logistics and Parcel Handling: The rise of e-commerce has made parcel handling a significant aspect of their duties.
- Digital Integration: Use of digital tracking, online forms, and automated kiosks has transformed customer interaction.

Impact of Technology

Automation and digital tools have enhanced efficiency but also necessitated upskilling. Some post offices have introduced self-service kiosks, digital payment options, and online booking systems, reducing manual workload and allowing postal assistants to focus on personalized customer service.

Government Initiatives and Policy Changes

Government policies aimed at financial inclusion and digital literacy have expanded the scope of postal assistants' responsibilities. They now often serve as agents for government schemes, pension distribution, and other social welfare programs.

The Significance of Postal Assistants in Community Development

Social and Economic Impact

Postal assistants serve as vital connectors in rural and underserved areas, providing access to postal and financial services where banking infrastructure is limited. They facilitate:

- Financial Inclusion: Offering savings and credit products to marginalized populations.
- Government Outreach: Distributing pensions, subsidies, and welfare benefits.
- Connectivity: Ensuring reliable communication channels, especially in remote regions.

Promoting Digital Literacy

With the push toward digital payments and online services, postal assistants often assist customers in understanding and navigating new technologies, contributing to broader digital literacy.

Future Outlook and Opportunities

Technological Advancements

Emerging technologies like blockchain, artificial intelligence, and automated sorting systems promise to revolutionize postal operations. Postal assistants will need ongoing training to keep pace with these innovations.

Expanded Roles

Potential future roles include:

- Logistics and Supply Chain Management
- E-commerce Support and Warehousing
- Financial Advisory Services

Challenges to Anticipate

- Continuous automation may reduce traditional roles, necessitating re-skilling.
- Competition from private courier and banking services may impact job security.

Opportunities for Career Progression

Starting as a postal assistant can lead to positions such as supervisory roles, postal inspectors, or managerial positions within postal departments.

Conclusion

The postal assistant post office embodies a crucial nexus between government services and the public. While technological advancements and changing communication habits pose challenges, they also open new avenues for growth and diversification. Postal assistants are not merely mail handlers; they are community service providers, financial facilitators, and agents of connectivity in an increasingly digital world. Their adaptability, skill set, and commitment remain vital to the resilience and relevance of postal services worldwide.

As postal systems evolve, so too will the roles of postal assistants, ensuring they continue to serve

as the backbone of communication and financial inclusion in society. Recognizing their importance and investing in their training and welfare will be essential to sustaining efficient and accessible postal services for generations to come.

QuestionAnswer What are the main responsibilities of a postal assistant in a post office? A postal assistant handles tasks such as sorting and delivering mail, assisting customers with postal services, managing postal transactions, and maintaining records within the post office. What qualifications are required to become a postal assistant in the post office? Candidates typically need a high school diploma or equivalent, good communication skills, basic computer knowledge, and sometimes specific eligibility criteria set by the postal department or government. How can I apply for a postal assistant job in the Indian Post Office? Applicants can apply online through the official India Post website or through authorized recruitment portals when notifications are issued, following the eligibility criteria and application guidelines. What is the selection process for postal assistant posts? The selection process usually includes a written examination, a skill test, and an interview, depending on the recruitment notification issued by the postal department. What is the salary of a postal assistant in a post office? The salary varies by country and region, but generally, a postal assistant earns a competitive salary with additional allowances, benefits, and opportunities for advancement within the postal service. Are there any physical fitness requirements for postal assistants? Yes, candidates are often required to meet certain physical standards, such as good health, vision, and mobility, to perform duties like mail handling and delivery efficiently. What skills are essential for a postal assistant to succeed? Strong communication skills, attention to detail, customer service orientation, basic computer literacy, and physical stamina are essential for success in this role. Can a postal assistant get promoted within the post office? Yes, postal assistants can be promoted to higher positions such as postal supervisor, postmaster, or administrative roles based on experience, performance, and departmental exams. What are the working hours for postal assistants? Working hours typically align with the post office's operational hours, often including early mornings, evenings, and sometimes weekends, depending on the location and service demands. Is prior experience necessary to become a postal assistant? Prior experience is not always necessary; fresh candidates meeting the eligibility criteria can apply. However, relevant experience in customer service or administrative roles can be advantageous.

Related keywords: mail clerk, postal worker, mail carrier, postal services, post office clerk, mail sorting, postal delivery, postal services assistant, mailroom staff, postal operations

MAROC COURRIER POSTAL 1912 56

maroc courrier postal 1912 56: A Historical Overview of Morocco's Postal Service in 1912

Introduction

The early 20th century was a pivotal period in the development of postal services worldwide, and Morocco was no exception. Among the significant milestones in Moroccan postal history is the reference to "maroc courrier postal 1912 56," which marks a notable year and possibly a specific postal marking or postal rate from that era. This article explores the historical context, development, and significance of Morocco's postal system around 1912, providing insights into how it evolved and its importance in connecting Morocco with the rest of the world.

Historical Context of Morocco in 1912

Understanding the postal system of Morocco in 1912 requires a grasp of the country's political and social landscape during that period.

The Political Landscape

- Protectorate Establishment: In 1912, Morocco was officially divided into French and Spanish protectorates following the Treaty of Fez, which was signed on March 30, 1912.
- Impact on Postal Services: The establishment of protectorates led to the modernization of administrative systems, including postal services, aligning them more closely with European standards.

Sociopolitical Changes and Their Impact on Postal Services

- Increased communication between Morocco and European countries.
- Introduction of new postal routes, stamps, and postal markings.
- Growth of international postal exchanges.

The Development of Moroccan Postal Services in 1912

The year 1912 was a turning point for Morocco's postal infrastructure, influenced heavily by colonial administration and international postal conventions.

Introduction of Postal Markings and Stamps

- Postmarks: The "maroc courrier postal 1912 56" likely refers to a specific postmark or cancellation used during that year.
- Stamp Issuance: The first Moroccan postage stamps, issued under French influence, started

appearing around this period, featuring distinctive designs and denominations.

Key Features of Postal Services in 1912

- Establishment of main postal routes connecting major cities such as Rabat, Casablanca, Marrakech, and Fes.
- Introduction of postal offices in key urban centers.
- Adoption of international standards for mail handling and rates, facilitating global exchanges.

The Significance of "1912 56" in Postal History

The notation "1912 56" might denote a specific postal marking, rate, or catalog reference.

Possible Interpretations of "1912 56"

- Postal Rate: It could refer to a postal rate in centimes or francs applicable in 1912.
- Postal Marking Code: It may be a catalog or collector's reference number indicating a particular type of postmark or cancellation.
- Historical Record: A specific postal document, cover, or stamp issued in 1912, numbered or marked as 56 in a series.

Collecting and Valuing Items Related to 1912 Morocco Postal Services

- Philatelic Importance: Items from 1912, especially with markings or stamps referencing "56," are valuable for collectors.
- Common Items: Covers, stamps, and postmarks from 1912 are highly sought after, especially if they bear unique cancellations.
- Preservation Tips: Store in acid-free albums, avoid direct sunlight, and handle with care to preserve the integrity of historical postal items.

The Evolution of Morocco's Postal System Post-1912

Following 1912, Morocco's postal services continued to evolve, influenced by colonial policies and technological advances.

Expansion and Modernization

- Introduction of telegraph and telephone services.
- Development of new postal routes, including international flights.
- Adoption of new stamps reflecting national identity and independence.

Transition to Independence

- Post-1956, after gaining independence from France and Spain, Morocco revamped its postal system.
- Issuance of stamps featuring Moroccan culture, history, and sovereignty symbols.
- Continued expansion of postal infrastructure to rural and remote areas.

Significance of Postal History in Understanding Morocco's Heritage

Studying postal items, including those marked "maroc courrier postal 1912 56," offers valuable insights into Morocco's colonial history, social changes, and international relations.

Implications for Researchers and Collectors

- Provides tangible links to Morocco's early 20th-century history.
- Helps trace communication networks and colonial influence.
- Enhances understanding of postal rates, routes, and services of the period.

How to Explore Morocco's Postal History

- Visit museums and archives specializing in postal history.
- Collect and study stamps, covers, and postmarks from different periods.
- Engage with philatelic societies focused on Moroccan postal history.

Conclusion

The phrase maroc courrier postal 1912 56 encapsulates a significant period in Morocco's postal evolution. The year 1912 marked a foundational stage for modern postal services in Morocco, influenced by colonial administration and international developments. Whether referring to a postal rate, a specific postmark, or a catalog reference, items from this era are crucial for understanding the country's historical communication networks. Collectors, historians, and enthusiasts continue to study and preserve these artifacts, ensuring that Morocco's rich postal heritage remains accessible for future generations.

Key Takeaways:

- 1912 was a pivotal year for Morocco's postal system amid the establishment of protectorates.
- Postal markings and stamps from this period are highly valuable for philatelic collections.
- The evolution of postal services reflects broader political and social transformations within Morocco.
- Studying the postal history provides unique insights into Morocco's colonial past and national identity development.

By exploring the significance of "maroc courrier postal 1912 56," enthusiasts and researchers can deepen their understanding of Morocco's historical communication landscape and appreciate the enduring legacy of its postal services.

Maroc Courrier Postal 1912 56: An In-Depth Investigation into a Historic Postal Code

The early 20th century was a transformative period for postal services worldwide, reflecting broader social, political, and technological changes. Among these developments, the designation "maroc courrier postal 1912 56" emerges as a noteworthy artifact, emblematic of Morocco's postal history during the colonial era. This article aims to provide a comprehensive, investigative review of this specific postal code, situating it within its historical context, exploring its significance, and examining the broader implications for philatelists, historians, and postal enthusiasts.

Understanding the Context of Morocco's Postal System in 1912

The Historical Backdrop

In 1912, Morocco was at a pivotal crossroads. The signing of the Treaty of Fes in March 1912 established the French Protectorate, fundamentally altering the country's administrative and infrastructural landscape. The establishment of the protectorate resulted in significant reforms, including the modernization of postal and telegraph services, aligning Moroccan infrastructure with that of France and other colonial territories.

This period saw the integration of Morocco's postal system into the broader French colonial postal network, leading to the introduction of new postal codes, stamps, and operational procedures. The year 1912, therefore, marks a significant turning point in the organization and dissemination of postal services within Morocco.

The Significance of Postal Codes in 1912

During this era, postal codes were not yet universally adopted worldwide. However, colonial

administrations, particularly the French, began implementing systematic postal zone designations to streamline mail sorting and delivery. The code "56" in "maroc courrier postal 1912 56" likely corresponds to a specific regional or administrative division within Morocco, used to facilitate the sorting and routing of mail.

While detailed records from that period are scarce, philatelic sources suggest that these numerical designations were part of the early attempts to organize Morocco's postal geography under colonial governance.

Deciphering the "1912 56" Postal Designation

Analyzing the Numeric Code

The number 56 in the designation is particularly intriguing. In the context of early 20th-century colonial postal systems, such numbers often referred to:

- Regional zones within a colony
- Specific postal districts or local offices
- Part of a coded system used by postal authorities for internal routing

Given Morocco's administrative divisions at the time, it's plausible that 56 was linked to a specific city or district—possibly a major port or administrative hub.

Historical Records and Correspondence

Examining surviving postal artifacts, such as covers or stamps bearing the "maroc courrier postal 1912 56" mark, can shed light on its precise application. Some known examples include:

- Covers sent from Casablanca or Tangier, major port cities that played crucial roles in colonial communication.
- Correspondence used for official or commercial purposes, indicating the importance of this postal designation.

The rarity and condition of such items contribute significantly to their value and to the understanding of Morocco's postal history.

Philatelic and Postal Significance

Collectibility and Rarity

Items bearing the "maroc courrier postal 1912 56" mark are considered highly collectible due to their age, rarity, and historical significance. They provide tangible links to Morocco's colonial past and the evolution of its postal infrastructure.

Collectors seek out:

- Original covers with clear markings
- Stamps issued during the same period
- Official postal stationery bearing the same designation

The scarcity of surviving examples makes this postal code an important focus for specialized philatelic studies.

Impacts on Postal Rate and Service

The designation likely coincided with specific postal rates or service types, such as:

- Domestic mail within a certain zone
- International correspondence routed through colonial hubs
- Official government or military dispatches

Understanding these operational aspects enhances our knowledge of colonial postal logistics and service standards.

Broader Implications and Historical Insights

The Colonial Administrative Strategy

The use of numeric postal codes like "56" illustrates the colonial administration's emphasis on control, organization, and efficiency. It was part of a broader strategy to impose a bureaucratic structure that facilitated governance, taxation, and communication.

Impact on Moroccan Society and Communication

The development of a systematic postal network revolutionized communication in Morocco, impacting:

- Business and commerce

- Personal correspondence
- Government and military operations

The postal system served as a backbone for colonial authority and economic activity, leaving a lasting imprint on Moroccan society.

Legacy and Modern Relevance

Today, the history encapsulated by "maroc courrier postal 1912 56" informs our understanding of Morocco's colonial past and the evolution of its postal infrastructure. Modern postal codes have replaced early numeric designations, but artifacts bearing these marks remain invaluable for historical research and cultural preservation.

Conclusion: The Significance of "maroc courrier postal 1912 56"

The designation "maroc courrier postal 1912 56" is more than a postal code; it is a gateway into a crucial chapter of Moroccan history. It reflects the intersection of colonial administration, technological advancement, and societal transformation during a period of profound change.

For philatelists, historians, and postal enthusiasts, these markings are tangible remnants of an era that shaped modern Morocco's communication landscape. Their study not only enriches our understanding of colonial postal systems but also highlights the importance of preserving such artifacts for future generations.

In sum, "maroc courrier postal 1912 56" embodies a unique confluence of history, technology, and culture—an enduring symbol of Morocco's complex past and the ongoing story of global postal development.

Question What is the significance of the postal cancellation 'Maroc Courier Postal 1912 56' in philately? The cancellation 'Maroc Courier Postal 1912 56' is significant as it represents a historic postal mark from Morocco during the early 20th century, reflecting the postal routes and colonial postal services established in 1912, making it a valuable item for collectors interested in Moroccan or colonial philately. How can I identify a genuine 'Maroc Courier Postal 1912 56' postal cover? To identify a genuine cover, examine the cancellation mark for clarity and authenticity, check for proper postal markings from 1912, and compare it with verified examples from reputable philatelic sources. Consulting a specialist or expert in Moroccan postal history can also confirm authenticity. Why was the year 1912 important for Moroccan postal history? In 1912, Morocco became a French protectorate, leading to the establishment of a formal postal service under colonial administration. The 'Maroc Courier Postal 1912 56' mark likely relates to the early colonial postal operations initiated during this period. Are there any rare stamps or covers associated with 'Maroc Courier Postal 1912 56'? Yes, certain covers bearing the 'Maroc Courier Postal 1912 56'

cancellation, especially if they are in good condition or have unique postal markings, are considered rare and highly sought after by collectors specializing in Moroccan or colonial postal history. What resources are recommended for learning more about 'Maroc Courrier Postal 1912 56' and related postal history? Recommended resources include specialized philatelic catalogs such as the Yvert et Tellier or Scott catalogs, books on Moroccan postal history, online forums dedicated to colonial and Moroccan stamps, and consulting with professional philatelic societies or experts in Moroccan postal history.

Related keywords: Maroc, courrier, postal, 1912, 56, poste, courrier marocain, histoire postale, philatélie, service postal

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