

**DEVELOPMENT OF POSTAL SERVICES IN NORTHERN RHODESIA (ZAMBIA)
DURING THE COLONIAL PERIOD, 1893-1964**

BY

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**A Dissertation Submitted to the University of Zambia in Partial Fulfillment of the
Requirements for the Degree of Master of Arts in History.**

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DECLARATION

I, Gloria Kayanda, hereby declare that this dissertation represents my own research work, has never been previously submitted for a degree at this or any other University and does not include any published work or material from other dissertations.

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APPROVAL

This dissertation by Gloria Kayanda is approved as fulfilling part of the requirements for the award of the Masters of Arts in History by the University of Zambia.

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ABSTRACT

This study examines the development of postal services in Northern Rhodesia from 1893 to 1964 by focusing on the major transformations in the provision of the services in the territory. The study also analyses the availability and significance of postal services and the challenges encountered by the Postal Department in the provision of the services in Northern Rhodesia. It begins by giving a brief background of how pre-colonial African societies communicated before the introduction of regular postal services. Postal services were first introduced in the territory in 1893 at Abercorn in order to facilitate official communication between administrative centres.

The study showed that in its initial stage of development, the Post Office was entirely concerned with the mail service. Transformations in the mail conveyance were influenced by technological advancements in the transport system. The first utilised mode of transport was the mail runner service which was later reinforced by the ox-cart, train, canoe, motor, and aircraft mails services. The study also revealed that the Post Office extended its service provision beyond handling of mails to include telegraph, telephone and wireless services to facilitate rapid communication.

The extension of postal services to various parts of the country was influenced by the growth of administrative and industrial centres, where postal services were needed to facilitate communication. Therefore, postal services were more available in administrative and industrial centres, than in outlying areas where people had to walk long distances to access them. It has been argued, however, that achieving effective provision of services was not easy as the department encountered various challenges. These included boundary disputes, natural challenges and inadequate trained postal staff. Such challenges hampered the normal operations of the Postal Department in its effort to facilitate communication through provision of postal services to the public.

DEDICATION

To my late father, Mr. Fred Watson Kayanda who always emphasised the importance of education but did not live long enough to witness my achievements.

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LIST OF ABBREVIATIONS

ALC	African Lakes Corporation
ANC	African National Congress
BSA Co.	British South Africa Company
CAA	Central African Airways
CACC	Central African Correspondence College
GPO	General Post Office
NER	North-Eastern Rhodesia
NR	Northern Rhodesia
NWR	North-Western Rhodesia
PMG	Postmaster-General
SR	Southern Rhodesia
TCL	Tanganyika Concession Limited
UNIP	United National Independence Party
UPU	Universal Postal Union
VHF	Very High Frequency
WWI	World War One
WWII	World War Two

LIST OF OLD AND NEW NAMES

OLD NAMES	NEW NAMES
Abercorn	Mbala
Balovale	Zambezi
Bancroft	Chililabombwe
Barotseland	Western Province
Bechuanaland	Botswana
Belgian Congo	Democratic Republic of Congo
British Central Africa (Nyasaland)	Malawi
Broken Hill	Kabwe
Cecil Avenue	President Avenue (Ndola)
Elisabethville	Lubumbashi
Feira	Luangwa
Fife	Isoka
Fort Jameson	Chipata
Fort Rosebery	Mansa
German East Africa (Tanganyika Territory)	Tanzania
Kalungwisi	Kawambwa
Kansanshi	Solwezi
Mankoya	Kaoma
Mongu- Lealui	Mongu
Northern Rhodesia	Zambia

Portuguese East Africa

Mozambique

Portuguese West Africa

Angola

Salisbury

Harare

Southern Rhodesia

Zimbabwe

Tanganyika Province

Northern Province

LENGTH AND WEIGHT MEASURES

Length

1 Inch 2.54 Centimeters

1 Kilometer 0.62 Miles

1 Mile 1.6 Kilometers

1 Meter 3.28 Feet

Weight

1 Ounce 28.35 Grams

1 Pound 0.45 Kilograms

1 Kilogram 2.2 Pounds

1 Short Ton 0.9 Metric Tons

1 Long Ton 1.016 Metric Tons

1 Metric Ton 0.984 Long Tons

1 Metric Ton 1.102 Short Tons

CHAPTER ONE

INTRODUCTION AND HISTORICAL BACKGROUND

The history of postal services in Northern Rhodesia (NR) dates back to 1893 when the first Post Office was opened at Abercorn (now Mbala).¹ The Post Office dealt with sending information that was mainly in written form. Although the written word played a key role in the introduction of organised regular postal services in NR, the practice of sending information among pre-colonial people living north of the Zambezi existed long before the introduction of written word. There were various methods employed by Africans to send accurate information to places near and far away without writing. According to Cole-King, each stage of man's development was associated with the advancement in his/her skills to move ideas and goods from one place to another.²

The earliest and most popular method that was used to convey important messages in the African society was the word of mouth.³ The flow and circulation of information among people of various parts of NR was through the word of mouth. Messengers could either be formally sent or a person could carry messages as he or she went from one village to the other on his or her own business. The process of sending information from village to village through messengers was known as *kalomolomo* (mouth-to-mouth) among the Tonga,⁴ and *nokushimba* among the Lozi.⁵ Through this process, the exchange of information was carried out until everyone in the chiefdom or community was informed. In short, communication was done by physical contact through the word of mouth

¹ Northern Rhodesia Annual Report for the Posts and Telegraphs Department for the period 1st January 1953 to 30 June 1954 (Lusaka: Government Printer, 1955), p. 6.

² P.A. Cole- King, 'Transport and Communication in Malawi to 1891, with a summary to 1918,' in B. Pachai (ed.) *The Early History of Malawi* (London: Longman Group Ltd., 1972), p. 70.

³ Interview, Siyunda Simakando, Libota Village, Mongu District, 18/10/2015. See also K.D. Leaver, *Meet the African* (Salisbury: Southern Rhodesia Information Service, 1961), p. 27.

⁴ Interview, Dominic Mooya, Simoonga Village, Monze District, 25/05/2015.

⁵ Interview, Simakando.

where a messenger delivered information to the intended person. William Chipango added that a messenger sent to collect animals from another village was given a specific number of sticks tied together symbolising the required number of animals.⁶

In times of emergency, beating of drums helped to send out sound messages from one village that could be heard and understood by other people from another village.⁷ Leaver demonstrated that during the initial stage of the drumming method, only a limited number of messages were conveyed owing to the usage of the same type of drums. Thus, different materials were later used to make distinct varieties of drums in order to communicate several messages through varying rhythms and tones.⁸ Upon hearing the sound of the drums that carried varied important messages of either the death of the chief, death of an ordinary person, or birth of the chief's child, villagers quickly rushed to the place where the sound was coming from to get the details of the message. People of Chief Nkula in Chinsali District learnt of a funeral in a neighboring village after hearing strong sounds of drums hit by two distinct sticks. Thus, people gathered from various areas of the village to help the afflicted family.⁹

According to Chipango, slit drums commonly known as *chinkumbi* were sounded among the Luvale people of the Zambezi area (now North-Western Province) to communicate various communal messages.¹⁰ Sounded from a built stand to allow the sound reach very distant places, drums were also used to convey emergency messages in Chipata District of Eastern Province.¹¹

⁶ Interview, William Muzala Chipango, Livingstone, 20th May, 2015.

⁷ Leon Metcalfe, *The Post Office and its Services* (London: Blanford Press, 1972), p. 44.

⁸ Leaver, *Meet the African*, p. 27.

⁹ Interview, Sam Kanyanta, Maramba Old People's Home, Maramba Township, Livingstone District, 12/05/2015.

¹⁰ Interview, Chipango.

¹¹ Interview, Esther Tembo, Maramba Old People's Home Maramba Township, Livingstone District, 12/05/2015.

Furthermore, in Barotseland (now Western Province), funeral messages were sent by word of mouth. It did not matter how long the distance was between the villages where the message came from and where it was going, but it was the responsibility of the next village to extend the message to the next village, *Nokushimba*.¹² This is because sounding of drums was and is still a taboo during funerals among the Lozi.¹³ Emergency war information was circulated through sounding of the royal drums, *mawoma* among the Lozi. These drums were only found at the Litunga's palace in Lealui and in Nalolo at Litunga Lamboela's (female ruler) palace. At the sound of the royal drums, women and children ran for their safety while men ran to the Litunga's palace with fighting weapons in readiness for war.¹⁴

The other method through which messages were sent was through a *ngongi* (bell) or *lingongi* (bells) among the Lozi. Every *silalo induna* (village headman) had a *ngongi* which was used to summon people to his palace for them to be given information about either a new law, tribute labour or working schedule in the royal gardens or construction works.¹⁵ Leaver adds that smoke and fire signal method was also used among Africans of Southern Rhodesia (SR) to convey urgent messages of the approaching of danger.¹⁶ Subsequently, with the growth of international commerce during the Renaissance period, business correspondences by merchants inevitably necessitated the circulation of information through the written word within and between European countries. Guilds or groups of merchants, each with a common trading role were formed. They employed messengers to facilitate the conveyance of official and business letters. However, this service was only restricted to rich people, military and government elite as it was expensive to be

¹² Interview, Simakando.

¹³ Interview, Kaputula Kandonga, Maramba Old People's Home Maramba Township, Livingstone District, 14/05/2015.

¹⁴ Interview, Simakando.

¹⁵ Interview, Simakando.

¹⁶ Leaver, *Meet the African*, p. 27.

afforded by everyone.¹⁷ Thomas Falk and Ronald Abler explained that many European nations began establishing government postal services for the general public use in the Seventeenth Century.¹⁸

The introduction of formal postal services in Central Africa was much influenced by the visits of early travellers, including David Livingstone in the 1850s. These visits paved way for the coming of European missionaries, traders, farmers and administrators from various parts of Europe.¹⁹ Communication was essential among the early visitors to Central Africa. They therefore devised most undependable methods of getting their letters to the East Coast at Quelimane for shipment to Europe in 1861. The methods included giving their letters to unexpected travellers or passing canoes and larger vessels travelling on the main rivers. However, it took over a year for them to receive responses from their letters.²⁰ Besides, a written message would be placed in a bottle that was buried under a tree. For the recipient to easily locate the buried bottle containing the message, the tree was marked with a hanging white painted barrel.²¹

Despite communication difficulties, Europeans continued flocking into Central Africa. Robert Rotberg observed that the Lovedale Institute in South Africa and Dr. James Stewart of Scotland asked missionaries of the Free Church and Church of Scotland after 1874 to establish a mission station in Central Africa in order to keep David Livingstone's name and ideas memorable.²² Tanser noted that in 1876 the Free Church sent Dr. Robert Laws to open a mission station called

¹⁷ Metcalfe, *Post Office and its Service*, p. 48.

¹⁸ Thomas Falk and Ronald Abler, 'Intercommunications Technologies: The development of Postal Services in Sweden,' *Geografiska Annaler Serier B, Human Geography*, 67, 1 (1985), p. 21. (Accessed on Wednesday, 30th April, 2014).

¹⁹ L. H. Gann, *A history of Northern Rhodesia, Early Days to 1953* (London: Chatto & Windus, 1963), pp. 27, 31.

²⁰ Colin .A. Baker, 'The Postal Services in Malawi before 1900,' *The society of Malawi Journal*, 24, 2. (July 1971), pp. 14-15. (Accessed on Wednesday, 30th April, 2014).

²¹ Baker, 'The Postal Services in Malawi before 1900,' p. 16.

²² Robert I. Rotberg, *Christian Missionaries and the creation of Northern Rhodesia 1880-1924* (New Jersey: Princeton University Press, 1965), p. 10.

Livingstonia, on the northern end of Lake Nyasa.²³ In 1877, the Church of Scotland sent the first European traders to open trade routes between the East Coast and the area around the great lakes of Nyasa and Tanganyika.²⁴

The Edinburgh brothers, John and Frederick Moir founded the African Lakes Company (ALC) and opened a trading station at Blantyre in Nyasaland.²⁵ The ALC stimulated missionaries' work by developing legitimate trade around the shores of Lake Nyasa with the use of sailing boats and later a steamer called *Ilala*.²⁶ This enabled the missionaries to send their mails with the Company's steamer down Lake Nyasa and Shire. The Company later handed the mails over to the British Vice Consul who posted them at Quelimane with Portuguese postage stamps.²⁷

In the meantime, the scramble for African colonies among major European powers between 1870 and 1900 was in force, thereby bringing in administrators in most parts of Central Africa.²⁸ Agreements were signed to show boundaries and ownership of various areas of Central Africa in the early 19th Century.²⁹ The signing of the General Act on 2nd July 1890 during the Brussels Conference by all European colonial powers also hinged on matters of communication. They pledged among other issues to create a network of communication through the establishment of roads, railways, and telegraph lines, setting up of administrative stations, protecting commercial undertakings, and missionary interests to facilitate economic progress in the colonies.³⁰

²³ G.H. Tanser, *A visual history of the Rhodesia and Nyasaland* (London: Evans Brothers Limited, 1962), p. 23.

²⁴ L.F.G. Anthony, *North of the Zambezi: A story of Northern Rhodesia* (Lusaka: Government Printers, 1953), p. 17.

²⁵ Anthony, *North of the Zambezi: A story of Northern Rhodesia*, p. 17.

²⁶ Gann, *A history of Northern Rhodesia, Early Days to 1953*, pp. 35-36.

²⁷ Baker, 'The Postal Services in Malawi before 1900,' p. 16.

²⁸ Kenneth Powers Vickery, *Black and White in Southern Zambia: The Tonga Plateau Economy and British Imperialism, 1890-1939* (New York: Greenwood Press, 1986), p. 37.

²⁹ Cole- King, 'Transport and Communication in Malawi to 1891, with a summary to 1918,' p. 84.

³⁰ Gann, *A history of Northern Rhodesia, Early Days to 1953*, p. 67.

However, the burden of development in British colonies was left for private entrepreneurs, as the British administration was unwilling to finance extensive colonisation.³¹ Vickery noted that Cecil Rhodes, a businessperson in South Africa secured British imperialism, mining capital and white settlement north of the Limpopo. He provided the finances that helped to develop the region through a private company of investors (British South Africa Company). This company was supported by a Royal Charter, which was granted on 29th October 1889.³²

Following long discussions between the Chartered Company and the Imperial government, British Central Africa (later Nyasaland) was placed under Imperial control whereas land north of the Zambezi came under the Chartered Company. However, Harry Hamilton Johnston became Her Majesty's Commissioner and Consul General for all land under British control in 1891.³³ In order to regularise the British South Africa Company's position in the area north of the Zambezi (North-Eastern Rhodesia) then administered from British Central Africa, an agreement was signed in March 1891 with the Foreign Office. The Chartered Company paid a sum of £10,000 in exchange for the maintenance of a police force and administration costs.³⁴ Later, British officials were sent north of the Zambezi to build up stations in order to block Arab influences from the European settlement (Missionaries and traders) between Lakes Nyasa and Tanganyika. Thus, a Boma was built in North-Eastern Rhodesia (NER) at Rhodesia near Puta, which was later moved to Kalungwishi in 1892.³⁵ Besides, the opening of British administrative stations north of the

³¹ Gann, *A history of Northern Rhodesia, Early Days to 1953*, p. 68.

³² Vickery, *Black and White in Southern Zambia*, pp. 39-39.

³³ Gann, *A history of Northern Rhodesia, Early Days to 1953*, pp. 69-70.

³⁴ Kenneth Bradley, 'Adventurers Still,' *The Northern Rhodesia Journal* IV (1959-1961), p. 1.

³⁵ Gann, *A history of Northern Rhodesia, Early Days to 1953*, p. 70.

Zambezi was another step taken to facilitate access into the unconquered Bemba land by the British officials.³⁶

Systematically, the Commissioner and Consul-General Johnston instructed Hugh Charlie Marshall, the then Commissioner at Zomba, to establish an administrative station and regular postal services south of Tanganyika on 26th July 1893. The proposed administrative site was established near the village of the Lungu chief called Zombe. However, as a way of avoiding confusing the new site (Zombe) in NER with Zomba in Nyasaland, the former place was later renamed Abercorn after the Duke of Abercorn who was then the President of the British South Africa Company (BSA Co.).³⁷

Apart from being used for defensive purposes, the administrative centre was used to prevent the ALC from maintaining the monopoly of providing mail services on Lake Nyasa and Lake Tanganyika. The ALC was then the main mail carrying Agency on the Tanganyika plateau and their charges for conducting mail services were costly.³⁸ Eventually, Rhodes strengthened his position in 1893, by buying out the ALC that had financial difficulties at the time owing to the long Arab wars. The ALC exchanged all their treaty rights regarding land and minerals for shares in the Chartered Company equivalent to their capital.³⁹

Therefore, upon Marshall's arrival in Abercorn, NER, in October 1893, a Post Office of wattle and daub with a thatched roof was built. The Post Office became necessary as the officials needed to

³⁶ Louis Oger, *The Mponda-Mambwe Dairy 1891-1895* (Kasama: Missionaries of Africa (White Fathers), 1994), p. 44.

³⁷ Edward B. Proud, *The Postal history of Northern Rhodesia*. (East Sussex: Postal history Publications Co., 1997), p. 21.

³⁸ Proud, *Postal history of Northern Rhodesia*, p. 23.

³⁹ Bradley, 'Adventurers Still,' p. 1.

send and receive their mails in a formal manner.⁴⁰ The Abercorn Post Office therefore provided the Europeans residing in the south end of Tanganyika District with government related benefits. It supplied stamps and forwarded letters to the south via Karonga and Lake Tanganyika for people from various missionary stations of ten, twenty and forty miles away.⁴¹ For instance, the missionaries at Mambwe mission received mails on 13th August 1894 from Zombe (Abercorn) and among other issues from the letters was that of *Revue Des Dux Mondes* (Reviews) from Consul Johnson.⁴² Subsequently, additional Post Offices were opened between 1893 and 1894. These included Kalungwishi (later Kawambwa) near Lake Mweru, Sumbu, Fife (Isoka), Katwe, Fort Rosebery (Mansa) and Sokontwe.⁴³ All these offices were controlled from British Central Africa under the supervision of Consul Johnston.

However, in 1894 after a signed agreement between the Company and the Foreign Office, the BSA Company took over the administration of NER from the British Central Africa with Major Patrick William Forbes as the Administrator.⁴⁴ As a result, control of postal services through various Post Offices administered from Zomba came under the control of the BSA Company at Fort Jameson.

In the same regard, the 25th June 1890 agreement gave the Chartered Company power of control and administration over Barotseland (later became part of North-Western Rhodesia).⁴⁵ Eventually, the land north of the Zambezi became so vast that the Company decided to divide the territory into two regions known as North-Western and North-Eastern Rhodesia in 1895 for administrative

⁴⁰ L. H. Gann, *The Birth of a plural society: The Development of Northern Rhodesia under the British South Africa Company 1894-1914* (New York: Manchester University Press, 1958), p. 112.

⁴¹ Proud, *Postal history of Northern Rhodesia*, p. 24.

⁴² Oger, Mponda-Mambwe Dairy 1891-1895, p. 62.

⁴³ T.C.L. Symmes, 'Notes on the Rufous- Naped Lark (Mirafr Africana) and the red- Capped Lark,' *The Northern Rhodesia Journal*, Vol. IV, (1959-1961), p. 390.

⁴⁴ Northern Rhodesia Annual Report for the Posts and Telegraphs Department, 1954, p. 6. See also Gann, *A history of Northern Rhodesia, Early Days to 1953*, p. 74.

⁴⁵ H.C.N. Hill, 'Early Days of Flying in Northern Rhodesia,' *The Northern Rhodesia Journal* IV, (1959-1961), p. 128.

purposes.⁴⁶ Stations, both in North-Western and North-Eastern Rhodesia were few and far between each other. Therefore, the only means of intercommunication was by well organised postal service through mail runners.⁴⁷ This was to allow the flow and circulation of information between officials and their supervisors as well as the public through the mail service.

In 1895, Marshall with the help of Africans rebuilt the old Post Office buildings using burnt bricks with corrugated iron roofing sheets at Abercorn, Sumbu, Katwe and Mporokoso that were under his jurisdiction.⁴⁸ With the appointment of Robert Edward Codrington as new Deputy Administrator of NER in 1898, the administration site was built at Kapatamoyo's kraal, which became known as Fort Jameson (now Chipata).⁴⁹ By 1899, this government post consisted of six tin houses among which, was a small Post Office.⁵⁰

North-Western Rhodesia (NWR) came under the administration of Robert Thorne Coryndon, who was appointed as Administrator of the territory in 1897. Coryndon immediately started a survey of a road with the view to establishing a permanent postal service from Bulawayo to Barotseland.⁵¹ This was because the existing mail runner service to Barotseland at the time was one organised by a former missionary John Smith Moffat who later became a BSA Company representative at Bulawayo in 1890. This mail runner service was not a regular one. Thus, a monthly mail runner service was organised by Coryndon in March 1898 and it now took twenty-five to thirty days

⁴⁶ Kenneth Bradley, 'Company Days, The rule of the British South African Company in Northern Rhodesia,' *The Northern Rhodesia Journal* IV (1959-1961), p. 446. See also W.V. Brelsford, *Generation of Men: The European Pioneers of Northern Rhodesia* (Salisbury: Stuart Manning (PTY) Ltd., 1965), p. 32, Proud, *Postal history of Northern Rhodesia*, p. 14.

⁴⁷ Cullen Gouldsbury and Hurbert Sheane, *The Great Plateau of Northern Rhodesia; Being some impressions of the Tanganyika plateau* (London: Eward Arnold, 1911), p. 5.

⁴⁸ Proud, *Postal history of Northern Rhodesia*, p. 24.

⁴⁹ Gann, *A history of Northern Rhodesia, Early Days to 1953*, p. 95.

⁵⁰ Proud, *Postal history of Northern Rhodesia*, p. 35.

⁵¹ Bill G.D. Williams, 'Some Early Mail Runner Services,' *The Northern Rhodesia Journal*, IV (1959-1961), p. 601.

between Bulawayo and Lealui.⁵² Consequently, regular postal services began in 1899 with the opening of Postal Agencies which, included Kazungula, Sesheke, Kasempa, Lealui, Kalomo, and Nanzela south of the Kafue River.⁵³ Postal services through the mail service facilitated communication among traders who sent letters through caravans from Pandamatenga and further south to Barotseland.

Despite all the developments in the two territories, the official recognition of the BSA Company's administration and its inclusion in the framework of the Colonial Empire was achieved in different stages. The NWR Order-in-Council of 28th November 1899 granted the Company official administration of the territory though under the control of the Secretary of State for Colonies through the High Commissioner for South Africa.⁵⁴ This followed the moving of the Administrative Headquarters of NWR from Lealui in 1899 to Kalomo until 1907 when they were moved to Livingstone.⁵⁵ Therefore, it can be noted that the official and regular postal services were in operation by 1899 in NWR. Edward Proud noted that in 1900, there were seven postal stations in NWR, notably, Livingstone, Kazungula, Sesheke, Lealui, Kalomo, Monze and Nanzela.⁵⁶

In the same development, the NER Order-in-Council of 29th January 1900 placed the territory officially under the administration of the BSA Company, though its policies were subject to approval by the Secretary of State for Colonies in certain cases through the Commissioner of British Central Africa.⁵⁷ Thus, through this Order-in-Council, Codrington was appointed to a full

⁵² Robert C. Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs* (Salisbury: Kingstons (Pvt.) Ltd., 1967), p. 104. Note, John Smith Moffat was an Assistant Commissioner for the Bechuanaland Protectorate and also representative of the B.S.A. Company in Bulawayo during the negotiations that led to the occupation of Mashonaland in 1890, See T.W. Baxter and R.W.S. Turner, *Rhodesian Epic* (Cape Town: Howard Timmins, 1966), p. 69.

⁵³ Williams, 'Some Early Mail Runner Services,' p. 601.

⁵⁴ Hill, 'Early Days of Flying in Northern Rhodesia,' p. 28.

⁵⁵ Proud, *Postal history of Northern Rhodesia*, p. 81.

⁵⁶ Proud, *Postal history of Northern Rhodesia*, p. 83.

⁵⁷ Bradley, 'Company days in Northern Rhodesia,' p. 1.

Administrator of NER and Fort Jameson became both the postal and administrative headquarters until the amalgamation of the Postal Department of the two territories of NWR and NER in 1908.⁵⁸ To enable effective operation of the established Post Offices, government officials including Native Commissioners, Police Officers, and Native Commissioners' clerks were utilised to carry out postal duties.⁵⁹

When North-Eastern and North-Western Rhodesia were amalgamated through the Order-in-Council of 1911 into a single administration, Livingstone did not only become the administrative Capital of NR but also the headquarters of the General Post Office.⁶⁰ Smith observed that the World War One (WWI) in which the British Empire and its allies became involved from August 1914 onward affected the operations of the Post Office. Overseas mail services soon became interrupted because mail steamers were no longer able to keep to their scheduled sailings or were sunk by enemy navy.⁶¹ For instance, a parcel mail for NR dispatched from London via Beira on board *S.S Author* was sunk by the enemy submarine on 5th January 1916.⁶²

However, the flow and circulation of information among Her Majesty's forces in East Africa was still maintained through the mail service. As noted by Proud, free postage benefits of letters and postcards were granted to the soldiers on active service in 1918 but mails to the soldiers were at 1d. per ½ oz (ounce).⁶³ Though referring to Nyasaland, Ian Linden acknowledged that governments under British control were informed through the mail service of the appalling

⁵⁸ Gann, *A history of Northern Rhodesia, Early Days to 1953*, p. 95. See also Proud, *Postal history of Northern Rhodesia*, p. 91.

⁵⁹ NAZ, A5/1/10, The Comptroller Posts and Telegraphs Report, 31st March, 1905, p. 2.

⁶⁰ Bradley, 'Company Days, in Northern Rhodesia,' p. 449.

⁶¹ Smith, *Rhodesia- A Postal History*, p. 184.

⁶² Northern Rhodesia Government Gazette, VI, Postal Notice 1, (Livingstone: Administration Press, 1916), p. 12.

⁶³ Proud, *Postal history of Northern Rhodesia*, p. 103.

conditions in which His Majesty's troops and carriers fought.⁶⁴ This assisted in sending to the War Front much needed help in various forms including food, medicine and other necessities to sustain the troops.

In 1924, the Colonial Office took over the administration of NR from the BSA Company. Therefore, all the stocks of stamps from the Post Offices in NR that were used during the BSA Company rule were sent to the General Post Office in Livingstone to be destroyed by water at the gorge below where the water was a roaring torrent so that discovery would be impossible.⁶⁵

Besides, the General Post Office (GPO) became a government department and was admitted to the membership of the Universal Postal Union (UPU) on 1st January, 1926 to acquire international recognition.⁶⁶ The UPU was established in 1875 with its permanent headquarters at Bern, Switzerland under the Universal Postal Convention of 1874. It became a specialised agency of the United Nations in 1947 to provide information and technical advice that would assist cooperating nations in improving their postal services.⁶⁷ Therefore, international recognition was vital for NR to facilitate easy communication through postal services with the outside world. Postal authorities in the member countries promised to handle mail with equal care no matter where the mail came from or where it was going.

During the period of the Federation of Rhodesia and Nyasaland between 1953 and 1963, Mr. N.A Thomson who was the Postmaster-General (PMG) for NR became the first PMG of the Federation.

⁶⁴ Ian Linden, *Catholics, Peasant and Chewa Resistance in Nyasaland 1889-1939* (London: Heinemann Educational Books Ltd., 1974), p. 110.

⁶⁵ H.C. Dann, *The Romance of the Posts of Rhodesia, British Central Africa and Nyasaland* (London: Frank Godden Ltd., 1940), pp. 19, 22.

⁶⁶ Zambia, 'Postal Services Corporation Profile.'

⁶⁷ George A. Codding, 'The Universal Postal Union', *Macmillan Family Encyclopedia* (New Jersey: Arete, 1980), p. 461.

It was arranged by the Federal government to bring the postal services in NR to the same standard as those of SR as the latter's services were already in advanced stages in terms of development.⁶⁸

STATEMENT OF THE PROBLEM

While postal services as means of communication have been a subject of academic inquiry in many parts of the world, on the contrary, the same services that contributed to various forms of communication in Northern Rhodesia have not attracted much scholarly attention. This is despite the critical role that communication through the postal services played in the nation's development. The study therefore examined the development and transformations that the postal services in Northern Rhodesia went through in an attempt to appreciate the role they played in enhancing communication between 1893 and 1964.

OBJECTIVES OF THE STUDY

The main aim of study is to examine the development and transformations of postal services in Northern Rhodesia during the colonial period. The specific objectives of the study are to:

1. Examine the development of postal services during the colonial period in Northern Rhodesia;
2. Investigate the availability and significance of postal services during the colonial period in Northern Rhodesia; and
3. Examine the challenges faced by the Postal Department in an attempt to provide postal services in Northern Rhodesia.

⁶⁸ Smith, *Rhodesia- A Postal History*, p. 267.

RATIONALE

The study will help in appreciating the history of postal services in Northern Rhodesia with regard to their development, availability significance as well as the challenges faced by the Post Office in its operations from 1893 to 1964. Postal services were chosen as they were important in the enhancement of communication and delivery of goods and services that facilitated and contributed to the territory's development. Lastly, it is hoped that this study will stimulate further research on other institutions of significance to national development.

LITERATURE REVIEW

A survey of literature on the history of postal services suggests that a lot has been written in Africa and the world as a whole. Literature on postal services in NR during the colonial period does not discuss in sufficient detail the history of the development and transformations of postal services in NR from inception to 1964. Nevertheless, some of the available literature on postal services provides useful background information for the study.

In his study of *Transport and Communication in Malawi*, A. P. Cole-King demonstrated that Africans before pre-colonial period communicated to maintain cohesion. The need for contacting each other in their semi-permanent system of villages was necessary for the growth of well-defined villages.⁶⁹ This work is important to the current study as it gives insights of traditional communication among pre-colonial African communities and how it influenced well organised political structures.

K.D. Leaver's work on traditional communication sheds light to the study on how Africans communicated before the introduction of postal services. In his work, Leaver has demonstrated

⁶⁹ Cole- King, 'Transport and Communication in Malawi to 1891, with a summary to 1918,' p. 71.

that before the introduction of the written word in SR, chiefs used varying traditional methods of conveying important information for either warning of danger or calling of people together.⁷⁰ His analysis of traditional methods of communication is significant to the current study which shows how such methods were integrated into the regular postal system in an attempt to explore the development of postal services in NR.

Like Leaver, Leon Metcalfe also wrote on the various traditional methods used to convey messages in the early times before writing intensified among the American Indians.⁷¹ Important to the present study, Metcalfe explores further beyond traditional methods of communication and highlights the development of well-organised postal services in Great Britain. His work reveals how various postal services functioned and facilitated communication. The present study attempts to explore further and discuss the availability, significance of postal services and challenges faced by the Postal Department in its operations.

Colin A. Baker's work is important to this study. It gives an insight of the coming of early travellers and missionaries to Central Africa. His study reveals various forms of communication that were utilised by the early visitors to Central Africa until the advent of formal organised postal services in the later part of the nineteenth century. Baker concluded that many changes and improvements in the postal services were facilitated by the Malawian mail runners. He portrays mail runners as the backbone of the mail service.⁷² Baker's work is silent on the significance of postal services and how the latter were accessed and utilised to promote national development, which the current study attempts to explore.

⁷⁰ Leaver, *Meet the African*, p. 28.

⁷¹ Metcalfe, *Post Office and its Service*, p. 44.

⁷² Baker, 'The Postal Services in Malawi before 1900,' pp. 47-48.

The study done by Dann is very important to the present study as it gives the early historical development of postal services in NR to around 1930s. Dann demonstrates that the mail service was enhanced by various modes of transportation such as mail runner, ox-cart, canoe, train, motor and aircraft. His work further shows that various mail routes were utilised to enable mail conveyance. While acknowledging some of the challenges like flooded rivers and shortage of trained staff, as early as 1904, Dann ignores various adverse effects the highlighted challenges posed on the operation of postal services. This present study attempts to explore beyond the 1930s and discuss how postal services were accessed as well as how various challenges were alleviated to meet public demands.

Like Dann, A.J. Wills's work on postal services in NR is informative to the current study. Wills analyses the effectiveness of the mail runners. He argues that effective administration of NR depended upon adequate communication that was influenced by the postal system. The postal system rested above all on African mail runners.⁷³ Wills' work is silent on the importance of postal services and how they were accessed by consumers, which the present study attempts to explore.

Winifred Tapson is another historian whose work is essential to the study. The work highlights challenges faced by the postal authorities with regard to mail conveyance owing to the effects of the rain season on roads. Tapson's argument is that despite the introduction of motor vehicles as a swifter mode of mail conveyance, mail runners' service was critical during the rain seasons on impassable roads. Motor mail transport was intended to modernise the mail service in NR but to the contrary, delays in mail conveyance were inevitable owing to impassable roads during the rain

⁷³ A.J. Wills, *An introduction to the history of Central Africa* (London: Oxford University Press, 1967), p. 221.

seasons.⁷⁴ She argues that African mail runner mode of mail conveyance was never rendered redundant as the former were always reliable and punctual in service delivery.⁷⁵

In his study of *Stamps and Postal History of Northern Rhodesia* between 1963 and 1965, Allan Drysdall established that the mail service was enhanced by the airways and Mobile Post Office as a mode of mail conveyance.⁷⁶ Although in general, Drysdall acknowledged that the Mobile Post Office provided access points to people of Fort Jameson by conducting a weekly service along the main road leading to and from Fort Jameson. The current study examines various postal services that facilitated communication in NR. It also investigates the significance of postal services critical to national development and examines the challenges faced by the Post Office in the provision of the services.

Edward Proud emulated Dann through his work on the postal history of NR. His work is critical to the current study on various aspects of postal development in NR. Proud unlike Dann goes a mile further to highlight how the Mobile Post Office provided postal services to rural areas in Fort Jameson and administrative areas such as Lusaka. His study unlike Drysdall's, highlights a schedule and specific areas of access points of postal services in Fort Jameson and Lusaka.⁷⁷ Like Dann and Drysdall, Proud's study portrays the mail service to be the only service that facilitated communication in NR. His work lacks detail on the challenges faced by the postal department in its effort to provide postal services and he is silent on the significance of postal services which the current study attempts to deal with.

⁷⁴ Winifred Tapson, *Old Timer* (Cape Town: Howard Tim Mins, 1957), p. 76.

⁷⁵ Tapson, *Old Timer*, p. 75.

⁷⁶ Allan R. Drysdall, *The Stamps and Postal History of Northern Rhodesia and Zambia, 1963-1965* (London: Robson Lowe Ltd, 1976), p. 12.

⁷⁷ Proud, *Postal history of Northern Rhodesia*, pp. 362-363.

Michael Gelfand's work is essential to this research as it also gives a brief historical development of postal services in both NWR and NER. Gelfand observed that NER was at first ahead of NWR in telegraphic facilities as telegraph offices were built at Abercorn, Fort Jameson, Kituta and Fife by 1902.⁷⁸ The study does not examine the challenges encountered by the Postal Department in the provision of postal services.

Pollock's study is yet another source of insights to this study on mail and telegraphic services. The study complements Gelfand's study. Pollock demonstrates that mail runners were critical in the distribution of mails from and to Post Offices along and off the line of rail. He argued that telegraph service in NWR was established in 1904, thereby linking the former with Southern Rhodesia.⁷⁹ The study is, however silent on other services that facilitated rapid communication in NR and the outside world. Pollock's work did neither take into account how postal services were accessed, their significance nor examine the challenges faced by the Postal Department in its operations.

Richard Kesner has recognized the Post Office as a revenue generating department for the Imperial Government. Kesner argues that postal services were important in establishing stronger ties within the empire and also as a stimulus to business.⁸⁰ He further demonstrated that the Postal Department in trying to maintain monopoly of postal business sought to develop new forms of communication such as telegraph, telephone and wireless services. The services linked together various corners of the empire, and as commercial activities increased, the business community became the largest

⁷⁸ Michael Gelfand, *Northern Rhodesia in the Days of the Charter* (Oxford: Basil Blackwell & Mott, Ltd., 1961), p. 113.

⁷⁹ Norman H. Pollock, Jr., *Nyasaland and Northern Rhodesia: Corridor to the North* (Pittsburgh: Duguesne University Press, 1971), p. 393.

⁸⁰ Richard M. Kesner, *Economic Control and Colonial Development* (Oxford: Green Wood Press, 1981), p. 126.

users of the services which were expanded in response to their needs. The work is critical to the current study as it sheds light on the significance of postal services.

The article by A.M. Ogilvie, on *A New History of the Post Office* and that of Arthur Hecht, *Pennsylvania postal history of the eighteenth century* are important to our study as they both highlight the provision and importance of postal services. Ogilvie argued that postal services saved as a mechanism for the reinforcement of formal trade and commerce.⁸¹ Hecht demonstrated that Post Offices were opened in some communities due to petitions and recommendations of prominent people in those areas. He noted that the wide distribution of mails, especially newspapers enabled the spread of democratic ideas thereby preventing political corruption in most governments.⁸² However, neither scholars provides specific details of the development and transformations that took place in the provision of postal services.

Robert Smith, who has written extensively about postal services in Rhodesia, argues that the development of Northern Rhodesia's postal services had its influence from SR. Conveyance of mails and telegrams from London were circulated to NR via Salisbury en route to Cape Town and vice versa.⁸³ Smith demonstrated that mail service was important during the First and Second World Wars. Telegraphic services were necessary to the early development of the territory before the introduction of the telephone service that supplanted the former for social and business purposes.⁸⁴ Smith's work highlights some challenges faced by the postal authorities during service

⁸¹ A.M. Ogilvie, 'A new history of the Post Office,' *The Economic Journal*, 23, 89 (March, 1913), pp. 137-138.

⁸² Arthur Hecht, 'Pennsylvania Postal History of the Eighteenth century: Pennsylvania History,' *A Journal of Mid-Atlantic studies*, 30, 4 (October 1963), p. 424.

⁸³ Smith, *Rhodesia- A Postal History*, pp. 104-107.

⁸⁴ Smith, *Rhodesia- A Postal History*, pp. 133-139.

provision and how they were alleviated to meet public demands. Smith's work is critical in informing the present study.

The study done by Falk and Abler analyses the process, by which postal services were established, extended and utilised by the public in Sweden. The study is yet another important source of insights on how postal services were accessed by the consumers. Falk and Abler argue that improvement in transport technology and the growth of commercial and industrial businesses were influential in the extension of postal services. However, government had the right to increase the number of access points of postal services depending on the extent to which the services are bought.⁸⁵ The study has demonstrated that the value of postal services by potential user went with the prerequisite skills necessary to utilise the services.⁸⁶

In his study of Administration of Posts and Telecommunication in Malawi, Baker gives a summary of the transformations that took place in the provision of postal services in Malawi. Baker argues that the Postal Department extended its functions beyond the handling of mails to include telegraph and telephone services. He noted that the Postal Department faced difficulties during the world depression that necessitated the cutting down of the annual budget.⁸⁷ Baker depicts the dissolution of the Federation of Rhodesia and Nyasaland in 1963 as not having affected the operations of the Postal Department in Malawi. He argues that when the Malawi Government took over the formal responsibility of posts and telecommunications on 1 November, 1963, the Postal Department had sufficient staff.⁸⁸ This work is important to our present study as it gives insights of why NR

⁸⁵ Falk and Abler, 'Development of postal services in Sweden,' p. 23.

⁸⁶ Falk and Abler, 'Development of postal services in Sweden,' p. 26.

⁸⁷ Baker, 'The Administration of Posts and Telecommunications 1891-1974,' *The Society of Malawi Journal*, 29.2 (July, 1976), p. 18.

⁸⁸ Baker, 'The Administration of Posts and Telecommunications 1891-1974,' p. 24.

government at the dissolution of the Federation experienced acute shortage of experienced and trained staff necessary to carry out postal duties.

RESEARCH METHODOLOGY

This study is based on the qualitative research methodology. Data for this study came from various sources. The starting point was the University of Zambia main Library that provided initial information from various published and unpublished sources. These sources included books, journal articles, MA Dissertations, PhD Theses, Posts and Telegraphs Department Annual Reports, Annual Reports from other Departments on communication, Hansard of the Legislative Council, Government Gazettes, Zambia Daily Newspapers, Nshila newspapers and research papers. These provided information, which directed the study regarding the development, availability, significance and challenges faced by the Postal Department in the provision of postal services to the public. The Posts and Telegraphs Department Annual Reports provided statistics that helped to analyse the development and transformations in the provision of postal services.

The National Archives of Zambia (NAZ) provided primary data on various aspects critical to follow the development, provision of services and challenges faced by the Postal Department during its endeavor to provide postal services in NR during the period under study. These included numerous official correspondences and other documents notably, District Note Books, Northern News, Central African News, Bulawayo Chronicles, and Nshila Magazine. The Livingstone Museum Library, Archives section provided Livingstone Mail and Mutende News that furnished the study with information regarding the significance, development, and constraints met by the Postal Department in the provision of postal services in Northern Rhodesia.

The final part of data collection involved fieldwork in the following districts of Livingstone, Pemba, Monze, Luanshya, Mongu, Limulunga and Nkeyema. Here, I interviewed a number of

selected individuals on account of their age and also work experiences in the colonial period, using either English or Tonga to find out how Africans were able to communicate prior to the introduction of postal services. Information was also obtained on how postal services were accessed by various users as well as the significance of postal services, critical to national development.

Data collected from the different sources was analysed, compared and contrasted in order to come up with a narrative that is as objective as possible. For, example oral data was used to supplement and affirm data from written sources.

ORGANISATION OF THE STUDY

The study has five chapters. The first chapter is the introduction and historical background. It briefly addresses the theme of the dissertation, provides the background to the study and attempts a review of some scholarly works relevant to the study. The second chapter discusses the development of postal services in Northern Rhodesia. It focuses on the various transformations that took place in the provision of postal services aimed at enhancing communication in the territory. Chapter three investigates the provision of postal services during the colonial period. It focuses on how people in the different locations of NR were able to access postal services but also attempts a discussion of the significance of postal services in the territory. The fourth chapter assesses the challenges met by the Postal Department in the provision of postal services and its responses in alleviating these challenges. The final chapter is the conclusion of the study.

CHAPTER TWO

DEVELOPMENT OF POSTAL SERVICES

Introduction

The chapter examines the development of postal services from 1900 to 1964. It focuses on the services in the category of mail, telegraph, and telephone services that facilitated the development of communication across Northern Rhodesia (now Zambia) and the outside world. The first part of the chapter demonstrates that the early stages of regular postal services in Northern Rhodesia in 1900 were dominated by mail service; under which various transformations took place in the mode of mail conveyance that ranged from mail runner, ox-cart, train, motor vehicle, canoe, aircrafts, to mobile Post Offices in order to enhance communication in Northern Rhodesia. Even though the later methods of mail conveyance superseded the earlier ones, earlier methods were not completely abandoned but remained supplementary to the latter. This was to reinforce and enhance the flow and circulation of information in the territory.

The chapter further shows that telegraph and later telephone services were introduced to supplement the mail service as a way of facilitating rapid communication in the territory's major stations both along and off the line of rail. Though established at different times in the two territories, the telegraph service facilitated the amalgamation of the North-Eastern and North-Western Rhodesian Postal Departments in 1908. The introduction of the telephone service at a later stage of postal development did not supplant the utilisation of the telegraph service but the two worked simultaneously. Subsequently, wireless service was introduced to enable official and commercial correspondences among outstations of Northern Rhodesia.

Mail services

Mail runner service

The mail service was the earliest postal service provided by the Post Office in the two territories of NWR and NER at the beginning of regular postal services in 1900. African mail runners were the first means of mail conveyance through various stations along the mail routes. Edward Proud observed that the rural communities were encouraged to clear paths and provide canoes to facilitate easy movements for the mail runners.¹ On the contrary, A.J. Wills argued that the work only involved widening of the footpaths, as they already existed.² Thus, mail runners carrying mail for various destinations within the territory followed routes from Boma to Boma.³ It can be noted that the introduction of postal services made most of the traditional forms utilised by Africans to become less useful. Nevertheless, some of the African methods of communication were formalised by the colonial government. For instance, the word of mouth (*kalomolomo* or *nokushimba*) took the form of organised relay system carried out by mail runners with mail bags who continued handing them over to the next fresh runners along a particular mail route until mail reached their destination. Map I illustrates the movement of mail through various routes.

As noted by Michael Gelfand, 'a weekly mail service before 1901 was introduced between Fife, Abercorn and Kalungwishi. Mail for Chambeshi, Tanganyika and Mweru Districts were received at Karonga on the northern end of Lake Nyasa and those for Abercorn were picked from Kota Kota.'⁴ Similarly, the establishment of the BSA Company in the Luapula District by 1900, to prospect for minerals, necessitated continuous communication between the administrative centres

¹ Proud, *Postal History of Northern Rhodesia*, p. 24.

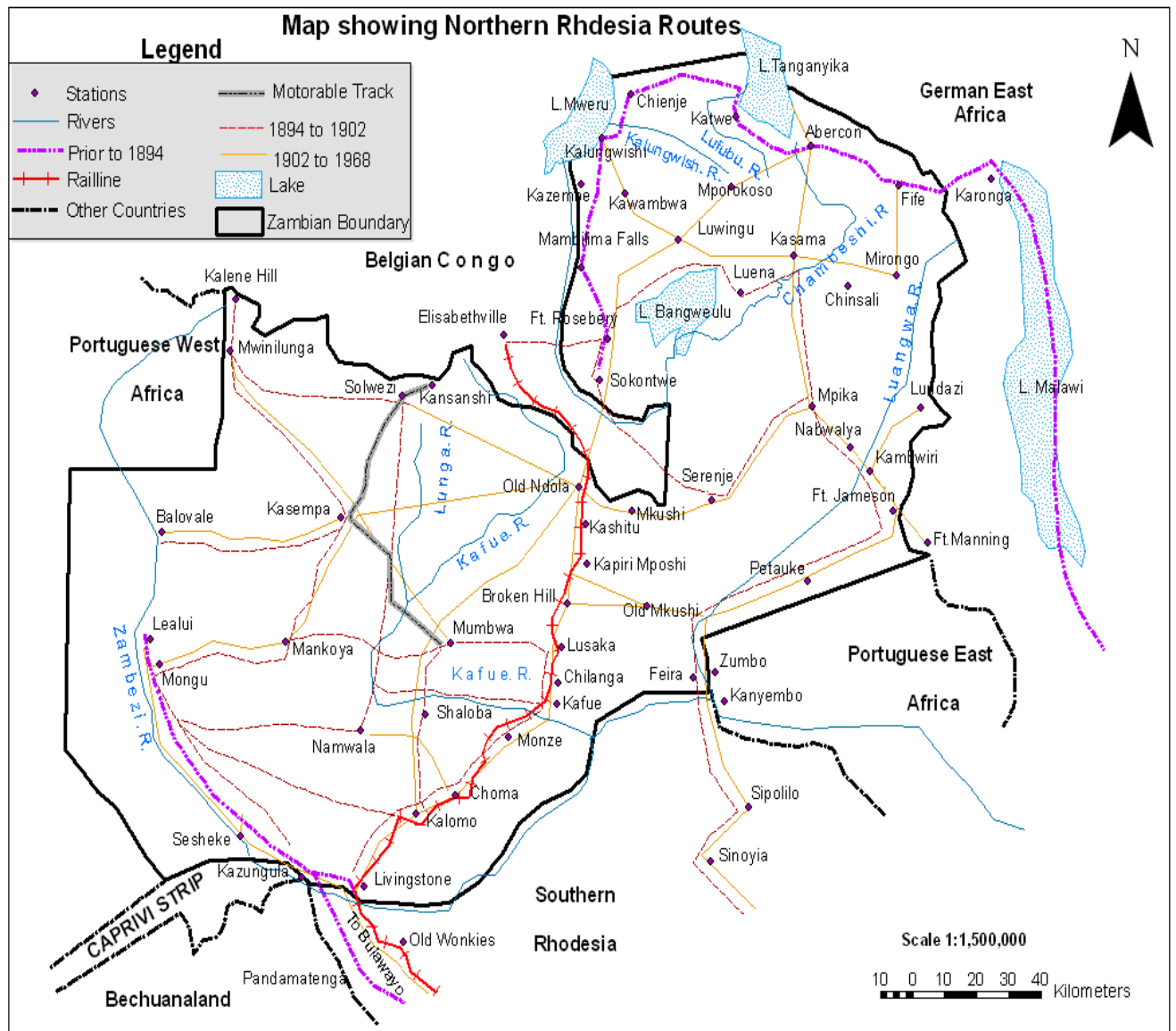
² Wills, *An introduction to the history of Central Africa*, p. 220.

³ W.V. Brelsford, *Generation of Men: the European pioneers of Northern Rhodesia* (Salisbury: Stuart Manning (PTY) Ltd., 1965), p. 121.

⁴ Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 113.

of Fort Rosebery in the former district, and Serenje in the West Luangwa District. Thus, for mail to reach Serenje, mail runners had to travel from Mansa via Luwingu and Kasama to Mpika until mail was delivered to Serenje.⁵

MAP I: NORTHERN RHODESIA MAIL ROUTES



⁵ Nedson Sichula, 'The Pedicle Road 80 Years of headache,' Zambia Daily Mail, Tuesday 27th September, 1983, p. 4. Note: Fort Rosebery is now Mansa.

Mwelwa Musambachime noted that due to the long distance of 709 kilometers, mail runners took two weeks to deliver the mail to the newly established administrative centre of Sokontwe en route to Fort Rosebery.⁶ According to Nedson Sichula, permission was requested by the administration of NER from the Belgian Congo (now Democratic Republic of Congo) administration in August 1902 to link Fort Rosebery with Serenje through the Pedicle. Permission was granted on condition that runners carried along with them a pass stamped by the Native Commissioner at either Serenje or Sokontwe.⁷ Mail runners were not allowed to carry arms or recruit porters in Congo.⁸ The arrangement would be terminated at short notice if the conditions were violated by the administration of NER. Consequently, conveyance of mail from Fort Rosebery to Serenje in January 1903 was re-routed from Sokontwe via the Pedicle until mail arrived at Serenje.⁹

The change of the route reduced the distance from 709 to 364 kilometers, thereby hastening mail delivery.¹⁰ Meanwhile mail from Europe destined for NER was sent through the East Coast by the way of Chinde in the British Central Africa. From the latter, the Postal Department through its mail runner service conveyed the mail to the ports on Lake Nyasa. Thus, the BSA Company paid the Protectorate a subsidy of £425 for the service. Fresh African mail runners picked the mailbags from the ports and delivered them to Fort Jameson (now Chipata) in NER.¹¹ Gelfand added that the use of this route was not sustained owing to various reasons. The distance was too long as it

⁶ Mwelwa Chambika Musambachime, 'Anglo-Belgian negotiation on the Northern Rhodesia- Belgian-Congo boundary 1890-1964. Research Paper,' 1990, p. 61.

⁷ Sichula, 'The Pedicle Road 80 Years of headache,' p. 4. See also Musambachime, Northern Rhodesia-Belgian-Congo boundary, p. 60.

⁸ Musambachime, 'Northern Rhodesia- Belgian- Congo boundary,' p. 61. See also Sichula, 'The Pedicle Road 80 Years of headache,' p. 4.

⁹ Sichula, 'The Pedicle Road 80 Years of headache,' p. 4. See also Musambachime, Northern Rhodesia- Belgian-Congo boundary, p. 61.

¹⁰ Musambachime, 'Northern Rhodesia- Belgian-Congo boundary,' p. 61.

¹¹ Pollock, Jr., *Nyasaland and Northern Rhodesia*, p. 237. Note: British Central Africa later became known as Nyasaland and now Malawi.

took nine weeks for mail to reach Fort Jameson.¹² It became more expensive after British Central Africa increased its transit charge rates for parcels from London to NER.¹³ Norman Pollock observed that the BSA Company on the other hand took advantage of the railway that reached Wankie by 1903 from South Africa and kept extending further to the north.¹⁴

Therefore, the administration of NER discontinued conveying mail by way of Chinde and British Central Africa to England in 1903. Instead, all mail was forwarded through Cape Town and Salisbury in Southern Rhodesia (now Zimbabwe).¹⁵ H.C. Dann argued that from the latter, mail runners carried the mail through Sipolilo, Feira, Nyalungwe, and Nyimba until they reached Fort Jameson. The route changed slightly from time to time due to shortages of food, water and removal of villages as well as the presence of tsetse flies.¹⁶ According to Gelfand, the mail subsidy of £425 paid by the BSA Company to British Central Africa in consequence was stopped.¹⁷ Once the Chinde route was discontinued, there was acceleration of mail service delivery.¹⁸

Before 1901, mail for NWR was sent from Bulawayo (sorting centre) to Francistown by train every week.¹⁹ From the latter, it took mail runners eighteen to twenty-five days for them to carry the mail via Manu's village and Pandamatenga until mail reached the Victoria Falls.²⁰ The fact that the route was long and arduous owing to long stretches with waterless sand in the Kalahari Desert, a

¹² Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 113.

¹³ NAZ, A1/4/2/9, Telegram from the assistant Secretary, Mr. A. Miller to the Controller of Posts and Telegraphs, 8th August, 1903.

¹⁴ Pollock, Jr., *Nyasaland and Northern Rhodesia*, p. 237. See also, Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 105. Lillian Kaoma Nanchengwa, 'A history of public road transport in Lusaka, 1889-1987,' MA Dissertation, Lusaka, University of Zambia, 1990, p. 15.

¹⁵ NAZ, A1/4/2/9, Letter from F.T. Jones (Manager and Secretary of N.W.R.) to H. A. Baldock, Controller of Posts and Telegraphs, 25th July, 1903. See also Proud, *Postal history of Northern Rhodesia*, p. 29. Pollock, *Nyasaland and Northern Rhodesia*, p. 371.

¹⁶ Dann, *Romance of the Posts of Rhodesia, British Central Africa and Nyasaland*, p. 74.

¹⁷ Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 113.

¹⁸ NAZ, A1/4/2/9, Letter from F.T. Jones (Manager and Secretary) to H. A. Baldock, Controller of Posts and Telegraphs, 25th July, 1903.

¹⁹ Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 104.

²⁰ Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 112.

more direct route to the Victoria Falls was required. The Bulawayo route via Wankie to Victoria Falls proved to be more direct than the former and therefore it began to be utilised in 1903. With the new service that consisted of a cart drawn trotting oxen on the new route, mail from Bulawayo took nine days to reach Victoria Falls.²¹ B. Williams noted that mailbags were handed over from the latter to fresh Barotse mail runners who carried the mail weekly to the north-west via Kazungula to the mission station at Lealui and another via northeast to Kalomo and other areas including Nanzela, Shalooba and Monze.²² This development amused the Paris Evangelical Missionary Society at Lealui.²³

By September 1903, mail for NWR began to be conveyed by train from Bulawayo to Wankie.²⁴ Falk and Abler observed that railway constructions were necessary to facilitate prospects for economic development.²⁵ The construction of the railroad from Bulawayo to the north through Wankie according to Dann was due to the discovery of the coal deposits at the latter.²⁶ Proud acknowledged that, places of economic development were used as collection and delivery points for mail. Since the railhead had not yet reached the Victoria Falls, mail from Wankie were carried by the ox-cart transport to Livingstone.²⁷ This substitution of the ox-wagon by rail from Bulawayo to Wankie reduced the number of days covered by the ox-wagon from nine to four days.²⁸

To facilitate the conveyance of mail from Lealui via Kazombo to Mwinilunga in 1904, the BSA Company paid a subsidy of £3:10:0 per month to Dr. Walter Fisher, head of the Garanganza

²¹ Smith, *Rhodesia, A postal history-Its stamps, Posts and Telegraphs*, p. 105.

²² Williams, 'Some Early Runner Services,' p. 601.

²³ Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 112.

²⁴ Proud, *Postal History of Northern Rhodesia*, p. 87.

²⁵ Falk and Abler, 'Development of Postal Services in Sweden,' p. 23.

²⁶ Dann, *Romance of the Posts of Rhodesia, British Central Africa and Nyasaland*, p. 84.

²⁷ Proud, *Postal History of Northern Rhodesia*, p. 87.

²⁸ Smith, *Rhodesia, A postal history-Its Stamps, Posts and Telegraph*, p. 105.

mission of the Plymouth Brethren at Mt. Mongora (Kalene Hill). This was before the establishment of the government controlled station at Mwinilunga.²⁹ The mail route became important as other ten people besides the missionaries, utilised the services.³⁰ After the establishment of a civil and police station at Mwinilunga in 1907, eight mail runners were engaged to carry mail between Kasempa and Kalene Hill as the Sub Post Office remained at the latter. In so doing, the administration terminated the payment of a subsidy of £3:10:0 for managing the mail services from Lealui via Kazombo to Mwinilunga to Dr. Fisher.³¹ However, the Sub Post Office at Kalene Hill was closed in 1909 when a Post Office was opened at Mwinilunga.³²

Ox-cart and train mail service

The desire to deliver large quantities of mailbags and parcels as quickly as possible made the Postal Authorities to make use of the new means of transport available on the market.³³ This was the adoption of the ox-cart mail service, started in SR in early 1903, as already stated above. The new service consisted of a cart drawn by trotting oxen that replaced runners on the Bulawayo route via Wankie to Victoria Falls.³⁴ However, the ox-cart service was being replaced by the train mail service as the railway line construction continued advancing from South Africa to the north. The mail runner service continued to be utilised to convey mail to areas off the railway line. The arrival of the railway line at the Victoria Falls in April 1904 facilitated the conveyance of large quantities of mail from the south to Livingstone. From the latter, ox-cart mail service was utilised to carry

²⁹ NAZ, A3/27, Minutes of the District Commissioner of Kasempa, 13th November, 1906. See also letter from the District Commissioner to the Secretary, Kalomo, 21st January, 1907. See also Proud, *Postal history of Northern Rhodesia*, pp. 215-217.

³⁰ NAZ, A3/27, Letter from the District Commissioner to the Secretary in Kalomo, 21st January, 1907.

³¹ NAZ, A3/27, Letter from the Controller Posts and Telegraphs to the District Commissioner's office, Kasempa, 4th April, 1907.

³² Dann, *Romance of the Posts of Rhodesia, British Central Africa and Nyasaland*, p. 27.

³³ Metcalfe, *The Post Office and its Services*, p. 57.

³⁴ Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 105.

mails to Kalomo.³⁵ C. H. Zeederburg operated the service at a monthly subsidy of £135. The service was three times a week between Livingstone Post Office and Kalomo. From Kalomo, mail were carried to Kafue Bridge (north of Livingstone) and then to Mwomboshi (north of Chisamba) once a week in each direction.³⁶

Gelfand observes that there was a great satisfaction given by the ox-cart service on the Kalomo mail route. This was due to a large quantity of mail, which was delivered from Livingstone. Kalomo became a sorting centre for mail that were later conveyed by mail runners to various destinations that included Monze, Kasempa, Nanzela, Kafue Hook and Kansanshi.³⁷ Among the postal agencies established in NWR by 1904, the chief office was at Livingstone.³⁸ This was due to its splendid Post Office building that contained one large office, sorting room, storeroom and two rooms as accommodation of the Postmaster.³⁹ Mail was also sent from Livingstone to Kazungula and Sesheke. Thereafter mail runners carried the mail from the latter to Lealui, but after 8th November 1905, mail runners began to utilise the Kalomo mail route due to the damage caused to the mail by water on the Sesheke - Lealui route. The Kalomo mail route proved very satisfactory even in the rainy season, as there were few big rivers and swamps to render the route impassable. Thereafter, the ox-cart mail service was extended from Kalomo to Mumbwa on 8th August 1905. Contrary to Smith's view that the ox-cart service slowed down the mail conveyance,⁴⁰ the service was a boom to the Tanganyika Concession Limited (TCL) and its employees at Kansanshi Mine

³⁵ Annual Report for Posts and Telegraphs Department (Lusaka: Government Printer, 1st January, 1953 to 30th June, 1954), p. 6.

³⁶ NAZ, A5/1/10, The Controller Posts and Telegraphs Report, 1906, p. 20.

³⁷ Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 114.

³⁸ Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 112.

³⁹ Proud, *Postal History of Northern Rhodesia*, p. 87.

⁴⁰ Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 90.

as it accelerated mail service.⁴¹ Mail destined for Kansashi averaged 150 pounds in weight per week or 500 pounds per month and it continued to increase. Thus, the TCL contributed a subsidy of three pounds, sixteen shillings and ten pence (£3:16:10) per month to the Posts and Telegraphs Department. All mail ferried to Kansanshi bore a delivery charge of six pence per lb.⁴² This development was essential as it generated revenue that helped in meeting administrative costs and accelerated mail delivery service.

Before the introduction of the ox-cart service to Mumbwa, African mail runners carried mail containing large amounts of money in coin form from Mumbwa via Kalomo. Sable Antelope mine near Mumbwa, 150 miles from Kalomo was one of the firms that sent cash through the mail service along the Mumbwa-Kalomo route. From Kalomo, the money was sent to Bulawayo by train, as there were no banking facilities in NR by 1905.⁴³ Apart from enhancing communication, mail service facilitated the conveyance of groceries and other valuables for early Europeans from home (England) and the Union of South Africa to various parts of both North-Western and North-Eastern Rhodesia. There were no yet entrenched stores to provide English groceries. Father Marc Nsanzurwino observed that parcels containing foodstuffs including cheese from Europe were received through the mail service as a quicker and cheaper means of transport.⁴⁴

Once the railway reached Broken Hill (now Kabwe) in 1906, mail for Fort Jameson from the South was sent by rail from Livingstone to Mwomboshi and Broken Hill.⁴⁵ Ogilvie held that the

⁴¹ NAZ, A3/27, Letter from the Tanganyika Concessions Ltd., Kambove to the Secretary to the Administrator of North Western Rhodesia, 12th October, 1905. See also minutes by the Controller of Posts and Telegraphs, 21st July, 1905. Note: the Kansanshi mine began its operations in 1901.

⁴² NAZ, A3/27, Letter from the Controller of Posts and telegraphs to Manager of Tanganyika Concession Ltd., 29th October, 1905.

⁴³ Dann, *Romance of the Posts of Rhodesia, British Central Africa and Nyasaland*, p. 25.

⁴⁴ Fr. Marc Nsanzurwino, Burundi via Email. Nsanzu2000@yahoo.fr. 19th June 2015.

⁴⁵ Proud, *Postal History of Northern Rhodesia*, p. 36.

development of the railways inevitably facilitated their use for the more rapid conveyance of mails.⁴⁶ Pollock observed that the arrival of the railway line at Broken Hill contributed to the reduction in the number of days involved in conveying mail from London via South Africa, Livingstone to Broken Hill, and finally Fort Jameson from forty-seven to either forty or thirty-five, depending on the weather pattern.⁴⁷ When some rivers or streams got dry, movements of mail runners from Broken Hill became easy. Mail runners picked mail from the south for Fort Jameson, from Broken Hill via Mkushi passing through Petauke until mail reached Fort Jameson instead of using the former Sipolilo-Feira route. However, Kenneth Bradley argued that not only were the rains or floods impediment to the movement of mail runners but also, heat and wild animals hampered the movement of mail runners service on various routes.⁴⁸

Alongside railway development, Lilian Nanchengwa acknowledged that missionaries and traders had established the road network though unpaved in the late nineteenth century. The roads included the Great North Road and the Great East Road.⁴⁹ The Great North Road connected from Livingstone to Broken Hill and Ndola. The branch at Lusaka led to Petauke and Fort Jameson, while the one at Broken Hill linked the latter to Mkushi, Serenje and Mpika.⁵⁰ Thus, railways and road networks did not only facilitate quick mail conveyance but also the roads enhanced easy movements of mail runners. Mpika became an important sorting office for mail to and from various places off the railway and those off the Great North Road, which included Fort Jameson, Kasama, Chinsali, Fife as well as England, and South Africa. However, in 1910 mail to and from Fort

⁴⁶ A.M. Ogilvie, 'The rise of the English Post Office,' *The Economic Journal* 3. 11 (September 1893), p. 446.

⁴⁷ NAZ, A5/1/10, The Controller Posts and Telegraphs Report, 1906, p. 16.

⁴⁸ Kenneth Bradley, *The Diary of a District Officer* (London: St Martin's Press, 1966), p. 51.

⁴⁹ Nanchengwa, 'A history of public road transport in Lusaka, 1889-1987,' p. 35. See also Symmes, 'Notes on the Rufous- Naped Lark (*Mirafra Africana*) and the red- Capped Lark,' *The Northern Rhodesia Journal* IV (1959-1961) p. 390.

⁵⁰ Symmes, 'Notes on the Rufous- Naped Lark (*Mirafra Africana*) and the red- Capped Lark,' p. 390.

Jameson began to be sorted from Serenje instead of Mpika owing to an outbreak of sleeping sickness, southeast of Mpika.⁵¹

From Broken Hill, mails for Ndola were carried through the relay mail service. This was because the railway line had not yet reached Ndola. There were three postal relay stations notably, Katembula Hill and Stream, Fiwowo and near the headwaters of the Linga in the region of the Chisalala Mission. Mail runners from Broken Hill handed the mailbags to their colleagues at Lunchu who then continued to Mwalashi to hand the bags to Ndola mail runners.⁵² This accelerated mail service was once more to the benefit of the TCL at Kansanshi mine. Its employees were able to receive their mail in time thereby enhancing social interaction. However, as the railway line reached Ndola in 1909, government arranged with the contractors, Messrs Pauling and Company to convey mails to Ndola.⁵³ This arrangement resulted in mail being carried by rail instead of mail runners, thereby saving on time of mail delivery.

Postal agreements were also signed to facilitate inter-territorial communications and easy conveyance of mail between territories. For instance, postal agreements were signed at Livingstone on 19th July 1906 between the British Protectorate of NWR and the Portuguese colony of Mozambique as well as between the British Protectorate of NER and the Portuguese colony of Mozambique at Salisbury on 30th July 1906.⁵⁴ Further, an agreement was made in 1906 through the intermediary of Southern Rhodesia between NWR and an overseas Portuguese Province of Mozambique to send parcels to Europe and East Africa through Beira at lower rates. Prior to the

⁵¹ Dann, *Romance of the Post of Rhodesia, British Central Africa and Nyasaland*, p. 69. See also John McCracken, *Politics and Christianity in Malawi 1875-1940* (Cambridge: Cambridge University Press, 1977), p. 116.

⁵² Proud, *Postal History of Northern Rhodesia*, p. 36.

⁵³ NAZ, A5/1/10, The Controller Posts and Telegraphs Report, 13th September, 1910, p. 82.

⁵⁴ NAZ, A1/4/2/9, Correspondence between the British South Africa Company and Postmaster-General, Foreign Office, 6th February, 1907.

agreement, parcels from NWR were sent to Europe by way of Cape Town at higher transit charge rates.⁵⁵ The agreement did not only benefit NWR but also NER as it also intensively utilised the parcel post services by way of Beira.⁵⁶

On 25th November 1909, NR Postal Department entered in a verbal agreement with the Beira and Mashonaland and Rhodesia Company. This was to facilitate the conveyance of mail by train from Victoria Falls Bridge to Broken Hill at a cost of two pounds and ten shillings (£2:10:0) per open mile per annum.⁵⁷ The Postal Department of NR in turn agreed to maintain the telegraph lines for the railway Company in NR at a cost of ten shillings (10/-) per month. The intention was not only to alleviate the transport situation in the territory but also to assist with efficient conveyance of mail thereby reducing the distance covered by mail runner and ox-cart services. Another agreement was signed in 1911 between NR and the Katanga District of the Belgian Congo for exchange of parcels. This agreement facilitated the conveyance of mail twice weekly to all settlements along the Railway line between Livingstone and the Belgian Congo as well as once weekly to all stations not served by the Railway line.⁵⁸

Despite the agreements being beneficial to NR, the terms were not usually static. In May 1921, the Beira and Mashonaland and Rhodesia Railway Company decided to increase the charge rates for conveyance of mail to three pounds and ten shillings (£3:10:0) per open mile per annum. This was due to the increased working costs of the railways and increase in the weight of mail carried. The

⁵⁵ NAZ, A5/1/10, The Controller Posts and Telegraphs Report, 1906, p. 17.

⁵⁶ NAZ, A5/1/10, The Controller Posts and Telegraphs Report, 1911, p. 94.

⁵⁷ NAZ, B1/55/2, Letter from Baldock the Controller of Posts and Telegraphs to the Secretary, 17th December, 1921. Note, per open mile is a standard figure of eight, thus the charge rates for conveyance of mail was £3:10:0 per 8 miles per year

⁵⁸ NAZ, A5/1/10, The Controller Posts and Telegraphs report, 13th September, 1911, p. 94.

proposed increase was to be effected on 1st October 1921.⁵⁹ Considering the fact that the original agreement was on verbal terms, NR did not agree on the new proposed rates. Thus, a suggestion was made for a new formal agreement providing for all working arrangements between the two. The Controller of Posts and Telegraphs H. A. Baldock prepared a schedule of the main points for inclusion in the formal agreement.⁶⁰ The draft went through a number of amendments before it was finally signed on 17th July 1922 as a complete and accepted formal agreement by both the NR government and the Railway Company.⁶¹

Canoe service

The canoe service superseded the ox-cart mail service off the line of rail, with big rivers or streams that rendered the routes impassable to cause delay in mail delivery. In 1904, African canoes carried the Barotse mail up the Zambezi River.⁶² In order to improve mail conveyance to Kasempa, the Native Commissioners at Mumbwa and Kasempa arranged the canoe mail services both at the Kafue and Lunga Rivers to carry mail brought to Mumbwa by ox-cart service in 1905. Accordingly, local chiefs were paid a suitable remuneration by the Postal Department for facilitating the delivery of mail to various destinations.⁶³ Besides, because of the mail service, a canoe was placed on the Lofu or Lufubu River to facilitate mail conveyance around areas between Abercorn and Mporokoso. At the same time, bridges were built at all streams between Ndola and Kansanshi to facilitate conveyance of mail between 1906 and 1907.⁶⁴ This service continued to

⁵⁹ NAZ, B1/55/2, Letter from Baldock the Controller of Posts and Telegraphs to the Chief Secretary, 17th December, 1921.

⁶⁰ NAZ, B1/55/2, Letter from Baldock, Controller of Posts and Telegraphs to the Chief Secretary, 24th February, 1922.

⁶¹ NAZ, B1/55/2, Minute from the Acting Legal A divisor, Mr. G. Smith, 28th June, 1922.

⁶² Proud, *Postal History of Northern Rhodesia*, p. 87.

⁶³ NAZ, A3/27, Letters between the Controller of Posts and Telegraphs to the Secretary in Kalomo, 29th July- 7th August, 1905.

⁶⁴ NAZ, A5/1/10, The Controller Posts and Telegraphs Report, 1907, p. 40.

be vital though larger boats (canoes) were later constructed and utilised throughout the period under discussion. For instance, before 1936, all mail from Livingstone to Mongu was conveyed by the Post Mail Boat on the Zambezi River.⁶⁵

Motor mail service

In order to relieve pressure on the mail runners as well as ensure quick conveyance of mail, other means of conveying mail from one place to another came under consideration by the government. The Postal Department advertised for motor tenders to carry mail on various routes in the territory. Motor mail contracts were signed with various motor transport companies to convey mail on various main routes in the territory. These transport companies included the Northern Motor Transport Company, the Thatcher, Hobson and Company, Jones Transport Company and A.O. Dodia.⁶⁶

By 1927, mail runner service began to be replaced by motor mail services along the Great North Road. According to Wills, with the introduction of motor mail service, mail runners continued to deliver mail in outlying districts right up to 1939.⁶⁷ While it is true that motor transport began to be utilised in 1927 to enhance the conveyance of mail in NR, to state that mail runners were used up to 1939 owing to the use of former as the new mode of mail conveyance is ignoring the fact that some administrative centres off the main roads and rural areas could only be easily reached by mail runners to facilitate mail conveyance due to impassable roads. For instance, in 1955, six Nalichi mail runners were utilised to convey mail from Nalichi to Makoya Post Office and also local deliveries of mail from Luampa Post Office were made by mail runners.⁶⁸

⁶⁵ Interview, Simakando, 18/09/2015.

⁶⁶ NAZ, Sec3/116, Minute by the Postmaster-General, 24th July, 1952.

⁶⁷ Wills, *An introduction to the history of Central Africa*, p. 222.

⁶⁸ NAZ, Mankoya Note Book, No, 79, 1955, p. 92.

Mails from Broken Hill passing through Mpika en route to Abercorn along the Great North Road were carried by mail motor lorries.⁶⁹ The Thatcher, Hobson and Company as well as Smith and Kitchen operated this motor mail service.⁷⁰ This route at times was impassable before its improvement. A considerable distance could be covered with branches of trees torn by elephants thus impeding the speed of lorries. As a result, heavier motor lorries began to be utilised to convey mail on rough routes in 1931.⁷¹

The motor service also operated between Livingstone and Katombora as well as between Lusaka and Mumbwa in 1928.⁷² According to Barbara Lamport-Stokes, all places along the route from Limbe in Nyasaland to Fort Jameson in NR were served by motor mail service in 1929.⁷³ The other route on which mail runners were replaced by the motor services was between Kitwe and Solwezi in 1947. Mail was sent from Broken Hill by train to Nkana and then by motor lorry to Solwezi to be carried by mail runners to Mwinilunga.⁷⁴ The introduction of the motor service on the Namwala-Choma route in 1947 led to the reduction in the number of mail runners from twenty-three to four between Namwala and Choma.⁷⁵ This change did not only accelerate mail circulation in the territory but also enabled the government cut on mail runner costs. The Thatcher and Hobson Company was also contracted to transport mail throughout the Copperbelt townships on 4th February 1947.⁷⁶ A bus schedule was arranged for a round trip in which three buses were utilised. They left Ndola, Chingola and Mufulira in the mornings and mail arrived at every other Copperbelt

⁶⁹ Proud, *Postal History of Northern Rhodesia*, pp. 97-99. See also Dann, *Romance of the Posts of Rhodesia, British Central Africa and Nyasaland*, pp. 69-70.

⁷⁰ Nanchengwa, 'A history of public road transport in Lusaka, 1889-1987,' p. 37.

⁷¹ Proud, *Postal History of Northern Rhodesia*, pp. 97-99. See also Dann, *Romance of the Posts of Rhodesia, British Central Africa and Nyasaland*, pp. 69-70.

⁷² Annual Report for Posts and Telegraphs Department, 1954, p. 6.

⁷³ Barbara Lamport-Stokes, 'Limbe Post Office,' *The Society of Malawi Journal*, Vol. 40, No. 2 (1987), p. 12.

⁷⁴ Dann, *Romance of the Post of Rhodesia, British Central Africa and Nyasaland*, p. 28. See also Nanchengwa, 'A history of public road transport in Lusaka, 1889-1987,' p. 45.

⁷⁵ Annual Report for Posts and Telegraphs Department, 1947, p. 4.

⁷⁶ Annual Report, Posts and Telegraphs Department, 1947, p. 4.

office on the same day in the afternoon. Mail was later sorted out into the boxes and those for delivery by postal carriers were sent out the following morning.⁷⁷

Efficiency in mail delivery on the route between Mufulira, Fort Rosebery and Kawambwa, via the Congo Pedicle was facilitated by motor mail services that replaced the mail runner services in 1949. The service operated twice weekly and provided a much faster exchange of mail between the Copperbelt and Fort Rosebery as well as Kawambwa.⁷⁸ With the introduction of the motor mail service, Kawambwa became the terminus of the motor mail route that ran from Broken Hill to Kasama-Luwingu via Kawambwa up to Fort Rosebery. Therefore, the forwarding Post Office for Kawambwa mail was changed from Ndola to Broken Hill, from where mail were forwarded to Kasama by lorries on the Great North Road.⁷⁹ The motor mail service between Kitwe and Balovale, Kasempa and Mwinilunga was also started in June 1950 by the Northern Transport Company to convey mail at a cost of £2,127 per annum charged to the Postal Department.⁸⁰ The conveyance of mail from Mongu, Luampa, Kaoma and Mumbwa in 1950 was carried out by the Serano Transport Company.⁸¹

As the road network kept improving, more advanced modes of transporting mail in the territory were devised. The first imperial mail bus arrived in NR and made its appearance on the Great North Road in 1950. It ran once a week from Broken Hill to Mpika, Kasama, and Abercorn and back to Broken Hill. Later another mail bus was introduced on this route. There were also two other buses that operated on the Great East Road and one of them had an insulated compartment lined with a patent cooling product for the carriage of perishable goods between Lusaka and Fort

⁷⁷ NAZ, Sec3/112, Letter from the Postmaster-General to the Chief Secretary, 23rd May, 1951.

⁷⁸ NAZ, Extract from, The Central African Post, 23rd November, 1950.

⁷⁹ NAZ, Kawambwa Note Book, No. 07, Vol. III. March 1922, p. 67.

⁸⁰ NAZ, Sec3/116, Minutes by the Postmaster-General, 28th July, 1952.

⁸¹ Interview, Simakando, 18/09/2015.

Jameson.⁸² This service was an advantage to the consumers as parcels in food form reached their destination whilst still fresh. The Thatcher and Hobson Company imported the buses from Johannesburg. They were the first vehicles of their kind to be used for mail conveyance purposes only.

Besides, the introduction of motor mail service meant that newspapers would not be received from the Southern Rhodesian presses a week after their printed date.⁸³ It can be noted that the motor mail service sustained a rapid conveyance of mail owing to reduced time in covering long distances and avoidance of certain challenges encountered by other modes of mail service transport. For instance, it was common for mail runners to encounter, and be attacked by lions in most parts of NR. Dominic Mooya observed that ‘...we only experienced delay in receiving our letters when postal boys used a route situated in an area such as the Gwembe valley infested with wild animals especially lions....’⁸⁴

Although the motor mail service proved swifter than the other modes of mail transport, it was not completely reliable especially during the rainy seasons. Dann argued that roads became damaged by water and all sorts of trouble were encountered by motor lorries on rough roads. Thus, both the Postal authority and consumers of services did not consider the motor mail service as an advancement in isolation of the other services it superseded.⁸⁵ For instance, Millward’s mail lorry was bogged down on the road between Liwonde and Ncheu thereby making Fort Jameson go without mail for weeks in 1925. People of Fort Jameson held meetings and eventually signed a

⁸² NAZ, Sec3/113, Vol. I, Extract from Northern News, 9th May, 1950.

⁸³ Tapson, *Old Timer*, p. 76.

⁸⁴ Interview, Dominic Mooya, Simoonga Village, Monze District, 25th May, 2015. See also James A. Henry, *Sixty Years North of the Limpopo* (Salisbury: The Standard Bank of South Africa, Ltd., 1953), p. 38.

⁸⁵ Dann, *Romance of the Post of Rhodesia, British Central Africa and Nyasaland*, p. 72.

petition requesting the government to revert to the old system of mail runner service.⁸⁶ This is an indication that canoe and mail runner services remained critical to facilitating a continuous movement of mail to places that were practically impassable by motor vehicles and those that were off the railway line and main roads.

It can therefore be argued that the development and sustainability of mail service in NR was mainly owed to the participation of African mail runners, just as observed by Baker in the case of Nyasaland where he noted that ‘mail carriers were the backbone of the mail service in Nyasaland.’⁸⁷ Despite the introduction of motor and other services to enable rapid conveyance of mail throughout the territory, mail runners remained indispensable in NR. They continued to be utilised in the distribution of mails to various destinations unreachable by other services.

Mobile Post Office and stamp vending machine services

Alongside the improvements in the mode of conveyance of mail to and from selected areas off the railway line, was the introduction of the mobile Post Office. Metcalfe argued that the Post Office in Great Britain owned special vans, which were used as mobile Post Offices.⁸⁸ In NR, the Public Works Department built and fitted the office to the chassis of the vehicle.⁸⁹ It moved to and from sorting offices, to and from rural areas collecting and delivering mails.⁹⁰ The first mobile Post Office in the territory was brought into service in the Fort Jameson area in June 1948.⁹¹ The introduction of the mobile Post Office was another way of expanding postal business into rural

⁸⁶ Tapson, *Old Timer*, p. 76.

⁸⁷ Baker, ‘The Postal Services in Malawi before 1900,’ p. 49.

⁸⁸ Metcalfe, *Post Office and its Services*, p. 26.

⁸⁹ NAZ, Sec3/113, Vol. I, Extract from Bulawayo Chronicles, 21st January, 1950.

⁹⁰ Metcalfe, *Post Office and its Services*, p. 61.

⁹¹ NAZ, Sec3/113, Vol. I, Extract from Bulawayo Chronicles, 21st January, 1950.

areas without Post Offices. It provided services that included delivery and receipts of letters, registered letters and parcels as well as sale of postage stamps and encashment of postal Orders.⁹²

Additionally, in order to cope with increased postal business in urban areas, electronic stamp-cancelling machines were introduced in 1950 at Broken Hill, Chingola, Kitwe, Livingstone, Luanshya, Lusaka, Mufulira, and Ndola. The hand-operated machines were set up at stations that were not very busy notably Abercorn, Fort Jameson, Kasama, Mazabuka and Monze for handling mails.⁹³ The introduction of stamp vending machines resulted into easy handling of mail and post cards at these stations with great efficiency in the midst of staff shortages. The machine could cancel about 700 letters per minute.⁹⁴ Thus, twenty per cent more of mail were handled in 1950 when the machine was put into use than in 1949.⁹⁵ The stamp-cancelling machines either electronic or manual were used to cancel the stamp as a way of avoiding the public reusing them. They printed a mark on the stamp as evidence of payment for the letter and indicated the post office of origin, date and time when it was posted.⁹⁶

Airmail service

The airmail service was to enhance as quickly as possible the conveyance of mail between places in NR and abroad. The aircraft mode of transport became vital to the government as it linked the territory to the outside world through the swift conveyance of mail. The first airmail was received in January 1932 at Mpika aerodrome.⁹⁷ The later station was considered for the first airmail

⁹² Northern Rhodesia. Eastern Province Regional Council. Minutes of the 6th meeting ...27th and 28th April 1948. See also Drysdall, *Stamps and postal history of Northern Rhodesia*, p. 12.

⁹³ NAZ, Sec3/113, Vol. I, Extract from Northern News, 11th December, 1951.

⁹⁴ Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 48.

⁹⁵ Annual Report for Posts and Telegraphs Department, 1950, p. 1.

⁹⁶ Metcalfe, *Post Office and Its Services*, p. 8.

⁹⁷ Dann, *Romance of the Post of Rhodesia, British Central Africa and Nyasaland*, p. 70. See also Anthony, *North of the Zambezi: A story of Northern Rhodesia*, p. 40.

conveyance as it was one of the earliest aerodromes operated by the Imperial Airways. Further as a way of improving mail conveyance from the United Kingdom to NR, the Empire Airmail was introduced in 1937. Again only the first class mail to and from London were conveyed by this service in two series of bags. The bag containing mail for the Copperbelt was addressed to Ndola while the other one that contained mail for the rest of the territory was addressed to Lusaka. Therefore, the Lusaka Post Office carried out a considerable sorting task that was previously done in the United Kingdom.⁹⁸

In the same vein, six airmail services were established weekly between Lusaka and Ndola as well as Lusaka and Livingstone in 1951. Ndola was the terminal for mail to and from the Copperbelt townships.⁹⁹ The introduction of the airmail mode of mail delivery did not only help the enhancement of mail delivery in the territory but also broadened the revenue base for the Postal Department and enhanced social services. For instance in 1951, £16.004 of postal revenue was accounted for by receipt from government departments for airmail services previously provided to them free of charge.¹⁰⁰ This enabled the Postal Department to meet its administration costs thereby contributing to the development of the territory, through the continuous expansion in the provision of postal services. Utilising the airmail services, Godfrey Mayeke, a police officer in Mwense was transported to Chingola hospital in 1958 when he seriously fell ill of yellow fever.¹⁰¹

Improvement in the circulation of information between London and NR as well as Johannesburg and NR was through the introduction of the jet airliner service on the United Kingdom-South Africa route in 1952. The first mail to be carried from Livingstone to London with this kind of an

⁹⁸ NAZ, Sec3/102, Letter from the Northern Rhodesia Governor to the Secretary of State for the Colonies, 2nd July, 1937.

⁹⁹ NAZ, Sec3/112, Letter from the Postmaster-General to the Chief Secretary, 23rd May, 1951.

¹⁰⁰ NAZ, Sec3/113, Vol. I, Extract from Livingstone mail, 20th July, 1951.

¹⁰¹ Interview, Godfrey Mayeke, Sibawa Village, Limulunga District, 18/10/2015.

aircraft arrived on 5th May 1952. Thus, Livingstone had three airmail services in each direction weekly.¹⁰² The Central African Airways (C.A.A) introduced airmail service to Fort Jameson, Kariba, and Mongu to enable quick mail delivery in 1961. A special fee was payable and the C.A.A. airway mail service stamps of an airport where the mail was posted from was utilised to postmark the envelopes as an indication of payment.¹⁰³ Subsequently more airmail services came into operation both within and outside the territory.

On 1st July 1954, the administration and control of the Department of Posts and Telegraphs was transferred to the Federal Government. All fees related to postal rates and salaries were unified by the Federal Posts and Telegraphs Act that came into force on 1st September 1954.¹⁰⁴ During the period of the Federation of Rhodesia and Nyasaland, the Federal Ministry of Posts continued to make use of all available modes of mail conveyance services within the Federation's respective territories. Internal first class mail was dispatched by air within the Federation to speed up inter-communication. Balovale was linked with Mongu from where there was a direct connection with Lusaka and Livingstone by twice a week airmail service operated by the C.A.A.'s aircraft known as beavers by 1955.¹⁰⁵ Official mail was sent by air only if there was an element of urgency and airmail labels were affixed. The intention was to encourage various government departments pay for the services and thereby, avoid exploitation of postal facilities. There was a decrease in the

¹⁰² Northern Rhodesia Reports of Secretaries and members to accompanying His Excellency the Governor's Address to Legislative Council at the opening of the fifth Session of the ninth Council, 1952, p. 27.

¹⁰³ Drysdall, *Stamps and postal history of Northern Rhodesia*, p. 11.

¹⁰⁴ Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland, 30th June, 1955, p. 2.

¹⁰⁵ NAZ, Balovale Note Book No.48 16th August, 1955, p. 56.

number of registered articles resulting from the requirement that government departments pay registration fees on official registered articles from 1st July 1960.¹⁰⁶

Following the breakup of the Federation on 30th November 1963, the Posts and Telegraphs Department reverted to Northern Rhodesian government control on Sunday 1st December 1963 and Post Offices opened for business on Monday 2nd December 1963.¹⁰⁷ The Post and Telegraph Department became known as the GPO. It was then decided that the established GPO Department be transferred from Lusaka to Ndola. This was because accommodation for both office and staff was adequate and readily available in Ndola. Later, after some considerations, Ndola became the headquarters of the GPO Department. This was also in accordance with the government policy of limited decentralisation of government functions.¹⁰⁸

Telegraph service

The advancement of the railway line from South Africa north of the Zambezi played a critical role in the development of postal services. Immediately after securing the Charter for the BSA Company in 1899 as already discussed in the previous chapter, Cecil Rhodes began pushing the construction of the telegraph line from South Africa northwards. This was because Cecil Rhodes regarded the construction of a telegraph line as a predecessor of his Cape-to-Cairo railroad connection.¹⁰⁹ The unification and consolidation of the railways and telegraph systems of southern

¹⁰⁶ Report of the PMG of the Federation of Rhodesia and Nyasaland, 30th June, 1961, pp. 3-4. See also H.W. Woodruff, *Economic and Commercial Conditions in the Federation of Rhodesia and Nyasaland* (London: Her Majesty's Stationary Office, 1954), p. 120.

¹⁰⁷ Nshila News 142-154. No. 153, 3rd December, 1963, p. 4.

¹⁰⁸ Report of the PMG of the Federation of Rhodesia and Nyasaland, 1st December 1963- 31st December 1964, p. 1.

¹⁰⁹ Pollock, *Nyasaland and Northern Rhodesia: Corridor to the North*, p. 234.

Africa and their extension northwards were vital in the establishment of the BSA Company power north of the Zambezi.¹¹⁰

Telegraphic services in NR started in NER in 1897 after the construction of 320 miles of a telegraph line by the BSA Company in cooperation with the Africa Trans-Continental Telegraph Company. Hence, Abercorn, Fort Jameson and Fife became telegraphic offices to facilitate communication between stations and the outside world.¹¹¹ On the other hand, NWR was connected to telegraphic communication in September 1904 linking Livingstone to Bulawayo.¹¹² It can be noted that the coming of the railway line did not only facilitate the rapid development in postal services but completely changed the communication system both in NWR and in NER. This is because not only was mail carried by rail but messages were also transmitted by telegraphic communication using the telegraph line that kept extending northwards along with the railroad.

Livingstone and Broken Hill were linked through telegraphic communication with Fort Jameson and other stations in NER. Consequently, the introduction of the telegraphic service contributed to the acceleration of the amalgamation of NE and NWR.¹¹³ This was because both the telegraphic and mail services provided communication that facilitated economical way of administering the whole territory from one centre. With the use of the telegraphic and mail services, the BSA Company was able to relieve itself from many heavy and unnecessary economic expenses.

Therefore, in accordance with the design of the plan of the amalgamation of the two territories, H.A. Baldock the Controller of Posts and Telegraphs in NER left Fort Jameson on 4th July 1908 and proceeded to Livingstone to assume control of the combined Postal Department with

¹¹⁰ Smith, *Rhodesia- A postal history, its Stamps, Posts and Telegraphs*, p. 131.

¹¹¹ Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 113.

¹¹² Annual Report for Posts and Telegraphs Department, 1st January, 1953- 30th June, 1954, p. 6.

¹¹³ NAZ, A3/1, Minute by the Secretary of British South Africa Company, D.E Brodie, 9th June, 1909.

Livingstone as the GPO of NR.¹¹⁴ The amalgamation of the NER and NWR Postal Departments resulted in a general revision of the rates of postage as well as uniform rates for the combined territories that came into force on 1st November 1911.¹¹⁵ The rates for NR were set according to the Postal Notice No. 3 of 1911 of the NR Gazette, pegged as reflected in the appendix one.¹¹⁶

Subsequently, efforts were made by the government to bring all possible facilities that would improve communication in NR. On 17th July 1922, the BSA Company signed an agreement with the African Trans-Continental Telegraph Company. This was to not only facilitate all working arrangements concerning telegraphic offices at Fort Jameson, Fife and Abercorn but also take advantage of the telegraphic facilities in the three districts. The Northern Rhodesian government provided office accommodation and telegraph-operating staff at Abercorn and Fort Jameson. At the same time, government telegrams were to be accepted at half rate. The telegraph office at Fife was closed in 1921 for economic reasons. In consideration, the Company paid £250 per annum for salaries of staff, £50 per annum for rent of offices and £150 per annum for the services of the Livingstone head office staff and stationery. The agreement was to remain valid up to 31st March 1925.¹¹⁷

The establishment and utilisation of the telegraph service did not result in obvious changes in the use of mail services in NR.¹¹⁸ Telegrams acted as forerunners to messages contained in mail. This was because telegraph service was more costly to maintain than the mail service. Hence, messages that concluded the statement of the telegram details were usually sent by mail service.¹¹⁹

¹¹⁴ NAZ, A5/1/10, Controller of Posts and Telegraphs Report, 1909, p. 67.

¹¹⁵ NAZ, A5/1/10, Controller of Posts and Telegraphs Report, 1912, p. 2.

¹¹⁶ NR Government Gazette, Vols. I-IV. Postal notice No.3. (Livingstone: Traction Press, 1911), p. 25.

¹¹⁷ NAZ, RC/784, Agreement between Northern Rhodesia and the African Transcontinental Telegraph Co. the Railway Companies for conduct of telegraph business, 20th April, 1925.

¹¹⁸ Falk and Abler, 'Development of Postal services in Sweden,' p. 26.

¹¹⁹ Kesner, *Economic Control and Colonial Development*, p. 135.

Considering that there was only one telegraph line from Livingstone to Broken Hill, it became necessary to erect two additional lines between the two areas. This was intended to avoid delay of station-to-station telegrams and interruptions, as telegraphic messages initially had to be sent to Livingstone instead of direct to the intended station. Therefore, by 1925, NR had two additional telegraph lines erected on the Railway Company's pole lines between Livingstone and Broken Hill, and Sakania (Belgian Congo). However, the NR government continued to use part of the telegraph lines belonging to the Rhodesia Railway Company between the centre of Victoria Falls Bridge and Livingstone. Thus, in order to make the whole of the telegraph lines used by the Postal Department in the territory from the Victoria Falls to be the property of government, the portion of the telegraph line between the Victoria Falls and Livingstone was purchased in January 1925 at a cost of £44:18:0. Even so, government continued to pay the Railway Company the sum of £500 per annum for rent of poles conveying the section of the line.¹²⁰

On the other hand, the telegraphic offices at Fort Jameson and Abercorn were closed on 30th April 1925 following the rejection of the Africa Trans-Continental Company's new proposed telegraph business arrangement by the government of NR. The Company proposed to discontinue its payment of £150 towards the head office expenditure at Livingstone and recommended the payment of government's official telegrams at full rates.¹²¹ The NR government rejected the recommendation for economic purpose. A twenty-four hour notice for the closure of the telegraph offices was issued to the Postal Department on 30th April by the Africa Trans-Continental Company. The closure of the two offices caused a considerable inconvenience to both the government and the public. This compelled government to enter into an agreement with the BSA

¹²⁰ NAZ, RC/783, Letter from Postmaster-General to the Chief Secretary, 5th March, 1925.

¹²¹ NAZ, RC/784, Telegram from the Secretary of state for Colonies in London to Governor of Northern Rhodesia, 7th March, 1925.

Company on 16th October 1925 for the purchase of the Company's estates. One of the conditions of the agreement was that the offices be re-opened.¹²²

The BSA Company was the principal shareholder and sole creditor of the African Trans-Continental Telegraph Company. The 1925 agreement led to the pricing of the Company's estates, which were sold at a cost of £12,500. The amount was divided according to the length of the telegraph lines in each of the three territories notably, Tanganyika, Nyasaland and NR. Thus, the government purchased the Fort Jameson telegraph line of eight miles and the Karonga-Abercorn line of 140 miles both within NR at the cost of £1,500 in 1926.¹²³ Apart from making government have full possession of all the telegraph lines connecting various stations in the territory, earnings from the telegraph business maximised as government determined the price of the service. Thus contributing not only to national development in terms of more revenues for the territory but also political stability as administering the vast territory of NR became easy.

Mining activities after the mid-1925 necessitated much quick circulation of business information, thereby causing congestion on the government telegraph line between Broken Hill and Ndola. This was because the bulk of the traffic over the line was to and from the Belgian Congo, which was tapped at Kashitu, Bwana Mkubwa and Ndola. This did not only create great delay to the telegraph traffic between Broken Hill and Ndola but also the arrears of delayed traffic could not be dealt with by NR offices as over-time working hours in corresponding offices outside the territory were limited. Thus a second line (duplicate) between Broken Hill and Ndola was erected in October

¹²² NAZ, RC/784, Minutes from the Governor of Northern Rhodesia, 16th October, 1925.

¹²³ NAZ, RC/784, Minutes from the Governor of Northern Rhodesia, 16th October, 1925.

1926 at a cost of £2000.¹²⁴ This was done for economic purposes to cut down on expenditure on over-time allowances.

High- speed printing telegraph

Increased demand for postal services necessitated the devising of more advanced and quick means of circulating information to meet public requirements and solve the problem of limited staff in the Postal Department. Consequently, a high-speed printing telegraph apparatus was introduced to all the larger offices in the territory in November 1931 to deal with the increase in the volume of telegraphic traffic. The new machine minimised the delays in telegraph traffic and relieved staff of heavy workloads. The apparatus operated very successfully on the iron wires that connected Bulawayo to Nkana through Broken Hill and Ndola. Two operators were able to dispose of hundred (100) telegrams per hour, unlike the manual system that was slow and required more labour (four operators) to operate it.¹²⁵ Thus, circulation of emergency information vital for the development of the territory both directly and indirectly was enhanced.

By law (1914 Proclamation), payments for transmitting internal telegrams were by means of postage stamps. However, the 1914 proclamation did not have the same provision with regard to telegrams handed in for dispatch to any place outside NR. Due to this anomaly, it became a common practice by the people of NR to pay cash for the telegrams both for within and outside the territory instead of postage stamps. This was because the BSA Company's administration had tolerated the practice hence allowed its continuance.¹²⁶ Therefore, in 1928, the Crown government

¹²⁴ NAZ, RC/783, Letter from H. J Stanley, the Governor of Northern Rhodesia to the Right Honourable L.S. Amery, Colonial Office, 6th July, 1926. See also letter from L.S Amery, Secretary of State for colonies to H.J. Stanley, Governor of Northern Rhodesia, 1st October, 1926.

¹²⁵ NAZ, Sec3/101, Letter from the Postmaster-General to the Chief Secretary, 28th November, 1931.

¹²⁶ NAZ, RC/785, Letter from Northern Rhodesia Governor's Office to Colonial Secretary, Colonial Office, 24th September, 1927.

issued the Telegraph (Amendment Ordinance 1927) to amend the telegraph proclamation of 1914.¹²⁷ The Telegraph (Amendment Ordinance 1927) legalised the practice of payment in cash for the transmission of internal telegrams for the convenience of the public.

Telephone service

Telephonic communication began in 1905 when a switchboard was installed at Livingstone Post Office to allow communication with the Victoria Falls Post Office. This was a great boon to both the government and the public within Livingstone. A table telephone set was placed in the District Commissioner's office in Livingstone for official correspondence. However the wall telephone at Mr. L.F. Moore's Chemist shop at the Drift was vital for communication between different offices. The telephone at Moore's shop was an indirect good source of revenue as it speeded up the dispatch of telegrams at Livingstone Post Office and therefore influenced the public to utilise the telegraph services more regularly.¹²⁸ This telephone service was manually operated. A telephone call was made first, by calling the operator at the switchboard informing him/her of the number and the exchange to be contacted. Thereafter contact was made by connecting in to the requested number.¹²⁹

By 1924, twenty-four government offices and twenty-eight business premises were connected with each other by the telephone service.¹³⁰ Abercorn was connected by telephone with Kasama in 1927 and a larger switchboard was installed at Livingstone.¹³¹ Despite the tedious process of manual telephone service, demand for the telephone service by 1929 had outweighed those supplied by

¹²⁷ NAZ, RC/785, Letter from Northern Rhodesia Governor's Office to Colonial Secretary, Colonial Office, 24th September, 1927.

¹²⁸ The Controller of Posts and Telegraphs Report, 31st March, 1905, p. 6.

¹²⁹ Metcalfe, *Post Office and its services*, p. 71.

¹³⁰ Annual Colonial Report, No 1292, Northern Rhodesia, 1924-25, p. 21.

¹³¹ Annual Colonial Report, No 1410, Northern Rhodesia, 1927, p. 23.

the Post Offices in the territory. Therefore, a trunk telephone communication was developed in 1930 throughout the mining areas and along the railway route to meet public demand. Regardless of extending the trunk telephone services to various commercial and administrative centers, demand for the service still outweighed those provided.

Thus, arrangements were made for the introduction of automatic telephone to replace the old system. Automatic telephone equipment for 200 subscribers was installed at Ndola and Livingstone in 1931.¹³² Later, the advanced telephone service was extended to other areas of NR. The new service operated a series of switches and automatically connected the caller to the number of the person they wished to contact.¹³³ It allowed the subscriber if connected to an automatic telephone exchange to communicate with other centres without the intervention of an operator.¹³⁴ This development therefore speeded up information exchange. Even though Smith argues that the introduction of telephone service was supplanting the telegraph for social and business calls¹³⁵, the introduction of the telephone service in NR did not utterly replace the telegraph service throughout the period under discussion. Instead, the two were utilised simultaneously as the consumer of both services pleased though the telephone service began to be utilised more beginning from 1951 onwards. This suggests that the users of the two services began to appreciate the telephone service more as a faster, easier and inexpensive way of communicating. For instance, the revenue accrued from both services in four years is an indication that the two services were utilised simultaneously.

¹³² Annual Colonial Report, No 1592, Northern Rhodesia, 1931, p. 33.

¹³³ Metcalfe, *Post Office and Its services*, p. 71.

¹³⁴ Woodruff, *Economic and Commercial Conditions*, p. 120.

¹³⁵ Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 139.

Table I: Revenue accrued from telegraph and telephone services, 1935 – 1936, 1938 and 1952

TELEGRAMS		TELEPHONE
YEAR	NET REVENUE	NET REVENUE
1935	£8,229	£7,591
1936	£7,593	£8,235
1938	£10,016	£10,374
1952	£71,024	£93,045

Source: Annual Colonial Report on Social and Economic progress of the people of NR (London: His Majesty's Stationary Office, 1937) See also Annual colonial Report, 1938 and Annual Report for Posts and Telegraphs Department, 1st January 1953- 30th June 1954.

Furthermore, the opening of a new 1000 line telephone exchange at Lusaka and the addition of 100 lines each to Ndola, Kitwe and Livingstone telephone exchanges in 1950 expanded the provision of telephone services.¹³⁶ Thus, Kitwe became the trunk-switching centre thereby enabling a number of trunks between Kitwe and Ndola to increase from three to seven by use of carrier systems. This resulted in a remarkable improvement in the level of speech sound and routing of traffic from the Copperbelt stations.¹³⁷ Subsequently, telephone service continued to be extended to other areas of the territory in an effort to meet public demands.

Radio wireless service

While telephone and telegraph means of communication operated on wires or cables connected from one place to another to convey a message, the wireless service allowed radio waves like rays of light travel in straight lines from the transmitting station. Thus, information could be received

¹³⁶ Extract from Northern News, 11th December, 1951.

¹³⁷ Annual Report, Posts and Telegraphs Department, 1948, p. 3.

without wires attached to either the transistor or the transceiver radios.¹³⁸ The idea of establishing wireless stations in the territory was adopted from the development scheme proposed by Col. Sir Herbert Dowbiggin of the Defense Department in the early 1920s for installing small transmitting and receiving wireless sets at remote Bomas especially on the border stations.¹³⁹ This was intended to avert difficulties encountered during WWI in 1916 when telegraphic communication critical at the time kept being interrupted by trees that were dropping on the wire between Kasama and Abercorn.¹⁴⁰

The motive for establishing wireless stations in the territory, according to the Telegraphs (Amendment) Ordinance 1927 issued in 1928, was to provide for the control of wireless telephone and telegraph installation that was not provided by the principal law.¹⁴¹ This resulted in the combination of the two services that came to be known as telecommunication service. Telecommunication service was in accordance with the Telegraphs Ordinance of 1929 that dealt exclusively with the transmitting and receiving of telegraphic and telephonic communication by means of wires. According to the Ordinance, 'Telegraph' included telephone.¹⁴²

The scheme of wireless services was started in January 1929 with a view to advancing communication by wireless telegraph only. However, with advice from the London Post Office, the scheme was modified and in May 1929, a more ambitious scheme, which combined short wave wireless telephone and telegraph, was submitted.¹⁴³ A conference was held on 21st March, 1930

¹³⁸ Metcalfe, *Post Office and its services*, p. 80.

¹³⁹ NAZ, Sec3/96, Minutes of the Provincial Commissioners' Conference, Kasama, March 1939.

¹⁴⁰ NAZ, A2/3/3, Confidential minutes on the Kasama telegraphic line to the BSA Company Secretary in London, 21st February, 1916.

¹⁴¹ NAZ, RC/785, Letter from the office of the Attorney-General to the Chief Secretary, 7th December, 1927.

¹⁴² NAZ, RC/785, Governor of Northern Rhodesia submitting a draft telegraphs Ordinance to the Secretary of state for Colonies, 27th August, 1928.

¹⁴³ NAZ, Sec3/96, Vol. I, Letter from the Postmaster-General to the chief Secretary, 18th August, 1932.

with the representatives of Imperial Airways and concluded that a long wave wireless installation was preferable to also cater for communication with aircraft. Thus, aeronautical and radio-electric stations of both short and long wave wireless equipment were established at Broken Hill and Mpika in 1931 for both general public services and aeronautical services. The Postal Department maintained and operated the Broken Hill station while the Imperial Airways Company operated the Mpika station.¹⁴⁴ It should be clearly stated that the Mpika wireless station was taken over by government in 1945.¹⁴⁵

Wireless stations continued to be installed at major districts that included Mongu-Lealui (later Mongu), Fort Jameson, Livingstone, Ndola and Abercorn in the 1930s. However, as they were of low power and little frequency control, they could not meet public demand and hence could not be depended on for long.¹⁴⁶ All the major stations communicated with Broken Hill as a central station beginning from 08:30 hours, allowing each station on schedule an interval of ten minutes. It appeared that the introduction of wireless services in NR had been rushed without consideration of the necessary requirements and the cost (capital and recurrent). This was because it became unwise to continue with the installation of wireless equipment at minor districts that included Mwinilunga, Kasempa, Solwezi, Fort Rosebery, Isoka and Balovale until economies permitted.¹⁴⁷ The non-installation of wireless equipment in the minor districts was to allow good maintenance of those existing in major districts.

A wireless service was opened in Mongu in 1932. This service enabled Mongu, situated off the line of rail, to be easily in touch with the headquarters of the territory and the rest of NR.¹⁴⁸ The

¹⁴⁴ NAZ, Sec3/96, Vol. I, Letter from the Postmaster-General to the chief Secretary, 18th August, 1932.

¹⁴⁵ NAZ, Sec3/102, Vol. I, Extract from Hansard No. 52, Column No.563, December 1945.

¹⁴⁶ NAZ, Sec3/96, Vol. I, Letter from the Postmaster-General to the chief Secretary, 19th August, 1932.

¹⁴⁷ NAZ, Sec3/96, Minute from the Governor's Office, Livingstone, 19th October, 1932.

¹⁴⁸ NAZ, Sec3/94, Letter from the Provicer, Mongu to the Governor, 23rd June, 1932.

Mongu wireless service station constituted a valuable aid to the administration of the province and a benefit to residents. The station was further used for experimental broadcasting three times a week. This facilitated getting urgent messages to Balovale, thereby relieving mail runners who took between three to four days to deliver urgent official mails from Mongu to Balovale.¹⁴⁹ For instance, the message about ‘Muyapekwa,’ a convict who escaped from Mongu prison was received on 24th November 1938 in Balovale District through the Mongu-Lealui wireless station. Subsequently measures were taken to have him arrested.¹⁵⁰

Mongu observed time that was thirty minutes ahead of the standard time observed elsewhere in the territory. Thus, the wireless operator made his own arrangements to synchronise with Livingstone and the Union of South African time concerning the operation of the wireless station.¹⁵¹ Despite the challenge of the time variation, the wireless telegraphic communication kept sun time that was much more convenient for residents.¹⁵²

The installation and opening of the wireless service station at Fort Jameson on 21st July, 1932 was equally of great value to both the residents and administration of Fort Jameson.¹⁵³ For instance, the station was utilised by the Postmaster on 15th June 1933 during the emergency search for Mr. Oxford, Acting District Commissioner to the Governor of Nyasaland whose aircraft lost control and went missing for several days. Constant telegrams by wireless and landlines allowed for the

¹⁴⁹ NAZ, Sec3/96, Letter from the Provincial Commissioner, Mongu-Lealui to the Chief Secretary, 13th December, 1938.

¹⁵⁰ NAZ, Sec3/96, Letter from District Commissioner, Balovale to the Postmaster, Mongu-Lealui, 24th November, 1938.

¹⁵¹ NAZ, Sec3/94, Letter from the Chief Secretary to the Postmaster-General, 4th September, 1933.

¹⁵² NAZ, Sec3/ 94, Letter from the Postmaster-General to the Chief Secretary, 8th July, 1932.

¹⁵³ NAZ, Sec3/ 95, Letter from the Provincial Commissioner of Fort Jameson to the Governor, 21st July, 1932.

continuous communication between the wireless station and other Post Offices until Mr. Oxford was found.¹⁵⁴

In instances where wireless communication services were not provided but were urgently needed, the government offered licenses to private companies to allow continued communication in the areas off the railway. For instance, wireless stations that were provided by the private companies became crucial for administrative expediency and were supervised by the Postal Department. In December 1934, the General Manager at Roan Antelope requested to establish a wireless service at Luanshya to facilitate rapid communication between the Roan Antelope and Mufulira. The Rhodesia Selection Trust Limited operated both mines. The requirement became urgent as the existing telephone trunk service from Roan Antelope to Mufulira mine was usually congested owing to calls passing over the Ndola-Nkana trunks.¹⁵⁵ Furthermore, the need for rapid communication was made even more necessary by the 1935 disturbances of the African mine workers who cut the telephone lines thereby interrupting telephone communication for four days.¹⁵⁶

Due to fear that telephone wires might be cut off by the Africans in the event of any further trouble, the mine authorities desired another alternative method of communication, being a private wireless transmitter.¹⁵⁷ The wireless transmitter was needed for exchange of swift messages between Mufulira and Roan Antelope mines for military help, or in case one of the mines had a flood. It was also needed to solicit assistance from the other mines in case medical help was needed from

¹⁵⁴ NAZ, SEC3/95, Letter from P. A.T. Simey, the District Commissioner, Fort Jameson to the Provincial Commissioner, Fort Jameson, 15th June, 1933.

¹⁵⁵ NAZ, Sec3/85, Letter from the Postmaster-General to the Chief Secretary, 30th September, 1935.

¹⁵⁶ NAZ, Sec3/85, Letter from the Postmaster-General to the Provincial Commissioner (Central Province), 19th August, 1935. See also Anthony, *North of the Zambezi*, p. 44.

¹⁵⁷ NAZ, Sec3 /85, Letter from the District officer to the Provincial Commissioner, Luanshya, 26th July, 1935.

one or the other mines when it was impossible to get through on the public telephone and telegraph.¹⁵⁸ Even though the PMG at the time considered the telephone and telegraph service throughout the Copperbelt to be reasonable enough to meet public demand, he issued a private enterprise license in September 1935.¹⁵⁹ This was done to maintain the flow of revenue for the department and thereby maximise its profits and outreach through the service. The company was required to use the station for sending communications only in cases of emergency when the public telegraph and telephone services were not available.

The Rhodesia Katanga Company Limited requested a statutory license to install a wireless station at Solwezi on 17th November 1931 for economic reasons and as a safety measure. Most mines ceased their operations during the period of economic depression. For instance, Bwana Mkubwa mine closed in February 1931 and by April 1931, many Rhodesian mine workers had moved away from the Copperbelt owing to the continuous closure of mines.¹⁶⁰ In consequence, for fear of being too isolated, Kansashi mine needed to be in communication with either Nchanga or Broken Hill and Elisabethville.¹⁶¹ Communication with Elisabethville was critical for transport requirement during emergencies as the future of both Nchanga and Broken Hill mines was not certain owing to the depression. Thus, a wireless station was opened after payment of a statutory license fee of one pound (£1). This station became useful to government, as it facilitated quick official communication since there was no government wireless station installed at Solwezi.¹⁶² It also contributed to the financial wellbeing of the Postal Department through revenue collection.

¹⁵⁸ NAZ, Sec3/85, Letter from the Mine General Manager to the Provincial Commissioner, Ndola, 26th August, 1935.

¹⁵⁹ NAZ, Sec3/85, Letter from the Postmaster-General to the Provincial Commissioner, Ndola, 18th September, 1935

¹⁶⁰ Tapson, *Old Timer*, pp. 164-165.

¹⁶¹ NAZ, Sec3/93, Letter from the Rhodesia Katanga Company Ltd (Kansashi mine) Manager to the District Commissioner, Solwezi, 17th November, 1931.

¹⁶² NAZ, Sec3/108, Letter from the Chief Secretary to the Postmaster-General, 24th November, 1931.

At the outbreak of the World War Two (WWII) in 1939, there were 13 transmitting amateurs in NR. Their operations were suspended on 1st September 1939. Licenses were withdrawn from all the amateur transmitting stations and they were forbidden to use their transmitters because the general security position of the territory was obscure.¹⁶³ However, the Department of Posts and Telegraphs requested certain individuals namely, W.A. Pope, Miller, B. Isaac and Christie not to dismantle their apparatus with a view to making use of their equipment and services for emergency. The need for more than one transmitter during the period of WWII was necessary and therefore on each of the mines on the Copperbelt, one transmitter was arranged. This was because repeater stations helped to redirect sound waves during the time of transmission.¹⁶⁴

Therefore, individual transmitters were provided for official and commercial use at the respective mines. At Roan Antelope mine, Mr. Miller provided the transmitter; at Nkana, Mr. Christie; at Nchanga, Mr. W.A. Pope; and at Mufulira, Mr. B. Isaac.¹⁶⁵ Regardless of whether the providers of the transmitters were issued with licenses or not, owing to the hostility period, they were allowed to use their transmitters for the sole purpose of local inter-communication.¹⁶⁶ These amateurs' transmitters were used advantageously particularly to broadcast news to the mine compounds.¹⁶⁷ Stations also were permitted to broadcast on certain days in the week in various African languages. However, as soon as government established a broadcast station at Lusaka in September 1940, the amateur broadcast stations became unnecessary.

¹⁶³ NAZ, Sec3/ 98, Letter from the PMG to the Director of intelligence and Censorship, 15th September, 1939.

¹⁶⁴ Metcalfe, *Post Office and its services*, p. 80.

¹⁶⁵ NAZ, Sec3/98, Letter from the Provincial Commissioner, Ndola to the Postmaster-General, 26th September, 1939.

¹⁶⁶ NAZ, Sec3/98, Letter from the Postmaster-General to Provincial Commissioner, Ndola, 9th April, 1940.

¹⁶⁷ NAZ, Sec3/98, Letter from the Postmaster-General to the Director of intelligence and Censorship, 15th September, 1939.

Apart from the above, the amateur wireless stations were used to facilitate communication between Mwinilunga and the Copperbelt. The first contact with Mwinilunga was made at 15:30 hours G.M.T. on 11th October 1939 by Luanshya station after the testing schedule between wireless stations.¹⁶⁸ With the satisfactory performance of the wireless service between Mwinilunga and the Copperbelt, a schedule was provided whereby each station was given a slot to operate in a week at either 05:30 hours or 16:30 hours. If a station was unable to keep its schedules, suitable arrangements were made for one of the other stations to standby as no other station was allowed to contact Mwinilunga apart from the four stations (Luanshya, Kitwe, Mufulira and Chingola). Besides, only government stations in the territory were allowed to be contacted by these stations for security reasons.¹⁶⁹ At the request of the Provincial Commissioner to broadcast news bulletin to Africans, the first news bulletin was broadcast on Saturday, 7th October 1939 at 17:00 hours to the mine compounds.¹⁷⁰

The wireless radio stations provided for the routine broadcast news for Africans on Mondays and Fridays at 17:00 hours. This did not only facilitate continuous flow and circulation of official correspondences between the District Commissioner of Kitwe and the District Commissioner of Mwinilunga but was also important from an educational point of view.¹⁷¹ For instance, the wireless stations were used by the Governor to air out news of WWII that was translated for Africans listening in Balovale, Fort Jameson, Kawambwa, Livingstone and Mwinilunga just as those listening to the broadcast in the mine compounds. Mineworkers were informed on Friday, 2nd February 1940 that they were helping to win the WWII because England needed the copper while

¹⁶⁸ NAZ, Sec3/98, Letter from the Postmaster-General to Provincial Commissioner, Ndola, 9th April, 1940.

¹⁶⁹ NAZ, Sec3/98, Letter from the Provincial Commissioner, Ndola to the Postmaster-General, 10th October, 1939.

¹⁷⁰ NAZ, Sec3/98, Letter from the Provincial Commissioner, Ndola to the Postmaster-General, 10th October, 1939.

¹⁷¹ NAZ, Sec3/98, Letter from the Provincial Commissioner, Ndola to the Postmaster-General, 10th October, 1939.

people at home were encouraged to grow more food, live in peace and send their children to school.¹⁷² According to E.S. Kapotwe, the government installed loud speakers in public places such as beer halls and welfare centers to enable people have updates of the war progress.¹⁷³ Thus, wavelength had ability to reach people who could not read or had no access to other communication services but urgently needed to be informed of and motivated to participate in programmes that would enhance their personal, community and national development.¹⁷⁴

However, as soon as a new wireless station was erected at Ndola by the government in 1940 and was perfectly capable of communicating with Mwinilunga, communications between the latter and the Copperbelt through the amateur station was cut.¹⁷⁵ The equipment that was used at Mwinilunga was a personal property for Mr. Christie but the government used it on account of the ongoing hostilities (WWII). The government later bought off Mr. Christie's temporary transmitting station at a cost of £50 in 1940.¹⁷⁶ The purchase of the equipment by the government was to cover the wear and tear cost as well as to make the station become a full permanent public station.

It is important to state that whenever a government owned wireless station was established near a private wireless station, the statutory license that was given to the private station was revoked. This was in accordance with the Radio-Telegraph Regulations Vol. III No.142, Regulations 128-146 of 1937.¹⁷⁷ The intention was to avoid any possible loss of revenue if private companies were allowed to use their own wireless installation instead of using the government services. Later, government wireless stations were opened at Livingstone, Ndola, Sesheke, Mkushi and Solwezi

¹⁷² NAZ, Sec3/1130, Extract from the Mutende Newspaper, No, 55. 15th February, 1940.

¹⁷³ E.S. Kapotwe, *The African Clerk*. N.d Neczam, p. 40.

¹⁷⁴ Donald .J. Bogue, 'The Use of Radio in Social Development,' in Terry D. Peigh etal *The Use of Radio in Social Development* (Chicago: The Community and Family Study Center, 1979), p. 1.

¹⁷⁵ NAZ, Sec3/98, Letter from the Postmaster-General to the Provincial Commissioner, Ndola, 9th April, 1940.

¹⁷⁶ NAZ, Sec3/98, Letter from the Postmaster-General to the Provincial Commissioner, Ndola, 9th April, 1940.

¹⁷⁷ NAZ, Sec3/96, Letter from the Postmaster-General to the Chief Secretary, 3rd August, 1946.

in 1945. Kawambwa and Fort Rosebery stations were to be in operation by the end of March in 1945.¹⁷⁸ This was to facilitate inter-communication by short-range wireless sets between the different Bomas and townships in the outlying parts of the territory.

Besides, with a return to peacetime conditions and the increase in the price of copper on the world market, there were significant increases of postal business in all branches ranging from 10 per cent to 60 per cent with an average of 23 per cent.¹⁷⁹ Thus, government attempted to obtain necessary equipment from the surplus war office stock such as radiotelephone receiving and transmitting sets to continue providing efficient communication links to areas far from the line of rail within the territory.¹⁸⁰

The Marconi Company of the United Kingdom loaned the equipment for Very High Frequency (V.H.F) Radio to the PMG of NR. The apparatus was to relieve heavy line materials that were urgently needed elsewhere in the country to improve efficiency in communication.¹⁸¹ Mr. W. Sheffield was contracted to construct the building to house the equipment in Ndola in 1949.¹⁸² In Mufulira, the installation of a V.H.F. radio prototype trunk that provided a link between Kitwe and Mufulira was located near the Post Office. This resulted in economic advantages in respect to maintenance, increased reliability and savings in capital cost.¹⁸³ Subsequently, more wireless stations with V.H.F. radio links between the main centres continued to be installed in the territory even during the period of the Federation of Rhodesia and Nyasaland.¹⁸⁴

¹⁷⁸ NAZ, Sec3/108, Extract from Northern Rhodesia Legislative Council, Monday, 15th March, 1945.

¹⁷⁹ NAZ, Sec3/113, Vol. I, Extract from Hansard, Report of speech by the Acting financial Secretary No 65. Column, 235-6, 16th September, 1949.

¹⁸⁰ Northern Rhodesia, The Secretary for Native Affairs- Minutes of the Administrative Conference of provincial commissioners and Heads Social Service department. Lusaka, 3rd and 4th October, 1946, p. 9.

¹⁸¹ NAZ, Sec3/ 86, Letter from the Director of Development to the Director of Public Works, 23rd August, 1949.

¹⁸² NAZ, Sec3/86, letter from the director of Public Works to the Director of Development, 28th January, 1950.

¹⁸³ NAZ, Sec3/ 86, Letter from the Postmaster-General to the Chief Secretary, 13th March, 1950.

¹⁸⁴ Annual Report for Posts and Telegraphs Department, 1954, p. 3.

The direct radiotelephone and telegraph links between Ndola and Nairobi as well as Ndola and London were vital during the Federation. The former was officially opened on 1st April 1964 and the latter on 20th November 1965, though it was used during the period of Independence Celebrations in October 1964. The two links gave NR/Zambia the important channels of communication with the neighbouring countries of East Africa, and most countries of the world through London. This reduced Zambia's dependence on communication via Salisbury in SR.¹⁸⁵ By 31st December 1964, there were 132 Post Offices in Zambia that operated various services that included Money Order, Savings Bank, Post, Telephone and Telegraph services.¹⁸⁶

Conclusion

The chapter has demonstrated that postal services in the territory began initially by using the mail services conducted through a mail runner service. Various changes to facilitate quick flow and circulation of information across the territory and to the outside world took place in the mode of mail conveyance that included ox-cart, train, canoe, motor vehicle, and air mail services. The mail services were enhanced by more advanced modes of communication that included telegraphic and telephonic services. The mail, telegraph and telephone services though introduced at different times operated simultaneously to enhance the needed communication. The chapter has further shown that communication network in stations off the line of rail and the main roads was provided by the wireless services. Private companies also provided the wireless services in areas where government services never existed. The services were not only vital to facilitate administrative control of the territory but also for social and economic purposes to the public.

¹⁸⁵ Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland, p. 3.

¹⁸⁶ Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland, p. 16.

CHAPTER THREE

AVAILABILITY AND SIGNIFICANCE OF POSTAL SERVICES IN NORTHERN RHODESIA

Introduction

Improvements in transportation networks and industrialisation led to the development of settled areas by Europeans. As settlements continued to be established along the railway line, postal facilities were also being established with them thereby providing access points. The chapter investigates the availability and significance of postal services that comprised mail, telegraph and telephone to the public during the colonial period in NR. The chapter suggests that the extension of postal services depended on demand for the services in different locations of Northern Rhodesia but government had the right of whether or not to establish the access points. The location of access points for postal services included administrative centres, industrial and rural areas, in order to meet public requirements. The chapter explains that government also depended on private companies, mission stations, schools, chiefdoms or villages under Village Headmen to facilitate the provision of postal services to various areas of NR before government operated Post Offices could be established.

Postal facilities in administrative centres

During the BSA Company rule, before and after the amalgamation of NER and NWR, administrative stations were the main access points for postal services. As already stated in the preceding chapter, Fort Jameson was the chief Post Office in NER while Livingstone was the principal Post Office for NWR. The rest were Postal Agencies that functioned depending on the value attached to them by the postal authorities. Dann observed that there were only seven Post

Offices in NER in 1905 and their names were often changed.¹ Richard Hall argued that the BSA Company rule in NR had no concept of government's role in stimulating economic development of the territory but was more of guaranteeing that every penny was carefully acquired.² However, it could also be possibly argued that the slow expansion of postal facilities in the early period of establishment in NR was due to limited commercial or industrial businesses, and few users at the time had the skills needed to use the services that were offered by the Post Office.³

Therefore, change of government from the BSA Company to the Crown Government in 1924 went along with the implementation of various developmental changes with regard to the provision of postal services in NR. Apart from conveying mail on behalf of the Northern Rhodesian government, an agreement was signed on 21st January 1922 between the Rhodesia Railway Company and the Postal Department. This was to facilitate the postal duties at government stations along the line of rail to be undertaken by the Railway Station-Master. The Postal Department paid the Railway Company a sum of £100 per annum.⁴ Among the Post Offices that were administered by the Railway Station-Master were Kalomo, Pemba, Choma, and Kashitu. This was because the Postal Department had a challenge of shortage of both European and African trained staff.

In order to bring the services closer to the customers, the Kalomo Sub-Post Office that was earlier situated at the Boma was transferred to the railway station on 1st February 1922. This was because the majority of the European community being the major consumers of postal services in Kalomo resided near the railway station and south of the railway line. This enabled them access postal services easily thereby contributing to the increased volume of postal business. As postal work

¹ Dann, *The Cancellation of the Rhodesias and Nyasaland* (London: Robson Lowe Ltd., 1948), p. 73.

² Richard Hall, *The high price of principles: Kaunda and the White South* (London: Holder and Stoughton, 1969), p. 72. See also Hall, *Zambia* (London: Pall Mall Press, 1965), p. 268.

³ Falk and Abler, 'The development of Postal Services in Sweden,' pp. 22-26.

⁴ NAZ, RC/426, Minute by the Chief Secretary, 16th June, 1926.

increased, railway work equally became so overwhelming that Railway Station-Masters at Kalomo, Choma and Kashitu could not easily perform both railway and postal duties.⁵

Thus, the Railway Company proposed to relieve the Railway Station-Masters of postal duties at the latter stations. At the same time, additional supervisors were engaged each at a salary of £400 per annum to assist with increased work at each station. Nevertheless, the Company was willing to continue with the existing agreement if the government agreed to bear half of the additional cost per annum for each station.⁶ Government approved the new postal arrangement with the Railway Company regarding Kalomo and Choma. An agreement was therefore signed on 16th June 1926 between the Postal Department and the Rhodesia Railway Company to formalise government's payment of the additional cost of £200 per annum for each station.⁷ This was a way of avoiding inconveniencing the public at these stations if postal services were to be withdrawn.

At Kashitu, authority to accept the Company's terms was granted on 23rd June 1926. The Kashitu arrangement was a temporary measure to allow continued operation of Posts and Telegraphs business for the convenience of both the public and the Department. The Sub-Post Office was to be transferred to Kapiri-Mposhi, which was anticipated to have a higher European population than that of Kashitu.⁸ Therefore, the Sub-Post and Telegraph Office at Kashitu was closed on 31st October 1926 and its postal business was transferred to Kapiri-Mposhi on 1st November 1926.⁹

Besides, a Postal Agency that was opened at Kaleya in 1923 to serve the growing number of European farmers closed on 30th April 1927. This was because expenditure involved in providing

⁵ NAZ, RC/426, Minute of the Chief Secretary, 16th June, 1926.

⁶ NAZ, RC/426, Minute of the Chief Secretary, 16th June, 1926.

⁷ NAZ, RC/426, Minute of the Chief Secretary, 16th June, 1926.

⁸ NAZ, RC/431, Letter from the Chief Secretary to the Postmaster-General, 31st May, 1926.

⁹ Northern Rhodesia Gazette, Vol. XVI-XVII. , Postal Notice No. 2 (Livingstone: Tration Press, 1926), p. 160.

the postal services was more than the anticipated revenue owing to the relocation of some farmers to other areas within the territory. The remaining seven farmers within the area of Kaleya protested against the closure of the Sub-Post Office and requested to have a Sub-Post Office opened at Bigbury Farm within Kaleya area. Their request was not granted and instead, as a way of availing postal services to the farmers, the Postal Department arranged for a mail runner to convey and collect mails from farmers. Sometimes the farmers themselves took the mail to the Post Office when they went into Mazabuka for goods from the stores and the railway station as most parcels came by train.¹⁰ The above situation was similar to Falk and Abler's observation in Sweden that anyone who lived in a place without a Post Office and wished to use the postal services had to take a trip to the nearest town that had a Post Office or make informal arrangements in order to send or receive a letter.¹¹

Post offices continued to be opened in NR at the request of private companies in the late 1920s. Sometimes these companies would also help government to provide accommodation that acted as Post Offices. The Rhodesia Cattle and Land Company applied for the Post Office to be established at Monze Siding. The request was based on the number of European residents that consisted mainly of farmers, storekeepers, traders and a railway employee.¹² Authority was not granted because the cost of maintaining a Post Office in a place with few potential consumers of the services at the time was too high, which was at £400 per annum. Besides, Railway Authorities also had not yet opened a station at Monze to enable the Postal Department make the usual arrangement for the

¹⁰ NAZ, RC/428, Letter from C.D. Brokensha, Postmaster Mazabuka to the Postmaster-General, 11th April, 1927.

¹¹ Falk and Abler, 'The development of Postal Services in Sweden,' p. 22.

¹² NAZ, RC/432, Letter from the Rhodesia Cattle and Land Ltd. to the Controller of Posts and Telegraphs, 21st August, 1920.

railway Station-Master to carry out postal and telegraphic duties similar to other railway stations along the line of rail.¹³

After some consideration, government requested the Company to erect two brick huts for use as a Post Office and quarter for a postal official at Col. Stephenson's farm in Monze. Upon completion of the building work, a Postal Agency was opened on 1st November 1920 at an annual rent of £2 (two pounds) per hut.¹⁴ Later, a government Sub-Post Office was built, close to the railway station in 1928 for the convenience of the public. The vacated Stock Inspector's quarters provided accommodation for an African telegraphist and a messenger in February 1928.¹⁵ Thus, the payment of the annual rental of £2 per hut by government was terminated in January 1928.

Thereafter, wherever government established an administrative station, postal facilities were also provided to facilitate official communication, which also enhanced political and economic organisation of the territory. This was because every part of commercial business and even that of the government in the territory depended upon communication and the Post Office provided the very link through its services. Communication through postal services drew various administrative centres closer with each other. According to Kesner, not only were administrative centres links strengthened by the use of various postal services, but also government departments utilised them for their economic and strategic advantages.¹⁶

In order to encourage the public to have more access to postal services, Private Boxes were availed in various places of NR in 1932. The number of Boxes was determined by the available space in

¹³ NAZ, RC/432, Letter from the Controller of Posts and Telegraphs to Rhodesia Cattle and Land Ltd., 21st September, 1920.

¹⁴ NAZ, RC/432, Letter from the Postmaster-General to the Chief Secretary, 3rd December, 1925.

¹⁵ NAZ, RC/432, Letter from the Acting Postmaster-General to the Chief Secretary, 15th November, 1927.

¹⁶ Kesner, *Economic Control and Colonial Development*, p. 126.

the Post Offices concerned. For instance, Sixty-three Boxes were supplied to Fort Jameson and another Sixty to Abercorn in January 1950.¹⁷ These were rented mainly to farmers, private companies and traders at lower rates regardless of the sizes.¹⁸ This development resulted in congested Post Offices because demand for the service usually exceeded its supply. The low rates persuaded the public to make use of the postal services thereby enabling the department to generate funds for its administrative costs. The revenue raised through this service by the end of 1950 was £3,983 and in 1953, it rose to £7,832.¹⁹

The Postal Regulations published in Volume Five of Chapter 138 of the 1948 Edition of the Laws of NR, Regulation 254 included amendments relating to Private Boxes.²⁰ Regulation 254 demanded that, when a Box was let, a deposit of seven shillings and six pence (7s. 6d.) be paid to the PMG before two keys could be supplied to the customer. This was because the law regarded the keys as the property of the Postal Department as well as guarding against loss of the key. However, the deposit would be refunded when a Box holder relinquished the use of a Private Post Office Box and the keys returned to the PMG.

Regulation 32 and 241 showed who was eligible to rent the Private Boxes. Agencies, companies or persons engaged in business on their own account paid £2 (two British pounds) per year while farmers or persons not engaged in business on their own account paid £1 (one British pound) per year.²¹ L.Y.S. Naih, an Indian trader in Livingstone acquired a Private Post Box from the PMG at Livingstone Post Office in 1932. The Box Number that was issued to the Company (the L.F. Moore

¹⁷ NAZ, Sec3/112, Corrected Hansard No.67, Column 302-303, 26th January, 1950.

¹⁸ NAZ, Sec3/112, Minute of the Postmaster-General to the Finance Secretary, 24th March, 1949.

¹⁹ Northern Rhodesia Annual Report for the Posts and Telegraphs Department for the period 1st January 1953 to 30 June 1954, p. 8.

²⁰ NAZ, Sec3/112, Minute of the Postmaster-General to the Finance Secretary, 24th March, 1949.

²¹ NAZ, Sec3/112, Minute of the Postmaster-General to the Finance Secretary, 24th March, 1949.

Chemist) was Box 5.²² The Post Box helped the Company to have easy access to the incoming mails and telegrams.

By using postal services, Naih's Company business was able to expand with minimal expenditure as most business transactions were done through the Post Office. Invoices and cheques were sent as far as Lusaka or India to enable the company order goods without having people travel for orders. The Company business contributed indirectly to the welfare of the medical service. This is because sick people who were referred to the Chemist with prescriptions from health centres to buy drugs that they did not have in times of emergency, valued Mr. Naih's business.

Mr. Naih did not only obtain a Private Post Box but also subscribed for a Company telephone in 1933. The Company telephone was not only utilised for Company business but was also availed to the public if what they wanted to communicate was important regarding social, economic or political matters.²³ Patrick Melady notes that the nationalists were under constant police surveillance and had no telephone in their office thereby making communication through this service extremely difficult.²⁴ Nonetheless, the telephone service availed to Naih did not only contribute to the welfare of the Company business but also to the attainment of Zambia's political freedom in 1964. Naih stated that:

Even though we (I) were not allowed by government to help in the Nationalist struggles using the telephone service; I secretly availed my phone to the United National Independence Party (UNIP) supporters who requested to use the service to communicate with their leaders. In addition, I gave my phone number, which was at that time 2243 to UNIP supporters for contacting their colleagues who were here in

²² Interview, L.Y.S. Naih, Livingstone Township, Livingstone District, 21/05/2015.

²³ Interview, Naih, 21/05/2015.

²⁴ Patrick Melady, *Kenneth Kaunda of Zambia: Selection of his writings* (New York: Frederick A. Praeger, 1962), p. 40.

Livingstone. At the time, African freedom fighters were restricted from using the postal services as a mode of communication.²⁵

In so doing, circulation of political information among Africans was made possible regardless of restrictions that were put in place by the colonial government to secure its political position in NR. Further, utilisation of postal services facilitated the exchange of personal information between Naih's family in NR and their relations in India. Postal services strengthened family ties as people were kept abreast of whatever was taking place with their relations elsewhere.

The Post Office was also a key player in the fostering of further education among some Africans during the latter part of the colonial period in NR through distance learning. Africans sent and received learning material to and from distant learning institutions within and overseas, through the mail service. Bothwell Sitali Muyawa, an elementary school teacher at Nakanyaa primary school between 1960 and 1964 in Mongu District, upgraded his education from standard six to a form II certificate holder beginning January 1962 through correspondence course with Central African Correspondence College (CACC). This college was located in Salisbury in SR but had branch in NR. To enroll, he sent his application and fees using the Post Office through registered mail. Once payment of school fees was made in full, the college sent him all the necessary learning materials at once. Sample of learning material he received is attached as appendix II. Muyawa was one of the teachers in NR with Form II Qualification in 1964.²⁶

John Mwanakatwe is another example who, while teaching at Munali secondary school continued his studies through correspondence course with the University of South Africa (UNISA). The Post Office was used to send and receive learning materials. He was later awarded with a B.A. degree

²⁵ Interview, Naih, 21/05/2015.

²⁶ Interview, Muyawa, Kamakokwa village, Nkeyema District.

in 1950 at the completion of all the six subjects.²⁷ Therefore, alternative education went hand in hand with the postal services.

Besides, people who used to travel by means of train between Bulawayo and Livingstone, Livingstone and Broken Hill had easy access to mail service as the mail trains were provided with facilities for posting letters. The public were able to post their mails in a provided special Post Box any time before their departure from the train.²⁸ In order to avail postal services to the people traveling by air transport, Director of Civil Aviation in May 1949 strongly recommended that the Postal Department places mail-collecting Boxes and automatic stamp-selling machines at each of the four main Airports (Lusaka, Livingstone, Ndola and Abercorn) in the territory with daily collections. This need became extremely noticeable after a member of the public travelling by airplane through Lusaka Airport one Sunday in 1949 suffered loss of his business. The letter that he gave to a Central African Airways traffic clerk for posting within Lusaka containing his business arrangements was not posted due to non-availability of postal facilities near or at the airport.²⁹

Therefore, Posting Boxes were installed at Lusaka and Ndola Airports in 1950 to allow people travelling by air access the mail services.³⁰ Instead of installing Posting Boxes at Livingstone Airport, a Postal Agency was established in 1951. Livingstone acted like a port as most mail entered N.R. from the latter.³¹ The Livingstone Airport Postal Agency was raised to a status of a

²⁷ Nshila (The way) newspaper, No.3, 4th March, 1958, p. 7. Interview, Mwelwa Musambachime, University of Zambia, 03/12/2015.

²⁸ Proud, *Postal History of Northern Rhodesia*, p. 91.

²⁹ NAZ, Sec3/112, Letter from the Office of the Director of Civil Aviation, Lusaka to the Assistant Chief Secretary, 19th May, 1949.

³⁰ NAZ, Sec3/112, Letter from the Postmaster-General to the Financial Secretary, 6th December, 1949.

³¹ NAZ, Sec3/113, Vol. I, Extract from Livingstone Mail, 20th July, 1951.

full Departmental Office in 1961 to provide among others, mail, telegraph and telephone services to the public using aviation.³²

Automatic vending machines were considered essential to facilitate easy access to stamps. According to Robert Smith, a Post Office had to be recognized with the country in which it operated for political reasons through the postage stamps.³³ Therefore, when the Crown government took over the administrative control of NR in 1924, it decided that NR have its own stamps. W.G Fairweather designed the first stamp which was put on sale on 1st April 1925.³⁴ Thereafter stamps were issued from time to time and were replaced each time there was a new administration of the territory.

The Post Office conveyed mail that had stamps affixed as an indication of payment for handling and movement of mails from one place to the other. Thus, a stamp vending machine was installed at Livingstone Post Office on 25th October 1951 for use by the public at all hours.³⁵ Later stamp vending machines were installed in most of the principal towns of NR. By 1953, they were installed at Broken Hill, Chingola, Kitwe, Luanshya, Mufulira and Ndola.³⁶ The provision of stamp vending machines helped to alleviate the problem of inadequate staff in Post Offices of major towns and saved time, as people were able to access stamps without having to wait to be served by postal staff. Throughout the postal development, sale of stamps contributed largely to revenue realised from the postal business. This is evident from the table below.

³² Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland, 30th June, 1961, p. 2.

³³ Smith, *Rhodesia, A Postal History, Its Stamps, Posts and Telegraphs*, p. 281.

³⁴ Posts and Telegraph Department, Annual Report, 1st January, 1953- 30th June, 1954, p. 2.

³⁵ Posts and Telegraphs Department, Annual Report, 1952, p. 3.

³⁶ Posts and Telegraphs Department, Annual Report, 1954, p. 1.

Table II: A comparative statement of net revenue from the most utilised postal services that facilitated communication, in the selected busiest years of the Postal Department.

YEAR	STAMPS	TELEGRAPHS	TELEPHONES
1937	£64,900	£10,900	£9,150
1946	£71,478	£24,732	£19,443
1953	£233,714	£77,411	£106,556

Source: Annual Colonial Report on Social and Economic progress of the people of N.R., 1937, Annual Reports for Posts and Telegraphs Department, 1946 and 1st January 1953- 30th June 1954.

Government endeavoured to increase the number of access points for postal services in the territory. In the 1950s, Post Offices in larger towns along the line of rail were supplemented with subsidiary Post Offices sited in or near African housing areas.³⁷ A Sub-Post Office was opened in 1950 at Maramba compound in Livingstone for the convenience of the African community.³⁸ Another one was opened at Chibombo in 1953 to serve the local people around the area.³⁹ This was done to ease the situation of the congested town Post Offices as well as to facilitate easy access of postal facilities to Africans. Besides, the Mobile Post Office was utilised to provide easy access of postal services to people in various Compounds of Lusaka in November 1963.⁴⁰ The travelling Post Office operated on a daily basis from Monday to Friday in the morning in various areas that included Chinika, Matero, Emmasdale's trading centres along Great North Road and the Heavy Industrial Area. Meanwhile, Chilenje and Kabwata compounds, and west end of Independence

³⁷ Northern Rhodesia Report of the committee appointed to investigate the extent to which Racial Discrimination was practiced in shops and in other similar business premises, Government printers, Lusaka, 1956.

³⁸ Posts and Telegraph Department, Annual Report, 1950, p. 2.

³⁹ Northern Rhodesia Report of the committee appointed to investigate the extent to which Racial Discrimination was practiced in shops and in other similar business premises, Government printers, Lusaka, 1956.

⁴⁰ Drysdall, *Stamps and postal history of Northern Rhodesia*, p. 12.

Avenue accessed the postal services provided by the Mobile Post Office in the afternoons from 14: 00 hours to 16:30 hours of every week.⁴¹

The extension of postal facilities in or near African housing areas was to enable the Postal Department increase its revenue base from the postal business.⁴² The government took advantage of the fact that by the 1950s, many Africans had achieved some degree of formal education vital to increase the use of postal services. They were employed in various parts of the territory of NR while others were working outside the borders of NR. Sam Kanyanta who worked as a kitchen boy in a rest house in Lusaka was able to communicate with his wife in Kasanshi Village of Chinsali District by using the postal services. He also sent money to his wife through registered mail in 1953. The money helped his wife start up a small business of selling *Chilemba ne Mbalala* (beans and groundnuts).⁴³ The enterprise did not only contribute to the welfare of Kasanshi community as customers of both products that provided nutritive value but also ensured sustenance of the family in the absence of Kanyanta. Africans were not allowed to stay with their families in towns. Falk and Abler observed that expansion of postal facilities went along with the realisation of their importance by the potential customers.⁴⁴ Thus, maximum utilisation of postal services by its consumers could only be achieved when every inhabited place had a Post Office to enable easy exchange of information.⁴⁵

Consumers of postal services residing in various places with Post Offices were able to exchange either personal or business information over long distances with people who also had access to postal facilities. Postal services did not only affect the wellbeing of its consumers but also of the

⁴¹ Drysdall, *Stamps and postal history of Northern Rhodesia*, p. 12.

⁴² NAZ, Sec3/113, Extract from Hansard No. 48, column 40, 10th August, 1944.

⁴³ Interview, Sam Kanyanta, Maramba Old People's Home Maramba Township, Livingstone District, 14/05/2015.

⁴⁴ Falk and Abler, 'Development of postal services in Sweden,' pp. 25-26.

⁴⁵ Falk and Abler, 'Development of postal services in Sweden,' pp. 25-26.

providers. Ogilvie noted that the expansion of postal facilities to meet public demand was more in the interest of revenue than of the welfare of the consumers.⁴⁶ This observation is in line with Mr. Siyunda Simakando, former employee of the Postal Department of NR during the colonial period who noted that provision of services in the territory was not on grounds of race but more in the interest of the revenue generated.⁴⁷ The revenue generated from postal business enabled Postal Department to meet some of its administrative costs and thereby continuing to expand the provision of postal facilities in the territory. Evidently, additional staff needed for the smooth running of the department was engaged between 1929 and 1933 using postal savings. Four junior Postal Assistants were employed on 28th August 1929.⁴⁸ Mrs. Garford formerly employed on similar duties at Nchanga before the depression, was re-employed at Mufulira as Postal Agent on 27th September 1933.⁴⁹

Postal services in industrial centres

Postal services were availed in the industrial areas not only by government's choice but also at the request of the mine representatives. According to Ogilvie, postal services were critical for stimulating totally recognised trade and commerce. He further argued that once the commerce of the country developed, the demand for a cheaper and more general system of communication also increased.⁵⁰ Bwana Mkubwa mine representatives anticipated the continued growth of the mine in 1924. Thus, a request was made to the government through the Chief Secretary, Richard Goode with regard to the provision of the Post and Telegraph Office at the mine. Before government established a permanent Post Office, the mine offered to erect a temporary building that acted as

⁴⁶ Ogilvie, 'A new history of the Post Office,' pp. 137-138.

⁴⁷ Interview, Simakando.

⁴⁸ NAZ, Sec3/101, Vol. I, Letter from James Maxwell, Governor of Northern Rhodesia to Lord Passfield, 30th September, 1929.

⁴⁹ NAZ, Sec3/101, Vol. I, Letter from Postmaster-General to the Chief Secretary, 23rd August 1933.

⁵⁰ Ogilvie, 'A new history of the Post Office,' pp. 137-138.

both a Post Office and quarter for the official in charge at Bwana Mkubwa. Government accepted the offer as a temporary measure. Thus, a Sub-Post Office was opened on 2nd January 1925. Since the temporary building was very near to the mine, blasting operations posed a danger to the Post Office's operations. The telegraph line was cut on 21st February 1925 while blasting was in progress and about a five pound rock landed on the rear window of the Post Office.⁵¹

Government then considered to close the office but due to the anticipated revenue from postal and telegraphs business, the office was not closed rather it was moved to a central location as a safety measure. The mine office was altered to provide suitable accommodation for both the Post Office and quarter for the postal official at the new site. The Postal Department agreed to rent the accommodation at a sum of £5 per month before a permanent government office was erected.⁵²

In addition, the number of adult employees kept increasing on the Nchanga Mining Company's pay roll that in 1927, there were hundred and twenty (120) adults. The number of traders, contractors, women and children also increased. The nearest Post Office to offer postal services to the growing Nchanga community was at Ndola.⁵³ Nchanga mine lies on the edge of Chingola dambo, at the corner where the road bends to Solwezi.⁵⁴ Therefore, to allow easy access to postal services, the Nchanga mine lorry was utilised to carry mails from Ndola to and from Nchanga.

In order to cut on the expenses on transportation for the collection and distribution of mail and road maintenance, the Mining Company requested for the establishment of a Posts and Telegraphs Office on 20th September 1927.⁵⁵ The number of European residents at Nchanga mine was used as

⁵¹ NAZ, RC/430, Extract from Letter from the Bwana Mkubwa Copper Mine Company Limited, 26th July, 1924.

⁵² NAZ, RC/430, Letter from the Postmaster-General to the Chief Secretary, 6th December, 1927.

⁵³ NAZ, RC/434, Letter from mine General Manager to the Postmaster-General, 20th September, 1927.

⁵⁴ Tapson, *Old Timer*, p. 164.

⁵⁵ NAZ, RC/434, Letter from mine General Manager to the Postmaster-General, 20th September, 1927.

justification by government for the need to establish a Sub-Post Office. Provision was made in the draft estimates for 1928-29 for an African postal clerk to conduct postal business at Nchanga and for a mail service between Ndola and Nchanga.⁵⁶ Eventually, a Postal Agency was opened on 1st May 1930 and by 15th September it was raised to the rank of a departmental office for postal, telegraph, money order and Savings Bank business. This was due to increased postal business facilitated by increased mining activities.

The old Post Office in Ndola became an inconvenience and unsuitable both for the workers and clients as it became too small to accommodate the growing population of Ndola owing to increased economic and mining activities. Therefore, a recommendation to build a new office was made on 21st October 1927 by the Chief Secretary. The area between the corner of Cecil Avenue (now President Avenue) and the railway station was considered as a suitable site for the office. This was because plans to extend the Ndola Township were directed towards the possible site of the proposed new Post Office building. The submitted sketch plan of the office for approval was similar to that of the Broken Hill Post Office that allowed room for expansion if required in future.⁵⁷ The Ndola Post Office was anticipated to be the major Post Office on the Copperbelt in future due to the constantly increasing population owing to mining activities.

Further, the steady development of the mine and population increase necessitated the establishment of the Roan Antelope Post Office at Luanshya in 1928. At the time, Luanshya had a population of 400 Europeans and 2000 African employees who required postal services. These statistics were collected during the tour made by the PMG at Roan Antelope and Muliashi mines on 24th and 25th June 1928 respectively with the view of making arrangements for the establishment of a Post

⁵⁶ NAZ, RC/434, Letter from the Chief Secretary to the Postmaster-General, 29th September, 1927.

⁵⁷ NAZ, RC/427, Extract from minute by the Governor to the Acting Chief Secretary, 21st October, 1927.

Office.⁵⁸ In order to have easy access to postal services immediately, the mine management offered to provide and equip an office for use of postal business within the premises of the mine. The Manager also agreed to pay for the services of a fully qualified postal and telegraph assistant. Further, the mine also offered to provide him/her free accommodation for the period of one year.⁵⁹

The Post Office was therefore opened at Roan Antelope mine in Luanshya on 1st September 1928. A.R. Bunting was engaged as a temporary junior Postal Assistant with a commencing salary of £246 per annum and the mining Company paid the sum of £25 per month for a period of one year from 1st September 1928. Provision was made in the 1929-30 estimates and approved by the secretary of state on 12th November 1928 for carrying on with the Roan Antelope Post Office project starting from 1st September 1929 at the expense of the Postal Department.⁶⁰

Postal business continued to increase rapidly at nearly all the stations in the territory due to increased economic activities and a continued population growth. A considerable increase in business and in revenue was noticeable in 1929 when the revenue reached £39,101 as compared to the estimate of £33,069 while actual expenditure was £31,400 against the estimated £32,472.⁶¹ Improved performance of postal services emanated from the increase in both the Europeans and African population in Northern Rhodesia's industrial centres. For instance, at Roan Antelope the European population stood at one thousand (1000) in 1929.⁶² Kalonga Moonga also noted that in 1931, the European population stood at 13,846 and that they continued flocking into the Northern

⁵⁸ NAZ, RC/1082, Extract of tour report by the Postmaster-General, 30th June, 1928.

⁵⁹ NAZ, RC/1082, Extract of tour report by the Postmaster-General, 30th June, 1928.

⁶⁰ NAZ, RC/1082, Letter from the Postmaster-General to the Chief Secretary, 4th October, 1928.

⁶¹ NAZ, Sec3/101, Letter from the Postmaster-General to the Chief Secretary, 14th June, 1929.

⁶² NAZ, Sec3/101, Letter from the Postmaster-General to the Chief Secretary, 14th June, 1929.

Rhodesian territory to exploit copper mining.⁶³ This in turn caused a positive development of the postal services as postal business transactions also increased rapidly.

Copper increase as postulated by Lilian Nachengwa 'did not only increase the demand for labour in the mine but also in other sectors stimulated by copper production.'⁶⁴ Therefore, there was an increase of staff in the establishment of the Posts and Telegraphs Department in 1931 to carry out the construction of additional postal infrastructure that included telephone and telegraph trunks. Thus, four wiremen, eight construction workers and one supervisor were engaged for the construction of the telegraph route from Livingstone to Ndola. A storekeeper and a typist were added to the headquarters staff following the commencement of the developmental programme.⁶⁵ Further, six skilled men were employed for the trunk route construction in the mining area of the Nkana, Nchanga and Mufulira extension.⁶⁶

Some of the employed men were those with technical qualifications who were retrenched by the Mining Companies at both Nchanga and Broken Hill. The salaries payable to all the employed officers were charged to the Colonial Development Loan that funded the project in 1931.⁶⁷ The appointments were made locally and were to be terminated upon completion of the construction work, though some were retained as part of the permanent staff of the Department.⁶⁸ It can be stated that the construction of both telephone and telegraph trunk routes in NR broadened the provision of postal services to the public.

⁶³ Kalonga Moonga, 'The development of tourism in Livingstone District 1945-1999,' MA. Dissertation, Lusaka, University of Zambia, 1999, p. 34.

⁶⁴ Nanchengwa, 'A history of public road transport in Lusaka, 1889-1987,' p. 43.

⁶⁵ NAZ, Sec3/107, Letter from the Governor, J. C. Maxwell to Lord Passfield, Colonial office, 21st February, 1931.

⁶⁶ NAZ, Sec3/ 107, Letter from the Chief Secretary to the Postmaster-General, 27th June, 1931.

⁶⁷ NAZ, Sec3/107, Letter from the Governor, Maxwell to Lord Passfield, Colonial office, 21st February, 1931.

⁶⁸ NAZ, Sec3/107, Letter from the Governor, Maxwell to Lord Passfield, Colonial office, 21st February, 1931.

However, in as much as the British Government Colonial Office provided financial help to NR through the Postal Department to enhance communication, such help was also availed strategically. Richard Kesner observed that in subsidising the development of postal services in its colonies, the British government eventually served its own interests.⁶⁹ The Chobe Concession Ltd of Bechuanaland that had large concession of timber and managed a Saw Mill in Northern Bechuanaland had its Head Office in Livingstone. However, there were no official telephone and telegraph services available from Bechuanaland to NR to facilitate continuous communication. Hence, the company's production encountered some setbacks that resulted to serious loss owing to difficulties in communication.

In order to have direct communication with the Mill from Livingstone, the company applied for a license to the PMG of NR in 1948 to run a private wireless telephone station at Livingstone.⁷⁰ In May 1948, the Bechuanaland Protectorate granted them permission to establish a station at Serondallas (within Bechuanaland) to facilitate communication with Livingstone. However, the PMG of NR did not grant the company permission to establish the private enterprise wireless station at Livingstone.⁷¹ This was due, among other reasons, to the company's proposal to obtain equipment of American instead of British manufacture as recommended by the PMG of NR.⁷² Government of NR was not only utilised by the Crown government as a ready market for Britain's finished products but also as a source of revenue indirectly. It can also be noted that due to the

⁶⁹ Kesner, *Economic Control and Colonial Development*, p. 134.

⁷⁰ NAZ, Sec3/96, Letter from the Secretary to Chobe Concession (Bechuanaland) Ltd, to the Chief Secretary, Northern Rhodesia, 6th May, 1948.

⁷¹ NAZ, Sec3/96, Letter from the Postmaster-General to the Chief Secretary, 9th August, 1948.

⁷² NAZ, Sec3/96, Letter from the Postmaster-General to the Chief Secretary, 30th June, 1948.

restrictions imposed on the importation of goods from non-sterling countries, customs duty collected on parcels and dutiable packets declined to £4,662 in 1948 from £10,324 in 1947.⁷³

Availability of postal facilities for Africans in locations and mine compounds was made possible by establishment of Sub-Post Offices in temporary buildings from October 1944. The access points included Roan Antelope Mine Compound and Kafubu in Luanshya, and Wusakile and Mindolo Mine Compounds in Kitwe. Postal facilities were also established at the welfare centre adjoining the Mufulira location and Wangalo Compound.⁷⁴ Further, availability of postal services for people residing in and near industrial areas was made easy by establishment of a Sub-Post Office at Kabwe Mine in Broken Hill in 1947.⁷⁵ The Chingola Mine Compound Sub-Post Office was opened in 1949.⁷⁶ It can be observed that postal officials sometimes made intentional and approved decisions to broaden postal facilities to areas that already had Post Offices. This was because the establishment of Post Offices depended on the contentment that the government derived from the people utilising the services and the extent to which the services were bought.⁷⁷

People in urban areas also received mails from overseas that contained catalogues of clothes. Liwakala Muyoba noted that people of Mangango in Western Province were able to order and buy clothes from Great Britain through the mail service.⁷⁸ In the same regard, Karen Hansen argued that mail orders firms during the WWII were more utilised by Africans in the mining areas to obtain variety of western clothing at reasonable charge through the Post Office. At the time, both White and Indian store-owners charged unjustifiable prices for clothing owing to the import quotas

⁷³ Posts and Telegraphs Department Annual Report, 1948, p. 2.

⁷⁴ NAZ, Sec3/112, Extract from Hansard No 51, Columns No 49-50 August 1945.

⁷⁵ Posts and Telegraphs Department, Annual Report, 1947, p. 3.

⁷⁶ Posts and Telegraphs Department, Annual Report, 1949, p. 3.

⁷⁷ Falk and Abler, 'Development of postal services in Sweden,' p. 25.

⁷⁸ Liwakala Muyoba, 'Missionaries as Agents of change: A case study of Catholic missionaries' activities in Kaoma, Zambia since 1938,' MA Dissertation, Lusaka, Zambia Open University, 2013, p. 101.

and restrictions on the currency that reduced the volume and variety of clothing available for the purchaser.⁷⁹ Hansen and Muyoba in their distinct studies, acknowledge that among other firms of Great Britain and South Africa, Oxendale was the most popular business Company that supplied both catalogues and clothing.⁸⁰ Hansen recognised William Busuka, a miner at Broken Hill and Wilson Mundulu, a member of the African Welfare Association being in possession of several mail order receipts from Oxendale for purchase between 1936 and 1939.⁸¹

Muyoba observed that both catalogues and clothes were sent and received through the mail service at various Post Offices of NR.⁸² It can be noted that postal services through the mail service did not only facilitate communication but also became the vehicle of cultural change, as Africans were able to wear clothes made from England and South Africa in both towns and villages of NR. The Post Office did not only contribute to cultural change but also social status of many Africans who were highly admired and respected for wearing good looking jackets, shoes and overcoats in various public places.

Moreover, accessibility of postal services was made easy in the mining areas through the provision of Post Boxes that were set in the mining townships. These were, for example, availed in Kantashi, Kankoyo and Butondo townships of Mufulira. Miners would post their mail in these Post Boxes anytime. Considering the fact that the setup of the mining housing system was arranged in sections,

⁷⁹ Karen Tranberg Hansen, *Salaula- the world of secondhand clothing and Zambia* (Chicago: The University of Chicago Press, 2000), p. 49.

⁸⁰ Hansen, Salaula, pp. 49-50. See also Muyoba, 'Missionaries as Agents of change,' p. 101.

⁸¹ Hansen, Urban Research in a Hostile Setting: Godfrey Wilson in Broken Hill 1938-41, Paper presented to the Department of Anthropology, Northwestern University, Nd, p. 27.

⁸² Muyoba, 'Missionaries as Agents of change,' p. 101.

the postal mail runner used to convey mails to residents of Mufulira mine through door-to-door delivery according to house numbers.⁸³

Postal services in rural areas

Before the 1940s, government postal services off the line of rail could not be provided beyond Bomas.⁸⁴ Government's inability to establish Post Offices in rural areas was due to geographical challenges and inadequate staff to operate them.⁸⁵ Besides, the non-extension of postal facilities to rural areas was because the Postal Department in as much it was a service provider, could not derive any considerable revenue.⁸⁶ Africans in rural areas had not yet appreciated the use of regular postal services owing to lack of skills required, which facilitated the utilisation of the postal services. Utilisation of postal services required certain levels of technical skill in addition to physical access to the amenities and someone with whom to correspond.⁸⁷

Some parents in Kaoma District, in the village of Lupula discouraged their young boys and girls to enter formal education. Thus, many children ran away when missionaries carried out a recruitment exercise for formal education in the 1920s. The value of education had not yet been appreciated by some parents who wanted children to work in fields of crops to secure food and generate wealth.⁸⁸ However, the number of literate Africans began to grow from 1930 and kept increasing each year. Despite not mentioning the specific area, Anthony gives statistics of Africans who attended both village and primary education through various missionary societies, with the help of government grants in 1930. Some 80,000 Africans in 1930 were in employment in various

⁸³ Interview, Dhathan Maila, Mpatamato Farms, Luanshya District, 31/05/2015.

⁸⁴ Northern Rhodesia Report of the Financial Relationship Committee, Lusaka, 1949, p. 62.

⁸⁵ NAZ, Sec3/112, Extract from Hansard No 51, Columns No 49-50 August, 1945.

⁸⁶ Northern Rhodesia Report of the Financial Relationship Committee, Lusaka, 1949, p. 62.

⁸⁷ Falk and Abler, 'Development of postal services in Sweden,' p. 26.

⁸⁸ Interview, Kaputula Kandonga, Maramba Old People's Home, Maramba Township, Livingstone District, 14/05/2015. See also Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 48.

parts of NR though most of them were working in the mines within and outside NR.⁸⁹ However, the establishment of Post Offices in rural areas was regarded as an expensive business enterprise by government as only a few could utilise the services. Government officials decided where and when to establish a Post Office, as they were the ones who managed the network as a business.⁹⁰

The location of the Serenje Post Office 16 miles from the Great North Road (not to be confused with the location of the current District) necessitated the establishment of the Kanona Sub-Post Office. This was because mail from the south headed for Serenje were brought up by motor transport from Broken Hill and handed over to Serenje mail runners at Kanona to be carried to Serenje Post Office for sorting. It was usually found that after sorting, the bulk of the mail was for Chitambo mission, and Serenje Concession Camp at Kanona. Thus, the mail runners carried mails back over the same road. The manager of the Serenje Concession Ltd proposed the establishment of a Post Office at Kanona on 16th September 1927.⁹¹ The intention was to cut down on the unnecessary delay of mail delivery to Serenje Concession Ltd and Chitambo mission as well as to save the mail runners from long repeated journeys.

The fact that Serenje Concession Ltd provided an office with fittings free of rent and the local secretary's wife volunteered to carry out the duties of Assistant Postmistress, facilitated the establishment of a Sub-Post Office at Kanona as less expenditure was involved. The only cost for government was a sum of £25 per annum to meet the salary payment for the postal official and the purchase of a date stamp and seal. Thus, Kanona Postal Agency was opened on 1st February 1928 to avail postal services to both Serenje Concession Camp residents and Chitambo mission.⁹² The

⁸⁹ Anthony, *North of the Zambezi: A story of Northern Rhodesia*, p. 40.

⁹⁰ Falk and Abler, 'Development of postal services in Sweden,' p. 23.

⁹¹ NAZ, RC/439, Letter from the Deputy Postmaster, Serenje to the Postmaster-General, 20th September, 1927.

⁹² NAZ, RC/439, Letter from the Postmaster-General, to the Chief Secretary, 8th November, 1927.

establishment of the Kanona Sub-Post Office also enabled the Fort Jameson mail runners collect mail for Fort Jameson from Kanona instead of Serenje, thereby reducing the distance covered. It also helped to regulate the arrival and departure of the mail lorries from Broken Hill. In so doing, delays caused by the lorry drivers who arrived and departed at Kanona at any time that suited them were avoided. Further local people around Kanona area had easy access to the mail service by sending their mail through a post messenger at Kanona instead of Serenje. Postal Agencies were also established at Senanga and Kalabo on 1st May 1931 and at Balovale and Mankoya on 14th May 1931 during the period of the depression.⁹³

With the attainment of formal education by many Africans in the 1940s, letter writing became a popular mode of communication between Africans.⁹⁴ Andrew Malambo noted that in order to assist those who were unable to write, Africans with some formal education as well as postal clerks were utilised to write letters through dictation.⁹⁵ Where the recipients of the letters were illiterate, E.S. Kapotwe explained that those who could read were utilised though sometimes at a cost of a chicken for the service rendered.⁹⁶ Thus, the government arranged strategically with certain selected rural mission stations, courts, schools and Native Authority centers in order to enable Africans in rural areas have easy access to postal services. In 1949, the Governor of NR Sir G.M. Rennie encouraged the provision of Sub-Post Offices and Postal Agencies in rural areas. In this regard, Africans in rural areas were provided with easy access to postal services but at the same time those who were working in urban areas were encouraged to support their relatives financially.⁹⁷ This was a direct way of encouraging rural development and postal services were

⁹³ Northern Rhodesia Gazette, Vol. XXII General Notice No. 214. (Livingstone: Traction Press, 1931), p. 115.

⁹⁴ Interview, Kanyanta, Livingstone District, 14/05/2015.

⁹⁵ Interview, Andrew Malambo, Haamazongo Village, Pemba District, 25/05/2015.

⁹⁶ Kapotwe, *The African Clerk*, p. 14.

⁹⁷ Northern Rhodesia minutes of the Administrative Conference of the Provincial Commissioners and Heads of Social Service Departments, 15th -17th August 1949.

indispensable in facilitating the movement of earned wages through either registered mail or Postal Orders from urban areas.

Chiefs or Village Headmen acted as Postal Agents. They helped to convey registered parcels of money to old men and women in villages who could not walk long distances to reach the Boma Post Offices. For instance, when old people's children who worked in various mines sent registered mail of money to their parents at Kawambwa Post Office, the District Commissioner would send for the Chief or Village Headman. The Chief was asked to sign the receipt on behalf of the old man or woman.⁹⁸ Chiefs or Village Headmen knew the people in their chiefdoms or villages.

In instances where the receiver of the remittance was able to walk to the Boma, the District Commissioner sent a summon through the Chief to the one receiving the remittance that was sent through the postal or money Order. In turn, the Chief would issue the owner of the registered mail with a summon stamped with the local Chief's court stamp which he/she presented to the District Commissioner along with the identity certificate.⁹⁹ The stamped summon from the Chief as well as the identity certificate were used for verification purpose to avoid stealing by way of impersonating oneself as owner of the remittance. Weekly remittances by money Orders of which maximum amount came from traders helped to broaden revenues at Mongu Post Office in 1939.¹⁰⁰ This is an indication that postal services were easily accessible to the public.

Besides the use of postal services to remit money, the institution was also used for the conveyance of mail to rural areas. Kapotwe observed that young men and women who left their villages for the town in search of employment had to keep in touch with events at home. Therefore, they wrote

⁹⁸ NAZ, Sec3/105, Minute extracted from Minutes of the 4th Meeting of the Western Province (Eastern Area) African Provincial Council, Kawambwa, 4th and 5th May, 1948.

⁹⁹ NAZ, Sec3/114, Extract from losses of Public Money Committee, 15th September, 1949.

¹⁰⁰ NAZ, Sec3/102, Vol. II, Letter from the Postmaster-General to the Chief Secretary, 13th December, 1939.

letters regularly to their relations in rural areas.¹⁰¹ Sam Kanyanta explained how mail was received in Chinsali District of Northern Province. The postal messenger cycled from the Boma to distribute mail in chief Nkula's area on a specific day of the week. Thereafter, the Village Headmen distributed the letters to the people since they knew them well.¹⁰² This situation was similar to that of Feira in Chipata District. However, other people could walk to the nearby Boma to conduct personal business and thereby post their mail directly at the Post Office.¹⁰³ Consequently, a government Postal Agency was opened at Feira in 1947 to improve the provision of postal services.¹⁰⁴

According to Dominic Mooya, when a postal messenger clad in a Khaki uniform and a red hat (fez) cycling a bicycle appeared at a village in Monze District, onlookers with smiles on their faces knew that they would receive their letters locally known as *Mposo* (mail). The sight of a mail carrier was a sign that some of their problems would be alleviated. People would immediately respond to the Headman's call at his palace to receive their mail.¹⁰⁵ This scenario was not totally unique to NR. Metcalfe acknowledged that the sound of the post-boy's horn in the early development of British postal services attracted the attention of the villagers who crowded an inn to hear the news brought by the post-boy.¹⁰⁶ In the same regard, Mooya further noted that:

In times of poor harvest, sickness or funeral at the village, I usually received a letter from my parents notifying me that they needed quick financial help. Thus, I would send them money through either registered mail or money Order without having me or them travelling.¹⁰⁷

¹⁰¹ Kapotwe, *African Clerk*, p. 14.

¹⁰² Interview, Sam Kanyanta, Livingstone District, 12/05/2015.

¹⁰³ Interview, Ester Tembo, 12/05/2015.

¹⁰⁴ Posts and Telegraphs Department, Annual Report, 1947, p. 3.

¹⁰⁵ Interview, Dominic Mooya, Simoonga Village, Monze District, 25/05/2015.

¹⁰⁶ Metcalfe, *The Post Office and its Services*, p. 49.

¹⁰⁷ Interview, Dominic Mooya, Simoonga Village, Monze District, 25/05/2015.

Kapotwe acknowledged that the receiving of a letter from one's son or daughter, who was working in urban areas, was an important event that summoned the entire family to listen and discuss the content of the letter.¹⁰⁸ If the letter was informing them of either a sickness or childbirth, travel arrangements to the town were made during the discussion of the content of the letter. Arrangements for delivering mails to rural courts in order to enable the local people access postal services were similar to those of chiefdoms or villages as discussed above. In Kaoma District at Lupula village, people used to post and receive their letters at a local court.¹⁰⁹ Postal mail runners were also organised in rural areas to deliver mail in various palaces (kutas) within Barotse province. For instance, six mail runners operated from Nalichi to and from Mankoya Post Office in 1955. Mail runners from Luampa Post Office facilitated the conveyance of mail to Mululumi and Mwanatete areas within Mankoya District¹¹⁰ thereby expanding the availability of postal services to the public.

Therefore, the old communication system where messages took longer to be conveyed as any potential young man was used to convey an important message to another village was transformed by the postal system. The Postal Department instead employed mail runners who strictly followed a formal schedule to convey mails. Tapson acknowledged that mail for Fort Jameson from Broken Hill arrived on time (3 p. m) at the former every Thursday.¹¹¹ Thus, people received their feedbacks in time. The selection of mail runners all over NR was through the recommendation of the Native Commissioners.¹¹² Selection was based on the intelligence and swiftness of an individual. The runners were engaged for a period of one year at the rate of ten shillings (10/-) per month and some

¹⁰⁸ Kapotwe, *African Clerk*, p. 14.

¹⁰⁹ Interview, Kaputula Kandonga, 14/05/2015.

¹¹⁰ NAZ, Mankoya Note Book No. 79, 1955, p. 92.

¹¹¹ Tapson, *Old Timer*, p. 76.

¹¹² Dann, *The Romance of the Post of Rhodesia, British Central Africa and Nyasaland*, p. 56.

rations. After an unbroken service of one year, they received an increment of two shillings, six pence (2/6) per month. Fifteen shillings (15/-) per month was the maximum wage for the mail runners.¹¹³

Mail runners were highly respected by the majority of the people in their communities as remarkable government officials even after leaving their official positions.¹¹⁴ Money earned was vital for the payment of their marriage dowry (lobola) and buying of cattle as one was able to buy an animal at the cost of two shillings.¹¹⁵ Thus, employment in the Postal Department as a mail runner did not only enable Africans raise their economic status but also their social status in their communities. Besides, contrary to Michael Gelfand's observation that it was not easy to find sufficient runners owing to low wages,¹¹⁶ Andrew Malambo argued that some Africans volunteered to work as mail runners to not only earn a wage but also respect from their communities.¹¹⁷

Commenting on mail carriers, Meebelo depicted mail runners as not being cooperative with their employers and the traditional authorities after 1910 with regard to their work. He argued that mail runners became full of self-importance owing to new ideas and behaviour emulated from people with whom they came into contact outside their tribal societies.¹¹⁸ However, Dann is of view that mail runners exhibited high self-esteem in their duty and were not influenced by the work in the mines.¹¹⁹ The mail runners seemed uncooperative when they resigned, fearing to either face

¹¹³ NAZ, A5/1/10, The Comptroller Posts and Telegraphs report, 1905, p. 1.

¹¹⁴ Northern Rhodesia of Medical Services: Tour through North-Eastern and Portions of North-Western Rhodesia, Livingstone, 1934, p. 4.

¹¹⁵ Interview, Kandonga, Livingstone District, 14/05/ 2015.

¹¹⁶ Gelfand, *Northern Rhodesia in the Days of the Charter*, p. 113.

¹¹⁷ Interview, Andrew Malambo, Hamazongo Village, Pemba District, 25/05/ 2015.

¹¹⁸ Henry S. Meebelo, *Reaction to Colonialism: A prelude to the politics of Independence in Northern Zambia, 1880-1939* (Manchester: Manchester University Press, 1971), pp. 123-124.

¹¹⁹ Dann, *The Romance of the Post of Rhodesia, British Central Africa and Nyasaland*, p. 56. See also Wills, An introduction to the history of Central Africa, p. 222.

disciplinary actions from the employers after standing their grounds on the conditions of service. For instance, Mapalo, Musambi, Samakani and Kamulanda who were earning 6d: 0 and a 1 bar of soap in Fort Rosebery District resigned on 31 May 1914.¹²⁰ Those who did not resign, according to Malambo, were able to dictate the amount of pay in accordance with the distance covered.¹²¹ Kandonga noted that mail runners did not only receive rations in addition to their wages but also were given gifts by District Commissioners as motivation when they arrived on time with mails.¹²² Rations and gifts to the mail runners were labour retention measures applied by the postal authorities.

David Halubobya and Ishee Namabanda observed that Africans from different areas of the territory appreciated the value of postal services. Halubobya noted that Africans wrote competition letters, stories and events of what took place in their communities to the manager of the Mutende and therefore, these letters, events or stories became news in the published Mutende newspaper.¹²³ Namabanda added that all the stories published in the Mutende newspaper came from various Bomas by using the mail service.¹²⁴ Besides, Mutende, and other public newspapers such as Imbila, Nshila and periodicals reached their consumers through the mail service. According to Arthur Hecht, newspapers were an influential factor in preserving and spreading of democratic idea to people.¹²⁵ In NR, the nationalists were utilising the postal services to exchange new ideas

¹²⁰ NAZ, Fort Rosebery Note Book, No. 08, Vol. I 31st March 1914, p. 250.

¹²¹ Interview, Andrew Malambo, Hamazongo Village, Pemba District, 25/05/2015.

¹²² Interview, Kandonga, 25/05/2015.

¹²³ David Halubobya, Mapanza in Choma, 'Many Africans describe the Post Office,' Mutende Newspaper No.15, May, 1937, p. 20.

¹²⁴ Ishee Namabanda of Nalolo, 'Many Africans describe the Post Office,' p. 20.

¹²⁵ Hecht, 'Pennsylvania Postal History of the Eighteenth century: Pennsylvania History,' p. 424.

that helped many Africans to be aware of their political rights and, thereby, remained strong and united during the struggle for independence.¹²⁶

Selected mission stations were also used as Postal Agencies. This was because most mission stations were established in remote areas. They provided suitable locations to enable people living beyond Bomas have easy access to postal services before a government Sub-Post Office could be established. For instance, Msoro mission in Fort Jameson was utilised as a Postal Agency in 1945 for the convenience of the local community.¹²⁷ Later in 1947, a government operated Postal Agency was opened at Msoro.¹²⁸ Chitokoloki Postal Agency was opened in 1952 in Western Province (now North-Western) to serve the Plymouth Brethren Mission station.¹²⁹ The Postal Department and government were quick to extend the provision of postal services in areas where they derived considerable revenue. This was done to monopolise the postal business.

However, even though Chikuni mission station also acted as a Postal Agency, the act was done on Christian grounds in order to also help the local people around the area in Monze District.¹³⁰ There was a fixed day per week when a missionary would go to the town Post Office to get mail and he/she would usually combine with shopping and meetings. Sometimes mail carriers would deliver the mail to the mission stations.¹³¹ The Catholic Church at Chikuni mission provided a Post Box at the mission in which the local people would post their mail so that they could further be taken

¹²⁶ Interview, Bothwell Sitali Muyawa, Kamakokwa village, NKeyema District, 19/09/2015.

¹²⁷ NAZ Sec3/112, Extract from the Hansard No, 51, Columns, 49-50 August, 1945.

¹²⁸ Posts and Telegraphs Department, Annual Report, 1947, p. 3.

¹²⁹ Proud, *Postal History of Northern Rhodesia*, p. 199.

¹³⁰ Interview, Andrew Malambo, Haamazongo Village, Pemba District, 25/05/2015.

¹³¹ Fr. Marc Nsanzurwino, Burundi via Email. Nsanzu2000@yahoo.fr. 19th June, 2015.

to either Pemba or Monze Post Offices for further posting. People received their mails on Sundays after church gatherings.¹³² This saved them from walking long distances to the Boma Post Offices.

In addition, the privilege of acting as Postal Agencies made missionaries at mission stations have a busy but joyful evening on the day they usually received bags full of mail from their home countries. This was because missionaries were able to catch up with what was going on not only with family events at home but also with the world events, as mail included not only letters but also newspapers, reviews and mission magazines. They also sent official information to their superiors in Europe regarding the progress of their mission works and requested for aid that came in material and medicine form to both help and motivate their converts.¹³³ In reality, the Post Office was an essential link between various missionaries in NR and their families, friends and superiors who were within NR and abroad.

There were also instances in which selected schools were utilised as Postal Agencies to convey and receive mail. In some big schools, telephone services were also provided though this was a rare case with regard to rural schools. Within Pemba area of Southern Province, for example, Sibalumbi Primary School began to be utilised as an access point for the mail service in 1955. The school Orderly was used as mail carrier to bring mail from Pemba Post Office to the school, which had a Private bag.¹³⁴ According to Smith, private bags were introduced by government not only to help people living in areas far from the nearest Post Office have access to postal services but also encourage rural development.¹³⁵ The school Head Teacher sorted the mail according to their destinations. Thereafter, pupils were given letters with caution so that they could deliver them to

¹³² Interview, Dominic Mooya, Simoonga Village, Monze District, 25/05/2015.

¹³³ Fr. Marc Nsanzurwino, Burundi via Email. Nsanzu2000@yahoo.fr, 19/06/ 2015.

¹³⁴ Interview, Dominic Mooya, Simoonga Village, Monze District, 25/05/2015.

¹³⁵ Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 54.

the intended village or persons. Local people also took their letters to Sibalumbi primary school every Thursday so that they could be taken for posting at Pemba Post Office.¹³⁶

Just like their European counterparts, Africans through their African Provincial Councils called for the expansion of Postal Agencies in areas beyond the Bomas. Richard Chimkoko of Petauke proposed the establishment of a Sub-Post Office at Nyimba or Nsefu. This was during the sixth meeting of the African Provincial Council for the Eastern Province that was held at Fort Jameson in 1948.¹³⁷ Joseph Phiri also proposed the provision of postal services at Jumbe to help the Kunda people.¹³⁸ This was to help alleviate people's hardships of walking long distances to the Bomas in order to access postal services. The PMG, C.C Taylor, assured the Council that his department appreciated the importance of opening Post Offices in rural areas. Therefore, a Mobile Post Office was introduced in Eastern Province at Fort Jameson in 1948.¹³⁹

However, the Mobile Post Office came with specific requirements that made it difficult to reach some of the remotest areas of Northern Rhodesia. It had to operate only in areas with a good road network.¹⁴⁰ Good road network prevented easy wear and tear of vehicles. Siyunda Simakando noted that selection of the areas was also based on demographics and the fact that there was no government established Post Office in the area.¹⁴¹ The idea was to expand postal business. Consequently, Postal Agencies were opened at Kazimule in Eastern Province, Mulobezi and at Mululwe in Barotse Province (now Western Province) in 1948.¹⁴² Besides, a Post Office was opened at Nyimba in 1949, which the postal officials thought was a better-positioned place than

¹³⁶ Interview, Dominic Mooya, Simoonga Village, Monze District, 25/05/2015.

¹³⁷ Northern Rhodesia, Eastern Province Regional Council. Minutes of the 6th meeting, 27th and 28th April, 1948.

¹³⁸ Mutende Newspaper, No, 247, 10th July, 1948, p. 1.

¹³⁹ Northern Rhodesia, Eastern Province Regional Council. Minutes of the 6th meeting, 27th and 28th April, 1948.

¹⁴⁰ Northern Rhodesia, Eastern Province Regional Council. Minutes of the 6th meeting, 27th and 28th April, 1948.

¹⁴¹ Interview, Siyunda Simakando, 18/09/2015.

¹⁴² Posts and Telegraphs Department, Annual Report, 1948, p. 2.

Nsefu.¹⁴³ Post Offices were further established at Luampa and Lukulu, (Mongu) in Baroste (now Western) Province, Mulundu (Ndola) in Western (now Copperbelt) Province, Nakonde, in Northern Province and at Simango in Southern Province in 1951.¹⁴⁴ Other rural Post Offices were opened in Mwinilunga District at chief Ikelenge's village on 20th February 1954 and at Ntambu on 29th June 1956¹⁴⁵ to facilitate easy accessibility of postal services to people around the areas.

Despite the opening of the Kazimule, and Msoro Postal Agencies as well as the Nyimba Post Office in Eastern Province as earlier stated, the Mobile Post Office continued to operate a weekly service of forty miles along each of the main roads leading to and from Fort Jameson while stopping at each set place to provide the services.¹⁴⁶ By 1963, rural areas around Fort Jameson including Mpezeni, Maguya, Chiparamba, Kalichero, Jumbe, Mshawa, Mgubudu and Tamanda were able to access postal services provided by the Mobile Post Office from Monday to Friday.¹⁴⁷

Postal services were essential to facilitate communication between government officials in stations off the line of rail and the Provincial Headquarters. Both the Security and development of the territory were maintained owing to postal services. For instance, while touring areas under his control, the commandant of the Barotse Native police, Harding received instructions from his colleagues at Lealui and SR through the mail service to patrol the northern bank of the Zambezi. Therefore, Africans who had migrated into NWR from Sebungwe District, south of the Zambezi in view of avoiding payment of hut tax were driven back to their homes.¹⁴⁸ Besides, it was through the mail service that the administrators in the early years of the territory's establishment announced

¹⁴³ Posts and Telegraphs Department, Annual Report, 1949, p. 2.

¹⁴⁴ Posts and Telegraphs Department, Annual Report, 1951, p. 2.

¹⁴⁵ NAZ, Mwinilunga Note Book No. 52 Vol. I, 1954, p. 346.

¹⁴⁶ Drysdall, *Stamps and postal history of Northern Rhodesia*, p. 12.

¹⁴⁷ Proud, *Postal History of Northern Rhodesia*, p. 363.

¹⁴⁸ Colin Harding, *In the Remotest Barotseland* (London: Hurt & Blackett, Limited., 1905), pp. 259-281. Note Harding was the Commandant Barotse Native Police in North-Western Rhodesia.

their official visits to various administrative centres off the line of rail to facilitate supervision.¹⁴⁹

Wills argues that at the time, the railway and the telegraph lines did not reach every administrative centre.¹⁵⁰

Further, normal Post Office telegraph and telephone services were supplemented by wireless service that were very vital for communication in administrative centres off the line of rail. Wireless radio stations were established in most of the Provincial Headquarters and in Bomas commencing from the 1930s as already discussed in the previous chapter. Telegraphic and telephonic wireless communication afforded a possibility of swift communication between various distant corners of the territory.¹⁵¹ Thus, the wireless service assured the Central government of a greater centralised administration of the vast territory. For instance, the establishment of wireless station at Senanga in 1946 facilitated quick telegraphic official correspondences with Mongu.¹⁵²

The installation of wireless services was vital to bringing about complete inter-communication, especially among District Commissioners in the outstations as they were near to the Africans. They helped to convey or obtain any information required by the Central administration. News about tax and other issues relevant for administration were quickly disseminated at once to the general public using the wireless service.¹⁵³ Apart from being utilised for administrative and commercial correspondences, wireless services were used for the circulation of emergency information by other departments including Veterinary, Forestry and Medical services. For example, in order to facilitate easy and quick communication for the Veterinary Department between Kazungula and Livingstone, and for the Forestry Department between Sesheke and Masese, private wireless

¹⁴⁹ Brelsford, *Generation of men*, p. 62.

¹⁵⁰ Wills, *An introduction to the history of Central Africa*, p. 220.

¹⁵¹ Kesner, *Economic Control and Colonial Development*, p. 135.

¹⁵² NAZ, Sec3/96, Letter from Postmaster-General to the Chief Secretary, 3rd August, 1946.

¹⁵³ Mutende African Newspaper, No. 55 15th February, 1940, p.1.

stations were installed at Sesheke in 1948.¹⁵⁴ Wireless services in the Copperbelt enabled injured miners particularly at Mufulira mine receive quick medical treatment. Gideon Muyunda observed that there were telephones all over the mine, which made it easy to send a call for the Ambulance at the surface immediately at the occurrence of an accident underground to fetch the injured person to the hospital.¹⁵⁵

Similarly, the installation of farm telephone line within some reasonable distance off the railway line from Livingstone to Broken Hill in 1948 greatly helped the farming communities around the areas including Kalomo, Choma, East Pemba, Lusaka and Chisamba.¹⁵⁶ Farmers around Fort Jameson were connected to a trunk line that was built from Fort Manning (now Machinji) in Nyasaland in 1952.¹⁵⁷ By the end of 1952, one hundred and sixty two (162) farm telephones were installed, more than eighty (80) of them served the Lusaka and Chisamba areas.¹⁵⁸ The service was vital to farmers for making business arrangement for their farm products. It also helped them to receive immediate needed attention from the Veterinary Department when a viral disease attacked their animals. Therefore, the service did not only contribute to welfare of NR through raised revenue from the service and export of Agricultural products but also to the health of the consumers of agricultural products.

As already stated in the preceding chapter, the administration and control of the Department of Posts and Telegraphs was transferred to the Federal Government in July 1954. At the time, there were eighty-nine Post Offices in the territory.¹⁵⁹ During the period of the Federation of Rhodesia

¹⁵⁴ NAZ, Sec3/113, Letter from the Postmaster-General to the chief Secretary, 9th April, 1948. See also, Posts and Telegraph Annual Report, 1948, p. 1.

¹⁵⁵ Mutende Newspaper, No. 4, June, 1936, p. 5.

¹⁵⁶ Posts and Telegraph Department, Annual Report, 1948, p. 2.

¹⁵⁷ NAZ, Sec3/113, Letter from the Postmaster-General to the Chief Secretary, 19th January, 1953.

¹⁵⁸ NAZ, Sec3/114, Extract Northern News, 22nd August, 1953.

¹⁵⁹ Posts and Telegraph Department, Annual Report, 1st January, 1953- 30th June, 1954, p. 2.

and Nyasaland, the Ndola Post Office was rebuilt at a cost of £138,000 in 1958. It therefore became the main distribution and telecommunication centre for the Copperbelt and for several provinces in NR. Strategically placed, the Post Office served Ndola's commercial centre.¹⁶⁰

Conclusion

The chapter examined the establishment of access points to postal services in NR. It argued that provision of postal services depended much on demand for the services but government had the final decision whether or not to establish postal facilities. Much as the Post Office was a service provider, government considered the expenditure involved and extent to which the services were to be utilised by the consumers to determine the benefit of providing the services. The chapter established that provision of postal facilities followed the European settled areas both along and off the line of rail and in industrial centres to enhance communication. Accessibility of postal services to the African communities was augmented by establishing compound Postal Agencies both in administrative and industrial centres. The chapter further demonstrated that selected mission stations, schools, local courts, chiefdoms and villages under Village Headmen acted as access points for postal services to save the rural communities from walking very long distances to any Boma with a Post Office. The introduction of the Mobile Post Office in 1948 was also of great value to consumers of postal services in both administrative and rural areas of Northern Rhodesia.

¹⁶⁰ Ndola-Northern Rhodesia: Ndola Open Days, Letter by Postmaster Ndola to the Postmaster-General of the Federal Ministry of Posts, 16th to 18th April, 1962, p. 18.

CHAPTER FOUR

CHALLENGES IN THE DEVELOPMENT OF POSTAL SERVICES IN NORTHERN RHODESIA

Introduction

In its role as a service provider and revenue earner, the Postal Department was successful in providing various services to the public despite some challenges that had adverse effects on its operations. This chapter examines the challenges faced by the Postal Department in an effort to provide postal services that facilitated communication in Northern Rhodesia. The chapter suggests that in as much as there were other minor constraints that hampered the operations of the Postal Department, which included boundary disputes, and natural challenges, the shortage of staff was the major challenge. The chapter explains that various factors including resignations, dismissal, leave movements, effects of the economic depression and the dissolution of the Federation of Rhodesia and Nyasaland aggravated the shortage of trained staff. It further argues that inadequate staff in the Department had negative effects on the operations of the Postal Department.

Boundary Disputes

During the initial stages of postal development in NR, territorial boundary disputes occasionally disrupted the conveyance of mails. Cole-King noted that ‘the colonial boundaries of the African states by the nineteenth century were determined by agreements made between European powers according to the way each nation settled in various areas.’¹ However, wherever boundaries were not agreed, Mwelwa Musambachime explained that disputes between countries sharing such boundaries were inevitable. He further observed that some of the boundary disputes, resulted from

¹ Cole- King, ‘Transport and Communication in Malawi to 1891, with a summary to 1918,’ p. 84.

disagreements over undefined boundaries while others were due to the negative effects of the activities of a neighbouring country over the other. For instance, the creation of the boundary between the Congo Free State and the two territories of NWR and NER in 1894 resulted into a narrow strip of the Congo territory known as the Pedicle.² The map showing the location of the Pedicle is pegged as appendix III.³ This area did not only create communication challenges within NER, but also between NW and NER. African soldiers of the Congo Free State between January and June 1903 beat and robbed a number of government mail runners along the Pedicle. This resulted into tension between the two administrations of NER and the Belgian Congo especially after Mr. Robert Wright, a British trader working from Sokontwe fired at the soldiers in June 1903 to frighten and force them away.⁴

Consequently, the administration of the Belgian Congo closed the route for a week. This disrupted the flow and circulation of mails between Serenje and Fort Rosebery and Kabove. The administration of NER soon requested for the reopening of the route to facilitate movement of mails and people through the Pedicle. Mail conveyance via the Pedicle was crucial for administrative and commercial purposes.⁵ However, the route along the Pedicle essentially remained a sensitive issue for the two colonial administrations as its security was not certain.⁶

In another incident, the German police apprehended a mail runner, Wanapolo in August 1903 along the Tanganyika road between Fife and Abercorn while he was passing through Chipangula village. He was only released on 19th September 1903 after an intercession by Mr. Mckinnon, the

² Musambachime, 'Northern Rhodesia -Belgian-Congo boundary,' p. 12.

³ Sichula, 'The Pedicle Road,' p. 4. Note: The other road through the Pedicle began to be utilised during the First World War and onwards.

⁴ Musambachime, 'Northern Rhodesia -Belgian-Congo boundary,' p. 62. See also Nedson Sichula, 'The Pedicle Road,' p. 4.

⁵ Musambachime, 'Northern Rhodesia -Belgian-Congo boundary,' p. 62-63.

⁶ Sichula, 'The Pedicle Road,' p. 4.

Magistrate at Fife. The German government maintained that Wanapolo was carrying arms in their territory contrary to the law. To ascertain the position of Chipangula village, a survey was carried out which clearly showed that the village was within the boundary of NER.⁷ Therefore, the administrator of NER requested for assurance of the German East Africa government that the Anglo-German Frontiers would in future be respected by its Agents.⁸ The Commissioner and Consul General of British Central Africa assured the Administration of NER that steps were taken to guard against the reoccurrence of the incident.⁹

Natural challenges

Natural challenges also compromised the standard of services provided by the Postal Department to the public. Conveyance of mail was usually delayed due to impassable rivers and streams during the rainy season. There was a great delay in 1905 for the Lealui mail that was carried along the Livingstone-Sesheke route owing to strong current on the Zambezi River.¹⁰ Hippos and crocodiles attacked canoes carrying mails along the Zambezi River way en route to Barotseland, thus the land route became an alternative.¹¹ Routes that had many rivers and streams, wild animals or tsetse flies were discontinued as they hindered quick movement of mail conveyance thereby causing delays in delivery of mails. As a result of natural challenges, frequent change of mail routes was sometimes inevitable. This affected the operations of the mail service as some alternative routes tended to be longer thereby necessitating more administrative cost for their sustenance. The Lealui

⁷ NAZ, A2/6/1, Letter from the Administrator's Office, North Eastern Rhodesia to H.M. Commissioner and Consul General, Zomba, 8th January, 1903.

⁸ NAZ, A2/6/1, Letter from the Administrator's Office, North Eastern Rhodesia to H.M. Commissioner and Consul General, Zomba, 6th November, 1903.

⁹ NAZ, A2/6/1, Letter from H. M. Commissioner and Consul General, Zomba, to the Administrator's Office, North Eastern Rhodesia 3rd December, 1903.

¹⁰ NAZ, A5/1/10, The Comptroller Posts and Telegraphs Report 31st March, 1905, p. 11.

¹¹ Proud, *Postal History of Northern Rhodesia*, p. 87. See also Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 107.

mail which used to be sent by way of Sesheke, two hundred and twenty (220) miles, changed in 1905 to be sent via Kalomo to Lealui, three hundred and ten (310) miles owing to the danger posed by currents of water on the former mail route.¹²

Besides, mail were in many cases delivered in wet conditions owing to troubles encountered by mail runners when crossing rivers. Mr. J. Yule of Chinsali in NER criticised and pressured the Post Office Authorities between 8th and 29th July 1907 as he continued receiving his mail in wet conditions.¹³ The Company resolved the problem by purchasing four-hundred (400) waterproof bags in August 1907 to replace the old ones in NER. With regard to NWR, an Indian Rubber Sheet of 42” × 28” was in use by early 1907 to wrap up parcels of mail letters. This material protected the mail from being soaked if the mail runners when crossing rivers or streams dropped the mailbags in water.¹⁴ Proud acknowledged that soaking of mail bags had a terrible effect on the contents of the mail. He noted that a hippopotamus in 1931 upset a mail canoe on the Chambeshi River thereby causing serious damage to the contents of the mailbags.¹⁵

As a way of alleviating the problem, larger boats with enough accommodation that could not be easily upset by hippos while crossing rivers were constructed to facilitate mail conveyance. For instance, a daily mail service between offices off the line of rail was carried by a large Post Boat on the Zambezi River.¹⁶ This boat also had a mail posting box affixed on the outside of the boat to allow passengers post their letters. Continuous conveyance of mail in Luapula province between March and April 1962 was affected by the floods. Utilisation of the motor mail service on the Kawambwa-Fort Roseberry route became difficult for motor lorries due to the road that was

¹² Proud, *Postal History of Northern Rhodesia*, p. 85.

¹³ NAZ, A1/4/2/9, Letter from J. Yule to the Manager, British South Africa Company, 29th July, 1907.

¹⁴ NAZ, A1/4/2/9, Letter the Assistant Secretary, A. P. Miller to Mr. J. Yule, 30th July, 1907.

¹⁵ Proud, *Postal History of Northern Rhodesia*, p. 99.

¹⁶ Colonial Annual Report on the Social and Economic Progress of the people of N.R., No. 1868, 1937, p. 30.

impassable. An alternative service route was inevitable to facilitate communication. Thus, mail for Kawambwa and Fort Rosebery Districts had to be sent via Broken Hill and Kasama.¹⁷

Shortage of trained postal staff

The procedure for increasing the staff establishment of the Postal Department and re-assessment of their salaries was always adhered to but the process was too slow. Permission had to be obtained from the Secretary of State for Colonies to sanction any proposal regarding finances. Hence, too much time was spent before recommendations made by the PMG could be approved. A lot of correspondences was exchanged in order to seek for clearance and justification for the required recommendations. These exchanges were between the Chief Secretary, Establishment officer, Treasurer, the Governor of NR and the Secretary of State for Colonies in London.¹⁸

The process had an adverse effect on the Postal Department that already had a limited number of staff. It aggravated the shortage of trained staff through resignations of some trained officers who could not tolerate the slow procedure. Some of the officers either resigned or requested for transfers to other departments or territories. For instance, Mr. H. Thompson, Postmaster at Broken Hill Post Office was transferred to Nyasaland on 28th December 1934.¹⁹ On 15th March 1936, Mr. G.S. Priest, moved to the Customs Department. Mr. F.B. Freeman resigned on 20th January while Mr. B.A. Pistorius did so on 2nd June 1936.²⁰ The meagerness of trained staff in the department also slowed the process of extending postal services to rural areas of NR as discussed in chapter three.

¹⁷ Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland, 30th June, 1961, p. 2.

¹⁸ NAZ, Sec3/102, Vol. II, Letter from the Postmaster-General to the Chief Secretary, 8th April, 1937.

¹⁹ NAZ, Sec3/101, Letter from the Postmaster-General to the Chief Secretary, 9th February, 1935.

²⁰ NAZ, Sec3/102, Vol. II, Letter from the Postmaster-General to the Chief Secretary, 21st July, 1936. Note, G.S Priest, F.B. Freeman and B.A. Pistorius were all Postal Assistants from various Post Offices in NR.

Besides, qualified candidates especially the married ones who were offered employment in the 1930s with the commencing salary of £246 per annum refused to take up the offer. The preferred commencing salary was £300 per annum with an allowance of £6 per month for accommodation. They felt that their commencing month's pay was not enough to fully sustain a family. As a result the Postal Department could not retain such qualified officers, who left to double their salaries with other departments. A qualified postal clerk and telegraphist Mr. Mkandawire resigned from the Postal Department on 7th January 1949 to join the Police Department where he worked as a wireless instructor at Bwana Mkubwa mine.²¹ Another postal clerk at Ndola Post Office with a salary of £12:10 per month, Mr. Brown married with three children resigned in 1950 to join the mines in Broken Hill at a commencing salary of £25 per month.²²

However, the PMG endeavoured to accommodate those who re-applied to join the department as one of the resolutions to reduce the acute shortage of qualified personnel. This was the case for example with Mr. Mkandawire who made his applications on 22nd August 1950 to both the Aviation and Postal Department. Owing to the acute shortage of staff in the latter Department, the Establishment Officer re-employed him in October 1950 as an instructor at Livingstone postal training school.²³

In the same regard, the non-quick response by the concerned authorities to the Postmaster-General's request for the re-assessment of the salaries for the engineering staff between 21st July and 12th September 1953 led to some technicians resigning due to frustration. For example, Mr. C.B. Jackson who was a very dependable Post Office technician at Ndola tendered his resignation

²¹ NAZ, Sec3/ 114, Letter from the Postmaster-General to the Chief Establishment Officer, 1950.

²² NAZ, Sec3/114, Minute from Roy Welensky, Chairman: Unofficial Association to the Postmaster-General, 30th September, 1950.

²³ NAZ, Sec3/ 114, Letter from the Chief Establishment Officer to the Postmaster-General, 1950.

after failing to obtain a sympathetic consideration to his request for a re-assessment of his salary by the Postal Department. He accepted an appointment with the Ndola Municipal Council as a linesman at a salary immediately higher than he was receiving with the Postal Department.²⁴ His resignation was a serious loss to the Postal Department in view of the need to maintain existing lines and future works in the territory. Reduction in the number of technicians resulted into inevitable delays of telegraph and telephone traffic thereby inconveniencing the consumers of the services. It can be noted that owing to low wages and long procedure for re-assessing salaries especially of the local qualified staff, the Postal Department lost valuable personnel critical to carrying out developmental projects.

Besides, effects of the external forces such as the world economic depression of 1929-1939 also affected the operations of the Postal Department. The effects of the depression were felt more between January 1932 and July 1933. In order to effect the economy from the reduction in work caused by the slowing down of mining and agricultural activities, the Postal Department rearranged and reduced its postal staff in all the Post Offices in the territory with effect from 2nd August 1932.²⁵ This was done in order to help the government reduce the annual budget deficit.²⁶

One of the criteria for deciding who to lay off during the depression, while at the same time try to enhance service provision, was to curb indiscipline and inefficiency among postal staff. Those who were inefficient in service provision were laid off at a very short notice.²⁷ For instance, Maughan,

²⁴ NAZ, Sec3/114, Vol. I, Letter from the Postmaster-General to the Chief Secretary, 21st September, 1953.

²⁵ NAZ, Sec3/101, Minutes on the Postmaster-General's tour: 19th July to 2nd August, 1932.

²⁶ Mila Davids, 'The Relationship between the State Enterprise for Postal, Telegraph and Telephone Services and the State in the Netherlands in Historical Perspective,' *Economic History*, 24,1, Papers presented at the Forty-First annual meeting of the Business History conference (Fall 1995), p. 199. See also Baker, 'The Administration of Posts and Telecommunications 1891-1974,' *The society of Malawi Journal*, 29. 2(July, 1976), p. 18.

²⁷ NAZ, Sec3/113, Extract from Hansard No.63, Column-Financial Secretary Report to Legislative Council, 18th March, 1949.

a learner at Broken Hill Post Office whose progress was not satisfactory, and Mr. Weller, a Postal Assistant whose performance was unsatisfactory were paid off on 31st July 1932.²⁸ Besides, twenty-three Postmasters and Postal Assistants were retrenched and arrangements were made to increase the number of absentees on leave especially those whose employment agreement was near to expire so that their leave was not renewed when it expired.²⁹ The available staff was used to the best advantage of the department where excessive overtime became necessary to cope with postal business. As a result, a saving allowance of £1,254 was made in the 1932-1933 financial year of £3,470 on salaries alone in 1933-34.³⁰

These reductions of postal personnel disadvantaged the public as access points to postal services also reduced. Some Postal Agencies were closed while other Head Offices reduced to Sub-Post Offices and there was a reduction in the number of hours of postal attendance at certain offices due to shortage of labour. Nchanga Postal Agency in Chingola was closed on 5th February 1933 and the Mufulira Postal Agency on 26th March 1933. Correspondences for these areas were addressed to either Nkana or Ndola.³¹ The Postal Agency at Feira that began operating in 1905 was closed on 1st August 1933. Choma Head Post Office was reduced to a Sub- Post Office on 1st October, 1933 to exclude major financial services such as Money Order, Savings Bank and Cash-on Delivery.³² This was after the retrenchment of Mrs Chawick, a Postmistress who was replaced by an African Postal Assistant.³³ The Bwana Mkubwa Post and Telegraph Agency was closed on

²⁸ NAZ, Sec3/102, Letter from the Postmaster-General to the Chief Secretary, 3rd August, 1932.

²⁹ NAZ, Sec3/105, Letter from the PMG to the Chief Secretary, 16th March, 1932.

³⁰ NAZ, Sec3/ 101, Extract from Finance Commissions Report, August, 1932.

³¹ Northern Rhodesia Gazette, Vol. XXII, Postal Notice No.7 (Livingstone: Tration Press, 1933), p. 112.

³² Northern Rhodesia Gazette, Vol. XXII, Postal Notice No.7 (Livingstone: Tration Press, 1933), p. 112. See also Proud, *The Postal History of Northern Rhodesia*, p. 202.

³³ NAZ, Sec3/101, Minutes of the Select Committee, Head XXII- Posts and Telegraphs, 18th August, 1933.

1st September 1936.³⁴ These closures affected the exchange of information as well as other postal services that greatly helped the wellbeing of the consumers.

Indiscipline due to dishonesty resulted into imprisonment and eventually dismissal of concerned postal official and it was one of the constraints encountered by the Postal Department. Mr. John Simutowe a postal clerk at Petauke Sub-Post Office falsified the accounts in an attempt to cover up the theft of £71 from the Savings Bank. Apart from being fined ten pounds (£10), Simutowe was sentenced to three years imprisonment with hard labour in 1950.³⁵ Another postal clerk at Mpika Post Office Edward Shambuluma was convicted on 21st January 1950 for the theft of a Postal Order from a registered letter and was sentenced to six years with hard labour.³⁶ Miss A.L. Van Rij, a telephonist at Mufulira Post Office was found guilty for theft of a sum of £57:19:10 in 1951. The amount was recovered by deducting from her salary between March and December and later laid off.³⁷

Mr. Francis Leonard Potgieter, a learner Postal Assistant at Luanshya Post Office was dismissed from employment on 26th February 1953 owing to his arrest by the police. He did not put into the accounting record book a sum of £5:4s that was paid by a client for stamps to facilitate postage of parcels.³⁸ Mr. J.V Geldenhuys, a Postal Assistant at Lusaka Post Office was also arrested on 18th March 1953 for theft of Postal Orders.³⁹ Even though the disciplinary measures aggravated the shortage of postal staff, it was necessary in order to win confidence of the consumers through assured protection of public and government funds.

³⁴ Northern Rhodesia Gazette, Vol. XXV. Postal Notice No.5 (Livingstone Tration Press, 1936), p. 203.

³⁵ NAZ, Sec3/113, Extract from the Central African Post, 15th February, 1951.

³⁶ NAZ, Sec3/114, Vol. I, Letter from the Postmaster-General to the Chief Secretary, 21st January, 1950.

³⁷ NAZ, Sec3/114, Vol. II, Letter from Postmaster-General to the Accountant General, 27th February, 1951.

³⁸ NAZ, Sec3/114, Vol. II, Letter from Postmaster-General to the Chief Establishment Officer, 27th February 1953.

³⁹ NAZ, Sec3/114, Vol. II, Letter from Postmaster-General to the Accountant General, 18th March, 1953.

However, some of the thefts were caused by some District Commissioners who replaced trained postal clerks with unqualified Africans in order to assign the former with other duties without the knowledge of the PMG. These unqualified Africans contributed to the thefts experienced by the department. This was obvious of the Mpika case where a trained postal clerk was appointed by the District Commissioner to be a witness in a court case in Kitwe and assigned a non-trained postal clerk to take over the duties in his absence. In order to solve the problem, both Provincial and District Administration officers in the territory were instructed to refrain from making such staff changes in the Post Offices without the approval of the Postmaster-General.⁴⁰

Another aspect that dislocated the operations of the Postal Department was unavoidable sick leave movements among the available postal staff. Postal business at Fort Jameson Post Office was disrupted on 18th July 1931 due to the illness of the Postmaster Mr. Mansfield, who was admitted to hospital on the same day. Government through the Provincial Commissioner made arrangements on the same day with the PMG of Nyasaland to provide assistance until Mansfield resumed duty. The latter was the only trained European staff stationed at Fort Jameson besides two African Messengers. Mr. Reilly, a Postmaster from Zomba in Nyasaland was therefore loaned to undertake the operations of Fort Jameson Post Office on 19th July 1931. This helped to avoid delays in service delivery that would have inconvenienced the public.⁴¹

The Postal Department's staff was so delicate that when five postal officers on the Copperbelt went on sick leave for thirty-eight days each, in 1936, there were delays in counter and traffic services and in mail sorting. In order to ensure more expeditious disposal of traffic and economy in terms of labour, a telegraph repeater was installed at Ndola in June 1936. The result was reduced

⁴⁰ NAZ, Sec3/114, Vol. I, Minute of the Postmaster-General, 21st February, 1950.

⁴¹ NAZ, Sec3/102, Letter from the Postmaster-General to the Chief Secretary, 1st April, 1937.

work in the Ndola telegraph office by approximately sixty-five per cent and one telegraphist was released for other duties.⁴² Besides, owing to sickness, the wireless station at Fort Jameson was once more closed when in 1937 another Postmaster, Mr. Murphy fell seriously ill of black fever. All traffic from Fort Jameson to Fort Manning in Nyasaland could only be conducted by telephone. Thereafter Mrs. Parott a temporary counter clerk at Nkana was transferred to Fort Jameson as full time counter clerk to help relieve the situation.⁴³ It can be noted that diseases including black fever and malaria posed a challenge to the operations of the Postal Department.

The coming of the Federation of Rhodesia and Nyasaland on 1st July 1954 to some extent disturbed the normal operations of the Post Office in NR. Much of the projected development was retarded by lack of trained staff, funding and accommodation in all the parts of the Federation. Measures were put in place that included engaging large numbers of temporary workers in order to avoid curtailment of services. Moreover, many hours of overtime became necessary as a way of maintaining output.⁴⁴ The problem of accommodation in 1955 was alleviated by a loan vote that helped to build new Post Offices at Chisamba and Kalulushi, a stores building at Livingstone and a technician's house in Lusaka.⁴⁵

Besides, in its last year of existence, the Federation Ministry of Posts and Telegraphs never carried out development planning nor placing of orders for equipment needed for continued developmental projects to enhance communication. Therefore, it became difficult for the new coalition government of UNIP and African National Congress (ANC) in NR under the leadership of the Prime Minister Dr. Kenneth David Kaunda to undertake developmental projects

⁴² NAZ, Sec3/101, Letter from the Postmaster-General to the Chief Secretary, 21st July, 1936.

⁴³ NAZ, Sec3/102, Vol. II, Letter from the Postmaster-General to the Chief Secretary, 1st April, 1937.

⁴⁴ Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland for the year 1956, p. 2.

⁴⁵ Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland for the year 1955, p. 10.

immediately. Both developmental planning and ordering of equipment required technical trained staff that was also very inadequate.⁴⁶

The dissolution of the Federation in 1963 worsened the problem of staff shortage. Shortage of skilled staff made it difficult for the new coalition government of ANC and UNIP to immediately reorganise and bring to normal the operations of the GPO. The Minister of Transport and Communication Reuben Kamanga noted that ‘the Federation period was a period of confusion making it difficult for the government of NR to put right all the wrongs in a short period of time.’⁴⁷ This was an indication that the coalition government had little time to make necessary arrangements for departments which were now under the control of the NR Government in order to maintain their normal operations.

Owing to delayed decisions on pensions and terminal benefits for the federal civil servants, many of them were unwilling to commit themselves to transferring to the Northern Rhodesian service. They wanted to know their new conditions of service and if their terminal benefits would be paid on leaving the federal service.⁴⁸ Those who accepted secondment or transfer to the Northern Rhodesian government for service could not fill all the necessary key positions especially in the Engineering Branch of the department.⁴⁹ On the other hand, the available local officers could still not fill up the skilled positions immediately as they were not only very few but did not possess the qualifications and experience to serve as technicians.⁵⁰ This resulted in the reduction of services to the public owing to shortage of skilled staff in Post Offices, telecommunication and engineering

⁴⁶ Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland, 1st December, 1963- 31st December, 1964, p. 2.

⁴⁷ Northern Rhodesia Hansard No.1 Official Verbatim Report of the Debates of the First Session of the First Legislative Assembly, 10th- 20th March (Lusaka: Government Printer, 1964), p. 274.

⁴⁸ Nshila, No. 153, 3rd December, 1963, p. 7.

⁴⁹ Nshila, No. 149, 8th October, 1963, p. 5.

⁵⁰ NR Hansard No.1 Official Verbatim Report of the Debates of the First Session, p. 280.

services of NR. Mr. W. Magnus, member of the Copperbelt North-West Constituency observed that:

Chingola, Mufulira and Bancroft Post Offices experienced problems of shortage of skilled technicians as large number of them decided to leave at the dissolution of the Federation. This hampered the telecommunication services, as these technicians were critical in the repairs and general maintenance of the service.⁵¹

In this regard, replies to urgent telegrams in Mufulira took from three to five days to be received due to damage done to the telecommunication service.⁵²

Therefore, in order to make use of the available trained staff and meet public requirements, certain Post Offices were closed in towns that had more than one office. For instance, Sykways and Kansenshi Post Offices in Ndola, Martindale in Kitwe, and Konkola in Bancroft (now Chililabombwe) and Woodlands in Lusaka were all closed in early December 1963.⁵³ The staff for these Offices offered relief to the few positioned staff at busier Post Offices within the towns. The Minister of Finance, Trevor Gardner implored the public to be patient during the temporal movements of certain officers from offices not busy to where they were needed most as a way to enhance provision of reasonable postal services. This was because the shifting of staff caused more dislocation to the much needed services that coincided with the rush period of Christmas postal activity in 1963.⁵⁴ Further, lack of skilled technicians caused indirect impairment in the development and maintenance of the telecommunication services thereby making people who wanted new telephones wait longer than they wished.

⁵¹ NR Hansard No.1 Official Verbatim Report of the Debates of the First Session, p. 273.

⁵² NR Hansard No.1 Official Verbatim Report of the Debates of the First Session, p. 274.

⁵³ Nshila, No. 153, 3rd December, 1963, p. 7.

⁵⁴ Nshila, No. 153, 3rd December, 1963, p. 7.

The shortage of trained staff in NR after the dissolution of the Federation could be attributed to the fact that postal workers preferred to go to Nyasaland which took over formal responsibility for Posts and Telecommunications with sufficient staff due to good conditions of service.⁵⁵ As argued by Baker, at the breakup of the Federation, the Prime Minister of Malawi embarked on re-employing any officer wishing to work for the Malawian postal service, including those who at the formation of the Federation resigned as they did not desire to work for federal service. According to Baker, those who reapplied to join the Nyasaland postal services were employed at their former ranks, seniority and salaries as though they had not left the service. This made the Malawian government not to depend much on labour recruited from overseas.⁵⁶

The Malawian situation was not the same with NR as the conditions of service were not clearly stated to attract former federal workers. Besides, NR recruited a number of postal employees and engineers from overseas. Thirty-six postal officers and ninety engineers were recruited from Britain. The former arrived in the country in August 1964 while it proved difficult to recruit the latter as just over thirty had been sourced by the end of 1964.⁵⁷ Recruitment of staff from overseas was essential to avoid breakdowns in the services and administration. All the external officers were to serve on a three-years contract in order to give government some breathing space for the training and advancement of local staff.⁵⁸

Despite recruitment of staff from external sources, postal training for the local in-service and new recruits of maximum form II standard of education (about ten years of education) continued at Livingstone. Further, a telephone operator training school was established at Ndola and twelve

⁵⁵ Baker, 'The Administration of Posts and Telecommunications 1891-1974,' p. 24.

⁵⁶ Baker, 'The Administration of Posts and Telecommunications 1891-1974,' p. 24.

⁵⁷ Annual Report of the Postmaster-General for the years 1st December 1963- 31st December, 1964, p. 4.

⁵⁸ NR Hansard No.2 Official Verbatim Report of the Debates of the First Session (Resumed) of the First Legislative Assembly, 27th- 5th June (Lusaka: Government Printer, 1964), p. 207.

local recruits began training on 20th July 1964. Each course lasted ten weeks and by the end of the year, nineteen male and four female operators had received basic training.⁵⁹ As a way of supplementing the training school at Livingstone, a new postal school was opened at Kitwe in October 1964 where thirty-seven officers completed training during the year. The Kitwe training school was mainly for the in-service staff whose entrance into the school was by examination and if a candidate proved suitable, he/she was promoted to a postal officer grade.⁶⁰ Occasionally, government staff colleges were fully utilised to further education of postal workers to ease the problem of lack of skilled workers in the country.⁶¹

Owing to lack of tutors to undertake a training scheme in the Engineering Branch of the General Post Office, ten form II learner Engineering Assistants were sent to Nairobi, Kenya, for a short technical course. The recruitment was pursued between April and May in 1964. The Northern Rhodesian government paid £15, as tuition fee and £7: 10 as board and lodging fee per month for each student.⁶² Further, some in-service training course was offered to three local Engineering Assistants in telegraph and telephone repair workshops in 1964. The results were very successful though one resigned.⁶³ All these measures were undertaken to meet not only the urgent need for both postal and technical staff in the department but also maximise the employment of Africans in the Postal Department.

Besides, between March and August 1964, mail services conveyed by rail from Livingstone to Ndola were affected by a strike of the Rhodesia Railways employees. Nevertheless, the department

⁵⁹ Annual Report of the Postmaster-General for the years 1st December 1963- 31st December, 1964, p. 15.

⁶⁰ Annual Report of the Postmaster-General for the years 1st December 1963- 31st December, 1964, p. 17.

⁶¹ Nshila, No. 153, 3rd December, 1963, p. 7.

⁶² NR Hansard No.2 Official Verbatim Report of the Debate of the First Session (Resumed) Legislative Assembly 27th May- 5th June 1964.

⁶³ Annual Report of the Postmaster-General for the years 1st December 1963- 31st December, 1964, p. 14.

of transport temporarily took over the conveyance of mails between Livingstone and Ndola with the help of the Central Road Services buses (formerly known as Thatcher, Hobson and Company) to maintain continuous efficient services.⁶⁴

Effects of shortage of staff on the Postal Department

Inevitably, the shortage of staff had several adverse effects on the smooth running of the Postal Department in various ways during its development process besides the Federal period. Dan acknowledges that by 1904, established Post Offices were operated by untrained staff.⁶⁵ This is an indication that shortage of required trained staff to operate established Post Offices was a long-term challenge for the Postal Department. Regular inspections of Post Offices in the territory could not be constantly carried out owing to inadequate staff. As such, there were some cases of dishonesty leading to loss of government revenue and public funds. For instance, Mr. M.C. Cook who was the Postmaster at Fort Jameson in 1925 mismanaged a sum of £348: 6:0. Even though the officer was imprisoned, the amount was not recovered. Instead, the Secretary of State for Colonies wrote it off.⁶⁶

Therefore, as a way of solving the problem, a schedule to inspect all Post Offices along the line of rail twice a year by the senior officers of the Posts and Telegraphs Department from Livingstone was prepared in 1926. This was in addition to the occasional visits by members of the Audit Office. With regard to the Post Offices off the line of rail, members of the Audit Office inspected them

⁶⁴ Report of the Postmaster-General of the Federation of Rhodesia and Nyasaland, 1st December 1963- 31st December 1964, p. 16. See also Nanchengwa, 'A history of public road transport in Lusaka, 1889-1987,' p. 56.

⁶⁵ Dann, *Romance of the Posts of Rhodesia, British Central Africa and Nyasaland*, p. 25.

⁶⁶ NAZ, RC/429, Report on Inspection of Postal Accounts, 26th October, 1925.

once a year. Besides, District Commissioners also carried out surprise visits to count the cash, stamps and Postal Orders, and thereafter reported to the PMG.⁶⁷

However, the practice of regular inspection of Post Offices was abandoned in 1928 owing to shortage of staff. Therefore, the PMG made a proposal in March 1937 to create a new position of a Senior Postmaster at a salary of £720 per annum to rectify the undesirable state of affairs in the department. The proposal was approved in January 1938 and the new post of Senior Postmaster was included in the colonial postal service.⁶⁸ The Senior Postmaster did not only inspect all the Post Offices in the territory twice a year but was also required to perform other ordinary postal duties including being in charge of all postal and telegraph stationery, uniform issues, rations and enquiries regarding missing letters and registered mail.⁶⁹

However, it was difficult for the Senior Postmaster to inspect all the Post Offices, and so, he concentrated mainly on the Livingstone and Lusaka Post Offices since he was stationed at the former. This left most busy Post Offices in 1939 such as Luanshya, Mufulira and Kitwe on the Copperbelt to be neglected and be managed by Postal Assistants. With irregular inspections, Postal Assistants were tempted to mismanage postal revenue owing to their low salaries (£480 maximum per annum) while at the same time handling huge amounts of money.⁷⁰ For instance, a postal official at Mufulira Post Office admitted in 1939 that he had been pocketing government money over a period and he realised that he had no chance of replacing the amount, which was not availed in the records. He then disappeared after writing to the District Commissioner. Neither was he

⁶⁷ NAZ, RC/429, Letter from the Governor, Sir H.J Stanley to L.S. Amery, Colonial Office, 13th January, 1926.

⁶⁸ NAZ, Sec3/107, Minute of the Secretary of States for Colonies, 26th January, 1938.

⁶⁹ NAZ, Sec3/107, Letter from the Acting Governor to the Secretary of States for Colonies, 12th January, 1938.

⁷⁰ NAZ, Sec3/102, Letter from the Postmaster-General to the Chief Secretary, 11th November, 1939.

apprehended nor was the money recovered.⁷¹ At Kitwe, a postal official was found guilty of tampering with the receipt for parcels addressed to Africans and his excuse was that he had only done what other postal officials were doing.⁷² The official was prosecuted and fined £30.

In order to secure government revenue and public funds, the number of Senior Postmasters was increased from one (1) to three (3) and the number of Postmasters from five (5) to six (6) on 11th December 1939. The Senior Postmasters were to be stationed at Livingstone, Lusaka and Ndola. The additional Postmaster was stationed at Mufulira which had no Postmaster since inception. The other five were already stationed at busy Post Offices such as Livingstone, Luanshya, Broken Hill, Kitwe and Mazabuka.⁷³ Since the inefficiency and dishonest situation of postal workers on the Copperbelt needed immediate attention, the Senior Postmaster was transferred from Livingstone to Ndola on 21st March 1940. This facilitated urgent inspection of all Post Offices from Broken Hill to Chingola and at the same time reduced travelling expenditure incurred by an officer all the way from Livingstone.⁷⁴ Smith argues that postal inspectors in NR endured hardships on their routine inspections as some roads over which they travelled were not intended for motor vehicles because of being swampy.⁷⁵

Besides, as Europe prepared itself for yet another war in the late 1930s, copper sales also soared on the international market. This enabled most copper mining companies that had closed down during the recession to reopen.⁷⁶ The slowing down of mining and agricultural activities during

⁷¹ NAZ, Sec3/102, Letter from the District Commissioner, Mufulira to the Postmaster-General, 20th September, 1939.

⁷² NAZ, Sec3/102, Extract from the Newsletter of the Provincial Commissioner, Western Province, 10th October, 1939.

⁷³ NAZ, Sec3/102, Letter from the Postmaster-General to the Chief Secretary, 28th November, 1939.

⁷⁴ NAZ, Sec3/102, Letter from the Postmaster-General to the Chief Secretary, 21st March, 1940.

⁷⁵ Smith, *Rhodesia- A postal history, its Stamps, Posts and Telegraphs*, p. 278.

⁷⁶ Kalonga, 'The Development of Tourism in Livingstone District 1945-1999,' p. 34.

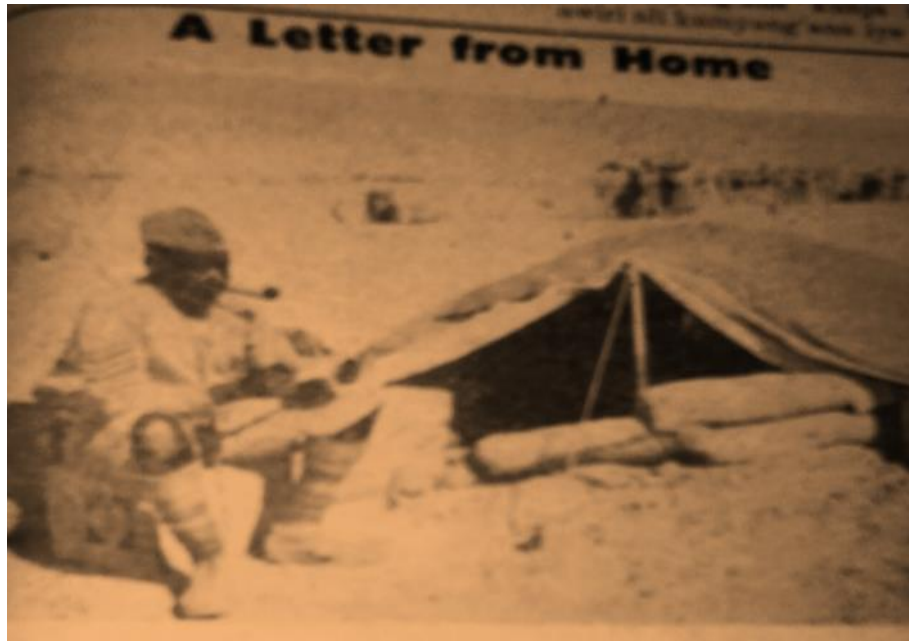
the period of economic depression in 1931 as already stated in the preceding chapter had contributed to the reduction of services and closure of some Post Offices in the territory. Rearmament of European powers facilitated the reopening of many Post Offices in the territory especially on the Copperbelt due to increased volumes of postal business necessitated by the revived mining activities. Throughout the WWII, allies made huge demands for copper. Walima Kalusa noted that copper demands during the WWII influenced Roan Antelope mine (Luanshya) administrators to expand their production so much that by 1945, the mine sold 363,694 tons of copper to the British Ministry of supply.⁷⁷

Such developments could not take place without communication by postal services. Kalusa further observed that as soon as copper was weighed and loaded for shipping to Europe, communication by either telegram or telephone was inevitable.⁷⁸ It can be noted that postal services facilitated business arrangements between the supplier and the customer in the mining industry. Besides, during the WWII, the Post Office was extremely kept busy as both mail and telegraph services were very crucial in the flow and circulation of information regarding the progress of the war. Through the mail service, Northern Rhodesian soldiers were kept in communication with their family members back home. Fathers and friends constantly wrote letters to the soldiers finding out how they were doing and also updating them of home events.⁷⁹

⁷⁷ Walima T. Kalusa, 'Aspects of African Health in the mining industry in Colonial Zambia: A case study of Roan Antelope mine, 1920-1964,' M.A Dissertation, Lusaka, University of Zambia, 1993, p. 70.

⁷⁸ Kalusa, 'Aspects of African Health in the mining industry in Colonial Zambia,' p. 44.

⁷⁹ Mutende Newspaper, No.148, September, 1943, p. 8.



A Northern Rhodesian soldier reading a letter from home whilst in East Africa during the WWII as illustrated in the picture above. Mutende Newspaper, No.127, November, 1942.

On the other hand, the officer commanding all the soldiers fighting the Italians was in touch with the Governor of NR, and vice versa through the use of postal services.⁸⁰

In order to keep up with the demand for the services, Joseph Situmbeko Matala who worked at Ridgeway Post Office during the WWII period narrated as quoted by Lawrence that he ‘used to work during lunch hours and in the evenings.’⁸¹ It can be noted that the Postal Department took advantage of the war period, which stimulated both mining and agricultural activities and increased the demand for postal services. Thus, in order to monopolise the venture and increase its revenue base, the Postal Department maximised the provision of postal facilities. For instance, the revenue collected by the department in 1946 amounted to £125,301 and became the highest ever collected

⁸⁰ Mutende Newspaper, No. 94, August, 1941, p. 17.

⁸¹ C.N. Lawrence, Success in Northern Rhodesia- Information Department, Rhodes –Livingstone Institute, 2nd February, 1960, p. 20.

revenue in the postal history since inception⁸² which almost doubled that for 1938 that was at £64,300.⁸³

Despite the increased postal activities in the territory, the number of Senior Postmasters to carry out routine inspections remained at three. Apart from routine inspections, these three officers were required to have full knowledge of the Post and Telegraph business. Obviously with such a workload, quality supervision was compromised. As a result, some of the challenges encountered by the department could be attributed to irregular inspections of various Post Offices in the territory. For instance, the unfinished electrical work at the Lusaka Post Office, which was unearthed, resulted in the death of an African employee Willis Sikalanyi on 25th March 1949 through an accidental electrocution while doing his telephone repair duties. This was because of the Engineering Assistant's report, which indicated that the building had been connected up to the overhead distribution from the transformer. However, the report neglected to state that the building had not yet been tested and passed as safe by the Lusaka Electricity Commission who were also not informed.⁸⁴

In another incident, an accident occurred on 7th April 1949 involving a member of the general public Mr. Hantche of Chingola. The notice board fell down on him as he was standing in a queue at the old Chingola Post Office waiting to be served at the counter. The accident left one of his toes broken, two others severely bruised. Mr. Hantche lost a sum of £26:11:7 owing to his absence from work for eighteen days. Thus, government through the Postal Department paid the loss to the

⁸² Posts and Telegraphs Department Annual Report, 1946, p. 3.

⁸³ Colonial Annual Report on the Social and Economic progress of the people of Northern Rhodesia, No 1935. 1938, p. 30.

⁸⁴ NAZ, Sec3/114, Letter from the Postmaster-General to the Chief Secretary, 6th April, 1949.

victim.⁸⁵ The Postal Department did not only have a challenge of shortage of trained staff but had also the trouble of dealing with the challenge's effects.

As postal business continued to increase, every effort was made to extend the services to every place in NR where government could derive considerable revenue. However, trained postal staffs were insufficient to manage the newly established Post Offices. By 1925, there were thirty-six officers working for the Postal Department. Of the thirty-six, four were railway officials, three were private persons and twenty-two were of district services. All the above acted as Deputy Postmasters in various Post Offices.⁸⁶ The increase in postal business put under pressure the available officers who were not trained in postal work as the department utilised them advantageously to meet public demands.

Subsequently, the pressure imposed on the workers not only due to increased workload but also to long working hours began to have noticeable effects. For instance, a loss of £17:11:3 of postal cash occurred in Mongu-Lealui (later Mongu) Post Office in July 1926 under the watch of a junior officer Mr. G.R.R. Stevens.⁸⁷ Due to his inexperience in accounting work, Stevens could not handle the pressure of keeping complicated postal accounts that involved cash, stamps, money and Postal Orders. On the other hand, volumes of postal business continued to increase so much that the turnover amounted to £1,000 per month. Mr. Stevens was not only utilised as a Deputy Postmaster but also worked as a District official.

The results of the above situation were losses, delays and miscarriages with regard to the postal services at Mongu-Lealui. Considering that the officer utilised to carry out postal duties was

⁸⁵ NAZ, Sec3/113, Letter from the Postmaster-General to the Chief Secretary, 12th April, 1949

⁸⁶ Colonial Annual Report on the Social and Economic Progress of the people of NR, No. 1292, 1924-1925, p. 30.

⁸⁷ NAZ, RC/433, Letter from the Postmaster-General to the Chief Secretary, 12th November, 1926.

overloaded with other district duties, the Governor of NR Sir Herbert Stanley asked for authority from the Colonial Secretary, Sir Amery in conformity with the Colonial Regulation Number 311 to write off the lost amount of £17:11:6.⁸⁸ This was to avoid discouraging the young probationer from carrying out national duties even under difficult circumstances. Therefore, the loss was written off on 4th March 1927 and in so doing saved Mr. Stevens from making up the deficiency out of his salary.⁸⁹

Besides, pressure of work owing to shortage of staff also resulted in postal workers not having enough time for participating in any form of recreation or relaxation during weekends and public holidays. Therefore, a petition was signed in 1928 by the Livingstone postal workers to force management consider the scale of overtime payment.⁹⁰ Government responded by gradually augmenting the number of postal staff according to the available finances. For instance, Livingstone workers received relief when two Postal Assistants were appointed and approval was given on 13th June 1928.⁹¹ At the Luanshya (Roan Antelope mine) Post Office, one Postal Assistant was engaged on 29th June 1929 to facilitate service delivery that was beyond the capacity of one man.⁹²

Pressure of work among postal workers on the Copperbelt became inevitable from 1934 onwards due to increased volumes of work that was necessitated by the increased mining activities.⁹³ This was because the effects of the depression had left heavy retrenchments in the Postal Department between January 1932 and July 1933, which was a positive move at the time to save money for

⁸⁸ NAZ, RC/433, Letter from the Governor of N/R to the Honorable Colonial Secretary for States, Amery, 22 January, 1927.

⁸⁹ NAZ, RC/433, Letter from the Colonial Secretary for States to the Governor of N/R, 4th March, 1927.

⁹⁰ NAZ, RC/1086, Letter from Postal workers in Livingstone to the Postmaster-General, 9th June, 1928.

⁹¹ NAZ, RC/ 1086, Minutes of the Postmaster-General, 13th June, 1928.

⁹² NAZ, Sec3/101, Letter from the Postmaster-General to the Chief Secretary, 12th July, 1929.

⁹³ NAZ, Sec3/ 102, Vol. II, Letter from the Postmaster-General to the Chief Secretary, 14th June, 1934.

the economy.⁹⁴ However, soon after the middle of November 1933, postal work began to increase steadily owing to the reopening of mining companies that pressed for increased postal and telegraphic services. However, staff was not adequate to undertake the work thereby necessitating inevitable overtime working hours on the few available staff. At Nkana, there were two officers, one for postal duties and the other a technician. The latter performed dual indoor and outdoor duties. The result was unsatisfactory services.⁹⁵

To help, minimise pressure, Mr. L.F.R. Foster was re-engaged as a technician at Nkana Post Office at a commencing salary of £336 per annum on 23rd February 1934.⁹⁶ Further, in order to reduce pressure on the available staff at Ndola Post Office, Mr. E.P. Griffiths was re-engaged as a Postal Assistant on 22th June 1934 at a commencing salary of £300 per annum after being retrenched during the economic depression in 1932.⁹⁷ Three postal clerks were added to the Broken Hill staff in 1935.⁹⁸ The augmentation of staff allowed time for recreation as well as afforded management room for granting of local leave to its staff. In addition, as a mechanism to retain its available staff, the Postal Department motivated them by recommending the payment of overtime rates according to their salary scales as illustrated in the table below. Postmasters and Acting Postmasters received a fixed allowance of £12 to £50 per annum.

⁹⁴ NAZ, Sec3/101, Extract from the Memorandum of the Estimates of Expenditure which Accompanied His Excellency's Confidential Minutes, 26th July, 1933.

⁹⁵ NAZ, Sec3/102, Vol. II, Letter from the Postmaster-General to the Chief Secretary, 10th February, 1934.

⁹⁶ NAZ, Sec3/102, Vol. II, Letter from the Acting Chief Secretary to the Postmaster-General 23rd February, 1934. Note, the re-engaged postal workers were usually commenced with salaries they used to get at the time they were retrenched.

⁹⁷ NAZ, Sec3/102, Vol. II, Letter from the Treasurer to the Postmaster-General, 27th June, 1934.

⁹⁸ NAZ, Sec3/102, Vol. II, Confidential letter from the Postmaster-General to the Governor of Northern Rhodesia, Honourable Charles Dundas, 9th February, 1935.

TABLE III: Salary scales of Postal Assistants and their rates of overtime

SALARY	RATE OF OVERTIME DURING WEEKDAYS PER DAY		RATE OF OVERTIME DURING WEEKENDS/PUBLIC HOLIDAYS PER DAY	
£	s	d.	s	d.
186 - 300	2	3	2	9
247 – 300	3	0	3	9
301 – 390	3	6	4	3
391- 400	4	0	4	9
401- 480	4	6	5	6

Source, NAZ, Sec3/114, Vol. I, Extract from Hansard No.62, Column No 397-8, 10th December, 1948.

The shortage of staff in the Postal Department was felt more in the Engineering Branch that worked in isolation of the headquarters. It continued to operate from Broken Hill even after the headquarters transferred to Livingstone in 1935. The separation of the Engineering Branch from the headquarters made the Postmaster-General's work difficult, as he had to keep a close contact for the smooth running of the Department. On the other hand, Mr. R. Sturman (Chief Engineer) inevitably had to combine his normal duties with those of a telegraph and telephone supervisor and storekeeper.⁹⁹ Due to too much workload on the few available staff, the telecommunication services could not be fully developed owing to other pending projects in the territory. Further,

⁹⁹ NAZ, Sec3, 107, Letter from the Postmaster-General to the Chief Secretary, 12th June, 1935.

maintenance duty of the already existing main trunk lines and other telecommunication services could not receive adequate attention.

There were several cases of mutilated telegrams received from members of the District Chamber of Commerce in Ndola in 1935. This was because staff that was stationed at Ndola failed to do their work in a thorough and expeditious manner that they and the public wished for. Few available staff strained against the ever-increasing volume of postal business in order to meet public demand.¹⁰⁰ This was also the situation at Nkana, Broken Hill, Lusaka and Livingstone which suffered from long delays in installations and repair of both telegraph and telephone trunk lines.¹⁰¹ Therefore, in order to speed up the completion of the technical work and ensure regular maintenance of traffic lines to secure the standard of efficiency of services, the number of staff in the Engineering Branch was increased from thirteen to sixteen in 1932.¹⁰² Subsequently, the Branch was transferred from Broken Hill to Livingstone on 8th March 1937.¹⁰³ This development did not only facilitate easy consultations between the Chief Telegraph Engineer and the PMG at headquarters on the operations of the department but also combined the telephone traffic accounting system with the Accounts Branch.¹⁰⁴

Further, the Engineering Branch was reorganised to deliberately increase the number of staff available for the engineering duties by abolishing some positions in the branch. Effort was also made to stop utilising officers in the Engineering Branch for other duties such as control of traffic and dealing with the public so that its main concerns in the department remained purely technical.

¹⁰⁰ NAZ, Sec3/102, Vol. II, Letter from the Secretary of Dryden-Pritchard Trust Company Ltd to the Provincial Commissioner in Ndola, 10th April, 1935.

¹⁰¹ NAZ, Sec3/102, Vol. II, Letter from the Postmaster-General to Provincial Commissioner in Ndola, 1935.

¹⁰² NAZ, Sec3/107, Letter from P. Conliffe-Lister, Colonial Office to the Governor of Northern Rhodesia, Ronald Storr, 15th December, 1932.

¹⁰³ NAZ, Sec3/107, Letter from the Postmaster-General to the Chief Secretary, 8th March, 1937.

¹⁰⁴ NAZ, Sec3/107, Letter from the Postmaster-General to the Chief Secretary, 12th June, 1935.

The other duties were left for other members of the Department.¹⁰⁵ Thus, the posts of probationer and Deputy Engineer were abolished. Appointment of a senior officer next to the Chief Telegraph Engineer came from among the local staff. Mr. W.J. Sylvester, a mechanics in the Engineering Branch was appointed as Senior Engineer in 1938 on account of having suitable qualifications.¹⁰⁶ He was responsible for the close inspection and maintenance of both old and new wireless stations in the territory. The appointment of the local officer did not only help in avoiding having to import officers from outside the territory on higher salaries but also saved the department money. For instance, there was an ultimate saving on salaries of approximately £80 per annum in 1938.¹⁰⁷

Besides, the shortage of staff inevitably made the Postal Department unable to manage its own Accounts. Even though part of the Account was kept in Livingstone, the other Account was kept in Lusaka under the control of the Accountant General. This situation made the department's operations unsatisfactory as procedure for obtaining finances from one or the other Account delayed greater efficiency in the running of postal business in the territory. However, in 1951, the Budget Advisory Committee appointed Mr. W.G.A. Bridle as Chief Accountant along with approval of an increase of staff in the Accounts Branch. Taking into account the fact that the staff in the Accounting Branch were now adequate to carry out the responsibility of running the Accounts of the Postal Department, the PMG requested that the department be Self-Accounting.¹⁰⁸ The proposal received overwhelming support from both the Acting Director of Audit and the

¹⁰⁵ NAZ, Sec3/107, Letter from the Postmaster-General to the Chief Secretary, 14 August 1937.

¹⁰⁶ NAZ, Sec3/107, Letter from ORUSBY-Gore, Secretary of States for Colonies to the Governor, Major Sir Hubert Young, 29th January, 1938.

¹⁰⁷ NAZ, Sec3/107, Letter from the Postmaster-General to the Chief Secretary, 30th April, 1938.

¹⁰⁸ NAZ, Sec3/113, Extract from Hansard No.72, Column, 16, Minute of the Standing Financial Committee, 10th November, 1951.

Secretary for Native Affairs. Therefore, the Posts and Telegraphs Department became Self-Accounting on 1st January 1952.¹⁰⁹

This facilitated the opening of two Bank Accounts, one at Standard Chartered Bank in Livingstone and the other at Barclays Bank in Ndola. The Standard Chartered Bank in Livingstone maintained the Livingstone, Lusaka and Ridgeway Post Offices Accounts. Barclays Bank in Ndola maintained accounts for Broken Hill, Ndola, Luanshya, Kitwe, Mufulira, Chingola, Fort Jameson and Kasama. However, continuous inspection of the Accounts of the department remained the responsibility of the Accountant General. All the Bomas received a circular memorandum of the above changes as most postal business was transacted from the latter.¹¹⁰

As a way of dealing with shortage of staff, the Postal Department recommended a staffing policy in 1931 involving the training of African learners of both sexes in order to minimise the employment of expatriates especially from London and South Africa. The policy was intended to maintain efficiency and effect the maximum possible economy for the future.¹¹¹ The proposal was approved on 3rd December 1931.¹¹² To start the scheme, a plan for establishing a training school at Fort Jameson was also approved on 15th March 1932 and provision to meet the costs of twelve African learners was made in the 1933 estimates. Their training included telegraph reading, telephone operation and sorting duties.¹¹³

¹⁰⁹ NAZ, Sec3/113, Extract from Hansard No.72, Column, 16, Minute of the Standing Financial Committee, 10th November, 1951.

¹¹⁰ NAZ, Sec3/113, Extract from Hansard No.72, Column, 16, Minute of the Standing Financial Committee, 10th November, 1951.

¹¹¹ NAZ, Sec3/101, Letter from the Postmaster-General to the Chief Secretary, 28th November, 1931.

¹¹² NAZ, Sec3/101, Letter from the Chief Secretary to the Postmaster-General, 3rd November, 1931.

¹¹³ NAZ, Sec3/104, Letter from the Postmaster-General to the Chief Secretary, 3rd May, 1932.

Further, staff training was done in a hut adjacent to Lusaka Post Office beginning from April 1934 involving six students who trained in transmission and reception by wireless. Some of the selected learners were already telegraphists with good reading skills. Beaton Galaffa Kalomo was able to tune in and receive wireless messages within a month of training. The scheme of training Africans helped to alleviate the shortage of staff that was exacerbated by leave movements, sickness and others causes in 1934. Due to Kalomo's abilities in postal duties, the PMG proposed that Kalomo be promoted to a Grade I level as Postal Assistant in 1934. He was also to take over the responsibilities of the European Postmaster at Fort Jameson with effect from 1st July 1934 under the supervision of the customs collector, Mr. Page. The European Postmaster was transferred to Livingstone.¹¹⁴ The proposals were approved on 22nd May 1934.¹¹⁵

However, the trained staff suffered from a sense of frustration aggravated by lack of confidence in the African postal workers. This was because even though African staff proved satisfactory in their performance of postal duties, they suffered some degree of intimidation from the European communities in certain parts of the territory. These areas included Lusaka, Choma and Fort Jameson.¹¹⁶ In Choma, the European community signed a petition in 1933 to the Governor, Sir James Maxwell when an African Postal Assistant was assigned to replace a retrenched European Postmistress, Mrs. Chadwick. Subsequently, a European postal clerk was transferred from Pemba to Choma and Mr. H. O'Connel Jones was appointed as postal clerk at Pemba.¹¹⁷ This was an indication that some decisions made by government were reversed and that consumers of the services participated in the operations of the Postal Department.

¹¹⁴ NAZ, Sec3/95, Letter from the Postmaster-General to the Chief Secretary, 21st May, 1934.

¹¹⁵ NAZ, Sec3/95, Letter from the Acting Chief Secretary to the Postmaster-General, 22nd, May, 1934.

¹¹⁶ NAZ, Sec3/105, Financial Secretary's Report, 2nd March, 1949.

¹¹⁷ NAZ, Sec3/101, Minutes of the Select Committee, Head XXII- Posts and Telegraphs, 18th August, 1933.

In the same regard, the appointment of Kalomo at Fort Jameson was disapproved by a number of European residents led by the North-Eastern Rhodesia Agricultural and Commercial Association in the district through a signed petition on 27th June 1934, as reflected in appendix V.¹¹⁸ Government did not succumb to the petition for the sake of pleasing a few sections of European consumers of postal services. It maintained the policy of training, employing and giving Africans every opportunity to advance. Government's interest was not only based on gaining profits from the business but also concerned with the expenditure involved in maintaining a good standard in the provision of postal business. This was done through employing qualified local personnel in the department.

Nevertheless, the above reaction by some Europeans was demoralizing to the Postal Department at a time when it was trying to do everything possible to augment staff in critical areas of need. It also affected the happy state of mutual understanding and respect between Europeans and Africans, which was essential for economic and political progress of NR. However, some Africans overlooked such frustrations and utilised the opportunity availed to them by exhibiting their potentials through hard work. Joseph Situmbeko Matale who started as a telephone operator at Mazabuka Post Office in 1940 at a commencing salary of 10s per month received a reward for long service and for studying the needs of both the Post Office and the public during his eighteen years of work.

He also worked at Chisekesi, Pemba and Kalomo before becoming a postal clerk at the Ridgeway Post Office in Lusaka in 1945. Later, Matale went to work at Luanshya (Roan Antelope) mine Post Office from 1949 to 1953 and his salary scale rose to £9:10 per month. He became the Postmaster

¹¹⁸ NAZ, Sec3/95, Letter from W.H. Jollyman, Manager of the North Charterland Exploration Company (1910) Limited to J. Rangeley, the Provincial Commissioner Fort Jameson, 27th June, 1934.

at Fort Rosebery Post Office in 1954, which he ran entirely on his own.¹¹⁹ A similar development though without an indication of opposition from the European community was observed in SR by Smith who noted that postal authority decided to train Africans to enable them undertake postal duties. According to Smith, Patrick Pazarangu became the first African Postmaster at Mzilikazi Post Office in 1953.¹²⁰

It can be argued that the Northern Rhodesian government endeavoured to establish training schools for African clerks and linesmen to facilitate their future appointments in the Posts and Telegraphs Department despite opposition from the European communities. A learner school was opened in 1951 at Livingstone and thirty (30) students graduated after twelve months of training in all branches of Post Office work. Still, there was a considerable wastage for the Postal Department as twenty-seven (27) left the department afterwards owing to resignations or dismissals.¹²¹ Besides, Africans were reluctant to go to Broken Hill, where a new training school was established in 1953 to train in telephone line construction.¹²² The resignations after training and reluctance of Africans to enroll for training meant loss of administrative cost on the Postal Department. However, Robert Smith observed that even though the training of the local school leavers did not benefit the Postal Department as expected, the training provided by the Post Office benefited the country directly. He argued that the training was of great value to Commerce and Industry in supplying many trainees who left the Post Office with technical knowledge to join other organisations.¹²³

¹¹⁹ Lawrence, *Success in Northern Rhodesia*, p. 20.

¹²⁰ Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 64.

¹²¹ NAZ, Sec3/113, Financial Secretary's responses to Legislative Council Debates, 17th December, 1952.

¹²² NAZ, Sec3/114, Letter from the Postmaster-General to the Chief Establishment Officer, 6th May, 1953.

¹²³ Smith, *Rhodesia, A postal history- Its Stamps Posts and Telegraphs*, p. 277.

Conclusion

The chapter analysed the challenges faced by the Postal Department in the provision of postal services in NR. These included boundary disputes, natural challenges and shortage of trained staff. The chapter argued that the shortage of trained staff was aggravated by a number of factors that included dismissal due to indiscipline, leave movements, resignations, effects of the depression and the dissolution of the Federation of Rhodesia and Nyasaland. The shortage of trained staff had adverse effects on the operations of the Postal Department. The chapter explained that Government did everything possible to ease the situation of inadequate trained staff by training and recruiting staff and improving their conditions of service thereby making them happy while working under difficult circumstances. Even though the trained African postal workers faced some frustration owing to lack of confidence in them by some European members of certain communities, some Africans rose to manage big Post Offices. Shortage of trained staff was the major factor that affected the Department's effort in the provision of postal services.

CHAPTER FIVE

CONCLUSION

The study has documented a history of postal services in Northern Rhodesia during the period 1893 to 1964. It had three objectives. It aimed at examining the development of postal services during the colonial period in NR. It also investigated the availability and significance of postal services in NR. Lastly, it sought to examine the challenges faced by the Postal Department in an effort to provide postal services during the colonial period. From the study, several conclusions emerged.

The study revealed that prior to the introduction of regular postal services in NR, African communities conveyed information from one place to another which facilitated trade, social and political unity at village or chiefdom level. The scramble for African colonies between 1870 and 1900 left lands north of the Zambezi River under the control of the British South Africa Company that was supported by the royal Charter granted to it in 1889. The signed agreements between the imperial government and the Chartered Company facilitated the arrival of British officials who began establishing administrative stations north of the Zambezi to secure British's position. Along such development, the first Post Office was built at Abercorn in October, 1893 to facilitate official correspondence. Later, the land north of the Zambezi was divided into two territories of NER and NWR for easy administration. While several small Post Offices were opened in the latter and the former by 1899, they were officially recognised by the Colonial Empire through the Order-in-Councils of 1899 in NWR and 1900 in NER.

The study elaborated that the mail service was the first to be conducted by the Post Office in the initial stage of the establishment of regular postal services. To facilitate the conveyance of mail, African mail runners were employed as the first mode of transport through various foot paths/mail

routes leading to various administrative Bomas and business centres. Organised relays on mail routes through which mail runners carried mails were equivalent to African traditional mode of conveying messages through the word of mouth commonly known as *kalomolomo* in Tonga or *nokushimba* in Lozi. The similarities in the way of conveying information by the word of mouth and relays in the regular postal services was an indication that the former mode was a modification of the latter. Technological advancements in transportation systems were taken advantage of by the postal authorities thereby necessitating many changes that improved and accelerated mail conveyance.

The mail runner service was reinforced by ox-cart mail service along the main roads. With the accomplishment of the railway line from South Africa that entered NR at Livingstone in 1904 and reached Broken Hill in 1906 and Ndola in 1909, the ox-cart services was replaced by train mail service along the line of rail. The canoe mail service facilitated the conveyance of mails to areas with big rivers off the line of rail. The latter service was reinforced by the motor mail service along the main roads to enhance rapid conveyance of mail. In areas that had impassable roads, the canoe and mail runner services continued to be utilised. The introduction of the airmail service was the greatest achievement in the Postal Department as it facilitated quicker conveyance of mail within NR and the outside world. Aircrafts known as Beavers were utilised to carry mail rapidly to administrative stations off the main roads and railway, with natural challenges that rendered other means of mail conveyance less important.

It further concluded that the Postal Department extended its service provision beyond handling of mails to include other services such as telegraph, telephone and wireless. These services facilitated rapid communication that did not only directly link various administrative stations and business centres but also the outside world. The wireless services provided communication network to areas

off the line of rail and the main roads in NR. Some of the wireless stations were established by private companies to enable communication in critical business centres and stations off the line of rail that had no government operated services.

In trying to provide accessibility of postal services to the public, the study demonstrated that the extension of the services was influenced by the growth of commercial and industrial businesses. The value attached to the provided services by the consumers and the satisfaction the provider of the postal services derived from the business were other factors that facilitated the extension of postal facilities to various parts of the territory. The study revealed that postal facilities were established along the line of rail to facilitate accessibility to communities that settled along the line of rail. The provision of postal services depended on the demand made to postal authorities by representatives of either business companies or African communities, but the government held the prerogative of whether or not to extend the services.

In areas that had no access points to postal services, private companies came on board to provide accommodation for the Post Office and quarters for the postal officials, which were later rented to the government before the establishment of government operated offices. In this way, government was able to accelerate the extension of postal services to meet public demands while at the same time obtaining revenue from the business. The raised revenue was critical in meeting administrative costs of the Postal Department.

People residing in rural areas accessed postal services through selected mission stations, schools, chiefdoms and villages that acted as postal agencies before the government established Post Offices. Mobile Post Offices were utilised to enable people in rural areas with no Post Offices have easy access to postal services. The study has argued that postal services influenced easy centralised

administration of the huge territory of NR through organised rapid communication. Various administrative centres were linked with each other and also utilised postal services to their own economic and strategic advantage that promoted national development. Besides, postal services were valued by most commercial businesses as the former enabled easy and quick communication from which the latter much depended upon to enhance growth. The migration of young Africans from their rural villages to various commercial centres both within and outside NR in search of employment did not break the family or friendship ties as the Post Office kept them connected through various services it provided.

The study further demonstrated that effort in meeting public demand through the provision of postal services was hampered by some challenges that had adverse effects on the operations of the Postal Department. Boundary disputes resulted into closure of some routes vital in facilitating the flow and circulation of mails significant for administrative and commercial purposes in certain parts of NR. Inevitably, natural challenges compromised the standard provision of postal services to the public. Rivers, streams and wild animals were some of the natural challenges that affected mail conveyance. The canoes carrying mail bags on big rivers were usually attacked by either hippos or crocodiles causing damage to the contents in the mail bags. Frequent change in mail routes owing to natural challenges did not only result in delays in mail conveyance as alternative routes were longer but also increased administrative costs to sustain them.

The study identified insufficient trained staff as a major challenge that affected the smooth operation of the department in various ways. External and internal communication procedures were too slow thereby causing delays to respond to urgent matters that affected the working staff in the department. As a result, some dependable trained staff resigned from the Postal Department to join other departments. In an effort to secure the government and public funds as well as

maintaining good standard in service provision, measures that were taken to curb indiscipline among postal workers aggravated the shortage of staff through imprisonment and dismissals. The dissolution of the Federation of Rhodesia and Nyasaland in 1963 also worsened the shortage of trained staff in the Postal Department. The government's delays to make known the conditions of service to the former federal civil servants caused most of the experienced and trained staff not willing to transfer to the Northern Rhodesian service.

The shortage of trained staff affected the operations of the Postal Department as a provider of the postal services. Regular inspections could not be carried out normally thereby resulting into loss of public funds and government revenue. There were reductions of services to the public owing to shortage of skilled staff to operate in various Post Offices. Pressure of work to few available staff necessitated them not having enough time to participate in any form of recreation or relaxation during weekends and public holidays.

The study demonstrated that one of the measures taken to curb shortage of trained staff was the adoption of a staffing policy involving Africans from 1930 through to 1964. A number of training schools were opened where Africans were trained in various postal duties such as sorting, telegraph reading and telephone operations. Owing to their satisfaction in their delivery of duties, some trained Africans despite some degree of intimidation from the consumers of postal services among the European communities of certain parts of the territory, rose to manage some Post Offices as Postmasters. To avoid breakdowns in service provision and allow the government have space for training and advancement of the local staff after the dissolution of the Federation of Rhodesia and Nyasaland, recruitment of staff from overseas became was done.

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No.	Name	Date of Birth	Former occupation	Date & place of Interview
1.	Pisan Musialela	1932	House Keeper, Vitoria Falls Hotel	12/05/2015, Maramba Old People's home. Livingstone
2.	Sam Kanyanta	1929	Kitchen-Boy, Lusaka Rest House	12/05/2015, Maramba Old People's home. Livingstone
3.	Ester Tembo	1933	House Wife	12/05/2015, Maramba Old People's home. Livingstone
4.	Kaputula Kandonga	1925	Miner, Nkana mine	12/05/2015, Maramba Old People's home. Livingstone
5.	William Muzala Chipango	1935	Council – Employee	20/05/2015, Livingstone township
6.	Dominic Mooya	1930	Teacher	25/05/2015, Simoonga Village, Monze
7.	Andrew Malambo	1930	Teacher	25/05/2015, Hamazongo Village, Pemba
8.	Dathan Maila	1940	Miner, Mufulira mine	Maila Farm, Luanshya
9.	Siyunda Simakando	1930	Postal clerk	18/09/2015, Libota Village, Mongu
10.	Bothwel S. Muyawa	1937	Teacher	20/09/2015, Kamakwa village, NKeyeme
11.	J.S. Nail	1930	Currently Trader	20/09/2015, L.F. Moore chemist shop, Livingstone
12.	Mwelwa Musambachime C.		Currently Lecturer	17/12/2015, University of Zambia
13.	Godfrey Mayeke	1925	Police officer	18/09/2015, Sibawa Village, Limulunga

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APPENDICES

Appendix I:

Postal Rates of Northern Rhodesia in 1908

LETTERS;

- Within Northern Rhodesia (NR).....1d. per ½ ozs- to Southern Rhodesia
- To Southern Rhodesia (SR), the Union of South Africa, Nyasaland and the province of Mozambique.....1d.
- To the United Kingdom (U.K) and nearly all parts of the British Empire.....1d.
- Katanga district, Belgian Congo2d.
- All other parts of the world.....2½ d.

POST CARDS;

- Within NR.....½d.
- To SR.....½d.
- All other places.....1d.

NEWSPAPERS

- Within NR.....½ d. per 2 ozs.
- To SR, the Union of South Africa, Nyasaland and the province of Mozambique.....½ d. per 2 ozs
- To other places.....1d. per 4 ozs and ½d. for each additional 2 ozs

BOOK PACKETS

- Within NR½d. per 2 ozs.
- To SR, the Union of South Africa, Nyasaland, and the province of Mozambique.....½d. per 2 ozs.
- To all other places1d. per 2 ozs.

SAMPLE PACKETS

- Within NR.....1d. per 2 ozs and ½d. for each additional 2 ozs.
- To SR, the Union of South Africa, Nyasaland and the province of Mozambique.....1d. per 4 ozs and ½d. for each additional 2 ozs.
- To all places.....1d. per 2 ozs.

COMMERCIAL PAPERS

- Within NR1d. per 4 ozs. and ½ d. for each additional 2 ozs.
- To SR, the Union of South Africa, Nyasaland, province of Mozambique.....1d. per 4 ozs and ½d. for each additional 2 ozs.
- To all other places.....2½d. per 4 ozs, 3d. per 6 ozs and 1d. for each additional 2 ozs.

PARCELS

- Within NR.....1/- for the first 1b. and 6d. for each additional 1b.

- To SR 1/6 for the first 1b. and 6d. for each additional 1b.
- Nyasaland (by direct exchange) 1/- per 1b.
- The Union of South Africa and the province of Mozambique 1/6 per 1b.
- Katanga district, Belgian Congo 2/4 not exceeding 3 lbs.; 3/10 over 3 and under 7 lbs. 5/10 over 7 and under 11 lbs.
- To Nyasaland, via the Cape2/- per 1b. Province of Mozambique (by direct exchange) 2/6 not exceeding 3 lbs. 5/- over 3 and under 7 lbs. 7/6 over 7 and over 11 lbs.
- To U.K via the Cape 1/9 per 1 b., via Beira, per pennie, line 3/6 not exceeding 3 lbs. 5/- over 3 and under 7 lbs. 7/6 over 7 and under 11 lbs. Via Beira, per German packet 4/6 not exceeding 3 lbs. 6/- over 3 and under 7 lbs. 8/6 over 7 and under 11 lbs.
- To British East Africa and Uganda, via Beira 3/- not exceeding 3 lbs.: 5/- over 3 and under 7 lbs.
- To Zanzibar, via Beira – 3/- not exceeding 3 lbs.; 4/6 over 3 and under 7 lbs. 6/6 over 7 under 1bs. 6/6 over 7 and under 11 lbs.

Appendix II:

Correspondence course material

CENTRAL AFRICAN CORRESPONDENCE COLLEGE (PVT.) LTD.
SALISBURY, SOUTHERN RHODESIA

NORTHERN RHODESIA
FORM II
ENGLISH
LECTURE 12 NB

ordinary is better

COMPREHENSION.

We come now to another part of your syllabus, namely COMPREHENSION. In this part of your examination, a prose passage of approximately 30 lines will be set to test your ability to understand a writer's meaning. You will read the passage very carefully, making quite sure you understand the meaning. Then you will answer all the questions that are asked, in clear correct sentences.

I am now going to give you a series of comprehension tests that have been set in previous examinations, together with the answers. Please do not look at my answers until you have done all the tests yourself.

1. "I see my mother as a lovely woman with kind dove's eyes, somewhat short of stature, it is true, but carrying herself very bravely. In my memories of those days she is clad always in some purple shimmering stuff with a white kerchief round her long white neck, and I see her fingers turning and darting as she works at her knitting. I see her again in her middle years, sweet and loving, planning, contriving, achieving with the few shillings a day of a lieutenant's pay on which to support the cottage at Friar's Oak, and to keep a fair face to the world. And now, if I do but step into the parlour, I can see her once more with eighty years of saintly life behind her, silver-haired, placid-faced, with her dainty ribbon cap, her gold-rimmed spectacles, and her woolly shawl with the blue border. I loved her young and I love her old, and when she goes she will take something with her which nothing in the world can ever make good to me again."

a) Say whether the man writing about his mother is young or old. Give a reason for your answer. (5)

b) Would you say his mother is alive or dead? Quote from the passage in support of your answer. (5)

c) What was his father? (2)

d) Has the mother's life been one of ease and plenty? Give a reason for your answer. (4)

e) If the passage had been written in 1940, in what year would the mother have been born? (2)

f) Give an adjective (not used in the passage) that would describe the mother in her middle years. (2)

Comfort

2. "And now there is the thunder of the huge covered wagon coming home with sacks of grain. The honest wagoner is thinking of his dinner, getting sadly dry in the oven at this late hour, but he will not touch it till he has fed his horses - the strong, submissive, meek-eyed beasts, who, I fancy, are looking mild reproach at him between their blinkers, that he should crack his whip at them in that awful manner as if they needed that hint!

See how they stretch their shoulders up the slope towards the bridge, with all the more energy because they are so near home. Look at their grand, shaggy feet, that seem to grasp the firm earth, at the patient strength of their necks, bowed under the heavy collar, at the mighty muscles of their struggling haunches. I should like well to hear them neigh over their hardly-earned feed of corn, and see them, with their moist necks freed from harness, dipping their eager nostrils into the muddy pond. Now they are on the bridge, and down they go at a swifter pace, and the arch of the covered wagon disappears at the turning behind the trees."

- a) What was the load inside the covered wagon? (2)
- b) Give, in your own words, the two reasons given in the passage why the wagoner was anxious to get home. (4)
- c) If you think the wagoner was fond of horses, give TWO instances from the passage which show that he treated them kindly. (4)
- d) Quote TWO phrases from the passage which tell you that the horses were good-natured animals. (2)
- e) Why did the horses not need the crack of the whip to make them go fast? (Give one reason only). (2)
- f) Explain why the pace of the horses became faster on the other side of the bridge. (3)
- g) Say why the necks of the horses would be "moist" when the harness had been taken off them. (3)
- h) Quote the phrase from the passage which gives you the best idea of the great effort the horses were making. (3)

(24)

3. "One of these doors the Badger flung open, and at once they found themselves in all the warmth and glow of a large fire-lit kitchen.

The floor was well-worn red brick, and on the wide hearth burnt a fire of logs, between two attractive chimney-corners tucked away in the wall. A couple of high-backed chairs, facing each other on either side of the fire, gave further sitting accommodation for those who wished to sit and talk. In the middle of the room stood a long table with benches down each side. At one end of it, where an arm-chair stood pushed back, were spread the remains of the Badger's plain but ample supper. Rows of spotless plates winked from the shelves of the dresser at the far end of the room, and from the rafters

NORTHERN RHODESIA

FORM II

ENGLISH

LECTURE 3

LETTER-WRITING

There is another form of business letter which you have to learn, and this is the letter of Application. When you are writing to ask for employment, you have to write very carefully, stating exactly what your qualifications are, and any other relevant information which your prospective employer may desire. Your letter must be polite, clear, and to the point. It is necessary too, that you either enclose testimonials from your previous employer, or else that you give the names of one or more people who know you well, so that your employer may find out about your character, and what sort of person you are.

Let us assume you are answering an advertisement in the paper, which states:

Wanted: A junior clerk for grocery store,
must be well-educated and hard-working..
State previous experience. Apply in writing
to the Manager, Smith Bros, P.O. Box 34,
Dundee.

P.O. Box 6,

Dundee,

17th May, 1954

The Manager,
Smith Bros.,
P.O. Box 34,
Dundee.

Dear Sir,

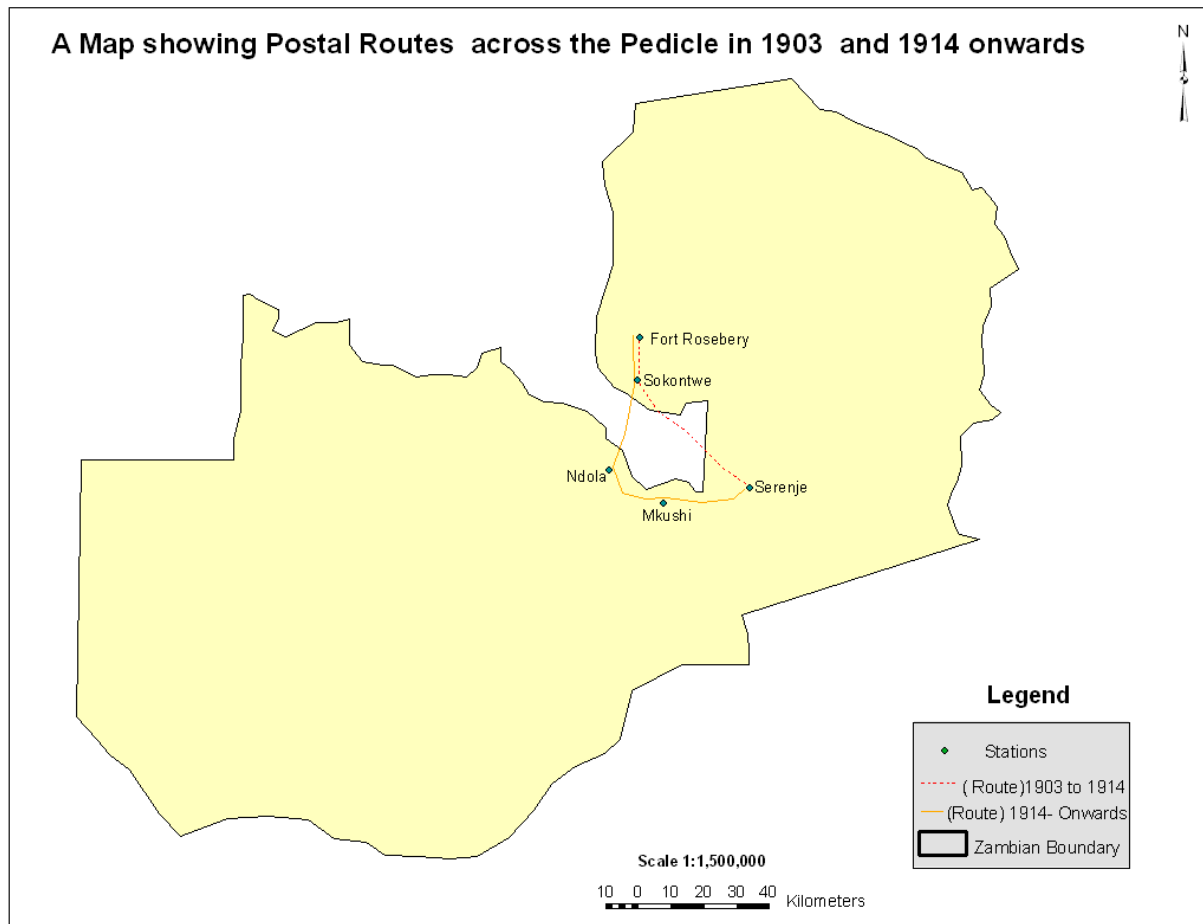
In reply to your advertisement in "The Daily News" of 16th May, I hereby wish to apply for the post of junior clerk in your business.

I am 20 years of age, and passed the Matriculation examination three years ago. I have been working for the past two years for Messrs. Fresh & Co., in Durban, which is, as you probably know, a very large grocery store, and have acquired valuable experience in all departments of their business.

I left Messrs. Fresh & Co. three months ago, as it became necessary for me to find employment nearer home.

I enclose herewith a Testimonial from Mr. Blackie, the manager, and also have permission from the principal of

Appendix III:



APENDIX IV: A LETTER OF PROTEST

FORT JAMLSON,
27th June, 1934.

To the Provincial Commissioner,
FORT JAMLSON.

Dear Sir,

We learn with dismay that this District is to be deprived of the services of a white Postmaster, and we therefore request you to telegraph to the Government our strong protest.

For a native to be in charge of the telegraph service destroys the usual confidence that we feel in the secrecy of that service.

That a very complicated installation in the wireless station is likely to be frequently disorganised is probable.

Further, in the event of native trouble we might be cut off from communication with the outer world.

We are,

Yours faithfully,

THE NORTH CHARTERLAND EXPLORATION
COMPANY (1910) LIMITED.

John Wilson

Stachan

Cruiq

STAFF'S

W. H. H. H. MANAGER.

Geor. R. Jeffrey Chairman
H. B. R. asst. asst.

FOR

Will

simpson

W. L. W.

Finch

Wegwood Jones.

Farmer

Chambers.

H. Walker

Walker Bros.

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

W. W. Worby

Fitzgerald
Chlorine Williams

Chas. Bruce.

Kate Lock.

B. Smith

B. Smith

H. A. Old.

Betty Webster

Webster

Thurwells

L. Gregory

W. L. W.

Am. Sympell.

J. Sanders

W. L. W.

Chas. Estabro

D. Bartlett

J. R. Bannock

D. H. Bannock

W. E. Barron

A. Schultz

G. D. Wigg.

W. H. Jollyman

Sam. T. Caper.

W. H. Jollyman

W. H. Jollyman

W. H. Jollyman

W. H. Jollyman

W. H. Jollyman

W. H. Jollyman

THE UNITED TOBACCO COS. (INC.)
FORT JAMESON

H. P. Forsham

1. 1. 1. 1. 1.