

E. AFRICA
3238

C.O.
3233
L.S.
1 12

was made
rail file

Last African Service

Date.
1912

31 Jan

at previous Paper
6a
uwb

Points out difficulty of enquiry in the absence
of specific complaint re: that
passengers who travelled by the "Georkha" or ~~repp~~
in question expressed satisfaction. Urges
impossibility of putting all steamers on S.A. route at
present.

to Rules

In present case, to send out
I think, please see letter
Ack receipt and say that a copy
of this letter will be sent to Inspector
And send copy of same to J.P. H.
2 of 6 copy in 38635

W. Read

You should see also

49B
51

C.A.
uwb

Proceed as proposed.

HAB. Feb. 5.

at office
H.D. 1/12
17/12

Copy to... 31 11 1912

Subsequent Paper

3007

The Union-Castle Mail Steamship Company, Limited.

DONALD CURRIE & CO, Managers

Telegraphic Address
DONQUICO, LONDON
Established
1853, AVONUE
DONALD CURRIE & CO, Managers

3 and 4, Fenchurch Street

London

31st January, 1912.

C O
3233
12

The Under Secretary of State,
Colonial Office,
LONDON, S.W.

Sir,

We beg to refer to your letter of the 28th November last (No. 20022/1911), when you were good enough to send us copy of a letter which you had received from the Governor of Nyasaland, Sir W. M. Manning, on the subject of the accommodation provided in certain of our steamers engaged in the Royal East African service.

In our previous acknowledgement of your letter, we pointed out that as far as we could ascertain no complaints were made at the time to Captain Burt of the S.S. "Soorkha" and on his return he confirms this.

It is, of course, difficult for us, in the absence of any specific complaint to go into the matter as we would wish. Sir W. M. Manning states that the accommodation and food were below the usual standard of a British steamer, and the cleanliness of the steamer left much to be desired, but he has not given us sufficient particulars to enable us to ascertain if the complaints he has received are well founded. A large number of passengers were

• 2 •

carried on the voyage in question, and those passengers whom we have seen since have expressed themselves as fully satisfied with the service, and attention they received.

With regard to the type of steamer, it is scarcely necessary for us to point out that it is not possible within a year of the inauguration of this service to put new steamers on the route.

We need hardly assure you that we are anxious that all our passengers should be made as comfortable as possible, and we are, at all times, willing to thoroughly investigate any complaints brought to our notice, but we think you will agree with us that, in the present instance, it is impossible for us, without more detailed information, to go further into this matter.

We are,

Sir,

Your obedient Servants,

THE UNION-CASTLE MAIL STEAMSHIP COMPANY LIMITED,



Managers.

MS

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3238.12

Ca



[Handwritten signature]

9 Feb 12

DRAFT.

gentlemen,

Messrs Donaldson & Co

I am to ask the

receipt of your L of the

31st of Jan, respecting the

accommodation provided in

certain of the Union-Castle

mail Steamship Company's

Steamers engaged in the last

African Service, to inform

you that a copy of it has

been sent to the Gen of Nigeria

I am &c

MINUTE

Mr. Venning *8/2*

Mr. Butler *8/3*

Mr. Fiddes

Sir H. Justi

Sir J. Anderson.

Lord Emmott.

Mr. Harecourt.

Copy No 37. 9 Feb 12

[Handwritten signature]