Contents

Chapter 1 - **NORMS FOR OPENING OF POST OFFICES IN RURAL AREAS GUIDELINES**

The following norms for opening of branch post offices in rural areas have come into effect from 1st April 1991.

I. Population

a.In normal areas	3000 population in group of villages (including the PPO villages)
b.In the hilly, tribal, desert and inaccessible areas :	500 populations in an individual village or 1000 population in a group of villages.

II. Distance

a. In normal areas :	The minimum distance from the nearest existing post office will be 3 km
b. In hilly, tribal, desert and inaccessible areas:	The distance limit will be the same as above except that in hilly areas, the minimum distance limit can be relaxed by the Directorate in cases where such relaxation is warranted by special circumstances which should be clearly explained while submitting a proposal.

III. Anticipated Income

a. In normal areas :	The minimum anticipated revenue will be 33 1/3 % of cost
b.In hilly, tribal desert and inaccessible areas:	The minimum anticipated income will be 15% of the cost.

IV. i) Classification of hilly and tribal areas will continue to be made according to the details shown in Directorate letter No. 1-37/85-RPR dated 19.11.1987

ii) A list of districts covered under the Desert Development Programme (DDP) as indicated in the Seventh Five – Year Plan programme (1985-90 Vol. II) issued by the Planning Commission, is furnished in Annexure.

iii) Inaccessible areas will be defined as those areas which are not accessible by communications like roads and highways. Normally the following factors will govern such areas broadly:

a) Non availability of infrastructure such as roads:

b) Location of the place in the midst of dense jungles/forest even if a road link exists and

c) Non availability of public transport both rail and road.

4. The problem of opening post offices on the basis of groups of villages in gram panchayat of varying sizes in the different parts of the country has been reviewed in the context of revising the norms for opening post offices. It has now been decided that in future the two different limits of population in the different categories of areas such as normal, hilly, tribal and desert, etc. areas will be the only criteria alongside the distance of the nearest post office from the proposed post office village. It will, therefore, no longer be necessary to ensure in all cases a linkage between gram panchayat and post offices while considering the proposals for opening of a post office for a group of villages and in deciding its location.

Format for submission of proposal for EDBOs

Sl.No.	
Name of PPO	
District	
Area classification: Normal /Hilly/Tribal/Desert/inaccessible	
Population of PPO villages and attached Villages	
Distance from the nearest post office (With name and status of PO*(A)	
Anticipated costs *(B)	
Anticipated income	
Percentage of income to cost	
Costs required	
Whether diversion of staff feasible. (If so, Details of posts and the office from which to be diverted should be mentioned.)	

Remarks

Proposal approved

Certified that the financial aspects have been verified and found correct.

Signature of CPMG/PMG Signature of IFA

NOTE 1 : *(A) If any relaxation of distance norm in hilly areas is recommended, full justification should be shown in remarks column.

Note 2 : *(B) i) Latest allowances of ED employees should be taken into account.
ii) Cost of diverted posts should also be taken into account.

(Plg 1-1/Rlgs/IV dated 8-4-91)

ANNEXURE

Desert Development Program

List of Districts covered under the Desert Development Program (DDP)

Sl. No	**State**	**District**	**No of blocks ***
1	**Rajasthan**	1. Jaisalmer 2. Jodhpur 3. Nagaur 4. Pali 5. Barmer 6. Jalore 7. Bikaner 8. Churu 9. Jhunjhunu 10. Sikar 11.Sri Ganganagar	3 9 11 10 8 7 4 7 8 8 9
	Sub total (Rajasthan)		84
2	**Gujarat**	1. Banaskantha 2. Mahesana	6 2
	Sub total (Gujarat)		8 Plus (1)
3	Haryana	1. Sirsa 2. Hissar 3. Bhiwani 4. Rohtak	4 10 7 5
	Sub total (Haryana)		26
4	Himachal Pradesh	1. Lahaul & spiti 2. Kinnaur	1 1
5	Jammu & Kashmir	1. Leh 2. Kargil	5 1
			(plus 4)

	Total	21	126 131

(Figures in brackets show the number of blocks covered during the Seventh Plan)

*Names of blocks should be ascertained from the respective State Governments.

(DG posts New Delhi Lr. No 1-2/90- P & T dt 20.3.1991)

Chapter 2 - **NORMS FOR OPENING OF POST OFFICES IN URBAN AREAS**

Post offices in urban areas may be opened under the following conditions:

1. Initially the SO should be self-supportive. But at the time of the first annual review, it should show a 5% profit to be eligible for further retention.

2. The minimum distance between two post offices is now raised to 1.5 km in cities with population 20 lakhs and above and 2 km in other urban areas.

3. No extra-Departmental PO will be opened in future in urban areas.

4. Heads of Circles will continue to have powers to relax the distance conditions in 10% of the cases as before but this power should be exercised personally and not by delegation.

(DG Posts Lr. No 1-36/77 PRP dt. 21.10.1986)

Chapter 3 **OPENING OF PANCHAYAT SANCHAR SEWA YOJANA**

With the objective of providing basic postal facilities to Gram Panchayat headquarters which are still without post offices, a new scheme known as "Panchayat Sanchar Sewa Yojana" is being introduced with effect from September 30, 1995. The basic idea of this scheme is to provide a nodal point for retailing some facilities like sale of stamps and postal stationery, booking of registered articles etc, and delivery of mail where feasible through new work of Panchayats Sanchar Sewa Kendras. The Scheme will be implemented by Gram Panchayats through an agent appointed by them. The following instructions are hereby issued for immediate implementation of the scheme.

1. LOCATION AND TIMINGS

Any recognized Gram Panchayat can voluntarily apply in form given as Annexure IV for, this scheme subject to the following conditions:

1.1. The Head of Panchayat, or Administrator where no elected Head of Panchayat exists, will apply for provision of basic postal facilities under this scheme and will give an undertaking that the Panchayat shall complete the prescribed agreement form (annexe – 1) before the Sanchar Kendra starts functioning.

1.2. The Panchayat will provide suitable furniture and building in the headquarter village at its own cost. The building should be so located as to provide for access to the general public with proper security.

1.2. In event of any dispute regarding Head of Panchayat, the State Director of Panchayats should be consulted before Superintendent of Post allows Sanchara Kendra facilities to the Panchayat.

1.3. On receipt of the application the Superintendent/Senior Superintendent will visit the proposed location and ensure that necessary facilities are provided within a fortnight of the receipt of application. On completion of formalities, the Superintendent/Senior Superintendent will issue necessary instructions for opening of the Panchayat Sanchar Kendra. Full details including accounting and mail arrangements will be given.

1.5. The Panchayat would also be required to put a suitable name board indicating "Panchayat Sanchar Sewa Kendra " – (name of village) , which shall be displayed prominently. The Superintendent will also fix working hours of the Kendra which shall not exceed 3 hours. These timings will be fixed having regard to public convenience and mail arrangements. Where the PSKI is not required to travel between Account Office and Sanchar Kendra daily, the counter booking hours will be 3 hours on all working to the Account office daily, the counter hours will be restricted to 2 hours. In cases where the SKA has to deliver mail only in the Gram Panchayat village, the counter hours will be 2.30 hours provided the mail is handed over to him by the EDDA/MC. The Sanchar Kendra shall not function on Sundays and closed holidays declared by the concerned Postal Circle.

2. SANCHAR KENDRA INCHARGE

1. The Gram Panchayat shall appoint a Sanchar Kendra Agent (SKA) with the written consent of the concerned Superintendent/Senior Superintendent. The SKA shall have following qualifications.

a) The prospective SKA should have passed matriculation examination (10th class).

b) The prospective SKA should be between 18 to 62 years of age on the date of his appointment.

c) He shall be a person bearing a good moral character and no criminal case should be pending against him.

2. The appointment of Sanchar Kendra agent shall be co-terminus with the agreement with Gram Panchayat but there shall be no bar to reappointment of the Sanchar Kendra Agent provided that the services of the Sanchar Kendra Agent have not been dispensed with, earlier on grounds of fraud, misbehaviors or habitual absence. No PSA shall be retained beyond the age of 65 years by the Gram Panchayat.

3. While there shall be no reservation in regard to appointment of Sanchar Kendra Agent, Gram Panchayat would be expected to keep in mind the need to give preference to appointment of women, (SKI) SC & ST and OBC. Where there is a difference of opinion between the Divisional Superintendent and Gram Panchayat regarding appointment of a SKA, the views of the Panchayat as well as Superintendent will be placed before the Regional PMG whose decision shall be final and binding on both sides. The responsibility for checking the educational and age requirements will be that of Gram Panchayat but Superintendent shall have a right to verify prescribed requirements.

3. OPENING OF PANCHAYAT KENDRA

1. The Gram Panchayat will provide the following items at its own cost to enable Panchayat Kendra to function from the specified date.

a) Name Board, Two chairs, one table, one stool and one cash box, cost of letter scale bag, date stamp seal, sealing work.

b) Adequate money to SKA for purchase of stamps from the Account office.

2. The Superintendent Post Offices shall supply the following four items as are listed in Annex- III. The Panchayat will get the date stamp/seal manufactured through agencies which are approved by the Department of Post e.g. Aligarh Co-operative Society.

4. TERMINATION OF AGREEMENT

1. While it will be the normal expectation that a Gram Panchayat Sanchar Kendra shall function till be termination of contract and, the Superintendent/Senior Superintendent shall be competent to terminate the contract on either side giving one months' notice.

   a) On receipt of an application from the Gram Panchayat for termination of contract.

   b) For violation of terms of agreement or instructions issued by Department of Post from time to time for conduct of business.

   c) On refusal of panchayat to terminate the services of Sanchar Kendra Agent who has been held quality of proven, fraud, serious misbehavior or repeated carelessness, and for failure of Gram Panchayat to provide a substitute in absence of the regular Sanchar Kendra Agent, or for appointment of SKA without consent of the Divisional Supdt.

   d) Habitual delay, misdelivery of mail or willful damage/ secretion / abstraction of any Postal article.

   e) If the traffic is below the minimum standards (if any) fixed by the D.G. of Post from time to time.

   f) When the Govt. decides to reorganize, restructure or withdraw the scheme.

   The reasons listed above are not exhaustive but are only illustrative.

2. Provided further that no contract shall be terminated without giving opportunity to the Panchayat to show cause before any action is taken. The Panchayat shall also have a right to represent against the decision of Superintendent to terminate the contract and when such a representation is received, the Divisional Superintendent shall obtain the orders of the Regional PMG expeditiously. An intimation of termination of contract will be given by SP/SSP to gram Panchayat through issue of a speaking order.

5. TRAINING

Training for two days will be given at the Account Office concerned by SDI/ASP of the Sub –Division.

6. LEAVE

When the SKA wishes to proceed on leave, he shall do so with the written permission of Head of Panchayat/Administrator. The Head of Panchayat will provide a substitute. Intimation regarding substitute shall be given to the Account Office and Divisional Office.

7. INFORMATION AND MONITORING

1. On 1st April every year even Superintendent/Senior Superintendent shall circulate a list of Gram Panchayat Sanchar Kendras to all departmental post offices and Sub Divisions within the Division with a copy of the list to Chief PMG, Regional PMs G, Superintendent PSD, and CSD and concerned SSRM of the Circle/Region to enable proper monitoring.

This list shall include information about name of the Gram Panchayat, name of Sanchar Kendra In-charge, name of account office with which the Sanchar Kendra is attached, and will process and clear the bills for allowance, incentive etc. Name of the Head post Office concerned and date up to which the contract has been renewed. Similarly where any contract is terminated either prematurely or on completion of contract which has not been renewed, intimation shall be given to aforesaid offices regarding such termination of contract. The Heads of Circles shall send a consolidated list of such panchayt Kendras (as on 1st April of every year) to Directorate.

2. All Sanchar Kendras will under administrative control of the Sub Divisional Inspector who shall be required to inspect each Kendra at least once in a year and make a minimum of one more visit. The inspection questionnaire for Panchayat Sanchar Kendra will be sent separately, but the basic idea of the visit should be not only to ensure proper accounting but also to ensure that the benefits of postal authorize, in writing, Mail Overseer to also visit any Kendra which falls in his beat. Visit remark of the order book and any major irregularity of deficiency in service will be separately reported to the SPOs/SSPOs through a letter, a reference of which may be made in the fortnightly diary of the Inspector. Similarly, Superintendents/Senior Superintendents of concerned Divisions would be expected to visit these Kendras on way to branch/sub offices with a view to maintain a sense of alertness amongst the departmental and panchayat staff.

8. WORK REPORT BY THE SKA - PSK – 3

1. SKA will prepare a work Report in form PSK-3 in duplicate giving an account of the transactions relating to the work done by him. On his visit to the Account Office he will hand over the original to the Sub Account Asst. and take acquittance signature and date stamp on the duplicate. The Sub Account Asst. will incorporate all the entries from the work Report in PSSK Summary (form – 6) which will enable him to verity the monthly statement submitted by the SKA in PSSK – 4 .

2. Sub Account Assistant will transfer the MSY Preliminary Receipt along with MSY-1/Pass Book, + Pay in slip, and cash to Savings Bank Asst. and the registered letter to Registered booking Asstt. under acquaintance on Original Work Report. He will sign the reverse of the last receipt issued to check serial order and also to acknowledge the receipt of articles.

9. PROCEDURE FOR PAYMENT OF REMUNERATION

1. Each Sanchar Kendra Agent will prepare a Monthly Statement in the prescribed form PSS – 4 in which all required details about sale of stamps and stationery, etc. will be entered and no column shall be left blank. This statement shall be sent on prescribed date so as to reach the Account Office on the last working day of each month so that all transactions are reflected in Account Office records on first working day of the next month. The Account office will verify the correctness of the entries and prepare Sanction Memo in form PSK.7. and issue PSK. 8 for making payments of incentive/allowance. A fixed allowance @ Rs 500/- per month for providing counter services and for collection, conveyance and delivery of mail wherever permitted and other admissible incentives will be paid to the Gram Panchayat for payment to Kendra In-charge for which acknowledgement duly signed in form PSSK-8 shall be given by Gram Panchayat. This

fixed allowance will be paid on the first working day of each month through EDDA or directly to designated official of the Panchayat either at Panchayat Office or at the Accounts Office as per procedure prescribed by Superintendent/Sr Supdt of Post Offices. In addition, the payment of incentives will also be made on first working day of the next month. For example, if Sanchar Kendra has worked for full month in February, the fixed allowance will be paid on fist working day of March but incentive payments of February will be made on fist working day of March but incentive payments of February will be made on first working day of April if incentive claims are received by Account Office before 10th of March for February. Thus there will be a difference of one month between payment of fixed allowance and incentive payment to enable such payments to be authorized by the competent authority.

2. The system pre-supposes that it is the Gram Panchayat which is basically responsible for effective running of the Sanchar Kendra and the responsibility for payments of allowance shall also rest with the Gram Panchayat.

3. A consolidated monthly Statement of work performed and allowance incentive commission paid to all Kendras will be prepared in PSSK-6 in triplicate by each Account Office and one copy of this statement will be sent to Head Post Office and the other to the Sr. Supdt./Supdt. of Post Offices. Head Post Office will prepare the consolidated Monthly Statement Account Office wise in triplicate and dispatch copies to the Divisional office and Director Accounts (Postal) for checking the statement with reference to the available records during inspection/visit/or in the office itself, in case of Director, Accounts Postal. The following role has been prescribed for various functionaries :

a) Account Office: Account Office shall be responsible for supply of stamps and stationery making payments of fixed allowance and incentive payments to Panchayat Kendra, verifying the statements, accounts received from the Panchayat Kendra and incorporating the accounts in the sub Account by making suitable head in its S.O. Account and ensuring that the amount is charged under proper head. Only a Sub-Post office shall be allowed to function as an Account Office, and EDBOs/EDSOs should not be authorized this work.

b) Head post Office: Every Head Post office shall be responsible for tabulating the statements and accounts received through Account Office returns etc. and reflecting the same in H.O Cash book and other records besides tabulating all the payments Account Office wise in triplicate and sending the same to concerned Superintendent and Director of Accounts. Head office will also provide suitable head in its cash book and ensure that the amount is charged under proper head.

c) Divisional Office : The

d) will be responsible for overall supervision , inspection and control of Panchayat Kendras, including handling of complaints and also checking correctness of the accounts, during the inspection of the Head Office as well as Account Office of the Panchayat Kendras. The Agreement forms and other connected record will be maintained by Divisional Office.

10. FUNCTIONS OF SANCHAR KENDRA AGENT (SKA)

1. The following functions shall be performed by every Panchayat Kendra, unless otherwise specified;

   - Sale of postage stamps and stationery
   - Booking of registered letters except V.P and Insured Articles
   - Mahila Samriddhi Yojana Accounts, where feasible
   - Collection, Conveying and delivery of mail within Gram Panchayat Village, where feasible.

2. STD/Panchyat Phone :

STD/Panchayat phone/PCO: The Sanchar Kendra Agent shall be entrusted with operation of STD/PCO/Panchayat phone subject to fulfillment of eligibility criteria and norms and conditions laid down by the Department of Telecommunications. The procedure for accounting of STD/PCO/Panchayat phone will be separately prescribed by DOT and its accounts will be kept separately.

3. Optional Functions: Where no additional cost/creation of post is involved and there is a delivery advantage SP/SSPO may authorize and Sanchar Kendra Agent to collect the mail from the Account Office or specified Transit office and deliver the same to the addressees located within the jurisdiction of Gram Panchayat subject to the condition that no reduction of emolument of EDDA/MC, no chance of Head Quarter of EDDA /EDMC and no sanction of additional post of ED is involved. The Divisional Supdt, will be at liberty to fix the beat/working hours of ED staff with a view to implement the scheme. The basic idea is to give enough discretion to the Divisional Supdt. to read just the mail arrangements and manpower requirement to implement the scheme so that the working of Panchayat Kendras and EDBO can proceed smoothly.

The above functions and responsibilities are only connected with the first phase of implementation of Panchayat Sanchar Sewa Yojana but additional functions connected with other post office and SB Agency functions can be added later after the first phase is fully implemented. The idea behind the scheme is not only to provide basic postal and SB facilities to Gram Panchayat villages but also to later utilize these Kendras for performing non postal functions within the village as a part of Government attempts at giving a single window service.

11. INSTRUCTIONS FOR PERFORMANCE OF VARIOUS FUNCTIONS

1. Stamps and Stationery

The Sanchar Kendra Agent will keep adequate stock of postage stamps and postal stationery of various denominations and whenever additional stamps and stationery are required; the Sanchar Kendra Agent will obtain the same from the Account Office personally. He will submit the indent portion of Form PSK – 3 duly filled in to the Treasurer along with cash who will give him the required stock of stamps and stationery. No expenditure incurred by him for use of any transport for visiting Account Office will be reimbursed by Department.

Commission

A commission of 5% of the value of stamps/stationery will be allowed at the time of purchase in normal rural areas. In hilly a tribal areas commission at the following rates will be allowed :

On sale up to Rs . 100	5%
On sale from Rs 101/- to 200/-	7.5%
On sale from Rs 201/- & above	10%

2. REGISTRATION

All the registered letters will be booked in form PSK-1 and a receipt will be prepared in duplicate, pencil copy of which will be given to the sender, second copy will be retained in the registered journal itself. Whenever a registered article is booked by the SKA, all particulars of the registered letters as are prescribed for registered letters booked in a Post Office should be there. The article booked shall be impressed with date stamp, and also contain registered letter no., and date of booking. The only difference between the procedure prescribed for a post Office and the Panchayat Kendra will be that the Panchayat Registered Journal will be in duplicate and no Registered Abstract will be prepared by the Sanchar Kendra Agent. The articles booked by SKA will be treated as if they were booked at Branch Office and dealt with accordingly.

RENUMERATION:

50 paise per registered letter booked will be paid as commission.

3. Certificate of Posting

Same procedure as is prescribed for grant of such certificates by Departmental Post Offices as explained in Annex.4

4. COMMISSION FOR STD

1. For operating STD/PCO Panchayat phone, commission as prescribed by the Department of telecom shall be paid. Sub commission will be paid by the Dept. of Telecommunications directly by SKA and shall not be reflected in the Account Office.

14. PROPOGATION OF SMALL SAVING SCHEMES AND PLI

1. The SKA may apply separately to Regional Director National Savings Organization (NS) for being appointed as agent for small Savings Schemes if he so desires and can act as an Agent subject to approval/permission by the Regional Director, National Savings

Organisation. Other things being equal, preference may be given to SKA for appointment as agent for Small Savings Schemes.

15. PRINTING OF FORMS

1. Annex II contains list of forms which are required to be supplied to various Panchayat Kendras. While separate instructions will follow in due course for supply of forms, the immediate need for the forms will be met by the concerned circles who may get the forms printed locally after observing prescribed formalities and debit the entire expenditure under the Head (102(2) for stationary and forms for SB and CC, 102(1) for stationary and forms other than SB and CC.)

16. A detailed description of duties in Account Office, Head Office, Divisional Office, Regional Office, CPMGs office is enclosed.

(DG.No 1-25/94-95/PSSK/PLG dated 11.9.95)

Chapter 4 **STANDARDS FOR OPENING OF DEPARTMENTAL SUB-OFFICE UNDER POSTAL SECTOR PLAN**

Departmental post offices may be opened under the plan scheme of "Expansion of Postal Network" subject to the following conditions:

a) The new scheme will cover Departmental sub-offices to be set up in project areas, new industrial estates/townships/satellite colonies developed in the periphery of cities/urban agglomerations and other similar developments which have come up in new areas in pursuance of the plan activities of State and Central Government Departments and agencies. In other words, the concept of postal sector plan will be enlarged to cover the communications infrastructure required for the overall National plan.

b) The posts required for the opening of Departmental sub-offices under this scheme will be created with the approval of Secretary in the Ministry of Finance (Dept of Expenditure). Consequently, all such proposals will be sent by the Circles to the planning branch of the Directorate.

c) The permissible limit of loss of Rs 2400 (in normal rural areas) and Rs 4800 (in hilly, backward and tribal areas) prescribed for rural BOs will also be applicable to Departmental sub-offices set up in similar areas under the plan and proposals in which the anticipated loss is likely to exceed these limits will be dealt with under the existing NRC scheme.

d) Only proposals in which the minimum anticipated work loads as per MTT (excluding sub-accounts and accounts work) is 5 hours can be considered.

e) Before a Departmental sub-office is proposed, the possibility of upgrading the existing EDBO, if any, situated within area of reasonable distance of the site of the project/industrial and other development may be examined. Opening of a Departmental sub-office will be necessary only if such up gradation is not administratively feasible.

The proposal for opening of Departmental SOs should be sent in the format given in DGs Lr. No 1-15/90-DG dt. 10.4.1991 furnished below:

Proforma for submission of proposal for Departmental sub-offices:

1. Name of proposed sub-office :	

a) Whether the PPO is a delivery or non delivery sub post office	
2. Importance of the area from the developmental angle	
3. District in which located	
4. Division in which located	
5. a) Name & status of the nearest existing post office	
b) Name & status of the nearest existing delivery post office	
6. Distance from PPO a) From PO at 5(a) b) From PO at 5(b)	
7. If there is an ED post office in the area, will it serve the purpose by up gradation of that office?	
8. a) If no ED office exists in the area, can the purpose be served by upgrading the nearest ED post office? b) If not, reasons	
9. Establishment proposed for PPO	
10. If any posts can be found by diversion details thereof	
11. Anticipated workload (calculation sheets to be attached)	
12. Anticipated cost of PPO (Rs per annum) calculation sheet to be attached (cost of establishment has to be worked out in accordance with the instructions circulated in Ministry of Finance OM No. 7(23) =/E-III/84 dt 28.3.1984 circulated under No 2-2/86 , Fin. Cord/4.7.1989)	

13. Anticipated income of PPO(Rs per annum) (Calculation sheets to be attached duly supported by value return)	

14. Loss or profit (Rs per annum)	
15. Is the area classified as urban or rural?	
16. If rural, is it normal/hilly/tribal/backward?	
17. If there is loss, is NRC forthcoming if so from what source?	
18. What is NRC amount as per revised formula?	
19.What is the priority of this proposal out of total number of proposals? (May be indicated as,say 2/10 meaning second priority out of 10 total)	
20.What will be the effect of opening of this PPO on the existing PO/POs which are serving the area proposed to be served by the PPO?	
21. Other remarks	

Certified that the financial and statistical proposal/approved posts of the proposal have been checked and found correct.

CPMG /PMG

Circle IFA ----------Circle /Region

(DG Posts Lr No. 1-15/90 Plg dt 10.4.1991)

Chapter 5 - **NORMS FOR DELIVERY POST OFFICES**

1. The proposed delivery office should have a well demarcated delivery jurisdiction so as to minimize errors in TD Sorting.

2. The minimum strength of postmen justified on the existing basis should not be less than seven.

3. There will be no requirement of a minimum distance between the proposed delivery office and the nearest existing delivery office in view of 1 above.

4. In the case of new townships/individual estates and new colonies, Heads of Circles (that is PMGs/CPMGs) will have the power to relax the condition of a minimum complement of seven postmen to open a delivery sub – office or to convert a no-delivery office into a delivery office.

(DGs letter No. 1-36/87-PRS dtd.1.6.1990)

Chapter 6 - **STANDARDS FOR REVISION OF ALLOWANCES OF GDS**

Revised norms for revision of allowance of GDS as per Nataraja Murthy Committee Report

Revision of Wage structure of Gramina Dak Sevaks (GDS)
1. Revised Time Related continuity Allowance for the Gramina Dak Sevaks is fixed w.e.f 01-01-2006 as under:

"Basic TRCA as on 01.01.2006 + 5% increase as on 01.04.2004 multiplied by a factor of 1.74 and then adding 40% fitment as arrived at the 20th stage of pre-revised TRCA and fixation of next above the stage in the revised slab of Time Related Continuity Allowance".

2. The Time Related continuity Allowance in respect of Gramina dak Sevaks engaged up to 31-12-2005 shall be fixed in the corresponding stage with effect from 01-01-2006 in the respective TRCA slab. The TRCA to Gramina Dak Sevaks engaged on or after 01-01-2006 shall be fixed at the minimum of the revised TRCA slab from the date of their engagement.

3. The fitment to be allowed to Gramina dak Sevaks working as on 31-12-2005 is as below.

Sl. No	Category of GDS	Pre-revised TRCA	Revised TRCA w.e.f 01-01-2006	40% fit-ment tobe allowed
01	GDS Sub Postmaster	Rs.2125-50-3125	Rs.4575-85-7125	Rs.1250
02	GDS Branch Postmaster (75 points workload)	Rs.1280-35-1980	Rs.2745-50-4245	Rs.792
03	GDS Branch postmaster (More than 75 points work load)	Rs.1600-40-2400	Rs.3660-70-5760	Rs.960
04	GDS Mail deliverer/ Stamp vendor (work load up to 3 hrs 45 mts)	Rs.1375-25-2125	Rs.3330-60-5130	Rs.750
05	GDS Mail deliverer/ Stamp vendor Work load more than 3 hrs 45 mts)	Rs.1740-30-2640	Rs.4220-75-6470	Rs.936
06	GDS Mail Carrier/ Packer/Mailman (work load up to 3 hrs 45 mts)	Rs.1220-20-1600	Rs.2870-50-4370	Rs.640
07	GDS Mail Carrier/ packer/Mailman (Work load more than 3 hrs 45 mts)	Rs.1545-25-2020	Rs.3635-65-5585	Rs.808.00

NORMS PRESCRIBED FOR ASSESSMENT OF WORK LOAD OF BRANCH POSTMASTERS IN POINT SYSTEM

Revised vide File No. (Letter No) 5-1/2007-WS-I (Pt) dated at New Delhi 110001 the 16-12-2010 as follows.

Sl. No	Item of work	Points	Standard prescribed
01	Handling of unregistered articles	1 point of work load	For every 25 unregistered articles handled in a day
02	Handling of Registered articles	1 point of work load	For every 22 registered articles handled in a month
03	Handling of Money Orders	1 point of work load	For every 15 Money Orders handled in a month
04	Sale of Postage stamps	1 point of work load	For every Rs.900 worth of stamps sold in a month
05	Handling of cash	1 point of work load	For every Rs.20000/ cash handled in a month Letter .No. 14-6/87-PAP dated 15.12.2009 PAP section
06	Savings Bank/NSC	1 point of work load	For every 10 transactions in a month
07	Rural Postal Life Insurance transactions	1 point of work load	For every 10 transactions in a month
08	Collection of Telephone bill or any other bills	1 point of work load	For every 20 bills collected in a month
09	Disbursement of old age pension through Money Orders	1 point of work load	For every 15 Old age pension Money Orders disbursed in a month
10	Disbursement of old age pensions through Savings Bank accounts	1 point of work load	For every 10 old age pension through Savings Bank in a month
11	Accounts work and receipt and dispatch of mails in a month		Fixed 14 points per month

Note:

01	The Assessment of the work load of the Branch postmaster has to be done in respect of items 2 to 10 on the average of 4 quarterly months' statistics. The

	statistics should be collected from the month following the month in which enumeration returns are collected
02	In respect of Unregistered articles handled the Branch postmaster has to furnish 3 days figures in the middle of the months, and the Inspecting officer has to collect statistics for 2 days in the middle of the week. The least of the averages has to be adopted for assessment of work load.
03	Unregistered articles handled include the number of unregistered articles received for delivery and posted for dispatch from the Branch post Office.
04	Registered articles handled includes Registered letters, parcels, Speed post articles, and Value payable articles received for delivery and Registered letters/parcels posted for dispatch
05	Money orders handled includes all sorts of money orders received for payment and money orders issued from the Branch office
06	Savings Bank transactions include opening, deposit and withdrawals/closure of Savings Bank, Recurring deposit and Time deposit accounts.
07	RPLI transactions include collection of RPLI premium for procurement of new Business and collection of renewal premium
08	Mahatma Gandhi NREGA is not covered by the present norms and the transactions on account of disbursement of NREGA payments to the beneficiaries and the cash handled should be excluded from the statistics for assessment of work load
09	The term cash handled constitute cash handled on account of Money Orders issue/payments, deposits, withdrawals of SB/RD/TD accounts, RPLI premium collection, bills collection and bills payment other than salary paid to GDS staff working in the Branch office. The cash received as Remittance from Account office and Remittance sent to Account office has to be excluded
10	14 points is given in lump per month for receipt of Branch office bag, verification of contents including verification of remittance, writing of BO Journal , BO account preparation of BO daily account, tallying of closing balance, and dispatch of BO bag including remittance of surplus cash to Account office

Revised Time Related Continuity Allowance corresponding to work load

Sl. No	Category of GDS	Existing TRCA	Revised TRCA w.e.f.01-01-2006	Work load in points	Work load in hours

01	GDS Sub Postmaster	Rs.2125-50-3125	Rs.4575-85-7125	--	4-5 hours
02	GDS Branch Postmaster	Rs.1280-35-1980	Rs.2745-50-4245	75 points	Up to 3 hours work
		New TRCA slab	Rs.3200-60-5000	87.5 points	More than 3 hours up to 3 hrs 30 mts
		Rs.1600-40-2400	Rs.3660-70-5760	100 points	Up to 4 hours
		New TRCA slab	Rs.4115-75-6365	112.5 points	More than 4 hours up to 4 hours 30 mts
		New TRCA slab	Rs.4575-85-7125	Up to 125 points	More than 4 hours 30 mts up to 5 hours
03	GDS Mail deliverer/stamp vendor	New TRCA slab	Rs.2665-50-4165	--	For work up to 3 hours for new entrants
		Rs.1375-25-2125	Rs.3330-60-5130	--	For work load upto 3 hours 45 mts
		Rs.1740-30-2640	Rs.4220-75-6470		More than 3 hours 45 mts up to 5 hours
04	GDS Mail carrier/packer /Mailman	New TRCA slab	Rs.2295-45-3695	--	For work up to 3 hours for new entrants
		Rs.1220-20-1600	Rs.2870-50-4370	--	More than 3 hours up to 3 hours 45 minutes
		Rs.1545-25-2020	Rs.3635-65-5585	--	More than 3 hours 45 minutes up to 5 hours

Revised other allowances payable to Gramina Dak Sevaks with effect from 09-10-2009 (No-6-1/2009-PE.II dated at New Delhi 09-10-2009)

Nature of Allowance	Existing allowance	Revised allowances
Office Maintenance allowance(OMA)	Rs.50 per month for GDS Sub postmaster/Branch postmaster	Rs 100 per month for GDS Sub postmaster/Branch postmaster
Fixed stationery charge	Rs 10 P.M for GDS Sub Postmaster Branch Postmaster and Rs 5 P.M for other categories of GDS	Rs 25 P.M for GDS Sub postmaster Branch Postmaster and Rs 10 P.M for other categories of GDS like GDS Mail deliverer, stamp vendor, and Mail carrier doing delivery work
Boat Allowance	Rs 10 Per month	Actual charges paid do the Boatman subject to a maximum of Rs 50 per month for conveyance of Mail
Cash conveyance allowance	Rs 10 per occasion plus Bus fares for conveyance of	Rs 50 per month

	cash from Branch office to Account office	
Cycle maintenance allowance (CMA)	Rs 30 per month provided the Gramin Dak Sevak travels a distance of 10 kms per day	Rs 60 per month for GDS Mail deliverer/carrier who use their own cycle for discharge of duty. Present minimum distance condition of 10 kms for grant of cycle maintenance allowance stands withdrawn.
Combined duty allowance (CDA) for BPM	Rs 100 per month for performing delivery or conveyance or both	1. GDS BPM performing delivery or conveyance duties or both will be paid Rs 500 per month for each item of work separately. 2.If the BPM is performing delivery at the base village only, it will be restricted to Rs 250 per month 3.BPM exchanging Mails at Bus stand or at Railway stations will be compensated at the rate of Rs 250 Per month.
Allowances for combination of duties for Mail delivery/Mail conveyance	Rs 75 per month for GDS Mail deliverer/Carrier for performing additional duty.	GDS MD/MC attached with the additional duty of another post, revised rate of allowance will be at the rate of Rs 25 per day subject to a maximum of Rs 625 per month.
Compensation to Mail Carriers who are detained for exchange of mails	Rs 3/ per hour subject to a maximum of Rs 6/ per day.	Rs 6/ per hour subject to a maximum of Rs 12/ per day subject to existing conditions.

Directorate letter No.5-1/07-WS-I dated 16.07.2012

Subject: Clarification on fixation of allowances of newly appointed Gramin Dak Sevaks(GDS) – reg.

Kindly refer to Directorate letter No.6-1/2009-PE.II dated 9.10.2009 wherein the orders were issued for Revision of Wages Structure of Gramin Dak Sevaks (GDS) based on recommendations of Shri.R.S.Nataraja Murti Committee vide Annexure-IV(A), (B) and (C) of the orders regarding fixation of allowances of newly appointed Gramin Dak Sevaks. It was clarified that "in respect of Gramin Dak Sevaks newly appointed on or after 1.1.2006, their TRCA will be fixed at the minimum of nes TRCA slab and the next annual increase shall be allowed after completion of one year's continuous service, from the date of their engagement".

2 In view of the clarifications issued vide D'te letter No.6-1/2009-PEII dated 04.01.10 on fixation of allowances of newly appointed GDS, it is reiterated that allowances of newly appointed Gramin Dak Sevak (GDS) BPMs appointed on after 01.01.2006 may be fixed at the minimum of the corresponding TRCA slab borne by the post against which the appointment is made. For, example, if the post of the GDS BPM has a workload of 100 points, the new TRCA will be Rs.3660, i.e. at the minimum of TRCA slab of Rs.3660-70-5760 and not at the minimum of lowest slab of Rs.2745-50-4245. The next annual increase shall be allowed after completion of one year's

continuous service from the date of their engagement. The same principle has to be adopted for other categories of GDS in fixation of TRCA.

This is with the concurrence of Integrated Finance Wing vide their Advice in Dy. No.174/FA/12/CS dated 02.0712.

Sd/-
ADG(Estt)

SERVICE DISCHARGE BENEFITS TO GRAMINA DAK SEVAKS

Letter No. 6-1/2009-PE.II

Nature of benefit	Present benefit	Revised Benefits
Ex-gratia gratuity	Granted at the rate of half months basic TRCA drawn immediately before discharge of service for each completed year of service subject to a maximum of Rs 18000/ or 16.5 months basic TRCA last drawn whichever is less. Minimum service prescribed is 15 years	Continuance of existing formula for grant of ex-gratia gratuity subject of maximum of Rs 60000/
Severance amount	A lump sum severance amount of Rs 30000/ is paid on discharge provided a GDS has completed 20 years of continuous service. In case of a GDS completing 15 years of but less than 20 years of continuous service the severance amount paid is 20000/	Severance amount shall be at the rate of Rs 1500 for every completed year of the service subject to a maximum of Rs 60000/ with reduction in minimum eligibility period to 10 years

Chapter 7 - **METHOD OF CALCULATION OF INCOME AND COST OF A POST OFFICE**

The income and cost of a post office, whether permanent or experimental, are made up of the items shown below :

INCOME

Rural areas

a. 2/5th of the value of all postage stamps and stationery (including service postage stamps) sold at the office plus 20% (This represents income on account of articles received for delivery) + 20% .

b. 7/20th of the value of postage stamps and stationery (including service postage stamps) sold at the office (This represents income on account of articles posted for dispatch).

c. 3/4th of the postage collected on unpaid and insufficiently paid articles delivered by the office.

d. 1/8th of the postage on unpaid and insufficiently paid articles posted at the office.

Urban areas

For urban areas the income on the above items is worked out at 43/120th, 37/120th, 5/7th and 5/42nd for (a), (b), (c) and (d) respectively.

All offices (Rural and Urban)

a. 24% of the money order commission on money orders issued by the office.
b. 38% of the money order commission on money orders paid by the office.
c. 2/5th of the amount of commission realized on Indian postal Orders sold by the office.
d. 2/5th of the amount of commission that would have been realized on the IPOs paid at the office.
e. 2.93 paise per SB transaction and 1.70 paise per certificate transaction performed by the office
f. 1% of the total income on other items (viz., postage, money orders, postal orders, savings bank and certificates) towards other agency functions where these are performed.

Note:

1. In respect of BOs and SOs which are not actually opened, but are at the proposal stage, there would be no figures to represent the value of postage stamps and stationery sold. In such cases, against item (a) above, the value of postage stamps (including service postage) _ borne by all classes of inland and foreign articles received for delivery and against item (b) above, value of postage borne by similar articles posted for dispatch shall be taken into account. In respect of foreign mail articles value of postage should be assumed to be the same as for corresponding classes of inland articles, notwithstanding the actual postage affixed.

2. If the post office is a sub office, money order transactions of the branch offices in account with it may be excluded.

COST

a (i) Establishment charges of the office or if it is a combined office, charges which are treated as its postal establishment charges for administrative purposes (see Note 1 below)
(i) Compensation in lieu of rent-free quarters to SPM.

a. A fixed addition to the establishment charges Rs 49-50 for a sub-office.

a. Fixed house rent in the case of rented building or assessed rent of the office if it is in a Departmental building.

b. Fixed stationery charges for the office.

c. 2/3rd of the line establishment charges that are maintained solely for the benefit of the office (see note 2 below)
d. A sum of Rs 2 per month as indirect overhead charges for running a BO.

e. 5% of the of total value of postage stamps sold at the office to cover cost of printing of stamps, postcards, etc., cost of direction and audit.

Note:

1. For calculation of the cost of establishment charges, the average cost of the time-scale appointment or appointments or the actual amount of consolidated allowance, including adhoc increase, should be taken into account. All allowances such as DA, HRA, CCA admissible on the average cost should be taken into account while calculating the establishment charges at item (a) above. The pension & leave salary element equal to 12% and 11% respectively of the average cost of T/S of pensionable post should be added.

2. However, there will be no change in Note 2 of Rule 547 which provides that where the line establishment is not maintained solely for the benefit of a particular office, the cost may be proportionately divided among various offices served by the particular line in proportion of their distance from the place where the mail line emanates.

(Rule 547 of P&T Man. Vol. IV read with DG P&T Lr No 1-2/79-PRP dated 11.3.1982 & DG Lr 2/79-PRP dt 4.12.1989)

Chapter 8 - **STANDARDS FOR FIXING THE RATE OF FIXED STATIONERY CHARGES FOR POST OFFICE, SBCOs and IPs/ASPs**

The competent authority has ordered for the revision of rates for fixed stationery charges for Post Offices, Savings Bank Control Organisations in Head Post offices, and Inspector/Asst. Superintendents holding independent charge of Sub division under Rule 341-A of volume II as detailed below: **(Directorate letter no. 23-1/2008-PAP dated 2.12.2010)**

I. Fixed Stationery charges for Post Offices

Sl. No.	Items	Existing	Revised
1	Cost of closing and sealing one bag daily	Rs.2.10	Rs.3
2	Cost of burning one lamp for 1 hour daily throughout the month	Rs.3.73	Deleted
3	Cost of burning one lantern for one hour daily throughout the month	Rs. 2.30	Deleted
4	Cost of candles	Nil	Rs. 8.00 per month
5	Cost of fixing 100 seals to close insured Envelopes	Rs.1.30	Rs.2.00
6	Cost of twine/rubber bands for 100 labelled bundles prepared or V.P. parcels posted	Rs.0.45	Rs.1.00
7	Cost of paste for 100 registered Articles posted or received or insured and money order envelops, registered bundles and official covers pasted excluding those posted with special registered bundles and official covers pasted excluding those posted with special registered journal and at BOs doing independent registration work	Rs.0.45	Rs.1.00
8	Cost of stationery for each member of supervisory staff in Post office	Rs. 2.10 P.M	Rs.4.00 P.M.
9	Cost of stationery for each member of clerical staff excluding LR clerks(Men in position)	Rs.3.35 P.M	Rs.6.00 P.M.
10	Cost of stationery for each Mail Overseer(Mail and Cash)Postman and village Postman	Rs.3.00 P.M.	Rs. 5.00 P.M
11	Cost of stationery for each Mail Peon and Departmental Stamp Vendor	Rs. 1.05 P.M	Rs.2.00 P.M

II. Fixed Stationery charges –Savings Bank Organisations in Head Post Offices

Sl. No.	Items	Existing	Revised
1	Cost of stationery for each member of supervisory staff in SBCO of Head Post Office	Rs. 2.10 P.M	Rs.4.00 P.M
2	Cost of stationery for each member of clerical staff excluding LR clerks (men in position) In SBCO of Head Post Office	Rs. 3.35 P.M	Rs.6.00 P.M

III.Fixed stationery charges for Inspectors and Asst. Supdt. of Post Offices holding independent charges of Sub Divisions

Sl. no.	Items	Existing	Revised
1	Cost of stationery for Inspectors &Asst. Supdt. of Post offices holding independent charge of sub Divisions	Rs. 100 P.M.	Rs. 200 P.M.

The orders for payment of revised stationery charges for inspectors & Asst. Supdt. of Post Offices will not apply to such IPOs/ASP whose offices have been merged with Divisional Offices or attached to circle /Regional or other Administrative office and IPOs /ASPs working in RMS divisions

Revision of Fixed Monetary compensation (FMC) to delivery staff and remuneration to other staff
File no. 10-7/2001-P.E.II dated 24.11.2010

Sl. No.	Item	Existing Rate	Revised Rate
(a)	When one Postman performs duty of an absentee postman by combination of duties	Rs. 29 per day	Rs. 50 per day
(b)	When two Postmen perform duty of an absentee Postman by sharing the beat.	Rs. 14 per day	Rs. 24 per day.

The competent authority has also ordered fixation/revision of Holiday Monetary compensation payable to Postmen staff and other Departmental staff brought on duty on 2nd consecutive holiday if three consecutive holidays occur as shown under:

Sl. No.	Category of Departmental Employees	Rate of remuneration
1	Supervisor	Rs. 85 per holiday for 4 hours

2	Postal Assistant	Rs. 85 per holiday for 4 hours
3	Postmen/Sorting Postmen	Rs. 85 per holiday
4	Multi-tasking staff	Rs. 60 per holiday for 4 hours.

Officers drawing grade pay of Rs. 10,000 And above and those in pay scales of HAG-and above	Reimbursement for hotel accommodations/ Quest house is up to Rs. 5000 per day, Reimbursement of AC taxi charges of up to 50kms for travel within the city and Reimbursement of food bills shall not exceed Rs. 500 per day
Officers drawing grade pay of Rs. 7600 to Rs. 8900	Reimbursement of hotel accommodation is up to Rs. 3000 per day; reimbursement of non-AC taxi charges up to 50kms per diem for travel within the city and reimbursement of food bills shall not exceed Rs. 300 per day.
Officers drawing grade pay of Rs. 5400 to Rs. 6600	Reimbursement for hotel accommodation is up to Rs. 1500 per day, reimbursement of taxi charges is up to Rs. 150 per diem for travel within the city and reimbursement of food bills shall not exceed Rs. 200 per day.
Officers drawing grade pay of Rs. 4200 to Rs. 4800	Reimbursement for hotel accommodation is up to Rs. 500 per day, reimbursement of travel charges is up to Rs. 100 per diem for travel within the city and reimbursement of food bills shall not exceed Rs. 150 per day.
Officers drawing grade pay of below Rs. 4200	Reimbursement for hotel accommodation is up to Rs. 300 per day, reimbursement of travel charges is up to Rs. 50 per diem for travel within the city and reimbursement of food bills not exceeding Rs. 100 per day.

Chapter 10 - **Review of Post Office Establishment-revised procedure for combining all categories of periodical reviews.**

It has been decided to follow the procedure w.e.f 1st April 2003

(a) Periodical Review

All Head Post Offices/MDGs	-	Every Year
LSG/HSG S.Os	-	Every 3 years
Class I SOs	-	Every 3 years
Other T/SOs	-	Every 3 years

(b) Revision of allowances

EDBPMs/ED SPMs	-	Every 3 years
Other ED Agents	-	Every 3 years

(c) Triennial Review of BOs

(i) Review of B.Os establishment is to be carried out every 3 years

(ii) The review of B.Os rationalization of their establishment and revision of allowances of GDS will be done at the time of review of the S.O or H.O as the case may be and there is no need for inspecting officer to visit B.Os separately for this purpose.

(iii) Interim review as necessitated due to revision of norms or on account of any significant variation of workload of offices may be undertaken as and when found necessary.

(DG(P) No 25-3/2003-PE-I dated 01-04-2003)

Directorate D.O. letter No.17-103/2007-GDS dated 03.07.2014 a/t all HOCs

Your kind attention is invited to this Directorate letter No.25-3/3003-PE I dated 01.04.2003, No.17-103/2007-GDS dated 24.12.2007 and 27.06.2014 regarding review of Post Office establishment.

2. Periodicity of establishment reviews of the departmental post offices, branch post offices and review of allowances of GDS was prescribed vide this Directorate(P&T) letter dated 01.04.2003.

3 Subsequently this communication No.25-3/2003-PE I dated 01.04.2003 was rescinded vide this Directorate letter No.17-103/2007-GDS dated 24.12.2007.

4 The issue was re-examined and it was clarified vide this Directorate letter No. even dated 27.06.2014 that the periodicity of establishment review of BOs as laid down in this Directorate letter dated 01.04.2003 will continue to hold good; and that review of establishment of branch post office shall continue to be done on triennial basis with the annual inspection of the branch post office concerned and not at the time of carrying out annual inspection of parent account offices of these branch post offices as previously provided in Para 3(c) (ii) of letter dated 01.04.2003. Other than this, the instructions contained in this Directorate letter No.25-3/2003-PE I dated 01.04.2003 hold good.

5 in the light of the foregoing, periodical reviews of departmental post offices, revision of allowances and triennial review of BOs as already provided vide this Directorate letter No.25-3/2003-PE I dated 01.04.2003 may please be ensured.

sd/-
(Trishaljit Sethi)
DDG(Establishment)

Chapter 11 **ESTABLISHMENT OF POST OFFICE (MARATHE TIME TEST)**

POSTAL ASSISTANTS

The standards for work hours of Postal Assistants in post offices are as follows:

DESCRIPTION OF OPERATIONS

I. Mails department

Receipts and dispatch of mails

Sl. No	Description of business	Time factor (in minutes)
1	Bags received	0.25
2	Bags dispatched	0.20
3	TBs opened	0.20
4	TBs closed	0.75
5	Parcels received outside	0.20
6	Parcels dispatched out side	0.20
7	Bags dispatched with way bills	0.75
8	Packet bags opened	0.50
9	Packet bags closed	1.00

Co – efficient: 1.1

II Sorting department

Sl No	Description of business	Time factor (in minutes)
1	Mail bags opened	1.25
2	L bags opened	1.00
3	Articles received in sorting	0.06
4	All articles posted for dispatch i) fully sorted ii) Not fully sorted	 0.08 0.04
5	Articles posted for dispatch requiring transcription of : i) Office of destination ii) Full address	 0.18 0.60
6	Articles posted with certificates of posting	0.20
7	Labeled bundles prepared	0.50

8	Locked bags received and opened	1.00
9	Mail bags closed	2.50
10	L bags closed	1.50

Co-efficient: 1.14

III Delivery department

Sl No	Description of business	Time factor (in minutes)
1	Mail bags opened	1.25
2	L bags opened	1.00
3	All other paid articles received for delivery	0.16**
4	Unpaid articles given out for delivery	0.60
5	Locked bags closed and delivered	1.00

Co-efficient: 1.2

** Note: In an office where there is Sorting Postman, time factor of 0.03 min. should be taken for delivery department to calculate the workload of operative staff. For Sorting Postman time factor of 0.13 min. per article should be taken into account.

IV Registration department

i) General

Sl No	Description of business	Time factor (in minutes)
1	Bags received	0.16
2	Bags dispatched *	0.16
3	Bags opened	0.45
4	Bags closed*	1.25

*Bags received and bags dispatched should be applied to blank registered lists also.

ii) Ordinary registered articles

Sl No	Description of business	Time factor (in minutes)
5	Receipt of article	0.10
6	Booking of article	1.50
7	Booking through special registered journal	0.33
8	Booking by Taxograph machine	1.50
9	HVMOs received for payment	0.20
10	Issued to Postmen for delivery or delivery at window : a) in offices having single sorting b) in offices having double sorting	 1.20 1.40
11	Dispatches	0.40
12	HVMOs dispatched	0.05

(DG Posts Lr No . 31-19/86 PE-I dt. 15.11.1988)

iii) Registered bundles

Sl no	Description of business	Time factor (in minutes)
13	Receipt	0.10
14	Opening	0.10
15	Preparation	1.00
16	Dispatch	0.40

Iv) Insured envelopes

Sl No	Description of business	Time factor (in minutes)
17	Bags received	0.16
18	Bags opened	0.45
19	Received	0.80
20	Posted in office: Inland including articles for Aden, Sri Lanka and Pakistan	7.20
20A	Foreign excluding Aden, Sri Lanka and Pakistan	8.20
21	Issued to Postmen for delivery	3.50
22	Delivered at the window : - At delivery office - At non-delivery office	 5.00 3.50
23	Sent to non-delivery town sub-offices for window delivery there	4.00
24	Dispatched	0.50

v) Insured bundles

Sl No	Description of business	Time factor (in minutes)
25	Received	0.80
26	Dispatched	0.50

Co –Efficient: 1.25

VP articles and VP insured articles

vi) VP articles

Sl No	Description of business	Time factor (in minutes)
	a. In delivery offices :	
1	Posted in the offices. Inland-including articles for Aden, Sri Lanka and Pakistan	3.70
2	Foreign-excluding articles for Aden, Sri Lanka and Pakistan OR	1.70
3	Posted in one office while VP noting is done at another office a) For booking office : Inland : Foreign b) For noting office	 2.50 3.50 1.20
4	Received for delivery	2.75
5	Delivered by postmen, BOs and Village Postmen	2.70
6	Delivered at the window	2.75
7	Redirected	0.80
8	Re-entered in VP register	0.60

b. In no – delivery office (Including those authorized to deliver articles at the window)

Sl No	Description of business	Time factor (in minutes)
1	Posted in the office -Inland -Foreign	 2.50 3.50
2	Received for delivery	1.50
3	Delivered	2.75
4	Redirected	0.80
5	Re –entered in VP register	0.60

Vii .VP insured articles

a. In delivery offices

Sl No	Description of business	Time factor (in minutes)
1	Posted in the office : Inland	9.00
	: Foreign	10.00

OR

Sl No	Description of business	Time factor (in minutes)
1	Posted in one office whole VP noting is done another office a) For booking office-:Inland :Foreign b) For noting office	 7.80 8.80 1.20
2	Received for delivery	3.60
3	Delivered by postmen, BO and Village Postmen	2.75
4	Delivered at the window	4.00
5	Redirected	4.50
6	Re-entered in VP register	0.60

b. In non-delivery offices including those authorized to deliver articles at the window:

Sl No	Description of business	Time factor (in minutes)
1	Posted in the office : -Inland -Foreign	 7.80 8.80
2	Received for delivery	2.30
3	Delivered	4.00
4	Redirected	4.50
5	Re-entered in VP register	0.60

Co – efficient: 1.25

V . Parcel department

Sl No	Description of business	Time factor (in minutes)
i)	**General**	

1	Bags received	0.20
2	Bags dispatched	0.20
3	Bags opened	1.00
4	Bags closed	2.00
5	Insured bags opened	2.00
6	Insured bags closed	3.00
7	Parcels received outside	0.10
8	Parcels sent outside	0.10

ii) ordinary registered parcels		
1	Received	0.35
2	Posted in the office Inland – by Taxograph machine by special booking journal Foreign – by Taxograph machine by special booking journal by register machine	2.60 2.00 0.60 3.60 2.60 3.60
3	Issued to postmen for delivery	2.50
4	Delivered at the window	2.50
5	Dispatched	0.75

iii) Insured parcels

1	Received	1.40
2	Posted in the office – Inland Foreign	4.50 6.50
3	Issued to postmen for delivery	2.85
4	Delivered at the window : -At delivery office -At no – delivery office	 4.00 3.00
5	Sent to no-delivery town offices for window delivery there	1.50
6	Dispatched	0.80

Co – efficient: 1.3

VP parcels and insured VP parcels

I. IN DELIVERY OFFICES

Sl No	**Description of business**	**Time factor (in minutes)**
IV	VP **Parcels**	
1	Posted for dispatch – Inland -Foreign	5.00 7.00

	OR Posted in one office while VP noting done at another office a) For booking office – Inland Foreign b) For noting office	 3.80 5.80 1.20
2	Received for delivery	2.75
3	Delivered by postmen, BOs and Village Postmen	3.25
4	Delivered at the window	3.25
5	Redirected	0.80
6	Re-entered in VP register	0.70

II. IN NO- DELIVERY OFFICES INCLUDING THOSE AUTHORISED TO DELIVER ARTICLES AT THE WINDOW

1	Posted for dispatch : Inland Foreign	3.80 5.80
2	Received for delivery	1.50
3	Delivered	3.25
4	Redirected	0.80
5	Re-entered in VP Register	0.70

V. VP insured parcels

I . IN DELIVERY OFFICES

1	Posted for dispatch : Inland Foreign **OR** Booked in one office while VP noting is done at another office	6.60 8.60

	a) For booking office : Inland Foreign b) For noting office	5.40 7.40 1.20
2	Received for delivery	2.75
3	Delivered by postmen, BOs and Village Postmen	4.00
4	Delivered at the window	5.00
5	Redirected	0.80
6	Re –entered in VP Register	0.70

II. IN NO-DELIVERY OFFICES INCLUDING THOSE AUTHORISED TO DELIVER ARTICLES AT THE WINDOW

1	Posted for dispatch : Inland Foreign	5.40 7.40
2	Received for delivery	1.50
3	Delivered	4.00
4	Redirected	0.80
5	Re entry in VP Register	0.70

Co efficient: 1.3

All India Norms for Transmission and delivery of mail

(Letter No.13-45/2008-D dated at New Delhi the 15-07-2008)

Category of Mail	Norms for delivery
Local	D+1 Next day after day of posting
Within the district	D+2 Within 48 hours after day of posting
Within the state	D+2 to D+3 Within 48 to 72 hours after day of posting
Mail for other state	D+3 to D+5 Depending on the distance involved and transport links available

	Mail to/from branch post offices take a day more
First class mail between metro cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru)	D+2 to D+3 Within 48 to 72 hours after the day of posting
First class mail between state capitals and Delhi	D+2 to D+3 Within 48 to 72 hours after the day of posting
Registered mail	1 to 2 days more than ordinary mail, depending on the distance and number of points of handling en route
Money Orders	1 to 2 days more than ordinary mail, depending on the distance and number of points of handling en route

1. These norms apply to normal areas. Mails relating to hilly, tribal and remote areas will take longer, depending on local conditions of specific areas. These broad norms are subject to transport,e.g., mail carrying trains, aeroplanes, buses and other means of transmission maintaining their prescribed schedules. Also, the time indicated does not include holidays/Sundays.

2. These norms apply to mails that are booked at counters before the cut-off times, or are posted in letter boxes before the last hour of clearance for the day. The cut-off timings are fixed in a manner that all the articles booked till the final cut-off time is included in the last dispatch. No cut-off time is to be indicated for an earlier additional dispatch. Different cut-off time can be prescribed for different products. Cut-off time indicates that articles booked up to that time only can be included in the current day's dispatch. Articles can still be booked after the cut-off time, but would be included in the next day's dispatch. Therefore; one day would be added to the norm in such cases.

No.13-45/2008-D dated at Dak Bhavan New Delhi the 15-07-2008 (Sr DDG & CGM Mail Business)

Norms for Mail Operations within a Post office
(It has been decided to crystallize norms for mail relating activities within a post office)

Sl. No	Activity	Norms	Remarks
01	Cut off time for booking counters	10-40 minutes before dispatch	Cut off timings for counters should be fixed, working back from dispatch time and allowing time for preparations of registered lists etc, mail lists and dispatch. There can be more than one cut off times, if there are more than one despatches.For each dispatch, there can be a separate cut off. Cut offs can be different for different products Articles can be booked even after final cut off times also, but these could be dispatched the next day.

02	Letterbox clearance (LBC)	15-60 minutes before dispatch	There can be more than one LBC during a day. For each LBC, actual time of clearance of each letter Box, and reaching the clearance in Post office would depend on number of articles, time required to clear and travel, and time/staff available for preliminary sorting and closing of bags for dispatch from that post office. The time(s) for reaching the LBC in the post office are to be fixed by working back from dispatch time, which would depend on latest possible transport arrangements for dispatch available at that place.
03	Mail Receipt	15-120 minutes before delivery	Actual time norm is to be fixed for each office individually after taking into account number of articles, available staff, transport arrangements, and keeping margin for postmen to arrange their beat, take cash, delivery lists etc.
04	Beat sorting	To be completed 5-15 minutes before delivery	Postmen need time to arrange their beat. Beat sorting should be completed keeping margin for postmen to arrange their beat, take cash, delivery lists etc.

Letter No. 13-45/2008-D dated at Dak Bhavan New Delhi the 15.07.2008
Sr.DDG & CGM Mail Business

VI. SPEED POST OPERATIONS

1	Booking of Speed Post Articles	2 Mts. Per article
2	Dispatch of Speed Post Articles	0.4 mts per article
3	Receipt of each speed post article	0.2 mts per article
4	Speed post article issued to postman	1 minute per article

(DG No 6-37/91 P E .II DT 21.3.94)

5	Speed post bags received	0.25 mts

6	Speed post bags dispatched	0.20 mts
7	Speed post TBs opened	0.20 mts
8	Speed post TBs closed	0.75 mts
9	Speed post Packet Bags opened	0.50 mts
10	Speed post Packet bags closed	1.00 mts
11	Speed post bags opened	1.25 mts
12	Speed post bags closed	2.50 mts
13	Dealing with speed post complaints	CO – efficient of 0.005 per annum per complaint.

(DG No 6-37/91-PE.II/D dt.29.8.95)

Note : Norms for typing and comparison and norms for bag accounting, are given separately in this book.

Norms for Speed Post Delivery:

On account of Mechanizing Postmen beats in a phased manner by providing Mopeds for delivery of Speed post and other premium products. The standards are :

IWSU has worked out the following norms for delivery of speed post articles :

a) 2.5 minute per article to deliver

b) 5 minutes per km to traverse the distance on moped (12 kms per hour)

In consultation with Finance Wing of the Directorate, the following standard has been fixed :

a) Postman on moped will deliver 110 articles (4-1/2 hrs.)

b) Postman on moped will traverse distance of 18 km (1-1/2 hrs.)

Whereas in case of beats with less than 18 kms the Postman will have to deliver 2 more articles per km. Traversed less and in case beats with more than 18 kms , the postman will deliver 2 articles less per km. traversed more.

While fixing the beats of the Postmen, the circles have to ensure the following conditions :

(i) No Postman on moped delivers less than 72 articles per day(at least 3 hours actual delivery workload)

(ii) No Postman is asked to traverse more than 36 kms per day(Maximum 3 hours to traverse the distance @ 12 kms per hour**)**

Authority: BDD/MV/01/96-97 dtd 27.10.1997 of Business Development Directorate.

Calculation sheet for computerized norms in r/o Speed post articles in Speed Post Centre

(Directorate letter No.9-2/91-WS-I dated 13-07-2005) (IWSU)

Sl. No of Study Report	Job description	Unit of measurement	Quantity tested	Time taken in mts-sec	Average time taken –Mts-Sec Note : - (fraction of a minute is multiplied by 60 & that of second by 100)	Time recommended Mts-Sec
1	Receipt of SP Bag	Manual Operation				
2	Opening of TB	Manual Operation				
3	Transfer of bags from Mail Agency to set	Manual Operation				
4	Opening of SP Bag	Manual Operation				
5	Scanning of bag label	Label	15	0-46 (46 Sec)	0-3.06	0-04 (4 Sec)
6	Counting of articles	It is automatically being done in scanning process				
7	Examination of outward condition of each article	Manual Operation				

8	Scanning of each article for receipt	Article	411	18-45 (1125 Sec)	0-2.7	0-03 (3 Sec)
9	Dispatch of article & transfer of article to other Sorting Asstt	Article	30	02-42 (162 Sec)	0-5.4	0-06 (6 sec)
10	Receipt of articles through scanning	Same as job item No 8				
11	Sorting of articles	Manual Operation				
12 & 13	Dispatch of articles through scanning And Closing of bags through scanning of bag label	65		03-14 (194 sec)	0-2.98	0-03 (3 sec)
14	Preparation of Delivery Way Bill	Way bill	18	09-36 (576 sec)	00-32 (32 sec)	0-32 (32 sec)
15	Booking of speed Post Articles	Article	12	16-49 (1009 sec)	01-24 (84 sec)	01-24 (1 Mt.24 sec)
16	Delivery of Speed Post article	Article	25	40-00 (2400 sec)	00-36 ( )	01-36 (1 Mt. 36 sec)
17	Return by postman	Article	4	1.24 mts	21 mts	21 sec=0.4 mts

Norms for Activities at Speed Post Sorting Hubs, Intra Circle Hubs and Computerised Registration Centres (CRCs) as revised vide No.28-8/2011-D dated 17.01.2013 of Mail Business Division Dak Bhavan, New Delhi and clarifications issued from the same file on 13.08.2013.

Item No.	Item of work	Revised time factor (in minutes)
01	Switching on opening of computer by user	2.00
02	Receipt of bag	0.166 rounded to 0.17
03	Examination & Opening of bags	0.5
04	Examination of articles received	0.11

05	Scanning of article in receipt	0.04 (25 articles per minute or 1500 per hour).
06	Sorting of articles	0.079 (760 articles per hour)
07	Scanning of articles for dispatch	0.04 (25 articles per minute)
08	Generation of list	0.40
09	Closing of bags	1.00
10.	Preparation of mail list	0.20
11	Opening/examination/sorting & preparation of bundles	0.15
12	i) Dispatch ii) Receipt of bag from Sorter iii) Preparation of TBs iv) Dispatch of mail	1.00 minute per bag
13	Misc.work/irregularities	10% of total work hours
14	Clicking shift end and switching off Computer by SA/RSA	1.33
15	Supervisor	1 on 6 SAs/RSAs. On less than 6 SAs/RSAs, co-efficient of 1.20 hours is required to be given on each SA/RSA.

Note: Articles for the purpose of CRC include "High Value Money Orders".

Revised norms for Speed Post Centre.(DG (P) No. 30-64/2009-D dated 08-10-2009)

The norms for speed Posts Centre (CRC) were circulated in the year 2003. It has been decided to revise the norms for processing speed post articles. The Speed Net software has since stabilized and enabled higher productivity. The matter for evolving revised norms has been referred to work study group. Till such time revised norms are issued, the adhoc norms for

processing speed post articles stand revised to 1000 Speed post articles for Sorting Assistant per day (8 hours day).

This is to be deleted in view of the revised norms in page -28

VII. Money Order department

Sl No	Description of business	Time factor (in minutes)
1	Telegraphic money orders issued -Foreign sterling -Others	 10.00 9.00
2	Telegraphic money orders paid	7.00
3	Other money orders issued	3.50
4	HVMOs issued	0.35
5	Other money orders paid	2.50
6	HVMOs paid	0.02
7	Money orders redirected	2.50
8	Indian postal Orders Sold	2.00
9	Indian Postal Orders paid *	2.50

* When IPOs are presented in bulk (in lots of hundred or more at a time) the time factor should be reduced by 40 seconds per IPO paid.)

(DG P & T No. 33/5/67-PE – I dated 17.8.1967)

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Sl No	**Description of business**	**Time factor (in minutes)**
1	Handling of HVMOs and bundles including listing	0.33
2	Preparation of HVMOs bundles	0.75

3	Stocking of MO form pads in head offices for each pad of 50 forms	0.45
4	-do- in sub offices	0.30
	Co efficient for HO : OR Co efficient for SOs	 1.40 1.25

15 A. Standards for operative and supervisory staff in connection with booking of MOs by Register Cash Register are as follows

Sl. No.	**Item of work**	**Operative staff**	**Supervisory staff**
I	a) Ordinary MOs (including service money orders, VPMOs and MOs booked at BOs) b) Booking OAP MOS	2.30 min/ MO 1.00	20% of operative work hrs
Ii	TMOs	7 min. per MO	-DO-
Iii	MOs received in bulk	1.6 min./ MO	25% of operative work hrs

(DG Lr. No 43-14/84-PMR/PE-I dt. 29.12.1986)

15 B. Standards when electronic calculators are used:

Sl No	**Description of business**	**Time factor (in minutes)**
1	Money orders issued	0.08per MO
2	Money orders paid	0.05per MO
3	Check of money orders issued by SOs	0.06per MO

4	Check of money orders paid by SOs	0.03per MO
5	SO Summary	0.75 Per SO
6	BO Summary	0.60 per BO
7	HO Summary	6.00 daily
8	HO Cash Book	0.24per entry

(DG. No 40-15/78 PMR 18.4.1979)

(IN HEAD OFFICES ONLY FOR TRANSACTIONS OF SUB-OFFICES IN ACCOUNT)

1	All money orders issued	0.40
2	All money orders paid	0.60
3	Indian postal Orders sold	0.40
4	Indian postal Orders paid	0.50
5	British postal Orders sold	0.40
6	British and Irish Postal Orders paid	0.50

VIII. SUB-ACCOUNT DEPARTMENT

Sub Account

1	Dealing by head office with each sub-office: a) Non-delivery and single-handed sub – offices b) Other sub-offices	 30.00 40.00

2	Dealing with each branch office in direct account	20.00
3	Dealing with village postmen	20.00
4	Total number of attendances of all village postmen for proceeding on beat in a week	5.00
5	Remittance of cash or stamps to and from offices not in account average daily number of remittances	5.00

IX. ACCOUNTS

Accounts dealing by a sub-office with its HO (In sub-offices only) Preparation of sub-office daily account

1	For non-delivery or single handed SO	60.00
2	For other sub-offices	80.00

Collection of LIC premia

A. Sub – Offices

1	Acceptance of premia at the SO	3.00 / transaction
2	Work relating to acceptance of premia at BO in account with it	3.00 / transaction

B. Head Offices

1	For work in SOs and BOs	4.00 / transaction

(DG P & T No 28/109/66-PE dt.30.09.1966)

Cash transactions towards PLI

1	Entry in premium receipt book and other connected work	2.5

2	Issue of receipt in ACG-67 and other connected work	3.5
3	Acceptance of first premium	4.00

(No 31-22/85-PE-I dt. 28.10.1985)

X.TREASURY DEPARTMENT

Sl No	**Item of work**	**Time factor**
1	Daily average receipt of cash of Rs 10000 or less from counters of the office/subordinate offices other offices (minimum cash balances not to be included)(DG Posts No 31-43/81-PE-I dt.7.9.1987)	9 min. per Rs 1000 all fractions of Rs 1000 to be rounded off to the nearest Rs 500.
2	Daily average receipts in excess of Rs 10000 and below Rs 40000 from the counters etc.	90 min. for the first Rs 10000 and 9 min. for each Rs 2000 in excess of Rs 10000. All fractions of Rs 2000 to be taken to nearest Rs 1000
3	Daily average receipt in excess of Rs 40000 and below Rs 1 lakh	225 min. for the first Rs 40000. 9 min. for every Rs 3000 in excess of Rs 40000. All fractions of Rs 3000 to be taken to the nearest Rs 1000.
4	Daily average receipt in excess of Rs 1 lakh	405 min. for the first Rs 1 lakh and 9 min. for every Rs 4000 in excess of Rs 1 lakh. All fractions of Rs 4000 to be taken to the nearest Rs 1000.
5	Transactions with bank	a) 45 Min. for the first Rs 25000 and 15 min. for every 25000 subject to a maximum of 6 hrs per transaction b)12 hrs per transaction for Calcutta / Bombay GPO
6	a) Disbursement of monthly salary of staff through respective sections cashier	Cashier 200 min. for 50 ARs . Helper 325 min. for 50 ARs. Job No 2.28(i) (See Annexure I)

	b) Disbursement of claim of individual directly in the cash branch c) Claim of cooperative societies etc.	4 hrs. 45 min. for 100 payments (job 2.28 (ii) Annexure I) 4 min. for 50 individuals (Note 3 below job 2.28(i) Annexure I)
7	Advance to Counter Assistant and payment to other offices	5 min. for every Rs 5000 up to Rs 1 lakh subject to a maximum of 1 ½ hrs irrespective of amount per occasion.
8	Cash to Postmen and return from postmen	10 min. per postman
9	Remittance of cash to subordinate offices	10 min. per remittance
10	a) Work of receipt and disposal of cheques b) Attendance in bank	7 min. per cheque 6 hrs per attendance
11	Work of indenting, receipt, stocking, supply, sale of stamps, stationery in bulk and other connected work. (Excluding non postage stamps)	18 min. per Rs 1000
12	Fixed co-efficient: Work connected with tallying of account, internal transfer of each, exchange of account bag, writing of HO summary	0.4 for Head Treasurer in HOs for writing of HO summary and tallying of account and other connected work. 0.2 for other Treasurer actual workload of treasury branch of time scale SPM and not on whole. 0.9 for Presidency GPOs (Calcutta and Bombay for writing HO summary and other connected work) 0.25 for other Treasurer in Presidency Post Office (Calcutta and Bombay)
13	For supervisory staff, the present time allowance of 0.12 of operative work hours is retained.	
14	Fraction of 0.5 and above may be rounded off to the next integer.	

(DGs letter No. 3143/81-DEI(Dt) Advd dated 12-3-1990)

Stock and sale of blank forms

1) Same time factor of sale of income Tax form as applicable to the sale of stamps and stationery.
2) 45 sec.in head post offices for stocking bundles of form numbering 25 or 50 as the case may be
3) 30 sec, in SOs for stocking a bundle of forms numbering 25 to 50 as the case may be.

(DG's letter No.31-60/78-P-PEI dated 31-3-1980)

ANNEXURE I

Extract job No 2.28(i) from the Compilation of Standards for Housekeeping Jobs.

Description of the job	**Disbursement of the monthly salary of the staff through the respective section supervisors.**	
	Cashier	**Helper**
Element of job		
	200 min.	325 min.
Disbursing to section supervisors or their representatives, the gross amounts in the acquittance roll, after obtaining the receipt of the section supervisors and authority slip from him if the payment is made to the representative of the section supervisor; checking that the authority slip is in order, entering the amount of the disbursement in the receipt of the section supervisor presented by his representative, counting the cash to be disbursed, checking the count by another performer, answering enquiries etc.	For 50 ARs	for 50 ARs
Checking the acquittance rolls, exercising supervisory check of these acquittance rolls, preparing and checking		

the statement of undisbursed amounts; agreeing the balance of cash in hand with the total of the statement of undisbursed amount; classifying the undisbursed amount according to the bills in which they were drawn and calculating the bill- wise disbursements for making entries in the cash book, exercising supervisory check of the bill-wise break-up of disbursements. Additional allowance for preparatory work such as counting the acquittance rolls for disbursement, assigning staff to help the cashier, inevitable waiting and disturbances, etc.	

Note :

1. Separate standards have been evolved for (i) making disbursements to individuals who receive their pay in the Cash section; and (ii) checking the acquittance rolls when they are returned by the sections after disbursement.
2. If additional counters are formed for disbursement of salary, the time worked out according to this standards should be increased by 2 min. per AR disbursed at the additional counter(1 min. for cashier and 1 min. for helpers) for preparatory work done to form the counters, preparing counter-wise statement of disbursements, preparing statement of denomination of the currency to be made available to each counter, supplying cash to PAs etc.
3. In Ministries/Offices where the cooperative society dues, claims of the Municipal Committee, etc. are also recovered at the time of disbursing the salary, additional time of 4 min. for 40 individuals may be added to the time calculated according to this standard.
4. This standard does not include transit time if the Cashier moves about to disbursing the salary.

Extract of Job No. 2.28(ii) from the Compilation of Standards for Housekeeping jobs

Description of the job	**Disbursement of the claims of individuals directly in the cash branch**
Element of job	**Time factor**
Enquiring from each individual, his name and designation, etc. recognizing him and locating his name in the AR; taking from the individual the revenue stamp and affixing it on the AR or acquittance column of the bill; getting the individual to sign the acquittance roll; checking	4 hrs and 45 min. for 100 payments

the acquittance to see that it is in order; counting out the amount, checking it and handing it over to the individual; keeping a round note of the payment, if necessary ; occasional loss of time when the individuals name is not readily traceable in the acquittance roll or when he is asked to call again; when a large number of payments have to be made at a time as in advance, assistance is taken b the cashier from another performer who counts out the amounts, gives them to the cashier for check and disbursement and also occasionally helps him in the performance of other operations, etc.	
DG Posts Lr. No. 31-43/81-PE-I dt. 14.10.1986 and 15.11.1988 and No. 31-43/81-PE.I(Pt) A dated 22-3-1990)	

XI. NORMS FOR STAFF OF TREASURY BRANCH OF THE HEAD POST OFFICES

Authority: Letter No 18-8/99-WS-I of Directorate New Delhi the 16-01-2003

These norms are applicable irrespective of strength of Treasury Branch of Head post offices. As for providing supervisory staff is concerned old norms to the extent of 0.12% of operative hours will continue.

	Time factor recommended (in mts)	Total time (mts)	For each treasury
Drawal of cash from Bank obtain the orders of Postmaster to prepare the ACG-12 obtain signature of postmaster to prepare the documents	5	5	
To present the document in Bank counter, receive and count cash and bring the same to PO			
Below Rs 5 lakhs	210	210	One Asst. Treasurer
5 lakhs to 20 lakhs	155 each	210	Two Asst. Treasures + one Group D

Above Rs 20 lakhs	140 each	420	Three Asst. Treasures + One Group D
To and from HO (journey time)	30	30	For all offices
Idle time	30	30	For all offices

1. No journey time to Asst. Treasurer may be allowed if the distance between Post Office (PO) and Bank is less than One KM (one way) and Govt. vehicle is provided.

2. Half of the total time recommended above may be allowed if two Asst. Treasures are obtained. One-third time may be allowed if 3 Asstt. Treasures are detained for bringing the cash from Bank. For an example 420 mts. allowed for the cash above Rs.20 lakhs. 140 mts. may be provided to one Asstt. Treasurer.

Description or business	Time factor recommended in mts	Total time in mts.	Remarks
Receipt of cash through cash bags			
a) To receive and open cash bag of SOs/TSOs/BOs in the presence of Sub A/Cs clerk	2	2	Each cash bag
b) To count 100 pieces			
c) To count 100 pieces subsequently	2	2	
For example if cash bag contains 151 pieces total time is given below. i. Opening of a cash bag 2 ii. Counting of 100 pieces 2 iii. Counting of 51 pieces 2 Total 6	2	2	
Receipt of requisition of cash from SOs/TSOs/BOs			
a)To note in the daily A/Cs to obtain orders of the PM to take out the cash count the cash: To count 100 pieces	1	1	Each cash bag

To count 50 pieces For example if 250 pieces are i) To count 100 pieces = 2 ii)To count subsequent 100pieces = 2 iii) To count 50 pieces = 1 Total 5 mts. For 250 pieces	2 1	2 1	For each 100 pieces
a) Through cash bags only to weigh the cash bag in the presence of sub accounts assistant, note the weight of cash bag on the label of cash bag of SOs/TSOs and SOs/BOs			For each cash bag
<u>To put currency notes</u> To count 100 pieces To count 100 pieces subsequently For example if the cash bag contains 251 pieces i.e. total three bundle 2 mts. For each bundle. Total time 6 mts.	3 2 2	3 2 2	
b) Place cash bag in the A/c bag in the presence of Sub A/c Asstt. who will close & seal.			
5. Requisition of cash through special messenger:			
a) To obtain orders of PM to make entry in the cash book to take out the cash from safe and hand over cash to messenger under receipt after counting To count 100 pieces	1	1	For each cash bag
6(a) <u>Remittance of cash to RBI/SBI</u> i)To prepare ACG-13 for remittance of cash to RBI/SBI: To obtain signature of the PM;	1	1	On each requisition.

To make entry in the book			For each 100 pieces
ii) To take out the bundles from safe, count & keep in the bag/box, carry RBI/SBI duly escorted with Police guards	2	2	
iii) To present cash at counter,			Each Transaction
To obtain acquaintance on receipt ACG-13 & Treasury Pass Book			
a) Below Rs. 5 lakhs			
b) Rs. 5 lakhs to 20 lakhs	5	5	Each Transaction
c) Above Rs. 20 lakhs			
Mts to & from HO may be allowed in addition to the above	10	10	
			Cash overseer or one Asstt.
			Two Asstt/ one G r-D
	120	120	
	180	180	Two Asstt./one Group-D
	210	210	
This time may not be allowed if the distance is less than one KM one way between HO and bank and Govt Vehicle provided			
One Asst. Treasurer and Gr. D will report back to HO immediately after handing over the cash to Sr. Asstt. Treasurer in the Bank.			
d) Paste the receipt in the Book			
6(b) <u>Withdrawal of cash from banks</u>			

Time factor given in Item No . 2	1	1	Each transactions
7 (i) To receive register of MO paid from MO paid Asstt distribute cash to postmen after obtaining acquaintance, make entry of total payment and obtain acquaintance of MOs paid Asstt.			
To receive the cash back as undisbursed of unpaid MOs amount of unpaid MOs, unpaid letters VP, and customs articles from beat postman.	3.6	3.6	Each Postman
8(i) <u>To received loose cash from counters SOs/TSOs and also other sources from time to time , make entries in the relevant columns of cash book</u>.			
a) To count each 100 pieces manually twice.	3.4	3.4	Each Postman
Up to 50 pieces manually twice	2	2	
Above 50 to 99.	1	1	For each 100 pieces.
	2	2	
Counting machine (one process) where such machine is supplied.			
a) To count 100 pieces on machine	15 sec	15 sec	Each bundle
To count 100 pieces subsequently	15 sec	15 sec	Each bundle
b) To count 100 pieces manually the second process	70 sec	70 sec	Each bundle
Total time consumed to count 100 pieces through machine/manually as discussed in (a) & (b) above	85 sec		Each bundle
for example if 451 notes are received for counting where the machine are supplied;			
a) To count 4 bundles 4×15 = 60			

b) To count 4 bundles 4×70 = 280 c) To count 51 pieces twice manually = 120 Total = 460 Say 7 mts. & 40 sec. for counting of 451 notes on machine and manually Note 1 : No need to put notes on the currency note counting machine when total number of notes are less than 100 pieces. They may be counted manually twice and following time is allowed. i) Up to 50 notes = 1 mts ii) Above 50 to 99 = 2 mts. Note 2 – Time recommended includes pinning of a bundle maximum two pins after putting a printed slip on the bundle initialed in token of having confirmation about the counting of each bundle. HO will ensure printing of the slip if not already printed. Note 3 – Total time 2 mts. are recommended for counting of 100 pieces manually twice. 70 Secs. in the first counting while 50 sec in the second counting. The currency			
notes of different denominations received loose from counters and from other sources are to be checked together and final total struck in r/o all denominations and not on each denomination separately for claiming the time factor to avoid confusion : For example : i) Rs.1000 6 pieces ii) Rs. 500 59 ,, iii) Rs. 100 123 ,, iv) Rs. 50 88 ,, v) Rs 10 51 ,, Total = 327			

Total three bundles 3×2=6 mts. & 27 pieces = 1 mt Total = 7 mts. To count 327 pieces = 7 mts. Note 4 – Currency notes counting machine which counts bundles/pkts and not loose notes may be supplied to those HOs where the receipt of cash for counting is Rs.25 Lakh and above on each working day. <u>8. Counting of coins one time manually</u> i) To count 100 coins of 25 paise, 50 paise, 100 paise , 200 paise and 500 paise. ii) Up to 50 coins iii) Above 50 coins to 99 coins. iv) To receive insured letter/ parcel / speed post/customs duty articles from the concerned branch for safe custody during night hrs. duly examined before keeping in the treasury branch.	1 ½ 1 1	1 ½ 1 1	Each100 coins (manually) Each article
v) To hand over insured letter/parcels speed post/custom duty articles to the concerned branch under acquaintance. <u>9. Payment of pay & allowances to the Govt. Employees</u> a) To receive bills from other offices i.e. CPMGs, SSPOs, SSRMS, DA(P), PSD, CSD, Obtain orders from PM on each bill/letter of authority , make payment & enter in the register. i) To count 100 pieces	1	1	Each article

b) To receive bills along with Pay bills from PM , make payment & enter in the register after making payment through respective section. i) Through A /rolls by concerned section and payment effected Asst. treasurer ii) Through a roll by concerned section and payment effected by Asstt. Treasurer & assisted by another treasurer. c) Individual per bill d) Claim for Co-Operative Society <u>10 Receipt of cheques</u> i) MICR/Non MICR (local/inward) from Counters TSOs/SOs for processing manually ii) MICR (local/inward) from counter TSOs/SOs for processing on encoding machine and issue of a separate list Bank vise on Encoding machine.	2 200 325 Total 525 2.85 4 2.5 1	2 50A/rolls 50A/rolls 2.85 4 2.5 1	Each 100 pieces 50 A/rolls 50 individuals Each cheque Each cheque
iii) MICR/Non MICR received from counters, TSOs/SOs manually for outstations. (HOs within Circle and other Circles)	3.5	3.5	Each cheque

Note :

1. The time factor has also been included for those steps required to be taken after receipt of Inward/local cheques from the Clearing House.

2. The time factor has also been included for those steps required to be on i.e. preparation of LOC in duplicate, dispatch of cheque along with one copy C by regd. post to the HO concerned and note regd letter No. in the register meant for OUTSTATIONS cheques and watch receipt of confirmation.

3. It is proposed that all the local/inward cheques received from HO counters, TSOs, SOs are concentrated in the Treasury branch only, where it would easier to find out the disposal of each cheque. However, the outstation cheques processed by the SB branch if received from counters of the HO may be entered in the register and sent by regd. post directly from the SB branch to avoid delay.

4(a). If cheques are sent with cashier who is detailed for depositing the cash in the same bank and HO is not a member of the Clearing House and a single list containing the details of all the cheques is prepared. An extra 30 mts. may be allowed to be given for this purpose.

4(b) If the cheques are sent with the cashier who is detailed for depositing the cash in the same bank and HO is a Member of the Clearing House and bank wise lists are prepared, an extra 60 mts. may be allowed for observing the Clearing House formalities.

5. The official handling cheques separately is also sent along with the cashier in the same Govt. Vehicle if the location of the bank as well as the Clearing House is at the same place or nearby with the bank to avoid additional trip of Govt. Vehicle or use of the two wheeler owned by the official.

6. Total three hrs. are recommended if the trips are undertaken twice on a full working day. The time may however be increased to maximum 4 hrs. depending upon the distance, road conditions and route passing through congested areas to the Clearing House. The time between one hour to maximum 2 hrs. may be allowed if there is a single trip to the Clearing House in a day i.e. on Saturday. An official possessing two wheeler may be posted in the Treasury branch as far as possible Scooter advance to those officials meant for this job may be sanctioned in the interest of service for the offices where involvement of distance is more than 3 kms one way from the HO (Duty station)

7. The Head of the Division is to ensure strictly that manpower for this purpose is utilized properly. This point may be examined during the course of every inspection or visit of the HO.

8. TA may be permitted to an official detailed for attending the Clearing House if distance is more than 1 KM one way from the duty station (i.e. from HO and the Govt. conveyance is not provided.)

9. Encoding Machine may be supplied to that HOs where number of MICR cheques 300 and above are received and processed on Encoding Machine on each working day.

10. <u>Writing of HO Summary</u>

i) Where cash books are maintained upto 6 = 120 mts

ii) Where cash books are maintained above 6 = 225 mts

Note :-1

The time factor recommended above may be reduced where the adding machine is supplied for totaling of HO Summary.

Note:-2

Kolkata GPO has been supplied with the said machine.

XII. Closing of HO Treasury

i) HOs authorized to retain cash up to Rs.20 lakh 60 mts.

ii) HOs authorized to retain cash above Rs.20 lakh 80 mts.

Sl No	Description or business	Time factor recommended in mts	Total time in mts	Remarks
(i)	(ii)	(iii)	(iv)	(v)
1	Receipt of indents for supply of postage stamps /postal stationery from SOs/ TSOs/ BOs through Accounts bag	1	1	Each indent
2 (a)	To examine the indents, to obtain orders of the APM/PM on each indent.	15	15	Each packet bag
2(b)	To take out the stamps postal stationery and get pkts. bags prepared, tied sealed with the assistance of Gr.D in his presence Note : Pkt/bag will contain the total postage stamps/postal stationery : 15 mts. upto Rs .20000/- 30 mts. above Rs.20000/- Upto 40000(15+15) 30 mts			
3	Handing over the packet/bag to SO Account Assistant.	1	1	Each packet bag
4	Attending the State Govt. Official's public members for sale of stationery / stamps in bulk			

	7 mts (Upto Rs.4000 and 14 mts. above Rs.4000 upto Rs.8000)	7	7	Each customer
5	To issue stamps /stationery to stamps vendor and counter assistant for sale on counters 13 mts. Upto Rs.20000/- & 26 mts. above Rs.20000/- to Rs 40000/- 39 mts above Rs 40000 & Rs 60000/-	13	13	Each stamp vendor
6 (a)	<u>Preparation of postage stamps /postal stationery indents & submission to CSD</u> Receipt of stationery, verification with reference to invoice. To enter into the stamps balance register, put up to APM/PM with the invoice for his signature after proper verification , returning of one copy of the invoice, to CSD. NOTE : If the indent is prepared two times in a month. If the indent is prepared weekly	5 5 10	5 5 10	Per working day -do- -do-

6(b)	<u>Procurement of Revenue stamps</u> To fill up the challan form in quadruplicate, obtain signature of APM/PM .Get the signature of the State Treasury Officer, obtain the cash from HO and deposit in the bank, hand over the challan form to the State Treasury Officer and obtain the supply of Revenue stamp and hand over the same to the Head Treasurer. i) If the supply is obtained two times a month. ii) If the supply is obtained weekly	35 70	35 70	Per working day per official -do-

1(a). The above time may be allowed for One Asstt. Treasurer on each supply when the challan form is filled up in quadruplicate and necessary written approval from the State Treasury Officer is obtained and then the challan form is submitted to Bank along with the cash. The challan form is again taken to State Treasury after acknowledgement of cash by the Bank, for effecting supply of the requisite quantity of the revenue stamps.

(b) Maximum one and ½ hrs. time may be allowed for one Asst. Treasurer on each supply when the procurement of revenue stamps is directly from the State Treasury through local RBI account payee crossed cheque drawn in favour of Treasury Officer. The proposed time is applicable for Kolkata GPO which is obtaining the supply directly from the local State Treasury through local account payee crossed cheque.

(c) Maximum 2 hrs. time may be allowed for one Asstt. Treasurer on each supply when the procurement of revenue depositing of stamps is against

cash in the State Treasury directly. This proposed time is applicable for Srerampore HO which is obtaining the revenue stamps against payment of cash in the State Treasury directly.

(d) Maximum 1 hr. time may be allowed for one Asstt. Treasurer on each supply if the Treasury Officers are ordered to accept local account payee crossed RBI cheques

drawn in favour of State Treasury Officer. The matter has already been taken up by some of the circle with their state Govts. For acceptance of local account payee crossed cheques directly for effecting the supply of revenue stamps. The matter is reported still under examination in the offices of the State Govts. and decision thereon is expected shortly.

Sale of Units

i	Sale at HO	7.00
ii	Work relating to Units issued by SO in account	2.00
iii	Work at zonal head post office per application	2.00
	Co efficient for misc work of HO/SO	1.20

(DG 31-48/81-PE-I of 20-05-1986 & 18-09-1986)

XIII. TELEPHONES

1. Telephone bills collected	3.00 mts
2. Local and trunk calls booked	5.00 mts

XIV PENSION PAYMENT

1. Paid by head office	8.00 mts
2. Sub – office	6.00 mts
3. Sub – office in account	2.00 mts

Railway pension payment

1. Payment of new pension at HO	24.00 min per payment
2. Work at HO for payment of new pension at SOs in account	24.00 min.per payment
3. Payment of Pension (other than new) at HO	7.00 min. per payment
4. Work at HO for payment of pension(other than new one)at SOs in account	4.00
5. Payment of new railway pension at SO	16.00
6. Payment of railway pension at SO (other than new one)	6.00
7. Payment of interim relief at HO	11.00
8. Work at HO for payment of interim relief at SO	7.00
9. Work at SO for payment of interim relief	4.00
10. For supervisory staff	20% of operative staff

(DG Posts No 31-73/76-PI dt. 20.11.1985 and 17.1.1986)

COAL MINES FAMILY PENSION PAYMENT

Sl No	**Items of work**	**Norms proposed by IWSU**
1	Payment of new family pension at HO	27 mts per case per payment
2	Work at Head offices for payment of new family pension at sub offices in account	23 mts per case per payment
3	Payment of family pension (other than new) at Head Office	6.5 mts per case payment
4	Work at Head Office for payment of family pension (other than new) at Sub Office in account	05 mts per case per payment
5	Payment of new family pension at sub office	16 mts per case per payment

6	Payment of family pension at sub office (other than new)	6.5 mts per case per payment
7	Ancillary work pertaining to family pension payment in Head Office	11 hours in a year or 55 mts. in a month
8	Ancillary work pertaining to family pension payment in Sub Office	6.40 hours in a year or 33 mts. in a month.
II	For supervisory staff	20% of operative work.

(DG.No. 31-4/85-PE-I dt.07.05.99)

(Note : Adhoc norms issued in 1996 revised with final norms as above)

Norms for operative and supervisory staff connected with sale of forms for passport-stamps and forms for renewal of passport forms in post offices:

Item of work	**Time factor perform**	
	Operative staff	**Supervisory staff**
A . Postal Stores Depot		
Receipts, stocking and supply of passport forms	1.5 sec	10% of operative work hours
B. Post Office		
i) procurement, stocking, supply and sale of form	0.75 min. per form	10% of operative work hours
ii) Sale of passport fee stamp along with form	1.5 min per stamp /form	10% of operative work hours
iii) Handling of passport fee stamp in treasury branch of post office	0.01 min. per rupee for handling of cash and stamps (same as MTT)	10% of operative work hours

(DG No. 32-7/85 P/PE-(dt. 25-4-85)

Administrative work

No. of PAs sanctioned for the office (excluding all supervisor staff	5.00 per clerk

Work as Recruiting Unit

No. of staff for which the head of the office is the recruiting authority.	0.50 per official

Important points to be kept in view while calculating staff hours

1. **Staff hours**	Stretch	-	7 ½ hours
	Split	-	6 ¾ hours

Note : i) SPM with quarters has a staff hours of 7 hours 45 min. irrespective of whether the office works on stretch or split.

ii) Officials on split duty not provided with quarters are required to put in a duty of 7 hrs which will be equivalent to 8 hrs of normal duty. Making further allowance for rest, the net hours available for work will be 6 hrs 45 min.

2. Revision should be taken up for office as a whole and branch wise except Accounts Branch.

3. On account of 20% operative LSG, 5% productivity to be shown. Increase the supervisory staff hours by 5%.

4. Enquiry, Stock PAs and Typist in administrative branch of I class HOs, are to be found within the sanctioned staff.

5. **Operative staff in post office**

i) **In 'C' Class SOs** : When un-provided work hours are 2 ½ hours or more, additional PA is sanctioned.

ii) **In 'B' Class SOs** : When un-provided work hours are 4 hours or more, additional PA is sanctioned.

iii) **In all other post offices** : When un-provided work hours are 5 hours or more, additional PA is sanctioned.

STANDARDS FOR WORK CONNECTED WITH FRANKING MACHINE:

The matter relating to laying down revised norms for sanctioning of Posts of Gr. C operative and Supervisory staff in post offices in respect of work connected with Franking machines (excluding Electronic Franking Machine) has been under consideration in this Directorate for some time past. It has now been decided with the approval if the SIU of the Ministry of Finance to adopt the following norms for sanctioning of post of Group C operative and Supervisory staff in post offices in connection with Franking Machine (excluding Electronic FM) subject to the condition that no new post will actually be created under revised norms until current ban on creation of posts is lifted.

GROUP 'C' OPERATIVE STAFF :

Sl No	**Activity**	**Average time as per SIUs observation**
1	Receiving daily docket, dispatch slips with franked article	1 minute 9 seconds per docket/dispatch slip along with franked article.
2	Receiving , sorting and arranging license wise daily docket/dispatch slip	1 mt 22 secs (22 secs for sorting and 1 min for ledger posting) per docket/dispatch slip with articles.
3	Ledger postings	Same as above.
4	Dealing with complaints/enquiry cases (per case)	20 minutes
5	Preparation and submission of statements/reports (per statement)	1 hour

SUPERVISORY STAFF		
a.	For verifying entries in various record books in cases of setting/resetting of franking machines	3 minutes per case
b	For verifying entries in relevant records and other supervisory duties in cases of releasing franking machines for servicing /repairs	1 mt 30 secs per case.
C	For supervisory duties in connection with removing die/print head from the franking machine	1 mt 30 secs per case
d	For supervisory duties in connection with dealing with rebate cases	3 mts per case
E	For supervisory duties in connection with dealing with refund cases	1 mts 30 sec. per case
F	For checking of posting of daily docket /dispatch slips	15 sec. per docket/ dispatch slip
G	Supervision in complaint /enquiry /investigation cases	4 mts 30 sec per case
h	For checking and verifying the correctness of information/data furnished in due reports /statements	2 mts, per case.

These norms will not be applicable to Electronic Franking Machines.

Authority: DG no 4-1/90-PE.I dtd 18.08.1998.

Chapter 12 - **ESTABLISHMENT OF POST OFFICE SAVINGS BANK/SAVINGS CERTIFICATES**

Standards of work hours of Head Offices/Sub Offices after decentralization of RD and MIS Schemes

Authority: Directorate letter No. 4-1/2006-PE-I dated at New Delhi 110 001 the 01 March 2007

Time factor for Savings Bank/PPF/MIS/Senior Citizen savings scheme in post offices

A. In Head post office

Sl. No	**Description of business**	**Time factor (in minutes)**
A	**New Accounts opened**	
	i. At counter	9.00
	ii. In departmental SOs (Excluding MIS and Senior Citizen Savings Scheme transactions)	3.00
	iv. In branch offices in direct account	7.00
B	**Deposits**	
	i. In Head Office	3.75
	ii.In sub offices in account with (Excluding the transactions relating to MIS and Sr. Citizen Savings Scheme)	2.30
C	**Withdrawals**	
	i. In Head Office	5.50
	ii. In sub offices in account with HO (Excluding the withdrawals of MIS and Sr.Citizen Scheme)	3.00
D	**Accounts Transferred**	
	i.Accounts opened on transfer	9.00
	ii.Accounts closed on transfer	9.00
	iii.Local transfer	9.00
	Item i.ii.iii above include the works relating to accounts of all schemes standing at sub offices in account with	
E	**Nominations registered at HO only**	6.00
	Co-efficient for HO	**1.85**

Time factor for Savings Bank/PPF/MIS/Senior Citizen savings scheme in post offices

B.In Sub offices

Sl. no	Description of business	Time factor (in minutes)
01	New accounts opened in SOs other than EDSOs & C class SOs	9.00
02	New accounts opened in 'C' Class SOs	9.25
03	Subsequent deposit in 'C' Class SOs	3.25
04	Subsequent deposits	3.00
05	Withdrawal	5.30
06	Work at sub offices relating to deposits at BOs in account	2.00
07	Nominations (Only in case of Decentralized schemes)	6.00
	Co-efficient for SO	**1.45**

Note 1: The time factor for deposits and withdrawals by cheques will be the same as for cash deposits and withdrawals.

Time factor for Recurring Deposit transactions in Post offices

I. In Head Offices-

A. Transactions at the counter

Sl. no	Description of business	Time factor in minutes	
		RD work under Pay roll savings scheme/MPKBY	**RD other than pay roll savings scheme**
01	Opening of new accounts	5.00	8.00
02	Deposit	2.00	3.00
03	Withdrawal	5.30	5.30
04	Payment on maturity	7.00	7.00

B. Transfer of Accounts

10	Accounts opened on transfer	8.00	8.00
11	Accounts closed on transfer	10.50	10.30
12	Local transfer	10.50	10.30

C. Nominations

13	Nomination (Only those registered at Head office) Circle office	6.00 1.00	6.00 1.60

Co-efficient for HO 1.6

II.In Sub Office

01	Opening of new account of Departmental sub office	5.00	8.00
02	Deposits	1.00	3.00
03	Withdrawal	5.50	5.30
04	Payment on maturity (for Deptl SO)	7.00	7.00
05	Nominations(for Deptl SOs only)	6.00	6.00

Co-efficient for SO 1.3

Note: 1. No time factors will be allocated to HO for the work relating to the transactions i.e. opening of new accounts, deposits, withdrawal, payments on maturity and nominations in respect of RD schemes in departmental sub offices in account with an HO

2. Time factor of six minutes per nomination in respect of RD accounts shall be provided for departmental sub office at par with norms for HO. No time factor will be available for HO for nominations in respect of accounts opened in departmental SOs in account with HO

3. Time factor of 7 minutes per payment on maturity transactions in respect of RD accounts at departmental SOs which are at par with HO shall be provided for SOs

4. No time factor will be provided to HO for the work relating to transactions of Monthly Income Scheme and Senior Citizen Savings Scheme in SO in account with HO

5. Time factor of six minutes per nomination in respect of MIS and Senior Citizen Savings Scheme shall be provided for Sub Office at par with the norms for HO

Norms in respect of RD/MIS accounts handled by non computerized Sub post offices after decentralization.

Authority: Letter No 4-2/2008-P.E.I of Directorate DakBhavan New Delhi 110 001 dated 21-11-2008 and F.No.113-1/2002-SB Department of Posts F.S.Division Dak Bhavan New Delhi 110 001 the 29-10-2008

IWSU of the Department has conducted study on operational part of RD/MIS work handled by non-computerised Sub post offices after decentralization.IWSU has recommended certain norms for this work. JS&FA and Secretary Posts have approved the recommendations of IWSU (Contents of letter F.No.113-1/2002-SB Department of Posts F.S.Division Dak Bhavan New Delhi 110 001 the 29-10-2008)

Table showing existing and new norms of RD accounts for non-computerized sub post office after decentralization

Sl. No	Item	Existing norms in minutes	New time - factor in minutes for SOs
01	Opening of new account and preparation of Ledger Card/Ledger	SO : 8.00 HO: 3.50	11.00

02	Subsequent Deposit	SO: 3.00 HO: 1.00	3.50
03	One time withdrawal	SO: 5.50 HO: 3.00	8.00
04	Closure of account	SO: 7.00 HO: 5.50	10.00
05	Nomination	SO: Nil HO: 6.00	6.00

Table showing existing and new norms of MIS accounts for non-computerized sub post offices after decentralization

Sl. No	Item	Existing norms in minutes	New time factor in minutes for SOs
01	Opening of new account and preparation of Ledger Card/Ledger	In SO:9.00	9.00
02	Payment of monthly interest on deposit	In SO: 5.50	5.50
03	Closure of Account on maturity or premature	In SO:6.50	6.50
04	Nomination	SO: Nil HO: 6.00	6.00

Norms for Savings Bank work in computerized Post Offices

(Letter No. 4-1/2004-P.E.I dated at Dak Bhavan New Delhi the 26-02-2008-ADG (Estt.I))

It is informed by the F.S.Division vide their Note No. 107-8/2002-SB dated 15.02.2008 that these below norms have been evolved on the recommendation of IWSU and have been issued with the approval of the competent authority and the concurrence of the JS &FA

Sl. No	Job items	New time factor in minutes
01	Opening of New Account in all categories SB/RD/TD/MIS/PPF by cash (including nomination)	7.00
02	Subsequent deposit in SB/RD/PPF accounts by cash, MO and other mode of deposit	2.00
03	Subsequent deposit in SB/RD/PPF account by cheque	2.00
04	Withdrawal By cash By cheque	 2.50 2.50
05	Closure of account	5.00
06	Interest posting in pass book	0.75
07	Transfer of cash and tallying of account	15.00
08	LOT preparation & printing (SB/RD/MIS)	7.00
09	LOT preparation & printing (TD/PPF etc)	3.00
10	Preparation of consolidated list (SB/RD /MIS)	25.00
11	Preparation of consolidated list (TD/PPFetc)	12.00

12	Deceased claim case for all type of cases either SB or SC	7.00
13	Preparation of duplicate passbook	6.50
14	Revival of silent account	8.00
15	SB part II and III cheques (per cheque)	1.50
16	Automatic transfer of MIS interest into Savings account	10.00
17	Automatic transfer of RD deposit from Savings account (once in a month)	10.00
18	Change of nomination/fresh nomination and cancellation of nomination	4.50
19	Feeding of SO transaction in HO deposit/withdrawal (per transaction)	0.50
20	Opening of new account of SO in HO	3.00
21	Opening of new account of SO in HO (with nomination)	4.00
22	Closure of account of SO at HO	3.00
23	Transfer of accounts receipt by Transfer & paid by Transfer (at HO)	9.00
24	Transfer of accounts receipt by Transfer & paid by Transfer (at SO)	4.00
25	Local Transfer (at HO)	5.00
26	Local transfer (at SO)	4.00
27	Opening of Bulk new account (RD) including nomination	6.00
28	Bulk deposit through pay roll savings scheme	1.00
29	Half withdrawal from RD	2.50
30	Redeposit of half withdrawal in RD	2.00
31	Pledging of account as security	7.00
32	Release of account from security	5.00
33	Withdrawal of interest from TD	2.50
34	For other misc work per PA	15.00

Norms for Savings Certificate work in computerized Post Offices

Sl. No	Job items	New time factor in minutes
01	Issue of certificates NSC/KVP (per purchase application irrespective of number of certificates)	10.00
02	Discharge of certificates NSC/KVP (per purchase application irrespective of number of certificates)	10.00
03	Issue of certificate at SO in HO (per certificate)	1.00
04	Discharge of certificate at SO in HO (per certificate)	1.00
05	Pledging of certificate from security (per application)	14.00
06	Release of certificates from security (per application)	8.00
07	Transfer of certificate from one person to another (per application)	12.00
08	Transfer of certificates from one post office to another (In and Out per application)	10.00
09	For other Misc. work (per PA)	15.00

Evaluation of norms for the work connected with deduction of income tax at Source from withdrawals of deposits made in NSS accounts.

	ITEMS OF WORK	**TIME FACTOR**
1	Dealing with 15-1 declaration at HO/SO	2.3 mts per 15-1 declaration
2	Income Tax deduction at source (TDS) at HO/SO	4.7 mts. Per TDS transaction
3	Work in the Accounts Branch of HO connected with TDS transaction at HO/SO under the HO	0.25 mts. Per TDS transaction
4	Supervisory work in SB Branch	20% of operative work in SB Branch
5	Maintenance of Cash Book	1.00 minute per entry daily as per M K Report.
6	Supervisory work in Accounts Branch of HO	20% of operative work in the Accounts Branch
7	A co efficient of two and a half percent of the operative/supervisory work load will be added to cover the items of work like issue of duplicate TDS certificate attending to queries from the members of public.	

(DG No 25-39/96- P E –Dt 11.4.97)

C. CO-EFFICIENT FOR MISSCELLANEOUS WORK

i) Head office 85% of operative work hour

ii) Sub – offices a/c 85% of operative work hour

iii) Sub – office 45% of operative work hour

D. CO-EFFICIENT FOR SUPERVISORS

i) Head office 25% of operative work hour

ii) Sub – Office in account 25% of operative work hour

iii) Sub – office 25% of operative work hour

TIME DEPOSIT

a) HO and Departmental SO :

Sl No	Description of business	Time factor (in minutes)
1	New accounts opened	10.00
2	Subsequent deposit	4.00
3	Withdrawal/closure	6.50

b) Work at HO for Departmental SOs in account

1	New accounts opened	3.50
2	Subsequent deposit	2.75
3	Withdrawal/closure	3.50

c) Co efficient head and sub office 1.35

(DG Posts Lr. No 46-7/83-SB (PE.I) dt 16.3.1988)

NATIONAL SAVINGS CERTIFICATES (INCLUDING KVPS)

1	Issued at the office (HO or SO)	7.00
2	Issued at sub-office in account	2.00
3	Discharged at the office (HO or SO)	8.00
4	Discharged at sub-offices in account	2.00
5	Interest payment of NSC s at HO	4.00
6	Interest paid at SOs in account with HO	1.00
7	Issue of identity slip (HO or SO)	3.00
8	Nominations(HO or SO)	6.00
9	Payment of commission to authorized agent for each certificate issued only for HOs Co – efficient for HOs Co – efficient for SOs	2.00 1.80 1.40

Note : 1. The above time factor is applicable for the work pertaining to KVPs also(DG(P) No. 4-6/88-PE-I dt.8-11-1989)

2. The transfer of a certificate from one holder to another and conversion of certificate from one denomination to another should be counted as one issue, the number being the number of fresh certificates issued.

IVP

For operative staff

1	Sold at HO and SO	2.00 Mts per IVP
2	Work at HO in respect of sale of IVP at SO	1.00 mt. per IVP
3	Payment at HO and SO	2.00 mts. Per IVP
4	Work at HO in respect of payment made by SOs	1.00mt. per IVP

For Supervisory staff

5	For Supervisory staff	20% of operative work hours

(DGL No. 29-7/86, PE . I dt.11.3.94)

Chapter 13 - **STANDARDS FOR SANCTIONING OF CLERICAL, SUPERVISORY AND GROUP D STAFF IN PHILATELIC BUREAU IN POST OFFICE**

A. CLERICAL STAFF

Sl No	Description of job	Unit of measurement	Time in minutes
1	i) Maintenance of index register and mailing list of philatelists ii) Preparation of publicity material	Per philatelist added during the year Per issue	2.00 13.00
2	i) Receipt and stocking of first-day covers by central office ii) Supply of FDCs to dependent offices by central office	For 500 FDCs/ Folders received Per office to be supplied per issue	1.00 16.00
3	i) Receipt and stocking of first-day covers/publicity folders at Philatelic Bureau other than central office and of publicity folders by central office ii) Supply of FDCs/folders to dependent offices by philatelic Bureau other than central office and of publicity folders by central office.	100 FDCs/folders received Per office to be supplied per issue	3.00 6.00
4	Advance machine cancellation of first day covers souvenir folders	Per 100 FDCs/folders cancelled	37.50
5	Preparation of souvenir folders	For 100 souvenir folders	40.00
6	i) Receipt and accounting of philatelic stamps ii) Issues within the office iii) Daily verification of stamp balances iv) Supply to subordinate offices	Per 1000 rupees stamps received -do-Issued Fixed Per office to be supplied per issue	0.60 6.00 30.00 10.00
7	Sale of philatelic stamps and stationary(including maximum cards/greeting cards but excluding collector's pack) i) On other days ii)On the date of issue/release of stamps	 Per rupee Per rupee	 0.40 0.33
8	Opening of philatelic deposit account		

	i) Inland ii) Foreign	Per deposit account opened - do-	 18.00 22.00
9	Subsequent deposit in philatelic deposit account i) Inland ii)Foreign(including account for supply of cancelled FDCs/cancelled to order stamps)	 -do- -do-	 13.00 17.00
10	Closing of philatelic deposit account	Per account closed	25.00
11	Supply of philatelic material to deposit account holder(inland and foreign)	For active account per issue	20.00
12	i) Receipt, checking and affixing stamps on maximum cards/greeting cards by central office ii) Receipt and stocking of maxim/greeting cards at philatelic Bureau other than central office. iii) Supply of maxim cards/greeting cards to dependent offices /counter	per 100 cards -do- Per occasion per office to be supplied	30.00 7.00 8.00
13	i) Preparation and stocking collector's pack by central office ii) Receipt and stocking of collectors pack by philatelic bureau including central office iii) Supply of collector's pack to dependent offices iv) Sale of collector's pack	Per collector's pack Per 100 packs Per office to be supplied per pack	5.00 12.00 15.00 12.00
14	Supply of collector's pack in compliance with mail order	Per order	35.00
15	Supply of philatelic material in compliance with casual mail order	Per order	36.00
16	i) Preparation of album of philatelic stamps by central office ii) Receipt and stocking of album iii)Supply of albums to other offices iv) Sale of album	Per album Per 100 albums Per office to be Supplied Per album	10.00 12.00 15.00 12.00
17	Special slogan cancellations i) Without material ii) With material	 Per order Per order	 36.00 15.00
18	Supply of mint stamps to foreign countries by Bombay GPO	Per parcel received from Nashik and sent	20.00

19	Supply of cancelled first day covers and cancelled to order stamps to foreign agents by parliament street HO	Per supply	60.00
20	Miscellaneous	---	10% of items 1 to 19

B. SUPERVISORY STAFF - 0.12 of total operative clerical work

C. GROUP D STAFF

1	i)Maintenance of index register and mailing list of philatelists ii)Preparation of publicity material iii) Dispatch of publicity material to philatelist	Per philatelist added per issue Per philatelist on mailing list per issue	0.25 4.00 0.50
2	Supply of FDCs/publicity folders to dependent offices by central office	Per office per issue	5.50
3	Supply of FDCs /publicity folders to dependent offices by philatelic Bureau other than central office	Per office per issue	2.50
4	Advance machine cancellations of FDCs, publicity , folders, souvenir folders	Per 100 FDCs, folders cancelled	8.00
5	Supply of philatelic stamps to dependent offices	Per office per issue	1.50
6	Supply of philatelic material to deposit account holders (inland/foreign)	Per active account per issue	3.00
7	Supply of maxim cards/greeting cards to dependent offices	Per office supplied	2.00
8	Supply of collector's pack to dependent offices	-do-	5.00
9	Supply of collector's pack in compliance to mail order	Per order	5.00
10	Supply of philatelic material in compliance with casual mail order	-do-	5.00
11	Supply of albums to dependent offices by philatelic bureau	Per office supplied	5.00
12	Special slogan cancellation	Per order	5.00
13	Supply of mint stamps to foreign countries by Bombay GPO	Per parcel	9.00

14	Supply of first-day covers and cancelled to order stamps to foreign collectors by Parliament Street HO	Per supply	14.00
15	Cancellation of FDCs/folders on date of issue of commemorative stamps		10% of items 1 to 14
16	General assistance including uncovered items		20% of items 1 to 14

Note : 1. Workload for full one year may be computed and then divided by 300 to arrive at daily work hours.

2. Workload of Philatelic Bureau may be computed independently of the workload of the post office.

3. In Philatelic Bureau, where there is no justification for creation of independent post of supervisor and /or Group D staff, their workload may be added to the overall workload of the post office and necessary supervisory and Group D support provided there from.

4. A full hand may be sanctioned for the total or excess daily workload of 3 hours and 45 minutes and above.

(DG P & T letter No. 47-3/80-PE.I dated 30.5.1980)

NORMS FOR OPENING OF PHILATELIC COUNTERS

The following guidelines need be kept in view while submitting proposals for opening of philatelic counters:

i) The place should be a very important/tourist centre;

ii) There should be a popular demand from the public/philatelists;

iii) There should be a considerable number of philatelic clubs/societies;

iv) The office should be a head post office or an important sub-post office;

v) The average 14 days sale including first day sale from the authorized office which is proposed to be converted into a philatelic counter may not be less than Rs 1000;

vi) The Circle concerned should mention the accessibility of the location by air/train etc.

(DG P & T 15-9/81-Phil dated 13-4-1982)

Chapter 14 - **POSTMEN ESTABLISHMENT**

I Revised Norms for Postmen Establishment

File 9-1/2005-W.S.I/PE.I dated at Dak Bhavan New Delhi the 5.2.2010 and as amended /revised vide file of even No. dated 19.July 2012.

Sl No.	Items	Congested areas In minutes	Less congested areas In minutes	Remarks
1	Delivery of unregistered mail (other than multi storied buildings	0.72	0.72	-
2	Delivery of unregistered Mail in multi storied buildings, where mailboxes have not been provided at the ground floor	0.72	0.72	Note 1 below
3	Delivery of unregistered Mail in bulk	2.00 for delivery of seven articles	2.00 for Delivery of seven articles	Note 12&14 given in para-3 below
4	Registered and Parcel Mail (excluding Insured, Value payable and speed post articles)	2.50	2.50	-
5	Delivery of Registered and parcel Mail under special lists	4.50 per list	4.40 per list	-
6	Delivery of value payable and Customs Duty articles	3.00	3.00	-
7	Return of value payable & customs duty articles	2.50	2.50	-
8	Money orders paid	3.85	3.85	-
9	Money orders returned unpaid	2.50	2.50	-
10	Unpaid articles	2.00	2.00	-
11	Delivery of Speed post articles- Person-specific Speed post articles (Passports, Aadhaar Cards & Driving Licenses)	2.50	2.50	note-13 &15 given in para-3 below.
12	Delivery of Insured articles	3.50	3.50	-
13	Return of Insured articles	2.50	2.50	-
14	Delivery of Accountable articles in Multi storied building	1.80	1.80	Note 3 Below
15	Return by Postman	20 Mts Maximum	20 Mts maximum	Note 4 Below
16	Distance Travelled By Foot By bicycle	 19 Mts /KM 10 Mts /KM	 15 Mts /KM 08 Mts /KM	-

The revised norms communicated for postmen establishment will also be applicable for GDS Mail deliverer as per note below Rule 106 of Vol.VI part III

NOTE : -

1	Multi Storied Buildings denote High rise Buildings with 4 or more storey
2	Bulk addressee is defined as a single person or firm receiving 7 or more un registered articles in a day. Therefore the bulk articles as per revised definition have to be segregated, and counted separately. Each bulk addressee in receipt of 7 or more articles will be given a time factor or 2 Mts. There is not need for deduction of this work load from the total work loan as is done now. To illustrate, if a particular Post office is in receipt of 600 unregistered articles, other than bulk mail, it has to be multiplied by 0.72 and if it receives 80 articles for 7 bulk Addressees then, the work load for delivery of bulk Mail would be 7x2 mts = 14 mts.
3	The norm provided at Sl No.14 is in addition to normal time factor provided for different accountable articles. In view of the introduction of this norm, separate statistics is to be deliverable in high rise buildings or 4 or more storey.
4	The norm provided for rendering returns by Postman at Sl No.15 is maximum time that can be allowed per day. The individual time factors provided for return of accountable articles at Sl No.7, 9 and 13 will be applied and allowed if the work load for rendering returns works out more than 20 Mts the maximum limit of 20 Mts will be applied.
5	Articles delivered through Postboxes/Post bags and through window of the Post Office will be excluded from the purview of delivery of unregistered articles.
6	The figures of the Accountable Articles should be average of six days statistics collected in the middle of the month and furnished by the in charge of delivery Post Office.
7	The Postmaster/Sub Postmaster will furnish six days figures for unregistered Mail. The verifying officer has to collect two days personal figures in the middle of week and the least of two averages will be adopted for assessing the work load.
8	Area having a density of population of 2500 per Sq. km may be taken as congested area.
9	For postmen doing delivery in single beat system their staff hours has to be taken at 450 mts per day and doing delivery in two batches, the staff hours is to be taken as 420 mts per day.
10	The number of Postman justified will be arrived at by dividing the total work load by 450 Mts or 420 Mts as the case may be. Additional postman will be sanctioned if the work load is 0.5 or more.
11	Distance travelled means distance covered on the main roads, lanes and by lanes. Distance travelled covered for entering various houses is included in time factor for delivery of articles.
12	The head of the Division/GPO/HO will ensure that non-provision of mail boxes at the ground floor in multi-storied buildings will be verified and certified by the PRI(P)

	or Inspector (Posts) or Assistant Superintendent of Posts before allowing revised norms.
13.	The Postmaster in-charge of the Delivery Post Office will maintain the statics of person-specific Speed Post articles i.e. Passports, Aadhaarcards & Driving Licenses.
14	Norms prescribed in SL. No.2 of enclosure of the Director's letter under reference will be applicable for Delivery of unregistered Mail in multi-storied buildings where mail boxes have been provided at the ground floor.
15	Norms prescribed in Sl.No.11 will be applicable in case of delivery of Speed post articles other than the person specific Speed Post articles.

Additional duties of Postman/Delivery staff.

On account of changes in work scenario of the post offices brought about due to the induction of technology and primacy of business products, the duties and responsibilities of the postman have undergone vast changes. In order to incorporate these changes, the following duties are prescribed in addition to the duties already prescribed for Postman/Delivery staff in the Postal Manual Volume VI chapter III.

Additional Duties of Postman/Delivery staff

1. Data entry in various modules (postman, speed net) of Meghdoot software of all mail articles given to them for delivery. This duty will be performed during the 80 minutes period (60 minutes before the hours of delivery and 20 minutes after return from the beat) on each working day within the overall duty hours.

2. Assistance to Sorting Postman/Head Postman in beat sorting wherever available. Where there are no posts of Sorting Postman/Head postman,the Postman will attend to beat sorting.

3. Delivery of any pamphlets or Brochures presented under Direct Post

4. Collection of surplus cash from sub post offices lying in the beat and remitting cash to the main post office to which they are attached, whenever ordered by the postmaster.

5. Assisting in Table sorting, segregation of missent articles, misdirected articles and Beat sorting.

6. Preparation of special delivery slips for bulk addressees by data entry in the Postman module.

7. Sorting of accountable articles and Money Orders beat wise and their entry in the computer system for printing the delivery slips.

8. Entry of undelivered accountable articles/Money orders in the postman module.

9. To act as an agent for promoting PLI/RPLI and Business development products

10. Assistance to the treasurers in sorting of the currency notes and making bundles denomination wise and also escort the treasurer while drawing and remittance of cash to Bank/Treasury.

11. Drawal of revenue stamps from treasury/sub treasury if ordered by the Postmaster.

12. Utilizing the services for data entry of RPLI/PLI proposals and generating acceptance memos for policies on payment of some incentive.

13. Preparing the beat list and the beat map of the beat and updating the same on a regular basis.

14. Any other duty assigned by the Department/Head of the Office

(DG(P) No.25-20/2008-PE.I dated 25-11-2008)

Directorate letter No.20-10/2012-D dated 21.09.2012

Subject: Data collection exercise at post offices and mail offices for delivery beat rationalization.

This has reference to the Directorate DO letter of even no. dated 14.08.2012, regarding data collection exercise in post offices and mail offices for rationalization of mail delivery beats. This also refers to the e-mail communication on the subject dated 17-08-2012 vide which the templates for Data Collection and compilation were sent to the circles.

2 Under Annexure-1 of the D.O. letter mentioned above, the length of "regular beat" was mentioned as "the length covered by the postman on the day of data collection only and not the total length of the beat". The length of regular beat may now be read as "beat length assigned for coverage by the postman".

3 The revised templates containing Annexures 1, 2 & 3 are attached with this communication. This may kindly be brought to the notice of all concerned and the data collection exercise in Post Offices and mail offices should be completed by the prescribed deadline, i.e. 31st October, 2012. It may also be noted that the compiled information for the entire circle has to be sent only by e-mail in the prescribed template.

Sd/-
Director(MM)

II SORTING POSTMEN

To be worked out on the basis of 450 articles per hour. All articles received for delivery, sorting, and the post box sorting should be taken in to account. The balance of work hours in the delivery branch according to the time test after deduction the work of delivery sorting will be added to the work hours of other branches of the office for estimating the clerical establishment to be employed in the office as a whole.

(No 28/100/67-PE- I dt. 19.7.1968)

The post of Sorting Postman is redesignated as Postman and both Sorting Postman and postman will have common generic designation of postman

Letter No. 25-20/2008-PE.I dated at Directorate New Delhi the 04.05.2011 and 12th July 2011.

III .MAIL OVERSEERS ESTABLISHMENT

Discretion of the Head of the Circle so as to ensure that each branch post office is visited at least once in 3 months.

(DG P & T No 28/38/62-PE dated 11.5.1982)

IV. STANDARDS FOR CREATION OF POSTS OF CASH OVERSEERS

Cash Overseers in a Division may be worked out on the basis of following information:

1. Particulars of mail lines in a Division which are unable to meet the requirement of offices served by them through normal remittances.
2. Average amount of liabilities that the offices in these lines have to meet each month.
3. Total amount that can be remitted to them through normal means of remittances.
4. Amount that can be remitted through the Overseers during the course of their normal visits to offices in their beats.
5. Additional funds required by these offices through special remittances in a month.
6. No of days required for making such remittances (divide item 5 by the total remittances that can be conveyed by each Overseer in each trip and add the number of days required in travelling).
7. No of cash overseers justified (divided item 6 by 25) . It may be that in the case of some offices payment of money orders is heavy during certain periods or seasons. In such cases, the Divisional Superintendent can be permitted to employ additional cash overseers temporarily for the required period.
8. The walking per day by cash/mail overseers should depend upon the conditions to terrain and should not normally exceed 24 km (15 miles).

(DG P & T letter No C -13-29/55 dated 10.12.1956 and No 28/90/62-PE dated 5.1.1965)

V. NORMS FOR SANCTION OF POSTS OF CASH OVERSEERS

All the cash offices (Head office or sub office) will maintain log book for one month and submit statements in the proforma to the Divisional Superintendents. The log book should be maintained and proforma reports sent for a month except the month(s) when seasonal

rush is there (e.g. pre – puja/puja month) and seasonal posts of cash overseers re sanctioned. The Divisional Superintendents will cause verification of the statements and log book maintained and assess the work hours. In parts I, II of Statements B, the cash cleared from / conveyed to the town offices by the Sorting Postman/Head Postman /Overseers postmen should not be included. The cash conveyed with police or other escorts should be taken as one trip irrespective of the amount involved.

The work hours should be calculated on the following basis:

On foot: 12 min. per km

By bus/launch: 3.75 min. per km (including idle wait for getting the same)

By train: 1.50 min. per km

Exchange of cash each trip (up & down) 60 min. After calculating the work hours for each group (Stt A , Stt E Part I & II) separately, the total work hours should be calculated by adding the work hours of all the groups and the total work hours arrived at in minutes should be divided by 450 × 25 to arrive at the justified posts of Cash Overseers. The existing number of Cash overseers should then be deducted from the number of justified posts of Cash Overseers and net additional justification arrived at. The justification of below 5 will be ignored.

(PMG West Bengal Circle Calcutta No EST/A/Z-69/Rlgs/79 dt 19.12.1981)

Note :

Cash overseers when sanctioned will get the cash allowance @ Rs 30/- P.M

(DG No 8-33/79-8AP dt 7-1-93)

Chapter 15 - **STAMP VENDORS**

Departmental and Extra – Departmental Stamp Vendors

Sl No	Item of work	Time factor
1	When the sale of stamps/stationery to a client is less than Rs 10 per transaction, individually or in bulk	18 seconds be provided for every rupee worth of sale.
2	When the sale of stamps/stationery to a client ranges from more than Rs 10 to less than Rs 30 per transaction individually or in bulk	6 seconds will be provided per rupee.

One Extra-Departmental Stamp Vendor will be justified for total average sale of Rs 600 per day for 3 hours workload per day and up to Rs 1000 sale per day with 5 hours workload per day (18 seconds. per rupee). When average sale of stamps per day exceeds Rs 1000 a Departmental Stamp Vendor will be justified.

Note :

1. Bulk sale of stamps/stationary above Rs 30 to one person at a time should be excluded from the sale by Stamp Vendor.

2. For calculating the value of stamps sold for the purpose of creating posts of ED Stamp Vendors/Departmental Stamp Vendors, the valueof stamps franked with a Departmental franking machine by an ED Stamp Vendor/Departmental Stamp Vendor, as the case may be, should also be taken into account for justifying these posts.

3. Stamp sale includes sale of MO/VPMO forms also.

4. For linking the rise in the cost of stationery to the sale of postal stationery the following norms may be adopted:

Sale up to Rs 10	Sale above Rs 10 & up to Rs 30

25 min. per rupee for 20% increase in value	0.08 min. per rupee for 20% increase in value
20 min. per rupee for 21 to 50% increase in value	0.06 min. per rupee for 21 to 50% increase in value.
15 min. per rupee for 51 to 100% increase in value	0.05 min. per rupee for 51 to 100% increase in value.

5. Sale for a period of 4 months may be taken into account for the purpose of assessment of workload for sanction of posts of Stamp Vendors instead of average 14 days as is being done presently.

(DG Posts letter No 31-15/83-PE – I dt. 7.10.11986 and 18.11.1986)

Chapter 16 - **MEGDOOT LAN NORMS**

Authority : Letter No.9-8/2003-IWSU-PE.I of Directorate dated 28th July 2008

IWSU has evolved the norms on the following modules of Meghdoot LAN which are required to be implemented in all the computerized HPOs.

1. Treasury Module
2. Point of sale
3. Postman module
4. Despatch module
5. Money Order Compilation
6. Sub Account Module

New norms and the existing norms on the aforementioned modules are as follows:

The new norms in the respective sphere of work may be applied in all HPOs where Meghdoot software is in operation and workload of such office may be calculated as per the revised norms and may be compared with the workload as per existing norms. While doing so it may be noted that in respect of jobs which are still to be performed manually or for which no new time factor has been prescribed the workload will continue to be calculated on the basis of existing norms.

TREASURY

Sl No.	**Job Item**	**Manual norms (in Seconds)**	**New Norms (in Seconds)**
1	Opening of HO Treasury	720 Sec. for each Treasury	720 Sec for each Treasury
2	Log in as Treasury PA	-	10 Sec
3	CSD receipts (Stamps)	-	20 Sec/Den
4	Preparation of Postage stamps/Postal stationery indents & Submission to CSD		
	(i) Receipt of Stationery, Verification with reference to invoice. To enter into the stamps balance register, put up to APM/PM with the invoice for his signature after proper verification, returning of one copy of the invoice to CSD.	300 Sec. per working day	300 Sec per working day
	(ii) Note: If the indent is prepared two times in a month	300 Sec. per working day	300 Sec. per working day
	(iii) If the indent is prepared weekly	600 Sec per working day	600 Sec. per working day
5	Receipt of Cash Bag from Sub Offices/Branch Offices Checking of Seal, lock etc., of Cash bag, Opening of Cash Bag	120 Sec. each Cash bag	120 Sec. each Cash bag
6	Counting of Cash - To Count 100 Pieces	120 Sec.	120 Sec.

	- To count 100 Pieces subsequently - If subsequently there are 50 pieces - If more than 50 pieces	120 Sec. 60 Sec. 120 Sec.	120 Sec. 60 Sec. 120 Sec.
7	Creation of data of remittance from SOs/BOs	-	15 Sec/Office
8	Remittance made to SO	-	15 Sec.
9	(i) Receipt of Requisition of Cash from SO/HO	60 Sec for each bag	60 Sec for each bag
	(ii) Counting of Cash	As mentioned in Sl No.6 above	As mentioned in Sl No.6 above
10	(i) To weigh the cash bag in the presence of Sub Account Asst. Note the weight of cash bag on the label of cash bag of SO/HO	180 Sec. each cash bag	180 Sec. each cash bag
	(ii) Counting of Cash	As mentioned in Sl No.6 above	As mentioned in Sl No.6 above
	(iii) To place the cash bag in the A/c bag	60 sec for each cash bag	60 sec for each cash bag
11	Picking stamps from stock, counting of stamps to be remitted to particular post office and placing it in the stamp bag and sealing and stamp bag.	15 Sec per Denomination	15 Sec per Denomination
12	Receipt of indent for supply of postage stamps/postage stationery from SOs/TSOs/ BOs through account bag	60 Sec. each indents	60 Sec. each indents
13	To examine the indent, obtain order of APM/PM on each indent and take out the stamps/stationery and get packets /bag	900 Sec each packet/bag	900 Sec each packet/bag
	Handing over pkt/bag to SO A/c Asst.	60 Sec each bag	60 Sec each bag
14	Supply of Mo forms to SOs	60 Sec. each indent of SO	15 Sec
15	Making of payment of salaries bills etc.,	12000 Sec. for 50 A Roll	20 Sec/Official
	Counting of Cash	As mentioned in the Sl No. 6 above	As mentioned in the Sl No. 6 above
16	Giving cash advance to the counter PA who requisite for	300 Sec/ every Rs.5000/- upto Rs.100000 subject to max 1.5 hrs	10 Sec/PA
	Counting of cash	As mentioned in the Sl No. 6 above	As mentioned in the Sl No. 6 above

17	Giving cash to Postmen of the Head Post offices after viewing the screen meant of postmen	600 Sec/ PM	10 sec/Bet
	Counting of cash	As mentioned in the Sl No. 6 above	As mentioned in the Sl No. 6 above
18	Taking return from postmen after viewing in the screen meant for postmen	600 Sec./ PM	13 Sec. per PM
	Counting of cash	As mentioned in the Sl No. 6 above	As mentioned in the Sl No. 6 above
19	Receipt of cash from the counters and directly from the public agents in case of heavy amount	As mentioned in the Sl No. 6 above	As mentioned in the Sl No. 6 above
	Counting of cash	As mentioned in the Sl No. 6 above	As mentioned in the Sl No. 6 above
20	Creation of data of the above transactions	-	10 Second / Transaction
21	Remittance of cash to and from the bank	-	12 Sec
	I. Withdrawal of Cash from Bank a) To obtain order of Postmaster, preparing ACG-12, obtaining signature of PM and preparing the documents b) To present the documents in bank counter, receive and count cash and bring the same to Post office	300 Sec	300 Sec
	(i) Below Rs.5 Lakhs	12600 Sec (one Asst. TR)	12600 Sec (one Asst. TR)
	Rs. 5 Lakhs to Rs.20 Lakhs	12600 sec (two Asst. TR & one Gr- D)	12600 sec (two Asst. TR & one Gr- D)
	Above Rs. 20 Lakhs	25200 Sec (3 Asst. TR & one Gr D)	25200 Sec (3 Asst. TR & one Gr D)
	To and fro HO (Journey time)	1800 Sec (for all offices)	1800 Sec (for all offices)
	Idle Time	1800 Sec (-do-)	1800 Sec (-do-)
22	**II. Remittance of Cash to Bank**		
	To prepare ACG-13 for remittance of cash to RBI/SBI to obtain signature of the PM & to make entry in the book	300 Sec each transaction	300 Sec each transaction

	To take out bundles from safe, count and keep in the bag/box, carry to bank duly escorted with police guard	600 Sec each transaction	600 Sec each transaction
	To present cash at counter, to obtain acquaintance on receipt on ACG-13 & Treasury pass book	-	-
	a) Below Rs. 5 Lakhs	7200 Sec (1 cash overseer or 1 Asst.)	7200 Sec (1 cash overseer or 1 Asst.)
	b) Rs. 5 Lakhs to 20 Lakhs	10800 Sec (2 Asst & 1 Gr-D)	10800 Sec (2 Asst & 1 Gr- D)
	c) Above Rs.20 Lakhs	12600 Sec (2 Asst. & 1 Gr-D)	12600 Sec (2 Asst. & 1 Gr D)
	d) Paste the receipt in the book	60 Sec each transaction	60 Sec each transaction
	From & to HO (Journey time)	1800 Sec per transaction	1800 Sec per transaction
23	Remittance of cheques to the SOs/ Counters	720 Sec/Chq	18 Sec / Cheque
	(i) Remittance of cheques to the bank	720 Sec/ chq	22 Sec. / cheque
24	Supply of stamps and stationery to the stamp vendors and PAs as prescribed in the particular HO	780 Sec. per official	19 Sec / denomination
25	Receipt of cheque	150 Sec/ chq	18 sec / cheque
26	Write off cheque	-	31 sec / cheque
27	Transfer of cheque	150 sec/chq	12 sec / chq
28	Attending clearing house, Feeding of vouchers cleared and received from bank relating to other HOs and showing the same bank wise on receipt side as well as payment side	21600 sec. per transaction	21600 sec. per transaction
29	Payment of pension to all categories	480 Sec per pensioner	20 sec / category
30	Maintenance of register of sale of publications and MO forms	-	Automatically
31	Making PLI payment	171 sec per payment	28 sec / transaction

	Counting of cash	As mentioned in the Sl No. 6 above	As mentioned in the Sl No. 6 above
32	Editing –bills paid, pension, cash to postmen, Out of account, PLI payment, drawing from bank, bank remittance, other receipts/ payments, other office payments etc.,	-	20 sec / transaction
33	Stamps balance register	-	Automatically
34	Stamps sale register	-	20 sec
35	Out of account report	-	15 Sec
36	Generation of Treasurer cash book	-	20 sec
37	Generation of HO summary	-	25 sec
38	Preparation of cheque list for out of account cheques accepted for other than SB transactions and send to clearance house and accounted after clearance	-	25 sec / chq
39	Preparation of remittance advice to other HO/Offices	-	20 sec
40	To obtain order to PM, make entry in the cash book, take out the cash from safe and hand over cash to messenger under receipt after counting	60 Sec on each requisition	60 Sec on each requisition
41	Receipt of cash from SOs/TSOs/BOs through special messenger take order of PM	60 Sec on each requisition	60 Sec on each requisition
	Counting of cash (in both cases)	As mentioned in the Sl No. 6 above	As mentioned in the Sl No. 6 Above
42	**Counting of coins one time manually**		
	To count 100 coins of all denomination	60 Sec	60 Sec
	Upto 50 coins	30 Sec	30 Sec
	Above 50 to 99 coins	60 Sec	60 Sec
43	Attending state Govt. officials public members for sale of stationery in bulk	420 sec (up to) Rs.4000/-) 840 Sec above Rs.4000/-upto Rs.8000/per customer	420 sec (up to) Rs.4000/-) 840 Sec above Rs.4000/- up to Rs.8000/per customer
44	Procurement of revenue stamps To fill up the Challan form in quadruplicate, obtain signature of APM/PM. Get signature of State Treasury Officer, obtain cash from HO and		

	deposit in bank, hand over the challan form to STO and obtain supply of Revenue stamp and handover the same to the Head Treasurer (i) If the supply is obtained two times a month (ii) If the supply is obtained weekly	 2100 Sec per working day 4200 Sec -do-	 2100 Sec per working day 4200 Sec -do-
44.1	Struck the final balance of each denomination of postage/postal stationery at end of each working day	-	Automatically
44.2	Writing of HO summary	7200 Sec/ day	Automatically
44.3	Closing of HO Treasury	3600 Sec. for cash retained upto 20 lakhs	3600 Sec. for cash retained upto 20 lakhs
		4800 Sec. For cash retained above 20 lakhs per day	4800 Sec. For cash retained above 20lakhs per day
44	Counting by Counting machine where such is supplied		
	a) To count 100 pieces on machine	15 Seconds/. each bundle	15 Seconds/ each bundle
	b) To count 100 pieces subsequently	15 Seconds/ each bundle	15 Seconds/ each bundle
	c) To count 100 pieces manually (second process)	70 Seconds/. each bundle	70 Seconds/ each bundle

POINT OF SALE MODULE

Sl. No.	**Job items**	**Existing norms (in seconds)**	**New norms (in seconds)**
1	**INLAND MAIL** Letter Mail (i) Booking of RL and RL ILC (ii) Booking of RL with ACK (iii) Booking of Insured letter	 60 - 360 -	 60 64 280 70

	(iv) Booking of Regd. Book packet, Sample packet, Periodicals, Printed books, Blind literature, Regd. News papers		
2	Parcel Mails : (i) Booking of Regd. Parcel (ii) Booking of Regd. Parcel with ACK (iii) Booking of Insured Parcel	 156 - 240	 90 105 230
3	Speed Post : (i) Booking of Speed Post with ACK due without POD (ii) Booking of Speed Post and Speed Post with ACK and POD	 85.2 -	 82 89
4	Express Parcels : (i) Booking of Express Parcels (ii) Booking of VP Express Parcels (iii) Booking of Ins Express Parcels (iv) Booking of Ins. VP Express Parcels	 - - - -	 111 150 287 300
5	Value Payable : (i) Booking of VP Letter (ii) Booking of VP Ins. Letter (iii) Booking of VP Parcel (iv) Booking of VP Ins. Parcels (v) Booking of VP Book Packet (vi) Booking of Printed Books (vii) Booking of VP Periodicals	 300 360 240 396 - - -	 92 354 238 155 150 123 114
6	**FINANCIAL** Money Orders : (i) Booking of Ordinary MO (ii) Booking of Express TMO (iii) Booking of Ordinary TMO (iv) Booking of VP MO (v) Booking of Speed Post MO (vi) Booking of Service MO (General) (vii) Booking of Service Mo (Bills paid) (viii) Booking of Bulk MO (ix) Booking of BO MO (x) Booking of Foreign MO	 210 - 540 - - 210 210 - - -	 90 190 185 90 105 87 84 76 91 105
7	**POSTAL LIFE INSURANCE**		

	(i) Accepting PLI Premium and loan repayment UCR (ii) Accepting UCR (General) (iii) Accepting UCR (Repayment of advance)	96 - -	120 90 90
8	Telephone Revenue Collection MTNL/BSNL	75	75
9	Unclassified Payment	-	70
10	**FOREIGN MAILS:** <u>Air Mail :</u> (i) Booking of Air Mail RL (ii) Booking of Insured Regd. letter (iii) Booking of Regd. Book Packet, sample Packet , Printed Books (iv) Booking of Blind Literature (v) Booking of Regd. Parcel (vi) Booking of Insured Parcel	 60 360 - - 96 240	 90 285 118 90 95 295
11	<u>Sea mails:</u> (i) Booking of Sea Mail RL (ii) Booking of sea Mail with AD (iii) Booking of Insured letter (iv) Booking of Regd. Book packet, sample packet, printed books (v) Booking of Blind literature (vi) Booking of Regd. Parcel (vii) Booking of Parcel with AD (viii) Booking of Insured parcel	 - - - - - - -	 163 167 295 94 95 167 171 300
12	<u>Speed Post :</u> (i) Booking of Speed Post (ii) Booking of Ins Speed Post	 - -	 143 290
13	<u>Surface Air Mail (SAL)</u> : (i) Regd. Sample packet (ii) Regd. Book Packet (iii) Regd. Printed books (iv) Regd. Parcel (v) Registered Ins. Parcel	 - - - - -	 86 77 75 116 126
14	<u>On Postal Services :</u> (i) Registered letter (ii) Registered letter with Ack (iii) Registered parcel (iv) Registered parcel with Ack (v) Insured letter (vi) Insured parcel (vii) Money Orders General/Bills paid	 60 - 96 - 360 240 90	 60 64 67 73 260 275 85

15	IPO : (i) Sale of IPO (ii) Discharge of IPO (iii) Generation of report (iv) Booking of passport Transfer data of cash to treasurer in the software with denomination particulars (v) Submit accounts (vii) Shift end Note 1 : For the above mentioned articles different aspects such as fully prepaid and not prepaid items are considered inclusive of time for cash handling (accepting cash from the customer and providing him with proper change and submitting the cash to the treasury) has been taken into consideration. No extra time is to be given. Note 2 : In items such as Ins. Registered Letter, Insured Registered Parcel, Insured VP Letter, VP letter, time factor for checking of address, Seals, Sticking of receipt, putting the signature, cash	 240 150 -- -- -- ---	 128 166 170 84 57 40

THE POSTMAN MODULE OF MD-LAN

Sl No.	Name of the activity	Existing time factor (in seconds)	Proposed time factor (in seconds)
1	RL issued to Postman for delivery	72	72
2	RL issued to Postman for delivery through Special list	-	62
3	Insured letter issued to Postman for delivery	210	120
4	VPL issued to Postman for delivery	162	111
5	Insured VPL issued to Postman for delivery	165	153

6	Registered parcel issued to Postman for delivery	150	116
7	Insured parcel issued to postman for delivery	171	121
8	VPP issued to Postman for delivery	195	125
9	Insured VPP issued to Postman for delivery	240	133
10	MO issued to Postman for delivery	150	122
11	TMO issued to Postman for delivery	420	210
12	Redirection of MO	150	120
13	Redirection of RL, IL, VPL, Ins VPL, Parcel, Insured parcel, VPP, Insured VPP	48	65
14	Window delivery of MO	150	120
15	Window delivery of TMO	420	150
16	Window delivery of Regd. Letter	72	70
17	Window delivery of Insured letter	210	120
18	Window delivery of VP Letter	240	110
19	Window delivery of Insured VPL	300	150
20	Window delivery of Registered parcel	240	115
21	Window delivery of Insured Parcel	240	120
22	Window delivery of VP Parcel	195	125
23	Window delivery of Insured VP parcel	300	135

Note : The above norms include checking of returned articles by Postman and all activities up to taking out print of abstract .

DESPATCH MODULE

Sl No.	**Job Item**	**Existing time factor (in seconds)**	**Proposed time factor (in seconds)**
1	Dispatch of Registered & VP articles and RBs	24	16
2	Preparation of RBs	60	60
3	Registered Bags Closed	75	75
4	Dispatch of Registered bag	10	10
5	Dispatch of Registered Parcels	45	29
6	Parcel bag closing	120	120
7	Dispatch of parcel bags	12	12
8	Parcel sent out side	6	6
9	Dispatch of Insured articles (including letters, VP, Parcel) Insured bundles, insured Envelops	30	25
10	Preparation of insured bundle/insured envelope	30	30
11	Insured bag closing	120	120
12	Dispatch of Insured bag	12	12

CO – EFFICIENT: 1.3 as there is no change in the unforeseen items available in the existing norms.

PROPOSED NORMS FOR MONEY ORDER COMPILATION :

1	MO issue Compilation	24 Sec per MO	14 Sec per MO
2	MO paid Compilation	36 Sec per MO	32 Sec per MO

Proposed norms are inclusive of printing and other activities on computer.

CO-EFFICIENT: 1.4

Time factor for all other activities like separation of Paid MO forms of 15 days, arranging them date-wise, Audit-wise, preparation of bundles for Audit, tying in bundles has been taken into account in the proposed co-efficient.

NORMS FOR SUB ACCOUNT MODULE:

1	No-Delivery and Single Handed Sub office	1800 seconds	1320 seconds
2	Branch Post office	1200 seconds	900 seconds
3	Other Sub office	2400 seconds	1620 seconds
4	Dealing with PSSK	-	300 seconds

PROPOSED NORMS FOR ACCOUNTANT MODULE OF MD-LAN

Sl No.	**Name of the activity**	**Existing time factor (in seconds)**	**Proposed time factor (in seconds)**
1	**<u>General Module</u> :** (i) Setting the system in operation-providing name of PO authority (ii) Making any change modification in the data (iii) Feeding the name of operator & their code	Computer. therefore existing norms are not available	180 60 60

	(iv) Allocation of work to different PAs/ allocation of modules to operators (v) Other items of work of misc nature (vi) Use password modification by supervisor (vii) Change password for all users		240 300 60 60
2	**Establishment (Pay bill) Configuration :** (i) Pay Scales (ii) Designation (iii) City class configuration (iv) Allowance parameter (v) Special Allowance/ Allowance description (vi) Recovery parameter configuration (vii) Pay bill skeleton allowance/Deduction (viii)Cities (ix) Sub office configuration (x) Branch Office configuration (xi) Retirement age (xii) Backup and Restore	600 Sec per entry for all functions from (i) to (xii)	1680 Sec. (one time job done during installation)
3	**Employees (Regular & GDS)** (i) Employees name (i) Employees designation (iii) Date of Entry (iv) Date of birth (v) Employees Allowances (vi) Employees Recoveries (vii) Employees out of Account Recovery	750 Sec. Per employee for all jobs	360 Seconds per employees (one time job)
4	**Registers :** (i) Allowances (ii) Pay bill remarks recoveries (iii) Advances (iv) Other than advances and loan (v) Out of Account Recovery (vi) Officiating pay	120 Sec per entry 120 Sec per entry 240 Sec per entry 120 Sec per entry 60 Sec per entry 120 Sec per entry	120 seconds for all or either of the entries (one time job)
5	**Leave Registers** :		

	Maintenance of leaves for both regular employees and GDS (i) Substantive entry (iii) Dies-non (iii) Leave transaction	960 Seconds per employee	60 second per entry/ official
6	Withholding of increment/Pay	180 sec per case	180 sec/case
7	Suspension	180 sec per case	180 sec/case
8	Last pay Certificate Issued	300 Sec per LPC	60 Sec / case
	Received	180 Sec per LPC	60 Sec/ case
9	Outstanding advances	120 sec/ advance	60 second per employee
10	Audit recoveries	60 sec/employee	60 second per Employee
11	Group configuration Pay Bill	-	120 second/ 10 entries in A Roll
12	Drawing of Bills	600 Sec. per bill	60 Sec/ bill
13	UCR Credit/Acknowledgement	480 Sec/ entry	120 Second per employee (under GPF)
14	Entry in Service Book	480 Sec per entry	180 sec/official
15	Memo of verification of Service (i) Preparation of Statement (ii) Verification (per month of Service)	 60 sec per entry 90 Sec per entry	 60 sec/ entry 90 Sec/ entry
16	Fixation of Pay	300 Sec per case	300 Sec/official
17	Annual verification of Service	720 Second per service book	720 Sec per service book or service roll for the whole year
18	Checking of A rolls after payment	120 Sec for 10 entries in A roll	120 Sec. for 10 entries in A rolls
19	(i) Increment Statement (ii) Absentee statement	438 438	Automatic

20	Admissibility on SR 1	180 Second per calculation	3180 Second per official
21	**Pay bill reports (printing)** (i) Monthly bill (ii) Account Head wise summary- cadre wise/Major Head wise (iii) Past page of bill (iv) A roll (v) Take Home list (vi) Pay slip (vii) Statements (viii) Recovery Schedule (ix) Memorandum of ARs (x) Bill Register (xi) Recovery Register (xii) Last Pay Certificate	Computer job no existing time factor	Print per page 45 Sec 45 Sec 50 Sec 48 Sec 48 Sec 42 Sec 45 Sec 42 Sec 46 Sec 42 Sec 51 Sec 47 Sec
22	**Other Bills :** (i) Setting the system into operation (ii) Feeding the bill No. and description purpose and name of outsider (Retiree, Transferee & others) (iii) Configuration FHR & GR with data feeding of Landlords Name, Amount Sanction No. and taking printouts monthly (iv) Preparation of Bonus bill and print out (v) Preparation of date feeding of other bills with sanction No., date, amount and description (vi) Preparation of ARs and Print outs (vii) Printing of Bill Paid Schedule (viii) Preparation of Memo of Acquaintance rolls (ix) Printing of Bills (x) TA/LTC advance register, UCR and GPF (xi) Preparation of DA Arrear once in Six months.	- - - - - 600 sec/ entry - 240 Sec/ entry - 300 Seconds per advance	- 60 sec / entry 180 sec/ entry 210 sec/ entry 120 sec 84 sec.. 45 sec / page 45 sec /page 50 sec/ page 240 seconds per advance 14400 seconds (90 Sec/ day)

23	**Income Tax :** (i) Configuration of IT software (ii) Preparation of form 16 and printing (iii) Preparation of form 24 yearly and printing (iv) Preparation of form 24 Quarterly Statement & printing. (v) Tax payable employee list (vi) Estimated Tax (vii) Filling of TDS Quarterly at TIN facilities center	1500 Seconds per official for (i) to (v) functions 14400 Sec per visit inclusive of journey time	180 seconds per employee 210 Sec. 210 Sec. 48 Sec/ page 50 sec/ page 14400 Sec/ visit inclusive of journey time
24	**GPF Module :** (i) Creation of date entry (Notes in ledger in all Types: Nominations, Subscription, Stoppage of subscription, Advances, installment or recoveries and month of last recovery etc.) (ii) Creation of IBB (iii) Sanction recommendation report. (iv) Generation of GPF balance sheet, GPF ledger, recovery register, quarterly statement and monthly report (v) Processing of Transfer Application	540 Sec per employee for all functions from (i) to (v)	60 Sec/entry (one time job) ---- 90 Sec/ report 90 Seconds per statement 210 Sec
26	**GPF Maintenance Post Sanction Process** (i) Going to pending application (ii) To modify the amount sanctioned (iii) Select advance/withdrawal conversion by selecting employee sheet available and enter sanction No. and date	540 seconds per application	50 Sec 90 Sec 90 Sec

	(iv) Preparation of bills and taking for further submission to the concerned pay disbursing		180 Sec
27	**Generation of Cash Book :** (i) Click to cash A/c module in the system (ii) Select date for which cash account is to be generated. (iii) Click on the icon meant for progressive total (iv) Click account containing 80 column or 132 column (v) Click on OK. A hard copy of cash account for the selected date will be generated automatically (vi) Checking of total in the cash book with respect to corresponding figures in HO and SO summary (vii) Checking of Postmaster's balance sheet with cash balance of HO & SO summary (viii) Corrections if any (ix) Copy of Cash account including printing	318 seconds for all jobs	20 Sec. 18 Sec. 18 Sec. 18 Sec. 18 Sec. 28 Sec. 18 sec. 20 Sec. 20 Sec.
28	**NPC Bill :** (i) Receipts of all the vouchers from HO, SO, BO (ii) Checking of vouchers (iii) Arranging the vouchers office wise (iv) Classification of vouchers Head wise (v) Selection of NPC Module (vi) Creation of Date of vouchers	300 sec. 20 Sec/ voucher 15 Sec/ voucher 15 Sec/Voucher - - -	300 sec 20 sec/voucher 15 sec/voucher 15sec/Voucher 25 sec 30 sec /voucher 30 sec/ entry 15 sec/ entry

	(vii) Cross checking the amount paid with reference to the amount charged in HO/SO summary	-	
	(viii) Compilation taken out for verification and authorization by the competent authority.	-	72 sec/schedule
	(ix) Preparation of Ten users defined schedules and seven other receipts schedule.	-	72 Seconds per schedule
	(x) Preparation of Schedule relating to premium products under users defined schedule	-	45 Sec/ page 45 sec / page
	(xi) Generation of daily reports, summary, head wise, office wise, account wise and date wise and printing	-	
	(xii) Generation of monthly report head wise & printing		
29	**Pension Module :**	1800 Sec for all Functions	450 Sec (one time)
	(i) Creation of data of pensioners, pensioners name, Date of birth, Date of entry, Date of retirement, PPO No., Pension Scheme, Commutation details and other required entries.		
	(ii) New cases		450 Seconds / pension case
	(iii) Generate vouchers in the pension module by selecting the month to with they relate		30 Sec
	(iv) To generate a single voucher per pensioner for the respective month		30 Sec
	(v) Undo Pension Voucher		30 Sec
	(vi) Edit Pension Payment Vouchers		30 Sec
	(vii) Taking out prints of the pension vouchers category wise, office wise for HO & SO		30 Sec
	(viii) Feeding of vouchers received from HO/		

	SO in the option "Pension payment details		30 sec/pensioner
	(ix) Taking out schedules by using option "Reports"		50 seconds per pensioner
	(x) Voucher of arrears of Dearness relief		120Sec/report
	(xi) Correspondence and compliance of Audit objection statement	600 Sec for each letter return and 600 sec for each item of objection statement to be replied	30 Sec
	(xii) Submission of Monthly return to Audit office	3600 Sec	Automatic
	(xiii) First entry in the register of pension payment	300 sec per entry	300 Sec/entry
	(xiv) Copying of PPO received from Audit office for SO and supply of fresh one in case of loss and maintenance of guard book PPO and files of the pensioners.	300 sec per PPO	300 Sec/PPO
	Note : The Master details are generally one time job which is to be done by the supervisor or the Accountant. The average time taken for Configuration is 3 mts per transaction. The jobs are :- (a) Pension Scheme (b) Configuration allowances and recoveries (c) Conversion to Family Pension (d) Make pensioner inactive		
30	(i) Setting the System into operation	-	---
	(ii) Configuration of User defined schedules, Bank details, UCR details UCP details and others	-	60 Sec
	Receipts :		
	(i) Data Entry of TRC/MTNL	Computer jobs no manual time factor	25 sec
	(ii) Drawn from Bank/Treasury		28 sec
			25 sec

	(iii) Received from PSD, CSD, DTO other HO and HRO		25 sec
	(iv) PLI Premium/Loan Repayment		25 sec
	(v) RPLI Premium/Loan Repayment		25 sec
	(vi) Custom duty letters/Parcels		25 sec
	(vii) Premium products Services		25 sec
	(viii) Unclassified receipts		25 sec
	(ix) P.B. Deposits		25 sec
	(x) E.M.D.		25 sec
	(xi) Security Deposits		25 sec
	(xii) Postage Revenue Realized		25 sec
	(xiii) Speed Post Deposit Amount		25 sec
	(xiv) Franking Machine		25 sec
	(xv) e-Bill receipts		25 sec
	(xvi) EVP Delivery		25 sec
	(xvii)Service Tax & Education Cess		25 sec
	(xviii) All users defined schedule	60 Sec/ voucher	60 sec/voucher
	(xix) Collection of vouchers, sorting		25 sec
	(xx) Checking for necessary entries		
	<u>Payments :</u>		????
	(i) Remittance to Bank, Treasury, CSD, PSD, DTO, Other HO and HRO		
	(ii) PLI Loan/other than loan		
	(iii) RPLI Loan/other than loan		
31	(i) Printing of Reports	Computer jobs, no existing norms	45 sec
	(ii) Tallying figures with the Cash Book (All Schedules) HO/SO Summary		180 sec

	(iii) Monthly PLI Schedule to CO either by Floppy, Text file or certificate of cash for PLI (iv) Generating PLI Schedule to CO (v) Generating PLI Schedule to CO (vi) Bank Data for PAO Floppy Note :- The Master Details are generally one time job which is to be done by the supervisor or the Accountant. The average time taken for Configuration is 3mts per transaction. The jobs are :- User Defined Schedule, Bank details PLI details, UCR details, UCP details, Postage Revenue realized details, Premium Products/Service details, CSD/PSD particulars, Audit details, Home Audit configuration, Speed Post Deposit, Account details, FM/Public Holder details, Licensed Stamp Vendor details, BSNL Telephone Bill Commission Configuration, BSNL PCO Commission Configuration		180 sec 40 sec 40 sec 40 sec
32	(i) Setting the system into operation (ii) Accounting of dishonored cheques (iii (Accounting of Scrolls (including feeding of cheques) (iv) List of Cheques adjustment (v) Data feeding of opening of Balance for Remittance & drawal (vi) Taking reports of to Bank (vii) Taking reports of from Bank (viii) Statement of Reconciliation (ix) Tallying with Cash book	240 sec per entry for all items	150 sec 150 sec/chq 330 seonds per transaction 240 seconds per transaction 120 sec/ entry 50 sec/ report 50 sec per page printing 50 sec per page printing 150 sec (daily)

	(x) Receiving of Scrolls, Dishonored Cheques, Vouchers from the concerned branches and sorting.	180 sec/ voucher	180 sec/voucher
33	**Security Bonds :**		
	(i) New Bonds – filling and checking	120 sec per bill	120 sec/hand
	(ii) Preparation of recovery lists of premia obtaining renewal receipts and filing them or obtaining solvency certificates and filing them	120 sec per bill	300 sec/hand
	(iii) Filling of enquiry papers with bonds of GDS	300 sec/ enquiry Paper filled	120 seconds / enquiry paper filed
34	**Maintenance of Registers :**		
	(i) Register of Service books & Service Rolls	120 sec/entry	120 sec/entry
	(ii) Register of Security Bonds	120 sec/entry	120 sec/entry
	(iii) Correspondence Register	120 sec/entry	120 sec/entry
	(iv) Register of Book Debits and items	120 sec/entry	120 sec/entry
	(v) Register of old Records Weed out	120 sec/entry	120 sec/entry
	(vi) Register of Increments	120 sec/entry	120 sec/entry
	(vii) Register of PLI subscribers	120 sec/entry	120 sec/entry
	(viii) Audit objection Register	60 sec/entry	60 sec/entry
35	**Statements :**		
	(i) Statement of charges for conveyance of cash	120 sec/entry	120 sec/entry
	(ii) Statement of officials due for superannuation.	120 sec/entry	120 sec/entry
	(iii) Statement of officials whose increments falls due	60 sec/entry	60 sec/entry
	(iv) Statement of Balances	4500 sec/ month	4500 seconds per month
	(v) Statement of charges incurred on extra dispatch of mails	9 sec per voucher or 138 seconds	9 sec/ voucher or 138 sec per

	(vi) Statement of charges incurred for delivery of heavy parcels	per entry which is higher 9 sec per voucher or 138 sec per entry which is higher	entry which is higher 9 sec/ voucher or 138 sec per entry which is higher
36	**<u>Miscellaneous jobs :</u>** 1. Preparation of MOs for remittance (Pay, Leave Salary, recoveries Society or Insurance Company)	300 sec per MO	300 sec per MO
	2. Preparation of Money receipts for payment to paid leave salary, TA etc., (Family allotment payment etc.,)	300 sec per MO	300 sec per MO
	3. Issue of certificate of credits or intimation of credits or payment (including intimation or credit of 1st premia of L.I. Policies to D.P.L.I and payments to sanctioning authorities.	180 sec/ voucher	180 sec/voucher
	4. Checking of vouchers for authorizing payment (limited Treasury work)	120 sec/ voucher	120 sec/voucher
	5. Preparation of remittance to other Hos	300 sec per remittance	300 sec per remittance
	6. Disposal of advice or remittance from HOs	300 sec per remittance made	300 sec per remittance made
	7. Calculation of Cycle advance & court attachments	300 sec per calculation	300 sec per calculation
	8. Objection statement Half margins, Audit Inspection memos, Audit Inspection Reports.	600 sec per item	600 sec/ item
	9. Correspondence	600 seconds per reference	600 sec per reference
	10. Dispatch of letters	60 seconds for 3 letters	60 sec for 3 letters
	11. Distribution of letters received	60 seconds for 3 letters	60 sec for 3 letters
	12. Checking of OTA bills of SOs	120 sec per entry	120 sec per entry
	13. Quarterly statement of new PLI business	120 sec per bill	120 sec per bill
	14. Schedule of remittance from Field Post Offices	60 sec per entry	60 sec/ entry
	15. Schedule of recovery of Fan advance, Cycle advance etc.,	60 sec per entry	60 sec/ entry

	16. Verification of Postal Co-operative Bank Applications	600 per application	600 sec. per application
	17. Certificate to be furnished for credit of PLI amount	180 sec per certificate	180 sec per certificate
	18. Register of premia of Fidelity Bonds collected	120 sec per entry	120 sec/ entry
	19. Verification of service and other particulars of GDS and other regular officials while applying for Departmental Examinations	600 sec/ official	600 sec/official
	20. Verification of applications for Cycle, Fan and GPF advance	180 sec per application	180 sec per application
	21. Striking of Closing Balance in register of advances recoverable at the end of financial year	120 sec per advance	120 sec per advance
	22. Work connected with re-attestation of entries in service Book	120 sec per Service Book	120 sec per Service Book
	23. Copying entries from the ledger in the GPF pass books of class IV subscribers	300 sec per account for entire year	300 sec per account for entire year
	24. Quarterly statement of CGHS subscribers	30 sec per official	30 sec/ official
	25. Examination of invoices of saleable publications and book of forms	60 sec per check	60 sec/ check

Co-efficient for miscellaneous jobs - 10% of works Hrs

Supervisory Work Hours - 20% of operative work Hrs

Chapter 17 - **SUPERVISORY POSTS IN POST OFFICES**

1. When the number of Postal Assistants is five or more, for calculation of supervisory work hours, the operative work hours for each department are calculated and multiplied by the ratio of supervisory work hours to operative work hours as shown against each:

Mails	0.07
Sorting	0.08
Delivery	0.08
Registration : Delivery office	0.15
No-delivery office	0.10
Parcel : Delivery office	0.13
No -delivery office	0.10
Money order * : Delivery office	0.20
No- delivery office	0.15
Savings Bank	0.25
Certificates	0.25
Sale of Units	0.10
Payment of railway pension	0.20
Sale of forms/passport fee stamps	0.10
Government securities	0.25
Sub – Account	0.17
Accounts in HOs×0.45	0.17
Accounts in Sub Offices (for less than 5 hands only) **	1.00
Treasury	0.12
Telephone	0.10
Pension payment	0.10
Administrative work	0.10 (only for non gazatted post office)
Work as recruiting unit	0.10 – do-

* For supervisory ratio in respect of MOs booked by Registerex Cash Register see note below item supervisory co-efficient for HOs and SOs for RD/CTD (both at counter and PRs) is 0.20 and in respect of SO transactions at HO it is 0.25.

** Where the number of operative staff is less than 5, allowance for supervision is calculated as follows :

a) Single handed offices	Nil

b) Double handed offices	1 hour
c) Office with 3 hands	1 hr 50 min
d) Office with 4 hands	2 hr 30 min.

3. The work hour statement for supervisory staff should be filled in only in the case of office having 5 or more hands including the Sub-Postmaster.

4. All supervisory posts including HSG to be taken into account for calculating supervisory work hours in non-gazetted offices. In gazette offices, the staff in HSG is sanctioned outside the time test.

5. HSG-II : The Postmaster of a post office will be in the grade of HSG II , if there are 2-5 LSG Supervisors in the office.

6. HSG I : When there are more than 6 LSG Supervisors, the Postmaster will be in HSG – I grade.

Chapter 18 - **ESTABLISHMENT OF ACCOUNTS BRANCH IN HEAD POST OFFICE**

(MADAN KISHORE FORMULA)

A – ESTABLISHMENT

i) Operative work

Sl No	Item of work	Time factor in minutes
1	Increment statement	7.30
2	Absentee statement	7.30
3	Establishment bill for all classes of officials and all types including holiday allowance, medical reimbursement, trainees TWMs, GPF payment(Final and advance)	*10.00 per entry
4	Acquittance rolls	*4.00 per entry
5	Leave cases Leave calculation Leave certificate Entry in leave account Calculation of average pay	8.00 per case 3.00 per calculation 2.30 per case 2.30 per entry 10.00 per case for 12 months average 25.00 per case for 36 months average
6	Fixation of pay	5.00 per case
7	Entry in service book or service roll	3.00 per entry
8	Annual verification of service	12.00 per SB or SR for the whole year
9	Annual Establishment Return(form CAS 3 & 4) to be taken separately for counting entries	3.00 per entry
10	a) Checking of acquittance rolls after payment b) Preparation of memo of undisbursed pay and allowances c)Preparation of Memo of disbursement of pay and allowances (entry in each column treated as a separate entry)	2.00 per 10 entries in ARs 5.00 per entry 1.00 per entry
11	LPCs i) Issued ii) Received	 5.00 per LPC 3.00 per LPC
12	Calculation of Income Tax	25.00 per official for whom calculation is made

* 25% increase to be allowed in the case of offices for which the percentage of EDAs is below 10% and 12 ½% for offices having EDAs between 30% and 10% i.e.

For HOs with EDAs below 10%	12.30 min. per entry in the bill and 5.00 min. per entry in the acquittance roll
For HOs with EDAs between 30% and 10%	11.15 min. per entry in the bill and 4.30 min. per entry in the acquittance roll

13	Memo of verification of service i) Preparation of statement ii) Verification	 1.00 per entry 1.30 per month of service verified
14	i). Distribution of annual GPF statement and return of acknowledgements to AO or filing them in office for Group D servants ii).Obtaining acknowledgements for outstanding advance for cycle conveyance purchase house buildings or flood advances	1.00 per account 1.00 per advance outstanding
15 A	Group D GPF admission and 1st entry in ledger Nomination Notes in ledger of all types	5.00 per new account 2.00 per nomination 2.00 per entry

(Nomination, LI subscription, stoppage of GPF subscription, advances and installments of recoveries and month of last recovery, etc.)

B – CONTINGENT EXPENDITURE

1.	Registers of contingent charges	5.00 per entry
2.	Monthly contingent bill	5.00 per entry
3.	Abstract contingent bill	5.00 per entry

C- MAINTENANCE OF REGISTERS

1	Register of income Tax deductions	5.00 per entry
2	i) Register of advances recoverable 1st entry ii) posting of recoveries iii) Register of refunds	4.00 per entry 1.00 per entry 4.00 per entry
3	i) Register of Service Books and service rolls ii) Register of increments iii) Register of security bonds iv) Correspondence register v) Register of GPF subscribers vi) Register of PLI vii) Register of advance from GPF for financing LIC polices to watch production of receipts including scrutiny of receipts	2.00 per entry 2.00 per entry 2.00 per entry 2.00 per entry 2.00 per entry 2.00 per entry 2.00 per entry

	viii) Register of book debit items ix)Register of old records weeded out x) Register of sanction of establishment xi) Register of Recoveries kept out of account xii) Register of deposit	 2.00 per entry 2.00 per entry 2.00 per entry 1.00 per entry 5.00 per entry

(DG Posts Lr No 31-20/72-PE-I dt.4.7.1986)

D – TIME FACTORS FOR RECONCILING BANK SCROLLS: BOTH RECEIPT AND PAYMENT

1	Register of remittance to bank a) to fill up col. 1 to 5 b) to fill up col 6 to 8	 4 ½ min. per entry 4 min. per entry
2	Register of drawing from bank a) to fill up col. 1 to 4 b)to fill up col. 5 to 8	 4 ½ min. per entry 4 min. per entry
3	Schedule of remittance to bank	4 min. per entry
4	Schedule of drawing from bank	4 min. per entry
5	Preparation of remittance statement to bank including list of unlimited and unadjusted	5 min. per entry on statement and list
6	Preparation of reconciliation statement of drawing from bank, including preparation of list of unlinked and unadjusted items.	4 min. per entry on statement and list.

E- STATEMENTS

i)	Annual Income Tax return	5.00 per entry
ii)	Statement of allocation of expenditure on shared buildings	3.00 per entry
iii)	Annual statement of losses of articles of stock etc. and recoveries affected	2.00 per entry
iv)	Statement of emolument of officials for communication to local bodies for levy of profession tax	2.00 per entry
v)	Statement of recoveries of dues of cooperative societies clubs municipalities , etc	2.00 per entry
vi)	Statement of extra cost incurred for casual leave arrangements	2.00 per entry
Vii)	Statement of officials due for superannuation	2.00 per entry
viii)	Statement of officials whose increments fall due	1.00 per entry

F- SCHEDULES

i)	Schedule of work charges	3.00 per entry
ii)	Schedule of GPF payment and withdrawal	3.00 per entry
iii)	Returns	2.00 per entry
iv)	Schedule of GPF receipts and recoveries (including schedule of GPF Subscribers deputed to foreign Audit Circles)	1.00 per entry
v)	Schedule and premia recoveries	1.00 per entry
vi)	Schedule and abstract of LI loan recoveries	1.00 per entry
Vii)	Schedule of Income Tax Deductions	1.00 per entry
viii)	Schedule of cycle advance deductions	1.00 per entry
ix)	Schedule of misc. recoveries in col. 18 of the Estt. Bill (including audit recoveries)	1.00 per entry
x)	Schedule of recoveries from officials in pt II of the bill	1.00 per entry

G-BUDGET

i)	Monthly budget statements for fixed and fluctuating charges	2.00 per bill. Abstract Contingent bill or Register of book debits to be consulted.
ii)	Revised Budget Statement and estimates for the next year a) Fixed charges b) Fluctuating charges	 7.30 per entry 15 minutes per official or post for calculation of effect increments officiating arrangement and arrears of pay and permanency of posts respectively. 1) entry includes entry for the next year's estimate also 2) Statements for more than one budget unit to be counted separately.
iii)	Statement of estimated final grants, fixed and fluctuating Statement of surrenders or additional requirements(if sent separately)	3.00 per entry 1.00 per entry

H- MISCELLANEOUS

1	Preparation of MOs for remittance to SROs and of pay, leave salary, cooperative society, club or insurance company, etc. (Court attachment, FA , payment of MOs already included in these items)	5.00 per MO

2	Preparation of money receipt(ACG-67) for money received from PO and payment of pay, leave salary, advance of TA etc.	5.00 per receipt
3	Checking of vouchers for authorizing payment (Limited treasury check, including miscellaneous vouchers, TA bills, etc, actually presented in Account Branch)	5.00 per voucher
4	Checking of bonds of cycle or conveyance purchase advance and examination of receipt of purchase	2.00 per advance paid.
5	Acceptance of ATDs	3.00 per advice of ATD received
6	Issue of ATDs	5.00/ ATD issued
7	Calculation of interest on GPF advances, cycle advances and court attachments	5.00 per calculation
8	Checking of statement and utilization of leave reserve and checking of OTA bills	10.00 per entry in OTA bill
9	Checking of OSA bills	3.00 per entry in OTA bill
10	Preparation of memo of remittance in forms ACG 34 and 34-A	1.00 per entry
11	Credit of misc. sums (all connected work including entry in register of credits)	8.00 per entry.
12	Disbursement including receipt of cash(excluding time spent outside office for getting money from the PO including verification of cash balance every day)	5.00/disbursement
13	Maintenance of cash abstract	15.00 per day
14	Maintenance of cashbook	3.00 per entry
15	Preparation of cash account	3.00 per entry
16	Objection statements, half margins, audit inspection memos, audit inspection reports	10.00 per item
17	Correspondence	10.00/ reference
18	Dispatch of correspondence	0.30 per letter
19	Distribution of letters	0.30 per letter
20	Submission of audit return	1.00 per bill or schedule
21	Co-efficient for misc. work	10% of work hrs
22	Co-efficient for supervisory work	20% of work hrs

Supervisory work : 20% of operative work hours

Delegated duties of postmasters

1.Filling up of HO cash book	1.00 per entry in HO/SO/BO and previous progressive total columns.
2.Checking of HO/SO/BO summaries and HO cash book with schedules of receipts and payments : i) Comparison of entries	

ii)Checking of total of HO summary	0.10 per entry
iii)Checking total of HO cash book	3.00 in all per day 0.20 per entry in HO/SO/BO & previous progressive total calculations.(To be allowed only if the HO cash book is not filled in by the accountant himself.)
3. Examination of invoice of saleable publications and books of forms	1.00 per entry checked.

Note :

1. Where any item of work is not yearly, half-yearly quarterly or monthly occurrence, it has to be taken into account only if it occurs in the months in which statistics are taken. e.g. examination and filing of new security bonds.

2. Statistics of correspondence, letters and intimations for dispatch will be maintained for a fortnight in the month in which statistics are taken.

3. A "Register of Verification of Services" should be maintained in the accounts branch containing the following entries :

   i) Name of official whose service is verified
   ii) Number of entries in the statement of service prepared
   iii)Period of service verified
   iv)Remarks

4. Time factor is to be given only for the entry on which there is actual drawal of pay and allowances (DG P & T No 31-17/71-PE – I dt. 14.9.1972)

5. Staff strength of accounts branch of RMS is @ 1900 hours per annum per man. The statistics of work hours collected for 4 (four) month (on the basis of above procedure), should be multiplied by 3 (three) to arrive at the annual figures for the purpose of calculating work hours. The staff justified for the branch will be worked out by dividing the work hours by 1900 hours.
6. Work relating to preparation of advices of remittances to other HOs and disposal of those received from other HOs is the duty of the Accountant as per item 18 of App. II to Madan Kishore Report.

7. While credit of one minute per entry is permissible for entries in cols. 2,3,4,6,9,10,11 and 13 separate credit of one minute per entry cannot be allowed for the entries in cols. 5,7,12 and 14 of the HO cash book as the time factor of one minute per entry is inclusive of the work of totalling.

(DG P & T No. 28-34/72-PE-I Dt. 15.11.1973)

8. Post of Assistant Accountants in the HOs and HROs are to be sanctioned on the basis of the time factors laid down in Madan Kishore Report on the Accounts Branch of HOs and HROs after excluding what is actually performed by the Accountant. (DG P & T Letter No 6.73/59-PE-dt. 10.6.1963)

9. Supervisory posts of Accounts in HSG may be sanctioned only in Presidency GPOs on the merits of each case. (DG P & T No. 2/38/61-PE dt. 4.11.1963)

10. Where there is no post in the LSG in the accounts branch of a HO one should be created in the interest of efficiency by converting one post of time scale clerk into that of LSG accountant provided on the basis of workload, five clerks (including Accountants/Asst Accountants) are justified for the accounts branch . (DG P & T letter No 28/98/66-PE dt. 20.1.1967)

Note: All most all the HOs are computerized.Norms for Account branch of Computerized HO is given in Chapter 6 (Meghdoot LAN)

Chapter 19 - **Revised norms for sanction of staff in Accounts branch of Head Post office and Head Record Office, as approved by SIU of Ministry of Finance.**

1. Co-Efficient for converting GDS in to Departmental Employees.

a) HPOs

i) Offices having less than 50% GDS	0.25
ii) Offices having 50% or more but less than 100% GDS	0.20
iii) Offices having 100% or more GDS	0.15

b) HROs

Conversion rate of GDS into Departmental employees (uniformly)	0.25

2. Operative Work in

i) Head Post Offices	0.056 work hours daily per departmental Employee
ii) Head Record office	0.050 work hours daily per departmental Employee

3. Justification of staff for the following items listed below will continue to be assessed as per existing time factors prescribed in M K formula/DG P & T letter No 28/138/64-PE dt 29-9-67 and sanctioned over and above the staff justified on the basis of rationalized norms : -

iii) Preparation of receipt for credit (ACG.67)	5 Mts per receipt
ii) Cash receipt of L.I Premium	7mts per transaction
iii) Checking of 5.0 TRC list	0.40 mts per entry with co-efficient of 1.25 for sub office.
iv) Checking of SO Telegram list	0.40 mts per entry in the list
iv) Statement of emoluments of officials for communications to local bodies for levy of professional tax	2 Mts per entry

(Dte No 31-26/84- P E. I Dated 6-7-1993)

4. Monthly staff hours for the branch should be calculated by multiplying the number of operative staff employed by 25 times the daily net hours of work. In case of an eight-hours duty period, the number of officials multiplied by 187.5 will give the monthly staff hours,

half an hour per day having been allowed for rest, etc. The additional staff justified for the branch will be found by dividing the difference between the work hours and the staff hours by 187.5. A full extra official should be deemed to be justified for fractions of 2/3 and above. Work hours on a daily basis for fractions below 2/3 (125 hours 40 min.) should be reckoned towards the staff for the entire office, necessary assistance to that extent being afforded to the branch from the general strength.

5. The work hours for the supervisory staff should be calculated by dividing the operative work hours by 5 and the monthly work hours for the delegated duties of the Head Postmaster should be added to it. The number of supervisory posts justified should be obtained by dividing hours by the net monthly period of duty prescribed i.e., 187.5 hours in case of an eight-hour period of duty. Where the difference between the work hours and the staff hours of the total staff justified is less than 7.30 hours, the following principle laid down for supervisory staff by Mr. G V Bewoor in his time test should be followed:

i) Excess of less than 2.30 hours should be ignored.

ii) Where the excess is more than 2.30 hours, but less than 5 hours, one operative Asst Accountant should be allowed but he should be counted as half supervisory accountant and 3 hours 45 minutes should be deducted from the operative work hours for Asst Accountant before it is adjusted with the operative staff of Asst Accountant. In offices where no whole time supervisory post is justified, the accountant will supervise the work of the operative staff and perform operative work included if the supervisory work hours fall short of 7.30 hours.

The status of the full time supervisory posts should be determined in accordance with the principles in paragraph 19(vii) of the Report.

6. Justification for a post of Asst Accountant will be on the basis of work to be done by Accountant and delegated duty of writing cash book.

7. Norms for second post of LSG Accountant in HPOs

The standards for sanctioning posts of LSG Accountants in head post offices have been laid down in Directorate Memo no. PE-21-118/54 dt the 11th August 1958 according to which one LSG Accountant should be sanctioned in the Accounts Branch where there are 5 to 7 clerks. In head post offices where the total number of clerical staff is below 5 , one post of PO & RMS Accountant is , however, sanctioned. The above orders were clarified in the Directorate's letter No 28-98/66-PE dated 20.1.1967 and it was ordered that one post of time scale clerk may be converted into that of LSG Accountant provided, on the basis of workload, five clerks (including Accountants and Assistant Accountants)are justified. In Directorate's letter No 28-98/66-PE dated 8.9.1969 it was clarified that for the purpose of calculating supervisory workload, one hour per clerk should be taken into account.

8. Norms for the sanction of second and subsequent posts of LSG Accountants in accounts branch of HPOs

For the sanction of second and subsequent posts of LSG Accountants, there should be one LSG accountant up to seven clerks, etc. by conversion of one post of clerk. The second post may be created when the number of clerks including Accountants reaches 12 and third post may be created when the number of clerks exceeds 18.

(DG Letter No 31-26(82-PE-I) dt.31-5-1985(DG(P)85-92)

Chapter 20 - **PROVISION OF TIME FACTORS FOR ITEMS NOT COVERED BY THE MADAN KISHORE REPORT IN THE ACCOUNTS BRANCH OF THE HEAD POST OFFICE AND HEAD RECORD OFFICE**

The time factors mentioned against each item may be provided for the following items of operative work which were not covered by the Madan Kishore Report on the accounts branch of head post office and head record office.

Item of work	**Time factor**
1 grant of advance a) Cycle advance	5 minutes for preparing receipt
b) Pay advance	1 minute for subsequent recoveries
c) TA advance	
d) Travel concession advance	
e) Festival advance	
f)House building advance	
g)Warm clothing advance	
2. Family Pension Scheme	10 min. for initial entry in each pension payment order
3. Pay roll scheme	2 minutes per entry in the statement of recoveries. 1 minute per entry in the register of recoveries, provided no commission is paid to any official.
4.Childrens Education Allowance	10 minutes per official if drawn is supplementary bill. If drawn in regular estt bill, one minute per official in addition to 10 minutes allowed under Madan Kishore report
5. Scholarship	10 minutes per official
6. Reimbursement of Tuition Fee	10 minutes per official
7. Checking of SO lists of telephone revenue collections	40 minutes per entry with co-efficient 1.25 for SO
8.Checking of Sub office lists of graphs charges realized in cash	2 minutes per entry for preparation of schedule. 40 minutes per entry for checking sub office lists.
9. Statements : a) Annual statement of Divisional charges b) Quarterly statement of wanting security bonds c) Quarterly statement of new PLI business	 2 minutes per entry for preparation of schedule 2 minutes per bill
10.Schedule of remittance from FPOs	1 minute per entry in schedule
11.Schedule of recovery of Fan Advance, Cycle advance, etc. (as in item 1)	1 minute per entry
12 Savings Bank	

a) Schedule of payment of commission to staff in connection with pay roll scheme	2 minutes per entry in schedule
b) Preparation of statements of amounts recovered in pay bills towards defence contribution and welfare fund	2 minutes per entry
13.Cash certificates : Schedule of payment of commission to authorized agents	2 minutes per bill
14. Maintenance of registers :	
a) Medical reimbursement register	2 minutes per entry
b) Audit abjections register	1 minute per entry
c) Register of GPF applications sent to audit office for assignment of numbers	2 minutes per entry
d) Register of Children Education allowance	2 minutes per entry
15. Schedule of money order forms	2 minutes per entry
16. Schedule of publications	1 minute per entry
17. Miscellaneous	
a) Verification of postal cooperative bank applications	10 minutes per application
b) Certificate to be furnished for credit of PLI amount	3 minutes per certificate
c) Register of premia of fidelity bonds collected	2 minutes per entry
d) Percentage verification of life solvency certificates relating to personal security bonds	5 minutes per bond verified
e) Verification of service and other particulars of ED agents and other Departmental officials while applying for departmental examination	10 minutes per official
f) Verification of application forms for cycle fan advances etc and for GPF loan	3 minutes per application
g) Drawal of overtime bills of employees	
h) Checking of telegraph pay bills	10 minutes per bill
i) Striking closing balances in register of advances recoverable at the end of financial year	2 minutes per voucher 2 minutes per advance
j)Work connected with re- attestation of entries in service book	
k) Daily consolidation of bills paid	2 minutes per service book
l) Work connected with health certificates of staff	30 minutes per day in large HOs and 15 minutes in smaller HOs
m) Copying of entries from ledger in the GPF passbooks of Group D subscribers	3 minutes per certificate

n) Making entries in monthly rent returns in form ACT-71	5 minutes per account for entire year
o) Quarterly statement of CHS subscribers	2 minutes per entry Half a minute per official
18. Pension payment	
a) First entry in the register of pension payment	5 minutes per entry
b) Copying of the pension payment order received from audit office for sub-office and supply of fresh one in case of loss and maintenance of guard book of PPOs and files of the pensioners	5 minutes per pension payment order
c) Transfer of pension	
d) Dealing with deceased pension cases so far as life time arrears are concerned	10 minutes 10 minutes for each letter
e) Payment of DCR gratuity	
f) Preparation of pension statement proforma and yearly and half yearly statements	10 minutes 2 minutes for proforma &10 minutes for each individual mentioned in the statement
g) Correspondence and compliance of audit objections statements	10 minutes for each letter written and 10 minutes for each time an objection in statement to be replied
h)Submission of monthly returns to audit office	1 hour

(DG P & T No 28/138/64-PE dtd 29-9-1967)

Chapter 21 - **STAFF STANDARDS IN SAVINGS BANK CONTROL ORGANISATION IN HEAD POST OFFICE**

A. STANDARDS FOR SUPERVISORY POSTS IN SAVINGS BANK CONTROL ORGANISATION

1	Head offices having up to 35000 active accounts (all types)	UDC as in charge with special pay of Rs 25 per month
2	Head offices having active accounts between 35001 and 105000	One LSG Head clerk in the scale of 1400-2300
3	Head Offices having active accounts between 105001 and 175000	a). One HSG II Head clerk in the scale of 1600 to 2660; and b). One LSG Head clerk in the scale of 1400-2300
4	Head offices having more than175000 active accounts	a).One HSG I Head clerk in the scale of 2000-3200 or Junior Accounts Officer belonging to General Civil service Group C * and b). One LSG Head Clerk

* The number of posts are equally shared by the HSG I Head Clerks and Junior Accounts Officers, the odd post going to the former and even post to the latter.

(DG P & T Lr.No 29-2/78-P.E.I dt 16.1.1979 & No. 29-2/80 PE.I dt 30.8.1980)

B. STANDARDS FOR SUPERVISORY POSTS IN SAVINGS BANK CONTROL ORGANISATION

1	Up to 2 clerks in an office (both LDC and UDC)	UDC incharge
2	Office having 3 to 5 clerks	Supervisor
3	Office having 6 to 8 clerks	Senior supervisor
4	Office having 9 to 12 clerks	One chief supervisor and one supervisor
	Office having 13 and more clerks	One chief supervisor and two supervisors.

Note 1. The Posts of Chief Supervisors justified for items (4) and (5) shall be shared by the Junior Accounts Officers and Chief Supervisors in the ratio of 40:60. For this purpose the 2nd and 4th points in a 5 point roster may be allocated to Junior Accounts Officers and the remaining 3 points viz. 1st , 3rd and 5th , to Chief Supervisors on circle basis.

+. The revised norms are held in abeyance vide DG Posts letter No 29-4/86-PE-I dt 15.03.1988)

(DG Posts No 29-4/86-PE-I dt.19.5.1986)

C.CALCULATION OF WORK HOURS IN OFFICES UNDER THE CHARGE OF UDC

In head offices where the UDC in charge performs supervisory duties (item A 1. Above), additional allowance for supervisory duties will be made at the following scale:

1. One hour for one operative UDC actually justified
2. One half hour for one LDC actually justified.
3. A fixed addition of one hour for the personal duties of the Head Clerk.

(DG P&T Lr.No 23-65/60-PE dt. 23.6.1961 & No 29.12/69-PE.I dt.19.5.1969)

D. STANDARD FOR CLERICAL STAFF

a) For Savings Account/PPF / MIS/ NSS control work

Sl No	Item of work	Time factor
1	Receipt of documents and their distribution (for 100 offices)	16 min
2.	Examination of the lists of transaction (100 transactions)	55 min
3	Maintenance of SB 62(a) register and transferring entries from SB 62(a) to 62 register (for 100 transactions)	266 min
4	Maintenance of SB 62 register (for 100 binders)	25 min for posting and 25 min for checking including ledger marking in the list of transactions by the UDC
5	Checking the HO transactions (for 100 transactions to be checked)	275 min
6	Checking of SO transactions (for 100 transactions to be checked)	300 min
7	General checking of all warrants of payment (for 100 transactions)	50 min
8	Checking of non-cash transactions (for 100 transactions)	410 min
9	Maintenance of SB 63 register (for 100 offices)	60 min
10	Consolidated SB Journal of deposits and withdrawals (for 100 copies)	60 min
11	Co efficient for misc. work : i) For items 1 to 4 above for LDC work ii) For other items of work	 25% 20%
12	Verification of binder balance	48 min.per binder of 100 a/cs per round of 6/3 months

(DG P & T letter No 29-10/65-PE dt 8.10.1965 and 30.4.1966 No 1-6/76-SB dated 23.11.1976, No 1-28/76-SB dt. 18.1.1977, No 1-18/72-SB dt. 24.5.1975, No 1-23/75-SB dt.13.12.1978 and DG Posts letter No 6-2/89-SB dated 23.6.1989)

b) RD/CTD Control Work

Sl No	Item of work	Time factor
1	Receipt of documents and their distribution	20 min 100 offices

2	Examination of lists of transactions : i) Transactions other than under PRSS ii) Transactions(deposits)under PRSS	 20 min for 100 transactions 10 min for 100 transactions
3	Maintenance of SB 85 register	50 min for posting and 10 min for checking of 100 binders by the UDC
4	Maintenance of SB 85(a) register and transferring entries from SB 85(a) register to SB 85 register	210 min for 100 transactions
5	General check of withdrawals*	40 min for 100 withdrawals
6	Checking of HO/SO transactions	300 min for 100 transactions
7	Checking of non-cash transactions	410 min for 100 transaction
8	Consolidated journals	60 min for 100 offices (separately for each category)
9	Co-efficient: i) for items 1 to 4 above ii) for items 5 to 8 above	 50% 20%
10	Verification of binder balances	48 mts. per binder per 100 a/cs round of 6 months CTD 2 Hrs. per binder per round

* This time factor is applicable for checking of interest on defaulted installments, interest on withdrawals repaid and rebate on advance deposits.

(DG P & T Lr No . 31-19/72-PE.I dt 6.1.1975, No 1-12/77-SB dt.16.6.1977 and No 1-6/78-SB dated 17.8.1978 and 17.1.1979)

c) Time Deposits control work

OFFICIAL	TIME FACTOR
1. i) LDC ii) UDC iii) UDC	1.2 min per transaction 0.5 – do – 3.5 min per voucher
2.Co – efficient for miscellaneous work i) LDC ii) UDC	 25% of operative work 20% of operative work

(DG Posts Lr No 46-7/83-SB-PE-I dated 16.3.1988)

E. STANDARDS FOR RESIDUAL WORK HOURS OF CLERICAL STAFF

Additional posts of LDC or UDC will be sanctioned for residual work hours as under :

a) For offices where justified post is one	When the excess work justifies one-third hand or more
b) For offices where justified posts are 2 to 3	When the excess work justifies one-half hand or more
c) For offices where justified posts are more than three	When the excess work justifies three-fourth hand or more

(DG P & T Lr. No 23-65/60-PE dt 23.6.1961 and No 29-2/69-PE.I.dt 19.5.1969)

F . STANDARDS FOR LISTING OF BALANCES

The standards for sanctioning clerical posts in the SBCO for listing of balances are as follows:

A) For bi-monthly * listing of SB balances

i) On Ascota listing machine (with 1 or 2 totalizers)	One LDC machinist for every 2 lakh accounts in the office
ii) On Burrough listing machine	One LDC machinist for 1.60 lakh accounts in the office
iii) For manual listing	One LDC machinist for every 90000 accounts in the office

* The standards may require change owing to the revision of the periodicity of ledger agreement of various types of account.

G. Annual listing of balances and preparation of annual interest statement on POSBAS Electronic adding & listing machine

i) Listing of Balances	3600 accounts per day
ii) Preparation of annual interest statement	2200 accounts per day

(DG No 2-6/92-SB(AO) dt.31.1.96)

b) For quarterly * listing of CTD/RD/TD/FD/CDS/PP Accounts

i) On Ascota listing machine(with 1 or 2 totalizers)	One LDC machinist for every 3 lakh accounts in the office

ii) On Burrough listing machine	One LDC machinist for every 2.40 lakh accounts in the office
iii) For manual listing	One LDC machinist for every 135000 accounts in the office

c) For half-yearly * listing of MVSD accounts

i) On Ascota listing	One LDC machinist for every 6 lakh accounts in the office
ii) On Burrough listing machine	One LDC machinist for every 4.8 lakh accounts in the office

* The periodicity of ledger agreement of various types of accounts has been since revised and the standards may require change.

iii) For manual listing	One LDC machinist for every 2.70 lakh accounts in the office

(DG P & T Lr. No 29.3/79-PE.I dt.21.2.1980)

G. IMPORTANT INSTRUCTIONS FOR CALCULATING CLERICAL STAFF HOURS

a) The figure of 4 quarterly months should be taken for the purpose of calculation of work hours and staff hours in the SBCO.(DG P & T Lr. No 29-10/65-PE (PT) dated 29.7.1966)

b) After calculating the total work hours for the LDCs and sanctioning the justified posts of LDCs the residual work hours of LDCs may be added to the work hours of the UDCs for arriving at the required number of UDCs.

c) The available staff hours per day per clerk should be taken 7 ½ hours i.e. 8 hours duty less ½ hour lunch-break (DG P & T Lr. No 3-28/62-SBC dt.30.09.1963 and No 29-2/69-PE.I dated 19.5.1969)

H. NORMS FOR GROUP D STAFF IN SBCO (HEAD POST OFFICE)

Sl No	Item	Category of office	Time factors/ co-efficient
1	Savings Bank binder	HSG – I HOs and offices under the charge of Gazetted Officers	0.00053 / binder
2	Motor Vehicle binder	-do-	0.0009 / binder
3	Other binders except SB and MV Binders	-do-	0.00024 / binder
4	Savings bank binder	HSG II HO	0.00037 / binder
5	Motor vehicle binder	-do-	0.00006 / binder
6	Other binder except SB and MV binders	-do-	0.00016 / binder
7	Variable items	HSG I & above head Office	0.33
8	-do-	HSG II HO	0.20
9	Fixed items	For all categories of offices	0.045
10	Dusting and cleaning of furniture etc. not provided with Farash	-do-	1.5 min per member of staff
11	Storage and service of water to staff not provided with Waterman	-do-	4.5 min per member of staff
12	Lighting of Angithis in the offices not provided with Coalman	-do-	1.5 min /day per Angithis burnt each month

Note 1. First post of Group D may be created when the workload comes to 9 as per proposed norms.

2. Norms already exist for items 10, 11, 12. The HO staff will continue to assist SBCO as per existing practice.

(DG Posts Lr. No 29-1/85-PE.I dt. 3.2.1986)

Chapter 22 - **NORMS FOR CREATION OF POSTS OF PUBLIC RELATIONS INPECTORS (POSTAL) IN VARIOUS POs**

The revised norms formulated by the internal Work Unit (postal) for creation of posts of PRIs(P) in various POs are as follows:

i) PRI(P) attached to Presidency GPOs	Co – efficient
a) Fixed and Miscellaneous	0.53135
b) Postman/EDDA	0.00058
c) LB Attendant/EDLB Attendant	0.00378
d) Complaints/Enquiries	0.00029
e) Verification of claim	0.00009
f) Court attendance	0.0034
g) Local journey	0.000114
ii) PRI(P) attached to first-class HOs under Postmaster Group 'A'	
a) Fixed & Miscellaneous	0.51628
b) Postman/EDDA	0.0012
c) LB Attendant/EDLB Attendant	0.0058
d) Letter boxes	0.00019
e) Complaints/Enquiries	0.00022
f) Verification of claim	0.0001
g) Court attendance	0.0034
h) Local Journey	0.000057
iii) PRI(P) attached to offices other than Presidency GPOs and first class head offices under the charge of Group A Postmasters	
a) Fixed & Miscellaneous	0.52135
b) Postman/EDDA	0.00120
c) Mail Attendant/ED Mail Attendant	0.00568
d) Telegraph Messenger/ED Messenger	0.0042
e)LB Attendant/ED LB Attendant	0.00626
f) Letter boxes	0.0001273
g) Single handed SO/BO	0.00282
h) Complaints/Enquiries	0.000264
i)Verification of claim	0.0000934
j)Court attendance	0.0034
k)Local journey	0.000057

[Dte No. 31.29/80-PE. I d, -26.10.94]

[Time factor. (Work load) are 02 yearly basis. Time per unit has been converted in to co-efficient by taking 2200 hrs as annual working hours of a person.]

Chapter 23 - **GUIDE**

A guide in the time scale of pay is sanctioned out of time test in post offices where counter transactions are very heavy and the Head of the Circle is satisfied about the need.

(No. 28-85/68-PE-I dt.18.1.1969)

Evaluation of norms for sanctioning of post of Public Relation Inspector (P) for the work connected with Franking Machines.

(DG No. 20-1/91-PE . I dated 7-4-97)

INDOOR ITEMS OF WORK

Sl. No	Brief description of item of work	Norms recommended	Remarks
a)	Setting /resetting Franking Machine of private parties /Departmental machines in post Offices	H.M.S =0-12-0	Per occasion
b)	Releasing Franking machines requiring servicing/repairs and rechecking after servicing repairs	=0-09-0	-do-
c)	Removing die/print heads from the machine in cases of cancellation of license/misuse of machine	=0-14-0	-do-
d)	Dealing with rebate cases	=0-16-0	-do-
e)	Dealing with refund cases	=0-09-0	-do-

OUTDOOR ITEMS OF WORK :

Sl No	Brief description of item of work	Norms recommended	Remarks
a)	Setting/resetting of meter of hired machines at the premises of the party	=0-36-0	Including journey time
b)	Half yearly inspection at the premises of the licensee	=2-0-0	-do-
c)	Quarterly visit/inspection at the premises of the repairees	=1-0-0	-do-
d)	Publicity-containing big mailers for popularizing use of FMs(per occasion)	=0-40-0	-do-
e)	Enquiries/investigations(per cases)	=0-50-0	-do-

Chapter 24 - **GROUP D ESTABLISHMENT**

TEST/NON-TEST CATEGORY

A.TEST CATEGORY

a) Mail Attendants, Letter – Box Attendants and Packers

Sl No	Item of work	Time factor in minutes
1	Work connected with cleaning of stamps and seals and change of date and hour type	2 min. per stamp/seal
2	Exchange of mails including loose parcels	0.5 min. parcel bag/loose parcel subject to a minimum of 10 min. per exchange.
3	Opening of bags of all types	1 min. per bag
4	Closing of bags	4 min. per bag
5	(i) Work connected with articles of un registered mail received for delivery (ii) Stamping of articles by hand/by stamp cancelling machine	0.11 min. per article in offices having double stage sorting and 0.091 min. per article by stamp cancelling machine. 0.075 min. per article in offices in single stage sorting and 0.058 by stamp cancelling machine.
6	Work connected with article of unregistered mail posted for dispatch, stamping of articles (a) by hand (b) by stamp cancelling machine	 (a) 0.06 min. per article (b) 0.037 min. by stamp cancelling machine.
7	Tying of bundles of unregistered mail	1.00 min. per bundle
8	Work connected with registered and VP articles booked	0.07 min. per article
9	Work connected with registered /VP parcels booked	0.17 min. per article
10	Sealing of Registered Bundle	1.50 min. per bundle
11	Work connected with regd/VP letters received for delivery Work connected with regd /VP parcel received for delivery	0.14 min. per article in offices having double stage sorting & 0.08 min. in all other offices. 0.48 min. per parcel in offices having double stage sorting & 0.3 min. in all other offices

12	Stitching and stamping of lists etc.	HO: 0.05 min. per receipt SO : 0.12 min . per receipt		
13	Stitching and stamping of vouchers etc.	0.1 min. per list/voucher		
14	Stamping of money order issued	0.1 min per MO issued		
15	Work connected with payment of MO	0.22 min. per MO form		
16	Stamping of blank money order forms for sale	0.05 min. per MO form		
17	Stamping of unpaid etc.	0.11 min. per article		
18	Stamping of article prepaid with cash	0.025 min. per article		
19	Clearance of letter boxes : Street letter boxes Office letter boxes	 1.5 min. per letter box per clearance 3.5 min. per letter box per Clearance		
20	Transfer of registered/parcel etc.	0.4 min per bag/bundle		
21	By hand transfer of telegrams etc.	2 min per telegram		
22	Transfer of TMO advice to telegraph branch	5 min. per TMO		
23	Pasting of economy slips	0.5 min per cover		
24	Periodical weighment of mails etc.	0.02 min per bag		
25	Deposit/withdrawal of each bag from police station	10 min. per day		
26	Transfer of binders between SB dept of HOs & SBCO	0.15 min per binder held		
27	Replacing of binders in Cabinets /almirah in HOs	0.1 per binder held		
28	Distance traversed for conveyance of mails, . clearing of street letter boxes, etc.	Mode	Hilly areas	Other areas
		On foot	3.33 km per hour	4 km per hour
		On bicycle	--	8 km per hour
29	Co – efficient for miscellaneous items of work	all offices except time scale sub-offices 10% Time scale delivery sub offices 4% Time scale no – delivery office 15%		

(DG Posts No 31-5/85-PE.I dated 4-10-1985)

b) Standards for Packers in large offices

1	For offices having more than 10 officials but not exceeding 25 officials	3 packers up to 10 officials and 1 packer for every 5 officials or part thereof.
2	For offices having more than 25 officials	As above up to 25 officials and 1 packer for every 7 officials or part thereof for above 25 officials up to the sanctioned establishment.

Note: -

1. The Head of the Circle has, however, discretion to determine which of the sections need more packers assistance. For example, assistance in branches like accounts and telegraph is not as much as at is in sub – accounts, registration and parcel.

2. The staff in Administrative office, Accounts, Treasury and SBCO should also be taken into account for determining the number of Packers justified.

(DG P&T Lr. No 9-2/69/WS-I/PE.I dt. 14.2.1975)

c) Mailmen

The justification for the existing Group D posts of Mailmen and the sanction of additional posts are governed by the operative needs at the discretion of the Heads of Circles.

d) Attendants in Circle Office/Administrative and subordinate offices

PMG	2 attendants
DPS	1 Attendant
Officers	1 Attendant for two officers occupying same or adjacent rooms
Divisional Offices	1 Attendant for every 15 officials
SSRM/SRM/SSPOs/SPOs/ Superintendent PSD	1 Attendant
SAS	1 Attendant

DS	1 Attendant
ASRM	1 Attendant for two
IRM	1 Attendant
Sections	1 Attendant for two sections located in the same room or adjacent room.

(Lr. No 7-4/65 – PE dt. 13.12.1966 of DG P& T, ND)

e) Group D in Administrative Office

1	For every 15 Group C	1 Group D
2	for Account Branch (HRO) for every 10 Group C officials	1 Group D

B. NON-TEST CATEGORY

a) Sweeper

The work hours of a sweeper are to be calculated as per the standard noted below :

a) One hour for every 1,250 sq. ft. of the building area
b) One hour for every 2,000 sq.ft. of compound area (Garden area to be excluded)

(PMG, Karnataka Circle, Bangalore-1 lr. No. ESA/1-79/KW dtd 27-09-1969)

b) Guide Lines for assessing the strength of Sweepers and Farshers

Sl. No	Job	Considerations to be taken note of for applying the scale	Scale to be taken as a guide line	Product in hours
01	Sweeping ,cleaning the office rooms, including record rooms stationery rooms, committee rooms, reception rooms etc.	1.Area of the room which is swept daily 2. Area of the room which is not swept daily 3.The intervals at which the area at 2 above is swept	8000 sq.ft per man per day	
02	Sweeping, washing, scrubbing and swabbing etc. of the verandahs, vestibules and staircases and cleaning the articles lying therein, such as spittoons, firefighting equipment etc.	1.The area in Sq.ft of the Verandha etc. cleaned daily(but excluding the area of the steps of staircases) 2.Area which is cleaned occasionally and the interval at which is cleaned.	20000 sq.ft per man per day	
03	Sweeping open spaces like roads, courtyards garages, etc.	1.Area of the roads etc. which is swept daily. 2.Area of the roads etc. which is not swept daily 3.The interval at which the area at 2 above is swept	45000 Sq. ft. per man per day	
04	Cleaning open spaces like lawns, play grounds etc. which are not swept extensively but which area kept clean by picking paper bits etc. and by partial sweeping, where necessary.	1.The area in sq ft of the open spaces 2.How often they are cleaned in a year	1,50,000 Sq. ft. per man per day	

05	Cleaning latrines, bath-rooms, urinals etc. including the dressing rooms, passages etc. attached thereto and mirrors, dressing tables and other articles contained therein.	1.The number of latrines 2.The number of wash-basins 3.The number of urinals 4.The total number of persons who use the latrines etc.	60/50 items (i.e. Latrines Wash basins + urinals) per man per day if the no. of items the cleaning is done is three/four per day.	
06	Dusting and cleaning the office furniture, doors, windows etc.	1.Strength of the gazetted officers accommodated in the office building 2. Strength of other staff excluding the staff who are not supplied any substantial furniture e.g. class IV staff.	6 mts. per gazetted officers & 1½ mts per other staff mentioned item 2 in Col.5	

NOTE:-

1. The volume of work done should be calculated after taking into account the considerations in col.5. For example if open spaces (vide Sl. No 4 above) have an area of 300000 Sq. ft. but they are cleaned only ones in fifteen days. The volume of work to be done in terms of a day would be 300000/15

OR

200000 Sq.feet for which the work load of the sweepers would be 20000/150000

OR

2/15th of a man.Similarly,if the number of latrines etc. in use is in excess of the number reasonably required for the number of persons using them, the workload of sweepers should be calculated only for the number of latrines etc. considered reasonable necessary.

(Letter No.ESA/1-79/KW dated at Bangalore the 27.09.1969 from Postmaster General Bangalore 560 001)

c) Water Carrier

A waterman in Group D establishment to serve the staff of an office of 100 officials.

d) Chowkidar

A Group D official will be sanctioned if the PO has heavy cash collections for valuable articles in deposit.

(Departmental Chowkidars duty hours: 48 hours per week. ED Chowkidars should not be employed for more than 7 ½ hours per day)

1. In post offices where the average cash and stamp balances retained overnight exceed Rs 75,000 a part-time chowkidar should be employed.

2. A Departmental chowkidar may be appointed only if the cash balance retained exceeds Rs 1,50,000 on an average.

However, cases presenting unusual features and warranting special consideration may be reported to Circle Office for examination on merit.

(Para 9 letter No. ESA/15-16/Dlgs II dated 1.4.1989 of PMG , Bangalore, apart from DGs letter EST -15-16 dated 13.05.1960 & No. 2-17/88-PE I dated 10.06.1988)

e) Gardener

A Group D Gardener will be sanctioned for one and a half acre of gardening area. Local conditions such as non-availability of water on the spot are also taken into consideration for sanctioning a part-time or Group D Gardener.

(DG Lr No E-12/275/C dt. 3.1.1950)

C.CARETAKER

1. Consequent upon acceptance of recommendations of the sixth central pay commission by the Government, the president is pleased to decide that the amount of caretaking allowance may henceforth be paid at the rate of 10% of the aggregate of pay in the pay band and grade pay thereon.

2. The norms laid down for determining the level of the post vide Ministry of Finance department of expenditure O.M.No.7 (46)/E.III (A)/98 dated 30th June 1999 pursuant to recommendations of the Fifth Central Pay commission (Annexure-below) may continue to be followed mutatis mutandis. The O.M. ibid stipulated that in establishments which continue to retain separate posts of caretakers, these posts shall be merged in the general ministerial cadres in the corresponding scales of pay. It is reiterated that the merger of the Posts in this cadre with the ministerial post in corresponding pay scales should be carried out in every organization where it has already not been implemented.

3. Pay scales of fifth pay commission will now be replaced by the corresponding grade pay in the revised pay structure after implementation of recommendations of the Sixth Central Pay Commission.

4. These orders shall take effect from 1st September 2008.

ANNEXURE

Norms laid down for determining the level of the post vide Department of Expenditure's O.M.No.7(46)/E.III (A)/98 dated 30th June 1999 pursuant to recommendations of the Fifth Central Pay Commission

Floor Area of building	Scale of pay as per Fifth Pay Commission	Corresponding pay in the Sixth Pay Commission	Number of posts
Up to 2000 sq.mts	----------	----------	No post to be sanctioned Group C or D staff may be deployed on part time basis and allowed care taking allowance of Rs 200 or Rs 100 P.M as the case may be
Above 2000 sq. mts and up to 7000 sq.mts	3050-75-3950-80-4590	5200-20200 +GP 1900	One post (Asst. Care taker)
Above 7000 sq. mts and up to 14000 sq.mts	4000-100-6000	5200-20200 +GP 2400	One post (Care taker)
Above14000 sq.mts and up to 20000	5000-150-8000 **OR** 5500-175-9000	9300-34800 +GP 4200	One post scale to be decided depending on the complexity of the task

Above 20000 sq.mts	5000-150-8000 **OR** 5500-175-9000	9300-34800 +GP 4200	One post + additional post in lower grade as per these norms

D. RONEO OPERATOR

An operator should be sanctioned if daily average output exceeds 2500 units for hand operated machine and 4000 units for electrically operated machine.

An additional post of Group D official may be sanctioned if average daily out-turns exceeds 5000 units for hand-operated machine and 8000 units for electrically operated machine. Where average daily out-turn is less than 2500/4000 units, a Group D official knowing the work should be employed and given special pay.

(DG No . 9-16/78-PEI dt 14.07-1978)

E. LIFT OPERATOR

The post of lift operators are in Group D cadre. One Group D for one lift is to be sanctioned till such time standards are evolved by the Directorate.

(DG P&T Lr. No 19-15/74-TE dt. 17.9.1974)

F. PART-TIME REST HOUSE ATTENDANT

A part-time Rest House Attendant may be sanctioned by the Head of the Circle where less than 5 officials stay at a time.

(No 6-23/TS-PE-III dt. 11.4.1976)

G. AD-HOC NORMS FOR CREATION OF THE POSTS OF ATTENDANT-CUM-KHANSAMA FOR P & T INSPECTION QUARTERS

The practice of providing one whole time Attendant-cum-Khansama for each P&T Inspection quarters where cooking arrangements exist may be followed on ad-hoc basis for the present till such time the standards are laid down in consultation with the SIU of Ministry of Finance.

(Lr. No. 7-8/85- P & T dt 20.3.1985 of GOI, MOC)

Amendment in Recruitment Rules of Group D

The designation of Packer was changed as under:-

Office	Present designation	Changed designation
1. Administrative offices and Subordinate offices	Packer	Peon
2. Foreign Post offices	Packer	Mail Peon

Authority: Letter No.1-17/2004-PCC of Directorate PC cell dated 07.03.2006 and Gazette notification dated 24th January 2005

Redesignating erstwhile Group D employees

Directorate lr. No.1-20/2008-PCC of PC Cell dated 24th September 2010

In supersession to this Directorate OM of even numbers dated 27.03.2009 and 19.04.2010, the issue of applying a common designation to the erstwhile Group D employees has been reconsidered in pursuance of Department of Personnel and Training OM.No.AB-14017/6/2009-Estt(RR) dated 30.04.2010.It has been decided to adopt a common designation for the erstwhile Group D and they will henceforth be designated as "Multi Tasking Staff" Group C. However the existing designations like Mail Peon, Mailman etc would continue to exist as already provided.

In supersession of OMs dated 27.03.2009 and 19.04.2010, the following duties are prescribed for Multi Tasking Staff Group C.

1) Maintenance of diary/dispatch/Movement registers including entry in computer and physical maintenance of records.
2) Submission of periodical statements of routine nature like absentee statement etc.
3) Preparation and submission on indents with approval of Supervisor
4) Photocopying and sending of fax messages.
5) Delivery of Dak within and outside the building.
6) Watch and ward/Caretaker duties, opening and closing of rooms, general cleanliness and upkeep of section/unit/office including dusting of furniture, cleaning of building, rooms, fixtures, upkeep of parks, lawns, potted plants, etc.
7) Other non-clerical work in the section/unit.
8) Driving of vehicles, if in possession of valid driving license.
9) Sale of postage stamps/stationery, Assistance in booking of Registered /parcel and Speed post articles, receipt and dispatch of Mails including preparation of register/parcel lists, preparation of delivery lists for registered.
10) Scanning of Speed Post bags/articles and its uploading on the speed net and other software dealing with the processing of speed post articles and other activity.
11) Assistance in sorting of mails, exchange of mail, Letter box clearance.
12) Handling customer enquiries.

The additional duties assigned to such Multi Tasking Staff Group C are not exhaustive. Any other duty/duties may also be assigned to them by the authority.

Fixing/Evolution of norms for Multi Tasking Staff Group C

Authority: Letter No.25-08/2011-PE-I dated at Dak Bhavan New Delhi the 29th July 2011/01-08-2011 (Establishment Branch)

Contents of above cited letter is reproduced below.

Consequent upon implementation of the recommendation of sixth central pay commission on Multi Tasking Staff Group C, Department of posts notified revised duties of Multi Tasking Staff Group C vide order Nos.01-20/2008-PCC dated 27th March 2009, 19th April 2010 and 24th September 2010.

In view of it revision/evolution of norms for Multi Tasking Staff Group C is under consideration in the Department. Hence in this regard the competent authority has ordered for work study for Multi Tasking staff Group C by the Circles in consultation with Circle Internal Finance Adviser.

JAMADARS IN POST OFFICES AND RMS OFFICES

i) All Group D posts (both test & non test category) shall be taken into account for sanctioning posts of Jamadars in post offices and RMS office, but promotion to the posts of Jamadars shall be confined to test category officials and Daftries alone as already prescribed in Directorate memo No 158/3/61-SPB. I dated 7.8.1965 and non – test category staff will have to get into regular cadre of test category before they are considered for appointment as Jamadars.

ii) The scheme of Jamadars as obtaining in post offices and RMS offices will not apply to the foreign post.

iii) The post of Hall Jamadars, if any, shall be adjusted from the posts of Jamadars found justified according to the revised standards.

iv) The posts of Jamadars justified on 1.4.1967 as per Directorate letter No 28/156/65-PE dated 19.1.1967 and letter No 6/52/62-PE dated 21.11.1966, but not actually created will be deemed to have been created with effect from 1.4.1967 and the officials appointed against such posts will be deemed to have been appointed with effect from 1.4-1967. The posts of Jamadars will be treated as personal to officials eligible for such appointment under the rules, i.e. the posts will be deemed to be created in such offices where the officials eligible for appointment are posted.

v) The appointment to posts of Jamadars in the post offices and RMS offices according to the orders mentioned in para 1 shall not be deemed to carry higher responsibility and the pay of officials appointed as Jamadar should be fixed only under FR 22 (a)(ii).

vi) Jamadars in the post office and RMS shall in future be designated as 'Selection Grade Group D'

vii) The leave reserve Group D posts will not be included for calculating the justified posts of Jamadars. However, wherever leave reserve Group D posts have been included and posts of Jamadars sanctioned accordingly, the justified strength of Jamadars will be suitably adjusted against future vacancies after excluding Group D level reserve posts.

(DG Letter NO 28/98/67-PEI dtd. 15.3.1969)

Chapter 25 - **ESTABLISHMENT OF MAIL OFFICES (MARATHE TIME TEST)**

SORTING ASSISTANS

Work hours of Sorting Assistants in RMS offices should be calculated as per the standards laid down in Marathe Time Test. The standards are as under :

Mails department

Receipt and Dispatch of Mails

Sl No	Description of operations	Time factor in minutes
1	Bags received	0.25
2	Bags dispatched	0.25
3	Parcels received outside	0.20
4	Parcels dispatched outside	0.20
5	Blank parcel lists received	0.25
6	Blank parcels lists dispatched	0.20
7	Transit bags opened including well or cage TB	0.20
8	Transit bags closed including well or cage TB	0.75
9	Mail bags opened	1.50
10	Mail bags closed	2.50
11	L bags opened	1.00
12	L bags closed	1.50
13	Account bags sent outside	0.25
14	Account bags received outside	0.25
15	Packet bags closed	1.00
16	Bags dispatched with way bills	0.75

Registration department

1	Bags received	0.16
2	Bags dispatched	0.16
3	Bags opened	0.45
4	Bags closed	1.25
5	Articles received	0.20
6	Articles dispatched	0.40
7	RBs opened	0.15
8	RBs made up	1.50
9	Insured articles received	0.80

10	Insured articles dispatched	0.50

Money orders received in sorting

1	MO received in sorting	0.13
2	HVMO received in sorting	0.73

Parcel department

1	Bags received	0.20
2	Bags dispatched	0.20
3	Bags closed	2.00
4	Bags opened	1.00
5	Parcels received outside	0.10
6	Parcels dispatched outside	0.10
7	BPLs received	0.20
8	BPLs dispatched	0.20

Registered Parcels

1	Parcels received	0.35
2	Parcels dispatched	0.75

Insured parcels

1	Insured bags opened	2.00
2	Insured bags closed	3.00
3	Insured parcels received	1.40
4	Insured parcels dispatched	0.80

Sorting department

1	Unregd articles received in sorting	0.10
2	Labelled bundles preparation	0.50
3	Unregd articles posted for dispatch	0.12
4	Unregd articles posted requiring transcription a) Office of destination b) Full address	 0.18 0.60
5	Articles posted with certificate of	0.20

	Posting	
6	Regd articles posted for dispatch	2.00
7	Stamp sale	18 seconds per rupee. (when the sale is less than Rs 10 per each transaction)
8	Public Call Office (Local and trunk call booked)	5.00per call

Chapter 26 - **MAIL GUARDS ESTABLISHMENT(Molinder Singh Formula)**

Mail Guard/Head Mail Guard (Molinder Singh Formula)

The posts of Mail Guards are to be assessed based on the number of points. The points should be calculated taking into consideration the average number of bags handled both in 'out' and 'in' trips of a section. The week, however, should not be one in which specially heavy mails are received. It should not also be a lean week.

The points for different types of bags are to be calculated as stated below :

a)	Packet bag	1 point
b)	L bag	2 points
c)	Mail/Parcel/Special bag	4 points

Chapter 27 - **TRANSIT SECTION/TRANSIT MAIL OFFICE/MAIL AGENCY BRANCH OF THE MAIL OFFICE**

Mail Guard	:	101 to 1250 points
Head Mail Guard	:	1251 points and onwards

Note :

1. No transit section should be opened where the work does not exceed 100 points.
2. When the work of mail exchange reaches 101 points at a station and where there is no sorting mail office, a transit mail office can be opened.

   (No 6-93/71-PE – II dated 26.3.1977)
3. The following considerations should also be kept in view while opening a transit mail office :

   -- No of bags exchanged
   -- The timings of receipt of mails
   -- Total spell of time
   -- No. of exchange.

4. In case of important exchange of mails in large mail offices/TMOs, the Heads of Circles will identify such exchanges and the same should be done by Sorting Assistants. In case of other less important exchanges, Mail Guard/Head Mail Guard will be employed.

(No. 6-93/71-PE- II dated 26.3.1977)

Chapter 28 - **TRAVELLING MAIL ATTENDANT/TRAVELLING VAN ATTENDANT**

Travelling Mail Attendant/Travelling Van Attendant may be provided in cases where the number of the Molinder Singh Formula is 100 or less and no mail list is prepared.

(No 6-93/71-PE II dated 26.3.1977)

Chapter 29 – **SUPERVISORY POSTS IN MAIL OFFICES**

A. LOWER SELECTION GRADE

1. When there are six Sorting Assistants, the sixth post is to be upgraded to LSG within the time test.

2. When one more post is justified due to increase in workload in addition to the available strength of 6 Sorting Assistants, 2 posts of T/S Sorting Assistants to be sanctioned instead of one post of Sorting Assistant justified on the basis of time factor prescribed in MTT. This would relieve the LSG HSA of operative duties. An LSG HSA will be provided purely for supervisory work outside the time test.

(No. 6-2/72-PE.II dated 13.3.1974)

3. If the total number of Sorting Assistants is 9 or above, the supervisory work hours are to be calculated as under :

The operative work hours (in minutes)of the following departments will have to be calculated and the same will be multiplied by the ration of supervisory work hours as shown against each :

Receipt and dispatch	0.07
Sorting	0.07
Money Order	0.07
Unregd. Articles posted for dispatch	0.07
Registration	0.14
Registered articles posted for dispatch	0.14
Parcel	0.14

The total of the product of multiplication (operative work hours x ration of supervisory work) will indicate the total supervisory work hours for the office.

B.HIGHER SELECTION GRADE II

The post of the Head Sorting Assistant of a mail office will be upgraded to that of a HSG II , if the supervises 2 to 5 LSG Supervisors in his own set.

(No 6-19/74-PE II dated 24.4.1975)

Chapter 30 - **DETERMINATION OF NUMBER OF SETS OF SECTIONS**

Maximum weekly working hours	42
Minimum weekly working hours	36
Co efficient	20 min. per hour between 2000 and 0600 hrs.
Add : Platform attendance RO attendance	0.30 0.30
Mail exchange	0.30(0.15 + 0.15) Rule 587/IV)

Note :

Total weekly working hours of 168 for sections are 192 for purpose of OTA.

Chapter 31 - **REGULATION OF GRANT OF FORTNIGHTLY OFF FOR RMS STAFF IN MAIL OFFICES**

1. Fortnightly off + rest attached (equal to one night duty + full rest attached) if the set works for 186 hours or more in a cycle of 28 days.

2. Fortnightly off equivalent to one night duty + one day rest, if duty hours fall below 186 hours in a cycle of 28 days.

   Example: working hours 19.30 to 07.00 hours

Total working hours	=	11.30
Add night co-efficient @ 20 min.per hour	=	03.20
	=	14.50 X 12

   Total working hours in a cycle: = 178 hours
   This falls short of 186 hours.

Hence the staff of the set should work on 1,3,5,7,9 and 11 in a fortnight and earn 1 FN off on 13th and perform duty on 14.If the working hours are 186 or more, the staff will avail FN off on 13th and the rest attached to it on 14th and perform duty only on 15th.

Chapter 32 - **ESTABLISHMENT OF SUB RECORD OFFICE (PUNJAB FORMULA)**

Record/Sub –Record Office

The Punjab formula circulated in Directorate letter No.6/49/58-PE. Dt.24.11.1958 also known as unit Formula was modified by the Directorate (now expressed in terms of minutes and seconds instead of units)

The modified formula is detailed below :

Sl No	Item of work	Time Min.	Factor Sec.
1	Opening of Dak etc.(Ordinary)	2	30
2	Communication to sets of orders, MSOs, Sorting Memos, tour orders, DGs circulars , etc (per order)	10	-
3	Making corrections in sorting list selections and offices attached (per correction)	5	-
4	Maintaining explanation of SAs (per case)	5	-
5	Disposal of daily reports (per DR)	5	-
6	To maintain stock, stationery, register , forms , etc	7	30
7	Examination of attendance register and book of postmarks (per set)	2	30
8	To prepare statements : OTA ,OSA , EDA ,etc. (10 entries to make one unit)	1	-
9	Disbursement of pay and allowances (each official)	5	-
10	Maintenance of cash abstract	10	-
11	Making arrangement in place of SAs of sections and office (per 25 officials attached to the office)	15	-
12	Sale of stamps average daily sale excluding all sales of Rs 5 or more at a time per purchaser	2 min/ rupee)	-
13	Miscellaneous other duties (per set attending)	15	-
14	Examination of work papers prepared per set	5	-
15	Check of registered abstract	2	30
16	Check of parcel abstract	2	30

17	Taking over of empty bags brought in sacks and issuing bags for next trip on an average of 25 bags	6	-
18	Search bills and similar correspondence	10 min. (per search bill letter)	-

WORK PAPERS

19	Issue of advance work papers to sets	2 min. per set
20	Taking over work papers from sets	2 min. per bundle of work papers taken over
21	*Checking registered lists received and dispatched and their comparison with the registered abstract	0.15 seconds per page of the list, the No. of pages of the list being calculated by dividing it by 20
	Total no. of articles shown in registered abstract against a particular bag and list, a list containing entries of less than 20 articles.	0.15 seconds each
22	* Checking of parcel lists received and dispatched and their comparison with the parcel abstract	Same basis as for item 21 above 0.30 seconds per insured parcel
23	* Checking of mail lists received and dispatched and checking of the mail abstract	0.30 seconds per mail list received or dispatched plus 0.30 seconds per entry of unusual bags opened or closed or short or excess receipt or dispatch of bags.

* This work has since been entrusted to the sets.

Chapter 33 - **STANDARDS FOR ACCOUNTS BRANCH OF HEAD RECORD OFFICE**

(MADAN KISHORE FORMULA)

A. ESTABLISHMENT

	ESTABLISHMENT	**Time factor**
1	Increment statement	7.30
2	Absentee statement	7.30
3	Establishment bill for all cases of officials and all types including holiday allowance, medical reimbursement, trainees TWMs, GPF payments (final and advance)	12.30 per entry
4	Acquittance roll	5.00 per entry
5	Leave cases Leave calculation Leave certificate Entry in leave account Calculation of average pay	8.00 per case 3.00 per calculation 2.30 per case 2.30 per entry 10.00 per case for 12 months average pay. 36.00 per case for 36 months average
6	Fixation of pay : permanent or officiating	5.00 per case
7	Entry in service book, service roll (all types of entries or notes)	3.00 per entry
8	Annual verification of service	12.00 per SB/SR for the whole year
9	Annual Estt. Return from CAC 3 & 4 to be taken separately for counting entries	
10	Calculation and reparation of memo of undisbursed pay and allowances Preparation of memo of disbursement of pay and allowances (entry in each column being treated as a separate entry)	5.00 per entry 1.00 per entry
11	i. Issue of LPC ii. Checking & filling of LPCs received	5.00 per LPC 3.00 per LPC
12	Calculation of Income Tax First call 15.00 Second verification 10.00	25.00 per official for whom calculation is made
13	Memo of verification of service a) Preparation of statement b) Verification	 1.00 per entry 1.30 per month of service verified.
14	Distribution of annual GPF statements and return of acknowledgements to AO or filling them in the office for Group D services	1.00 per account

	Obtaining acknowledgement for outstanding advances for cycle, conveyance, purchase, house building and flood advances	1.00 per advance outstanding
14	Group D GPF admission 1st entry in ledger Nomination Notes in ledger of all types: (Nomination, LI subscription stoppage of GPF subscription, advances and installments of recoveries and month of last recovery, etc.) Maintenance of GPF accounts and submission of return relating to them	5.00 min/ new account 2.00 per nomination 2.00 per entry 5.00 per new account
	Transfer	
	Outward (including entry in Memo) Inward	10.00 per entry
15	Security bonds New bonds-filling and checking Preparation of recovery lists of premia obtaining renewal receipts and filing them or obtaining solvency certificates and filing them	 2.00 per bond 5.00 per bond
16	Court attachments (all work)	5.00 first entry in register 12.00 per recovery per month for all work.

B. CONTINGENT EXPENDITURE

1.	Register of contingent charges	5.00 per entry
2.	Monthly contingent bill	5.00 per entry
3.	Abstract contingent bill	5.00 per entry

C. MAINTENANCE OF REGISTERS

1	Register of Income Tax Deduction	5.00 per entry
2	a) Register of Advances Recoverable 1st entry posting and recoveries	 4.00 per entry 1.00 per entry

	b) Register of service books and service rolls	2.00 per entry
	c) Register of increment	2.00 per entry
	d) Register of security bonds	2.00 per entry
	e) Register of GPF subscribers	2.00 per entry
	f) Correspondence register	2.00 per entry
	g) Register of PLI	2.00 per entry
	h) Register of advances from GPF for financing LI policies to watch production of receipts including scrutiny of receipts	2.00 per entry
	i) Register of book debit items	2.00 per entry
	j) Register of old records weeded out	2.00 per entry
	k) Register of sanction of establishment	2.00 per entry
	l) Register of recoveries kept out of account	1.00 per entry

D. STATEMENTS

i.	Annual Income Tax return	5.00 per entry
ii.	Statement of allocation of expenditure on shared buildings	3.00 per entry
iii.	Annual statement of losses of articles of stock etc. and recoveries effected	2.00 per entry
iv.	Statement of emoluments of officials for communication to local bodies for levy of profession tax	2.00 per entry
v.	Statement of recoveries of dues of co-operative societies, clubs, municipalities, etc.	2.00 per entry
vi.	Statement of extra cost incurred for casual leave arrangement	2.00 per entry
vii.	Statement of officials due for superannuation	2.00 per entry
viii.	Statement of officials whose increments fall due	1.0 per entry 2.0

E. SCHEDULES

i.	Schedule of work charges	3.00 per entry
ii.	Schedule of GPF payments and withdrawals	3.00 per entry
iii.	Rent return	2.00 per entry
iv.	Schedule of GPF receipts and recoveries (including schedule of GPF subscribers deputed to foreign Audit Circles)	2.00 per entry
v.	Schedule and premia recoveries Schedule and abstract of LI loan Schedule of Income Tax deductions	2.00 per entry 2.00 per entry 2.00 per entry

	Schedule of cycle advance deductions Schedule of recoveries from officials in Pt. II of bill Schedule of Misc. recoveries in col. 18 of the Estt. Bill (Including audit recoveries)	2.00 per entry 2.00 per entry 2.00 per entry

F. BUDGET

i.	Monthly budget statements for fixed and fluctuating charges	2.00 per bill. Abstract contingent bill or register of book debits to be consulted
ii.	Revised budget statement and estimate for the next year Fixed charges Fluctuating charges	7.30 per entry 15 min. per official or post for calculation of effective increment, offg. arrangement and arrears of pay and permanency of posts respectively. 7.30 per entry
iii.	Statement of estimated final grants, fixed and fluctuating	3.00 per entry
iv.	Statement of surrenders or additional requirements(if sent separately)	1.00 per entry

G. MISCELLANEOUS

1)	Preparation of MOs for remittances to SROs of pay, leave salary , coop. society, club or insurance company etc (Court attachment, FA , Payment of MOs already included in these items)	5.00 per MO
2)	Preparation of money receipt (ACG-61) for money received from PO and payment of pay, leave salary, advance of TA, etc.	5.00 per receipt
3)	Checking of vouchers for authorizing payment (Limited treasury check including miscellaneous vouchers, TA bills, etc. actually presented in accounts branch)	5.00 per voucher
4)	Checking of bonds of cycle, conveyance purchase advance and examination of receipt of purchase	2.00 per advance paid
5)	Acceptance of ATDs	3.00 per advice of ATD received
6)	Issue of ATDs	5.00 per ATD

		issued
7)	Calculation of interest on GPF advances, cycle advances and court attachments	5.00 per calculation
8)	Checking of statement and utilization of leave reserve and checking of OTA bill	10.00 per entry in OTA bill
9)	Checking of OSA bill	3.00 per entry in OSA bill
10)	Preparation of memo of remittance in forms ACG -34 and 34(a) Credit of misc. sums (all connected work including entry in register of credits)	1.00 per entry 1.00 per entry
11)	Disbursement including receipt of cash(excluding time spent outside office for getting money from the PO) & including verification of cash balance every day	5.00 per disbursement
12)	Maintenance of cash abstract	15.00 per day
13)	Preparation of cash account	3.00 per entry
14)	Maintenance of cash book	3.00 per entry
15)	Objection statements, half margin audit inspection memos, audit inspection reports	10.00 per item
16)	Correspondence	10.00 per reference
17)	Dispatch of correspondence	0.30 per letter

Chapter 34 - **FORMULA FOR ASRM & IRM IN MAIL OFFICES**

IRM/ASRM

1. In a set or mail office as a whole where there is no post of HSG – II

35 Sorting Assistants	1 IRM
55 Sorting Assistants	1 IRM & 1ASRM
One post of IRM for ever additional 35 SAs	

2. In a set or mail office as a whole there is a post of HSG – II

1) A set having more than 20 T/S SAs	1 ASRM
2) A set having more than 14 T/S SAs but less than 21 T/S SAs (In such cases, sets not having the post of HSG II will be placed under the ASRM)	1 ASRM
3)A single set having 14 T/S SAs or more	1 ASRM
4)In case of 1,2 and 3 above, if the T/S SAs go beyond 54	1 ASRM & IRM for every 35 T/S SAs beyond 55

In other words, IRM/ASRM will be sanctioned for mail offices in the same building.

35 Sorting Assistants	1 IRM
55 Sorting Assistants	1 ASRM + 1 IRM
90 Sorting Assistants	1ASRM + 2 IRMs

If the total number of SAs is 111, one post of Superintendent (Sorting)become justified.

(No 6-65/74-PE.II dt 9.5.1978)

Chapter 35 - **STANDARDS FOR THE CREATION OF POSTS OF PLATFORM INSPECTORS IN RMS**

No. of officials sanctioned	**No. of platform inspectors justified**
1 to 29	No post of Platform Inspector is justified. The work of officials should be supervised by the Mail Agents.
30 to 49	One post of Platform Inspector in the scale of time scale Sorting Assistant (975-1660) with special pay
50 to 74	The post of Platform Inspector in the scale of Rs. 975-1660 mentioned above may be upgraded to the IRM scale (1400 to 2300)
75 to 89	One additional post of Platform Inspector in the scale of time scale Sorting Assistant (975-1660) with special pay.
90 to 129	Second post of Platform Inspector in the IRM scale (1400-2300)by up gradation of the post of Platform Inspector in the Time scale inspector.
130 and above	For every additional 40 officials one post of Platform Inspector in IRM scale (1400-2300)

Note :

The officials to be supervised will include Mail Agents, selection grade Group D and Mailmen. It has also been decided to include the Extra-Departmental Agents of the RMS computing the work of 7 hours of such ED Agents to be equivalent to workload of one Mailman.

(DG P & T No. 6-34/79-PE. II dated 17.10.1981)

Chapter 36 - **STANDARD FOR SANCTION OF STAFF – GROUP C AND GROUP – D TO BAG OFFICES (UBOs DBOs & CBOs)**

Standards for sanctioning hands in bag offices (Annexure III) are reproduced below :

c)	Issue of empty bags in sacks (for every 25 bags) on an average per month	6 min.
d)	Issue of empty bags in sacks (for every 25 bags)	6 min.
e)	Making correction in due bag lists (per list per correction	2 ½ min.
f)	Number of packet bags received (average for a month) per bag	1 ½ min.
g)	Number of packet bags dispatched (average per month) per bag	1 ½ min.
h)	Maintenance of day bag book (per entry across)	1 ½ min.
i)	Miscellaneous work (Totalling abstract or summary, preparation of daily report , making error extracts, etc)	30 min /day
j)	Checking of daily reports and all work connected therewith (Indexing letters, 5 min. for each explanation etc. in District and Circle Bag Office)	

(DG Lr. dated 23.6.1964 and DG Lr No 6-92/75-PE II/DHO 8.11.1975)

Chapter 37 - **NORMS FOR SANCTIONING OPERATIVE POST IN BAG OFFICES**

	Time factor in hours, minutes and seconds					
	UBOs			BDOs or DBOs cum UBOs		
	H	M	S	H	M	S
Fixed per office	0	25	00	0	55	00
Per empty bag recd (Canvas or blue)	0	00	40	0	00	40
Per UBO attached	-	-	-	0	2	30

1. The time factor provided under DBOs will be the same for offices working as DBOs or UBOs.

2. In working out the average number of bags received per day, bags received each day during the first, second, third and forth week in the months of January, April, July and October respectively, should be added together and divided by the number of actual working days of these 4 weeks.
3. When a UBO works also as a DBO and vice-versa, the bags exchanged between these two offices should not be taken into account in computing the average daily number of empty bags received. Only such bags which are received from other offices are to be taken into account.

4. The average daily figures of empty bags received in a UBO, DBO or DBO cum-UBO should be worked out from the daily bags balance reports or the day bag books for canvas and blue bags.

5. The time factor of 0-2-30 per UBO in item (iii) above should be given for each UBO first for canvas bags and secondly for blue bags, only if separate maximum and minimum balances for blue bags have been fixed by the competent authority. This means that a UBO which is required to send daily bag balance report for canvas and blue bags separate will be given 0-2-30 minutes each for canvas and blue bags.

6. The total operative work hours to be calculated the staff strength is to be fixed in the following manner : -

The total work hours be divided by 15/2 arrive at the number of posts justified. If the total work hours or the balance after divisions, is less than 7 hours and 30 minutes these work hours should be added together to the total work hours of the record office (at computed accordingly)

(6-2/79-WS-1/PE.11) dated 4.11.95)

Chapter 38 - **Establishment and Productivity Norms for the Automated Mail Processing Centres(AMPCs)**

1. Activities relating to Mixed Mail Sorter (MMS) Operations

(a) Activities relating to Group 'C' officials

	Role/Activity	Norms	Remarks/Description
(i)	VCD Operator	2200 articles per hour	10 minutes break may be given after every two hours of continuous work in a duty span of 8 hours, two breaks of 10 minutes would be given in addition to existing norms for rest. However, the work be regulated in such a manner that operation of machine is not affected.
(ii)	Automatic Flat Feeder Operator	4500 articles per hour	10 minutes break may be given after every two hours of continuous work. In a duty span of 8 hours, two breaks of 10 minutes would be given in addition to existing norms for rest. However, the work be regulated in such a manner that operation of machine is not affected.
(iii)	DAT file Uploading Assistant	This activity can be automated by CEPT	Separate room is not required
(iv)	Machine Work Area Supervisor	Two(2) Supervisors for Mixed Mail Sorter (MMS) machine work area and one (1) separate supervisor for Culling and Facing operations should be provided.	

(b) Activities relating to MTS officials

	Role/Activity	Norms	Remarks/Description
(i)	Culling and Facing	For Bulk Mail: 5000 articles per manhour For mail other than Bulk: 2000 articles per manhour	
(ii)	Automatic Flat Feeder Loader	One(1) AFF loader when AFF is in operation	

(iii)	Manual Induction at SAI	1200 articles per hour	Two 10 minutes breaks would be given after every two hours of continuous work. In a duty span of 8 hours, two breaks of 10 minutes would be given in addition to existing norms for rest.
(iv)	Manual Induction at DOI	1500 articles per hour	Two 10 minutes breaks would be given after every two hours of continuous work. In a duty span of 8 hours, two breaks of 10 minutes would be given in addition to existing norms for rest.
(v)	Reject Mail Clearance	Two (2) MTS for clearing reject mail chutes.	
(vi)	Chute Clearance	Four (4) MTS officials should be redeployed.	For chute clearance work for 152 chutes

2. Activities relating to Letter Sorting Machine(LSM) Operations.

	Role/Activity	Norms	Remarks/Description
(i)	LSM Operator	One (1) operator should be deployed during the period when LSM is in operation	A 10 minute break after every two hours of continuous work should be given in addition to the existing norms for rest.
(ii)	LSM Loader	One(1) LSM loader would be required to bring about 3 trolleys (each trolley containing 40 trays containing 12000 articles) per hour	The LSM loader can also assist in taking out and facing rejected mail clearance of bins and dispatch of bundles/bags especially at the time of closing of sort plan.
(iii)	Stack/Bin Clearance	Three(3) MTS officials may be deployed for clearing stacks/bins, p	

3. A total of 1 Group C and 4 MTS officials should normally be sufficient for running an LSM at is full capacity. A separate supervisor would not require for the LSM and depending upon the load on MMS, this duty can be assigned to an MMS supervisor, 2 MTS officials under the control of culling and facing supervisor may also be required for trolley movement.

Broad outlines of activities relating to Mixed Mail Sorter (MMS) Operations

(A) Broad outline of Activities relating to Group-C officials.

1. VCD Operator

1.1. Operator should login s per designated duty in LSM/MMS login mode online/offline at VCD system.
1.2. Operator to code destination codes for the images shown on VCD system.
1.3. Operator to use specific coding methods/hotkey functions as per VCD operating methods.
1.4. Operator to logout after mail processing on machine is completed/sortplan stopped.

2. **Automatic Flat Feeder Operator**.

2.1. Operator to unload mail tray from trolley/area near AFF.
2.2. Operator to check facing of mail and feed onto AFF feeder.
2.3. Operator to keep empty tray in trolley kept in AFF area.
2.4. Operator to check and clear any jam in AFF.
2.5. Operator to acknowledge jam/fault clearance from control panel and restart sorter/AFF accordingly.

3. **DAT file uploading Assistant**:

3.1. Assistant to login into respective system with proper credentials.
3.2. Assistant to pick DAT files from designated folder on machine server and put into designated folder in next application.
3.3. Assistant to start upload application and upload files to Speednet server.
3.4. Assistant to logout after upload is completed successfully.

4. Machine Work Area Supervisors

4.1. Machine work area supervisor 1 will be overall incharge of MMS Machine work area.
4.2. Machine work area 1 supervisor to supervise all operators at AFF, feeding point, chute clearance point and reject clearance point and ensure mails are available at their station in Work Area 1.
4.3. Machine work area 1 supervisor to select and start sortplan for mail processing. He will coordinate with supervisor of culling area to ensure adequate mail is available in prepared mail store.
4.4. Machine work area 1 supervisor to close sortpln after mail processing.
4.5. Machine work area 2 supervisor to supervise all operators at feeding point, chute clearance point and reject clearance point and ensure mails are available at their station in work area 2.

4.6. Machine work area 2 supervisors will coordinate with supervisor of culling area to ensure adequate mails are available prepared mail store. He will ensure that bags are closed quickly and sent to dispatch section.

(b)Broad outline of Activities relating to MTS officials

1. **Culling and Facing**

1.1. MTS to empty mails from trays and bags onto culling and facing table for LSM or MMS.

1.2. MTS to segregate machinable mail and non machinable mail from LSM mail.

1.3. MTS o segregate machinable mail (separate trays for AFF/SA/DOI) and non machinable mail from MMS mail.

1.4. MTS to store all respective segregated mail into designated trays and store in prepared mail area.

1.5. MTS to bring empty trays from Empty tray store.

2. **Automatic Flat Feeder Loader.**

2.1. Loader to collect respective mail from prepared mail store area and give it to AFF operator. He may also collect mail and give it to SAI and DOI.

2.2. Loader to collect empty tray trolley from respective feeding points of MMS(AFF, SAI, DOI)

2.3. At the end of sortplan, he will assist in closing of bags.

3. Manual induction at SAI and DOI

3.1. Manual feeder to collect their mail trays from prepared mail store.

3.2. Manual feeder to feed mails onto MMS as per mail feeding guidelines

3.3. Manual feeder to return empty trays in trolley to empty tray store

3.4. Manual feeder to help in chute clearance, bag closing etc. at the close of sortplan.

4. Reject Mail Clearance

4.1. MTS 1 to clear mails from reject chute 1 continuously, face the mails and bring the tray to manual area/reefed area for further

4.2. MTS 2 to clear mails from reject chute 2 continuously, face the mails and bring the tray to manual area/reefed area for further

5. Chute Clearance

5.1. MTS to insert bag label into bag/tray and put empty bag/tray onto MMS at the start of sortplan in his area of operation.

5.2. MTS to push chute close button when bag is full and clear fill bag/tray from MMS and put respective manifest and close the bag.

5.3. MTS to check for any flyoffs and alarms and take corrective action.

5.4. At close of sortplan, ensure taking out all tray/bags and put new trays/bags. With the help of other MTS from feeding section, ensure closing of bags with manifests and take the bags to dispatch area.

Chapter 39 - **SUBDIVISIONAL IRM**

A post of Sub-Divisional IRM is justified for every 75 Sorting Assistants and Sub-Sorting Assistants (The OAs of Divisional Office, LR, weekly off staff, LSG/HSG and HRO staff working in accounts and checking branch to be excluded) Entire clerical staff of record/sub-record office, excluding LSG to be taken into account.

In case the total number of Sorting Assistants is 75+57 = 132, one additional post of IRM will be justified, as the residue is more than ¾ of 75.

(DG P & T No. 6-56/61-PE dated 26.4.1962, No 6-22/79-PE – II (I) dated 28.5.1979 and No 6/62/77-PE . II dt. 23.5.1979)

Note :

Operative and operative–cum–supervisory LSG should be included for calculation.

Chapter 40 - **SUPERINTENDENT (SORTING)**

If the total number of Sorting Assistants in the mail office in the same building is 111 or more, one post of Superintendent (Sorting) becomes justified.

Chapter 41 - **DIVISIONAL OFFICE ESTABLISHMENT (S I U STRANDARD)**

I (a) Divisional Superintendent of Post Offices

A –I

Units	Co – efficient per unit
Gazetted Head Office	0.066
Non – Gazetted HO	0.048
HSG SO/LSG SO	0.007
T/S Sub Office	0.004
ED BO	0.0004
TOTAL **Add 40 %**	

A- II

(Here give the number of offices required to be inspected for a second time)

Non Gazetted HO	0.007
HSG SO	0.011
LSG SO	0.007
T/S Sub – Office	0.007
TOTAL of : (A)	

B. Per Year	0.195
C. Per complaints OA in the Divisional Office as calculated under SIU formula.	0.008
D. Per other Dealing Assistant in the Divisional Office as calculated under SIU formula	0.053
Grand Total :	

Note : When the total is 0.9 or more, a Division is justified. When the total exceeds 1.3 , an Assistant Superintendent is justified.

I (b) Aggregate workload of a Divisional Superintendent and the Assistant Superintendent of post Offices.

A- I

Unit	Co – efficient per unit

Gazetted HO	0.111
Non Gazetted HO	0.077
HSG SO	0.007
LSG SO	0.007
T/S SO	0.004
ED BO	0.0004
Total **Add 40%**	

A-II

(Here give the number of offices required to be inspected for a second time by the Divisional Superintendent /Assistant Superintendent in a year)

Non gazetted HO	0.007
HSG SO	0.011
LSG SO	0.007
T/S SO	0.007
Total of (A)	
B. Per year	0.247
C. Per complaints OA in the Divisional Office as calculated under SIU formula	0.008 (Where there is a Complaints inspector/2nd office supervisor in Divisional Office)
	Or 0.088 (Where there is no complaints inspector/2nd OS in Divisional Office)
D. Other Dealing Assistants in Divisional Office as calculated under SIU formula	0.090
Grand Total :	

When the grand total is more than 2.6 , bifurcation of the Division is justified. If the Division cannot be bifurcated due to administrative reasons a Dy. Superintendent of POs can be provided in addition to the Asst Supdt of POs.

I (c) Clerical strength of a Postal Division

Sl. No.	UNIT	Co-efficient per unit
1	Hos	0.200
2	SOs	0.050
3	BOs	0.002
4	PAs, LSG/HSG, SDIs	0.010

	(Group C other than postmen)	
5	Postmen	0.005
6	Lower staff (Group D)	0.002
7	ED Staff	0.001
8	Complaints per annum	0.0005
9	Registered newspapers	0.0002
10	Add (i) 20% of A for routine assistance	
	Total **A** Total **B**	
	Add 10% of 'B' for leave reserve	
11	Steno typist 1	Total staff justified :

Note : 1. Number of Pas includes Accountant.
2.0.3 and above in the total staff justified to be rounded off to the next integer.

3. Postal Division where :

a) There is a Gazetted head office, or
b) There are three or more non-gazetted HOs or HSG SOs or
c) The clerical strength including the LSG and HSG in the Division exceeds 450, should be in Group A. All others will be in Group B Divisions.

The Establishment review of divisional Office, Postal Stores Depot and RLO shall be carried out after every three every years. (Directorate letter No. 25-03/2003-PE-I dated 4.12.2014)

II (a). Divisional Superintendent, Railway Mail Service

A.	HRO/SROs/ROs/Sets/Sections	0.012
B.	Per year	0.097
C.	Per Complaints OA in the Divisional Office as calculated under SIU formula	0.009
D.	Other Dealing Assistants in the Divisional Office as calculated under the SIU formula	0.070
	TOTAL :	

When the total works out to 1.0 or more, a Division is justified. When it goes beyond 1.3, an Assistant Superintendent of RMS is justified.

II (b) Aggregate Workload of a Divisional Superintendent and Assistant Superintendent RMS

Sl No	Unit	Co-efficient per unit	No of units	Total (product of Col.3 & 4)
A	HROs/SROs/ROs Sets /Sections	0.012		
B	Per year	0.163		0.163
C	Per complaints OA in the Divisional Office as worked out under SIU formula			
	Total			

When the total works out to 2.45 or more, a Deputy Superintendent, RMS, is justified. When the total goes beyond 2.6, the Division may be bifurcated, if found practicable.

II (c) Clerical strength of RMS Division

Unit	**Co-efficient per unit**
1. HROs	0.157
2. ROs/SROs	0.100
3. SAs/Mail Agents/LSG/HSG/IRM/ASRM	0.020
4. Lower staff	0.003
5. ED Staff	0.0002
6. Complaints per annum	0.0004
(A) Total	
Add : i) 20% for routine assistance (B) ii) 10 of (B) for leave reserve	
GRAND TOTAL	

Note:

1) 0.3 or more in the total staff justified to be rounded of to the next integer.
2) The clerical assistance to the Dy. Supdt. of mail offices will be provided from the strength calculated above.
3) Number of PA includes Accountant
4) A stenographer is to be provided for each Divisional Office apart from the above staff.

All RMS Divisions where:

a. There is a Deputy Superintendent in the Division or in the Divisional Office; or
b. The number of Sorting Assistants including the LSG/HSG and time scale OAs exceeds 450 should be in Group A and all other in Group-B

(No 28-16/70-PE.I)

Chapter 42 - **ASPOs/ASRM (HQ) IN POSTAL/RMS DIVISIONAL OFFICE**

A post of ASPOs/ASRM (Hqrs) is sanctioned for every postal/RMS Divisional Office. When the strength of OAs in Divisional Office exceeds 16 (excluding LRs, Steno and Complaints OA where inspector (C & PG) is there, a second post of Office Supervisor may be sanctioned.

(DG P & T No 28-18/74-PE.I dated 16.06.1974)

	Item	**Co-efficient**
1.	Head office	0.023
2.	Sub office	0.012
3.	Sub offices in hilly area	0.013
4.	Branch office	0.005
5.	Branch office in hilly area	0.006
6.	Departmental staff	0.001
7.	Extra -Departmental staff	0.0004
8.	Add per Sub-Division	0.41

Number of posts of Sub-Divisional Inspectors is worked out for Division as a whole. Fraction of 0.5 and above to be rounded off to the next integer up to 3 Sub-Divisions and after that for a fraction of 0.75 and above.

Each Sub Division is worked out on the work load of 0.59 comprising items 1 to 5 of the standards and the co efficient of 0.41 is added to each constituted Sub Division as shown below:

No of sub offices	80 X 0 .012 = 0.960
No of BOs	34 X 0. 005 = 0.170
Departmental staff	300 X 0.001 = 0.300
ED Staff	209 X 0.0004 = 0.0836
Total workload	1.5136 *

No.of Sub–Divisions justified : $\frac{1.5136}{0.59} = 2.5654$

Co – efficient @ 0.41 per Sub – Division = 2.5654 X 0.41 = 1.05184*

Total work load 1.5136 *
Plus co-efficient 1.0518 *

Total 2.5654 or 3 Sub – Divisions

Departmental staff like Mail/Cash Overseers, Postmen and Group D and ED Agents, directly under the SDIs, should be taken into account for computing Departmental and ED staff.

(DG P&T No. 11-66/72-PE.I dt. 29.7.1977)

Chapter 44 - **COMPLAINTS INSPECTOR**

One Complaint Inspector for each Division is sanctioned irrespective of number of complaints. An additional Complaints Inspector may be sanctioned in the Division having more than 800 public complaints per month. Proposals for sanction of additional posts should be sent to Directorate for approval along with workload of Sub Divisional Inspectors in the Division.

(DG P & T No 28-3/69-PE.I dt. 3.4.1969 & 28.41/71-PE.I dated 8.3.1977)

Clerks

A. Name of the Section: **Central Registry**

Standards

a) One clerk for 57,000 communications diarised in the Central Registry Branch or 1 hour for 30 communications.
b) One clerk for 1,90,000 communications not diarised in Central Registry Branch or 1 hour for 100 communications.

B. Name of the Section : **Issue Section**

Standards

a. Typing: Typing of 7,100 words or 830 lines per day.
(DG Posts Lr. No 5-12/86-PE.I dt. 4.12.1986)

The above standards would apply to straight typing from running matter – manuscript or typed. To convert other kinds of typing to this basic type, the following allowances may be made:

Cutting of stencils :	Add 25% (i.e 100 lines to be treated as 125 lines)
When three or more copies have to be taken out by inserting carbon papers	Add 25%
Statements	Add 100%
Typing in half margin or draft forms	Deduct 25% (i.e. 100 lines to be treated as 75 lines)

b) Comparison of typed matter
A set of two comparers may be allowed for every three typists.

N.B: In the case of letters and other communications the number of lines in the body of the letter / communications alone should be counted. An addition of 6 lines to each letter or communication.

C. Name of the Section : **Dispatch Section**
Standards

a. One clerk for 57,000 registered letters dispatched or one hour for dispatch of 30 registered letters and
b. One clerk for 1, 52,000 ordinary letters dispatched or one hour for dispatch of 80 ordinary letters.

Reception and enquiry	One clerk
Old records	One clerk
Stationary	One clerk

D. Name of the section: **<u>Establishment Section</u>**

Standards

1. Receipts (other than message revenue drafts/late fee statements) :
   One clerk for 3,750 receipts or 30.4 minutes per receipt
2. Message revenue drafts/late fee statements – One clerk for 20,000 message revenue drafts / late fee statements. 5.75 minutes per message revenue draft/late fee statement.
3. Review : (To be calculated on the basis of number of offices required to be reviewed under the existing rules)

(a) Post Office

Time scale SOs	One clerk for 825 offices	Or 2 hours 18 min. per office
Selection Grade Offices and Hos	One clerk for 425 offices	Or 4 hours 30 min. per office
First-class HOs	One clerk for 300 offices	Or 6 hours 30 min. per office

(b) RMS Offices and Sections

Offices under TMS	One clerk for 550 offices	Or 3 hrs 27 min. per office
Time scale offices and sections	One clerk for 1100 mail office sets	Or 1 hr. 44 min per mail office and 2 hrs and 18 min. per section.
Selection Grade offices and sections	One clerk for 825 mail office sets and one for 550 sections.	Or 2 hrs 18 min. per mail office set 3 hrs 27 min. per section.

(c) Record Offices and Sub-Record Offices	One clerk for 825 mail office sets and one for 550 sections	Or 3 hrs 27 min. per MO/SRO

(d) Telegraph offices - deleted

(e) Telephone Exchanges

Exchanges under Pls or ESPs	One clerk for 550 offices	Or 3 hrs. 27 min. per office
Exchanges under AEs	One clerk for 330 offices	Or 5 hrs 45 min. per office

(f) Mail Motor Service

Office of the Manager	One clerk for 330 offices	Or 4 hrs 45 min. per office
Operative staff	One clerk for 425 units	Or 4 hrs 30 min. per unit.

(g) Group D	One clerk for 825 offices	Or 2 hrs 18 min. per office

(h) Divisions	One clerk for 330 Divisions	Or 5 hrs 45 min. per Division

(ii) Other cadres

Engineering Supervisors one clerk for 3 hrs per Lineman & Mechanics units (635)

1. Issue of sanctions of temp. Posts	One clerk for 9900 posts for whom retention sanction is issued	Or 11.5 min. per post
2. Issue of sanctions of permanent posts	One clerk for 6600 posts reviewed for being made permanent	Or 17 min. per such post reviewed
3. New item statement	One clerk for 6600 new items in the NIT	Or 17 min. pr new item in the NIT
4. Opening of post offices, financial review of experimental post offices for retention /permanency /closure	One clerk for 825 cases examined / reviewed	Or 4 hrs 8 min. per case examined / reviewed
5. Scrutiny of reorganization proposals regarding up gradation of offices/formation of new postal Divisions, bifurcation of existing Divisions, etc.	One clerk for 40 reorganization proposals examined	Or 47 hrs 30 min. per case examined

E. Name of the Section: <u>Staff Section:</u> Standards

1	Receipts :	One clerk for 3,750 receipts /30.4 min per receipt
2	Punishments, representations and appeals	One clerk for 317 cases or 6 hours per case

3	Departmental Promotion Committees	One clerk for 317 DPC meetings or 6 hours per meeting
4	Circle gradation list	One clerk for 19,000 individuals for whom Circle gradation list is issued or 6 min per individual for whom Circle gradation list is issued.

F. Name of the Section:<u>Recruitment Section:</u> Standards

1.Receipt :	One clerk for 5,000 receipts (other than applications for recruitment/ examination) Or 22.80 min/ receipt
2.**For outside recruitment**	
One clerk for 170 Examination /recruitment or 11.09 hrs 10 min. per Examination /recruitment	Engineering Supervisor, Repeater Station Assistant, Wireless operator , Telephone Inspector
One clerk for 5,000 applications or 22.5 min. per application	T/S Mechanics
One clerk for 4,000 applications or 28.5 min. per application for	UDCs in SBCO/ICO, LDCs in CO LDCs in SBCO/ICO
One clerk for 4,200 applications or 27 min. per application for	T/S, PA/s SAs Telegraphists, Telephone Operators
For Departmental examinations :	
One clerk for 400 examinations or 4 hrs 45 min. per examination	Engineering Supervisors Repeater Station Assistants
One clerk for 6,600 applications or 17 min. per application for	Wireless Operators
One clerk for 8,250 applications or 13.8 min. per application for	SDI(P), P&T Accountants, PTI P&T Accountant, PT II POs and RMS Accountants, DTO Accountants, Telegraph Engineering Service.
Promotion of UDCs in Circle Office	
Promotion of UDCs in SBCO	
Promotion of Telephone Operators	
Promotion of Telegraphist	
Town Inspectors	
Confirmation examination for T/S PAs/SAs	
One clerk for 5,000 application Or 22.5 min. per application for	T/S Mechanics Stenographers SG Stenographers, Steno Typists , Promotion of Gr. D to LDCs
One clerk for 12,000 applications or 9.5 min per application for	Promotion of T/S PAs/SAs

G**. Name of the Section : <u>Savings Bank Section:</u> Standards**

a) One clerk for every 4,300 receipts or 27 min. per receipt.
b) One clerk for every 3,300 claims and honorarium bills of 34½ min. per claim or honorarium bill.
c) One clerk for every 1,650 inspection reports or 270 min. per inspection report.

H. Name of the Section: Investigation & Vigilance: Standards

- One clerk for 3,900 receipts or 29 min. per receipt.
- One clerk for 825 inspection reports or 2 hrs and 18 min. per inspection report
- One clerk for 1,900 live fraud cases or hour and 44 min. per new fraud case
- One clerk for 100 new fraud cases or 1 hr and 44 min. per new fraud case
- One clerk for 3,300 visit reports or 34 min. per visit report.
- One clerk for 1,900 fraud cases closed or 1 hour per fraud case closed.
- One clerk for 190 Postal Divisions /RMS Divisions /Head post Offices in charge of Gazetted Postmasters/Engineering Divisions /Central Telegraph Office/Departmental Telegraph Office in a Circle or 10 hours per Postal Division /RMS Division/Head Post Office in charge of Gazetted postmaster/Engineering Division.

I. Name of the Section: Complaints Sections

Standards

- One clerk for 9,900 complaint cases transferred for disposal or 11 ½ min. for every complaint case transferred for direct disposal.
- One clerk for 3,900 receipts or 29 min. per receipt excluding those covered under item 1.
- One clerk for 3,300 complaint cases investigated in the Circle Office or 34 min. per case.
- One clerk for 235 Postal Divisons /RMS Divisons/Engineering Division/Head Post Offices in charge of Gazetted postmasters or 8 hours per Postal Division/RMS Division/Engineering Division /Head Post Office in charge of Gazetted Postmaster.

J. Name of the Section: Postal Life Insurance Section: Standards

1	Proposals received	1 Hr 20 min per proposal
2	Realization and accounting of Premia (ledger posting)	1 Hr 00 min per active policy
3	Settlement of maturity claims	1 HR 20 min per claim settled
4	Settlement of death claims	2 Hr 30 min per claim settled
5	Settlement of surrender value claims	2 Hr 26 min per claim settled

6	Registration of subsequent nomination (other than simulations nomination at the time of acceptance of proposal)	23 min per nomination registered
7	Registration of assignments	31 min per assignment registered
8	Dealing with applications for loan on Policy	1 Hr 33 min per application
9	Maintenance of loan account	50 min per active account
10	Dealing with applications for treating policies as paid up	1 Hr 42 min per policy
11	Issue of sanctions for refunds due	50 min per sanction issued
12	Dealing with applications for conversion/commutation of policies	2 Hr 38 min per policy converted/commuted
13	Treatment of policies as lapsed	35 min per lapsed policy
14	Revival of policies	53 min per policy revived
	Co efficient 2 ½ %	

The justified strength of clerks will be computed by dividing the total work hours by 1,900. The fraction of 0.3 and above will be rounded off to the next integer.

(DG P & T letter No. 7.13/82-PE. I dt. 25.9.1982)

K. Name of the Section: <u>Technical:</u> Standards

- One clerk for 4,300 receipts or 26 ½ min. per receipt.

- One clerk for 60 HOs or 31½ hrs in respect of annual report and enumeration returns where the entire work from initial posting onwards of the enumeration figures received from each branch office or sub office direct in the Circle Office is done by the Technical Section.

Or

- One clerk for 194 head offices or 9 hrs 45 min. per head office in respect of annual report and enumeration returns when the HOs collect the figures from sub offices and branch offices.

L. Name of the Section: <u>Welfare Section</u>

Standards <u>(Including O & M and union work)</u>

- One clerk for 3,800 receipts or 30 min. per receipt.
- One clerk for 50 meetings for which record is kept. This is subject to a minimum of one clerk.
- One clerk for 54 issues of PMGs newsletter brought out during a year or 35 hrs per issue of PMGs newsletter.
- One clerk for review of 1,900 scholarship cases both technical or one hour for the review of each scholarship case.

- 0.5 clerk for sports activities.

M. Name of the Section: <u>Mail and Sorting Section</u>

Standards

1. Correspondence branch

- One clerk for every 3,300 receipts or 34.5 min. per receipt
- One clerk for every 180 railway bills or 10 hrs 20 min. per bill.
- One clerk for every 625 statistical memo/statement of capital cost of mail vans or 3 hrs per statistical memo/statement of capital cost of mail vans.
- One clerk for every 380 co- ordination meetings held during the year with railway/roadways/air services authorities or 5 hrs per meeting.
- One clerk for 190 mail contracts concluded or 10 hrs per mail contract concluded.
- One clerk for 380 half-yearly statements relating to mail loads carried by roadways or 3 hrs per statement received from Division.

2. Compilation branch

- One clerk for every 1,200 sorting lists or branch offices
- One clerk for every 350 sorting sub offices (A Class)
- One clerk for every 500 sorting sub offices (B Class)
- One clerk for every 600 sorting sub offices (C Class)
- One clerk for every 200 sorting LSG sub offices and head offices
- One clerk for every 100 sorting HSG sub offices and head offices
- One clerk for every 125 sorting single handed mail offices
- One clerk for every 45 sorting 4-5 handed mail offices
- One clerk for every 60 sorting 2-3 handed mail offices
- One clerk for every 40 sorting LSG & HSG mail offices
- *One clerk for every 20 sorting lists of LSG & HSG sections preparing more than 50 bags for mail offices and sections.(* This is now obsolete)
- One clerk for every 80 transit mail offices.

N. Name of the Section : <u>Engineering Section</u>

Standards

- One clerk for 3,800 receipts or 30 min. per receipt.
- One clerk for 325 project estimates below Rs 25,000 or 2 hrs and 27 min. per project estimate.
- One clerk for 550 project estimates between Rs 25,000 and Rs 1 lakh or 3 hrs and 27 min. per project estimate.
- One clerk for 165 project estimates over Rs 1 lakh or 11 ½ hrs per project estimate.

- One clerk for 1,650 frustrated project estimates or 1 hr 9 min. per live *frustrated project estimates.
- One clerk for 330 detailed estimates below Rs 1 lakh or 5 hrs and 45 min. per detailed estimate
- One clerk for 1,650 live project estimates or 1 hour 9 min per live project estimate.
- One clerk for 220 detailed estimates over Rs 1 lakh or 8 hrs and 37 min. per detailed estimate.
- One clerk for 20 new telephones exchanges/interpolated public call offices opened during the preceding year or 95 hrs per exchange / interpolated PCO.
- One clerk for 285 telephones exchanges/interpolated public call offices in the Circle excluding those covered under item No. 7 or 6 hrs and 37 min. per exchange / interpolated PCO.

Note : 1. The number of project estimates/detailed estimates for the purposes of item 1 to 8 excluding 5 and 6 should be taken as the average of the project estimate/detailed estimate sanctioned during the last 3 years.

2. * Frustrated project estimates are project estimates for which estimates have been prepared but not sanctioned.

O. Name of the Section: <u>Building Section</u>

Standards

- One clerk for 2,830 receipts or 40 min. per receipt excluding (i) applications for allotment of quarters (ii) municipal tax bills.
- One clerk for 14,000 applications for allotment of quarters or 8 min. per application.
- One clerk for 19,800 municipal tax bills or 5.75 min. per bill received in buildings section.
- One clerk for 60 new building projects sanctioned or 31 hrs and 4 min. for every new building project sanctioned. (For this purpose, the number of projects sanctioned should be taken as the average of the projects sanctioned during the last three years)

- One clerk for 825 new electrification projects sanctioned by DG P&T or 47 hrs per project.(For this purpose, the number of projects sanctioned should be taken as the average of the projects sanctioned during the last three years)
- One clerk for 825 new electrification projects sanctioned by PMG, DG or 2 hrs and 18 min. per project. (For this purpose, the number of projects sanctioned should be taken as the average of the projects sanctioned during the last three years)
- One clerk for 1,650 live building projects, i.e. 1 hr and 9 min. per project.
- One clerk for 120 new building projects for which estimates have been prepared but not sanctioned or 16 hrs per frustrated project estimate.
- One clerk for P&T quarters falling in the general pool of accommodation administered by PMG direct or 17 minutes per quarter.

P. Name of the Section: <u>Budget Section</u>

Standards

- One clerk for 17 Head Post Offices/Head Record Offices in the Circle or 110 hours per such office.
- One clerk for 6 Engineering Divisions in the Circle or 316 hours per Engineering Division.
- One clerk for 19 Postal Divisions/RMS Divisions in the Circle or 100 hours per postal/RMS Division in the Circle.
- One clerk for 8 Postal Stores Depots/Telephone Revenue Accounts office/circle office or 211 hours per Postal Stores Depot/Telegraph Stores Depot/Telephone Revenue Accounts office circle office.

  Note : For this purpose, Circle Office will be taken as one unit)
  - One clerk for 30 offices from whom non-payable contingent bills are received in the Circle Office or 63 hours for each office from whom NPC bills are received in the Circle Office.
  - One clerk for 9,900 receipts or 11.5 min. per receipt.

Q. Name of the Section: <u>Accounts and Pension Section</u>

Standards

- One clerk for 150 officials in the circle Office including gazetted officers or 12 hrs and 30 min per official working in the Circle Office.
- One clerk for 5000 receipts or 22.5 min. per receipt.
- One clerk for 30,000 operative staff whose names are included in the OTA bills or 3.8 min. per official whose name is included in the OTA bill.
- One clerk for 440 pension cases or 4 hrs 20 min. per pension case initiated during the year.
- One clerk for 22,800 audit objections included in the half-yearly statement of audit objections relating to subordinate office and RLO included in the audit inspection report or 8 hrs 20 min. for 100 such audit objections.
- One cashier

Note :

- The total number of officials in OTA bills of January, April, July and October is to be counted and multiplied by three.

R. Name of the Section: <u>Stock Depot Section</u>

Standards

1. One clerk for 3.750 receipts or 30.4 min. per receipt.

S. Norms for the Sectional Officers in Circle Office

Sl No	Name of the Section	Unit	Co efficient remarks
1	Staff section	Per clerk	7.19
2	Recruitment Section	Per clerk	12.06
3	Establishment	a) Per clerk/IPO (Planning)/ IPO(Cell) b) IPO(cell)	5.81 5.00
4	Accounts & Pension	a) Per clerk b) per Head Post Office c) Per year	3.06 0.50 21.31
5	Mail & Sorting	a) Per clerk/compiler b) Per RMS Division c) Per year	3.75 6.25 12.50
6	Stock Depot Cell	a) Per clerk/stock verifier b) Per year	5.94 5.00
7	Technical	Per clerk	5.66
8	PLI	a) Per clerk b) Per 9,600 ledger cards c) Per 4,800 active policies d) Per year	5.00 1.00 1.00 33.25
9	Savings Bank	a) Per clerk b) Per HO	7.69 1.31
10	Investigation , complaints, vigilance and O & M	a) Per clerk /II b) Per Postal RMS Division c) Per Engineering/Traffic Division d) Per case of investigation fraud pending over 2 years e) Per new case of fraud over 2000 f) Per new case of vigilance Per year	10.70 2.20 1.25 0.06 0.20 0.20 25.00
11	Telegraph Traffic	a) Per clerk b) Per DTO(NG) c) Per CTO/DTO d) Per large combined office, having more than 40000 operations per annum e) Per year	9.19 1.75 0.75 0.66 5.00
12	Budget	Per clerk Per year	2.06 9.37
13	Building	a) Per clerk	6.12

		b) Per Postal Division/RMS c) Per Telecom Division d) Per year	1.00 2.50 20.00

Note : Sectional Officers

In terms of the Government decision an output of 1,900 man hours is expected at each level. Of these, 1900 man hours, 300 hours have been allowed for common service items like telephone calls, visitors, etc. The remaining 1600 hours have been divided into 100 points of 16 hours each. The time factor in terms of man hours required to deal with the work generated by each unit of measurement have been divided by 16 to arrive at the number of points attributable to each unit of measurement. By multiplying these points by the total number of measuring units existing in a Circle the total points can be computed separately for postal and telegraphs wings. Based on these computation for every 100 points, one Sectional Officer would be justified, fraction of 0.3 and more being rounded off to the next higher integer.

In certain Circle Offices, the Postmaster-General is provided with the assistance of a gazetted PA, designated as Assistant Director Postal Service (personal). These officers assist the Postmaster General in expediting cases which are considered important by the Postmaster General. They also look after the O & M work of the Circle Office. During the course of discussions, the officers of the P & T Board stressed that separate gazetted P.A should be sanctioned for each head of the Circle. The need for a gazetted P.A. in all Circles was not accepted by the staff inspection unit. It was explained by the staff inspection that since all items of work including those of O & M have been taken into account in assessing the workload of the Sectional Officer, therefore, this post wherever required will have to be found from amongst the Sectional Officers justified by the norms mentioned above.

(G.O.I MOF (DOE) SIU No. F 32(8) SIU/68 dt 27.7.1970)

Chapter 46 - **STANDARDS FOR TYPING AND COMPARISION**

(a)TYPING

Taking the typing speed at 30 works per minute and after making an allowance for factors like breaks and interruptions, fatigue, subsidiary processes, etc. the number of words to be typed per day (6 ½ working hours) is fixed at 6,600. A line of foolscap size page contains about to words on an average. In terms of lines, a typist should type 660 lines per day.

For a day of 7 working hours the standard would be 7,100 words or 710 lines per day.

In the case of letters and other communications, the number of lines in the , body of the letter or communication alone should be counted. An addition of six lines may be made for addresses and salutations in respect of each letter or communication.

The above standard would apply to straight typing from running matter (Manuscript or typed). To convert other kinds of typing to this basic type the following allowance may be made:

1	Cutting stencils	Add 25% (i.e. 100 lines to the treated as 125 lines)
2	When three or more copies have to be taken out by inserting carbon papers	Add 25%
3	Statements	Add 100%
4	Typing in half margin or draft forms	Deduct 25% (i.e 100 lines to be treated as 75 lines).

b) Comparison of typed matter.

A set of two comparers may be allowed for every three typists.

(DG. No. 6.37/91-9E.II/D dated 29.8.95)

Chapter 47 - **NORMS FOR SUPERVISORY AND NON-CLERICAL POSTS IN CIRCLE OFFICE**

Sl No	**Name of designation of the post**	**Norms**
1	Office Superintendent	1 for each Circle Office
2	Head Clerks/Head Assistant (General)	The total number of Head clerks/Head assistant (General) would be equal to 10 percent of the clerical posts in the Circle office excluding leave reserve. The ratio of Head Clerks to HSG Head Assistants (General) would be 9:1
3	Inspector of Post Offices (Establishment Cell)	1 for each Circle
4	Inspector of Post Offices (Planning)	1 for 300 proposals for opening of post offices received and examined in Circle Office during the year. Including the proposals for opening of Departmental POs by up gradation
5	Investigating inspectors of Complaints, Vigilance and investigation section.	1 for every 8 postal/RMS Division

(GI, MOF (DOE) SIU No. F 32(8) SIU /68 dated 27-7-70)

S. Stenographers in subordinate offices – Recommendations of 4th Central Pay Commission scale of Stenographic Assistance

The entitlement of officers for stenographic assistance as revised is as follows:

Level of stenographers	Scale of officer entitle
Stenographer Gr. III (Rs 1200-2040)	Rs 3000-4500 and below Rs 3700-5000
Stenographer Gr. II (Rs 1400-2300)	Rs 3700-5000 and above and below Rs 5100-5700
Stenographer Gr. I (Rs 1640-2900)	Rs 5100-5700 and above and below Rs 5900-6700
Sr. P.A (2000-3200)	Rs 5900-6700 and above (Officers of Senior Administrative Grade or equivalent posts)

The post of Stenographers Gr. III may be upgraded to Gr. II in the cases where the officers in a scale of pay lower than JAG have been allowed the revised scale of JAG with the approval of the Ministry of Finance /Cabinet.

Lr. No. 2803/1/88-Estt from the Ministry of Agriculture DG Dept of Personnel and Training dt 6.2.1989

The cadre of Stenographers Grade-II and Grade-I are deemed as merged effective from 1.1.2006 and the merged cadre is designated as Stenographer Grade-I.

Pay commission cell's letter no. 4-7(MACPS)/2009-PCC (Pt) dated 2.5.2012.

Chapter 48 - **STANDARD FOR SANCTIONING POSTS OF IPO (PLANNING) FOR THE CIRCLE OFFICE**

One for 300 proposals for opening of post offices (including the proposals for opening of Departmental post offices by up gradation) received and examined in Circle Office during the year.

(DG P & T No.31-10/69-PE.II dt.29.12.1970 & No.7-17/71-PE.I dt 10.10.1978)

Chapter 49 - **NORMS FOR THE POSTS OF JUNIOR ACCOUNTS OFFICERS IN PLI SECTION OF CIRCLE OFFICE**

1	Loan applications	0.022 per 100 application
2	Active loan accounts	0.035 per 100 loan accounts
3	Refund due sanctions	0.033 per 100 sanctions
4	Death claims a) With loan cases b) Others	 0.075 per 100 claims 0.053 per 100 claims
5	Maturity claims a) With loan cases b) Others	 0.0149 per 100 claims 0.0044 per 100 claims
6	Surrender value claims a) Cash payment cases b) Automatic and fully paid up	 0.0158 per 100 claims 0.0197 per 100 claims
7	Paid up value communication/ conversion cases	0.0218 per 100 claims
8	Cost budget and Inspections etc	0.0637 per annum
9	General Supervision/Correspondence discussions /visitors, telephone/calls /misc items of work /ruling files and other unforeseen items of work	32% of items 1 to 8

(DG P & T No. 16-1/70-WS-I/Call-II/Pt dt.3.5.1979)

Chapter 50 - **STANDARD FOR DIRECTORS IN CIRCLE OFFICE**

A post of Director will be justified if the number of units exceeds 11. Further increase will be as under:

16 units	2nd Director
26 units	3rd Director
40 units	4th Director

The following are considered as measuring unit:

a. Postal Division
b. RMS Division
c. Postal Stores Depot
d. First class HPOs directly under the Head of a Circle.
e. Mail Motor Service in charge of a Manager and directly under the Head of a Circle.

(DG P & T No . 7-37/60-PE (Pt.I) dt 18.1.1963)

Chapter 51 - **STANDARDS FOR CREATION OF POSTS OF POST MASTERS IN GROUP A & GROUP B HEAD POST OFFICES**

Additional Group B in Group A post offices, additional HSG posts in Group A and Group B post office and also for conversion of post offices to Group B and Group A.

A. CONVERSION TO GROUP 'A' HOs

1. A Gazetted HO (Group B) will be eligible for conversion to a Gazetted HO (Group A) when the number of points earned as per Annexure-I, i.e. parameters for Deputy PMs and APMs, added together come to 11000. The post of Gazetted Postmaster Group A will be a positional one. This post will be created in addition to the existing Group B post which will be converted into Deputy Postmaster.

2. The number of Deputy Postmaster (Gaz). Group B and APMs (HSG) will be determined on the number of points earned for Deputy Postmaster and APM separately as per Annexure-I. A post of Deputy Postmaster (Gaz) will be sanctioned against 2200 points.

3. The number of APMs (HSG) will be sanctioned at the rate of one APM for 2200 points of workload calculated according to the norms given at B of Annexure- I. The first post of APM will be in HSG I and others in HSG II.

B. CONVERSION TO GROUP B HOs

1. A HO (Non-Gazetted) will qualify for conversion to Gaz. (Group B) status when it earns 4200 points or above on the basis of parameters for Postmasters and Deputy Postmaster in Group B added together as given in Annexure II.

2. The Postmaster will be adjusted against the workload of 2200 points. The Postmaster would be delegating his delegable functions to the Deputy PM and hence the points in excess of 2200 of the PM Group B would be added to the points of Deputy PM and the number of posts of Deputy PM calculated thereafter. The number of Deputy Postmaster will be rounded off at 0.5 or above.

3. It is made clear that the first post of Deputy PM in Group B (Gaz) PO will be in HSG I and the subsequent posts in HSG II. On conversion of a HSG I PO to Group B the existing HSG I post of Postmaster will be continued and re-designated as Deputy Postmaster against the first justified post of Deputy Postmaster and in actual practice only a new post in Postmaster Group B will be created.

(DG Posts Lr. No 31-27/78-PE.I dated 9.5.1980)

Note : While calculating the workload , the leave reserve posts should not be taken into account. (DG P & T No. 32-5/80-PE.I (Pt. II) dated 31.10.1980.)

ANNEXURE I

A. NORMS FOR DEPUTY POSTMASTER (GAZ) IN GROUP A POs

Sl No	Item of work	Unit of measurement	No of points
1	Administration, Technical including pension and treasury	Per time scale clerk including non supervisory LSG, PRI, but excluding SBCO clerks	17 points
2	SBCO	Per clerk	3 points
3	Philatelic Bureau	Fixed	100 points where it exists per PO(Class I)
4	Miscellaneous	Fixed as percentage of items 1 to 3	20% of items 1 to 3
5	Supervision over	Per postman /Sorting Postman /Head Postman/Overseer post man /Cash Overseers	3 points
6	Public relations / Grievance cell, etc.	Fixed	500 points

C. NORMS FOR ASST POSTMASTER (HSG) IN GROUP A POs

Sl No	Item of work	Unit of measurement	No of points
1	Administration, Technical, Pension and Treasury	Per T/S clerk including non-supervisory LSG, PRI but excluding SBCO clerks	37 points
2	SBCO	Per clerk in SBCO	2 points
3	Philatelic Bureau	-	Nil (included in item A)
4	Miscellaneous	Fixed as percentage of 1 to 3	25%
5	Supervision over Postmen/ Sorting Postmen, etc.	Per Postman/Sorting Postman/Head Postman/ Overseer Postman and Cash Overseers	7 points

ANNEXURE II

A. Norms for Postmasters in Group B POs

1	Administration Technical, Pension Treasury and Philatelic Bureau	Per T/S clerk including non-supervisory LSG, PRI but excluding SBCO clerks	17 points
2	SBCO	Per clerk in SBCO	3 points
3	Philatelic Bureau	-	Nil (included in item 1)
4	Miscellaneous	Fixed as percentage to items 1 to 3	30%
5	Supervision over Delivery	Fixed	230 points

B.Norms for Dy postmasters (HSG) in Group B Post Offices

1	Administration, Technical , Treasury including cash verification, Pension and Philatelic Bureau	Per T/S clerk including non-supervisory LSG, PRI but excluding SBCO clerk	33 points
2	SBCO	Per clerk	2 points
3	Philatelic Bureau	-	Nil (Included in item 1)
4	Miscellaneous	Fixed percentage of items 1 to 3	20%
5	Supervision over delivery	Fixed	430 points
6	Public Relations Grievances Cell	Fixed	300 points

Chapter 52 - **STANDARDS FOR CONVERSION OF LSG SUB POST OFFICE INTO HEAD POST OFFICE AND BIFURCATION OF HEAD POST OFFICE**

1. Each district should have a head post office provided a minimum of 20 sub post offices can be attached to it. In the case of backward areas or places where there will be a definite improvement in financing sub post offices/branch post offices, a lower standard may be adopted, subject to the approval of the Directorate.

2. If there is no HO in a district , opening of HO can be considered, if at least 20 SOs in the same district can be attached with advantage, to the proposed HO irrespective of the fact whether parent HO has 60 SOs or not. It has, however, to be ensured that such up gradation does not bring the number of SOs in account with residuary HO below 20.

3. An existing HO should be bifurcated, if the number of sub offices attached to it exceeds 60. It should however, be ensured that as a result of the change neither the new nor old HO has less than 20 sub offices attached to it.

Note : Sub-Offices include Departmental Sub – Offices and EDSOs justified purely on the workload basis.

(DG P & T No 33-15/71-P & I dtd 22-12-1979 and PRB dt 12-8-1983)

Chapter 53 - **PROPOSAL FOR CONVERSION OF SUB-POST OFFICE INTO HEAD POST OFFICE**

1. Name of the proposed sub-office for conversion into head office with the name of its present head office.

2. Name of the Revenue District/Districts with its/their headquarters in which the proposed sub-office and its present head office are situated.

3. Is there a head office at the district headquarters?

4. Enclose a sketch map showing the bifurcation of jurisdiction of existing HO with names of SOs indicating in brackets below them number of BOs in their account.

5. Is the proposed HO conveniently situated and will be connected by rail and bus routes?

6. Attach a statement showing existing transit period from SOs to present and proposed HO both ways.

7. Attach a statement showing the names of SOs (indicating in bracket below them the No. of BOs account with (a) the present and (b)proposed HO after bifurcation.

8. To the sketch map of the building of the proposed HO attach a statement showing accommodation available and accommodation required according to approved standards. If there is deficiency or shortage how it is proposed to make good.

9. Total number of time scale clerks in the present and proposed HO

10. No of current and dormant SB accounts in the present HO.

11. No of current and dormant SB accounts that will be transferred to the proposed HO.

Chapter 54 - **FORMULA FOR DISTRIBUTION OF OPERATIVE POSTS OF ACCOUNTS BRANCH ON BIFURCATION OF HO**

		Departmental staff	**ED staff**
	Existing	530	345
HO	Proposed	100	190
	Residuary	430	155

Taking 2 ED staff as 1 Departmental official, the ratio of strength between two HOs would be :

430+78 = 508 : 100+95 = 195 or 5 :

Existing operative staff 11

So , staff justified for transfer is :

$$11 \times \frac{22}{7} = \frac{22}{7} \text{ i.e, 3 PAs.}$$

Chapter 55 - **SORTING ASSISTANT SUPERINTENDENT AND SORTING INSPECTORS IN CIRCLE OFFICE**

1. Sorting Assistant Superintendent	0.53 per RMS Division
2. Sorting Inspector	0.34 per RMS Division

Note: Fraction of 0.3 and above will be rounded off to the next higher integer.

(DG Posts No. 7-67/72-PE-I dt. 12.09.1979)

Chapter 56 - **NORMS FOR CREATION OF POST OF ASSISTANT SUPERINTENDENT, RMS (BAGS)**

Unit	**Co – efficient**
a) For office work per RMS DBO in the Circle	0.018
b) For inspections (DBO) i) Per DBO (in HSG/LSG RO/SRO) ii) per DBO In time-scale RO/SRO	0.009 0.006
c) For visits (UBOs) i) Per head post office in the Circle ii) Per sub office (LSG UBOs) (One percent of the total Deptl SOs in the Circle only to be taken into account) iv) Per SBO/RO (time scale) in the Circle (which are not functioning as DBOs)	0.005 0.003 0.005

Note :

In computing the number of Asst Supts RMS (Bags) fractions of 0.3 and above will be rounded off to the next integer.

(DG P&T No. 7-13/81/PE.I dated 15-2-1982)

Chapter 57 - **STANDARDS FOR SANCTIONING POSTS OF INVESTIGATING INSPECTORS OF COMPLAINT AND VIGILANCE**

One post of investigating inspector for 8 (eight) Postal/RMS Divisions for the work on the complaints investigation and vigilance branches taken together and not separately for each section. Other units, viz, mail motor service, postal stores depots, etc, should not be taken into account.

(DG P & T 7-17/72-PE. I dated 5-5-72 & 8-1-1975)

Chapter 58 - **STAFF STANDARDS IN THE PAIRING ORGANISATION**

A. SUPERVISORY STAFF

(a) Circle pairing units

Sl. No	Total number of transfers (both debit and credit) per annum	Status of Supervisor
1	Units having number of transfers up to 35,000	UDC in-charge with special pay
2	Units having number of transfers between 35,001 and 1,05,000	One LSG Head Clerk
3	Units having number of transfers between 1,05,001 and 1,75,000	i) One HSG II Head Clerk and ii) One LSG Head Clerk
4	Units having number of transfers more than 1,75,000	i) One HSG I Head Clerk and ii) Two LSG Head Clerks

b) Central Pairing Office

1	Transfers up to 90,000	One LSG Head Clerk
2	Transfers between 90,001 and 1,50,000	a)One HSG II Head Clerk and b)One LSG Head Clerk
3	More than 1,50,000 transfers	a)One HSG I Head Clerk and b)Two LSG Head Clerks

DG P & T Lr. No 29-2/78-PE. I dated 16.1.1979 and No. 29-2/80-PE.I dated 30.8.1980)

B. CLERICAL STAFF

Only UDCs are appointed in the Pairing Organization according to the following standards:

a. **Circle Pairing Units :** One UDC for 1,600 credit/debit transfers per month.
b. **Central Pairing Office**: One UDC for 1,200 credit/debit transfers per month.

Note: While applying the above standards, fraction of 0.5 and above post will be

rounded off to the next integer.

(DG P & T No. 29-8/78-PE.I(SB) dt. 15.10.1982)

C. GROUP D STAFF

No Group D staff may be sanctioned for pairing units/office separately. Heads of Circles may, however, take the staff working in the pairing office/unit also into account while calculating the justification of Group D staff in their office and sanction the justified posts accordingly under their own powers.

(DG P & T letter No. 29-9/72-PE.I dated 18.1.1973)

Chapter 59 - **STAFF STANDARDS IN INTERNAL CHECK ORGANISATION (SB)**

1. One UDC may be sanctioned for every 18 SBCOs, but there may be at least one UDC for each Accounts Officer , ICO (SB)

2. Additional workload in excess of one UDC but less than 1.5 UDC may be shared by the JAO where they are available. For work load of 1.5 UDC and above up to 2, an additional UDC may be sanctioned.

3. Where more than 2 UDCs are justified, all fractions below 0.5 may be ignored and all fractions of 0.5 and above may be rounded off to the next integer.

4. One stenographer Grade – III may be sanctioned for each AO ICO (SB)

NOTE:

1. The pairing units and internal Check Organization are different units and cannot be clubbed together for the purpose of calculating staff strength in the Internal Check Organization.

2. The pairing unit in the Circle will be treated as an additional SBCO for the purpose of sanctioning staff for AO ICO (SB).

(DG P&T letters No. 29-7/72-SB-I dated 5.7.1972, No 2-1/73-SB dated 6.12.1974, No 29-9/73-PE.I(Pt) dated 5.3.1978)

Chapter 60 - **RETURNED LETTER OFFICE (MARATHE TIME TEST)**

A. Operative Staff

Receipt and dispatch of mails *

1.	Bags received	0.25
2.	Mail bags opened	1.25
3.	L bags opened	1.00
4.	Unregistered articles received	0.09
5.	Unpaid articles dispatched direct to post offices within the jurisdiction of the RLO	0.20
6.	All other unregistered articles dispatched	0.08
7.	Mail bags closed	2.50
8.	L bags closed	1.50
9	Bags dispatched	0.20
	Co efficient	**1.10**

v) Unregistered articles received for disposal:

1.	Unpaid and insufficiently paid postcards	0.50
2.	Other unregistered articles	2.50
	Co efficient	**1.21**

iii)	Registered articles received for disposal **	8.00
	Co – efficient	**1.25**

iv)	Parcels received for disposal **	12.00
	Co- efficient	**1.70**

* The average daily number for all items under these heads should be obtained from the figures recorded during the two enumeration weeks of the year. The number of bags received and dispatched should be ascertained from the mail lists received and prepared during the periods of enumeration.

** The daily average number should be calculated from the total number of articles received during the 12 preceding months.

B. Supervisory Staff

i)	Receipt and dispatch of mails	0.08
ii)	Unregistered articles	0.11
iii)	Registered articles	0.17
iv)	Parcels	0.17

Note:

1. To determine the number of supervisors, the total work hours should be divided by 8. If the reminder is 3 hours or more, a full supervisor should be given but he will do some operative work in addition.

2. The manager will be outside the time test for all purpose.

3. To determine the total staff required for the RLO, the total of the work hours for operative staff and supervisory staff should be divided by 6. If the reminder is more than 4 hours and 30 minutes, an additional clerk should be sanctioned. From the number so determined the number of supervisors justified should be deducted and the balance will show the number of operative staff required.

The Establishment review of divisional Office, Postal Stores Depot and RLO shall be carried out after every three every years. (Directorate letter No. 25-03/2003-PE-I dated 4.12.2014)

Chapter 61 - **POSTAL STORES DEPOT**

A. Clerks

E S C standard as applicable to Postal Stores Depot for determining clerical strength to confirm the norm of 1900 man hours per clerk per year.

a. Articles of stock etc.

1. One clerk for 4,900 items of invoices received and dispatched in a year excluding bulk receipts or supplies. For bulk receipts or supplies one additional minute for each lot of 6 articles or part thereof ; plus
2. One clerk for 12,650 transfer notices in a year , plus
3. One clerk for 36,000 offices with which closing notes are exchanged, plus
4. One clerk for 325 contracts per year, plus
5. One clerk for 27,300 petty disbursements per year , plus
6. 4or 6 clerks for minor Circles and 0.5 or 0.67 clerks for major Circles, as the case may be, for miscellaneous items of work.

b.Forms

7.One clerk for 54,600 items of forms supplied per year ; plus
8.One clerk for 63,300 bags dispatched per year

c.Printing

9.Standard to be replaced as per decision of Board in this item
10.One clerk for 655 kinds of forms printed in Department press in a year

B. Group D staff

6 Daftries and 20 Group D officials for PSD catering to about 600 indenting units

C. Other Officials

One HSG Manager

One LSG Asst. Manager

One Accountant

Existing posts of IPOs (Forms & Uniforms)

One IPO Printing

One superintendent in PS Group B

(DG Posts no 2-2/87-PPU-PF dated 7.12.1987 and No 35.12/61-MII dated 28.7.1962 and No. 47-5/67-PE.I dated 2.1.1971)

The Establishment review of divisional Office, Postal Stores Depot and RLO shall be carried out after every three every years. (Directorate letter No. 25-03/2003-PE-I dated 4.12.2014)

Chapter 62 - **ESTABLISHMENT OF FOREIGN POST OFFICE**

Foreign Letter Mail

A. General

1. Bag Received

Sl. No	**Description of business**	**Time factor in minutes**
a	Bags received from other Indian offices of exchange addressed to foreign countries	0.80
b	Bags received from one foreign country for dispatch to another foreign country	0.80
c	Airmail bags addressed to India received from foreign office of exchange at the mail office at the first Indian airport	0.70
d	All other cases	0.20

2. Bags Dispatched:

a	Bags dispatched by sea where gratuity is payable according to weight	1.00
b	Bags dispatched by air after entry in the international way bill form	1.00
c	All other cases	0.20
3	**Bags opened**	1.00

4. Bags closed

a	Bags closed for foreign offices of exchange	2.50
	Bags closed for post offices in India i) Registered bags to be sent outside ii) All other cases (as in MTT L bags closed	 2.00 1.50

5	Packet bags opened	1.00
6	Each empty inside	1.00

7	Packet bags closed	1.00
8	Each empty inside	1.00

B. Unregistered mail

1	Articles of which the addresses have to be transcribed in English	0.07
2	Aerogramme and postcards posted at the office	?
3	Office articles posted at the office	0.10
4	Aerogramme and postcards received in sorting	0.05
5	Other articles received in sorting	0.08
6	Articles dispatched	0.05
7	Labeled bundles sent in a de couvert transit with AV-2 form	0.60
8	Labeled bundles prepared	0.50
9	Insufficiently prepaid airmail articles returned to sender for completion of postage	1.00
10	Error extracts issued against the office of posting in connection with insufficiently prepaid articles returned to sender	5.00
11	Closed bags and transit bags pending shipment by sea or air(where the frequency of service is less than 6 days in a week)	0.10
12	Preparation of letter bill	3.00
13	Insufficiently prepaid sea mail articles taxed	0.50

C. Registered items

1	Aerogramme and postcards posted at the office	2.60
2	Other articles posted at the office	3.60
3	Aerogramme and postcards received	0.30
4	Other articles received in sorting	1.00
5	Articles dispatched	0.40
6	Registered bundles prepared (where no separate	1.00

	regd. bag is closed)	
7	Registered bundles sent in a de couvert transit with AV-2 form	0.50
8	Outward registered articles in deposit either loose or in half-filled bags pending closing and dispatch	0.10
9	Closed registered bags in deposit at the end of the day pending shipment by sea or air(where frequency of service is less than 6 days in a week)	0.30
10	Error extracts (Bulletin de verification) issued against the office of posting in connection with irregularities of registered articles	5.00
11	Insufficiently prepaid registered articles detected, for which deficiency memos are issued	20.00

D. Insured items

1	Articles posted at the office	8.20
2	Articles received in sorting	1.70
3	Articles dispatched	0.80
4	Insured articles in deposit either loose or in half filled bags pending closing and dispatch	0.20
5	Error extracts issued	5.00

E. VP/COD articles

1	VP articles received for dispatch to offices of exchange	4.00
2	VP articles received from foreign offices of exchange	4.00
3	VP articles dispatched	0.40
4	Insured VP articles received from foreign offices of exchange	5.00
5	Insured VP articles received from foreign offices of exchange	5.00
6	Insured VP articles dispatched	0.80
7	Outward VP articles in deposit either loose or in half filled bags pending closing and dispatch	0.20
8	Error extracts issued against the office of posting in connection with irregularities of registered articles	5.00

FOREIGN PARCEL EXPORT

1. Bags received

1	Bags received from other Indian cities	1.00
2	Bags received from one foreign country for dispatch to another foreign country	1.00
3	Bags received for opening by Foreign Parcel Export	0.30

2. Bags dispatched :

1	Bags dispatched by sea where gratuity is payable according to weight	1.00
2	Bags dispatched by air after entry in the international way bill form	1.00

3. Bags opened :

a	Ordinary	1.00
b	Insured	2.00

4. Bags closed :

a	Insured bags closed for foreign countries	4.00
b	Uninsured bags closed for foreign countries k) Where there is bulk entry system (e.g. parcel bags closed for UK , USA	4.00
	ii) Where there is detailed entry system but the bag is required to be weighed (e.g parcel bags closed for Gulf countries & East Africa)	3.50
	iii) Others	
c	Parcel bags closed for POs and other offices of exchange in India i. Insured ii. Uninsured	 3.00 2.00

5. Closed parcel bags, including forward and transit, in deposit at the end of the day pending shipment by sea (where the frequency of service is less than 6 days in a week)

6. COD parcels and air parcels in deposit either loose or in half filled bags owing to the number being insufficient for closing full bags and there being no dispatch on the day for the destination concerned	0.10
7. Parcels in deposit on account of infringement of postal regulations or customs section	0.30
8. Air parcels kept in deposit on account of deficiency in postage pending enquiry	0.30
9. Packet bags opened	1.00

10. Each empty inside	1.00
11. Packet bags closed	1.00
12. Each empty inside	1.00
13. Parcels received i) Insured ii) Uninsured	 1.00 0.50
14.Parcels dispatched to POs etc. including offices of exchange in India i) Uninsured ii) Insured	 0.80 0.90
15. Parcels dispatched to foreign countries (excluding COD & VPP) i) Uninsured parcels dispatched to UK and Canada under bulk entry system in closed dispatch to the country of destination ii) Uninsured parcels dispatched to Commonwealth countries under the bulk entry system in transit a de couvert through UK iii) Uninsured parcels dispatched to non commonwealth countries under bulk entry in transit a de couvert through UK iv) Uninsured parcels dispatched to USA under bulk entry in CP 3 form prepared by the office of exchange and the dispatch note required v) Parcels dispatched under detailed entry in form C P 11 (Prescribed by UPU) in closed dispatch to the country of destination or in transit a de couvert a. Uninsured b. Insured to destination c. Insured for inland transit only vi) Parcels dispatched under detailed entry in form C.P-1 in closed dispatch to the country of destination or to Commonwealth countries in transit a. Uninsured b. Insured to destination c. Insured for inland transit only vii) Parcels dispatched under detailed entry in for C P-1 in transit, a de couvert through a Commonwealth country a. Uninsured b. Insured to destination c. Insured for inland transit only	 4.50 5.50 6.00 5.50 5.50 7.50 9.30 8.80 7.50 9.30 8.80
16. COD parcels dispatched : a) Ordinary b) Insured (including insured for inland transit only)	 8.00 9.80 9.30
17. VP Parcels dispatched : a) Ordinary b) Insured (including insured for inland transit only)	 13.00

	14.50 9.00 10.00
18. Duty prepaid parcels dispatched (this is in addition to the time factor admissible under item 15)	10.00
19. Duty prepaid parcels delivered in India (franking notes returned to UK)	2.50
20. Insufficiently prepaid parcels detected for which deficiency memos are issued or in the case of air parcels telegraphic inquiry made with the office of posting	20.00
21. Dispatch notes officially prepared by the office of exchange	3.00
22. a) Parcels ordered by customs to be detained b) Parcels previously detailed by the customs ordered to be released	 1.00
23. Calculation and conversion of postage in respect of parcels returned to sender	7.50
24. Preparation of VNs	10.00
25. Typing of VNs	8.00
26. Typing of parcel bill (one entry in all columns)	1.00

FOREIGN PARCEL IMPORT

Nomenclature: For facility of reference, the following nomenclature has been adopted

E- Parcels: When the local parcel bill together with the relative dispatch notes and the parcels are presented to the Customs Department, the customs staff release some of the parcels either free or subject to a specified customs duty, we refer to them E parcels

K-Parcels: Against some other parcels, the customs staff make a remark indicating that the addressees will have to produce certain documents before the parcels are released, we refer to them as K parcels.

F-Parcels: Against some other parcels, the customs staff make a remark to the effect that certain documents should be produced before them, we refer to them as F parcels.

A – Parcels : When all the parcels received with a parcel bill from a foreign office of exchange or with an extract parcel bill from another office of exchange in India are presented to the customs as the first step on customs action, they are referred to as A parcels

A . General

1. Bags received	
a) Bags received from foreign countries addressed to other Indian offices of exchange	0.50
b) Bags received from one foreign country for dispatch to another foreign country	0.50
c) All other cases	0.20
2. Bags dispatched	0.20
3. Packet bags opened	0.20
4. Each empty inside	1.00
5. Packet bags closed	1.00
6. Each empty inside	1.00
7. a) Parcels received from post office as unclaimed , refused, etc	1.00
b) Parcels received misspent	2.00
8. A decouvert transit parcels for which credit afforded is found to be short and VN issued	10.00
9. Parcels not received (although local number assigned on the strength of documents received or entry in way bills for which VN is issued)	10.00
10. Discrepant parcels placed in deposit for which VN is issued	10.00
11. Typing of VN or inventory	8.00
12. Preparation of VNs	10.00
13. Maintenance of statistics as per rule 405 of FP Manual	10.00

B . Ordinary parcels

1. Bags opened	1.00
2. Bags closed	2.00
3. Parcel received in direct bags from foreign countries and assigned local numbers a) where local parcel bill has to be prepared for UK for USA b) where the way bill received from foreign country can itself be used for the assessment of customs duty	 6.10 6.30 4.50
4. Parcels received in direct bags from foreign countries and forwarded to other offices of exchange with extract parcel bill	4.70
5. Transit parcels received a decouvert and sent to export	5.70

department or to another Indian office of exchange.	
6. Parcels received from other offices of exchange (including airport sorting office) with extract parcel bill	4.40
If parcel bill is not prepared 7. a) Loose parcels repaired by outer covering b) Damaged parcels repacked with inventory and repaired	4.00 15.00 40.00
8. Discrepant parcels in deposit at the end of the day	0.30
9. Parcels released by customs (sheet checking)	2.00
10. Released parcels dispatched to destination	1.50
11. Calculation of postage on return parcels and noting it on the bill	2.50

C . Insured parcels

1. Bags opened	2.00
2. Bags closed	3.00
3. Parcels received in direct bags from foreign countries and assigned local numbers a) Where a local parcel bill has to be prepared : for UK for USA b) Where the way bill received from the foreign country can itself be used for the assessment of customs duty	 7.30 7.50 5.70
4. Parcels received in direct bags from foreign countries and forwarded to other offices of exchange with extract parcel bill	6.20
5. Transit parcels received a decouvert and sent to export department or to another Indian office of exchange	7.00
6. Parcel received from other offices of exchange (including Airport Sorting Offices) with extract parcel bill	7.60
7. a) Loose parcels repaired by outer covering b) Damaged parcels repacked with inventory prepared	15.00 40.00
8. Discrepant parcels by customs (sheet checking)	0.50
9. Parcels released by customs (sheet checking)	2.00
10.Released parcels dispatched to destinations	1.75
11.Calculation of postage on return parcels and noting on the bill	2.50

D . Customs duty – Settlement of accounts with Customs Department

Where the Customs Department records the customs duty in the local parcel bill not only in case of parcels released during the first month but also in case of parcels released during subsequent month.

1. Parcels in deposit at the end of the month	0.25

2. Parcels of the month assessed to duty released duty free confiscated or otherwise disposed of during the month	5.00
3. Parcels of the previous month assessed to duty, released duty free confiscated or otherwise disposed of during the month	5.00
4. Unclaimed, refused and redirected parcels returned out of India on which refund of customs duty is due	5.00
5. Preparation of adjustment statement in respect of parcels and letters reassessed to customs duty	15.00

F. A. SECTION

Nomenclature: For facility of reference, the following nomenclature has been adopted in respect of ordinary parcels:

G Parcels	G parcels are those FA parcels which are released by the customs on first presentation.
H Parcels	H parcels are those FA parcels which are detained by the customs on first presentation
K parcels	K parcels are those which are detained by customs with a remark indicating that the addressee will have to produce certain documents before the parcels are released.

A. Ordinary parcels

1. Bags received	0.20
2. Bags opened	1.00
3. Bags closed	2.00
4. Bags dispatched	0.20
5. Parcels presented to customs	1.40
6. G & H parcels transferred to dispatch section and strong rooms	0.80
7. Parcels released by customs	2.00
8. H & K parcels not taken up by the customs	0.10
9. Passed parcels in deposit	0.10

B. Insured parcels

1. Bags received	0.20
2. Bags opened	2.00
3. Bags closed	3.00
4. Bags dispatched	3.00
5. Insured FA parcels presented to customs	1.40
6. G & H parcels dispatched to dispatch section and strong room	0.80

7. Parcels released by customs	2.00
8. H & K parcels not taken up by customs	0.10
9. Passed parcels in deposit	0.10

C. Letter mail

1. Bags received	0.20
2. Bags opened	1.00
3. Bags closed	2.00
4. Bags dispatched	0.20
5. Unregistered articles released preliminary check with the stamp passed customs	0.25
6. Unregistered articles officially registered and assigned local number	4.10
7. Registered articles received	0.40
8. Registered articles released on preliminary check with the stamp passed customs	1.20
9. Registered articles assigned local number	4.00
10. Registered articles dispatched	0.70
11. Insured articles received	1.50
12. Insured articles assigned local number	4.10
13. Insured articles dispatched	0.80
14. Articles detained by customs after examination on the current side and becoming case articles	1.05

D. Letter mail ' case articles'

1. Bags received	0.20
2. Bags opened	1.00
3. Bags closed	2.00
4. Bags dispatched	0.20
5. Registered articles of FA articles received	0.40
6. Case articles presented for customs examination	1.00
7. Case articles released	1.00
8. Case articles detained after customs examination	1.20
9. Articles delivered at the counter a. Uninsured b. Insured	 4.00 6.00
10. Case articles in deposit in the strong room at the end of day	0.20
11. Articles received from POs for reassessment	5.00
12. Registered released articles dispatched	0.70
13. Daily average customs duty etc. collected at the counter	45.00
14. Error extracts issued against the office in connection with the irregularities noticed	5.00
15. Insured articles dispatched	0.80
16. Typing of VNs and inventories	8.00
17. RTB unassessed articles	30.00

18. Case articles received from FA (letters)	2.30

FOREIGN MONEY ORDER

1. Inward ordinary MOs/TMOs (rupee or sterling under list or card system)	7.00
2. Inward VPMOs/TMOs	9.80
3. Advice of payment	3.50
4. Repayment sanction issued	30.00
5. Unpaid inward MOs	10.00
6. HVMOs handled	0.40
7. Through MOs transiting India	8.80
8. Outward sterling MOs exchanged under list system	4.10
9. Outward MOs exchanged under list system	8.80
10. Outward money orders exchanged under card system	2.50
11. Outward cable money orders	6.00
12. Refund orders issued	30.00
13. Error extracts issued against offices of payment in connection with irregularity in payment of inward MOs	5.00

ANNEXURE II

The following co efficient will be applied branch wise for miscellaneous and unforeseen items of work:

Name of the branch	Co efficient
1. Receipt and dispatch of mails	1.1
2. Sorting (PLD)	1.14
3. Registration CED letter mail	1.25
4. Parcel CED & import	1.35
5. Money orders	1.50

ANNEXURE III

The ratio of supervisory work hours to operative work hours will be calculated on the basis of the following:

Name of the branch	Co efficient
1. Un registered letter mail	0.80
2. Registered LM and CED	0.17
3. Parcel export	0.15

4. Parcel import	0.17
5. PMO	0.20

ANNEXURE IV

Instructions for application

1. Average daily work hours should be assessed by applying these time factors to average daily workload. Average daily workload can be arrived at by dividing the annual figures by 300.
2. Work hour statement and staff hour statement should be prepared in the same manner as provided in the MTT but by using the multipliers as provided in this time test. The staff requirements should also be assessed in the same manner as prescribed in the Marathe Time Test.
3. Fractions of staff justified will be rounded off, as usual, for the office as a whole and not branch wise.

(No. 3/1/69-WS-1/PE. 1 dated 13.4.1972)

Chapter 63 - **NORMS FOR GROUP C STAFF IN ADMINISTRATIVE BRANCHES IN FOREIGN POST**

The synthesized norms for staffing the housekeeping sections of the Ministries/Departments/attached offices of the Government of India evolved by the Staff Inspection Unit of the Ministry of Finance also implemented for sanction of Group C staff in administrative branches of the foreign post offices. The synthesized norms evolved by SIU as circulated in their OM No. 50(33)87-SIU dated 22.9.1989 are reproduced below:

1. For a population up to 200 employees:

2. 4% of the population (sanctioned strength) as dealing hands including LDCs for all housekeeping jobs. All house keeping jobs are to be located in one section.

3. For a population up to 200 employees:

4.

a. Administration	1.4% of the population as dealing hands including LDCs
b. Cash & Accounts	1.24% of the population as dealing hands including LDCs
c. General	0.8% of the population as dealing hands including LDCs

Note : 1) While working out the staff entitlement on the basis of the above norms, 0.3 and above may be rounded off to the next figure.

2) For formation of separate sections for housekeeping functions, the following criteria may be followed :

a) One housekeeping section up to 10 dealing hands including LDCs ;
b) Two housekeeping sections up to 18 dealing hands including LDCs
c) Three sections (viz. Administration , Cash & Accounts and General) when the number of dealing hands including LDCs exceeds 18;

3) For bifurcating the housekeeping sections the following span of control for supervision may be adhered to :

a) Administration	8 dealing hands including LDCs in a section
b) Cash & Accounts	14 dealing hands including LDCs in a section
c) General	12 dealing hands including LDCs in a section

(DGs letter No. 4-8/88 P & I dt 18.5.1991)

Chapter 64 - **NORMS FOR VARIOUS CATEGORIES OF POSTS IN POSTAL TRAINING CENTRES**

Sl No	Category of posts	Description/nature of work	Time factor
1	Instructor	f. Duration of daily class	4 hours daily
		b. Teacher taught ratio in induction course for postal/ sorting staff	1:20
		c. Publication of journal	120 hrs/ issue
		d. Faculty development programme	132 hrs/
		e. Publication of training guide	240 hrs/
		f.Fixed items of work	3 hrs daily
2	Lecturer	a. Duration of daily class hours	4 hrs daily
		b.Fixed items of work	3 hrs daily
3	Vice – Principal	a. Work connected with trainees	24 minutes per trainee
		b. Class hrs connected with training of PS Group B	136 hrs/ session
		c. Class hrs connected with training of Postmaster Gr B	96 hrs/ session
		d. Class hrs connected with overseas trainees	207 hrs/ session for a 3-hours duration of 3 months
		e. Preparation of lessons and updating lecture notes	240 hrs/ annum
		f. Work connected with local training class	2.5 hrs/ training class
		g. Faculty development	132 hrs/ annum
4	Administrative officer	a. Fixed items of work	1057 hrs/annum
		b. Work connected with trainees exclusively	16 minutes per trainee
		c. Supervision over Group D	3 hrs per Gr D per annum
		d.Supervision over dispensary (in centers having no full time doctor)	69 hrs/ annum

		e.Supervision over library f.Work connected with supervision over vehicle	138 hrs 30 min. per annum 46 hrs per vehicle per annum
5	For all categories of staff in teaching faculty	a) in connection with work of faculty development	132 hrs/officer per annum
6	Office Assistant (additional items of work besides house keeping job covered under SIU norms)	a. Work connected with induction training for PA/SA/Inspector/SBCO Assistant b.Work connected with refresher course c.Local training class d.Work connected with realization of service charges from trainees e.Work connected with selection of Postal Assistants /Inspectors f.Work connected with grass/ lands/fruits g.Work connected with review of establishment h.Work connected with welfare meeting i.Work connected with departmental canteen j.Work connected with holding of sports meeting k.Work connected with budget l.Work connected with drawal of cash from post office m.Work connected with issue and acceptance of tender	1.3 hrs/ trainee 0.9 hr per trainee 2.3 hrs per local training class 5 min. per trainee 2 hrs 22 min per selection 64 hrs 40 min. per annum 4 hrs 40 min. per annum 5 hrs 20 min. per meeting 16 hrs 20 min. per annum 2 hrs per annum 63 hrs per annum 2 hrs 30 min. per occasion 4 hrs 30 min. per tender.
7	Office supervisor	a) work connected with supervision	0.1 of operative work

Note :

1. In respect of housekeeping staff and the staff and the officers belonging to non teaching/general categories like doctors and pharmacists norms issued from time to time by the Directorate shall apply.

2. The post of Instructor may be upgraded to Asst Superintendent and selection made from the cadre of Inspectors by giving incentive of one promotion.

5. Selection of Lecturer may be made from ASPOs/ASRMs having minimum service of 10 years by a selection committee in case suitable number of PS Group officers is not available.

6. The post of Sr. Instructor may be upgraded to the cadre of PS Group B.

7. One post of artist may be created in each Centre.

8. One post of Physical Training Instructor may be created in each Centre.

(DG Posts Lr. No 48-8/86-PE. I dated 14.11.1986)

Chapter 65 - **STAFF STANDARDS FOR CANTEENS/TIFFIN ROOMS**

Sl No	**Appointment**	**Canteen Type**				**Tiffin Room**	
		A	B	C	D	A	B
1	Manager	1	1	1	-	-	-
2	Asst Manager cum storekeeper	1	1	-	-	-	-
3	Manager cum Salesman	-	-	-	1	-	-
4	Counter clerk /sales-man/ kitchen clerk	2	1	1	1	1	-
5	Coupon /Reserve Clerk	1	1	1	1	-	-
6	Halwai	1	1	1	1	-	-
7	Asst Halwai	1	-	-	-	-	-
8	Cook	1	1	-	-	-	-
9	Tea /Coffee Maker	1	1	1	1	1	1
10	Bearer	7	5	3	2	-	-
11	Wash boy/Dish Cleaner	2	2	1	1	1	1
12	Sweeper	1	1	1	-	-	-

In addition to above , the following staff is authorized in group of more than A type canteen under one management in lieu of staff at serial No. 1 and 2 above.

		A group of two A type canteens	A group of more than two A type canteens
13	General Manager	1	1
14	Deputy General Manager	-	1
15	Accountant	1	1
16	Cashier	1	1
17	Storekeeper	1	1
18	Internal Auditor	1 (part –time)	1 (part – time)

Types of canteen /tiffin rooms

Classification of canteens/tiffin rooms is made, on the strength of the establishment of office staff, into the following types :

Total strength of Department / office/establishment	Type of canteen/tiffin room
15 to 49	Tiffin Room Type B
50 to 99	Tiffin room Type A
100 to 249	Canteen Type D
250 to 499	Canteen Type C
500 to 699	Canteen Type B
700 to 1200	Canteen Type A

If the strength of the office/establishment is more than 1200 the canteens may be grouped and classified as Type 2A , 3A and so on with the approval of the Director of Canteens.

(Annexure III of Departmental Canteen Rules 5.1 and 1.6)

Chapter 66 - **STANDARDS FOR CREATION OF ELECTRICAL SUPERVISOR FOR ELECTRICAL MAINTENANCE**

1. One JE for every 8000 points if the entire installation is concentrated at one station.

2. One JE for every 5000 points for a group of installations spread out over a Sub – Divisional area.

   Note : 1. A ceiling fan : 5 points

   A table fan, heater, vacuum cleaner : 3 points

   A plug point : half a point

3. The supervisors sanctioned for electrical installations are based on the assumption that all the installations not exceeding 200 points either first fitting or addition should be done Departmentally without employing outside labour other than what is required for manual help. Officers controlling more than 1000 points should undertake armature rewinding of fans and all other repairs with the regular maintenance staff.

(DG P & T No 23-6/52-TE dt. 30.8.1952)

Chapter 67 - **NORMS FOR SANCTIONING OPERATIVE CLERICAL STAFF IN MAIL MOTOR UNITS**

SL	ITEMS	UNIT	MAJOR 51 & ABOVE MMS VEHI	MED 13 TO 50 MMS VEHI	MINOR UP TO 12 MMS VEHI
1	For administrative and General	Man	0.020	0.020	-
2	For cash and accounts (non Techincal)	Man	0.013	0.013	-
3	For Technical work MMS Vehicle	Veh	0.16	0.16	0.20
4	For technical work attached vehicle	Veh	0.03	0.005	0.02
5	For cash and accounts Technical MMS Vehicle	Veh	0.007	0.007	0.008
6	For cash and accounts technical attached vehicles	Veh	0.006	0.002	0.002
7	Steno typist for the units controlled by Sr. Manager /Gr. A STS grades	One for each Unit			
8	Increment for Sub Depots	0.5 per depot			
9	Leave reserve	10% of the staff worked out.			

Authority : DG No : 17-1/2001-PE II dtd 12.02.2001

Directorate letter No.16-10/2011-BD&MD dated 28.06.2012.

Subject: Posting of In-charge of BPC – regarding.

Business in Rs.lakhs	Level of officers
Upto 10	LSG/HSG II
10 to 25	HSGI/IPO/IRM/ASPOs/ASRMs
25 to 50	SPOs/SRMs/Gr.B Officers
50 & above	Regional PMsG may nominate and appropriate officer for the supervision of the Business Post Office.

No post should be granted or upgraded for this purpose. There may, however be a need in some offices to place a senior level supervisor as proposed above at a BPC, then circles must have BPCs only such offices that have supervisors of the level mentioned above in accordance with the volume of business.

Chapter 68 - **AD-HOC STANDARDS FOR SANCTIONING OF POST OF POSTAL MACHINE ASSISTANT**

Description of machines	Norms
1. Adding and listing machine	28 machines per annum per Postal Machine Assistant
2. Franking machine	52 machines per annum per postal Machine Assistant
3. Stamp cancelling machine	40 machines per annum per Postal Machine Assistant.

The postal machines in working condition and used by staff throughout the year should be taken into account. Machine not in use or lying condemned should be ignored.

(DG Posts Lr. No 50-1/87-PE.I dt. 29.1.1987)

Chapter 69 - **NORMS FOR SUPPLY OF POSTAL FRANKING MACHINES FOR USE IN POST OFFICES**

Type of machine to be supplied	Daily average number of articles to be franked
1.Hand – operated franking machine	3,000
2.Electrically- operated franking Machine	5,000
3.High-speed franking machine	10,000

(No. 55-3/85-PMR dated 18.3.1988)

Chapter 70 - **STANDARDS OF WORK FOR JOBS IN DEPARTMENTAL LIBRARIES**

The staff required for libraries will be worked out according to the standards of work given below. Provision for additional factors may be made in the following manner:

a. For reference work and guidance to readers add 200/300/400 man-hours if the stock of volumes in the library is up to 15,000/above 15,000 but below 50,000/50,000 & above respectively.

b. For personal needs, fatigue and fractional loss etc., add 15%. (except for unskilled staff for which provision has been made in the standard itself)

c. Add to professional staff 10% of the total of professional and non-professional (but excluding unskilled) staff as a provision for supervision, control, guidance, administration and other functions of the Chief Librarian like provisional selection of books, meeting the dealers, attending meetings, conferences, etc.

d. A cushion for leave may be added at 10% of such of the staff as it does not have a separate leave reserve.

e. The fraction over the whole number of the total non-professional (excluding unskilled) staff may be transferred to the professional staff.

f. Staff for functions peculiar to a library not covered by the enclosed standards may be assessed on the basis of work study. (Such functions would normally be a minor portion of the total workload)

g. Standards for housekeeping jobs issued separately may be adopted if any library performs its own housekeeping functions: Time for typing catalogue cards, bulletins, bibliographies, etc. is included in the standards. The standard for typing issued separately may be applied only when specific provision for typing does not occur in a job.

h. Professional work will be done by trained librarians and non-professional work by clerks etc.

Job No:	**Library I**
Description of the job:	Routine operations for placing orders for the purchase of publications
Category of job:	Non – professional
Elements of the job	**Time**
When the books are received for approval, checking the titles of the books, names of the authors and the prices mentioned in the Approval Memorandum with those indicated on the books and acknowledging the receipts of the books on both copies of the approval memo; placing the approval memo in the folder for	8 minutes per book purchased plus 4 mts per book

the particular book seller; the books on the shelf or in the almirah keeping; preparing the order card for each book or a list of books indicating particulars of the books (title, author, editor, publisher, supplier, price, year of publications); when a number of cards have been have been collected, arranging all the cards in alphabetical order according to the authors, checking from the two card cabinets for books in the library & for books on order and in hand) that the books are not already in the library or in order or in hand and indicating the position on the card; additional allowance for such elements as transit to and from the card cabinet, answering the enquiries of the librarian, etc. Arranging cards for the selected books according to suppliers (currency-wise) and making entries in the books on order register kept language-wise to indicate the particulars of the books, (vendor's running serial No. amount, date of indenting, etc); filling cyclostyled letter (specimen enclosed) ordering the supply of books or asking the book-seller to send bill for the selected book (mentioned by the titles) and to collect the remaining books which have been rejected placing the card in the order card cabinet after affixing date-stamps thereon; returning rejected books to the book-sellers when he calls to collect them and taking his acknowledgement on the original approval memo; preparing memo for taking the rejected books out of the security zone; miscellaneous such as following up the books and order cards (or list) put up to the selection committee for library books, examining the books to see that they are in good condition, transit them etc.	selected on approval rejected.

Note:

1. The annual count of the books received for approval/books selected for purchase can be taken from the periodical reports prescribed by the library for the out-put and progress of various items of work or from the relevant files.

2. This standard applies to books purchased locally as well as to those purchased from outstations, whether from the lots received on approval or by firm selection from bibliographies, etc.

No.

Government of India

Ministry of ----------

----------Library

Place……Date ……

Reply should be addressed to the Librarian……

Sir,

Subject: Books on Approval

Reference: Your approval memo No……dated----------

The books mentioned in the attached list/overleaf have been approved for purchase.

Please supply *within a week* a typed bill (in duplicate / triplicate) in accordance with the agreed terms and conditions. Bills must repeat the entry as it is in our indent. Please also take back the unapproved books *within one week, after which this library may not assume any responsibility for them.*

Yours faithfully

Librarian

Job No:	**Library 2**
Description of the job:	Passing of bills for books purchased for the library
Category of job:	Non-professional
Elements of the job	**Time**
Taking the file, register, etc. and getting ready; checking the conversion rate of foreign currency into Indian currency with the help of ready-reckoner; checking the rebate in the bill; rubber stamping the bill with the certificates and the pay order; completing the pay order; making entries in the bill register. Checking the price of each book mentioned in the bill, totaling the bill.	8 min. per bill plus 1 min. per book.

Performing miscellaneous operations such as comparing the bill register, if it is typed; totaling the amounts in the bill register; filling the papers; putting up papers to offers & checking them on their return; rectifying discrepancies in the bill over the telephone or by personal discussion or by correspondence; replying to the reminders; miscellaneous.	

Note:

1. The annual count of bills and books can be taken from bill register/accession register. Added vide OM No. F. 52(2)-SIU/65-dtd.25-7-1968

2. If a detailed accession register is maintained, the standard for accessioning the books, including certification of the receipt of books and of recording them in the accession register, will be 75 minutes for 10 books. In that case, the standard for passing the bills for books purchased will be 8 minutes per bill plus 7 minutes for 10 books.

Job No :	**Library 3**
Description of the job:	Accessioning of books
Category of job:	Non–professional

Elements of the job	**Time**	**Remarks**

On receipt of the bill in triplicate 20 min. for searching out the books from the shelf and arranging them according to their serial number in the bill, making an entry of the bill in the bill register which mentions the serial No. of the bill, accession No., date, language, and total number of books in the bill. Writing accession No. on all the copies of the bill against each individual book, writing accession No. in the books at four places, viz. at the back of the title page, at the page prescribed by the library, on the last page and at the end of the book in the library and date-stamps affixed by the attendant. General allowances for miscellaneous factors such as difficulty in locating the books, looking and unlocking the book-shelf or almirah, if necessary, etc.	20 min. for 10 books accession.	One entry is made in the bill register for all the books included in the bill, accession No. being indicated like 10-15 if there are 6 books in the bill. Copies of the bills may be got bound in the order of accession numbers and treated as accession folder. If necessary, the book sellers may be instructed to give all the details necessary for the accession record.

Note:

1. The annual count of the number of books accessioned can be taken from the accession folder. Added vide OM No. 52(2)/SIU/65 dtd. 25-7-1968.

2. If a detailed accession register is maintained, the standard for accessioning the books, including certification of the receipt of books & of recording them in the accession register will be 75 min. for 10 books. In that case, the standard for passing the bills for books purchased will be 8 min. per bill plus 7 min. for 10 books.

Job No.	**Library 4**
Description of the job	Classification of publications
Category of Job	Professional

Elements of the job	**Time**

Surveying the book and formulating idea regarding the classification with reference to the introduction, table of contents, comments given on the jacket, general survey of the book, etc. writing the relevant classification on the book; when classification is done according to Dewey, comparing in doubtful cases the classification with that given in the index to Dewey's classification schedule; occasionally comparing the classification with that on cards for other similar publications in the classification cabinet; in the case of some books making the relevant entry in the classification schedule; discussing doubtful cases with the supervisor or other colleagues; transit time for going to the index catalogues and schedules; getting ready, etc.	5 min. per publication consulting the relevant classification schedule etc.

Note:

1. For publications selected from bibliographies etc in which the classification is already given according to the classification scheme followed by the library, the standard is 2 min. per book.

2. The standard applies to the colon as well as to the Dewey scheme of classification.

3. The annual work count can be taken from the accession folder or from the periodical report of the out-turn of different items of work. Added vide OM No. 52(2) SIU/65 dtd. 25-7-1968.

4. This standard can vary in different libraries or in different sectors of the same library from the norm given above due to some special features of the library or of the nature of the classification etc. The degree of departure will be specially determined, where considered necessary.

Job No	**Library 5**
Description of the job:	Cataloguing of books
Category of the job:	Part I : Professional Part II : Non-professional

Elements of the Job	Time
Part I professional Making a general scrutiny of the books to determine the information to be set down in the catalogue slip; preparing the main entry catalogue slip indicating classification number, author, title and collation, viz., place of publication, name of publisher, year of publication, illustrations, maps, bibliography, separate page numbering of index, preface and introduction, etc., consulting the codes and other reference books where necessary; writing accession number and call number on the slips; indicating on the main-entry catalogue slip all additional cards to be prepared, such as editor's card, commentator's card, classification card, etc.; making additions and alterations in the cards for the earlier editions (the aid of the attendant is taken to bring the cards and the books); checking the work done by the non-professional performer. **Part – II Non-professional** Typing the main entry-card and preparing and typing the additional cards from the jacket of the book; writing the call number in the book on two places and at the spine of the book; filling the cards.	5 min. per book plus 1 min. per card prepared in addition to the main entry card.

(Time factor was substituted and added vide OM No. 52(2) SIU/65 dtd. 25-7-1968)

Note:

1. Cataloguing of fictions may be done by a non-professional performer.	4 min. per book plus 1½ min. per card.
2. The annual work count can be taken from the accession folder or from the periodical reports of the out-turn of different items of work	Prepared in addition to the main entry card, plus one minute per additional card for filing.
3. For correct application of this standard please see the illustrative example in the annexure.	

Annexure

State illustrating the application of the standard of cataloguing of books.

Sl. No.	Particulars	Time		
		Professional min.	Non professional min.	Total min.
1.	If only the main entry card is prepared	5	4 ½	9 ½
2.	If one main entry card plus one additional card are prepared	6	7	13
3.	If one main entry card 2 additional cards are prepared	7	9 ½	16 ½
4.	If one main entry card plus 3 additional cards are prepared	8	12	20
5.	If one main entry card plus 4 additional cards are prepared	9	14 ½	23 ½
6.	If one main entry card plus 5 additional cards are prepared	10	17	27

Job No.	Library 6
Description of the job	Registration of members for the library
Category of the job	Non–professional

Elements of the Job	Time
Receiving the application in standard form brought by the applicant or his representative; verifying that the application is complete and has been forwarded by the proper authority; checking that the applicant was not a member of the library before and if so nothing is due from him; getting library tickets filled by the applicant or occasionally filling them for Group D servants; affixing librarian's stamp and date-stamp on library tickets and signing them; noting the registration number and date on the application. Preparing an index card indicating the name of individual, his department/office and section; affixing date-stamp indicating the date of expiry of the ticket; arranging the cards in alphabetical order and substituting them in the index card cabinet for the old index cards; noting the number of the old card on the new one; miscellaneous such as occasionally returning the application to the individuals with a standard objection memo. (Specimen given) putting up the applications to the librarian and filing them, preparing index of the specimen signatures of the forwarding officers, etc. No …… Library……place …… date ……	90 min. for 20 applications.

Application form of Shri/Kumari …… is returned herewith for the reasons given below:

a. It has been forwarded by an officer whose specimen signatures have not been communicated to this library.

b. The designation and seal of the forwarding authority has not been affixed.

c. It may be filled in the enclosed prescribed form.

d. Original application has been removed and the duplicate copy of the same application is returned herewith for your record in your office.

You are therefore requested to direct the applicant to come personally to collect the library borrower's tickets from the Library between ……on all working days.

To

For Librarian

……
……

----------Library

……

……

Note: The annual count of the applications can be taken from the file for the applications.

Job No.	**Library 7**
Description of the job :	Issue of no demand certificate
Category of the job :	Non–professional

Elements of the job	**Time**
Examining the application for no demand certificate to see that it has been forwarded by the appropriate authority, that the cards are attached and that the full address has been given, acknowledging the cards on the application; taking out the relevant file, giving serial number to the application; filling the no-demand certificate and its counterfoil; taking out the index card from the index card cabinet; taking and cancelling the individual's original application for membership and indicating on it that the membership and no-demand certificate have been issued; miscellaneous such as adding the	8 min. per application.

applications to the file, answering the queries of individuals, giving forms to the applicants; on return of the no-demand certificate from the supervisor, examining that it has been signed by him; handing over the certificate to the individual, etc.	

Note:The annual count of the certificates can be taken from the subject file/counterfoils of no-demand certificate.

Job No.	**Library 8**
Description of the job:	Issue of publications to readers and their receipt back
Category of the job:	Non-professional

Elements of the job	**Time**
On presentation of the publication and ticket at the counter by the borrower for noting the issue, taking out the book-card and checking it with the book; verifying the ticket number and signature on the book card entered by the borrower, stamping with date-stamp the due date of return of the publication on the book-card and the book slip; placing aside the book-card; On return of the publication by the borrower, noting the date of its return; locating the book-card (arranged according to accession numbers or class numbers) and the borrower's ticket; removing the book–card and inserting it in the book jacket; keeping aside the a publication for shelving. Performing subsidiary operations such as preparing the book-card, if the space on the card has been exhausted or if there is no card in the book; arranging the cards according to accession number or classification number and keeping them at the proper place; spacing out the cards, attending to queries of borrowers; tracing of cards which are not readily available and for which a slip in token of receiving the book is given to the borrower and a note kept in the register; punching the cards not returned on the due date, etc. The loss on account of short spells of unavoidable waiting.	60 min. per 100 publications received back

Note:

1. Longer intervals of waiting are to be utilized on short-cycle items of work.

2. Annual count of the number of publications circulated can be taken from the periodical reports of the out-turn of various items of work.

3. When the procedure involves obtaining requisition slip from the reader and recording it, making entry in the register of issue of books or in a comparable record both at the time of the issue of the books and when they are returned, the standard will be 3 minutes per book, including both the issue and return of books. The number of books issued and received back will have to be established from record.

Job No	**Library 9**
Description of the job :	Issue of reminders to borrowers for the return of books
Category of the job :	Non–professional

Elements of the job	**Time**
Getting ready such as taking out the overdue cards on which reminders are to be issued and taking blank proforma etc for the issue of reminders; filling in the cyclostyled proforma, the title and author of book, its date of issue, designation and complete address of the borrower; writing the number of the reminder and reminder no. on the book-card; restoring the cards to their appropriate places, additional allowance for other miscellaneous factors	40 min. per 10 reminders.

Note: The annual count of the reminders can be taken from the periodical reports of the out-turn of various items of work.

Job No	**Library 10**
Description of the job	Receipt & recording of periodicals
Category of the job	Non-professional

Elements of the job	**Time**
Sorting the periodicals into 3 categories, viz, those that are due to be received in the library and are to be recorded in Kardex, those which have come unsolicited and need to be examined before discarding and those which have come by mistake and need to be returned to post office; recording receipt of each periodical on the appropriate check-card from the relevant sequence to the next anticipated week for the receipt of the subsequent issue; if the periodical is especially intended for a unit, sending it to that unit after recording; periodically examining the check-cards to know which periodicals due to be received during the week have not arrived and issuing reminders (the check-cards are shifted to next week if waiting for another week is considered desirable); miscellaneous operations such as initialing the periodicals, generally examining the periodicals on completion of each volume for index and changes in subscription, date of issue, etc. preparing Kardex cards and check-card occasionally	6 min. per issue of a periodical where both the Kardex cards & the check cards are maintained 5 min. per issue of a periodical where only one card is maintained.

when necessary; redirecting missent periodicals. Additional allowance for correspondence placing and renewal of subscription, acknowledging gratis periodicals, weeding out of unsolicited periodicals, etc.	

Note:

The annual count of the issues of periodicals can be readily calculated from the list of periodicals.

Job No.	**Library 11**
Description of the job:	Circulation of periodicals to officers/branches
Category of the job:	Non – professional

Elements of the job	**Time**
Pinning a circulation slip to the periodicals; ascertaining the order of circulation from the movement register; writing on the circulation slip the abbreviated designation of the officer to whom the periodical is to be send and the date; writing in the movement register below the designation of the officer the date on which the periodical was sent to him; scoring out the designation of the officer in the movement register and the circulation slip when the periodical is received back from him; checking with reference to the movement register that the circulation of the periodical has been completed. Reviewing the movement register to list out the outstanding periodicals; reminding the officers on phone or in writing for the outstanding periodicals; paying personal visit to the officers or PAs for collecting the outstanding periodical; arranging for copies of the periodicals which get lost; other miscellaneous operations such as getting ready; arranging the table which gets cluttered from the periodicals left by the messengers of officers, answering enquires, etc.	150 min. for 100 circulations.

Note:

1. The annual work count can be taken from the movement register.
   Added vide OM No. 52(2) SIU/65 dated 25-7-1968

2. The standard has been fixed in terms of circulations i.e. if a periodical is circulated to 6 officers, the standard time will be standard multiplied by 6.

Job No	**Library 12**
Description of the job:	Shelving of books

Category of the job:	Non – professional

Elements of the job	Time
Collecting the books from the issue counter or from reader's tables or the librarian, etc.; sorting and arranging books according to their classification and scheme of restoring them in the shelves; taking the books to the shelves and restoring them at their appropriate places; rearranging other misplaced or disarranged books in the shelves.	3 hours for 100 books

Substituted vide OM No. 52(2)/SIU/65 dated 25-7-1968

Note:

If no statistical date is kept for the number of volumes shelved, the annual count of these volumes will be the sum total in the periodical reports of books issued and returned, books got bound, new acquisitions, the books consulted by the readers in the library, etc.

Job No.	Library 13
Description of the job:	Taking out books and periodicals from the shelves
Category of the job:	Non–professional

Elements of the Job	Time
Taking the slips or instructions about books from the librarian; going to the shelves; taking out the books; taking the books to the librarian; occasionally looking for the books at readers tables etc. If they are not at their place in the shelves, guiding the readers about consulting the catalogue to ascertain the correct call number of the book or consulting the librarian.	125 min. for 100 books/ Periodicals.

Note:

1. The annual count can be taken from the periodical reports of the out-turn of different items of work.
2. The standard does not include transit time when parts of the library are situated at scattered places.

Job No.	Library 14
Description of the job:	Binding of library books
Category of the job:	Non-professional

Elements of the job	Time
Performing operations related to giving out books for repair; sorting of books for binding removing book-cards; arranging the book-cards; examining the books and flagging the torn out pages, corners of pages, etc. to be mended; preparing a list of books to be handed over to the binder and a slip (to be kept in the book) indicating the style of binding such as full rexine, ink print, half leather, gold print, etc. and style of lettering on the spine; preparing a bundle of books and keeping it in the almirah; handing over the books to the binder; preparing a gate pass for the binder making entries in the register for the lot of books sent for binding; (Sl. No. vendor's name, date of giving books, list No. of completing the binder's account i.e., the number of books given to a particular binder and number received back. Performing of operations which occur after receipt back of repaired books. Receiving back the books from the binder; checking and acknowledging the books; examining the books to see that they have been properly repaired or bound; arranging the books; sending the books to section(s) concerned; adding acknowledgements to the file; getting the mistakes removed from the binder; preparing title page of the book if it has been lost; adding book-cards to the jackets; making entries of the return of books in the binding register and binder's account, etc.	135 min. for 10 books.

Note :

The annual count of the books which get repaired can be taken from the list of books given out for repairs.

Job No.	Library 15
Description of the job:	Passing of bills received from book-binders
Category of the job:	Non–professional

Elements of the job	Time
Taking the binder's file etc. and getting ready; rubber stamping the bill and its two copies with various certificates and the pay order; completing the pay order, making entries in the bill register/list (specimen given); checking the size of the books for payment according to the rates of the binding (by sight or by actual measurement when in doubt) Performing miscellaneous operations such as comparing the bill register/list, if it is typed; totaling the amounts in the bill register/list; filing the papers; putting up papers to officers and checking them on their receipt back; rectifying discrepancies in the bill over the telephone or by personal discussion or by correspondence; replying to reminders, etc.	15 min. per bill

Note:

1. The annual count of bills can be taken from the bill register/list.

2. Time for checking that the binding conforms to instructions has been provided in the standards relating to the binding of library books.

SPECIMEN BILL REGISTER / LIST

Sl. No.	Bill No & Date	Name of vendor	Amount Rs Ps	Remarks

(Specimen of stamps to be affixed on the bill)

Original /duplicate /triplicate

The work was done on the lowest competitive rates. Approval of O.P.S. for private jobbing obtained. The books and publications mentioned in the bill have been received back in the library after proper binding.

Certified that no payment has been made previously in respect of this bill. The bill No ..... dtd. ..... is in order and is passed for Rs ..... (Rupees .....)

Librarian

Under Secretary

Ministry/Department .....

Job No.	**Library 16**
Description of the Job:	Compilation of bulleting for source material
Category of the job:	1 Professional/2 Non–professional

Elements of the job	**Time**
I Professional Selecting from the periodical(s) of interest to the Ministry/Department for inclusion in the bulletin. Preparing an index card of the selected articles indicating i) Name of the author ii) Title of the article iii) Name of the periodical iv) Date of issue of the periodical & v) relevant pages; giving brief description of the subject matter, if the title is not representative of the material in the article; substituted vide OM No. 52(2)-SIU/65 dated 25-7-	10 min. per entry in the bulletin

1968. (allotting group heading on broad classification No. to the article indexed); preparing from the index cards alphabetical index slips for the bulletin according to authors and title of the articles.	
II Non–professional Arranging index cards according to classification numbers and index slips alphabetically; stenciling in the bulletin according to classification number from the index cards & stenciling the index from the index slips; comparing the stencils; additional allowance for typing the title page of the bulletin etc.	4 min. per entry in the bulletin.

Note: The annual work count of the entries can be taken from the bulletins.

Job No.	**Library 17**
Description of the Job:	Preparation of detailed subject bibliographies
Category of the job:	Professional & Non-professional

Elements of the Job	**Time**	**Remarks**
I Professional Forming an idea plan of the bibliographies; if necessary, taking guidance from the technical officer concerned with the subject and glancing through a few books on the subject with reference to their table of contents etc. so as to gain a general acquaintance with the subject listing the periodicals relevant to the subject and forming a general idea about the source material for books; deciding the period for which the periodicals should be covered; deciding about the arrangements of entries in the bibliographies such as classification-wise, in alphabetical order, according to titles, country-wise or continent-wise, etc., preparing provisional table of contents etc. Writing a brief introduction to the bibliography explaining the period covered, sources consulted, arrangement of data, etc., preparing final table of contents; preparing list of periodicals/ dailies consulted, their complete addresses and the abbreviations used by modifying a complete cyclostyled list of periodicals; preparing list of other abbreviations; preparing the title page and the covering pages for the bibliography and for its sections; Location of material for the bibliography from various sources such as card catalogue for books and for articles percentage in entry, periodicals, various bibliographies like Indian National Bibliography,	6 hrs per bibliography 10 min. per entry.	Provision for preparing indices for articles has

British National Bibliography, Bibliographies given at the end of books and of articles in periodicals, other published bibliographies, reviews in periodicals which come to noties in the performance of other duties, resources of other libraries, etc. Preparing a bibliographical slip (card) giving complete bibliographical detail regarding author, title, place of publication, publisher, year of publication, pages, etc., indicating on the slip the part or section of the bibliography in which it is to be included; Added vide OM No. 52(2)-SIU/65 dtd. 25-7-1968 allotment of subject heading, if necessary. Preparing author etc., index to the bibliography, editing and checking the manuscript; miscellaneous and unforeseen.		been made in the job relating to compilatio n of bulletin for source material.
II Non–professional Arranging the slips according to the sections of the bibliography, arranging slips for each section in alphabetical order; giving a running serial number to the slips; typing the bibliography and the index; comparing the typed bibliography and index.	3 min. per entry	

Note:

1. This standard does not apply to simple bibliographies or readers list which merely give a list of books on a particular topic. For these, the standard is 6 min. per entry.
2. The annual count of the entries can be taken from the bibliographies/readers lists.

Job No.	**Library 18**
Description of the job:	Physical verification of books
Category of the job :	Non – Professional

Elements of the job	**Time**
Taking out the self-list; checking the books on stock with the shelf-list and putting marks of identification on the list and in the book as proof of checking; preparing the list of books not available on stock; locating these books from the cards of the issue counter or from amongst books sent for binding or from books not meant for issue etc.; making a list of the books which finally remain untraced.	200 min. per 100 books.

Added vide OM No. 52(2)-SIU /65 dated 25-7-1968.

Note:

1. Normally two persons will do this job-one person speaks out the accession No./shelf list No. etc. and the other person writes/ticks them.

2. Each Ministry may determine, for individual libraries and in consultation with associated finance, the percentage of the total stock of books for which stock verification

will be done each year, so that an undue number of staff is not engaged on this activity. In the absence of any orders on the subject it will be presumed that stock verification will be limited to 25% of the stock of books or 50,000 books annually whichever is less.

Added vide OM No. 52(2)- SIU/65 dtd. 25-7-1968

Job no.	**Library 19**
Description of the Job:	Pasting of correction slips in codes, manuals, etc.
Category of the job:	Non-professional

Elements of the job	**Time**
Taking the relevant book & examining it to ascertain the number up to which the correction slips have already been pasted; taking the next list of the correction slips; trimming and cutting the correction slips with scissors; passing together difference pieces of the correction slips if it runs over more than one sheet; noting from the correction slip, the page of the book affected and opening the book at the relevant page; locating the particular rules affected; pasting the correction slip at appropriate place; indicating for each correction slip separately at the end of the book, the number of the rule to which the correction slip has been pasted; making entries in the register of correction slips pasted (specimen give); miscellaneous such as consulting the supervisor in case of difficulty, reconciling discrepancies when wrong page numbers etc. are mentioned on the correction slip, meeting occasional difficulties, etc.	150 min. for 100 correction slips

Note:

1. If the practice of pasting slips in the books of officers is in vogue in any Ministry/Office or Department, additional 15 seconds per corrections slip may be allowed for collecting the books from officers and returning them after pasting correction slips, provided this function is actually performed by the dealing persons.

2. The annual count of the correction slips can be taken from the register of correction slips.

Register for pasting of correction slips (Vide Job No. 19)

Title of book …….

Sl. No.	Name of the officer or class No. of library books	List No. from No..... To No.	List No. from No..... To No.	List No. from No..... To No. .....

Instruction:

The letter P and the date of pasting should be noted in the relevant column against the name of the officer holding the book or against class No. of the Library Book in which the correction slip is pasted.

Job No :	**Library 20**
Description of the job :	Tidying up of books and providing messengering services, etc.
Category of the job:	Non–professional (unskilled)

Elements of the Job	**Time**
Taking the ladder, trolley, stool, etc. to the rack, taking down the books from the shelves and placing them on the tray or table, etc., dusting the books generally, cleaning and dusting the shelves, replacing the books in the shelf; once in a quarter dusting the books more thoroughly (General dusting will be done once in a fortnight or more and through cleaning once in 3 months. In the case of main collections open to public access, general dusting may also be done once in three months instead of once in a fortnight, if experience warrants this). Helping in the redistribution of the volumes in the shelves at points where there is congestion. Performing general (internal) work added vide OM No. 52(2)-SIU/65 dtd. 25-7-1968 messengering and other miscellaneous service. General allowance for fatigue, transit loss and occasional difficulties, etc.	One unskilled person per 25,000 volume in stock.

ANNEXURE A

Types of reference work & guidance to readers

1. Answering enquiries whether a certain publication is available in the library (involves reference to catalogues, shelf and to issue record, if necessary).

2. Supply of publications or a list there of pertaining to a subject or an author or dealing with a specified subject (involves references to the catalogue or the shelves).

3. Arranging to supply a publication not in the library (involves checking up from bibliographies, publishers, others libraries, etc.)
4. Answering enquires about date of issue, number or availability of acts, rules and orders, etc. (involves search from general statutory rules and orders, government gazettes, catalogue, register of acts and rules, etc.)

5. To make available the book , periodical or newspaper in which the enquirer read some article, news items, etc. but whose particulars he does not recollect (involves search from catalogue, index cards, journals, assembly debates, newspapers, gazettes, bulletins, etc.)

6. Searching out and supplying the government gazette in which a specified notification or a specified point appeared.

7. Answering enquires about particular officers and pay scales of certain posts, date of birth or date of appointment, etc. of certain officers etc. (involves consulting civil lists, lists of Secretaries and Chief Ministers, Departmental Reports, contacting State Government information officers, etc.)

8. Supplying technical information, for example, about trade data such as production data, import and export data, price statistics, sales tax and customs duty rates, exchange rates, lists of industrial organizations, etc. (requires reference to trade and statistical journals, tariffs, manuals, year books, customs returns, etc.)

9. Supplying information of miscellaneous nature available from encyclopedias and other reference books.

Note: The references and enquires generally originate from the officers and staff of the Ministry or office, from other libraries or from outsiders.

(GOI, Ministry of Finance, Department of Expenditure Staff Inspection Unit OM No. 52(2) SIU/65 dtd. 3-4-1965 and No. F 52(2)–SIU/65 dated 25-7-1968)