भारतीय डाक विभाग
DEPARTMENT OF POSTS, INDIA
मुख्य पोस्टमास्टर जनरल का कार्यालय
OFFICE OF THE CHIEF POSTMASTER GENERAL,
पश्चिमबंगाल सर्किल / **WEST BENGAL CIRCLE,** कोलकाता/ **KOLKATA – 700012.**

U/E

To,

1. The Postmaster General, Kolkata Region, Kolkata -700012/South Bengal Region, Kolkata -700012/M & BD, Kolkata -700012/North Bengal Region, Siliguri-734001.
2. The Postmaster General, Sikkim, Gangtok -737101/A&N Islands, Port Blair-744101.
3. The General Manager (PAF), Yogayog Bhawan, Kolkata- 700012.
4. The Director, Kolkata GPO, Kolkata – 700001.
5. The SSPOs, North Kolkata Divn,Kolkata-700037/SSPOs,East Kolkata Divn,Kolkata-700014/SSPOs South Kolkata Divn,Kolkata-700029/SSPOs,Central Kolkata Divn, Kolkata-700007/SSPOs,North Presidency Divn.Kolkata 700120/SSPOs, Asansol Divin, Asansol-713301/SSPOs Bankura Divn, Bankura-722101/SSPOs Burdwan Divn.Burdwan-713101/SSPOs Howrah Divn, Howrah - 711101/SSPOs Midnapore Divn.Midnapore-721101/SSPOs South Hooghly Divn.Shreerampore-712201.
6. The SPOs South Presidency Divn. Baruipore -700144/SPOs,Nadia North Divn. Krishnagar -741101/SPOsNadia South Divn. Kalyani-741235/SPOs Barasat Division, Kolkata -700124/SPOs, Murshidabad Divn.Berhampore (WB)-742101/SPOs Birbhum Divn. Suri -731101/SPOs, North Hoogly Divn. Chinsurah-712101/SPOs Purulia Divn. Puruila -723101/SPOs, Contai Divn, Contai-721401/SPOs Tamluk Divn. Tamluk-721401/SPOs Darjeeling Divn. Darjeeling -734101/ SPOs Jalpaiguri Divn,Jalpuiguri-735101/SPOs Cooch Behar Divn, Coochbehar -736101/SPOs Dinajpur Divn, Balurghat -733101/SPOs Malda Divn, Malda-732101.
7. The Supdt. Postal Store Depot, Kolkata -700002/Siliguri -734001/CSD, Kolkata -700007/Foreign Post, Kolkata -700001.
8. The SSRMs Kolkata RMS Divn, Kolkata -700001/SSRMs, AP Stg Divn Kolkata -700004/SSRMs WB Divn. Howrah -711101.
9. The SRMs, RMS SB Divn, Howrah-700001/RMS SG Divn, Siliguri -734001/RMS H Divn, Kolkata -700004.
10. The Sr. Manager, MMS, Kolkata -700015.
11. The Manager, RLO, Kolkata – 700001.
12. The ADPS (TO), Circle Office, Kolkata -12 for uploading the copy in Circle website.
13. All Group Officers, Circle Office, Kolkata -700012.
14. The Sr. PS to CPMG, WB Circle, Kolkata – 700012.
15. The PS to PMG, M & BD, WB Circle, Kolkata- 700012.
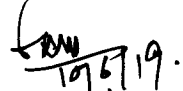16. The PS to DPS (HQ), Kolkata – 700012.

No. Est/B/A-38/Rlg/IX   Dated at Kolkata-12 the **10** .06 2019.

Subject: Adhoc Norms in branch of Post Offices.

Kindly find enclosed herewith the Directorate letter No. 25-11/2019-PE-I/WS dated 24.05.2019 for information, guidance and necessary action.

Enclo: As stated above.

(S. K. Bera)
Asstt. Director of Postal Services (Staff, Estt & Plg.)
O/o the Chief Postmaster General
West Bengal Circle, Kolkata-12.

BP 121

20/C

No. 25-11/2019-PE-I/WS
Government of India
Ministry of Communications
Department of Posts
(PE-I Section)

Dak Bhawan, Sansad Marg,
New Delhi – 110001
Dated: 24th May, 2019

To,

All Chief Postmasters General,

Subject: Adhoc Norms in branch of Post Offices.

Sir/Madam,

      A work study was conducted at 20 Head Post Offices for various types of activities carried by each branch in Post Offices. On examination of the each activity, adhoc norms have been prepared and finalised for each activity of work at Post Offices.

2.   Establishment Review module under CSI is under testing. Till such time, all are requested to follow these adhoc norms while carrying out the establishment review of the Post Offices.

Yours faithfully,

(Harpreet Kaur Manchanda)
Asstt. Director General (PE-I)
Tele: 011-2304 4984

Encl: as above.

Point Of sale			
Sl. No.	Category of Activity	Name of Activities in CSI	Average
1	Activities performed by Supervisor	Login By Supervisor	34s
2		PO Begin, Counter Allocation by Supervisor	37s/ Counter
3		Cash/ Stamp Receipt from Treasury by Supervisor	135s/type
5	Activities performed by Counter Operator (Booking of article)	Login by Counter Operator	30s
6		Shift Begin by Counter Operator	14s
7		Accept Allocation (Cash/ Stamp) by Counter Operator	103s/type
8	Speedpost		82s
9	Insured Speedpost		188s
10	Registered Letter		61s
11	Insured Registered Letter		146s
12	Registered Parcel		138s
13	Insured Registered Parcel		174s
14	VP/VPP article		139s
15	Express Parcels		138s
16	Business Parcels		138s
17	Registered Book Packets		125s
18	Registered Printed Book		132s
19	Registered Pattern and Sample Packets		65s
20	Insured Registered Pattern and Sample Packet		174s
21	Registered Periodicals		88s
22	EMS Document		204s
23	EMS Merchandise		234s

24	Registered Foreign Letter		196s
25	International Air Parcel		253s
26	Registered International Small Packet		228s
27	E-payment (MTNL Bill, RRB Fees and etc)	Ration card/Business pass/BESCOM/BSNL/PTC MYSORE	94s
28	Philately		
29		PDA OPEN	243s
30		PDA RECHARGE	60s
31		PDA BALANCE CHECK	30s
32		PDA UPDATE	97s
33		PDA CLOSE	81s
34	Product Sale (Stamps/stationery Sale)	Stamp Sales	78s/type
35	IPO		
36		IPO Issue	67s/IPO
37		IPO PAYMENT	78s/IPO
38		BULK IPO PAYMENT	34s/IPO
39	Electronic Money Order		148s/eMO
40	Miscellaneous Services (Fee collection for Post Box/		78s
41	Franking Machines		
42		Franking Recharge Request	112s
43		Franking renewal Request	146s
44		Maintaing of register of the franked articles.	65s
45	Collection of Premium of NPS		100s
46		Generation & Tally Daily Reports with Cash	650s
47		Cash counting and deposit to Supervisor	374s
48		Balance transfer to Supervisor	24s

49		Approval From Supervisor	24s
50		eMO Booking Verification by Supervisor	42s
51		Submit Account and note Transaction	33s
52		Approval From Supervisor	26s
53		Shift End	18s
54		Submit Account by Supervisor of PO	22s
55		PO End by Supervisor	25s
IPVS			
1		Login	25s
2		Sorting of Article product Wise	3s/Art
3		Sorting of Article TD/NTD/ Foregin /Metro Wise	4s/Art
4	Close Bag	Entry of bag details	23s/Bag
5		Scanning of articles	4s/Art
6		Approval from Supervisor If containing Insured article	21s/Art
7		Closing and scanning of bag Label	21s/Bag
8		Generation & Printing Manifest of Article	25s/Page
9		Insertion of Article and Manifest/ seal bag	175s/Bag
10	Despatch Bag	Entry of Schedule details	24s/Sch
11		Scanning / Entry of bag label for Despatch	16s/Bag
12		Generation & Printing of Mail list	19s/Bag
13		Transfer Bag to Mail PA	15s/Bag

Cheque Clearance

Sr. No	Name of Activities in CSI	Average
	Inward Cheque	
1	Login in CTS by the operator	40s
2	Login in CTS by the operator and Download File	8s/Cheque
3	Printing of cheque list & chq (HO and its Sub Offices cheques only)	8s/Cheque
4	Checking of Printed Cheques	14s/Chq
5	Login & zone opening in CTS by the Supervisor (Supersior)	58s
6	Posting of cheques	64s/Chq
7	Verification of Posting of cheques by the Supervisor (Supervisor)	47s/Chq
8	Zone Summary Modified (If cheque Bounce) (Supervisor)	148s
9	Return of Cheques/Bounced cheques to RBI(CLR HOUSE)	66s/chq
10	Zone Closed by Supervisor(Involves 4 steps) (Supervisor)	240s
11	Maintain in Register	44s/Chq
12	Verification of Summary by the Supervisor	171s
	Outward Cheque Clearance	
1	Posting of Summary in SAP by the Operator (Inward)	182s
2	Login and opening of Zone by the Supervisor	71s
3	Entry details of Cheques in Finacle	67s/Chq
4	Entry in Excel Sheet	38s/Entry
5	Scanning of Cheques	12s/Chq
6	Reject/Repair of Cheques (Batch wise)	37s/Chq
7	Batch Balance match	26s/Chq
8	Reciept of Return Cheques	64s/Chq
9	Print of Return Cheques	20s/Chq
10	Posting of Cheques (PPF/SB/SSA)	55s/Chq
11	Verification by Supervisor	15s/Chq
12	Preparation of remittance/clearance list and dispatch to Sos and Accounts office	439s

	Philately	
Sl. No	Name of Activities in CSI	Average
1	Opening of Philatelic Deposit Account	208s/ PDA Account
2	MainteNFnce of Index Register and Mailing List of Philatelist	172s/Act.
3	Maintaining manual register for New PDA A/c Open date wise	76s/Act.
4	Subsequent deposit in Philatelic deposite Account (PDA recharge)	60s/Dep.
5	Maintaining manual register for PDA recharge date wise	36s/Entry
6	Supply of Philatelic material to philatelic deposit account holders in SAP	418s/Act.
7	Selling of Philately items from the Philately Counter in Philately Bureau	234s
8	Maintain the balance of sold Stamps in Manual register (stamp wise)	29s/Entry
9	Deduct the Philately item sold at counter, in MIGO	83s/Type
10	Receiving the stamp from Treasury	239s
11	Daily Verification of Stamp Balance	386s
12	Prepare my stamp and forward the application form to account branch for accounting purpose	434s
13	Deposit the cash in Treasury on My Stamp cash Register.	206s

S.No.	Saving Banks (Core banking Solution)					
	Operator				Supervisor	
	Name of Activity	Name of Activities in CSI	Average	Name of Activity	Name of Activities in CSI	Average
1	CIF	CIF Creation	171s	CIF	CIF Creation	67s
2		CIF Modification	143s		CIF Modification	69s
3	Saving Bank (SBGEN)	Existing A/c Modification	155s	Saving Bank (SBGEN)	Existing A/c Modification	72s
4		Silent Revival	139s		Silent Revival	65s
5		New A/c Opening	168		New A/c Opening	75s
6		Account Name Change	196s		Account Name Change	89s
7		A/c Freezing / Unfreeze / Pledge	85s		A/c Freezing / Unfreeze / Pledge	59s
8		Account closure	193s		Account closure	77s
9		CIF Merger	78s		CIF Merger	50s
10		Passbook Printing Enteries	38s		Passbook Printing Enteries	NF
11	Saving Bank (SBCHQ)	New A/c opening	176s	Saving Bank (SBCHQ)	New A/c opening	75s
12		Scheme Code Change of Account	93s		Scheme Code Change of Account	68s
13		Transfer Of Accounts (Inter SOL)	196s		Transfer Of Accounts (Inter SOL)	64s
14		Account closure	173s		Account closure	70s
15		Simple Standing Instruction mainteNFnce (MIS to SB)	81s		Simple Standing Instruction mainteNFnce (MIS to SB)	53s
16		Issue cheque book	102s		Issue cheque book	70s
17	SB Deposit/ Withdrawal	Deposit	92s	SB Deposit/ Withdrawal	Deposit	40s
18		Withdrawal	118s		Withdrawal	48s
19		KVP Issue	196s		KVP Issue	88s

20	KVP	Final Closure KVP/NSC Account wise / NSC/KVP Bulk closure	178s	KVP	Final Closure KVP/NSC Account wise / NSC/KVP Bulk closure	78s
21	MIS	New A/c Opening	183s	MIS	New A/c Opening	78s
22		Account Closure	151s		Account Closure	89s
23		Interest Withdrawal	107s		Interest Withdrawal	53s
24	NSC8 (6 Yrs/ 5 Yrs)	Final Closure KVP/NSC Account wise / NSC/KVP Bulk closure	166s	NSC8 (6 Yrs/ 5 Yrs)	Final Closure KVP/NSC Account wise / NSC/KVP Bulk closure	109s
25		New A/c Opening	178s		New A/c Opening	96s
26	PPF	New A/c Opening	176s	PPF	New A/c Opening	76s
27		Account closure	317s		Account closure	95s
28		PPF Deposit	112s		PPF Deposit	51s
29		PPF Withdrawal	286s		PPF Withdrawal	97s
30	RD	RD deposit	62s	RD	RD deposit	37s
31		Account closure (including CIF merger)	204s		Account closure (including CIF merger)	95s
32		New A/c Opening or Linking Agent ID to new A/c	165s		New A/c Opening or Linking Agent ID to new A/c	55s
33		Agent Transactions - Agent Bulk Posting Menu	55s		Agent Transactions - Agent Bulk Posting Menu	46s
34	Loan against RD	RD Loan Closure	137s	Loan against RD	RD Loan Closure	99s
35		Open RD Loan A/c	154s		Open RD Loan A/c	72s
36	Senior Citizen Saving Scheme	New A/c Opening	170s	Senior Citizen Saving Scheme	New A/c Opening	91s
37		Account Closure	164s		Account Closure	106s
38	SSA	New A/c Opening	221s	SSA	New A/c Opening	109s
39		SSA Deposit	98s		SSA Deposit	43s
40	TD	New A/c Opening	193s	TD	New A/c Opening	82s
41		Account Closure	209s		Account Closure	89s

42		TD Interest Payment	118s		TD Interest Payment	63s
43	Miscleneous Work	Issue of ATM Debit Cards along with ATM Pins.	182s	Miscleneous Work	Maintained ATM Debit Card and Duplicate pin regi.ter.	118s
44		ATM Cash feeding in Finacle.	193s		Verification of ATM Ca.h feeding in Finacle.	85s

Western Union Money Transfer

Sl. No.	Name of Activities in CSI	AVERAGE
1	Receipt of filled form customer with ID proof Checking of MTCN no	61s/Form
2	Login in WUMT application	34s
3	Filling of details in relevant fields for payment	176s
4	Printing of receipt	17s
5	Receipt of cash from Treasury & Counting of cash if Payment made in cash	245s
6	Creating Liability	184s
7	Preparation of cheque if Payment made by cheque	149s
8	Issue the cheque to customer under recipt and takingsignature	41s
9	Preparation of daily Report	88s

	Indian Postal order Paid	
SL No.	Name of Activities	AVERAGE
1	Receipt of Paid I.P.Os from the S.O.s	5s/IPO
2	Entry of paid I.P.Os date wise & denomination wise for each S.Os	22s/IPO
3	Checking of date of issue and payment ,signature of payee etc	9s/IPO
4	Preparation of list of I.P.Os paid denomiNFtion wise with amount	22s/IPO

Money Order Paid		
SL No.	Name of Manual Activities	AVERAGE
1	Receipt of paid M.O. from H.O.	6s/Voucher
2	Receipt of paid M.O. from S.O.s	19s/Office
3	S.Os wise entry in register/excel	22s/Voucher
4	Checking of paid M.O.s Vouchers	12s/Voucher
5	Sorting of Paid M.O voucher audit wise	13s/Voucher

	CC Bridge	
SL NO.	Name of Activities in CSI	AVERAGE
1	Receipt of Vouchers of S.O.& H.O. from Treasury & SB Branch	6s/V
2	Sorting of Vouchers as per Scheme Wise (SO NSC/SO KVP and HO NSC/ HO KVP) & Office Wise	9s/V
4	Checking of vouchers	11s/V
5	Feeding of NSC/KVP in CC Bridge	35s/Entry
6	Maintain Register Manually Office Wise/ Excel	26s/Entry
7	Sap Login	36s
8	Daily Account Generation of SOS	47s/Daily Act.
9	Tally Daily Account with CC Bridge	60s
10	Generation of Consolidation in SAP	84s
11	Tally Consolidation with CC Bridge	56s

Delivery and Postman Management System

Sl. No	Category of Activity	Name of Activities in CSI	Average
1		L Bag received from MMS (Per Bag)	12s/Bag
2		Regd./Speed post Bag Received from MMS (per bag)	14s/Bag
3		Parcel Bag received from MMS (Per Bag)	18s/Bag
4		Transit Bag Received from MMS (Per Bag)	16s/Bag
5		Packet Bag received from MMS (Per Bag)	16s/Bag
6		Counting and Checking of Bags with Mail List (Per Bag)	8s/Bag
7		Sorting of Bags (Per Bag	9s/Bag
8		Despatch of bags to concerned branch by Mail PA (Per Bag)	13s/Bag
9		Regd./Speed post/Parcel Bag Received from Mail P.A.(Per Bag)	14s/Bag
10		Checking of bag seal and condition of bag(Per Bag)	15s/Bag
11		Opening of R/sp/parcel bag(Per Bag)	16s/Bag
12		Login by the Supervisor and Access SAP	36s
13		Set & Shift Begin by the Supervisor	38s
14		Operator Login & Open DPMS through SAP	30s
15		Bag received through opening of TB, checked w.r.t. entry in the Mail List (Per Bag)	20s/Bag
16		L bag Opened (Per Bag)	19s/Bag

17		Mail Bag Opened(Per Bag)	23s/Bag
18		Packet Bag Open (Per Bag)	17s/Bag
19		Despatch of bags to other POs - Bag received through opening of TB and other bag received for different Pos(Per Bag)	13s/Bag
20		Receipt of Bag by scanning bag label of SP/Reg/Parcel bag	27s/Bag
22	Opening of Bag & receipt of articles by scanning	Registered Letter	5s/Art
23		Registered Parcel	8s/Art
24		Speed post	4s/Art
25		VP Article	9s/Art
26		Checking of articles actually received with the number entered in SP/Reg/Parcel List	3s/Art
27		Beat wise sorting Registered Letter/ Speedpost(per letter)	4s/Art
28		Beat Wise Sorting Registered Parcel/Business Parcel/Express Parcel	10s/Art
29		Verification of Insured Article by Supervisor	41s/Art
30		Data Updation/ Correction in case of VP/COD/CED/ Insured Article	172s/Art
31	Issue of all accountable articles to Postmen by Scanning	Speedpost	6s/Art
32		Registered Letter	7s/Art
33		Regitered Parcel	10s/Art
34		Issue of COD,VP,CED articles to Postmen	11s/Art
35		Generation and Printing of delivery slip	12s/Page
36		Issue of article to bulk customer by Scanning	9s/Art
37		Generation of bulk delivery slip	21s/Page

38	*Postmen Returns of Mails*	Redirection of mails (Missent/ Postman Return) (pincode & Address)	29s/Art
39		Postman Returns	17s/Art
40		Articles in Deposit (received from Postman)	14s/Art
41		Sorting of Returns mail TD /NTD(per Art)	4s/Art
42	Ordinary Article	Facing of Article	2s/Art
43		Stamping of Articles	2s/Art
44		Beat Wise Sorting	4s/Art
45		Seal Bag	10s/Bag
46		Sorting of Ordinary Article by Postman	3s/Art
47		Arranging article as per beat route by Postmen	7s/Art
48		Sorting of speedpost/Registered Article by Postman	5s/Art
49		Address note in Delivery Manifest by Postmen	17s/Art
50		Receiving of Accountable Article	67s
51		Return Prepare by Postmen	18s/Art
52		Cash Taken by Postman	101s/Beat
53		Cash Deposit by Postman	110s/Beat
54	eMO	View & Printing of EMOs	14s/eMO
55		Beatwise Sorting of EMOs	8s/eMO
56		Stamping of Oblong Stamp	5s/eMO
57		Stamping of Issue Stamp	5s/eMO

58		Stamping of Date Stamp	4s/eMO
59		Invoicing of EMOs	33s/Beat
60		Generation and Printing of delivery Manifest	43s/Page
61		Verification & approval by Supervisor	28s/Beat
62		Distribution of eMO forms and delivery Manifesto to Postman	24s/eMO
63		Beat Wise consolidation	20s/Beat
64		Physical Verfication of EMO issued to each Beat	16s/eMO
65		EMOs return from postmen(Per M.O.)	52s/eMO
66		Redirection of EMOs(Per M.O.)	71s/eMO
67		Supervisor Approval for redirection (Per M.O.)	36s/eMO
68		Stamping of Paid Stamp	7s/eMO
69		Adustment of VPMO (VPMO Noting)	52s/VPMO
70		VPMO Booking after delivery of VP Article	71s/VPMO
71	Window Delivery	Window Delivery of accoutable article	123s/Art
72	Beat End by Supervisor	Beat EOD by Supervisor	39s/Beat
		IPVS	
1		Login	30s
2		Article received from Delivery Branch/ Counter	103s/Counter
3		Sorting of Article product Wise	3s/Art
4		Sorting of Article Station/TD/NTD/ Foregin /Metro Wise	4s/Art
5		Get Return and Redirect records	181s
6	Closing of Bag	Entry of bag details	15s/Bag

7		Scanning of articles	5s/Art
8		Approval from Supervisor If containing Insured article	26s/Art
9		Closing and scanning of bag Label	17s/Bag
10		Generation & Printing Manifest of Article	26s/Page
11		Insertion of Article and Manifest/ seal bag	82s/Bag
12		TB Bag Closed (Per Bag)	56s/Bag
13		L Bag Closed (Per Bag)	22s/Bag
14		Mail Bag Closed (Per Bag)	56s/Bag
15	Despatch Bag	Entry of Schedule details	20s/Schd
16		Scanning / Entry of bag label for Despatch	14s/Bag
17		Generation & Printing of Mail list	33s/Page
18	Final Despatch	Transfer Bag to Mail PA (Per Bag)	17s/Bag
19		Preparation of mail list (Per Entry)	16s/Entry
20		Final Despatch (Receipt of Close Bag from branch) (Per Bag)	18s/Bag
21		Despatch to MMS (Per Bag)	17s/Bag

	Tax Deduction at Source	
Sl. No	Name of Activities in CSI	Average
1	Receipt of Agent Commision reports generated in Finacle(S.O.s and H.O.s)	23s/Office
2	Sorting of Voucher(Available in SAP/ Otherwise and date wise)	11s/Voucher
3	Agent Wise TDS data entry in agent commision in excel	35s/Entry
4	Office Wise in Excel	33s/Entry
5	Printing of report	8s/Page
6	Login in SAP	31s
7	Report Geneation of TDS of Hos and SOS	122s
8	Printing of SAP Report	11s/Page
9	Tally Consolidated Report of MS Excel with SAP	85s

	SBCO	
Sl. No.	Name of Activities in CSI	Average(in sec)
1	Receipt of Vouchers of S.O.& H.O. from Treasury & SB Branch	4s/Voucher
2	Sorting of Vouchers as per SB Scheme/Office Wise	4s/Voucher
3	Distribution of Sorted vouchers to concern Asstt. Scheme/Office Wise	3s/Voucher
4	Generation of LOT in MIS Server	119s/lot
5	Checking of vouchers	11s/Voucher
6	Login in Finacle	51s
7	LOT Generation	129s/Lot
8	Tallying of vouchers with LOT in Finacle	14s/voucher
9	Generation of Daily Account in SAP per Profit Center	123/daily account
10	Tallying of total debit & credit of each SB Scheme with daily account in SAP	16s/Entry
11	Consolidated Generation	127/Scheme
12	checking of Schemewise Consolidated tally with consolidation sent by SO	5s/Voucher
13	Checking Entries of Consolidate with LOTs	7s/entry
14	Writing of Objection and Maintenance in Objection Register	228s
15	Filling of Nominal Roll	142s

AADHAR

Sl. No.	Name of Activities at Counter	Average
1	Receipt and Checking of filled form from the Customer	60s/Form
2	Login in aadhar with GPS Location	60s
3	Filling of details of customer	203s/Form
4	Taking Photo of Customer	25s
5	Taking of Thumb and Finger impression and capture IRIS image	78s
6	Details checking by the customer	38s
7	Verfication of details by the operator by impressin of his /her finger print	21s/form
8	Generation of duplicate Receipt	35s/Page
9	Takingsignature of the customer on the slip generated.	16s/Form
10	Sanning of Document submitted by the Customer and receipt and saving the data (04 pages)	121s
11	Checking of all forms by Supervisor received during the day	21s/form
12	Login and Verification of the details by the Supervisor	59s/form
13	Updation - Address change /Mobile and email / correction in Name	136s
14	Tallying of cash form wise	10s/Form

Sl. No.	Activity	Name of Activities in CSI	Average
		Treasury	
1		Opening of Treasury Branch by Joint Custodian (Including Cash Chest)	223s
2		Login as Treasurer/Sr postmasrter	48s
3		Approval of Cash Request receive from Sos	37s/SO
4		Login as Asstt. Treasurer/HTR	35s
5		Withdrawl of Cash from Chest	243s
6		Remittance of Cash to S.O. under H.O. through zffv50	36s/SO
7		Counting of Cash	343s
8		Insertion of Cash, Remittance Memo in cash bag seal of cash bag and writing weight and office code of cash bag on label	162s/Bag
9		Generation Memo of Remittance through zfi_cashdeno	83s/SO
10		Handover of cash bag to Sub A/C Clerk for closure of Account Bag (including Memo of Remittance)	30s/Bag
11		Closing of Account Bag by Sub A/C PA in presence of the HTR and Dy. PM	87s/Bag
12		Handover the A/C Bag to Mail Clerk/ Cash Oversear	10s/Bag
13		Handover cash to Special carrier S.O. wise and entry of receipt in register by sepcial carrier	39s/SO
14		Receipt of Cash from S.O. through account Bag/ Special Career	48s/SO

15		Opening of Cash Bag by treasurer and counting of Cash after checking seal lock etc.	557s
16		Demand of Cheque from S.O. through zf110	44s/Chq
17		Note document Number by amount and Name of Post Office	72s/Chq
18		Issue of cheque in FCH5	130s/Chq
19		Writing the Name of payeee on cheque overleaf and create invoice	67s/Cheque
20		Create Manually Cheque	59s/Chq
21		Check in Treasurar Cheque Book in SAP and note in register(Name, Amt. and Name SO)	55s/Chq
22		Handover cheque to Sub A/C Clerk	28s/Chq
23		check of indent for supply of postage stamp/postage statioNFry from Sos	111s/SO
24		Supply of Stamps to Sub Office and Counter through MIGO	318s/SO
25		Picking stamps from stock counting of stamps to be remitted to particular post office and placing in the stamp bag and sealing the bag.	300s/SO
26		Giving cash advance to counter through Back office(By Day Treasurar)	44s/Counter
27		Cash Counting	219s/Counter
28		Giving cash advance to Postman after viewing of screen through DPMS Cash to Postmen	42s/Postman
29		Cash Counting	76s/Postman

	30		Making of Payment of Various Bill (GPF, Bills paid, Medical etc) Booking in concerned GL Code and Posting	215s/Entry
	31		Cheque Creation (F 58)	165s/Chq
	32		Create Manually Cheque	51s/chq
	33		Taking cash of EMO return from postman	47s/Beat
	34		Cash Counting	108s
	35		Receipts of cash from the counters	76s/Counter
	36		Counting of Cash by Treasurer	323s
	37		Create liabilities for maturity through f-02	171s/Chq
	38		prepration of Cheque for payment through f-58 and fch5	149s/Chq
	39		Manually Drawn of Cheque	59s/Chq
	40		Counting of cash	913s
	41		Remittance of cash to the Bank -To prepare ACG 11 for remittance of cash to Bank	432s
	42		Remittance to Bank - Preparation of ACG -11 in CSI and enter detail of denomiNFtion	175s
	43		Entry in Tresury pass book	127s
	44		To Carry Cash to bank and Viceversa	5696s
	45		To present the document in bank counter, receive & count cash & bring the same to PO	6410s
	46	ATM	Issue Cash for ATM in CSI	163s
	47		Issue Cash for ATM	1457s

48		Issue of Cheque for COD Customer through ZFI_epayment and f-58	307s/Chq
49		Cheque Issued Manually and writing Name of Payee and Amount on cheque overleaf	78s/Chq
50		Opening of Account Bag alongwith sub account clerk and APM with the help of MTS	28s/Bag
51	Sub A/c Clerk	To maintain the cash bag Register & sortout the vouchers scheme wise i.e SB, RD, TD, SSA, KVP, NSC	5s/Voucher
52		Preparation of account bag	230s/bag

Sl. No.	Name of Activity	Name of Activities in CSI	Average
1		Login	26s
2	Indexing of PLI and RPLI (In Case of New Proposal) ,Counting of cash generation and printing of receipt		189s/Case
3	Indexing of Maturity/ Survival/Loan/Death claim + Receipt of Form, Bond and etc		97s/Case
4	Premium Collection (Renewal)+ Counting of cash generation and printing of receipt		125s/Case
5	Revival amount collection+ Counting of cash generation and printing of receipt		168s/case
6	Loan repayment+ Counting of cash generation and printing of receipt		181s/Case
7	Other PLI/RPLI Misc collection+ Counting of cash generation and printing of receipt		134s/Case
8		PLI receipts download from McCamish	51s/ Case
9		Tallying PLI and RPLI Reports for sending to the HO account section. Printing of Reports	9s/Voucher

10		Manual cross checking of collection amount from system as well as Physical Cash	1006s/Day
11		Cross Check the premium collection with McCamish Report	9s/Entry
12		Make error entry and forward the same to CPC and DO in case of receipt cancellation	266s/Entry
	Activities relating to PLI and RPLI at CPC in Head Post Office		
13			
14	New Proposal PLI/RPLI -		
15		Login in McCamish	29s
16		Checking of proposal form, Code of fied officer,signature of Doctor, Service particular verified by employeer etc scanning of document one by one etc	232s/Form
17		Scanning , ECMS work , Data Entry ,	1179s/Case
18		Checking of proposal form, Code of fied officer,signature of Doctor, Service particular verified by employeer etc scanning of document one by ne etc	200s/Form

19		Quality Checker of New Proposal PLI/RLI by Supervisor	233s/Case
20		Approval by supervisior Checking of proposal form, Code of fied officer,signature of Doctor, Service particular verified by employeer etc scanning of document one by one etc	193s/Form
21		Approval of New Proposal PLI/RPLI by Supervisior	190s/Case
22		Generation of Approval letter/ Bond/sanction to insurent, printing & dispatching the generated sanction to insurant	239s/Case
23		Maintain of File	205s/File
	Claim/surender/ Revival-		
24		Search File from Old Record	731s/Case
25		Checking of document of claim/ Revival	181s/Form
26		scanning , ECMS work , Data Entry ,	701s/Case
27		Checking of documents	171s/Form
28		Quality Checker of Claim/ Surrender/ Revival PLI/RLI by Supervisor	193s/Case

29		Checking of documents	126s/form
30		Approval of Claim/ Revival/ SurrenderPLI/RPLI by Supervisior	212s/Case
31		Generation of Approval letter/sanction to insurant, printing & dispatching the generated sanction to insurant	228s/Case
32		Forwarding of Surrender cases to RO for approval	426s/Case
33		Checking of documents	161s/Form
34		Approval of first loan irrespective of limit of loan	317s/Case
35		Searching of original case files which are available at other HO, DO, RO, CO.	336s
36		Linking of AADHAAR in PLI and RPLI Policies	488s
37		Raising tickets in Service desk, if any technical issues in McCamish application	309s
38		Maintaining of Loan/surrender/Maturity/death claim register	119s