No. Q-25/22/2024- PE-I-DOP- Part (1)
Government of India
Ministry of Communications
Department of Posts
(Establishment & Planning Division)

Dak Bhawan, Sansad Marg,
New Delhi - 110001
Dated: 06.11.2026

To,

All Heads of Postal Circles

Subject: Revision of norms for assessment of workload of the Branch Post Masters in view of APT 2.0

This is regarding the revision of norms for assessment of workload of the Branch Post Masters in view of APT 2.0.

2. The existing norms for assessment of workload of the Branch Post Masters were issued in December, 2010 and thus are more than 15 years old. The norms form the basis for determination of Time Related Continuity Allowance (TRCA) of GDS, were framed primarily in the context of manual working practices prevailing at BOs. Under the existing system, specific points are assigned to various activities undertaken at BOs, along with 14 fixed points per month for administrative work, including accounts-related work and receipt/dispatch of mail.

3. The Department of Posts has undertaken the India Post IT 1.0 project and has subsequently implemented APT 2.0. Accordingly, all Post Offices are presently operating on the APT (Digital/CBS) platform. The Branch Post Offices have also been equipped with DAK MITRA APP on their devices, thereby facilitating digital delivery of services in rural areas.

4. Consequently, the functioning of Post Offices, including Branch Post Offices, has undergone substantial automation and digitisation following the rollout of APT 2.0. Simultaneously, a committee to review various norms for Post Offices was also constituted in Dec. 2025. The work study Report submitted by the Work Study Section, Training Division in Feb. 2026 was taken into consideration by the committee for Revision of norms for assessment of workload of the Branch Post Masters and recommended the Time-Based Workload Assessment System (TWAS) for realistic, accurate and prompt workload assessment of BOs.

5. The matter has been examined at this Postal Directorate in detail and has already been taken up with CEPT for integration in Online Establishment Portal. For the assessment of workload of the Branch Post Masters, the DOP activities (based on actual work performed) along with 45 minutes (2700 seconds) per day for Miscellaneous activities have been taken into consideration. The activities / item wise work assessment of workload of the Branch Post Masters are enclosed (Annexure I). The actual time taken is to be considered for workload assessment of

BPMs. The Beat Mechanization activities for Delivery work (ABPM) are being taken care of separately.

6. The workload of BOs is expected to be further streamlined following implementation of APT 2.0, extension of services to BOs, Beat Mechanisation, Paperless BO initiatives and other technology-enabled measures.

7. The revised methodology is being incorporated in the Online Establishment Portal developed by CEPT to enable standardised, transparent and system-based calculation and monitoring on an annual basis. The detailed guidelines are enclosed as Annexure II to this order.

8. These instructions shall supersede the existing norms for assessment of workload of the Branch Post Masters vide Department's order dated 16.12.2010 and shall come into force with immediate effect.

9. All Circles/Units concerned shall ensure compliance with the revised methodology from the date of its implementation.

10. This issues with the approval of the competent Authority.

Encl.: As above

Digitally signed by Gurvinder Singh
Date: 06-11-2026 11:24:06

(Gurvinder Singh)
ADG (GDS) LO ADG (Planning)

Copy to:
1. Sr. PPS to Secretary (Posts)/Director General (Postal Services).
2. Sr. PPS/PPS to Members, Postal Services Board.
3. Director, RAKNPA.
4. Sr. DDG (Vigilance)/Sr. DDG (PAF)/CGM (CCS & RB)/CGM (PLI).
5. JS&FA.
6. GM, CEPT — with a request to incorporate the revised methodology and operationalize the same in the Online Establishment Review Portal.
6. Secretary, Postal Services Board/All Deputy Directors General
8. Directors of all PTCs
9. Office Copy

Annexure -I

Assessment of Workload of Branch Postmasters in Point System

Sl. No.	Item of Work	Points
1	Booking of Inland Speed Post	1.71 points per article
2	Booking of Parcel	1.71 points per article
3	Booking of eMO	2.21 points per eMO
4	Booking of COD retail MO booking	0.5 points per article
5	Sale of Stamps	0.45 points per stamp
6	Opening of New Account	3.1 points per account
7	POSB Cash Deposit	1 point per cash transaction
8	POSB Cash Withdrawal	1.6 points per cash transaction
9	High Value request generation and withdrawal	2.1 points per cash transaction
10	PLI/ RPLI Collection	1.3 points per PLI/ RPLI
11	Indexing of PLI/ RPLI	2.8 points per PLI/ RPLI
12	Miscellaneous Activities	18.75 points per day (45 minutes per day)

*1 Point equals to 2.4 minutes
Note :

one month per quarter to be taken into consideration as per existing practice

The revised workload norms are based on work-study-based time factors and are being incorporated into the Online Establishment Portal for annual review. Suitable Instructions already communicated to CEPT vide letter of even no. dated 11.05.2026 and 30.10.2026.

Annexure -II

Detailed guidelines on Time-Based Workload Assessment of Branch Post Offices are proposed as under:

1. **Time-Based Workload Assessment System:**
   The workload of Branch Post Offices shall be assessed through the**Time-Based Workload Assessment System (TWAS)**.

2. **Basis of workload assessment:**
   The workload assessment shall be based on the time factors derived from the work study. Only activities relating to the functions and services of the Department of Posts performed at the Branch Post Office shall be taken into consideration.

3. **Coefficient for miscellaneous work:** A fixed coefficient of 45 minutes (2700 seconds) per day shall be given additionally for miscellaneous activities.

4. **Discontinuation of manual point-based assessment:**
   The existing point-based workload assessment involving manual calculation

shall be discontinued. The workload assessment shall henceforth be generated through the Online Establishment Review Portal based on the relevant data available in the respective systems.

5. **Integration with Online Establishment Portal:**
CEPT shall incorporate the Time-Based Workload Assessment System (TWAS) of Branch Post Offices into the Online Establishment Review Portal to ensure standardized, transparent, and automated calculation and monitoring.

6. **Use of APT data:**
As the workload assessment is to be based on data fetched from APT, all Department of Posts activities performed by Branch Post Office staff during the financial year shall be factored into the workload assessment. The available activity data shall be used for monthly performance monitoring and workload calculation.

7. **Annual assessment:**
In view of the variations in demography and operational conditions across Circles, the existing practice of considering one month in a quarter for monthly workload assessment shall be discontinued. The workload assessment shall instead be based on the annual data and methodology integrated with the Online Establishment Portal.

8. **Operational changes:**
The workload assessment methodology is being streamlined in view of the implementation of initiatives such as APT 2.0, Dak Mitra App, extension of services to Branch Post Offices, Paperless BOs, Beat Mechanization and urban Branch Post Office rationalization.

9. **Training and capacity building:**
As Branch Post Offices are equipped with mobile devices and the Dak Mitra App, regular training and capacity building shall be undertaken by the field functionaries to ensure proper utilization of the systems and accurate capture of operational activities.

10. **Workload and TRCA revision:**
The workload assessed through the prescribed TWAS methodology along with income cost ratio shall be taken into consideration for revision of TRCA, wherever applicable. Branch Post Offices not meeting the prescribed benchmarks shall be reviewed by the concerned administrative authorities and appropriate action shall be taken in accordance with the prescribed norms.

11. **Monitoring:**
The workload assessment and performance of Branch Post Offices shall be monitored through the Online Establishment Portal, enabling the concerned administrative authorities to identify variations, undertake timely review and initiate appropriate measures, wherever necessary.