

Manual 4
Norms set for the discharge of function
[Section 4 (i) (b) (iv)]
Illustration

| Sl. No | Activity | Time frame/Norm | Remarks |
|---------------|-----------------------|------------------------|--|
| 1. | Dairy of letters | 3 minutes per letter | |
| 2. | Issue of letter | 5 minutes per letter | |
| 3. | Despatch of letters | 5 minutes per letter | Entering in the peon book for local delivery |
| 4. | Put up urgent letters | As and when required | |
| 5. | Put up normal letters | 2-3 days | |