

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: 27.03.26

To

All Heads of Postal Circles

Subject: Revision of Norms for Head Post Offices (HOs) and Sub-Post Offices (SOs)- 'reg.'

Sir/Madam,

I am directed to refer to the Work Study Report on Norms of Head Post Offices and Sub Post Offices under APT 2.0 received from the Work Study Unit of Training Division vide letter No. 30-16/2018-WS dated 23.02.2026.

2. The aforesaid report was circulated to all Postal Circles vide this office letter dated 05.03.2026 for seeking comments/suggestions. The comments/suggestions received from the Circles have been duly examined. Based on the Work Study Report and inputs received from Circles, the norms for various activities have been approved as per **Annexure**.

3. Further, for miscellaneous work, which inter alia includes activities such as administrative work, complaint management, raising tickets on the service desk, etc., and for which precise time factors cannot be assigned, provision has been made for a Standard Co-efficient as under:

- (i) 15% in respect of Head Post Offices (HOs)
- (ii) 10% in respect of Sub Offices (SOs)

4. The job lists and time factors, being voluminous, has been shared separately through email for information of all the Circles. The norms for Branch Post Offices (BOs) will be issued separately.

5. The ad-hoc norms circulated vide this office' letter of even

number dated 24.05.2019 stand superseded with the issue of this order.

6. This issues with the approval of Secretary (Posts).

Yours faithfully,

Digitally signed by
Prabha Sharma
Date: 27-03-2026
14:34:48

(Prabha Sharma)
ADG-PEI

Encl: as above

Copy to:

- i. **Special Cell** (Establishment Review and Rationalisation): for taking further necessary action.
- ii. **All recognized Federations / Unions / Associations**(Group- 'C', IP & ASP, SBCO Employees etc.)
- iii. **GM, CEPT** – for uploading the norms on the India Post web site.
- iv. Guard File

30-06/2018-WS
Government of India
Ministry of Communications
Department of Posts
(WS Section)

Dak Bhawan, Sansad Marg
New Delhi – 110 001
Dated: 23.02.2026

To,
DDG (Establishment)
Department of Posts,
Dak Bhawan, New Delhi

Subject: Submission of Work Study Report of Head Post Offices and Branch Post Offices under APT 2.0.

Kindly refer to Establishment Division Office Note No. 25-11/2019-PE-I/WS dated 06.08.2025 and RB & Planning Division Office Note No. 40-16/2021-Plg dated 08.08.2025, whereby the Work Study Section was requested to undertake a Work Study for the evaluation of time factors of activities being performed in Post Offices in the APT 2.0 environment.

2. In compliance with the above request and as per the approval of the competent authority, the Work Study of 18 Head Post Offices (HOs) and 36 Branch Post Offices (BOs) has been completed. The study was conducted in a phased manner through field observations, covering counter operations, back-office functions, delivery, accounts, treasury, and other miscellaneous activities, as well as technology-enabled activities under APT 2.0.

3. The final time factors have been arrived at after recording multiple observations, excluding outliers, deriving mean time values, and incorporating reasonable allowance factors, wherever required. The Job List, along with finalized time factors and the Work Study Report, is enclosed for further necessary action at the end of the Establishment Division.

4. Further, as per Establishment Norms, a coefficient of 10% is admissible towards miscellaneous work. It is therefore requested to consider an additional 10% over and above the time factors recorded by the Work Study Team to account for miscellaneous and infrequent activities for which time factors could not be recorded during the Work Study period.

5. This issues with the approval of the competent authority.

Encl.: As above.



(Aarti Verma)
Director (Training)

Work Study Report of Head Post Offices (HOs) and Branch Post Offices (BOs)

1. Introduction

The Work Study of Head Post Offices and Branch Post Offices has been undertaken with the objective of scientifically assessing the time factors of all operational activities being performed in the APT 2.0 environment. The study aims to establish realistic workload norms based on actual field observations and to facilitate rational manpower planning.

The Work Study was conducted as per the request of the Establishment Division and RB & Planning Division received vide Office Note No. 25-11/2019-PE-I/WS dated 06.08.2025 and Office Note No. 40-16/2021-Plg dated 08.08.2025 respectively.

2. Objectives of the Study

The primary objectives of the Work Study were:

1. To prepare a comprehensive Job List of all activities performed in HOs and BOs.
2. To record actual time factors for each activity through field observations.
3. To validate and standardize time factors through cross-verification.
4. To develop realistic workload assessment norms.
5. To assist in scientific manpower deployment and establishment review.

3. Scope of the Study

The study covered:

- All branches of selected Head Post Offices.
- Branch Post Offices under the selected HOs.
- Activities performed under APT 2.0 environment.
- Counter operations, back office operations and miscellaneous activities including manual activities.

The study was conducted in three phases covering different Circles to ensure representative sampling.

4. Methodology Adopted

4.1 Preparation of Job List

- Initial Job List prepared after field visits to Jodhpur HO and Mathura HO.
- Pilot Study conducted at Indraprastha HO and Ghaziabad HO and two BOs under Ghaziabad HO.
- Job List approved by the competent authority.

4.2 Constitution of Teams

- Six Central Core Teams of officials was constituted.
- Teams were deployed for field data collection in three phases.

- Each team was assigned specific offices.

4.3 Data Collection

- Time recording done through direct observation.
- Each activity observed multiple times.
- Average time calculated after eliminating abnormalities.
- Data entered by core teams in standardized Google spreadsheets.

4.4 Validation

- Cross-checking of recorded time factors.
- Internal review by team members.
- Corrections incorporated phase-wise.

4.5 Compilation & Analysis

- Consolidation of all-time factors.
- Comparison across offices.
- Derivation of average standardized time norms.

5. Offices Covered

The Work Study was conducted in selected:

- Head Post Offices (HOs) (Details of offices placed at Annexure–I.)
- Branch Post Offices (BOs) (Details of offices placed at Annexure–II.)

6. Activities Studied

The activities covered broadly include:

6.1 Head Post Offices

- Counter operations (Savings Bank, RD, TD, MIS, PLI/RPLI, etc.)
- Mail booking (Speed Post, Registered, Parcel, etc.)
- Delivery operations
- Accounts branch activities
- Treasury operations
- Technology-related operations of under APT 2.0

6.2 Branch Post Offices

- Receipt and dispatch of mail
- Savings Bank transactions
- DBT/MGNREGA payments
- Aadhaar-related services (where applicable)
- eMO transactions

7. Observations

1. The APT 2.0 environment has streamlined several processes; however, transaction time varies based on:
 - Network stability
 - Transaction complexity
 - Infrastructure availability
2. Time variation was observed between urban and rural offices.

8. Standardization of Time Factors

- Multiple observations were taken for each activity.
- Outliers were excluded.
- Mean time derived.
- Reasonable allowance factors considered wherever required.
- Final standardized time factors computed.

(Compiled time factor tables placed at Annexure–III.)

9. Key Outcomes

1. Comprehensive and updated Job List for HOs and BOs.
2. Scientifically recorded time factors under APT 2.0.
3. Data-backed foundation for future establishment review.

10. Conclusion

The Work Study of Head Post Offices and Branch Post Offices has been conducted in a systematic and scientific manner following the methodology detailed in Para 4 of this report. The recorded and standardized time factors provide a realistic basis for workload assessment and manpower planning in the APT 2.0 environment.

The report may be used for policy decisions regarding establishment review and rational deployment of staff across HOs and BOs.

Annexures

- Annexure–I: List of Head Post Offices Covered
- Annexure–II: List of Branch Post Offices Covered
- Annexure–III: Compiled time factor tables along with the job-list

Annexure-I

Sl. No.	Name of HO/GPO	Name of Circle
1.	Jaipur GPO	Rajasthan
2.	Chowk HO	Uttar Pradesh
3.	Shillong GPO	North East
4.	Ambasamudram HO	Tamil Nadu
5.	Solan HO	Himachal Pradesh
6.	Surat HO	Gujarat
7.	Khanna HO	Punjab
8.	Lohianagar HO	Bihar
9.	Hisar HO	Haryana
10.	CTT Nagar HO	Madhya Pradesh
11.	Vijayawada GPO	Andhra Pradesh
12.	Durg HO	Chhattisgarh
13.	Kotdwar HO	Uttarakhand
14.	Bengaluru GPO	Karnataka
15.	Howrah HO	West Bengal
16.	Ernakulam HO	Kerala
17.	Pune HO	Maharashtra
18.	Bhubaneshwar GPO	Odisha

Annexure-II

Sl. No.	Name of HO/GPO	Name of BO	Name of Circle
1.	Jaipur GPO	i. Harsoli ii. Boraj	Rajasthan
2.	Chowk HO	i. Khantari ii. Khatauli	Uttar Pradesh
3.	Shillong GPO	i. Mawblang ii. Pomlakrai	North East
4.	Ambasamudram HO	i. Pappangulam ii. Ananjaperumal Nadanur	Tamil Nadu
5.	Solan HO	i. Barog ii. Shamti	Himachal Pradesh
6.	Surat HO	i. Tena ii. Umra	Gujarat
7.	Khanna HO	i. Ghungrali Rajputtan ii. Malmajra	Punjab
8.	Lohianagar HO	i. Kosut ii. B. Sikaria	Bihar
9.	Hisar HO	i. Khairampur ii. Rajli	Haryana
10.	CTT Nagar HO	i. Ratibad ii. Amarawat Kalan	Madhya Pradesh
11.	Vijayawada GPO	i. Ilaprolu ii. Ambapuram	Andhra Pradesh
12.	Durg HO	i. Pisegaon ii. Jeorasirsa	Chhattisgarh
13.	Kotdwar HO	i. Jhandichaur ii. Kanvaghati	Uttarakhand
14.	Bengaluru GPO	i. Tharalu ii. Tattaguppe	Karnataka
15.	Howrah HO	i. Lakhanpur ii. Chamrail	West Bengal
16.	Ernakulam HO	i. Vadacode ii. South Paravoor	Kerala
17.	Pune HO	i. Wade Bolhai ii. Karla	Maharashtra
18.	Bhubaneshwar GPO	i. Bhainchua ii. Biswanathpur	Odisha

Aadhaar Updation						
Name of Activity		Name of System Activities	Avg. time (in seconds)	Name of Manual Activities	Avg. time (in seconds)	
Counter Activity	1.1	Switch on computer	58			
	1.2			Enquiry by Customers (per enquiry)	67	
	1.3			Receipt and Checking of filled form (per form)	44	
	1.4	Login in Aadhaar with GPS Location	220			
	1.5	Operator synchronization with Aadhaar/UIDAI server	79			
New Aadhaar Enrolment	2.1	New Enrolment Resident and Filling of details of customer	136			
	2.2	Scanning of documents submitted by the customer (02 pages)	57			
	2.3	Entry of head of family details for child (below 5 years) enrollment	32			
	2.4	Taking Picture of Customer (below 5 years)	44			
	2.5	Taking of Thumb and Finger impression and capture IRIS image (for customer more than 5 years of age)	103			
	2.6	Checking of details by customer	34			
	2.7	For new Enrolment (in case of minor) - taking thumb impression of HoF	15			
	2.8	Verification by operator	13			
	2.9	Generation and printing of Receipt	21			
	2.10				Taking Signature of the customer on the receipt generated	18
	2.11	Scanning of receipt and form, saving the data and handing over the receipt to customer (two pages)	81			
	3.1	Filling of details of customer	80			
	3.2	Scanning of documents submitted by the customer in case of address/DOB/name update (01 page)	59			

Updation - Address change /Mobile and email / correction in name /DOB	3.3	Taking Picture of Customer (above 5 years)	23		
	3.4	Taking of either Thumb/Finger impression or capture IRIS image	36		
	3.5	Checking of details by the customer	22		
	3.6	Verification by operator	14		
	3.7	Generation and printing of Receipt	21		
	3.8			Taking Signature of the customer on the slip generated.	18
	3.9	Scanning of Enrolment form & receipt (02 pages), saving the data and collection of cash	89		
Biometric update of customer (more than 5 year of age)	4.1	Click on offline update icon and go to Biometric update	8		
	4.2	Filing details of customers	52		
	4.3	Capture picture of the customer	25		
	4.4	Taking of Thumb and Finger impression and capture IRIS image	116		
	4.5	Customer having no finger, quint eyes or blind, having no hand, select biometric exception and start updating the biometric	15		
	4.6	Checking of details by the customer	17		
	4.7	Verification by operator	13		
	4.8	Generation and printing of Receipt	21		
	4.9			Taking Signature of the customer on the receipt generated.	18
	4.10	Scanning of Receipt generated and saving the data and collect cash (02 pages)	89		
	4.11	Verification of the details by the Supervisor by impressing his finger print and submit (Only in case if there is biometric exception viz no hand, no any finger or there is tinted eyes or if customer is blind)	10		

Day End activities	5.1	Generation of report from the Aadhaar client and save file	52		
	5.2			Tallying of cash with the report generated	162
	5.3			Deposit of cash to Treasury Branch	232
	5.4			Maintaining register of daily transactions	104

Account Branch

S. No.	Name of Activity	S. No.	Name of System Activities	Avg. time (in seconds)	Name of Manual Activities	Avg. time (in seconds)
1	Preparation and Documentation of Service Book of newly recruited employees	1.1			Preparation and Documentation of Service Book (per service book)	965
2	Entry /Update in Service Book	2.1			Entry regarding First appointment, Promotion, MACP/Suspension (per entry)	373
Personnel Information System Operations						
3	Add/Edit Family details	3.1			Obtaining & Pasting of Form-4 in Service Book	104
		3.2			Taking approval from DDO	231
		3.3	Personnel Information System -> PIS Utilities -> Edit Family Details -> View/Modify family details -> Office type -> Select Office -> Select Employee -> Fetch -> Add/modify family details -> Fill details -> Choose supporting documents -> Save as draft -> Submit	198		
		3.4			Updatation of family details in service book	139
4	Forwarding of Family Detail request	4.1	select employee> process> Forward	63		
5	Forwarding of Communication Detail request	5.1	Office Type>Office>Employee>Fetch>Fill Details> Forward	87		
6	Edit communication details	6.1		146		
7	Edit Education details	7.1	Office Type>Office>Employee>Fetch>Add/Modify>Submit	173		
8	Edit Award Details	8.1	Office Type>Office>Employee>Fetch>Add/Modify>Submit	196		
9	Edit Nomination details	9.1			Receipt & Checking of nomination form along with supporting document	77
		9.2			Taking approval from DDO	214
		9.3	Personnel Information System -> PIS Utilities -> Edit Nomination Details -> View/Modify nomination details -> Office type -> Select Office -> Select Employee -> Fetch -> Add -> Add Nominee -> Fill details -> Choose supporting document -> Save	199		
		9.4			Updatation of nomination details in service book	163

10	Forwarding of Nomination Detail request	10.1	select employee> process> Forward	63	
11	Forwarding of NOC request	11.1	PIS>NOC Forward>Submit	33	
Employee Management					
12	Search and view employee profile data	12.1	1. By employee id/By post search> Download excel 2. Bo Office name> View employee list> Download excel	47	
13	View exit employee list	13.1	View exit employee list	62	
14	View and update employee profile data	14.1	Office Type>Office>Employee>Fetch> 1.Personal Information 2.Communication Details 3.Posting Information>Submit	158	
15	Updation of Employee service book of newly Appointed employee	15.1	Office Type>Office>Employee>Fetch> Add New Entry> Event Type>Select Sub Event>From To..... Date>Office & cadre>Pay level> pay index>Submit	164	
16	Updation of Employee service book (Promotion)	16.1	Office Type>Office>Employee>Fetch> Add New Entry> Event Type>Select Sub Event>From To..... Date>Office & cadre>Pay level> pay index>Submit	135	
17	Updation of Employee service book (Pay Fixation)	17.1	Office Type>Office>Employee>Fetch> Add New Entry> Event Type>Select Sub Event>From To..... Date>Office & cadre>Pay level> pay index>Submit	153	
18	Updation of Employee service book (Transfer)	18.1	Office Type>Office>Employee>Fetch> Add New Entry> Event Type>Select Sub Event>From To..... Date>Office & cadre>Pay level> pay index>Submit	152	
19	Updation of Employee service book (Punishment)	19.1	Office Type>Office>Employee>Fetch> Add New Entry> Event Type>Select Sub Event>From To..... Date>Office & cadre>Pay level> pay index>Submit	156	

20	Updation of Employee service book (Exit)	20.1	Office Type>Office>Employee>Fetch> Add New Entry> Event Type>Select Sub Event>From To..... Date>Office & cadre>Pay level> pay index>Submit	162		
21	Updation of Employee service book (Training)	21.1	Office Type>Office>Employee>Fetch> Add New Entry> Event Type>Select Sub Event>From To..... Date>Office & cadre>Pay level> pay index>Submit	171		
22	Updation of Employee service book (Leave)	22.1	Office Type>Office>Employee>Fetch> Add New Entry> Event Type>Select Sub Event>From To..... Date>Office & cadre>Pay level> pay index>Submit	125		
Payroll Service						
23	Pay Fixation (Individual)	23.1			Receipt & Checking of order from Division Office and entry in service book	180
24	New appointment, Promotion, MACP, Punishment cases	24.1			Obtaining & Checking of Option form from employee	169
		24.2	Select Disbursement and drawing -> pay fixation-> enter employee ID fetch data> Get Pay Details > update Pay Level> Pay Index> Valid from date and valid to date> Remark> Verify > Submit	108	Preparation of calculation sheet	714
25	Pay Fixation (Bulk/Multiple)	25.1			Receipt & Checking of order from Division Office	45
		25.2			Obtaining & Checking of Option form from employee	167
		25.3	Select Disbursement and drawing -> pay fixation -> Select Bulk Upload -> Choose File Upload -> Remark -> Verify -> submit	109	Preparation of calculation sheet	352
26	GDS TRCA Fixation (individual)	26.1			Receipt of engagement order from Division Office/SDH	42
		26.2			Obtaining & Checking of relevant documents from GDS	131
		26.3	Select Disbursement and drawing-> GDS TRCA Fixation> enter GDS ID > Get GDS Data > select Level > select stage > Valid from date and valid to date > Remark > Verify > Submit	78		

27	GDS TRCA (Multiple employees)	27.1			Receipt of engagement order from Division Office/SDH	67
		27.2			Obtaining & Checking relevant documents from GDS	123
		27.3			Prepare calculation sheet, Preparation of Excel Template file	115
		27.4	Select Disbursement and drawing-> GDS TRCA fixation-> Select Bulk Upload -> Choose File Upload -> Remark -> Verify -> submit	44		
DOP Earning and Deduction						
28	DOP Earning and Deduction (Multiple)	28.1	Select Disbursement and drawing->Dop Earning and Deduction -> Select Pay type-> Wage Type-> Sub Wage Type-> Enter employee ID- > From or To Date -> Verify and Submit	55		
		28.2			Receipt & Checking of order	34
		28.3			Preparation of excel sheet	98
		28.4	Select Disbursement and drawing->Dop Earning and Deduction -> Select Pay type-> Wage Type-> Sub Wage Type-> Select Bulk Upload -> choose excel file -> Upload-> Verify and Submit	65		
29	Cash Handling Allowance (Single)	29.1			Receipt & Checking of order	39
		29.2	Select Disbursement and drawing->Dop Earning and Deduction -> Earning->Cash Handling Allowance->Cash Handling I/II/III-> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	64		
30	Deputation Allowance (Single)	30.1			Receipt & Checking of order	26
		30.2	Select Disbursement and drawing->Dop Earning and Deduction -> Earning->Deputation Allowance Allowance-> Deputation allowance %-> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	59		
		31.1			Receipt & Checking of order	48

31	HRA (Single)	31.2	Select Disbursement and drawing->Dop Earning and Deduction -> Earning->HRA-> HRA X/Y/Z -> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	64		
32	Transport Allowance	32.1			Receipt & Checking of order	42
		32.2	Select Disbursement and drawing->Dop Earning and Deduction -> Earning ->Transport Allowance >Higher rate/ X city -> Enter employee ID- > Amount -> From or To Date -> Verify and Submit	59		
33	Training Allowance	33.1			Receipt & Checking of order	36
		33.2	Select Disbursement and drawing->Dop Earning and Deduction -> Earning->Training Allowance >Training Allowance% -> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	66		
Deductions						
34	CGHS Deduction	34.1			Receipt & Checking of order	54
		34.2	Select Disbursement and drawing->Dop Earning and Deduction -> DEducation->CGHS>CGHS (Var) -> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	53		
35	General Insurance Scheme Deduction (CGEGIS)	35.1	Select Disbursement and drawing->Dop Earning and Deduction -> DEducation->General Insurance Scheme Deduction>CGEGIS GrA/B?C -> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	61		69
36	Payment of CGEGIS	36.1	Treasury> cash/cheque> Misc Tnx> payment type>cash/cheque> account head> amount> Insert	52	Receipt & Checking of Sanction Memo	89
37	Income Tax	37.1	Personal information system- Employee management- view and update employee data	56	Obtaining option form from officials regarding New Tax Regime/Old Tax Regime	55
		37.2	Drawing and disbursement- update employee details- Tax Exemption	50	Verification of documents received from the officials for tax relief and preparation of Excel sheet	150
		37.3	Generate pays sheet in Drawing & Disbursement> Pay Report> Pay Sheet	55	After Simulation, verification of Tax calculation	96

38	Income Tax Deduction	38.1	Select Disbursement and drawing - > Dop Earning and Deduction -> Deduction -> Income Tax Deduction > Income Tax -> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	49		
39	Other Deductions	39.1			Receipt & Checking of order	45
		39.2	Select Disbursement and drawing- >Dop Earning and Deduction -> Deduction-> Other Deduction > License Fee/ Electricity Charge/ Water Charges -> Enter employee ID -> Amount-> From or To Date - > Verify and Submit	68		
40	Third Party Deduction (Association)	40.1			Receipt & Checking of order	34
		40.2	Select Disbursement and drawing- >Dop Earning and Deduction -> Third Party Deduction-> Union Association>Subscription - >Association Name-> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	47		
41	Making payment to union through cash/ Cheque	41.1			Downloading data and preparation of union wise Excel sheet	261
		41.2	Treasury -> Cash/Cheques -> Misc Transactions -> Transaction Type - > Transaction Mode -> Payee Name -> Remarks -> Account Code -> Amount -> Insert -> Submit	74		
42	Third Party Deduction (Recreation Club)	42.1			Obtaining consent from employee	35
		42.2	Select Disbursement and drawing- >Dop Earning and Deduction -> Third Party Deduction-> Club> Recreation club Subscription - >Wage Item-> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	50		
43	PLI Deduction	43.1	Payroll> DnD>other configuration>PII Deduction	73		
		44.1			Receipt of list of members along with amount of contribution/recovery from co-operative bank	104

44	Third Party Deduction (Co-operative Society)	44.2	Select Disbursement and drawing->Dop Earning and Deduction -> Third Party Deduction-> Society-> Cooperative society-> other society-> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	82		
		44.3			Preparation of excel sheet	356
45	Third Party Deduction (Tax Third Party)	45.1	Select Disbursement and drawing->Dop Earning and Deduction -> Third Party Deduction-> Tax Third Party-> Professional Tax-> Professional Tax-> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	47		
46	Third Party Deduction (Court Attachment)	46.1			Receipt of court attachment order through DDO	94
		46.2	Select Disbursement and drawing->Dop Earning and Deduction -> Third Party Deduction-> Miscellaneous-> Court Attachment-> Wage Items-> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	80		
47	Third Party Deduction (Welfare/ Relief Fund)	47.1			Receipt of request from employee	40
		47.2	Select Disbursement and drawing->Dop Earning and Deduction -> Third Party Deduction-> Miscellaneous-> Welfare releif fund-> Wage Items-> Enter employee ID- > Amount-> From or To Date -> Verify and Submit	60		
GDS Earning and Deduction						
Earnings (GDS)						
48	TRCA (Individual)	48.1			Receipt & Checking of order from competent authority	42
		48.2	Select Disbursement and drawing->GDS Earning and Deduction -> Earning-> TRCA-> Ex gratia /Special allowance-> Enter GDS ID- > Amount-> From or To Date -> Verify and Submit	69		
		49.1			Receipt & Checking of order from competent authority	50
		49.2			Preparation of calculation sheet	296
		49.3			Taking approval of DDO	246

49	Combined Duty Allowance	49.4	Select Disbursement and drawing - > GDS Earning and Deduction -> Earning -> Combined Duty Allowance -> ABPM/Dak Sewak/BPM -> Enter GDS ID- > Amount -> From or To Date -> Verify and Submit	75		
50	Financial upgradation Grant	50.1			Receipt & Checking of order from competent authority	46
		50.2			Taking approval of DDO	227
		50.3	Select Disbursement and drawing- >GDS Earning and Deduction -> Earning-> Financial Upgradation Grant-> 12/24/36 years-> Enter GDS ID -> From or To Date -> Verify and Submit	72		
51	Fixed Stationary Charge	51.1	Select Disbursement and drawing- >GDS Earning and Deduction -> Earning-> other allowance-> Fixed Stationary Charges-> Enter GDS ID- > Amount-> From or To Date - > Verify and Submit	71		
52	Cycle Maintenance Allowance	52.1			Receipt & Checking of order	51
		52.2	Select Disbursement and drawing- >GDS Earning and Deduction -> Earning -> other allowance -> Cycle Maintenance allowance -> Enter GDS ID- > Amount-> From or To Date -> Verify and Submit	72		
53	Composite Allowance	53.1			Receipt & Checking of order	56
		53.2	Select Disbursement and drawing- >GDS Earning and Deduction -> Earning-> other allowance- >Composite allowance/ Standard/ Non Standard-> Enter GDS ID- > Amount-> From or To Date -> Verify and Submit	69		
Deduction (GDS)						
54	GDS General Insurance Scheme	54.1			Receipt & Checking of order of engagement	47
		54.2	Select Disbursement and drawing - > GDS Earning and Deduction -> Deduction -> GDS General Ins Scheme -> GDS/ED General Ins Scheme -> Enter GDS ID- > Amount -> From or To Date -> Verify and Submit	66		
		55.1			Receipt & Checking of order of engagement	48

55	Service Discharge Benefit Scheme (GDS)	55.2			Preparation of calculation sheet	152
		55.3	Select Disbursement and drawing->GDS Earning and Deduction -> Deduction -> Service Discharge Benefit Scheme -> SDBS GDS Contribution -> Enter GDS ID -> Amount -> From or To Date -> Verify and Submit	70		
56	Third Party Deduction (Union/Association)	56.1			Receipt & Checking of order of deduction from concerned authority	44
		56.2			Taking approval from DDO	336
		56.3	Select Disbursement and drawing-> GDS Earning and Deduction -> Third Party Deduction -> Union Association>Subscription -> Association Name-> Enter GDS ID- > Amount-> From or To Date -> Verify and Submit	53		
57	Third Party Deduction (Cooperative Society Deduction)	57.1			Receipt of list of members along with amount of contribution/recovery from co-operative bank	69
		57.2	Select Disbursement and drawing-> GDS Earning and Deduction -> Third Party Deduction-> Society-> Co operative Society-> Wage Item-> Enter GDS ID- > Amount-> From or To Date -> Verify and Submit	52		
58	Third Party Deduction (Welfare/ Relief Fund)	58.1			Receipt of request from GDS or order from competent authority	42
		58.2	Select Disbursement and drawing-GDS Earning and Deduction -> Third Party Deduction-> Miscellaneous-> Welfare relief fund-> Wage Items-> Enter GDS ID- > Amount-> From or To Date -> Verify and Submit	51		
Initiate New Recovery (DOP)						
59	GPF Advance (Individual)	59.1			Receipt of GPF advance recovery order	59
		59.2			Taking approval from DDO	278
		59.3	Drawings and disbursements -> Initiate New Recovery -> GPF Advance -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	54		

		59.4			Maintain GPF recovery register	83
60	Process of GPF (F&F) to the retired employee.	60.1			Preparation of calculation sheet for Full and Final withdrawal	1585
		60.2	Drawing and disbursement -other reports and schedules -GPF balance	69		
		60.3			Receiving of sanctioned copy of GPF final payment from DAP	65
		60.4	Treasury> Cash/Cheque> MISc. Txn> AC Code > Amount> Insert> Submit	59		
		61.1			Receipt of HBA advance recovery order	48
61	HBA Principal	61.2			Taking approval from DDO	
		61.3	Drawings and disbursements -> Initiate New Recovery -> HBA Principal -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	59		
		61.4			Maintenance of HBA recovery register	59
		62.1	Drawings and disbursements -> Initiate New Recovery -> Interest of HBA -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	77		
62	Interest on HBA	63.1			Receipt of PC Advance recovery order	39
		63.2			Taking approval from DDO	227
		63.3	Drawings and disbursements -> Initiate New Recovery -> PC Advance-> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	62		
63	Computer advance	64.1	Drawings and disbursements -> Initiate New Recovery -> Interest on PC Advance-> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	58		
		64.2			Maintenance of PC Advance recovery register	135
64	Interest on PC Advance	65.1			Receipt of LTC Advance recovery order	50
		65.2			Taking approval from DDO	287

65	LTC Advance	65.3	Drawings and disbursements -> Initiate New Recovery -> LTC Advance-> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	70			
		65.4			Maintenance of LTC Advance recovery register	87	
66	Medical Advance	66.1				Receipt of Medical Advance recovery order	58
		66.2				Taking approval from DDO	252
		66.3	Drawings and disbursements -> Initiate new recovery -> Medical Advance-> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	60			
		66.4				Maintenance of Medical Advance recovery register	220
67	Recovery due to Loss and frauds	67.1				Receipt of recovery order from competent authority	71
		67.2				Taking approval from DDO	218
		67.3	Drawings and disbursements -> Initiate New Recovery -> Recovery due to Loss and frauds -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	61			
		67.4				Maintenance of loss & fraud recovery register	161
		67.5				Entry of recovery in service book	177
68	TA Tour	68.1				Receipt of TA recovery order	43
		68.2				Taking approval from DDO	246
		68.3	Drawings and disbursements -> Initiate New Recovery -> TA Tour -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	55			
69	TA transfer advance	69.1	Drawings and disbursements -> Initiate New Recovery -> TA Transfer advance -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	53			

70	Transfer TA	70.1	Drawings and disbursements -> Initiate New Recovery -> Transfer TA -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	49			
		70.2			Maintenance of TA recovery register	126	
71	Audit deduct recoveries of over payments	71.1				Receipt of recovery order of over payment	53
		71.2				Taking approval from DDO	183
		71.3	Drawings and disbursements -> Initiate New Recovery -> Audit deduct recoveries of over payments -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	66			
72	Recovery of over payments	72.1				Receipt & Checking of order of over payment	52
		72.2				Taking approval from DDO	253
		72.3	Drawings and disbursements -> Initiate New Recovery -> Account deduct recoveries of over payments -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	79			
		72.4				Maintenance of over payment recovery register	114
Initiate New Recovery (GDS)							
73	Recovery of over payments	73.1	Account deduct recoveries of over payments -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	79			
74	Recovery due to loss and frauds	74.1				Receipt & Checking of order of recovery	57
		74.2	Recovery due to loss and frauds -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	43			
75	Recovery over payment (Tax Exempt)	75.1	Recovery over payment -> Enter Remark-> Employee ID -> Amount -> Recovery Start date -> Recovery end date -> submit	66			51
Initiate New Recovery (Pension)							
		76.1				Receipt & Checking of recovery order	50
		76.2				Taking of approval of DDO	251
		76.3				Sending of intimation to pensioner	475

76	Recovery of over payments	76.4	Drawings and disbursements -> Initiate new recovery -> Select Pension -> Audit deduct recoveries of over payments -> Enter Remark-> Pension ID -> Amount -> Recovery Start date -> Recovery end date -> submit	71			
		76.5				Maintenance of recovery register	384
77	Income Tax (Pensioner)	77.1				Receipt of recovery order	22
		77.2				Taking approval of DDO	345
		77.3				Sending of intimation to pensioner	597
		77.4	Drawings and disbursements -> Initiate New Recovery -> Select Pension -> Income Tax -> Enter Remark-> Pension ID -> Amount -> Recovery Start date -> Recovery end date -> submit	55			
Other Configurations							
78	PLI Policy wise deduction	78.1				Receipt of memo from CPC PLI	41
		78.2	Drawings and disbursements -> Other Configurations -> PLI Policy Wise deduction -> Select premium type -> Select policy type -> select PLI option -> verify and submit	68			
79	Calculation of Qualifying service for Annual Increment	79.1				Checking of qualifying service and preparation of list of entitled employee	202
80	Updatation of increment date	80.1				Preparation of excel sheet of date of increment of employees	41
		80.2	Drawings and disbursements -> Other Configurations -> Update Increment Date -> Choose file -> upload file -> remarks -> verify and submit	64			
81	Maintenance of Increment Register	81.1				Maintenance of Increment register of the employee	76
82	Increment Posting	82.1	Drawings and Disbursements -> Other Configurations -> Increment Posting -> Select employee type -> select due date -> verify and submit	57			
83	Updation of LTC EL Encashment Balance	83.1	Drawings and disbursements -> Other Configurations -> Update LTC EL Encashment Balance -> Employee ID -> Balance -> Verify and submit	60			

84	Tax on income from other source	84.1	Drawings and disbursements -> Other Configurations -> Income and Tax from other source -> Employee ID -> Fiscal year -> Total Earnings -> Tax deducted -> Professional Tax deducted -> Employee contribution -> Employer contribution -> Remarks -> verify and submit	60		
Generate Paybill						
85	Generation of paybill (individual)	85.1	Drawings and disbursements -> Generate Pay Bill -> Employee ID -> enter DOP ID -> enter office ID - > Submit	37		
86	Generation of paybill (bulk)	86.1			Preparation of data in excel sheet	71
		86.2	Drawings and disbursements -> Generate Pay Bill -> Bulk employee IDs -> Choose file -> upload file -> Submit	75		
		86.3	After generation of Pay Bill -> Go to Pay Data Report -> DOP -> Pay Sheet/Summary	46		
		86.4			Checking of Pay sheet/summary thoroughly (per entry)	53
Substitute Payments						
87	Substitute payments	87.1			Receipt & Checking of substitute arrangement order from competent authority	35
		87.2			Preparation of calculation sheet	199
		87.3			Taking approval from DDO	205
		87.4	Drawings and disbursements -> Substitute Payments > Enter office ID -> Enter resource ID -> Arrangement date from/on -> Bulk resource ID -> choose file-> upload file -> View Details	75		
DA Arrear Processing						
88	DA Arrear Processing (individual)	88.1			Receipt of DA order	29
		88.2	Drawings and disbursements -> DA Arrear -> Departmental/GDS/Pensioner -> Employee -> Employee ID -> Verify and submit	53		
Supplementary Bills Payment (DOP employees)						
		89.1			Receipt & Checking of sanctioned CEA/HBA/Medical bill/TA etc. from competent authority	65

89	Supplementary bills payment (individual)	89.2			Preparation of Supplementary bill	282
		89.3			Maintenance of Supplementary bill register	113
		89.4			Taking approval from DDO	223
		89.5	Drawings and Disbursements -> Supplementary Bills -> Select DOP/GDS/Outsource/Pensioner -> CEA/HBA/Medical bill/TA etc. -> Select Remarks -> Employee ID -> Amount -> Tax -> Submit	69		
90	Supplementary bills payment (bulk)	90.1			Preparation of data in excel sheet	103
		90.2	Drawings and disbursements -> Supplementary Bills -> select DOP/GDS/Outsource/Pensioner -> Select CEA/HBA/Medical Bills/TA etc -> Enter remarks -> Choose file -> upload file -> submit	57		
91	Bill Payment	91.1			Receipt & Checking of cheque from treasury	113
		91.2			Preparation of letter for SBI for NEFT to other bank accounts	319
		91.3			Preparation of excel sheet and letter for IPPB in case of IPPB A/C	468
Supplementary Bills Payment (GDS)						
92	Supplementary bills payment (individual)	92.1	Select GDS -> CEA/GDS substitute allowance/Incentives/Misc. Arrears allowance. -> Select Remarks -> Employee ID -> Amount -> Tax -> Submit	75		
93	Supplementary bills payment (bulk)	93.1	Select GDS -> CEA/GDS substitute allowance/Incentives/Misc. Arrears allowance. -> Select Remarks -> choose file -> upload file -> Submit	54		
Arrears due payments						
94	Arrear due payments	94.1			Calculation of arrear due	345
		94.2			Taking approval from DDO	260
		94.3	Drawings and disbursements -> Arrears due payments -> Employee ID -> get details -> From date -> to date -> fill earning and deduction columns -> submit	65		
Update employee details						
		95.1			Receipt & Checking of application from employee	55

95	Updation of GPF Subscription	95.2	Drawings and disbursements -> Update Employee Details -> GPF Subscription Update -> employee ID -> get details -> enter new amount -> remarks -> submit	78		
96	Updation of Double TPA	96.1	Drawings and disbursements -> Update Employee Details -> Double TPA -> employee id -> get details -> eligible for double TPA (Yes/No) -> Remarks -> Submit	77		
97	Discontinuation of subscription	97.1	Drawings and disbursements -> Update Employee details -> Disable subscription -> employee id -> get details -> Disable subscription (Yes/No) -> Remarks -> Submit	40		
Know Your Employee						
98	Know your employee	98.1	Drawings and disbursements -> Know your employee -> Enter employee ID -> View details	34		
Forms						
99	LPC generation (DOP) and Transfer of LPC (Out) with Service Book	99.1			Receiving of copy of Transfer Memo, Pasting in Service Book. Checking and updation of Service Book, Preparation and despatch of Forwarding Letter	404
		99.2	Drawings and disbursements -> Forms -> LPC -> Employee ID/GDS ID -> Generate LPC	45		
100	Transfer of Service Books (In) with LPC	100.1			Receiving & Checking of Service Book	280
		100.2	Drawing and Disbursement>Know your Employee	45		
101	Updation and despatch of Service Book before 6 months of Retirement	101.1	D & D > Forms> LPC	44	Generation of LPC, obtaining no dues certificate, forwarding to DO/DAP	458
102	Special Reports MACP Cases on 10 Years, 20 Years and 30 Years of Service.	102.1			Scrutiny of Service Book and preparation of Special Report	775
		102.2	Drawing and Disbursement>Know your Employee	37		
103	Special Reports on completion of 55 Years of service	103.1			Scrutiny of Service Book and preparation of Special Report	868
		103.2	Drawing and Disbursement>Know your Employee	47		
104	Verification of Service particulars on completion of 25 Years of Service	104.1			Checking and Verification of Service Particulars from Service book	790
		104.2	Drawing and Disbursement>Know your Employee	45		
Other Reports and Schedules						

105	Generation of Accounts reports	105.1	Drawings and disbursements -> Forms -> Office ID -> select from date -> select to date -> Generate account reports	51		
106	Generation of Miscellaneous Reports	106.1	Drawings and disbursements -> Other Reports and Schedules -> Select report type -> select from date -> select to date -> office id -> Employee id -> Request ID -> Reporting office/My DDO -> Download	60		
Bank Module (Reports)						
107	Reconciled reports	107.1	Bank Module -> Reports -> Reconciled Reports -> Drawings/Remittance -> from date -> to date -> fetch report -> download/print	47		
108	Unreconciled report	108.1	Bank Module -> Reports -> Unreconciled Reports -> Select channel (Post Office/Bank Scroll) -> transaction type (Drawings/Remittance) -> from date -> to date -> fetch report -> download excel/print	44		
109	Transaction passbook report	109.1	Bank Module -> Reports -> Transactions Passbook -> Select account number -> from date -> to date -> fetch report -> download excel / print	40		
110	Report of Cheque to bank	110.1	Bank Module -> Reports -> Report of Cheques to bank -> Select account number -> from date -> to date -> fetch report -> download excel / print	32		
Bank Module (Scroll)						
111	Drawing Scroll Data Entry	111.1			Login to Yono SBI Corporate Website	93
		111.2			Downloading of drawn statement	64
		111.3	Bank Module -> Scroll -> Drawings scroll data entry -> Scroll Date -> Scroll number -> Scroll Amount -> Drawing Account Number-> Add Scroll data -> Enter detail transactions -> Cheque date -> Cheque Number -> Cheque amount -> Add scroll entry -> Confirm & submit scroll data	81		

112	Drawing Scroll upload	112.1	Bank Module -> Scroll -> Drawings Scroll Upload -> Uploading excel type (SBI/other) -> Select Scroll date -> Scroll number -> Drawings Account number -> Choose file -> upload file	52		
113	Remittance Scroll Data Entry	113.1			Downloading of remittance scroll statement	64
		113.2	Bank Module -> Scroll -> Remittance Scroll Data Entry -> Scroll Date -> Scroll number -> Scroll Amount -> Remittance Account Number-> Add Scroll data -> Enter detail transactions -> transaction date -> transaction type -> Ref/Cheque number -> amount -> Add scroll entry -> Confirm & submit scroll data -> Confirm	68		
114	Remittance Scroll upload- excel	114.1	Bank Module -> Scroll -> Remittance scroll upload -> Uploading excel type (SBI/other) -> Select Scroll date -> Scroll number -> Remittance Account number -> Choose file -> upload file	78		
115	Drawing Scroll update	115.1	Bank Module -> Scroll -> Select scroll date -> get scroll details -> Amount number/Ref. number ->Search -> update	34		
116	Drawing Scroll delete	116.1	Bank Module -> Scroll -> Drawings Scroll Delete ->Select scroll date -> get scroll details -> Amount number/Ref. number ->Search -> view details -> Delete Scroll Data -> Confirm	33		
117	Remittance Scroll update	117.1	Bank Module -> Scroll -> Remittance Scroll Update -> Select scroll date -> get scroll details -> Amount number/Ref. number ->Search -> update	30		
118	Remittance Scroll Delete	118.1	Bank Module -> Scroll -> Remittance Scroll Delete -> Select scroll date -> get scroll details -> Amount number/Ref. number -> Search -> view details -> Delete -> Confirm	34		

Bank Reconciliation

119	Drawing Manual Reconciliation	119.1	Bank Module -> Reconciliation -> Drawing Manual Reconciliation -> Select Drawings Account -> Name of office -> Schedules data -> upload bank scroll data -> Tally entries one by one -> Submit	46		
120	Remittance Manual Reconciliation	120.1	Bank Module -> Reconciliation -> Remittance Manual Reconciliation -> Select remittance Account -> Name of office -> Schedules data -> upload bank scroll data -> Tally entries one by one -> Submit	46		
121	Submission of return (Drawn) to DAP	121.1	Bank Module> Reports> Trnsacxtion Pass Book>Date set from to > Download in Excel >down load scroll of bank > Tally/Reconcile> Print	206		
122	Submission of return (Remitttance) to DAP	122.1	Bank Module> Reports> Trnsacxtion Pass Book>Date set from to > Download in Excel >down load scroll of bank > Tally/Reconcile> Print	157		
		122.2			Despatch /Posting of return to DAP	334
123	Edit Bank details	123.1			Receipt of application from employee to update/edit bank details	64
		123.2	Personnel Information System -> PIS Utilities -> Edit Bank Details -> View/Modify bank details -> Office type -> Select Office -> Select Employee -> Fetch -> Add/modify details -> Fill details -> Choose supporting documents -> Submit	142		
124	View and Modify employee information	124.1	Personnel Information System -> Employee Management -> View and Update Employee Profile Date -> Select office type -> Select office -> Select Employee -> Fetch -> Modify Personal information/communication detail/Posting information -> Submit	172	Entry in Service Book	164
Pension						
		125.1			Receipt & Checking of retirement order from competent authority	55

125	Add Pensioner Data	125.2	Exit management -> pension master data management -> add pension data -> new pensioner -> pension and personal info -> communitaion infor -> financial details -> Pensioner Status -> valid from and to date -> additional pension info -> other info -> submit	277		
		125.3			Receipt & Checking of PPO from DAP	128
		125.4			Handover PPO to pensioner under receipt and keep one copy in Pensioner file	236
126	Modify Pensioner data	126.1			Receipt & Checking of revised order from competent authority	102
		126.2	Exit management -> view pensioners master data -> select DDO and fetch -> search pensioner -> Modify -> Pension & Personal Info -> communitaion infor -> financial details -> Pensioner status -> additional pension info -> other info -> submit	134	Taking approval of DDO	220
		126.3	Exit Management -> Pension Master Data Management -> Approve Pensioners Data -> select DDO and fetch -> View and approve	83		
Exit Management for Pensioner						
127	Changes active or inactive status of Pensioner	127.1	Select Exit management-> Pension Master Data-> View Pensioner Master Data	31		
		127.2	Select modify-> then change data accordingly	121		
		127.3			In case of death of pensioner, calculation of excess payment for recovery and sending it to concerned SPM/PM for recovery from pension account	800
		127.4	Treasury -> Cash/Cheque -> Misc. Transactions -> fill details -> Insert	70		
128	Commutation/ Revised Commutation	128.1			Receipt & Checking of sanction from DAP	84
		128.2	Select Exit management-> Pension Master Data Management -> Commutation-> Select DDO -> Fetch Data -> Select employee -> view update amount to date or from date then approve	79		
		129.1			Receipt & Checking of sanction for commutation from DAP	82

129	Commutation Payment to Pensioner	129.2			Approval of DDO and entry in commutation register	282
		129.3	Treasury->Cash and Cheque-> Misc Transaction- select Payment, mode payee name Account Head amount then insert	69		
130	Disbursement of Pension	130.1	D & D > other reports> Pensioner Master Data> DDO> Download	75		
131	Submission of Return to DAP (Pension)	131.1	D & D > other reports> Pensioner Master Data> DDO> Download	62	Downloading of Paysheet	38
		131.2	Printig of report/returns	124	Bifurcation of Pensioners (Rly/ P&T Audit/Postal Service pensioner/ postal Family pensioner)	102
		131.3			Preparation & despatch of forwarding letter to DAP	413
132	Preparation of Digital Life Certificate online	132.1	Jeewan Pramaan Patra> Aadhaar> Mobile No> OTP> Submit>Scan > Thumb Impression/Iris> OK	199	Receipt and checking of application from pensioner	113
133	Updation of Digital Life Manually certifiicate per case	133.1	Exit Management>view Pensioner data>Digital Life>enter pensioner ID> Bio type - manual> Remark> Update DLC	87		
134	Maintenance of DLC in Pension File	134.1			Maintenance of DLC in Pension File	238
135	Payment of Pension arrear	135.1			Calculation & preparation of Arrear	796
		135.2	Payroll> Drawan & Disbursement> Pensioner ID> Verify> Submit	98		
136	Tax Deduction (Pensioner)	136.1	Pay Roll > D & D> Other Configuration>Income and tax other source>ID>Details> verify and submit	85		
137	Additional Quantum (Pensioner)	137.1	exit managerment > view and modify data> Select DDO> Fetch> Pneions ID> Modify> Submit	64		
Leave Management System						
138	Updation of Leave balance (Departmental Employee)	138.1			Receipt & Checking of leave sanction order from competent authority	56
		138.2	Leave Management System -> Leave Balance Update -> Select office name -> employee ID -> View leave balance -> Add -> Edit -> Save	55		
139	Maintenance of Leave Balance in Service Book	139.1			Updation of leave balance in service book	169

140	Individual Update Leave balance (GDS)	140.1	LMS -> Select office name -> GDS ID -> View leave balance -> Add -> Edit -> Save	66	Receipt & Checking of leave sanction order from competent authority	56
Miscellaneous						
141	Preparation of GST Schedule	141.1			Collection of reports from concerned	202
		141.2	Treasury- reports - accounting details -office wise	105		
		141.3			Compilation of all Types of GST Receipt & Payment	1252
142	Challan Payment of GST & submission of GST Cheque	142.1			Receipt, checking of GST Challan and creation of cheque liability	767
		142.2	Treasury- cash and cheque - miscellaneous transaction -payment mode- cheque	120		
143	Filing of GSTR-1	143.1	Treasury> reports > accounting and other reports > Select type (Receipt/ Payment) > Account code > From To ... Date> Select office>Generate.	51		
		143.2	Treasury- reports - accounting and other reports - accounting details	44		
		143.3			Preparation of draft worksheet of the GST statement	391
		143.4			Preparation of GST Annexure A	583
		143.5			Preparation of GST Annexure B	340
		143.6			Preparation of GST Annexure C	393
		143.7			Adjustment of Input Tax Credit	327
		143.8			Preparation of Forwarding letter to Concerned SBI Branch with complete details along with Cheque	151
		143.9			Preparation of GSTR7	603
		143.10			Forwarding of details of GSTR7 to CA for generation of Challan	179
144	GSTR2B	144.1			Preparation and forwarding of CENVAT statement to DAP	305
145	GSTR3B	145.1			Preparation and forwarding of CENVAT statement to DAP	302
		146.1			Receipt & Checking of order from competent authority	56

146	TA/LTC/Medical Advance	146.2	Drawings and Disbursements -> Supplementary Bills -> Select DOP/GDS/Outsource/Pensioner -> LTC/TA Tour/Transfer/Medical Advancel -> Select Remarks -> Employee ID -> Amount -> Tax -> Submit	72			
147	NPC Bills	147.1			Receipt & Checking of paid vouchers from SOs/HOs	85	
		147.2	Treasury -> Reports -> Accounting Details -> Type -> Account Code -> From date -> To date -> Office -> Generate -> Download excel	65			
		147.3			Maintenance of NPC Bill register	91	
		147.4			Segregation vouchers according to Account Head	97	
		147.5			Preparation and submission of office wise monthly summary report (HO/SO)	6853	
148	NPS/UPS/NPS Lite	148.1			Receipt of duly filled NPS subscriber registration form	44	
		148.2			Checking of details and supporting documents	180	
		148.3			Put up before DDO for approval and forwarding to DAP	116	
		148.4			Handing over of PRAN Card to concerned employee under receipt	125	
		148.5	Personnel Information System -> Employee Management -> View and update employee profile data -> Office type -> Office ->Employee/GDS -> Fetch --> Add PRAN number in posting information -> Submit	70			
149	Nomination/Option Form/ Correction Form NPS	149.1			Receiving of Option Form from the concerned officials	23	
		149.2			Checking of Particulars entered with supporting documents	133	
		149.3	Personal information system -PIS utility -nomination details	112		Making necessary entries in service book of the concerned officials and taking Signature/Attestation of DDO	283
		149.4			Pasting one copy in the service book of the official	94	
		149.5			Forwarding copy in duplicate to DAP for updation in CRA	433	
		150.1			Receiving of NPS Partial withdrawal Form the concerned Officials	39	

150	Partial Withdrawal NPS	150.2			Checking of Particulars entered with supporting documents and from Service records/Book	224
		150.3			Verification of records and filing of DDO particulars	157
		150.4			Obtaining attestation/signature of DDO and Forwarding to DAP	196
151	NPS EXIT (FINAL PAYMENT)	151.1	personal information system -PIS utility -bank details	22	Receipt & Checking of NPS Exit application form from the employee.	285
152	Service Discharge Benefit Scheme SDBS (GDS)	152.1			Preparation and submission of SDBS-2 & SDBS-4 forms to DAP	123
153	DCRG Preparation	153.1			Preparation of DCRG Memo	712
154	DCRG Payment	154.1	Treasury > Cash/Cheque> Misc Tnbx> Tnx Type> Tnx Mode> PAYEE NAME >REMARK>Ac Code> amt> Insert> Submit> Confirm.	61		
Leave Encashment(Final)						
155	Preparation of balance of Leave Certificate	155.1			Preparation of balance of Leave Certificate	587
156	Leave Encashment payment	156.1	Treasury > Cash/Cheque> Misc Tnbx> Tnx Type> Tnx Mode> PAYEE NAME >REMARK>Ac Code> amt> Insert> Submit> Confirm.	76		
157	UTR verification	157.1	Downloading the scroll from online banking,	155	Issue of credit certificate to customers and making correspondence with bank and concerned offices (in case of any mismatch)	224
158	Payment of FHR (S.O. Rented)	158.1	Treasury>Cash Cheque> Miscallaneous txn> Enter >Account Code> Submit	95		
159	Creating Liability for Payment to Vendor/ Security Guard	159.1	Treasury>Cash/Cheque> Misc Tnx> Details> submit	82		
160	UCP Payment	160.1	Treasury>Cash/Cheque> Misc Tnx> Details> submit	79		
161	NPS / SDBS Schedules	161.1	Payroll System> D&D> other Reports> Schedules	90		
162	PLI Schedules	162.1	Payroll System> D&D> other Reports> Schedules	86		
163	GPF Schedules	163.1	Payroll System> D&D> other Reports> Schedules	86		
164	HBA / PC Interest Schedules	164.1	Payroll System> D&D> other Reports> Schedules	80		

165	Cash book Generation and Submission of Cash book to DAP (Daily)	165.1	Account> Accounts Consolidation> Cashbook>View StatusConfirm date> Step 1. Check (All SOs are verified) Step 2. View/Download (Download PDF) Step3. Date & Submit Cashbook to PAO	121		
166	Cash Accounty Generation and Submission of Cash Account to DAP (Monthly)	166.1	Account> Accounts Consolidation>Cah Account>Enter year & Month> View cash Account. Submit Cash Account to PAO	84		

BNPL						
Sl. No.	Name of Activity	Sl. No.	Name of System Activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)
1	Switch on computer and login	1.1	Switch on Computer	58		
		1.2	Login to APT 2.0	54		
2	Activities performed by Supervisor	2.1	Counter allocation to Operator Booking Solution-> Counter Operation-> Allocate Counter to Operator (Select office Name -> Enter employee ID -> select counter ID and shift ID) -> Click on allot counter	32		
		2.2	Modification of allotted Counter Counter Operation-> Modify allotted Counter (Click on Modify against operator to be modified> select counter ID, shift ID and counter start time) > click on modify counter	24		
		2.3	Create new Environment Booking Solution-> Counter Operation-> Create new Environment->Enter all details and save	50		
		2.4	Modify Environment Booking Solution-> Counter Operation-> Modify Environment->Click on modify->Modify details and save	30		
3	Activities performed by Counter Operator	3.1	Shift Begin by Counter Operator Booking Solution->Counter Operations->Begin Your Shift then click on submit	17		
4	Receipt of items	4.1			Collection of items along with list	59
		4.2			Checking of Mail received from BNPL customer	73
		4.3	Download of Mails file for bulk upload from Pendrive/ email (per file)	34		
5	Bulk Upload excel file received from customer	5.1	Select Booking Operation-> Mail Booking-Book Bulk Mails-> Select Mail Category-> Booking Type (walk in/Regd Customer/on Postal service etc.)-> Select Product Type	23		
		5.2	Uploading of file (per file)	61		
		5.3	Validate record and select row of item and make correction	77		
		5.4	Submit and select payment method (Contract/Cash/QR), If Contract click Yes	11		
		5.5	Export pdf file and Printing of Receipt	35		

6	Creation of excel file for BNPL Customer if not provided by the customer	6.1			Entry of item details including checking of weight, sender and receipt addressee etc (per item)	33
7	Bulk Upload of created excel file	7.1	Select Booking Operation-> Mail Booking-Book Bulk Mails-> Select Mail Category-> Booking Type (walk in/Regd Customer/on Postal service etc.)-> Select Product Type	26		
		7.2	Uploading of file (per file)	61		
		7.3	validate record and select row of item and make correction	25		
		7.4	Submit and select payment method (Contract/Cash/QR), If Contract click Yes	8		
		7.5	Export pdf file and Printing of Receipt	27		
8	Collection of Business Post Revenue - Counter Pre Mailing	8.1	Select Pickup Management-> Induction Management-> counter Pre Mailing-> Select Customer Type -> If retail -> Enter Name-> eMail Id -> Mobile No. -> Select Service Type-> Enter Quantity-> Select Pre Mailing Service-> Select Payment Method (Cash/QR/Cheque)-> Proceed	93		
		8.2	Select Pickup Management-> Induction Management-> counter Pre Mailing-> Select Customer Type -> If contractual customer -> Enter Customer Id-> Fetch ->Service Type-> Enter Quantity-> Select Pre Mailing Service-> Select Payment Method (Cash/QR)-> Proceed	78		
		8.3	Export pdf file and Printing of Receipt	17		
9	Sorting of items (Letter Mail)	9.1			Sorting of item (TD/NTD/foreign only if not authorise to close direct bag to other NSH) (per item)	4
		9.2			Sorting of item (NSH Wise if authorise to close direct bag to other NSH) (per item)	4
10	Sorting of items (Parcel Mail)	10.1			Sorting of Parcel (TD/NTD/foreign only if not authorise to close direct bag to other PH) (per item)	5
		10.2			Sorting of Parcel (PH Wise if authorise to close direct bag to other PH) (per item)	5

11	Bagging Management	11.1	Bag Management->Select Bagging Operation -> Fetch from Counter -> select counter then fetch then select item and click on accept items	20		
12	Closing of Bag (Document)	12.1	Select Bag Operation -> bag close -> select office to , bag type, delivery type then fetch	13		
		12.2	Scanning of items (per item)	4		
		12.3	Closing and scanning of bag Label and close with print manifest (per bag)	20		
		12.4	Generation & Printing of Manifest	21		
		12.5			Insertion of items and closing of bag	77
		12.6			Transfer of Bag to Mail branch	19
13	Closing of Bag (Parcel)	13.1	Select Bag Operation -> bag close -> select office to , bag type, delivery type then fetch	17		
		13.2	Scanning of items (per item)	5		
		13.3	Closing and scanning of bag Label and close with print manifest (per bag)	20		
		13.4	Generation & Printing of Manifest	21		
		13.5			Insertion of items and closing of bag	77
		13.6			Transfer of Bag to Mail branch	19
14	Changing Destination of closed bag	14.1	Bag Management->Tools->Change closed bag destination->Scan Bag number->Fetch->Select to office and click on change	23		
15	Deletion of Bag	15.1	Bag Management->Tools->Bag Deletion->Scan Bag number->Fetch->Delete	22		
16	Re-Open closed bag	16.1	Bag Management->Tools->Reopen closed bag->Scan Bag number->Fetch->Scan item number->Then click on close bag	22		
17	Change PIN Code	17.1	Bag Management->Tools->Change PIN Code->Scan item number->Enter new PIN Code then click on change PIN Code.	22		
18	Despatch Bag	18.1	Select Bagging operation->Bag despatch->Select Schedule->Fetch->Scan bag label->	24		
		18.2	Despatch bag->Generate and print mail list	22		
19	Cancel bag despatch	19.1	Bag Management->Tools->Cancel bag despatch->Select cancel reason->Bag Number->Add->Click on cancel despatch	31		

20	Day end	20.1	Shift End by Operator Booking Solution-> Counter Operations->End your shift->Click on end shift	16		
Reports Booking Solution						
21	Counter Transaction Reports	21.1	Booking Solution-> Counter Operations->Reports-> Select type of report->Select from date to date->select user-> Category->Product type and fetch	32		
22	Submit account report	22.1	Booking Solution-> Counter Operations->Submit Account report->Submit account date->Enter Employee ID, Counter ID, Shift Id and Fetch	29		
23	Reports Bag Management	23.1	Bag Reports Bag Management->Bag reports->Print bag manifest/Reprint mail list/Bag label print-> Enter details then print	28		
		23.2	Reports Bag Management->Reports->item Reports->Select report type->Date and fetch	22		
		23.3	Bag Management->Reports->Bag reports->Select report type-> date and fetch	23		
		23.4	Bag Management->Reports->Bag scan missing reports->Select report type-> date and fetch	20		
		23.5	Bag Management->Reports->Insured report->Select type-> date and fetch	21		
		23.6	Bag Management->Reports->Booking and despatch abstract-> date and fetch	21		
		23.7	Bag Management->Reports->item abstract-PO-> date and fetch	21		
		23.8	Bag Management->Reports->Discrepancy Report-> date and fetch	18		
BNPL Billing						
24	Generation of Bill	24.1	Customer Management-> Bill Generation->View Bills for customer->Search by customer ID/ Contract ID->Click on view->Download bill	52		
		24.2	Printing of Bill	25		
		24.3			Handing over of bill to customer	12
		25.1	Treasury->Cash/Cheque->Customer billing->Click on Monthly bills->Select biller->Then Submit->Click on checkbox->Download->Select Transaction mode	67		
		25.2			Checking of NEFT from Accounts branch	152

25	Receipt of payment from BNPL Customer	25.3	If cheque, enter cheque number and cheque date then click on ok	19		
		25.4			Receipt of Cheque from Customer, Preparation of List of Cheque and Sending it to treasury for Clearance	176
		25.5	Enter Remarks and submit	22		31
		25.6			Checking of clearance of cheque from treasury	89
26	Miscellaneous	26.1			Preparation of GST Report per Customer (monthly)	88
		26.2			Preparation of outstanding Report Customer Wise (monthly)	463
		26.3			Preparation of Revenue Deposit Report (monthly)	525
		26.4			Preparation of Bill Per Customer (monthly)	83
		26.5			Preparation of Monthly Report	1220
		26.6			Maintenance of Statistics Register (Daily)	307
		26.7			Maintenance of Billing Register for Credit Customers (monthly)	51
		26.8			Entry in daily ledger (per entry)	38

CBS												
Sl. No.	Name of Activity	Sl. No.	Name of System Activities (APT 2.0/Finacle)	Operator/ Supervisor-I	Supervisor/Supervisor-II	Operator (Manual Activity)		Supervisor (Manual Activity)		Operator/ Supervisor-I	Supervisor/Supervisor-II	
				Avg. time (in seconds)	Avg. time (in seconds)	Name of Activity	Avg. time (in seconds)	Name of Activity	Avg. time (in seconds)	Total Avg. time (in seconds)	Total Avg. time (in seconds)	
1	Day begin activities performed by Supervisor	1.1	Switch on Computer		58						58	
		1.2	Login to APT 2.0		54						54	
		1.3	Counter allocation to Operator Booking Solution-> Counter Operation-> Allocate Counter to Operator (Enter employee ID, select counter ID and shift ID) -> Click on allot counter		36							36
		1.4	Modification of allotted Counter Counter Operation-> Modify allotted Counter -> Click on Modify in case shift begin not done by operator (Select counter ID and shift ID) -> Click on Modify Counter		32							32
2	Day begin activities performed by Counter Operator	2.1	Switch on Computer	58						58		
		2.2	Login to APT 2.0	54						54		
		2.3	Shift Begin by Counter Operator (Booking Solution -> Counter Operations -> Begin your shift)	11						11		
		2.4	Request Cash (Booking Solutions -> Counter Operations -> Request Cash -> Request cash from treasury -> select cash -> enter request value -> Submit Request)	21						21		
		2.5				Cash Receipt from treasury	247			247		
		2.6	Acknowledge Cash Received from Treasury (Booking Solution -> Counter Operations -> Request Cash -> Select Acknowledge Cash Received from Treasury -> Authorize)	33						33		
3	Finacle Login	3.1	Login in Finacle -> Select FINCORE Solution	49	49					49	49	
4	HTM	4.1	HTM (Vault to Teller Cash Transfer Entry - Transfer amount received in APT 2.0)	45	37					45	37	

5	CIF	5.1	CIF Creation	163	56	Receipt & Checking of KYC form with documents	37		200	56
		5.2				Writing of CIF no. on AOF and KYC form	25		25	
		5.3	CIF Modification	84	47	Receipt & Checking of KYC form with documents	37		121	47
		5.4	CIF Merger	69	35	Receipt & Checking of KYC form with documents	38		107	35
	Checking of Account	6.1	Checking of existing accounts in the name of customer	38		Receipt of Account Opening form with KYC.	34		72	
		6.2	Checking of account status in case account already exists in the name of customer	30					30	
	Opening of Account	6.3	New Account Opening (SB GEN)	115	63	Receipt of Account Opening form with KYC	50		165	63
		6.4	New Account Opening (SBCHQ)	125	66	Receipt of Account Opening form with KYC	50		175	66
		6.5	Deposit	34	28	Receipt of SB-103, counting of cash, writing of Transaction ID and initial on form.	40		74	28
		6.6	Withdrawal	50	37	Receipt of SB-7, tallying of sign and photo of the depositor. Initial on SB-7, writing of BAT & Transaction ID, and making payment to the customer.	55		105	37
	6.7	Closure of SBGEN account	83	45	Receipt of SB-7A, tallying of sign and photo of the depositor with AOF. Initial on SB-7A, & Transaction ID, and making payment to the customer. Struck out of Passbook	67		150	45	

6	Closure of Account	6.8	Closure of SB Cheque account	116	59	Receipt of SB-7A, unused cheque book, tallying of sign and photo of the depositor with AOF. Initial on SB-7A, & Transaction ID, and making payment to the customer. Struck out of Passbook and cheque book	67		183	59	
	Cheque Book	6.9	Adding cheque book in inventory	75	34			Receipt of cheque books from stock and checking serial nos. of cheque books with invoice from PSD	80	75	114
		6.10	Supply of cheque book to operator	66	37					66	37
		6.11	Splitting of cheque book	43						43	
		6.12	Stop Cheque Payment	79	42	Receipt of application from customer and tally signature and photo	95			174	42
		6.13	Revoke Cheque Payment	48	30	Receipt of application from customer and tally signature and photo	95			143	30
		6.14	Issuance of Cheque Book to customer	59	36	Entry in cheque book issue register and acquaintance from customer	25			84	36
	ATM	6.15	Issuance of ATM to customer	61	46	Entry in ATM issue register and acquaintance from customer (per entry)	25			86	46
	Netbanking/mobile banking	6.16	Netbanking and Mobile banking	99	61	Receipt of application from customer	10			109	61
	Scheme Change	6.17	Change of Scheme code from SBGEN to SBCHQ	36	25	Receipt of application from customer	10			46	25
Silent Account Revival	6.18	Silent Account Revival	139	65					139	65	
7	Add Lien/ Revoke Lien from Account	7.1	Add Lien to Account	189	85			Receipt of order/application	10	189	95
		7.2	Remove Lien from Account	193	87			Receipt of order/application	10	193	97
		8.1	New A/c Modify before Verification	42	28					42	28
		8.2	Modification of existing A/Cs	106	64					106	64

8	Modification in Accounts	8.3	Transfer Of Accounts (Inter SOL)	74	44			Receipt of SB-10B form and checking of fee credited. Tallying of sign and photo with KYC. Transfer of accounts and writing of transaction ID.	63	74	107
9	Opening of KVP/MIS/NSC/ TD	9.1	Opening of Account	142	63	Receipt of form, opening of account, initial on AOF and writing of account number on AOF.	51			193	63
		9.2	Opening of Account received through SAS Agents	163	75	Receipt of form, Checking of AAR No, opening of account, initial on AOF and writing of account number on AOF.	53			216	75
		9.3	Modification of existing A/C	58	39					58	39
		9.4	Renewal/ Extension of TD	72	49	Receipt of Application, tallying of sign and photo and extension of account.	28			100	49
		9.5	Standing Instruction MIS/TD to SB	71	51	Receipt of Application, tallying of sign and photo	29			100	51
		9.6	Interest payment of MIS/TD	156	61	Receipt withdrawal form from customer and tally sign photo and transfer into sb account or through cheque	25			181	61
10	Closure of Account	10.1	Closure of NSC/KVP	112	73	Receipt of passbook, tallying of sign and photo of the depositor. Initial on passbook, Transaction ID and making payment to the customer. Struck out of Passbook	62			174	73
		10.2	Closure of MIS/TD	96	71	Receipt of passbook, tallying of sign and photo of the depositor. Initial on passbook, Transaction ID and making payment to the customer. Struck out of Passbook	70			166	71

11		11.1	Opening of Account	115	52	Receipt & Checking of Account Opening form with KYC.	57			172	52
		11.2	Funding of Account	37	28	Writing of amount and transaction ID on SB-103 and initial on form.	34			71	28
		11.3	Withdrawal from PPF/SSA	90	49	Receipt of SB-7, checking of sign and photo of the depositor. Initial on SB-7, writing of BAT, Transaction ID and making payment to the customer.	42			132	49
		11.4	Extension of PPF	70	50	Receipt of Application, tallying of sign and photo and extension of account.	50			120	50
		11.5	Closure of PPF/SSA	184	122	Receipt of passbook, tallying of sign and photo of the depositor. Initial on passbook, Transaction ID and making payment to the customer. Struck out of Passbook	77			261	122
12	RD	12.1	New A/c Modify after Verify or Modify existing A/c or Modify attachment of Agent to RD a/c	47	34					47	34
		12.2	Opening of account	109	55	Receipt & Checking of Account Opening form with KYC.	50			159	55
		12.3	Opening of account linked to agent	137	60					137	60
		12.4	RD deposit	43	28	Receipt of SB-103 along with Cheque/cash and counting of cash	26			69	28
		12.5	RD extension	36	32	Receipt & checking of form	72			108	32
		12.6	Standing Instruction maintenance (SB to RD)	106	39	Receipt and checking of form, Matching of CIF in both kind of accounts, noting down of transaction ID	34			140	39

		12.7	Account closure	96	61	Receipt of closure form, Passbook and withdrawal slip	60		156	61	
		12.8	Agent Transactions - Agent Bulk Posting Menu	59	51	Receipt of voucher 7 LOT	26		85	51	
13	Loan against RD	13.1	Opening of RD Loan A/c	70	50	Receipt of Application, tallying of sign and photo	21		91	50	
		13.2	RD Loan A/c Modify After Verification	32	35				32	35	
		13.3	RD Loan Pay off Process (Final Payment)	49	39	Receipt of SB-103 along with cash/cheque and counting of cash	25		74	39	
		13.4	RD Loan disbursement	45	32				45	32	
		13.5	RD Loan Closure	48	25				48	25	
14	Senior Citizen Saving Scheme	14.1	New A/c Opening	105	72	Receipt & checking of account opening form and KYC	68		173	72	
		14.2	SCSS extension	53	44	Receipt & Checking of application	32		85	44	
		14.3	Standing Instruction SCSS to SB	61	40	Receipt of Application, tallying of sign and photo	59		120	40	
		14.4	Account Closure	84	61	Receipt of closure form, Passbook and withdrawal slip	55		139	61	
15	Agent Module	15.1	Creation of Agent ID	109	105	Receipt of Agent Licence copy and application	31		140	105	
		15.2	Modify existing agents	57	50	Receipt of Agent Licence copy and application	31		88	50	
16	Freeze/ Unfreeze of Accounts	16.1	Freezing of Accounts	44	33			Receipt of application/order	46	44	79
		16.2	Unfreezing of Accounts	36	35			Receipt of application/order	46	36	81
	Pledaina/Rele	17.1	Pledging of NSC/KVP	55	39			Receipt of application, tallying of sign and photo, marking of pledge/release in passbook and purchase application	50	55	89

17	Release of NSC/KVP	17.2	Release of NSC/ KVP	45	37		Receipt of application, tallying of sign and photo, marking of pledge/release in passbook and purchase application	50	45	87	
18	Modification of name of account holder	18.1	Modification of name of account holder	47	38		Receipt of application and document, aadhar pan tallying of sign and photo, change name and on purchase application (SB-3)	122	47	160	
19	Nomination (Modification)	19.1	Go to Account Modification menu using respective T-Code -> Click on Go -> Choose function code Modify -> Fill A/C ID -> Check Photo and Signature -> Click on Go -> Related Party Details -> Check Yes -> Enter nomination details --> Submit	94	64		Receipt of nomination form and checking the nominee details. Writing nomination number on nomination form	39		133	64
		19.2	Go to Account Modification menu using respective T-Code -> Choose function code Modify -> Fill A/C No. -> Check Photo and Signature -> Click on Go -> Related party details -> Check Yes -> Fill nomination details -> Fill guardian details of minor -> Click on submit	79	75		Receipt and checking of KYC documents, nomination form and tally signature w.r.t. Finacle. Writing nomination number on AOF	38		117	75
20	Printing of Passbook	20.1	Printing of Passbooks (New)	58						58	
		20.2	Printing of Subsequent Entries of Passbook	32						32	
21	ATM Cash Feeding in Finacle	21.1	ATM Cash Feeding in Finacle	61	43					61	43
22	Opening of PMJJY/ PMSBY/ APY	22.1	Opening of Pradhan Mantri Suraksha Bima Yojana account.	100	41		Receipt of Form and opening of account	69		169	41
23	Fee Collection at Counter	23.1	Fee collection	37	40					37	40
		23.2	Generation of Statement	37	28		Receipt application from customer and handing over of statement	28		65	28
		23.3	Generation of Interest Certificate	13			Receipt application from customer and handing over of interest certificate	20		33	

24	Miscellaneous	24.1	ATM card stock register					Maintenance of ATM stock register (per invoice)	249		249
		24.2	Cheque book stock register					Maintenance of cheque book stock register (per invoice)	196		196
		24.3	Passbook stock Register					Maintenance of Passbook stock register (per invoice)	271		271
		24.4	Maintenance of passbook issuance register			Maintenance of passbook issuance register (per case)	37			37	
		24.5	Issuance of Duplicate passbook	106	62	Receipt of form and KYC document. Maintenance of duplicate passbook register and obtaining acquaintance of depositor.	97			203	62
		24.6	Index register of SB-26			Maintenance of index register (per case)	134			134	
		24.7	Generation and Sending of KYC to CPC	84		Arranging of KYC as per list and despatching the list with KYC to CPC.	206			290	
		24.8	Issuance of fresh passbook	69		Printing of passbook & making remark in usedup passbook and fresh Passbook	75			144	
		24.9	Verification of FRMU alerts (per alert)		130						130
		24.10	Deceased Claim cases (with Nomination)	81	53	Checking of claim form, receipt of required documents, particulars verification and then submit the case for sanction.	506			587	53
		24.11	Deceased Claim cases (Without Nomination)	133	62	Checking of claim form, receipt of required documents, particulars verification and then submit the case for sanction.	485			618	62
		24.12	Deceased claim cases- Payment to nominee/legal heir/successor	132	62	after sanction of the case, closure of the account and payment to the nominee/legal heir/successor	53			185	62

		24.13	Issuance of Agents Receipt Book				Receipt of application from Agent and getting receipt of agent and issue of the AAR.	126		126	
		24.14	In-operative Accounts (CIF Modification, Unfreeze of account and Closure of account)	155	100	284	Checking of case with documents, preparing checklist for Inoperative account and entry in the register. Receipt of SB-7A, tallying of sign and photo of the depositor. Writing transaction ID on SB-7A and making payment to the customer.		439	100	
		24.15	update of Form 15H/15G	45	30	18	Receipt of form, preparation of monthly list and forwarding to CA (per entry)		63	30	
		24.16	Checking of Teller Balance	18		231	Tally physical cash with teller balance		249		
		24.17	Vault A/c Entries	41	39				41	39	
		24.18	eKYC	85		37	Receipt of eKYC form		122		
		24.19	ECS enable for payment of Maturity/ Interest	118	67	58	Receipt and checking of form for ECS with Cancelled Cheque/ Passbook Copy Checking of photo and signature for enabling ECS.		176	67	
25	Preparation of Cheque List for clearance	25.1	Checking account no. name/ status(silent or active)/ amount deposit in PPF/SSA/ checking limit of MIS/SCSS deposit	35		77	Preparation of Cheque List for clearance		112		
26	NEFT/RTGS Transfer from SB Account	26.1	For NEFT/RTGS Login-> HPORDM-> Add-> Customer Transfer-> Account ID -> Dr. Account ID -> Check Photo ID and Sign -> Instrument Type -> Date Amount -> Beneficiary Details -> Account no. , Name IFSC Method of Payment NEFT/RTGS-> Fetch -> View Charges-> Submit	144	110	60	Receipt and checking of form for NEFT/RTGS with Cancelled Cheque/ Passbook Copy Checking of photo and signature in system Entry in System payment order entry on form. Entry on Customer Form	Verification by supervisor and Entry of UTR No. on Form	96	204	206

27	Cheque Indent for Liability	27.1	Treasury -> Cash/Cheque-> Select Payment-> Cheque-> Enter Customer Name, Purpose Account Code Enter	80	74				80	74
28	Generation of Report in HFINRPT	28.1	Consolidated Report	36	52				36	52
		28.2	Long Book Report (Only View)	33	29	Arranging and Tallying of voucher (per voucher)	11		44	29
		28.3	Office Account Report	32	32				32	32
		28.4	ECS Report	31	31				31	31
		28.5	NSC KVP Discharge Report	32	44				32	44
		28.6	Agent Commission Report	25	26				25	26
		28.7	Account opening statistical report	37	37				37	37
29	View Report in HPR	29.1	HPR -> Go -> Select Report View and Print	38					38	
30	Checking of counter Balance	30.1	HTCPIAE	16					16	
31	Transfer of cash from Finacle	31.1	HTM (Teller to Vault)	48	41				48	41
32	Day End	32.1	HISCOD		31					31
		32.2	CSMDAY		26					26
33	Wallet Adjustment Entry	33.1	Booking Solution -> Counter Operations -> Miscellaneous Transactions Accounting -> Adjust Receipt and Payments -> Select adjustment type -> Payment Description -> Enter Amount -> Remarks -> Submit	38					38	
		33.2	Balance transfer to treasury Counter Operation-> Transfer Cash-> Select Transfer type -> Amount -> Enter Denomination Submit	39		Tallying of Cash with daily reports and deposit of cash to treasury	586		625	
34	Submit Account	34.1	Booking Solution -> Counter Operations -> Common Submit Accounts -> Generate Account and click on popup Yes/No-> Check Status and click on refresh -> Fetch Account -> Download Report -> Submit	36		Taking of print out of report for record purpose	22		58	
35	Account Verification	35.1	Booking Solution -> Counter Operations -> Common Submit Accounts Supervisor -> Select employee -> Fetch Account -> Verify		30					30

36	Shift End	36.1	Booking Solution -> Counter Operations -> End your shift -> End shift -> Click on popup yes/no	15						15	
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CC Bridge				
	Name of system activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)
1			Receipt of discharged Certificates along with related documents of S.O.& H.O. from Treasury & SB Branch (per voucher)	8
2	Log in to Finacle	46		
3	Checking whether KYC- Aadhar, Pan validation, photo and signature are updated or not.	88		
4	Checking whether credit has been made in correct account as mandated by the customer	130		
5			If not, then 1. Error noting (per error) 2. Intimation to SOs for query	235
6			Sorting of discharged Certificates Scheme-Wise (per certificate)	10
7	Log-in to CC Bridge software	23		
8	Feeding of NSC/KVP in CC Bridge (per certificate)	66		
9			Checking of discharged Certificates with discharge journals and consolidated report (per certificate)	37
10	Cross-checking of all entries in CC Bridge w.r.t Certificates to avoid any error (per certificate)	37		
11	Log in to Finacle in MIS Server	50		
12	Generation of Office wise Statistical report in respect of No. of Certificates discharged	54		
13	Tallying of statistical report with consolidated report in CC Bridge	89		
14			Maintenance of Register (Office Wise)	36

15			Error noting (per entry)	187
16			Intimation to SOs for Query (per office)	363
17	Segregation of discharged certificates and related documents, listing and bundling month-wise	684		
18	Generation of consolidated report month wise of NSC-KVP discharged certificates from Finacle MIS server	104		
19	Generation of monthly consolidated report from CC Bridge	59		
20	Tallying monthly reports generated from Finacle and CC Bridge	507		

Cheque clearance						
	Name of Activity		Name of system Activities	Avg. time (in seconds)	Name of Manual Activities	Avg. time (in seconds)
1	Inward Cheque	1.1	Switch on computer	58		
		1.2	Login to CTS	28		
		1.3	Entry of Account number in case account number not written or not legible (RTB) on cheques after checking from finacle	86		
		1.4	Login to Finacle and verification of RTB cheque for clearance	102		
		1.5			Verification of signature from AOF (if signature is not available/not legible in system)	281
		1.6	Signature Verification of RTB Cheques w.r.t. finacle and technical validation	82		
		1.7	Verification of High Value Cheque (>50,000) by verifying the signature, name of the account holder etc.	43		
		1.8	Generation of Inward items details report and RTB details report	77		
		1.9			Maintenance of CTS register of all the inward cheques and returned cheques along with reason of return	124
				2.1		

2.2			Listing of Cheques in excel and scrutiny of cheques POSB and other than SB scheme wise (per cheque)	23
2.3			Stamping of cheques with three stamps namely - Date of clearance, UV verified and MICR stamp (per cheque)	23
2.4	Scanning of cheques through scanning machine in capture menu and entering no. of cheques and total amount.	13		
2.5	Entry of scanned cheques in CTS	28		
2.6	MICR Repair if any cheque is left/could not be properly scanned in CTS outward software(manual entry of cheque no. and MICR code)	36		
2.7	Batch Balance match	25		
2.8	Account no. (SOL ID + 0382) /POSB A/C no. and amount entry in cts Account Entry Menu.	82		
2.9			Entry of summary in Excel Sheet (per entry)	40
2.10	Generation of previous day's report of scanned cheques/returned cheques memo.	37		
2.11			Printing of Cheque Clearing List and Return Memo	56
2.12			Sending return memo along with returned cheques to concerned post offices.	101

		2.13			Sending cleared cheques to SBCO along with cheque clearance report	219
		2.14			Maintenance of CTS register - no. of total received cheques along with amount and number of returned cheques along with amount and number of net cleared cheques along with amount	134
3	Miscellaneous	3.1			Preparation of remittance/clearance list and despatch to SOs and Accounts office (per office)	49
		3.2			Maintenance Excel Sheet of Cheques other than POSB Schemes (i.e. PLI/Frinking/Stamps/BPC/B NPL) with concerned Branch name and sending it to Bank for clearing	48
		3.3			Receipt of Bank Scroll from Account Branch.	54
		3.4			Stamping on Cleared cheque list of concerned Branch with Cheque Clearing Date Stamp	15
		3.5			Handing over the cleared Cheques list to concerned Branch	63

Dak-Ghar Niryat Kendra							
	Name of Activity		Name of System Activities	Avg. time (in seconds)	Name of Manual Activities	Avg. time (in seconds)	Total Avg. time (in seconds)
1	Day begin activities	1.1	Switch on computer	58			58
		1.2	Login to APT 2.0	54			54
		1.3	Shift begin -> Booking Solution -> Counter Operation -> Begin your shift	12			12
2	Booking of International Bulk/Retail (With/Without Contract)	2.1			Checking of packaging of item (per item)	23	165, 41 (additional time, in case of any discrepancy)
		2.2			Checking of custom declaration form (CN-22/CN-23)	15	
		2.3			Checking of payment receipt pasted on item (per item)	6	
		2.4	Others -> Pickup Management-> Induction Management->Induction of item-> International Bulk/Retail-> Select (Booking refer id/ customer id/ pickup request id / item ID) - Enter/Scan Details -> Fetch- Edit details if needed -> Select and Induct item-> Print CN 23.	67			
		2.5			Cross checking of details and volumetric weight w.r.t. details shown on screen	28	
		2.6			Cross checking of amount reflected on screen with payment receipt pasted on item	11	
		2.7	Select item ready to induct and then click on induct item	6			
		2.8	In case of discrepancy, printing of custom declaration form and payment receipt	41			
		2.9			Pasting of custom declaration form, payment receipt and collection of cash, if needed	9	
		3.1	Go to Bag Management -> Bagging Operations->Fetch from counter	9			9
		3.2	Select induction items ->click on fetch ->select all items and click on proceed	8			8

3	Closing of Bags	3.3	Again click on bag management -> Bagging operations -> Bag close at PO -> Select nearby FPO in 'to office' -> Select Bag Type -> Select delivery type (TD/NTD/TD-NTD Bundle)	25		25		
		3.4	Click on fetch	5		5		
		3.5	Scanning of item (per item)	4		4		
		3.6	Select all the scanned items	3		3		
		3.7	Click on close bag	4		4		
		3.8	Scanning bag label	4		4		
		3.9			Taking print out of bag manifest and sign	15	15	
		3.10			Obtaining signature of supervisor	12	12	
		3.11			Checking bag condition	7	7	
		3.12			Insertion of items along with the bag manifest in bag	23	23	
		3.13			Fastening of bag along with bag label	22	22	
		3.14			Sealing of bag with lac	26	26	
		3.15			Transfer bag to mail branch	34	34	
		4	Despatch of Bags	4.1	Go to Bag Management -> Bagging Operations -> Click on bag despatch -> Select schedule and click on fetch	13		13
				4.2			Scanning of bag label for bag to be closed (per bag)	6
4.3	Select scanned bags and click on despatch			6		6		
4.4					Taking of print out and sign on mail list (per list)	15	15	
4.5					Obtaining signature of supervisor	14	14	
5	Cash Transfer	5.1	Select Pickup Management-> Cash Transfer-> Enter Amount ->Select Denomination-> Submit	34		34		
6	Tally Account	6.1	Select Pickup Management-> Tally Account -> Generate Account -> Submit	27		27		
7	Verification of Account by Supervisor	7.1	Select Pickup Management-> Verify Account -> Fetch Account -> View and Verify	24		24		

8	Day End Activities	8.1	Common Submit Accounts Booking Solution-> Counter Operation->Common submit accounts-> Generate account->Check Status->Click on refresh->Fetch account->Then verify Account	35			35
		8.2	View Counter Status by Supervisor Booking Solution-> Counter Operation-> View counter status->Click on verification->Generate account->Check Status->Click on refresh->Fetch account->Then verify Account	33			33
		8.3	If cash pending in operator ID then click on transfer cash->select transfer type-> enter amount->enter denomination and submit	21			21
		8.4	If balance adjustment required then click on add receipt and payment details->Adjustment type->Payment description->enter amount->remarks and submit	19			19
		8.5	Shift End by Operator Booking Solution-> Counter Operations->End your shift->Click on end shift	11			11

Indian Postal Order Paid						
Sl. No.	Name of Activity	Sl. No.	Name of System Activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)
1	IPO Paid Return	1.1			Receipt of Paid IPOs from the SOs and HO	7
		1.2			Entry of paid IPOs date wise & denomination wise for each SOs and HO (per entry)	18
		1.3			Checking of date of issue and payment, signature of payee, date stamps etc (per IPO)	11
		1.4	Checking of IPO Paid Treasury->Reports->accounting details->Select type (Payment)->Enter Account Code-> Date from or to, Select Office -> Generate and Print	78		
		1.5			Tallying of report received from SOs and HO with System generated report	45
		1.6			Preparation of consolidated list of IPOs paid denomination wise with amount (per entry)	21
		1.7			Preparation and despatch of report along with paid IPO vouchers to DAP	882

IPPB						
Sl. No.	Name of Activity	Sl. No.	Name of System Activities (APT 2.0/Finacle)	Avg. time (in seconds)	Name of Manual Activities	Avg. time (in seconds)
1	Activities performed by Supervisor	1.1	Login to APT 2.0	54		
		1.2	Counter allocation to Operator Booking Solution-> Counter Operation-> Allocate Counter to Operator (Enter employee ID, select counter no and shift no.) (per counter)	32		
		1.3	Modification of allotted Counter Counter Operation-> Modify allotted Counter (Enter employee ID, select counter no and shift no. time of start counter) (per counter)	28		
2	Activities performed by Counter Operator	2.1	Switch on Computer	58		
		2.2	Login to APT 2.0	54		
		2.3	Shift Begin by Counter Operator	14		
		2.4	Select Request from treasury -> Amount for cash -> Submit request	25		
		2.5	Receipt of Cash from Treasury	15	Receipt of Cash from treasury	247
3	COTP Login	3.1	Login to IPPB Finacle	49		
		3.2	COTP-> Validate Mobile-> Enter OTP -> Submit	26		
4	Loading Cash	4.1	LOADCASH->Enter Amount-> Submit	17		

5	Deposit	5.1	CTM-> Select Authentication Type -> Enter Details-> Fetch Customer Details -> Validate OTP->Authentication-> OTP-> Validate -> Go-> Transaction Type Select -> Deposit-> Enter Amount -> Authentication Details -> Initiate Transaction -> (per transaction)	129		
6	Withdrawal	6.1	CTM-> Select Authentication Type -> Enter Details-> Fetch Customer Details -> Validate OTP->Authentication-> OTP-> Validate -> Go-> Transaction Type Select -> Withdrawal-> Enter Amount -> Authentication Details -> Initiate Transaction -> (per transaction)	139		
7	Ad Hoc Sweep In	7.1	CTM-> Select Authentication Type -> Enter Details-> Fetch Customer Details -> Validate OTP->Authentication-> OTP-> Validate -> Go-> Transaction Type Select -> Ad Hoc Sweep IN-> Enter Amount -> Authentication Details -> Initiate Transaction -> (per transaction)	139		
8	Account Opening	8.1	CKYCACOP ->Mobile No. ->Validate -> Enter OTP -> Validate -> Aadhaar No. -> Validate -> Scheme Code -> Select Consent -> Go -> Customer Details -> Pan -> DBT -> Biometric Authentication -> Submit (per account)	406		
9	Checking of Balance	9.1	HACLINQ -> Account No. -> GO (per account)	27		

10	POSA Linkage	10.1	CLDPOSB-> IPPB A/c No. -> POSB A/c No-> CIF -> Consent-> Submit -> Proceed -> Biometric Authentication -> Link (per account)	129		
11	Account Modification	11.1	CNFTM->Authentication Type -> Mobile No. -> OTP Validate-> Change Customer Modification / Aadhaar Seeding -> DBT -> Submit -> Authentication Type-> Submit (per account)	140		
		11.2	CNFTM->Authentication Type -> Mobile No. -> OTP Validate-> Channel Registration -> select service -> Submit -> Authentication Type-> Submit (per account)	132		
12	RE-KYC	12.1	CREKYC -> Aadhaar ID-> Enter -> Fetch Customer -> OTP Validation -> Capture Aadhaar -> E kyc for Aadhaar-> Submit (per transaction)	97		
13	Scheme Change	13.1	CACOP-> Customer ID-> Fetch-> OTP Validation -> Scheme Change ->GO-> Additional Details -> Biometric Validation (per transaction)	110		
14	AEPS	14.1	CAEPS-> Mobile No.-> Fetch-> OTP Validation -> Function >Cash withdrawal -> Aadhaar No.->Bank details-> Txn Amount-> Biometric Validation->Submit (per transaction)	129		

15	DoP products	15.1	CTM-> Select Authentication Type -> Enter Details-> Fetch Customer Details -> Validate OTP->Authentication-> OTP-> Validate -> Go-> Transaction Type Select -> fund transfers->enter account details(rd,ssa, ppf)> Enter Amount -> Authentication Details -> Initiate Transaction -> (per transaction)	138		
16	MONEY TRANSFER	16.1	CTM-> Select Authentication Type -> Enter Details-> Fetch Customer Details -> Validate OTP->Authentication-> OTP-> Validate -> Go-> Transaction Type Select -> SELECT NEFT/RTGS->ENTER DETAILS OF PAYEE ACCOUNT> Enter Amount -> Authentication Details -> Initiate Transaction -> (per transaction)	201		
17	Generation of Report	17.1	HFINRPT -> Cash Management -> Sold ID -> Agent Id -> Submit (per report)	36		
18	View/Printing of Report	18.1	HPR-> Go -> Select -> View Report (per report)	28		
19	Data Fetch of IPPB	19.1	Treasury-> Tools-> IPPB DATA Fetch to sync with daily Account	33		
20	Adjustment Entry	20.1	Select Booking Solution-> Counter Operation-> Miscellaneous Transaction-> Wallet Adjustment payment-> Enter Amount-> Submit	52		
		20.2	Balance transfer to treasury Counter Operation-> Transfer Cash-> Select Transfer type -> Amount -> Enter Denomination Submit	37		
		20.3	acknowledge From treasury	21		

		20.4	Submit Account and note Transaction	40	Entry in Register (per entry)	17
		20.5	Approval From Supervisor	30		
		20.6	Shift End	15		
21	Printing of Account statement	21.1	HPSP-> Input accounts details-> specify statement parameters/period-> generate->print (per account)	71		

Money Order Paid						
Sl. No.	Name of Activity	Sl. No.	Name of System Activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)
1	MO Paid Return	1.1			Receipt of paid voucher and MO report from SO and HO	10
		1.2			SOs wise entry in register with number of MO, Voucher and amount (per entry)	23
		1.3			Checking of paid MO Vouchers (per voucher)	14
		1.4	Checking of eMO paid Postman and Delivery Mgmt -> Reports-> select office-> report type->From and to date-> view report	51		
		1.5			Tallying of report received from SOs and HO with System generated report such as MO Number, Amount, Paid Date etc.	32
		1.6			Preparation and submission of Fortnightly return to Audit Office	1176

MPCM								
Sl. No.	Name of Activity	Sl. No.	Name of System Activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)	Total Average Time (in seconds)	
1	Activities performed by Supervisor	1.1	Switch on Computer	58			58	
		1.2	Login to APT 2.0	54			54	
		1.3	Counter allocation to Operator Booking Solution-> Counter Operation-> Allocate Counter to Operator (Select office Name -> Enter employee ID -> select counter ID and shift ID) -> Click on allot counter	35			35	
		1.4	Modification of allotted Counter Counter Operation-> Modify allotted Counter (Click on Modify against operator to be modified> select counter ID, shift ID and counter start time) > click on modify counter	27			27	
		1.5	Create new Environment Booking Solution-> Counter Operation-> Create new Environment->Enter all details and save	40			40	
		1.6	Modify Environment Booking Solution-> Counter Operation-> Modify Environment->Click on modify->Modify details and save	33			33	
2	Activities performed by Operator	2.1	Switch on Computer	58			58	
		2.2	Login to APT 2.0	54			54	
		2.3	Shift Begin by Counter Operator Booking Solution->Counter Operations->Begin Your Shift -> submit	15			15	
		2.4	Counter Operation -> Request Cash /Request Stamp/ Request IPO by Counter Operator	25			25	
		2.5	Select Request cash from treasury -> Request value-> Submit request	21			21	
		2.6	Select Request stamp from treasury -> category -> denomination-> quantity ->Submit request	29			29	
		2.7	Select Request IPO from treasury -> IPO Denomination -> quantity ->Submit request	29			29	
		2.8			Receipt and counting of Cash/stamp/IPO from treasury	114		114
		2.9	Receive (Cash/ Stamp/ IPO from Treasury) by Counter Operator -> Accept	19			19	
Booking of Domestic mails								
		3.1			Receipt, Checking, Weighing and Pasting barcode on item	17		

3	Booking of Inland Speed Post Document	3.2	Select Booking Solution-> Quick Book Domestic -> Data entry of all fields including mobile number, pincode, weight, select POD/Priority/Prepaid stamp/ Mail Shape/Sender Detail Receiver Details/ item number/Registration/OTP based delivery/COD retail/Insurance/Delivery instruction if available	95			158 (Cash) 171 (QR) 163 (Card)	
		3.3	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6				
		3.4			If Cash (collection of money)	14		
		3.5	If QR and SBI POS QR (Scan QR) -> Verify payment Status	27				
		3.6	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		3.7	Printing of Receipt/ Generate lable / barcode and print with thermal printer	17				
		3.8			Pasting of receipt	9		
		3.9	If insured, Insured item verification by supervisor Booking Solution->Counter operations->Insured item authorization->Select item type->Check Status->Enter item Weight then verify	25				
4	Booking of Speed Post Parcel Domestic	4.1			Receipt, Checking, Weighing/taking dimensions and Pasting barcode on item	25	220 (Cash) 231 (QR) 223 (Card)	
		4.2	Select Booking Solution-> Quick Book Domestic ->Select Category-> Data entry of all fields including mobile number, pincode, weight, POD/Priority/Prepaid stamp/Mail Shape/Dimensions/Sender Detail/ Receiver Details/item number/Registration/OTP based delivery/COD retail/Insurance/Delivery instruction if available, Content category and Customer declaration form	125				
		4.3	Sender's mobile number verification by entering OTP	22				
		4.4	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6				
		4.5			If Cash (collection of money)	16		
		4.6	If QR/SBI POS QR (Scan QR) -> Verify payment status	27				
		4.7	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		4.8	Printing of Receipt/ Generate lable / barcode and print with thermal printer	17				

		4.9			Pasting of receipt	9	
		4.10	If insured, Insured item verification by supervisor Booking Solution->Counter operations->Insured item authorization->Select item type->Check Status->Enter item Weight then verify	25			245 (Cash) 256 (QR) 248 (Card)
5	Booking of India Post Parcel Retail	5.1			Receipt, Checking, Weighing/taking dimensions and Pasting barcode on item	25	214 (Cash) 223 (QR) 215 (Card)
		5.2	Select Booking Solution-> Quick Book Domestic ->Select Category-> Data entry of all fields including mobile number, pincode, weight, POD/Priority/Prepaid stamp/ Mail Shape/Dimensions/Sender Detail/ Receiver Details/ item number/COD retail/Insurance/Delivery instruction if available, Air Mail Service/Content category and Customer declaration form	118			
		5.3	Sender's mobile number verification by entering OTP	22			
		5.4	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6			
		5.5			If Cash (collection of money)	18	
		5.6	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			
		5.7	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		5.8	Printing of Receipt/ Generate lable / barcode and print with thermal printer	16			
		5.9			Pasting of receipt	9	
		5.10	If insured, Insured item verification by supervisor Booking Solution->Counter operations->Insured item authorization->Select item type->Check Status->Enter item Weight then verify	25			
6	Booking of Gyan Post	6.1			Receipt, Weighing, and pasting barcode on item	17	176 (Cash) 189 (QR) 181 (Card)
		6.2	Select Booking Solution->Mail booking-> Book Domestic Mail Enter Destination Pincode, Weight, Customer Type, Mail Service Type, Scan Barcode, Priority, Prepaid, Mail shape, dimensions, POD, Click on next Data entry of all fields including mobile number, Sender Detail Receiver Details	109			
		6.3	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6			

		6.4			If Cash (collection of money)	14	
		6.5	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			
		6.6	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		6.7	Printing of Receipt/ Generate lable / barcode and print with thermal printer	21			
		6.8			Pasting of receipt	9	
7	Booking of Blind Literature	7.1			Receipt, Weighing, checking and pasting of barcode on item	17	181 (Cash) 192 (QR) 184 (Card)
		7.2	Select Booking Solution->Mail booking-> Book Domestic Mail Enter Destination Pincode, Weight, Customer Type, Mail Service Type, Scan Barcode, Priority, Prepaid,POD, Air Mail Service, Click on next Data entry of all fields including mobile number, Sender Detail Receiver Details, Retain details for next booking	107			
		7.3	Submit and click on yes to confirm amount	4			
		7.4	If availing airmail service, select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6			
		7.5			If Cash (collection of money)	16	
		7.6	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			
		7.7	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		7.8	Printing of Receipt/ Generate lable / barcode and print with thermal printer	22			
		7.9			Pasting of receipt	9	
		Booking of International Mails					
8	Booking of International Speed Post Document	8.1			Receipt of item, Pasting of Custom Declaration and ID Proof, Weighing and pasting of barcode on item	38	264 (Cash) 266 (QR) 258 (Card)
		8.2	Select Booking Solution-> International Mail Quick Book Select Mail Nature Type, Weight, Country Name, Mail Service Type, item Id, Customer Type, Mode of transmission,Declared Value, Non Delivery Instruction, POD, Prepaid Data entry of all fields including mobile number, Sender Detail, Receiver Details	139			
		8.3	If domestic customer, Enter Mobile No. for OTP Verification then enter otp and verify, select content category and tick customer declaration form	32			

		8.4	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6			
		8.5			If Cash (collection of money)		25
		8.6	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			
		8.7	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		8.8	Printing of Receipt/ Generate lable / barcode and print with thermal printer	15			
		8.9			Pasting of receipt		9
		9.1			Receipt of item, Pasting of Custom Declaration and ID Proof, Weighing and checking dimension of item and pasting of barcode on item		49
		9.2	Select Booking Solution-> International Mail Quick Book Select Mail Nature Type, Weight, Country Name, Mail Service Type, item Id, Customer Type, Mode of transmission, Declared Value, Non Delivery Instruction, POD, Prepaid, Mail shape and dimensions Data entry of all fields including mobile number, Sender Detail, Receiver Details	178			
		9.3	If domestic customer, Enter Mobile No. for OTP Verification then enter otp and verify, select content category and tick customer declaration form and submit	24			
		9.4	Enter Custom Declaration Form (HSN code, Quantity Unit, Item Value, Gross Weight, Net weight, Item count)	47			
		9.5	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6			
		9.6			If Cash (collection of money)		29
		9.7	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			
		9.8	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		9.9	Printing of Receipt/ Generate lable / barcode and print with thermal printer	19			
		9.10			Pasting of receipt		9
		10.1			Receipt of item, Pasting of Custom Declaration and ID Proof, Weighing and pasting of barcode on item		38
9	Booking of International Speed Post Merchandise						361 (Cash) 359 (QR) 351 (Card)

10	Booking of International Registered Letter	10.2	Select Booking Solution-> International Mail Quick Book Select Mail Nature Type, Weight, Country Name, Mail Service Type, item Id, Customer Type, Mode of transmission, Declared Value, Non Delivery Instruction, POD, Prepaid Data entry of all fields including mobile number , Sender Detail, Receiver Details	109			218 (Cash) 229 (QR) 221 (Card)
		10.3	If domestic customer, Enter Mobile No. for OTP Verification then enter otp and verify, select content category and tick customer declaration form	26			
		10.4	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6			
		10.5			If Cash (collection of money)	16	
		10.6	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			
		10.7	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		10.8	Printing of Receipt/ Generate lable / barcode and print with thermal printer	14			
		10.9			Pasting of receipt	9	
11	Booking of International Air Parcel	11.1			Receipt of item, Pasting of Custom Declaration and ID Proof, Weighing and checking dimension of item and pasting of barcode on item	49	354 (Cash) 355 (QR) 347 (Card)
		11.2	Select Booking Solution-> International Mail Quick Book Select Mail Nature Type, Weight, Country Name, Mail Service Type, item Id, Customer Type, Mode of transmission,Declared Value, Non Delivery Instruction, Prepaid, Insurance, Mail shape and dimensions Data entry of all fields including mobile number , Sender Detail, Receiver Details	161			
		11.3	If domestic customer, Enter Mobile No. for OTP Verification then enter otp and verify, select content category and tick customer declaration form and submit	28			
		11.4	Enter Custom Declaration Form (HSN code, Quantity Unit,Item Value, Gross Weight, Net weight, Item count) separately for each item	56			
		11.5	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6			
		11.6			If Cash (collection of money)	26	
		11.7	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			

		11.8	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		11.9	Printing of Receipt/ Generate lable / barcode and print with thermal printer	19			
		11.10			Pasting of receipt	9	
		11.11	If insured, Insured item verification by supervisor Booking Solution->Counter operations->Insured item authorization->Select item type->Check Status->Enter item Weight then verify	25			379 (Cash) 380 (QR) 372 (Card)
12	Booking of International Tracked Packet	12.1			Receipt of item, Pasting of Custom Declaration and ID Proof, Weighing and checking dimension of item and pasting of barcode on item	49	
		12.2	Select Booking Solution-> International Mail Quick Book Select Mail Nature Type, Weight, Country Name, Mail Service Type, item Id, Customer Type, Mode of transmission, Declared Value, Non Delivery Instruction, POD, Prepaid, Mail shape, enter dimensions Data entry of all fields including mobile number , Sender Detail, Receiver Details	128			
		12.3	If domestic customer, Enter Mobile No. for OTP Verification then enter otp and verify, select content category and tick customer declaration form	30			
		12.4	Enter Custom Declaration Form (HSN code, Quantity Unit, Item Value, Gross Weight, Net weight, Item count)	32			
		12.5	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6			
		12.6			If Cash (collection of money)	18	
		12.7	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			
		12.8	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		12.9	Printing of Receipt/ Generate lable / barcode and print with thermal printer	13			
		12.10			Pasting of receipt	9	
		13	Item Cancellation	13.1	Booking solution->counter operation->item Cancellation->Select item type ->enter item number->click on check status->Then Click on cancel item	24	

		13.2	Item cancellation verification Booking Solution->Counter operation ->item Cancellation Authorization	19				
Retail Services								
14	Sale of Stamps/stationery	14.1	Booking Solution-> Retail Services-> Stamps and stationery Sales-> Select Category, Denomination and enter quantity	23			60 (Cash) 73 (QR) 65 (Card)	
		14.2	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6				
		14.3			If Cash (collection of money)	14		
		14.4	If QR/SBI POS QR (Scan QR) -> Verify payment status	27				
		14.5	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		14.6			Counting and handing over of stamps to customer	17		
15	Sale of Philately Stamp	15.1	Booking Solution-> Retail Services-> Philately-> Select Category, Denomination and enter quantity	23			58 (Cash) 73 (QR) 65 (Card)	
		15.2	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6				
		15.3			If Cash (collection of money)	12		
		15.4	If QR/SBI POS QR (Scan QR) -> Verify payment status	27				
		15.5	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		15.6			Counting and handing over of stamps to customer	17		
16	Sale of IPO	16.1	Booking Solution-> Retail Services-> IPO Sale Select Denomination,IPO Count	28			58 (Cash) 73 (QR) 65 (Card)	
		16.2	Submit and select payment method (Cash/QR/SBI POS UPI QR/SBI POS card)	6				
		16.3			If Cash (collection of money)	12		
		16.4	If QR/SBI POS QR (Scan QR) -> Verify payment status	27				
		16.5	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		16.6			Stamping on IPO with Initial and handing over to customer	12		
		17.1				Receipt of IPO from customer and checking of issue date, signature etc	17	

17	IPO Payment	17.2	Booking Solution-> Retail Services->IPO Payment Select Denomination, Prefix and From serial number,IPO count, Stamps value, IPO Issue date then validate	40			83 (Cash) 141 (Cheque)	
		17.3	Submit and select payment through cash or cheque	7				
		17.4			If Cash (Payment of money to payee)	9		
		17.5	If cheque (Enter Payee name and submit)	18				
		17.6	Disburse of cheque issued Booking Solution->Counter operations-> Click on request Cheque->select request type->Click on acknowledge cheque (Disburse) and click on yes	28				
		17.7			Entry of cheque details and handing over cheque to customer under receipt	21		
		17.8			Stamping on IPO with initials	10		
		18.1			Receipt of Bill/form from customer	12		
18	Bill collection	18.2	Booking Solution-> Retail Services-> Bill collection Select Biller category, enter biller number-> fetch biller Select service type,enter details and amount	63			124 (Cash) 137 (QR) 129 (Card)	
		18.3	Submit and select payment method (Cash/QR/cheque/SBI POS UPI QR/SBI POS card)	6				
		18.4			If Cash (collection of money)	14		
		18.5	If QR/SBI POS QR (Scan QR) -> Verify payment status	27				
		18.6	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		18.7	Print of receipt	14				
		18.8			Handing over of receipt to customer	7		
		18.9			Pasting of receipt on Bill/Voucher	8		
		19.1			Receipt of form from customer	7		
19	Retail services- Miscellaneous	19.2	Booking Solution-> Retail Services->Retail Services-Misc	17			129 (Cash) 142 (QR) 134 (Card)	
		19.3	Select retail service type->Enter details	63				
		19.4	Submit and select payment method (Cash/QR/cheque/SBI POS UPI QR/SBI POS card)	6				
		19.5			If Cash (collection of money)	14		
		19.6	If QR/SBI POS QR (Scan QR) -> Verify payment status	27				

		19.7	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		19.8	Print receipt	16			
		19.9			Handing over of receipt/item to customer	6	
Money Remittance (Electronic Money Order)							
20	Booking of Domestic MO	20.1			Receipt and checking of eMO form	18	268 (Cash) 277 (Cheque) 278 (QR) 270 (Card)
		20.2	Booking Solution-> Money Remittance-> Domestic MO booking Select MO type, Enter value, Masseur code, Delivery Instruction, Destination PIN code, Enter Sender and Payee details	149			
		20.3	Submit and select payment method (Cash/QR/Cheque/SBI POS UPI QR/SBI POS card)	6			
		20.4			If Cash (collection of money)	17	
		20.5	If cheque (enter cheque detail and click yes)	26			
		20.6	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			
		20.7	If SBI POS Card (Insert Card) -> Verify payment Status	19			
		20.8	Print Receipt	18			
		20.9			Pasting of receipt, stamping of oblong and handing over of receipt to customer	13	
		20.10	eMO Booking Verification by Supervisor Booking Solution->Counter operations->Authorize Money Order->Fetch records->Select eMO->Click on Authorize->Verify MO details->Authorize	47			
Franking Machine							
21	Franking SOM Capture	21.1	Select RMFM-> SOM Capture-> enter license number-> fetch Details ->Enter details new descending details, date, pincode, batch value item, error count, amount then Submit	111			158
		21.2	Verification by Supervisor	47			
22	Franking Recharge	22.1	Select RMFM-> Franking Recharge-> enter license number-> fetch Details ->Select Recharge Type->Enter amount	64			116 (Cash) 118 (Cheque) 119 (QR)
		22.2	Click on payment and select payment method (Cash/QR/Cheque/SBI POS UPI QR/SBI POS card)	6			
		22.3			If Cash (collection of money)	24	
		22.4	If cheque (enter cheque detail and click yes)	26			

		22.5	If QR/SBI POS QR (Scan QR) -> Verify payment status	27			111 (Card)	
		22.6	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		22.7	Print Receipt	14				
		22.8			Handing over of receipt to customer	8		
23	Collection of Franking renewal fee	23.1	Select RMFM-> Franking renewal-> enter license number-> fetch Details	14			59 (Cash) 61 (Cheque) 62 (QR) 54 (Card)	
		23.2	Click on payment and select payment method (Cash/QR/Cheque/SBI POS UPI QR/SBI POS card)	6				
		23.3			If Cash (collection of money)	24		
		23.4	If cheque (enter cheque detail and click yes)	26				
		23.5	If QR/SBI POS QR (Scan QR) -> Verify payment status	27				
		23.6	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		23.7	Print receipt	10				
		23.8			Handing over of receipt to customer	5		
		23.9	Verification by Supervisor					
24	RMFM Refund	24.1	Select RMFM-> Franking Refund->Select Refund Request-> enter license number-> fetch Details ->Enter Payment details	17			30	
		24.2	Verification by Supervisor	13				
25	Booking of Bulk Mails	25.1	Booking solutions->Mail booking->Bulk booking->Select Mail Category-> Customer type-> Product type-> Enter Customer ID	21			96 (Cash) 106 (QR) 98 (Card) 43 (additional time, if there is any error)	
		25.2	Upload Excel file and Submit	18				
		25.3	Modify if there is any error	43				
		25.4	Click on Pay and select payment method (Contract/Cash/QR/SBI POS UPI QR/SBI POS card), If Contract click Yes	6				
		25.5			If Cash (collection of money)	17		
		25.6	If QR/SBI POS QR (Scan QR) -> Verify payment status	27				
		25.7	If SBI POS Card (Insert Card) -> Verify payment Status	19				
		25.8	Print Bulk Report	20				
		25.9			Handing over of receipt to customer	14		
Pickup Management								
26	Checking of Pickup Requests	26.1	Select Pickup Management-> Pickup Management-> Total Request (Select Period and fetch data), Select status of request such as All,Unassigned, Assigned, Picked up, Cancelled->View/Modify-> Choose option-> Submit	26			26	

27	View/Generation of Reports	27.1	Select Pickup Management-> Pickup Management->Reports->Select Circle-> Region-> Division-> Office -> From date to Date -> Generate Report-> Download in CSV/Excel	39			39
28	Agent Assignment-Regular/Open	28.1	Select Pickup Management-> Pickup Management->Agent Assignment-Regular->Select Retail/Bulk Pickup-> Select item->Select Agent-> Assign	33			33
29	View item Details	29.1	Select Pickup Management-> Pickup Management->item Details->Enter item number->Search-> View (Customer Details, Address Details, item Details, Booking Details, Pickup details, Induction details)	41			41
Induction Management							
30	Domestic Retail (Without Contract)	30.1			Receipt, Weighing and checking dimensions of item	25	67
		30.2	Select Pickup Management-> Induction Management->Induction of item-> Domestic Retail (Without Contract)-> Select (Booking refer ID/ customer ID/ pickup request ID/ item ID) - Enter Details -> Fetch- Edit details if needed -> Select and Induct item	42			
31	Domestic Bulk (With Contract)	31.1			Receipt, Weighing and checking dimensions of item	29	86
		31.2	Select Pickup Management-> Induction Management->Induction of item-> Domestic Bulk-> Select (Booking refer id/ customer id/ pickup request id /) - Enter Details -> Fetch- Edit details if needed -> Select and Induct item	57			
32	International Retail (Without Contract)	32.1			Receipt, Weighing, checking dimension of item, CN-23, ID Proof Copy	33	81
		32.2	Select Pickup Management-> Induction Management->Induction of item-> International Retail-> Select (Booking refer id/ customer id/ pickup request id / item ID) - Enter/Scan Details -> Fetch- Edit details if needed -> Select and Induct item-> Print CN 23.	48			
		33.1			Receipt, Weighing, checking dimension of item, CN-23, ID Proof Copy	25	

33	International Bulk (With Contract)	33.2	Select Pickup Management-> Induction Management->Induction of item-> International Bulk-> Select (Booking refer id/ customer id/ pickup request id) - Enter Details -> Fetch- Edit details if needed -> Select and Induct item-> Print CN 23.	43			68	
34	Reprint Label	34.1	Select Pickup Management-> Induction Management->Induction of item-> Reprint Label-> Select Domestic/ International-> Enter Article No. -> Print Label	39			39	
35	View/Generation of Induction Report	35.1	Select Pickup Management-> Induction Management-> Induction Reports->Select Circle-> Region-> Division-> Office -> From date to Date ->item Type-> Fetch-> Download in CSV/Excel	40			40	
36	View/Generation of Counter Reports	36.1	Select Pickup Management-> Induction Management-> Counter Reports-> Select report type-> From date to Date (Pre Mailing cash/QR/cheque and Parcel Packaging Cash/QR/cheque) ->Employee ID -> Select report on-> View Report-> Download CSV/Excel	60			60	
37	Open items Booking	37.1			Receipt of item from postman, Weighing, amount, checking dimension of item etc.	29	68	
		37.2	Select Pickup Management-> Induction Management->Open items booking->Select Start Date End Date->Fetch Data	39				
38	Cash Transfer	38.1	Select Pickup Management-> Cash Transfer-> Enter Amount ->Select Denomination-> Submit	28	Tally and counting of cash and handing over cash to treasurer	106	134	
39	Tally Account	39.1	Select Pickup Management-> Tally Account -> Generate Account -> Submit	18			18	
40	Activities carried out by Counter Operator at end of the day	40.1			Cash Counting, Tally Daily Reports with Cash	282	282	
		40.2	Miscellaneous Transactions Accounting Booking Solution-> Counter Operation-> Miscellaneous Transactions Accounting->Select adjustment type->Select payment description->enter amount->remarks and submit	31			31	
		40.3	Balance transfer to treasury Counter Operation-> Transfer Cash-> Select Transfer type -> Amount -> Enter Denomination Submit	34				34
		40.4			Cash handing over to treasury	144	114	
		40.5			Acknowledgement from treasury	38	38	

		40.6	Common Submit Accounts Booking Solution-> Counter Operation->Common submit accounts-> Generate account->Check Status->Click on refresh->Fetch account->Then verify Account	36			36
41	Day End Activities	41.1	Shift End by Operator Booking Solution-> Counter Operations->End your shift->Click on end shift	16			16
42	Bagging Management	42.1			Item received from Counter (per item)	4	4
		42.2			Sorting of item product Wise (per item)	4	4
		42.3			Sorting of item TD/NTD/ Foreign /Metro Wise (per item)	4	4
		42.4	Bag Management->Select Bagging Operation -> Fetch from Counter/Induction items -> select counter /delivery branch then fetch then select item and click on accept items	20			20
43	Closing of Bag (Document)	43.1	Select Bagging Operation -> bag close at PO -> select to office	18			
		43.2	Scanning of items (per item)	3			3
		43.3	Approval from Supervisor If containing Insured item Bag Management->Supervisor->INS item verification->Click on receive->fetch->select item then click on approve Click on close->fetch->select item then click on approve	28			28
		43.4	Click close bag, scan bag Label and select close bag and print manifest	20			20
		43.5	Approval from Supervisor If containing Insured bag Bag management->Supervisor-> INS bag Verification->Select Close->Select pending->Fetch-> select bag and approve	19			19
		43.6	Generation & Printing of Bag Manifest	21			21
		43.7			Insertion of item, Manifest and sealing of bag (per bag)	70	70
		44.1	Select Bagging Operation -> bag close at PO -> select to office, select delivery type then fetch	18			18
		44.2	Scanning of items (per item)	5			5

44	Closing of Bag (Parcel)	44.3	Approval from Supervisor If containing Insured item Bag Management->Supervisor->INS item verification->Click on receive->fetch->select item then click on approve Click on close->fetch->select item then click on approve	26			26
		44.4	Click close bag, scan bag Label and select close bag and print manifest	20			20
		44.5	Approval from Supervisor If containing Insured bag Bag management->Supervisor-> INS bag Verification->Select Close->Select pending->Fetch-> select bag and approve	18			18
		44.6	Generation & Printing of Bag Manifest	19			19
		44.7			Insertion of item, Manifest and sealing of bag (per bag)	77	77
45	Changing of closed bag destination	45.1	Bag Management->Tools->Change closed bag destination->Scan Bag number->Fetch->Select to office and click on change	23			23
46	Bag Deletion	46.1	Bag Management->Tools->Bag Deletion->Scan Bag number->Fetch->Delete	22			22
47	Reopen closed bag	47.1	Bag Management->Tools->Reopen closed bag->Scan Bag number->Fetch->Scan item number->Then click on close bag	22			22
48	Change PIN Code	48.1	Bag Management->Tools->Change PIN Code->Scan item number->Enter new PIN Code then click on change PIN Code.	22			22
49	Despatch of Bag	49.1	Select Bagging operation->Bag despatch->Select Schedule->Fetch->Scan bag label->	24			24
		49.2	Despatch bag->Generate and print mail list	22			22
		49.3			Transfer of Bag to Mail branch	34	34
50	Cancel bag despatch	50.1	Bag Management->Tools->Cancel bag despatch->Select cancel reason->Bag Number->Add->Click on cancel despatch	31			31
Reports Booking Solution							
51	Counterwise Inventory Report	51.1	Booking Solution-> Counter Operations->Counter Wise Inventory Report->Counter No ->Shift No->Select Inventory Type and submit	26			26
52	RMFS-Reports	52.1	Booking Solution-> Counter Operations->RMFS Report->Select type of report->Enter Details and fetch	25			25

53	Counter Transaction Reports	53.1	Booking Solution-> Counter Operations->Reports-> Select type of report->Select from date to date->select user-> Category->Product type and fetch	30			30
54	Miscellaneous Transaction Report	54.1	Booking Solution-> Counter Operations->Miscellaneous Transaction Report->Submit account date->Enter Employee ID, Counter ID, Shift Id and Fetch	24			24
55	Submit account report	55.5	Booking Solution-> Counter Operations->Submit Account report->Submit account date->Enter Employee ID, Counter ID, Shift Id and Fetch	29			29
56	Bag Management reports	56.1	Bag Reports Bag Management->Bag reports->Print bag manifest/Re print mail list/Bag label print->Enter details then print	28			28
		56.2	Reports Bag Management->Reports->item Reports->Select report type->Date and fetch	22			22
		56.3	Bag Management->Reports->Bag reports->Select report type-> date and fetch	23			23
		56.4	Bag Management->Reports->Bag scan missing reports->Select report type-> date and fetch	20			20
		56.5	Bag Management->Reports->Insured report->Select type-> date and fetch	21			21
		56.6	Bag Management->Reports->Booking and despatch abstract-> date and fetch	21			21
		56.7	Bag Management->Reports->item abstract-PO-> date and fetch	21			21
		56.8	Bag Management->Reports->Discrepancy Report-> date and fetch	18			18
PLI/RPLI Collection at Counter							
57	Collection of Initial Premium	57.1	Core Insurance Solution -> Collection -> Initial Premium -> Enter proposal number and click on fetch	23			103 (Cash) 102 (Cheque)
		57.2			Cross checking of basic details	13	
		57.3	Enter agent code -> Select payment option (cash/cheque) -> Enter amount	16			
		57.4			If Cash (collection of money)	27	
		57.5	If cheque (enter cheque detail)	26			
		57.6	Click on proceed	4			
		57.7			Printing of receipt and handing over to customer	20	
		58.1			Receiving of Policy Book/Details from Customer	9	

58	Collection of Renewal premium	58.2	Core Insurance Solution -> Collection -> Renewal Premium -> Enter Policy number and click on fetch policy	22			115	
		58.3			Cross checking of basic details	12		
		58.4	Enter installment (If two and more installment) -> click on calculate premium -> select mode of payment (cash/cheque) -> Enter amount	18				
		58.5			If Cash (collection of money)	24		
		58.6	Click on proceed	4				
		58.7			Printing of receipt and handing over to customer	26		
59	Revival Installment	59.1	Select revival mode (Installment/Lump Sum)-> policy no. ->Fetch Policy	20			99 (Cash) 88 (Cheque)	
		59.2	Total amount detail> select mode of payment (cash/cheque) -> Enter amount	15				
		59.3			If Cash (collection of money)	37		
		59.4	If cheque (enter cheque detail)	26				
		59.5	Click on confirm and pay	4				
		59.6			Printing of receipt and handing over to customer	23		
60	Loan Repayment	60.1			Receiving of Policy Book from Customer	6	93 (Cash) 100 (Cheque)	
		60.2	Core Insurance Solution -> Collection -> Loan Repayment -> select loan repayment type (Partial/Full) -> Enter Policy Number and click on add	22				
		60.3			Cross checking of name, principal amount and interest	11		
		60.4	Enter paying amount -> select payment method (cash/cheque) -> enter amount	10				
		60.5			If Cash (collection of money)	19		
		60.6	If cheque (enter cheque detail)	26				
		60.7	Click on confirm and pay	5				
		60.8			Printing of receipt and handing over to customer	20		
61	Special Group Collection	61.1	Core Insurance Solution -> Collection -> Special Group Collection -> Enter Group number and click on fetch -> Cheque/NEFT/Book Adjustment -> Fill details and click on proceed	147			182 (Cash) 189 (Cheque)	
		61.2			If Cash (collection of money)	19		
		61.3	If cheque (enter cheque detail)	26				
		61.4	Click on confirm and pay	5				
		61.5			Printing of receipt and handing over to customer	11		

62	PLI/RPLI Miscellaneous collection	62.1	Core Insurance Solution -> Collection -> Miscellaneous -> Select search by policy number/agent ID -> Enter detail and click on search -> select charge type(Duplicate policy bond/conversion charges/ Cheque dishonour charges/duplicate loan receipt book/duplicate premium receipt book) -> automatic amount fetched-> Cash-> Submit transaction	30			58
		62.2			Receipt of cash from customer	10	
		62.3			Printing of receipt and handing over to customer	18	
63	Indexing (New Proposal PLI/RPLI)	63.1			Receive PLI Form from agent/ customer and checking of form	70	206
		63.2	Go to Core Insurance Solution >Indexing> New Business Indexing > Select Product type (PLI/RPLI) -> Product Name -> Click on next step	23			
		63.3	Enter details and click on next step	46			
		63.4	Is agent associated with the proposal> If yes> Enter agent ID. Enter sum assured, age at maturity and frequency of payment(Monthly/Quarterly/Half Yearly/Annually, click on calculate premium and submit application	53			
		63.5			Noting down proposal number on application form	14	
64	Initial premium Collection after indexing	64.1	Print acknowledgement slip-> deposit premium->Enter amount->Submit	31			78 (Cash) 78 (Cheque)
		64.2			If Cash (collection of money)	26	
		64.3	If cheque (enter cheque detail)	26			
		64.4			Printing of receipt and handing over to customer	21	
65	Service Request Indexing	65.1	Core Insurance Solution -> Service Request Indexing -> Select Request Type(Death claim, loan/ maturity claim/ reduced paid up/ revival/ surrender/ survival claim/ conversion/ commutation/ freelook-policy cancellation/ refund of premium/loan> enter policy number and click on fetch policy details -> Select paid to date -> Enter detail > Fetch policy details > submit request	36			36
66	Non-financial service request indexing	66.1	Core Insurance Solution ->No financial service request indexing>Request type> > policy no.> request date>Fetch> Submit	43			43

67	New Business Quotes	67.1	Core Insurance Solution -> Quote>New Business Quote -> Enter details (Name, Gender, DOB, Product type(PLI/RPLI), product name) ->Age at maturity> Sum assured> Get quote	57			57
68	Quote Generation	68.1	Core Insurance Solution -> Quote -> Select quote type (Loan/Revival/Surrender/Commutation/Conversion/loan repayment schedule/ reduced paid up/loan repayment/free look-policy) -> Enter policy number and click on fetch policy details and click on get quote	38			38
69	Reports	69.1	Reports>Report type(Dayn end/ receipt cancelled/consolidated report>from..... To.... > generate report.	35			35
70	Checking of Proposal/ Claim Status	70.1	Proposal/ Claim Status>Proposal status/Claim Status> enter proposal no./ Policy no. > Submit	34			34
71	Generation/printing of Duplicate Receipt	71.1	Duplicate receipt>By receipt no./ BY policy no.>enter proposal no./ Policy no. > Generate receipt> print receipt	42			42
72	Receipt Cancellation	72.1	Core Insurance Solution -> Receipt Cancellation -> Enter policy/proposal number and click on fetch	24			46
		72.2			Cross checking of receipt number and other details	12	
		72.3	Select receipt to be cancelled and click on cancel selected receipt	10			
73	Customer Search	73.1	Core Insurance Solution ->Customer Search> Customer ID	23			23
74	Policy search	74.1	Core Insurance Solution ->Policy search> PLI policy no> Search	21			21
75	Status lookup	75.1	Core Insurance Solution ->Status lookup>Policy no/ Proposal no./ Service request id>Get status>View status of request	26			26
76	Checking of Missing Documents	76.1	Core Insurance Solution>Missing Documents> Policy/ proposal no. > Search Documents	21			21
77	Preparation of cheque list	77.1			Preparation of Cheque Clearing List and forwading to cheque clearing branch (per entry)	37	37

Postmen and Delivery Management System						
Sl. No.	Name of Activity	Sl. No.	Name of System Activities	Avg. time (in seconds)	Name of Manual Activities	Avg. time (in seconds)
1	Activities performed in mail branch	1.1			Receipt of L Bag from MMS	14
		1.2			Receipt of Speed post Bag from MMS	18
		1.3			Receipt of Parcel Bag from MMS	20
		1.4			Receipt of Transit Bag from MMS	19
		1.5			Receipt of Packet Bag from MMS	16
		1.6			Counting and Checking of Bags with Mail List (per bag)	13
		1.7			Sorting of Bags (per bag)	8
		1.8			Despatch of bags to concerned branch/PO	12
2	Activities performed in delivery branch	2.1	Switch on computer	58		
		2.2	Login to APT 2.0 and Shift Begin/Day Begin	62		
		2.3			Receipt of Speed post/ Ordinary bag from Mail branch	14
		2.4			Checking of bag seal and condition of bag (per bag)	11
		2.5			Opening of Transit Bag (per bag)	22
		2.6			Checking of bag received by opening of TB (per bag)	10
		2.7			Opening of L bag (per bag)	18
		2.8			Opening of Packet Bag (per bag)	15
3	Receipt of Bag	3.1	Select Bag management > Bagging Operation-> bag Receive-> Select Schedule ID/Mail list id-> Fetch-> Scanning of Bags ->Select receive type-> Receive Bags	16		
	Opening of Bag &	4.1			Opening of Parcel Bag (per bag)	18
		4.2			Opening of SP Bag (per bag)	17
		4.3			Opening of insured bag (per bag)	36
		4.4	Bag management-> Bagging Operation-> bag Open->Enter Bag ID-> Scanning of items-> Submit (per bag)	15	Checking of items physically with Bag Manifest (per manifest)	4

4	receipt of items by scanning	4.5	Scanning of Speed Post (per item)	4		
		4.6	Scanning of India Post Parcel/SP Parcel (per item)	8		
		4.7	Scanning of COD/VPP item (per item)	10		
		4.8	Scanning of Foreign/Custom duty item (per item)	10		
5	Sorting of item	5.1			Beat wise sorting of Speed Post Document (per item)	5
		5.2			Beat wise sorting of India Post Parcel/Speed Post parcel (per item)	7
6	Verification of insured item/Bag	6.1	Select Bag Management->Supervisor-> Insured item Verification-> Pending-> Fetch-> Select and approve	26		
7	Invoicing of accountable items	7.1	Select PDMS->Delivery operations->Invoice -> Select Channel-> Select product -> Select Batch -> Select Beat -> Scan items -> Save -> Delivery Slip Print (per beat)	15		
		7.2	Scanning of Speed Post (per item)	4		
		7.3	Scanning of India Post Parcel/SP Parcel (per item)	8		
		7.4	Scanning of COD, VP, Custom & Excise Duty items (per item)	10		
		7.5	Generation and Printing of delivery slip (per page)	13		
8	Updation of remark for <i>Missent /Addressee not located items</i>	8.1	To be invoiced -> Select Product (SP, RL, Parcel and EMO) -> Select remark -> Missent-> Redirection Pincode -> Fetch -> Update and close	19	Checking of remarks made by postman (per item)	9

9	Taking Postman return	9.1	PDMS-> Delivery operation->Take Return > Select Channel (Postman/Bulk Customer) > Select Product (Accountable items/EMO) > Select Batch > Select Beat > Fetch > 1. Pending for Confirmation -> Check items -> Confirm Remarks -> Select Remarks -> Update Remarks and 2. Pending for return -> Select Remarks -> Update Remarks	16	Checking, Counting and Tallying items (per beat)	19
10	Items in Deposit	10.1			Receiving of items from postman for deposit (per beat)	10
		10.2	Select product -> Select item -> Select remarks -> Update Remarks	20		
11	Issuance of Ordinary items to Postman	11.1	PDMS-> Delivery operations-> Select Product->ordinary items-> Select Batch and Beat-> Enter no. of items to be issued to beat-> save	22		
		11.2			Maintenance of foreign item Register (per entry)	84
		11.3			Maintenance of VIP items (per entry)	64
		11.4			Maintenance of Postage due register (per entry)	13
12	Receiving and Invoicing of eMOs	12.1	Postmen and Delivery management-> View /print eMO-> Receive eMO-> Fetch Data	22		
		12.2	PDMS ->Delivery operations-> Select Beat->Select Channel-> Select product -> Select Batch -> Select Beat -> Scan items -> Save	28		
		12.3			Beatwise Sorting of EMOs (per eMO)	9
		12.4	Printing of delivery Manifest (per page)	13		

		12.5			Distribution of eMO and delivery Manifest to Postman (per beat)	24
13	Approval of Cash for eMO	13.1	PDMS-> Supervisor operation-> Postman cash approve for eMO->Select Batch-> Beat ID-> Fetch Data-> Approve	28		
14	Redirection of eMO	14.1	Postmen and Delivery Management->Delivery Operations->To be Invoiced-> Scan EMO barcode-> Select Remark-> redirection Pincode-> Fetch-> Update & Close-> Remarks.	30		
15	Taking eMO return	15.1	Take Return > Select Channel (Postman/Bulk Customer) > Select Product (Accountable items/EMO) > Select Batch > Select Beat > Fetch > 1. Pending for Confirmation -> Check items -> Confirm Remarks -> Select Remarks -> Update Remarks and 2. Pending for return -> Select Remarks -> Update Remarks	29	Checking of remarks made by postman (per beat)	16
16	Submission of beat account	16.1	PDMS-> Delivery Operation-> Submit Account->Select channel-> Batch No.-> Beat Id-> Fetch than Submit	24		
17	Booking of eMO after delivery of COD Retail item	17.1	Booking Solution-> Money Remittance-> eMO Booking-> Select eMO Type-> Enter item No.-> Fetch Data-> check details and book (per item)	51		
18	Invoicing of eMO for bulk customer	18.1	PDMS-> Delivery operations-> Bulk customer-> EMO-> Choose customer->Beat name-> Scan EMO-> Save-> Print	55		

19	Taking eMO return for bulk customer	19.1	Take Return > Select Channel (Postman/Bulk Customer) > Select Product (Accountable items/EMO) > Select Bulk customer > Fetch > 1. Pending for return -> Select items -> Select Remarks -> Update Remarks	53		
20	Window Delivery (eMO/ item)	20.1	Select PDMS-> Delivery operations-> To be Invoiced-> Select product(Speed post/EMO) -> Scan item / EMO Barcode->Select Remark-> Update Remark-> Enter Receiver name -> ID Proof Type-> Id proof Number-> Mobile Number-> Print Delivery Slip -> Update Remark	79	Taking out from deposit and making payment/delivery to customer under receipt	56
21	Invoicing of item/eMO to Branch Office	21.1	Issue item to BO (per item)	7		
		21.2	Issue eMO to BO (per eMO)	21		
Bag Management						
22	Receipt of Accountable items from Delivery Branch/Counter	22.1			Receipt of item from Delivery Branch/Counter	44
		22.2			Sorting of item product Wise (per item)	4
		22.3			Sorting of item Station/TD/NTD/ Foreign/Metro Wise (per item)	4
		22.4	Select Bag Management-> Bagging Operation -> Fetch from Counter -> select counter /delivery branch then fetch then select item and accept	23		
		23.1	Select Bagging Operation -> bag close at PO -> select to office	18		
		23.2	Scanning of items (per item)	3		

23	Closing of Bag (Document)	23.3	Approval from Supervisor If containing Insured item Bag Management->Supervisor->INS item verification->Click on receive->fetch->select item then click on approve Click on close->fetch->select item then click on approve	28		
		23.4	Click close bag, scan bag Label and select close bag and print manifest	20		
		23.5	Approval from Supervisor If containing Insured bag Bag management->Supervisor->INS bag Verification->Select Close->Select pending-> Fetch->select bag and approve	19		
		23.6	Generation & Printing Bag Manifest	21		
		23.7			Insertion of item and Manifest/ seal bag (per bag)	70
		24	Closing of Bag (Parcel)	24.1	Bagging Operation -> bag close at PO -> select to office, select delivery type then fetch	18
24.2	Scanning of items (per item)			5		
24.3	Approval from Supervisor If containing Insured item Bag Management->Supervisor->INS item verification->Click on receive->fetch->select item then click on approve Click on close->fetch->select item then click on approve			26		
24.4	Click close bag, scan bag Label and select close bag and print manifest			20		

		24.5	Approval from Supervisor If containing Insured bag Bag management->Supervisor->INS bag Verification->Select Close->Select pending-> Fetch->select bag and approve	18		
		24.6	Generation & Printing of Bag Manifest	19		
		24.7			Insertion of item and Manifest/ seal bag (per bag)	77
25	Despatch of Bag	25.1	Entry of Schedule details	15		
		25.2	Scanning / Entry of bag label for Despatch	10		
		25.3	Generation & Printing of Mail list	19		
		25.4			Despatch to MMS (per bag)	17
26	Bag Reports	26.1	Print Bag Manifest (Bag Number -> View -> PO Date -> View Bags)	23		
		26.2	Re Print Mail List (Mail List ID -> Print -> Date -> View Mail Lists)	22		
		26.3	Bulk Del Bag Out for Delivery Slip	15		
		26.4	Bag Label Print (Bag Number -> Print -> Date of Set -> View Bags)	23		
		26.5	Departure slip (Departure ID -> Print -> View -> Date -> View Departure)	18		
27	Tools	27.1	Modify Opened Bag Content (Bag Number -> Fetch)	20		
		27.2	Change Receive Bag Status for Bag Open (Scan Bag Number -> Fetch)	19		
		27.3	Change Closed Bag Destination (Scan Bag Number -> Fetch)	21		
		27.4	Bag Deletion (Scan Bag Number -> Fetch -> Reset)	19		
		27.5	Cancel Bag Despatch (Select Cancel Reason -> Bag Number -> Remarks -> Add)	29		

		27.6	Re-Open Closed Bag (Bag Number -> Fetch)	21		
		27.7	Change Pin Code (item Number -> Get Details)	19		
28	Reports	28.1	Bag Tracking (Bag Number -> Track)	15		
		28.2	Item Reports (Select Report Type -> Date of Set -> Fetch -> Reset)	34		
		28.3	Open Bag Manifest (Bag Number -> View)	27		
		28.4	Bag Reports (Select Report Type -> Date of Set -> Fetch -> Reset)	28		
		28.5	Bag Scan Missing Reports (Select Report Type -> Date of set -> Fetch -> Reset)	22		
		28.6	Item Short and Excess Report (Date of Set -> Fetch -> Reset)	26		
		28.7	Insured Report (Select Type -> Date of Set -> Fetch -> Reset)	21		
		28.8	Booking and Despatch Abstract (Date of Set -> Fetch -> Reset)	21		
		28.9	Transit Bag Abstract (Date of Set -> Fetch -> Reset)	19		
		28.10	Item Abstract - PO (Date of Set -> Show Report -> Reset)	22		
		28.11	Expected Bags (Select Report Type -> Fetch -> Reset)	21		
		28.12	Discrepancy Reports (Date -> Fetch)	16		
		28.13	Departure / Arrival Report (Date of Set -> Report Type -> Submit)	16		
		29	Advance Bagging Operation	29.1	Cancel Departure (Select Schedule -> Schedule Type -> Fetch)	28
29.2	Cancel Arrival (Departure Date -> Select Schedule -> Fetch)			28		
30	Shift End by supervisor	30.1	Pdms-> Supervisor operations-> Shift begin/End-> Submit	35		

Philately							
Sl. No.	Name of Activity	Sl. No.	Name of System Activities	Avg. time (in seconds)	Name of Manual Activities	Avg. time (in seconds)	Total Avg. time (in seconds)
1	Day begin	1.1	Switch on computer	58			58
		1.2	Login to APT 2.0 and perform shift begin	62			62
2	Sale of Philately stamps	2.1	Sale of Philately Stamps	45	Counting of cash and handing over of stamp to customer	141	186
3	Sale of My stamp	3.1	Sale of My Stamp	76	Preparation, printing of my stamp sheet and collection of Cash (per sheet)	226	302
4	Sale of FDC/ Brochure	4.1	Sale of FDC/ Brochure	91	Counting of cash and handing over of FDC/Brochure to customer	61	152
5	Placing request of Philately stamps to treasury	5.1	Placing request of Philately stamps to treasury	133	Collection of stamps from treasury	70	203
6	Issuance of stamps to PDA holder	6.1	Issuance of stamps to PDA holder	108	1. Bundling of stamps taken out from stock and inserting into envelope and booking. 2. Generation of PDA balance summary and forwarding the same along with stamps to PDA holder.	306	414
PDA Management							
7	PDA Open	7.1	Select Philately-> PDA Management-> PDA Open-> Enter Details of customer-> Submit the payment	203			203
8	PDA Information	8.1	Select Philately-> PDA Management-> PDA Information-> Search with PDA Account no. -> Change Mobile no. or email -> Update	51			51
9	PDA Recharge	9.1	Select Philately-> PDA Management-> PDA Recharge-> Enter PDA Account no. -> Fetch Details-> Enter Recharge Amount-> Make payment cash/QR	64			64
10	PDA Close	10.1	Select Philately-> PDA Management-> PDA Close-> Enter PDA Number. -> Fetch Details-> Next-> Reason of Closing Account-> Mode of refund-> Remarks	52			52

11	PDA Transfer	11.1	Select Philately-> PDA Management-> PDA Transfer-> Enter PDA Number. -> Fetch Details-> Select Circle-> Division-> HO-> / Philately Bureau-> Transfer Reason -> Submit	86			86
12	PDA Category Modification	12.1	PDA Category Modification	69			69
Treasury Management							
13	Place PDA Indent	13.1	Select Philately-> Treasury Management-> PDA Indent-> category -> Product Name-> Denomination amount-> Quantity -> Submit	51			51
14	Acceptance of Stock from treasury	14.1	Select Accept stock from treasury	24			24
15	Cash remittance to treasury	15.1	Select Cash Remittance -> Select Date-> Fetch-> Select Cash treasury/ Cash from treasury-> Amount -> Submit	54	Counting and handover of cash to treasury	144	198
16	Stock transfer to user	16.1	Select user to stock transfer -> Select User-> Select category->product name-> quantity-> Submit	39			39
17	Supply of Philately stamps to Philately counters	17.1	Supply of Philately stamps from Philately Bureau to Philately counters (per office)	143	Counting, packaging and despatch of Philately stamps from Philately Bureau to Philately counters (per office)	467	610
18	MIS Reports	18.1	MIS Reports (per report)	66			66

CPC-PLI						
<u>Sl. No.</u>	Name of Activity	<u>Sl. No.</u>	Name of System Activities	Avg Time (in seconds)	Name of Manual Activities	Avg Time (in seconds)
1	New Proposal PLI/RPLI	1.1			Receipt of PLI/RPLI proposal and making entries in proposal register (per case)	42
		1.2			Checking and stamping of proposal form (per case)	136
		1.3	Login to McCamish	25		
		1.4	Data entry in McCamish (per case)	397		
		1.5	Scanning high value claim/proposal (> Rs. 20 lakhs), and uploading the same over ECMS	373		
	Quality Check of New Proposal PLI/RPLI by Supervisor	1.6	Mcmish> Inbox>QC for Proposal>Reserve>Search>Proposal Number>Checking>Submit	216		
		1.7			Scrutiny of proposal form (per case)	176
		1.8	In case of any mismatch w.r.t. documents or any human error found in data entry, then the claim is redirected by the supervisor to the operator	137		
		1.9	Approval of New Proposal of PLI/RPLI by Manager, CPC	240	Approval by Manager, CPC (per case)	112
		1.10			Preparation of acceptance letter, Approval letter, Bond printing, premium receipt book and despatching the generated bond and premium receipt book to insurant (per case)	156
		1.11			Maintenance of file (per case)	143
2	Withdraw Request	2.1	Request type> Proposal Number> date> Search> Cancel	48		
3	Merge Customer ID	3.1	Request type>Policy Number>date>Next> Submit	47		
Non - Financial Transaction						

4	Data entry of change/ Name Change/Nomination Change/Change of Payment Method/ Change of Billing Method/ Linking of Mobile, eMail, Aadhar and PAN Card	4.1			Receipt of request either from customer or through SOs (per case)	28
		4.2			Search related File from Old Record (per case)	157
		4.3			Checking of documents of Address Change/ Name Change/Nomination Change/Change of Payment Method/ Change of Billing Method/ Linking of Mobile, eMail, Aadhar and PAN Card (per case)	86
		4.4	Indexing and Data Entry	171		
	4.5	Mcmish> Inbox>QC for Proposal>Reserve>Search>Proposal Number>Checking>Submit	89	Scrutiny of documents (per case)	107	
	4.6	In case of any mismatch w.r.t. documents or any human error found in data entry, then the claim is redirected by the supervisor to the operator	107			
	4.7	Approval of Name Change/Nomination Change/Change of Payment Method/ Change of Billing Method/ Linking of Mobile, eMail, Aadhar and PAN Card by Manager, CPC	89	Checking of documents by the Manager, CPC (per case)	94	
	4.8			Printing and despatching of approval letter to insurant (per case)	159	
	4.9			Entry in Register and maintenance of file (per case)	62	
	4.9					

5	(Quote) Commutation Change of Premium	5.1	Commutation>Policy Number>Date> New Amount> Next> Get Quote	77		
		5.2	Data entry in McCamish	86		
	Quality Check by the Supervisor	5.3	Mcmish> Inbox>QC for Proposal>Reserve>Search>Proposal Number>Checking>Submit	162		
		5.4	Approval by Manager	100		
	Approval by Manager	5.5			Generation and Printing of Approval Letter (per case)	83
6	(Quote) Commutation Change of Sum Insured	6.1	Commutation>Policy Number>Date> New Amount> Next> Get Quote	73		
		6.2	Data entry in McCamish	188		
	Quality Check by the Supervisor	6.3	Mcmish> Inbox>QC for Proposal>Reserve>Search>Proposal Number>Checking>Submit	59		
		6.4	Approval by Manager	77		
	Approval by Manager	6.5			Generation and Printing of Approval Letter (per case)	54
7	(Quote) Conversion Change of type of Policy	7.1	Conversion>Policy No>Date>Quote>	60		
		7.2	Data entry in McCamish	109		
	Quality check by Supervisor	7.3	Mcmish> Inbox>QC for Proposal>Reserve>Search>Proposal Number>Checking>Submit	135		
		7.4	Approval by Manager	86		
	Approval by Manager	7.5			Generation and Printing of Approval Letter (per case)	59
8	(Quote) Free Look /Policy Cancellation	8.1	(Quote) type >cancellation>Policy No.>Date	37		
		8.2	Data entry in McCamish	57		
	Quality Check by the Supervisor	8.3	Mcmish> Inbox>QC for Proposal>Reserve>Search>Proposal Number>Checking>Submit	72		
		Approval by Manager	8.4	Approval by Manager	48	
		9.1			Receipt of application along with related documents (per case)	49
		9.2			Searching of related file from Old Record (per case)	223

9	Claims/Surrender/Survival	9.3			In case of policy pertaining to other CPC/APS, obtaining original case file and original policy bond by sending an e-mail/letter to concerned CPC/mapped CPC of defence policies for duplicate policy bond/surrender (per case)	144	
		9.4			Checking documents of Maturity/Revival/surrender/survival claim etc (per case)	117	
		9.5	Indexing and data entry	221			
	Quality Check of Claim/Surrender/ survival PLI/RPLI by Supervisor	9.6	McMish>Inbox>Claim>search>Checking >Submit	120	Scrutiny of documents related to Maturity/Revival/surrender/survival claim etc. (per case)	96	
		9.7	In case of any mismatch w.r.t. documents or any human error found in data entry, then the claim is redirected by the supervisor to the operator	73			
	Approval of Claim/survival/Surrender PLI/RPLI by Manager, CPC	9.8			Checking documents of Maturity/Revival/Surrender/Survival Claim etc (per case)	89	
		9.9			Approval letter printing, despatching the generated sanction along with cheque to insurant/nominee/claimant (per case)	134	
		9.10			Maintenance of surrender/Maturity/claim register (per case)	94	
	10	(Quote) (Reduced Paid Up)	10.1	(Quote) type>Reduced Paid UP>Policy No.>Date> Get Quote	64		
			10.2	Data entry in McCamish	89		
Quality Check by the Supervisor		10.3	McMish>Inbox>Claim>search>Checking >Submit	99			
		10.4	Approval by Manager	58			
Approval by the Manager		10.5			Generation and Printing of Approval Letter (per case)	67	

11	Revival	11.1			Receipt of application along with related documents (per case)	55	
		11.2			Searching of related file from Old Record (per case)	177	
		11.3	Indexing and data entry	154			
	Quality Check of Revival PLI/RPLI by Supervisor	11.4	McMish>Inbox>Claim>search>Checking >Submit	83		Scrutiny of documents (per case)	73
		11.5	Redirection of claim by the supervisor to the operator(in case of error)	68			
	Approval of Revival PLI/RPLI by Manager, CPC	11.6	Approval by Incharge CPC	58		Checking of documents of Revival Claim (per case)	66
		11.7				Printing and despatching of approval letter to Customer (per case)	128
		11.8				Maintaining Revival register (per case)	48
Death Claim		12.1			Receipt of application along with related documents	50	
		12.2			Search related file from Old Record (per case)	210	
		12.3			In case of policy pertaining to other CPC/APS, obtaining original case file and original policy bond by sending an e-mail/letter to concerned CPC/mapped CPC of defence policies for death claim (per case)	144	
		12.4			Checking of document and preparation of checklist (per case)	248	
		12.5			Obtaining signature of supervisor & Manager on checklist (per case)	63	
		12.6	Indexing and data entry	172			

12		12.7			In case of early death claim, forwarding all related documents to DO/RO/CO (per case)	338
	Quality Check of Death Claim of PLI/RPLI by Supervisor	12.8	McMish>Inbox>Claim>Search>Checking >Submit	144	Scrutiny of documents related to Death Claim with Original (per case)	95
		12.9			Obtaining of Signature from Nominee/ claimant and witness (per case)	62
	Approval of Death Claim of PLI/RPLI by Manager, CPC	12.10			Checking of documents (per case)	105
		12.11			Printing and despatch of sanction letter to nominee/claimant (per case)	120
		12.12			Handing over of cheque to the claimant/despaching cheque by post (per case)	50
		12.13			Maintenance of death claim register (per case)	74
13	Disbursement	13.1	Pending disbursement -> Disbursement voucher number/Policy/Proposal Number/Request ID -> Click on Search -> click on fetched record -> enter payment details -> click on submit	103		
		13.2	Approval by Incharge CPC	37		
		14.1			Receipt of loan application, related documents and original policy bond (per case)	42
		14.2	Generation of loan (Quote) from McCamish and attach with loan application	58	Checking of documents (per case)	106

14	Loan Sanction	14.3			In case of policy pertaining to other CPC/APS, obtaining original case file and original policy bond by sending an e-mail/letter to concerned CPC/mapped CPC of defence policies for loan (per case)	144
		14.4	Quality Check by the Incharge CPC	59		
		14.5	Indexing and data entry	180		
15	Loan Repayment Schedule	15.1	Loan repayment> Policy No. >date>amount> Frequency>Repayment Term> Get Quote	60		
		15.2	Data entry in McCamish	69		
		15.3	Quality Check by the Supervisor	82		
		15.4	Approval by Manager	69		
16	Loan despatch	16.1	loan repayment Queue>Status>Request type>search> despatch	45		
		16.2	Quality check by supervisor	74	Scrutiny of loan application and related documents (per case)	79
		16.3	In case of any mismatch w.r.t. documents or any human error found in data entry, then the claim is redirected by the supervisor to the operator	125		
		16.4			Checking of loan application and related documents (per case)	82
		16.5			Generate loan sanction letter, printing and signature of Manager, CPC (per case)	137
		16.6			Preparing checklist of cheques to be issued in excel and taking its printout (per case)	95
		16.7			Maintaining loan register (per case)	51

		16.8			Handing over of cheque to the customer/despaching cheque by post (per case)	50
17	Reports (Accounting)	17.1	Reports -> Process Name -> Report Category -> Report Type -> Select date range -> Select Office -> Generate Report	52		
18	Reports (BCP)	18.1	Reports -> Process Name -> Report Category -> Report Type -> Select date range -> Select Office -> Generate Report	59		
19	Report (Billing and Collection)	19.1	Reports -> Process Name -> Report Category -> Report Type -> Select date range -> Select Office -> Generate Report	74		
20	Report (Claim)	20.1	Reports -> Process Name -> Report Category -> Report Type -> Select date range -> Select Office -> Generate Report	82		
21	Report (Disbursement)	21.1	Reports -> Process Name -> Report Category -> Report Type -> Select date range -> Select Office -> Generate Report	74		
22	Report (New Business)	22.1	Reports -> Process Name -> Report Category -> Report Type -> Select date range -> Select Office -> Generate Report	88		
23	Report (Servicing)	23.1	Reports -> Process Name -> Report Category -> Report Type -> Select date range -> Select Office -> Generate Report	73		
24	Report (Request Indexing)	24.1	Reports -> Process Name -> Report Category -> Report Type -> Select date range -> Select Office -> Generate Report	60		
		25.1			Preparation and submission of monthly return (disbursement report) to DAP	320

25	Miscellaneous	25.2			Issuing Premium discontinuance letter to concerned PAO to stop premium deduction from pay before six months of date of maturity	105
		25.3			Issuance of due interest installment letter in case of policies under loan and loan repayment was not made before due date (per case)	115
		25.4			Releasing of Policy Bond after full repayment of loan and making entry of same in concerned register. Making list of bonds, under loan and maintaining their record (per case)	200
		25.5			Placing indent for PLI and RPLI stationeries like policy document, Premium Receipt Book etc.	115
		26	NACH (National Automated Clearing House)	26.1		
26.2				Checking of details (per case)	101	
26.3				Scanning of NACH mandate form (per case)	140	
26.4				Preparation of NACH requests in excel sheet (per case)	163	
26.5	Sign in to Yono Business SBI website	99				
26.6	Go to cash management product -> Mandates -> Mandate Management -> Scan Mandate -> Browse & upload zip file and then click on upload	64			Writing down of generated ID in register (per entry)	27
27	Approval of NACH mandate by supervisor	27.1	Go to cash management product -> Mandates -> Mandate Management -> Approve	71		

28	Checking status of NACH mandate	28.1	Downloading of excel sheet from yono business SBI website	68	Noting of UMRN in NACH mandate form (per case)	44
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Parcel Packaging Unit							
<u>Sl. No.</u>	Name of Activity	<u>Sl. No.</u>	Name of System Activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)	
1	Packaging of Parcel	1.1			Receipt of item from customer	29	
		1.2			Providing box/carton (if needed)	21	
		1.3			Insertion of item in box and taping & stripping of box (per box)	394	
		1.4			Capturing actual weight, volumetric weight and writing the same on box (per box)	45	
		1.5	Pickup Management -> Induction Management -> Counter-Parcel Packing -> Select shape (cuboid/circular)	18			
		1.6				Pasting barcode on box	6
		1.7				Scanning barcode	5
		1.8	Enter length, breadth and height of box	12			
		1.9	Enter actual weight in grams	6			
		1.10	Click on fetch weight	5			
		1.11	Select box type (with/without box) -> Select bubble wrap (optional) -> Select item weight range -> Add service charge	15			
		1.12	Click on get total and then select payment method (Cash/QR/Cheque)	7			
		1.13				If Cash (collection of money)	25
		1.14	If QR (get mobile phone from customer to scan QR and sent back to customer for payment) -> Verified payment Status	25			
		1.15	Click on proceed	7			
		1.16	Transfer Cash Pickup Management -> Induction Management ->Cash transfer->enter amount and denomination->Submit	25			

		1.17	Tally account Pickup Management -> Induction Management ->Tally account- >Generate account->Submit	24		
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SBCO				
Sl. No.	Name of System Activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)
1			Receipt of Bundles of Vouchers from HO & Sub Accounts	10
2			Checking of bundle of vouchers, seal & Stamp (per bundle)	13
3			Sorting of Bundle of Vouchers - Office wise (per bundle)	10
4			Distribution of sorted bundles to concerned PA under receipt	57
5	Login to Finacle MIS server	52		
6	Generation of Long Book Detailed Report from MIS Server	116		
7			Checking of Vouchers with Long Book Detailed Report (per voucher)	13
8	Tallying of debit/credit figures with Long Book Detailed report & Consolidated report sent by concerned HO/SO	37		
9	Tallying of Signature from Finacle in Closed & Premature Closed Accounts (per account)	67	Checking of Accounts for premature closure (per account)	128
10	Checking of FRMU alerts (per alert)	114		
11			Writing of Objections and maintenance of Objection Register (per objection)	217
12			Sending Objections Details to concerned HO/SO (per office)	119
13			Receiving of Documents from HO/SO & Settle the Objections (per objection)	148
14			Sending Reminders to concerned HO/SO (per office)	174
15			Preparation of Monthly Objection Pending Report	3352

16			Receipt of outward cleared Cheques from HO & Tallying of amount (per cheque)	17
17			Maintenance of Hand to Hand Book (per entry)	14
18			Checking of Consolidation, Finacle Office Accounts & Other Transactions with HAFI, HFTI, HACLINQ (per account)	167
19			Maintenance of Unused Cheque Book register (per entry)	156
20			Maintenance of Undelivered Passbook register (per entry)	63
21			Maintenance of Spoiled Passbook register (per entry)	66
22			Supply of Vouchers to concerned authority (per case)	1070
23			Preparation and submission of Monthly Progress Report	1612
24			Checking & Correction of Interest and Balances (per account)	1201
25			Verification of Amount before closure of NSS accounts (per account)	154
26			Maintenance of Register of vouchers not received (will follow register) (per entry)	79
27			Tallying of Cleared cheque with LOT (per entry)	27
28			Store Maintenance (per day)	310

Sub Account					
Name of Activity	Sl. No.	Name of System Activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)
Day begin	1.1	Switch on computer	58		
	1.2	Login to APT 2.0	54		
Receipt of Account Bag	2.1	Select Bag Management-> Bag Receive -> Select Schedule ID -> Fetch Details-> Enter Bags Number-> Add-> Receive Bag	37	Checking of Bag label/ seal (per bag)	13
Opening of Account Bag	3.1	Accounts-> SO Slips and Bags-> Open SO Account Bag-> Select Bag No. -> Get Bag Details-> Check remark and document->Confirm and open account bag	32	Opening & Checking of contents of bag (per bag)	112
Verification and checking of daily Account	4.1	Account -> Account Verification-> Verify So Daily Account-> Select DAtE and Fetch-> select Receive-> View and verify	46	Checking & verification of daily account (per office)	114
Sorting of Voucher	5.1			Branch wise sorting of vouchers	111
	5.2			Handing over of documents to concerned branch under receipt	385
Error Management	6.1	Error Management	59		
Accounts Consolidation (checking of transfer and transit amounts of subordinate offices)	7.1	1. By clicking on "Accounts consolidation" sub card in Accounts Cards, Under 2. Transfer Entry Postings, Sub Account PA will round off the Cash in Transit acknowledged by the Sub Office. 3. Under Reports option relevant Transfer Entry reports can be viewed, and generate for particulars dates.	108		
Generation of SO/BO Summary	8.1	Generation of SO/BO Summary	97		
Generation of SO/BO Slip	9.1	Generation of SO/BO Slip	108	Tallying of documents with SO/BO slips	73
Receipt of Stamp/ IPO from treasury to insert in SO Account Bag	10.1			Receipt of Stamp/ IPO from treasury to insert in SO Account Bag	59
Account bag closure for Sub Offices	11.1	Generation of bag label	44	Insertion of SO Slip, document stamp/ IPO and closing of bag (per bag)	63
	11.2			Handing over of account bags to mails branch	45
Account Consolidation (Cash book generation)	12.1	Generation of cash book	95		

Monitoring of Excess Cash Balance of SOs	13.1	Monitoring of Excess Cash Balance of SOs	47		
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TDS Branch				
SI.NO.	Name of System Activities (Finacle & APT 2.0)	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)
1	Login to APT 2.0	54		
2	Login to Finacle	49		
3	Generation of income Tax TDS report in APT 2.0	53		
4	Generatation of PLI Agent commission TDS report in APT 2.0 Procedure :- Others -> Treasury -> Reports -> Accounting & Other Reports>Accounting Detail>Generate Reports	50	Receipt of TDS Report for PLI Maturity/Surrender Payments from CPC-PLI and PLI Incentive Report from DO PLI	47
5	Contractor Payment TDS Report in APT 2.0 Procedure:-Others -> Treasury -> Reports -> Accounting & Other Reports -> Accounting Detail -> Generate Reports	46	Receipt of Details of TDS Deducted on Payments Made to Contractors/Advocates/CAs from Accounts Branch and Divisional Office	53
6	TDS report on court fee in APT 2.0 Procedure :- Procedure :- Others -> Treasury -> Reports -> Accounting & Other Reports -> Accounting Detail -> Generate Reports	49		
7	TDS report on PLI medical examiner fee in APT 2.0 Procedure :- Procedure :- Others -> Treasury -> Reports -> Accounting & Other Reports -> Accounting Detail -> Generate Reports	47		
8	TDS Report on rent payment (building) in APT 2.0 Procedure:-Others -> Treasury -> Reports -> Accounting & Other Reports -> Accounting Detail -> Generate Reports	49		
9	Generate DTR Report in APT 2.0 to check daily transaction of SCSS, Agent Commission, cash withdrawal (>10 lakh) Procedure:-Others -> Treasury -> Reports -> Accounting & Other Reports -> DTR -> Generate Reports	41		
10			Compilation/preparation of TDS reports and forward to CA for further submission to income Tax department after tallying with APT 2.0	400
11			Preparation and submission of monthly return of 26Q to DAP after tallying with the report available on TRACES Portal.	304

12			Daily checking of outstanding amount against inactive PAN in respect of updated challan on TRACES Portal (per case)	160
13			Printing and supply of Form -16 to each account holder, Agent and Policy Holder (per form)	124
14			Correspondence with all account holder as per latest order of IT Department linking of PAN, Aadhaar, Debit of 20% TDS for non PAN holders. (per correspondence)	531

Treasury					
Name of Activity	Sl. No.	Name of System Activities	Avg. Time (in seconds)	Name of Manual Activities	Avg. Time (in seconds)
Opening of treasury (including cash chest)	1.1			Opening of Treasury by Joint Custodian	215
Day begin	2.1	Switch on Computer	58		
	2.2	Login in APT 2.0 and perform day begin	62		
Approval of Cash Request received from SOs	3.1	Processing of Cash Request received from SOs by ATR	71		
	3.2	Approval from Supervisor Select Treasury-> Approval-> Cash Approve-> Approve /Reject	24		
Initiate Cash Remittance to S.O. under H.O.	4.1	Select Treasury-> Cash and Cheque-> Cash Remittance-> Select Office-> Amount-> Select Remark-> Enter Denomination-> Submit	31		
	4.2			Withdrawal of Cash from Chest	38
	4.3			Counting of Cash (for 100 currency notes)	30
	4.4			Insertion of Cash, Remittance Memo in cash bag, seal of cash bag and writing weight and office code of cash bag on label (per bag)	122
	4.5			Handing over of cash bag to Sub A/C Clerk for closure of Account Bag (per bag)	27
	4.6			Handing over of cash to Special carrier S.O. wise and entry of receipt in register by special carrier	45
	5.1	Select Cash/Cheque-> Cheque Process-> Modify Name, if required->process (for SO)	36		

Processing and approval of cheque Request	5.2	Cheque request from HRO RMS, Regional office, Salary cheque Select Bank Module-> Drawing Management-> Cheque Issue-> Select and view details -> Issue Cheque (other than SO)	39		
	5.3	Approval from Supervisor Select Treasury-> Approval-> Cheque Approval-> Approve /Reject/Forward	27	Preparation of Cheque and entry in treasurer Cheque Book and register (per cheque)	109
	5.4			Handing over of cheque to Sub account branch/special carrier	27
(IPO/Stamps) Request received from S.O	6.1	Select Treasury-> Stamp/Stationery-> Request Remittance-> Select and Modify then submit	50		
	6.2	Select Treasury-> Approval-> Stamp Request/ Remittance Approval-> Approve /Reject	31		
Issuance of stamp/IPO to SO	7.1	Select Treasury-> Stamp/Stationery->Process Issue receipt-> View and Issue/Reject and enter remarks	42		
	7.2			Checking of indent, supply of postage/IPO accordingly, entry in treasurer cash book and hand over to sub account branch	338
Receipt of Cash from S.O.	8.1	Acknowledgement of Cash	21		
	8.2			Receipt and counting of cash and entry in treasurer cash book (per office)	290
	8.3	Approval by HTR	19		
Supply of Stamps/IPO to Counter.	9.1	Select Treasury-> Stamp/Stationery->Process Issue receipt-> View and Issue/Reject and enter remarks	42		
	9.2			Checking of indent, counting and hand over of Stamp/IPO to counter and entry in stock register (per counter)	274
	9.3	Approval by HTR	21		
Giving cash advance to counter	10.1	Select Cash/Cheque-> Cash Process-> Select and Modify amount then process/Reject -Enter Denomination	29		

to counter	10.2			Counting and handing over of Cash (per counter)	35
Receipt of Cash From Counter	11.1	Select Cash/Cheque-> Cash Process-> Process	27		
	11.2			Receipt of cash from counter (per counter)	102
Maturity Payment to Counter through cheque (SB, PLI and etc)	12.1	Creation of liability	78		
	12.2			Preparation of Cheque and entry in treasurer Cheque Book and register (per cheque)	121
Disposal of cheque	13.1	Select Treasury-> Cash and Cheque-> Cheque Disposal-> Dispose	25		
	13.2			Handing over of cheque to customer under receipt	32
Handing over of cash/cheque to Postman	14.1	Select Cash/Cheque-> Cash Process-> Select and then process -Enter Denomination then submit	34		
	14.2			Giving cash/cheque to Postman (per beat)	46
Receipt of Cash From Postman	15.1	Select Cash/Cheque-> Cash Process-> Process	21		
	15.2			Receipt of cash from Postman (per beat)	27
Placing indent to PSD for Stamps/IPO, stock and Printing	16.1	Inventory management-> Inventory -> raise indent operator-> Select Warehouse-> Main Category-> Category-> Sub Category-> Product-> Quantity then add-> Place request	110		
	16.2	Inventory management-> Inventory -> Authorise raised indent Supervisor-> Select and view Request-> Place request	33		
Receipt of stock through indent from PSD	17.1	Inventory management-> Inventory-> Accept Stock Operator	34		
	17.2			Receipts of stationary and verification with reference to invoice, entry in stamp balance register and treasurer cash book	712
	17.3	Inventory management-> Inventory-> Accept Stock Supervisor	23		

Remittance to Bank - Preparation of ACG -11	18.1	Treasury-> Bank-> Bank Remittance-> Enter Amount-> Enter Denomination->Submit and printing of ACG-11 and ACG-8	68		
	18.2			Counting of cash, preparation of ACG-11, entry in treasurer passbook, present the cash along with document at bank, obtain acknowledgement (including journey time from HO to bank and vice versa)	4431
	18.3	Treasury module- cash/cheque- approve request.	34		
Drawal of cash from Bank	19.1	Treasury-> Bank-> Bank Drawl-> Enter Amount->Remark-> Submit	40		
	19.2			Obtaining signature of the PM after verification of liability	339
	19.3	Treasury module- cash/cheque- approve request.	26		
	19.4	Printing of cheque	31		
	19.5			Presenting the cheque at bank counter, receive cash (including journey time from HO to bank and vice versa)	6441
Cancellation and Reissue of Misprinted Cheques	20.1	Drawing Management-> select for cancellation/ reissue cheque.	52		
	20.2			Preparation and handing over of cheque to sub account branch/ counter/ special carrier/ customer	85
Issuance of Cheque to COD Customer	21.1	Treasury module- Cash/Cheque- Customer billing-Search and Submit	28		
	21.2	Selection of bills available for making the payment to the customer.	20		
	21.3			Downloading of bill file and save for record purpose and also enclose one copy along with cheque	48
	21.4	Approval by supervisor	23		

	21.5			Preparation of cheque and entry in cheque issue register and obtaining signature of customer	102
Day End	22.1			Tallying of transactions done at HO	490
	22.2	Day End	40		
	22.3			Closing of Treasury in Joint Custody	343