F.No. 01-01/2020-PD
Government of India
Ministry of Communications
Department of Posts
(Parcel Directorate)

Chanakyapuri Office Complex
Chanakyapuri, New Delhi – 110021
Dated: 09.11.2026

To

All Heads of Circles

Subject: Interim Productivity Norms for Processing of Documents and parcels

Sir/Madam,

The Establishment Norms received from the Work Study Division in respect of Mail Offices and other operative and administrative RMS offices were circulated to all Circles vide Parcel Directorate Letter No. 01-01/2020-PD dated 06.02.2023.

2. Since the formulation of these norms, there have been significant changes in the functioning of Mail and Parcel processing units. Further, the rollout of APT has resulted in enhanced article visibility, faster processing as compared to CSI, improved availability and visibility of operational data and greater online processing of mail and parcel operations.

3. Further, the Work Study Division is in the process of reviewing/defining the establishment norms for Processing Hubs (NSH / Parcel Hubs) in view of the changes in processes, technology and equipment. Pending completion of the work study and finalization of revised final norms, it is considered appropriate to prescribe broad productivity benchmarks as an interim measure for assessment of manpower requirements.

4. Accordingly, the following may be adopted as a thumb rule (Adhoc Norms) for productivity of clerical staff for an 8-hour shift including 30 minutes' break:

Category	Productivity of Clerical Staff	MTS Manpower
Documents	1600 articles per 8-hour shift	1 MTS for 2 clerical staff
Parcels	700 articles per 8-hour shift, including 10% big parcels	1 MTS for 1 clerical staff

5. The above benchmarks may be kept in view while assessing and deploying manpower at NSH & Parcel Hubs, until the revised establishment norms are finalized by the Work Study Division.

6. All Circles are requested to circulate these interim productivity benchmarks to the concerned field units and ensure that the same are kept in view while undertaking manpower assessment/deployment in NSH & Parcel Hubs, pending finalization of the revised norms by the Work Study Division.

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

(Syed Fraz Haider Nabi)
Deputy General Manager
Parcel Directorate

Copy to:

(i) Sr PPS to Member (Operations) for information please.
(ii) DDG Mail Operations for information and necessary action please.
(iii) DDG Training Division for information please.