

Manual 4

Norms set for the discharge of functions

[Section 491)(b)(iv)]

Details of norms and standards set out can be given in respect of various activities. Some of the norms are indicated below as an illustration:

Illustration

S. No	Activity	Time frame/Norm	Remarks
1	Diary of letter	3 minutes per letter	
2	Dispatch of letter	5 minutes per letter	Registered dak including entry in messenger book
3	Typing job	15 pages per day	