

F.No. PLI-56/2/2022-PLI-DOP
Government of India
Ministry of Communications
Department of Posts
Directorate of Postal Life Insurance
New Delhi – 110021

Sub: Implementation of Staggered Shifts for Workload Optimization

Dated: 25.08.2026

This is regarding the surge in processing of proposals and other service requests in PLI-CPCs, which has resulted in multiple sessions being created simultaneously. The increased workload is straining system performance and causing workflow congestion, particularly as efforts are being made to complete processing within the current month.

2. To address the issue, as per earlier practices, the competent authority has decided to implement staggered shift allocations as outlined in the attached 'Annexure'. This initiative aims to optimize work distribution, enhance efficiency, and balance the workload across Circles, especially during the peak business period.

3. It has been observed that a significant portion of the workload is being handled during standard office hours, leading to system congestion. To mitigate these challenges, staggered shifts for backend operations (work in CPCs) have been proposed w.e.f. 27.08.2026.

4. In view of the above, all Circles are requested to ensure strict implementation of the shift allocations to maintain seamless operations. Any operational challenges or feedback may be communicated for further refinement.

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


(Kamal Sharma)

DDM-III, PLI Dte

To,
All HoC's