



Frequently Asked Questions

On

APT

EFRM



ABBREVIATIONS

Sl. No.	Abbreviation	Description
1	IT	Information Technology
2	URL	Uniform Resource Locator
3	ID	Identification
4	EFRM	Electronic Fraud and Risk Management
5	DO	Divisional Office
6	SDO	Sub Divisional Office
7	HO	Head Office
8	SO	Sub Office
9	BO	Branch Office
10	D	Alerts to be assigned
11	S	Assigned Alerts
12	H	Replied Alerts
13	CH	Closed Alerts
14	RPH	Reported(fraud) Alerts
15	SDH	Sub Divisional Head



Frequently Asked Questions:

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DISCLAIMER:

The Operational procedure provided in this Operational Guide is just an illustration for the user for using the IT 2.0 Software in an effective manner. If the Reader is having any doubt in the department Rulings and guidelines, he/she should refer to the respective manuals and volumes only. The IT 2.0 Operational Guide should not be sighted as Rulings.



Frequently Asked Questions : EFRM

1: What is the EFRM?

A: The Electronic Fraud Risk Management is designed to handle and verify the suspicious alerts within the Department of Posts (DOP). It allows the departmental users to assign, reply, re-assign, verify and close the alerts.

2: Which units can use this system?

A: The EFRM can be used by HO Postmasters, Sub-Divisional Heads, Divisional Heads for viewing, assigning, re-assigning, replying, verifying, closing and Regional/ Circle/ Directorate units for viewing of alerts

3: How do I access the system?

A: Users can access the system through the web portal: <https://test.cept.gov.in/employeeportal>. Please note that this URL is for training purposes only.

4: What are the login credentials?

A: Your username is your 8-digit Employee ID, and the default password is Dop@1234. Upon IT 2.0 rollout, login will be through Trusted Authentication Token (TAT).

5: What is the information available in Dashboard sub card?

A: Dashboard shows the total number of:

- Alerts assigned to HO/SDO
- Alerts closed by DO
- Alerts responded by HO/SDO

6: How can I view the alerts?

A: Click on the 'EFRM' card, then select 'View Alert' sub card. The alerts that can be viewed are:

Under DO login -

- Assigned by FRMU (pending at DO)
- Assigned to HO/SDH (pending at HO/SDH)
- Reported Alerts
- Closed Alerts

Under HO/SDH login-

- Assigned Alerts
- Replied Alerts

7: What are the categories of types of alerts?

A: Types of alerts are:

- CSI
- CBS
- CIS



- ALL
- Other

8: After an alert is assigned by the DO, where will it reflect?

A: The alert will reflect in HO/SDO login under the 'Respond Alerts' and can be viewed in 'View Alerts' sub card also

9: After replying for an alert by HO/SDH, where will it reflect?

A: The replied alert will reflect in DO login under and can be viewed in 'View Alerts' sub card also

10: How to reply for assigned alerts?

A: Click on 'Respond Alert' sub card to reply for an alert by entering the comments

11: Can the replied alerts be re-assigned?

A: Yes, replied alerts from HO/SDO can be re-assigned by DO under 'Respond Alert' sub card

12: Can HO/SDO close the alert?

A: No, alert can be closed only by DO login, after receiving the reply from HO/SDO.

13: Can HO/SDO re-assign the alerts?

A: No, they can request for re-assigning the alert through DO.

15: How can we filter alert by Type?

A: Click on 'Alert Type' from the dropdown list

16: How can we reply to an alert?

A: Select the check box under 'Alert ID' and entering the comments

17: Which option we need to select for action like closing or re-assigning alerts ?

A: The 'Action on replied alerts' option we need to click it will allow the user to do actions.

18: Whether alert details can be Download?

A: Yes, The alert details can be downloaded as a PDF file.

19: Whether Multiple alert IDs can be selected for response in the EFRM system.?

A: Yes, We can select Multiple Alert ID for Response.

20: Where Users can view the position of alert statistics ?

A: User can view under the Dashboard sub-card.

21: Where can we view the alert which has been reported for further investigation or alert detection as fraud?



A: In the 'Reported alert' Options under View alert sub card, user can view the alerts

22: Whether we can see closed alert?

A: Yes, We can view closed alert under View alert Sub card.

24: Whether Multiple alerts closure is possible?

A: Yes, Multiple alerts Closure is possible by selecting the multiple alert IDs at once and replying for the same.

25: After entering the required criteria and submitting the 'Alerts Assigned to Division' form, what action allows a user to see the detailed information of a specific alert?

A: Selecting the 'View Details' option in the corresponding alert row.

26: Which option enables the user to view all the alerts that have been closed.

A: Under the 'Closed Alerts' Option user can view all the alerts.

27: Whether the details of the alerts can be viewed individually?

A: Yes, by clicking on 'View Details' icon corresponding to each Alert ID.

28: Whether the details of the transaction which constituted the alert can be viewed?

A: Yes, by clicking on 'Transaction Details' icon corresponding to each Alert ID.

29: What are the options available under 'Enter your comments' field while replying the alert under HO/SDO login?

A: The options are

- Genuine
- Request for verification through Sub-Divisional Head
- Report for Investigation
- Other

30: What are the options available under 'Enter your comments' field while closing the alert under DO login?

A: The options are

- Genuine
- Re-assign for further verification
- Fraud Detected