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डाक सेवा-जन सेवा
India Post
Dak Sewa-Jan Sewa

APT

OPERATIONAL GUIDE FOR ADMINISTRATIVE OFFICES

Centre for Excellence in Postal Technology

Operational Guide

Advanced Postal Technology (APT)

FOR

Administrative Offices

CEPT Operational Guide for Internal Use Only

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ABBREVIATIONS

Sl. No.	Abbreviation	Description
1	ABPM	Assistant Branch Post Master
2	Adv	Advance
3	AO	Administrative Office
4	API	Application Programming Interface
5	ATM	Automated Teller Machine
6	B.O	Branch Post Office
7	BCP	Business Continuity Plan
8	BE	Budget Estimate
9	BPM	Branch Post Master
10	CBI	Central Bureau of Investigation
11	CL	Casual Leave
12	CMA	Chief Mail Agent
13	CO	Circle Office
14	COD	Cash on Delivery
15	CRM	Customer Relationship Management
16	CSV	Comma Separated Value
17	D.O	Divisional Office
18	DDO	Drawing and Disbursing Officer
19	Dely	Delivery
20	DH	Divisional Head
21	DLI	Date of Last Inspection
22	DM & SL	Due Mail & Sorting List
23	DML	Due Mail List
24	DNK	Dak Niryat Kendra
25	DOP	Department of Posts
26	DP	Departmental Promotion
27	DR	Direct Recruitment
28	E-BILLER	Electronic Biller
29	ED	Enforcement Directorate
30	eFRM	Electronic Fraud Risk Management
31	e-IPO	Electronic Indian Postal Order
32	EL	Earned Leave
33	eMO	Electronic Money Order
34	E-Payment	Electronic Payment
35	E-Post	Electronic Post
36	Est	Establishment
37	etc.	Et cetera

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Sl. No.	Abbreviation	Description
38	EU	End User
39	EWS	Economically Weaker Section
40	Ex.	Example
41	FAQ	Frequently Asked Questions
42	FG	Final Grant
43	FIR	First Information Report
44	FY	Financial Year
45	GDS	Gramin Dak Sevak
46	GPF	General Provident Fund
47	GPO	General Post Office
48	GST	Goods and Services Tax
49	H.O	Head Office
50	HBA	House Building Advance
51	HoA	Head of Account
52	HQ	Head Quarter
53	HRMS	Human Resource Management System
54	HRO	Head Record Officer
55	HSA	Head Sorting Assistant
56	ICH	Intra Circle Hub
57	ID	Identification
58	IEC	Import Export Code
59	Ins	Insured
60	IPO	Indian Postal Order
61	IQ	Inspection Questionnaire
62	IR	Inspection Report
63	IT	Information Technology
64	JPEG / JPG	Joint Photographic Experts Group
65	KA	Karnataka
66	KB	Kilobyte
67	KVP	Kisan Vikas Patra
68	KYC	Know Your Customer
69	LMS	Leave Management System
70	LTC	Leave Travel Concession
71	MA	Mail Agent
72	MDG	Mukhya Dak Ghar
73	MDW	Memorandum of Distribution of Work
74	MEP	Monthly expenditure Plan
75	MIS	Monthly Income Scheme
76	ML	Mail List
77	MMS	Mail Motor Service

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Sl. No.	Abbreviation	Description
78	MO	Mail office
79	MSSC	Mahila Samman Savings Certificate
80	MTS	Multi-Tasking Staff
81	MYS	Mysuru
82	NSC	National Savings Certificatte
83	NSH	National Sorting Hub
84	OA	Office Assistant
85	OBC	Other Backward Class
86	OTP	One Time Password
87	PA	Postal Assistant
88	PAO	Postal Accounts Office
89	PBE	Postal Bill of Export
90	PC	Personal Computer
91	PDF	Portable Document File
92	PDN	Postal Division
93	PH	Parcel Hub
94	PIN	Postal Index Number
95	PIS	Personal Information Service
96	PLI	Postal Life Insurance
97	PM	Postman
98	PM CARES	Prime Minister's Citizen Assistance and Relief in Emergency Situation
99	PO	Post Office
100	PPF	Public Provident Fund
101	PrAO	Principal Accounts Officer
102	PRS	Passenger Reservation System
103	PSU	Public Sector Undertaking
104	PWD	Person With Disability
105	PWV	Past Work Verification
106	QEP	Quarterly expenditure payment
107	QR	Quick Response
108	RC	Registration Certificate
109	RD	Recurring Deposit
110	RE	Revised Estimate
111	RMS	Railway Mail Service
112	RNP	Register newspaper
113	RPLI	Rural Postal Life Insurance
114	S.D.O	Sub Divisional Office
115	S.O	Sub Office
116	SA	Sorting Assistant
117	SB	Savings Bank

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Sl. No.	Abbreviation	Description
118	SC	Scheduled Castes
119	SDH	Sub Divisional Head
120	SL	Sorting List
121	SP	Superintendent of Post Offices
122	SPM	Sub Post Master
123	SRM	Superintendent of Railway Mail Service
124	SRO	Sub Record Officer
125	SSA	Sukanya Samriddhi Account
126	SSP	Senior Superintendent of Post Offices
127	SSRM	Senior Superintendent of Railway Mail Service
128	ST	Scheduled Tribes
129	TA	Travelling Allowance
130	TCB	Treasurer's Cash Book
131	TMO	Transit Mail Office
132	TRCA	Time Related Continuity Allowance
133	UI	User Interface
134	UR	Un Reserved
135	URL	Uniform Resource Locator
136	Viz.	Namely
137	VPMO	Value Payable Money Order
138	VR	Visit Report
139	WPP	Without Pre-Payment

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DISCLAIMER

The operational procedure provided in this Operational Guide is just an illustration for the user for using the APT software solution in an effective manner. If the reader has any doubt in the Department ruling and guidelines, he/she should refer to the respective manuals and volumes only. The APT Operational Guide should not be cited as Rulings.

1 Introduction

This Operational Guide provides detailed procedures for the modules related to Administrative Offices, including the Directorate, Circle Office, Regional Office, Division Office, and other units handling administrative functions and responsibilities.
APT 2.0 offers a wide range of modules, some of which are being introduced in the department for the first time. These modules have been specifically designed to address the current requirements of Administrative Offices, with the aim of enabling administrative units to perform their functions efficiently and effectively.

Several modules already existing in the system come with detailed workflows and provisions within APT 2.0. Each branch has access to modules relevant to its functions, such as Budget Management, Customer Relationship Management, Master Data Management, Investigation, Vigilance, Sorting Management, Carrier and Schedule Management, Post Management, Role Management, Leave Management, Personal Information System, MIS Reports, and Dashboard, among others.

This guide serves as a comprehensive reference to help administrative personnel navigate and utilize these modules seamlessly, ensuring smooth operations across all administrative units.

2 User Login

The user has to login through web browser using URL

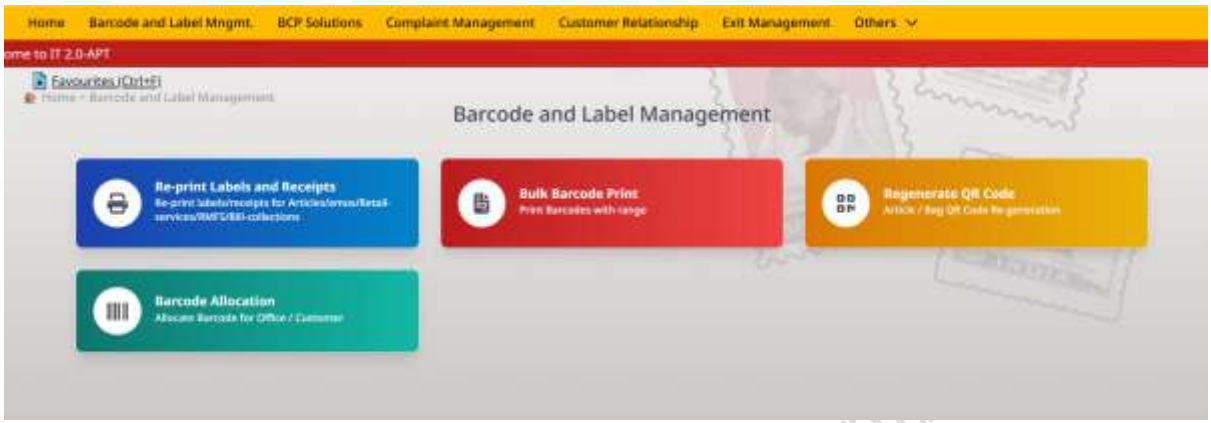
https://app.indiapost.gov.in/employeeportal

Enter your login credentials (User name& Password) and click on “Sign In”
User name will be **8 digit employee ID** and Default password will be **Dop@1234**

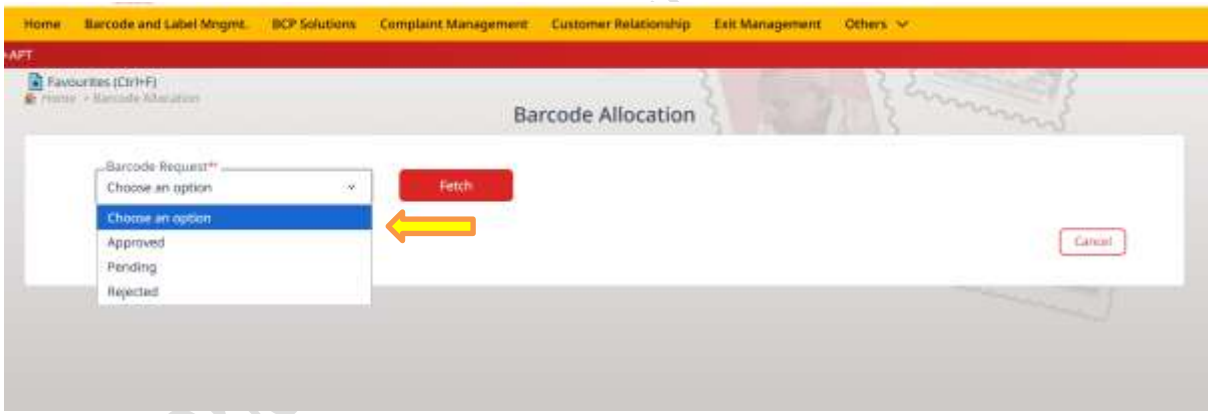
Note: The aforementioned URL is for the purpose of training only. After IT 2.0 is rolled out, production URL will be different and login will the through TAT authentication which will be communicated at the time of rollout.

3 Barcode allocation at Administrative office

In this section, allocation of barcode at administrative offices for the request raised by office or customer is explained.

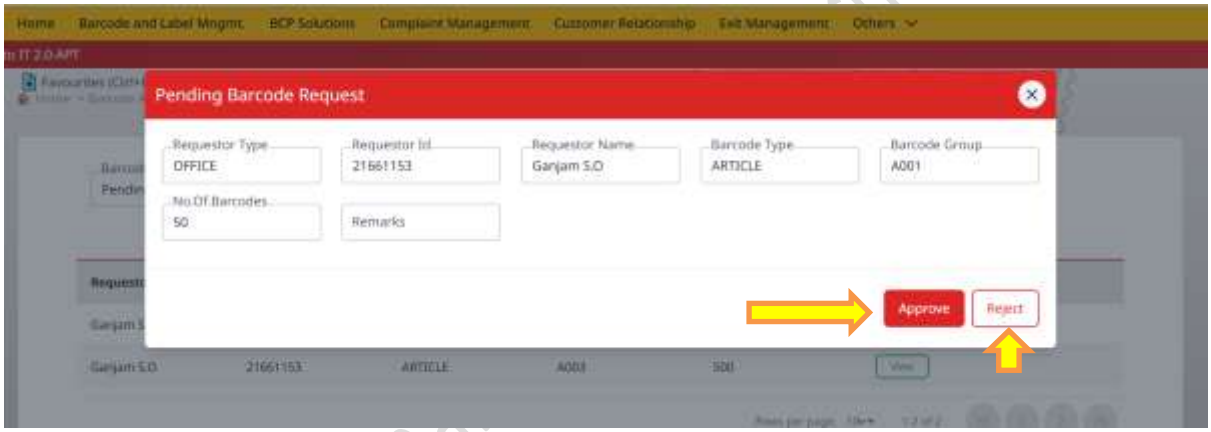


Click on “Barcode allocation” sub card under “Barcode and label Management” card for allocating the barcode for the request raised by subordinate offices under their jurisdiction .

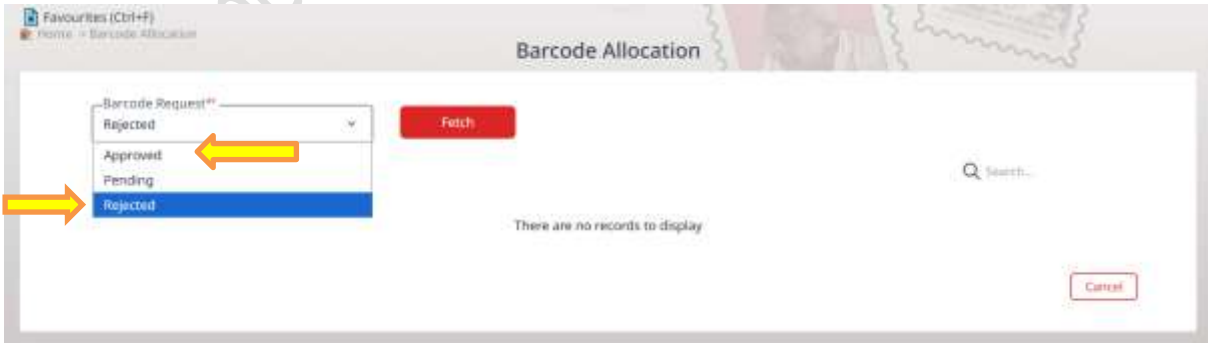


Upon clicking “Barcode allocation”, it will redirect to barcode allocation page. User has to select pending option from “Barcode Request” dropdown and click on “Fetch” option.

All the requests will displayed, Click on “View” to view the pending barcode requests.



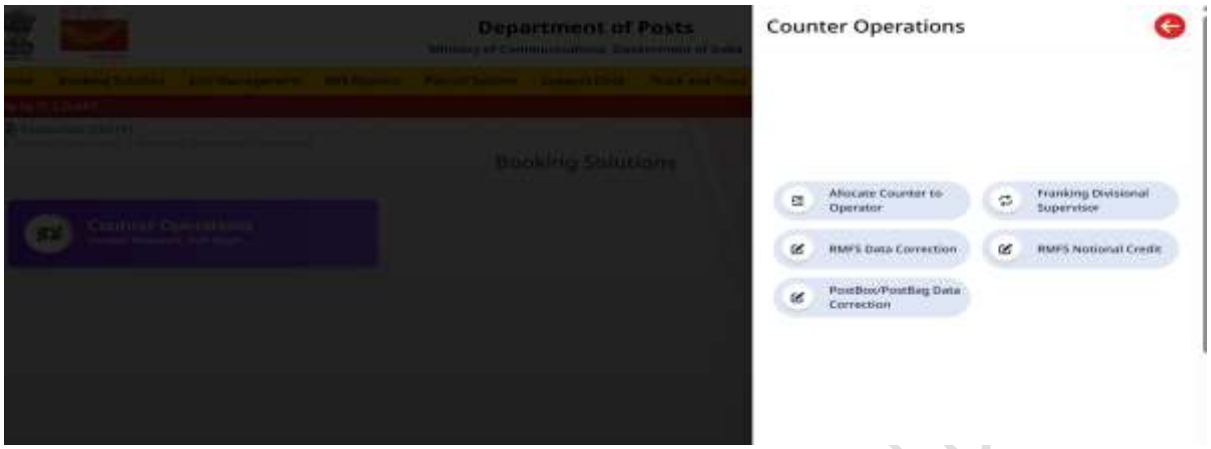
User has to click on “Approve” option if all the details found correct or else click on “Reject” option.



User may view the “Approved” and “rejected” barcode requests by selecting “Approved” and “rejected” option from “barcode Requests” drop down and click on “Fetch” option.

4 Booking solution

In this section, allocation of counter to C class, Franking Handling, RMFS Data correction and PostBag/PostBox data correction at administrative offices is explained.



There are four option available Under Booking solution- Counter Operations:

1. Allocate counter to Operator
2. Franking Divisional Supervisor
3. RMFS Data Correction
4. RMFS Notional credit
5. PostBox/PostBag data correction

4.1 Allocate counter to operator

Upon clicking on Allocate counter to Operator option, it will redirect to counter allocation screen where the Divisional Head can also allocate counter for C Class offices.

The divisional Head can allocate counter in C class offices under the jurisdiction by selecting office name, Employee id, Counter ID and Shift ID and click on "**allot counter**".

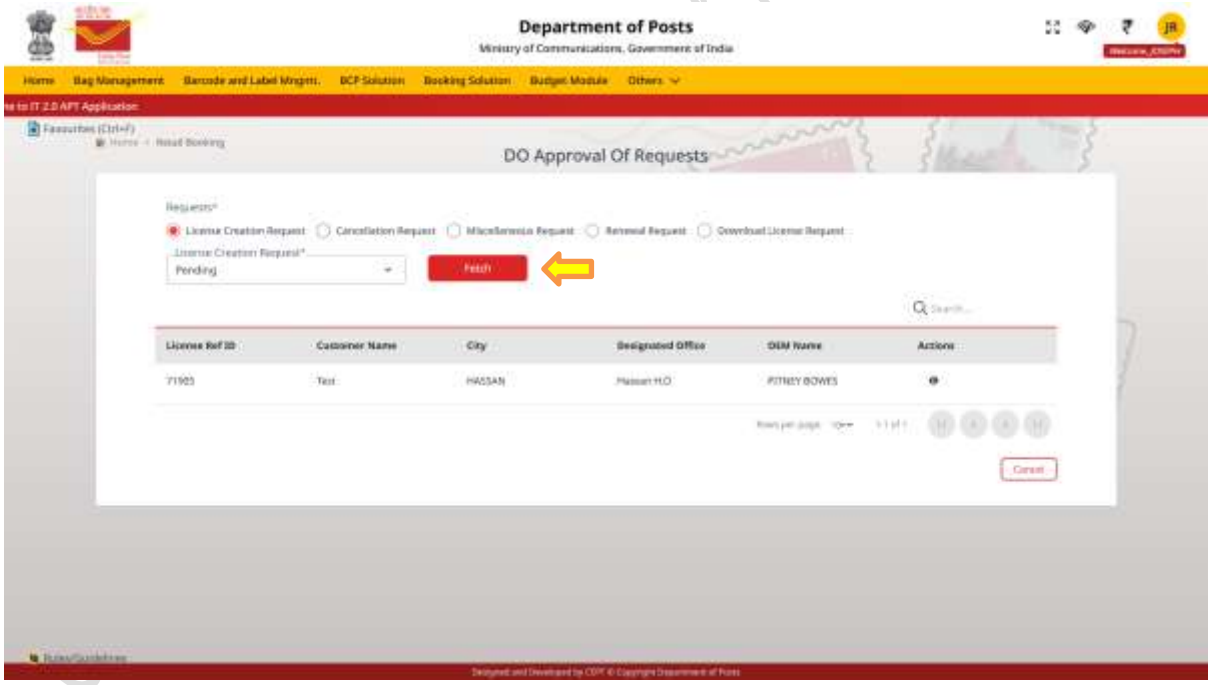
Note: This is the additional option available with the Divisional head along with regular counter allocation in C class office-Booking solution-Counter Operation.

4.2 Franking Divisional Supervisor

Upon clicking on Franking Divisional Supervisor option, it will redirect to the screen where the Divisional Head can approve the following Franking related requests:

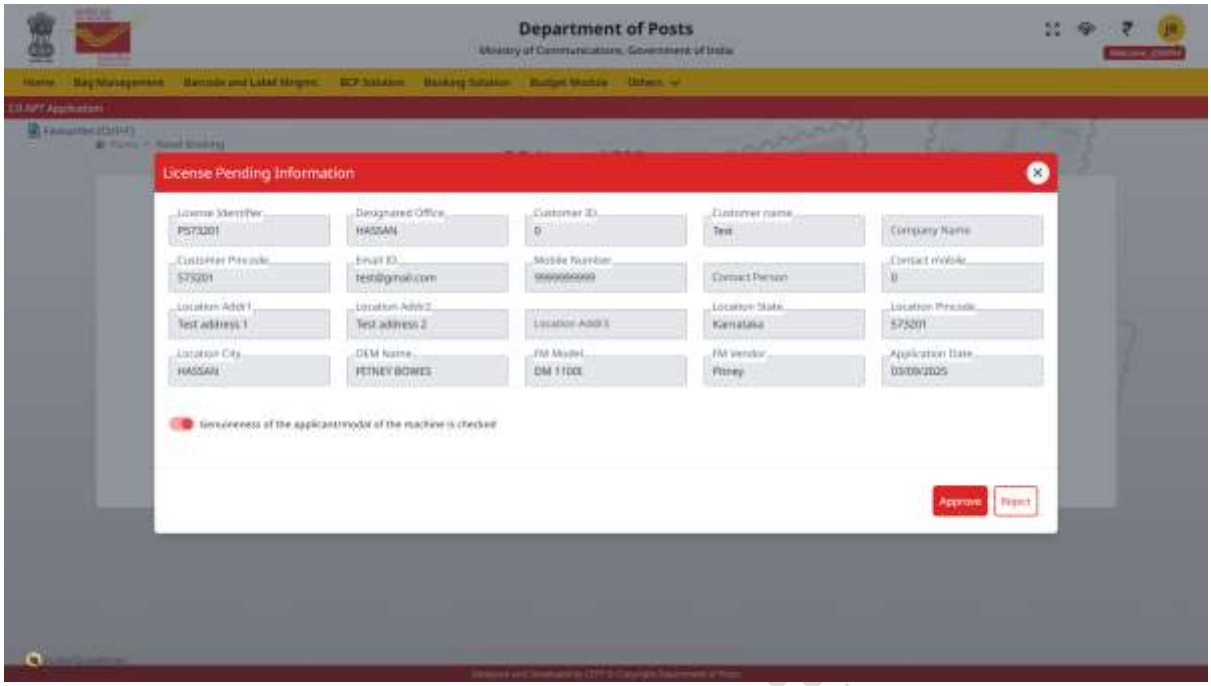
1. License Creation Request
2. Cancellation Request
3. Miscellaneous Request
4. Renewal Request
5. Download License Request

4.2.1 License Creation Request

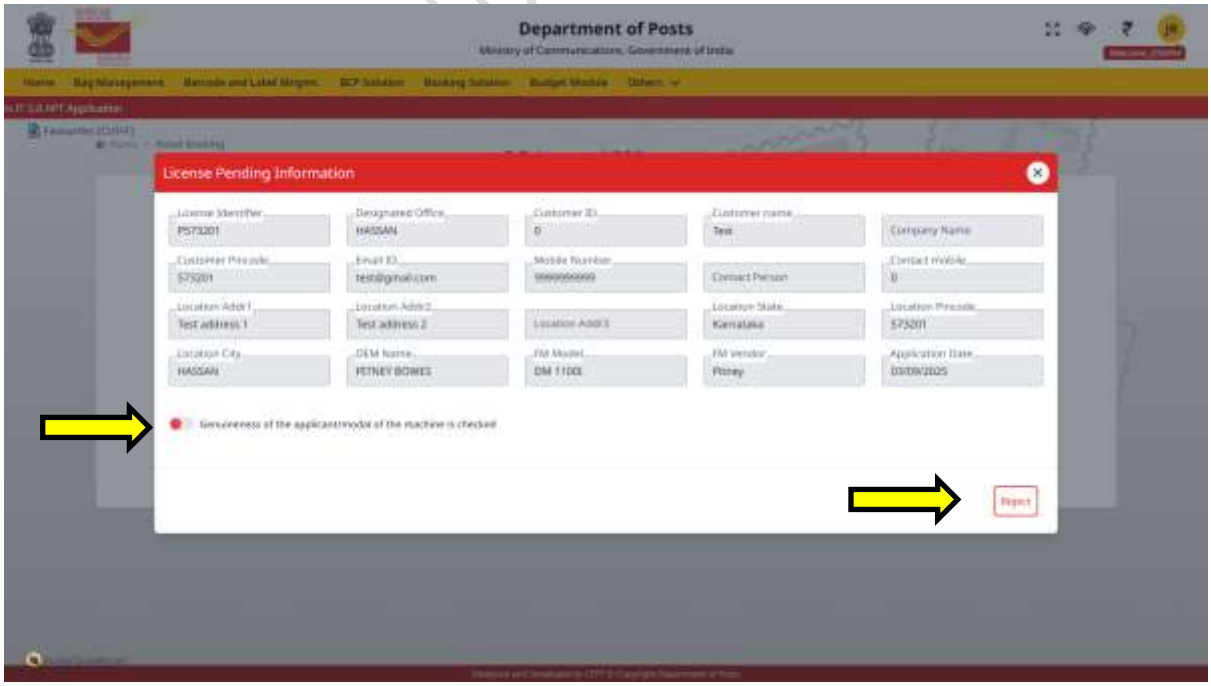


Upon Clicking on “License creation request” radio button, select pending option from drop down and click on “Fetch” to view the pending license approval requests.

Internal Use Only



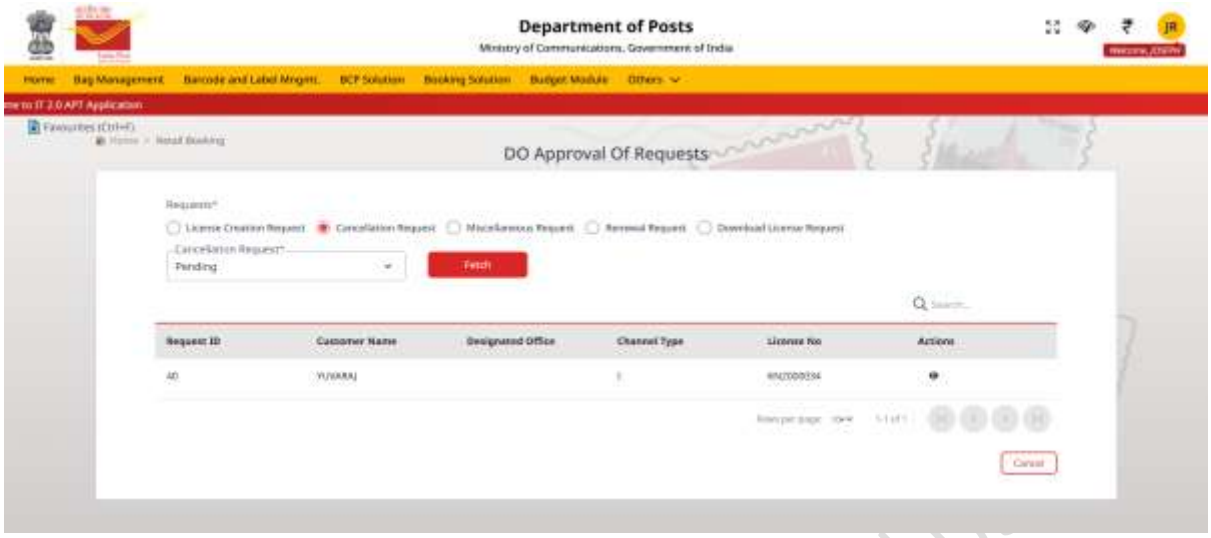
Click on action button, it will redirect to approval screen where the Divisional Head has to confirm the genuineness and click on “Approve” option for approval.



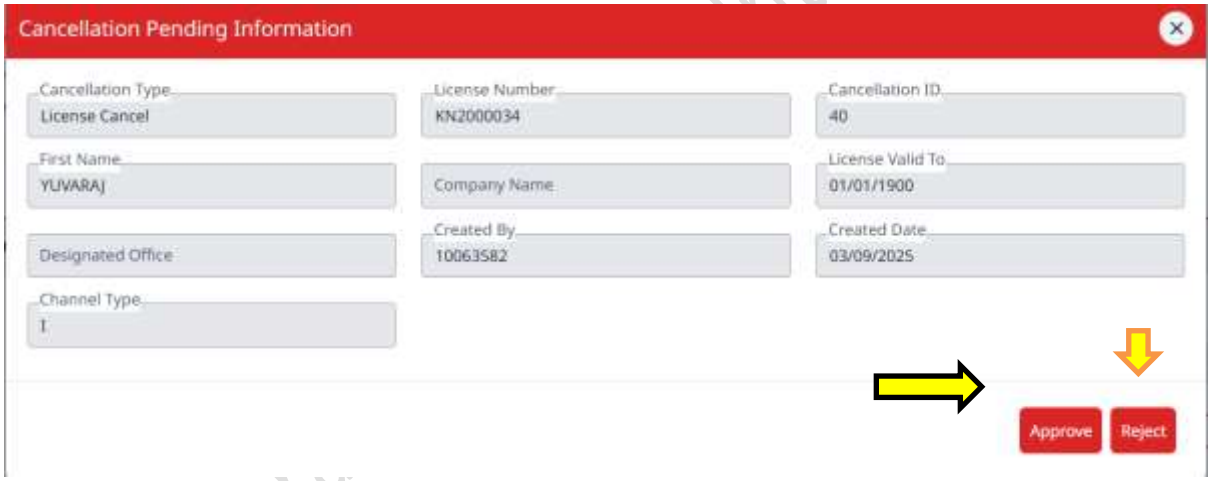
if genuineness of License request not confirmed, Divisional Head can reject the request.

Note: Until genuineness is not confirmed, approve option will not enabled.

4.2.2 Cancellation Request



Upon Clicking on “Cancellation request” radio button, select pending option from drop down and click on “Fetch” to view the pending license cancellation approval requests.

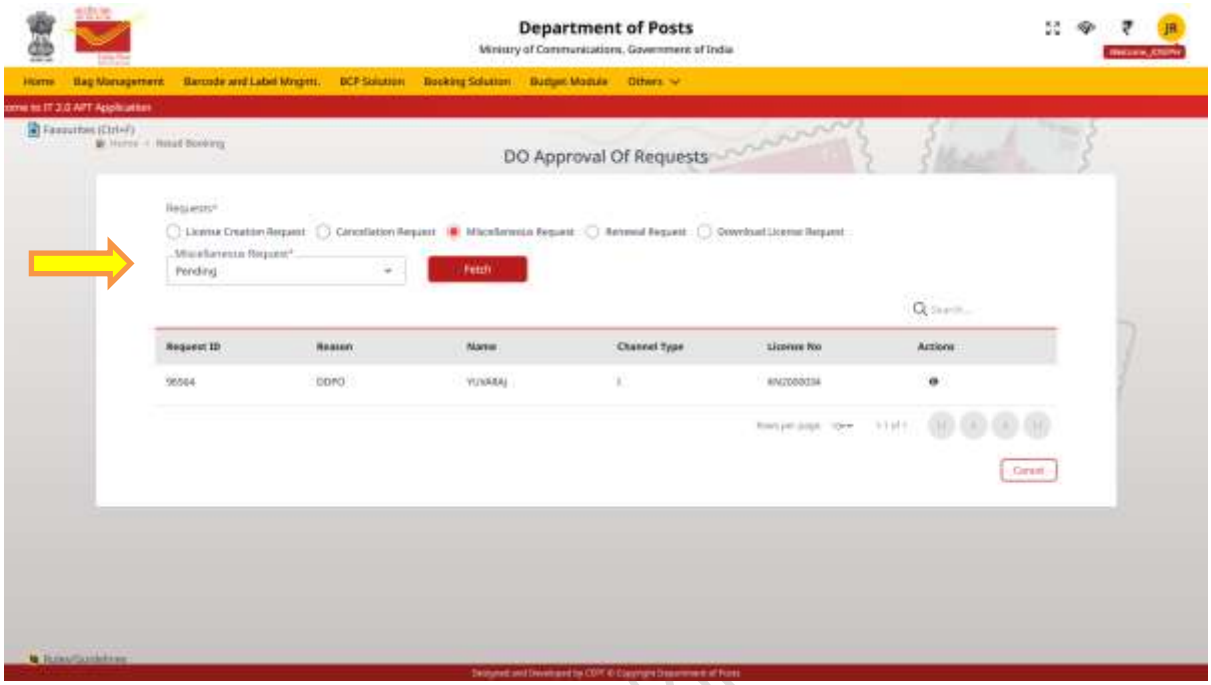


After examining the information, the Divisional Head can approve the cancellation request by click on “Approve” option or reject by click on “Reject” option.

A pop up will display “Licence NO. is Approved successfully”

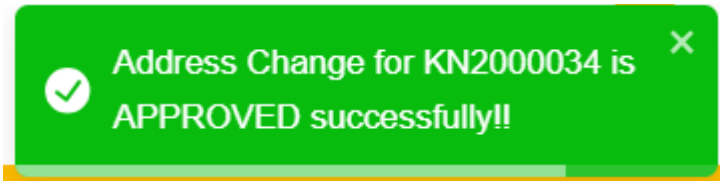
.

4.2.3 Miscellaneous Request



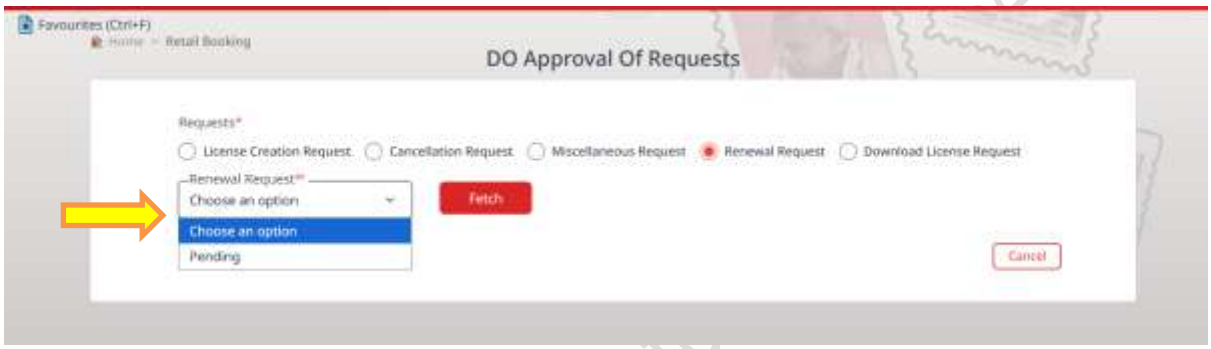
Upon Clicking on “Miscellaneous request” radio button, select pending option from drop down and click on “Fetch” to view the pending license miscellaneous requests for approval .

After examining the information, the Divisional Head can approve the miscellaneous requests by click on “Approve” option or reject by click on “Reject” option.



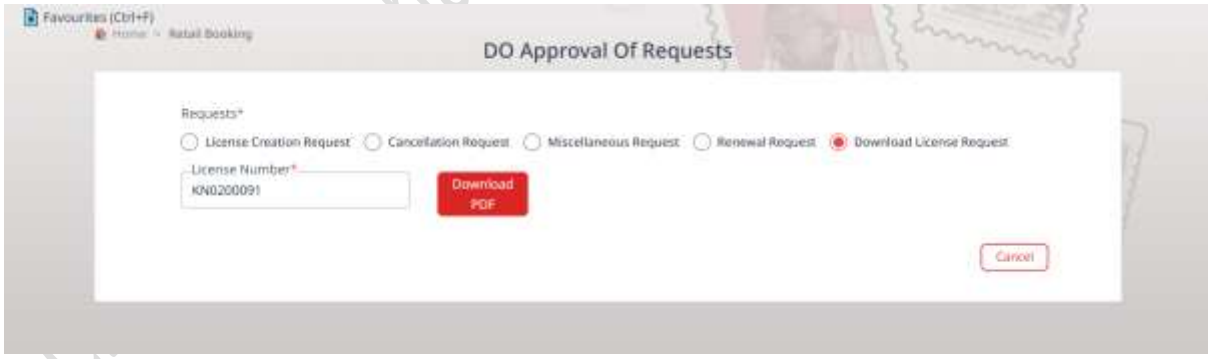
A pop up will display "(Miscellaneous Request type) for (License number) is Approved successfully".

4.2.4 Renewal Request



Upon clicking "Renewal Request" radio button and select pending option from drop down and click on fetch to approve the pending License renewal requests.

4.2.5 Download License Request



Upon clicking on Download License report, a window for entering license number will enable. Enter License number and click on Download PDF.

Remotely Managed Franking System

Franking Machine Certificate of License

1. License Identifier of the Machine	N202011
2. Name and address of the Licensee	
3. Location of the Machine	
4. License Type	
5. Contact No.(s)	
6. E-mail (if any)	
7. Particulars of Franking Machine	
(i) Name & address of the supplier	QUADIENT - Quadient INDIA PVT LTD
(ii) Model Name	IJ40
8. Customer Reference Number :	KN0200091
9. Period of validity	From 07-01-2018 To 06-01-2023
10. Renewal order no. & date	07-01-2018
11. Office(s) of posting	Benson Town S.O
12. Pincode of Licensee's Office (to be printed on frank)	560046

Signature of the Licensee **Signature of the Licensing Authority with designation stamp**

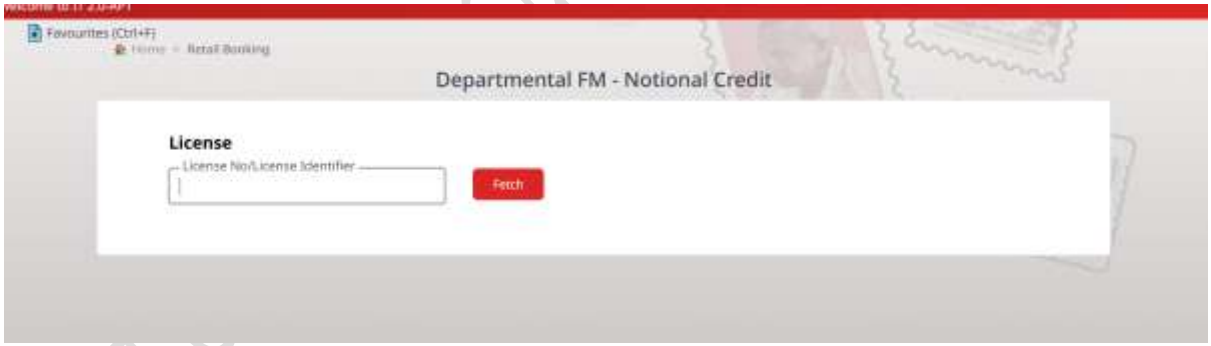
A "Franking Machine Certificate of License" PDF file will be downloaded.

4.3 RMFS Data Correction

Upon clicking RMFS Data Correction, it will redirect to Franking License Data entry screen where the Divisional Head will have the option for updating the Franking license details under the jurisdiction.

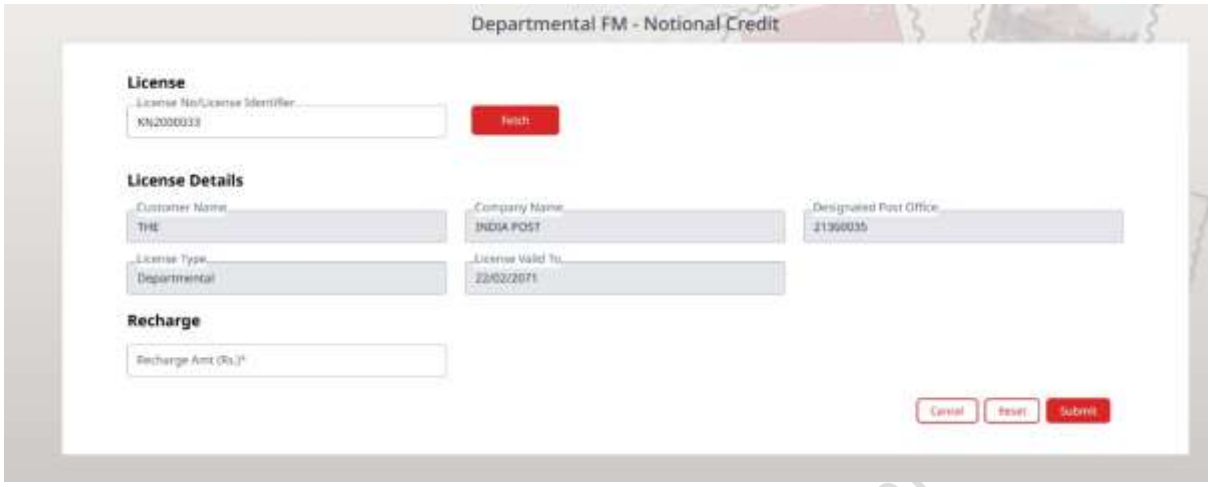
Note: This is one time window for correcting the wrongly migrated Franking License Data.

4.4 RMFS Notional credit



On clicking on the RMFS Notional credit option, the user needs to enter the license number for the notional credit. Enter the license number and click on fetch button.

The license type of the Franking machine will be validated for the departmental machine. If the Franking machine is registered as the departmental machine, the details of the same will displayed.

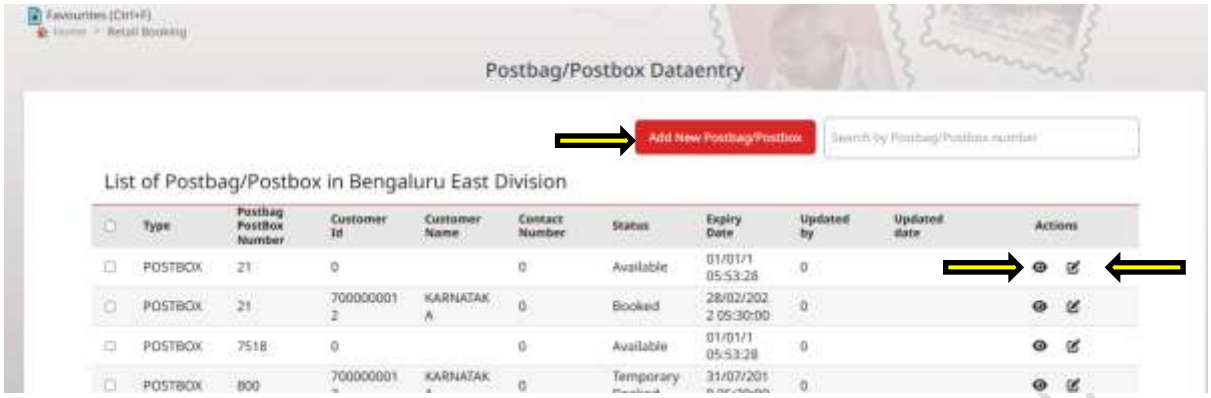


Once the details of the machine are confirmed, enter the notional credit amount as Recharge Amount under “Recharge” which is approved by the competent authority.

Click on Submit button to credit the amount. Upon clicking on submit button, the notional credit amount will be minimum balance amount of the concerned Departmental Franking Machine.

4.5 PostBox/PostBag data correction

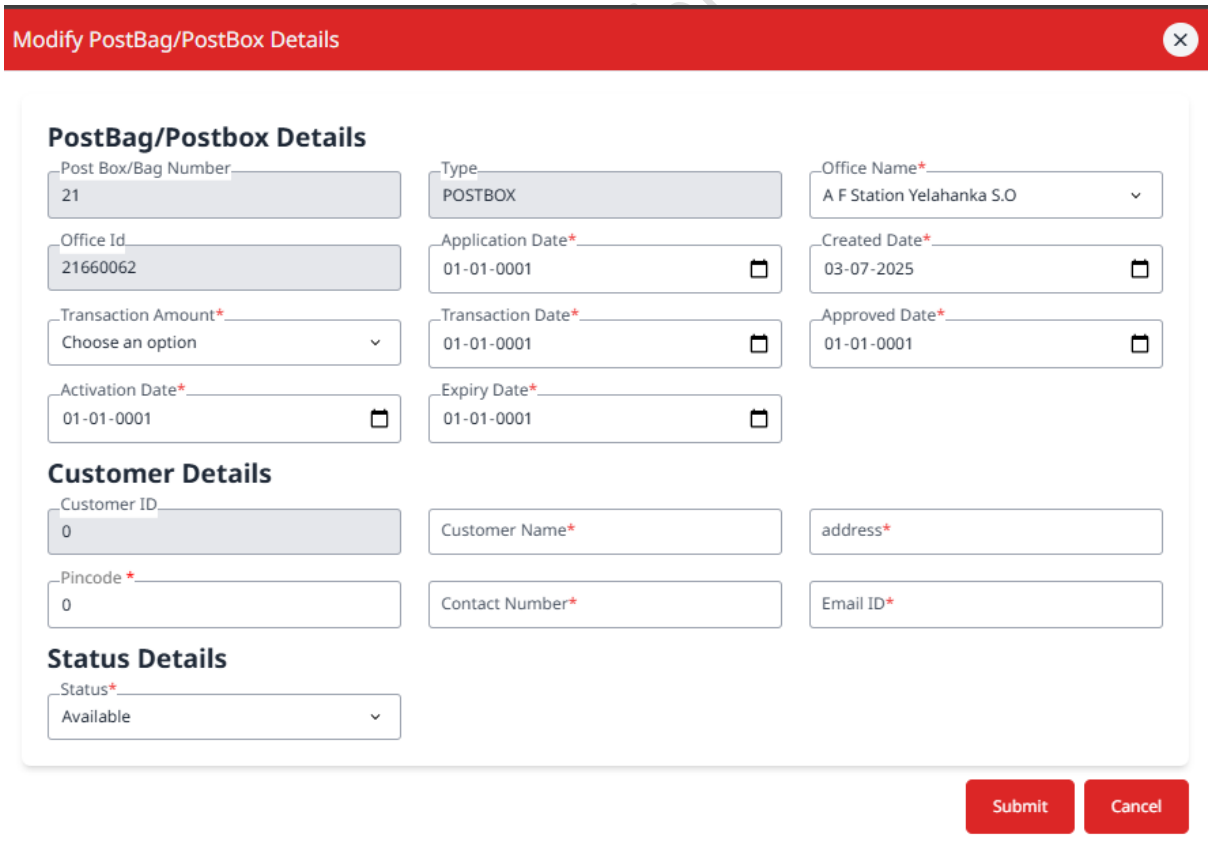
Upon clicking PostBox/PostBag data correction, it will redirect to PostBag/PostBaox Data entry screen where the Divisional Head will have the option for updating the PostBox/PostBag details under the jurisdiction.



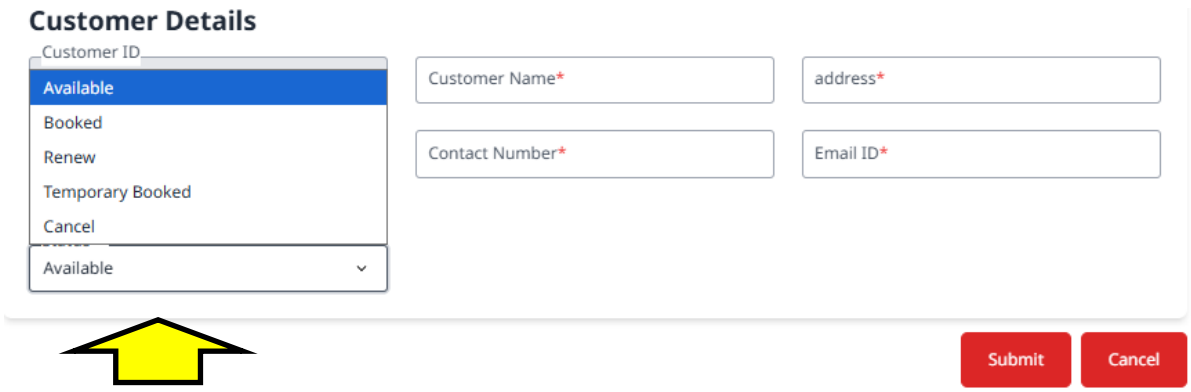
User can correct the wrongly migrated Postbag/ Postbox Data and to add non migrated Postbag/ Postbox.

Note: This is one time window for correcting the wrongly migrated Postbag/ Postbox Data and to add non migrated Postbag/ Postbox.

4.5.1 Modify Postbag/ Postbox Details

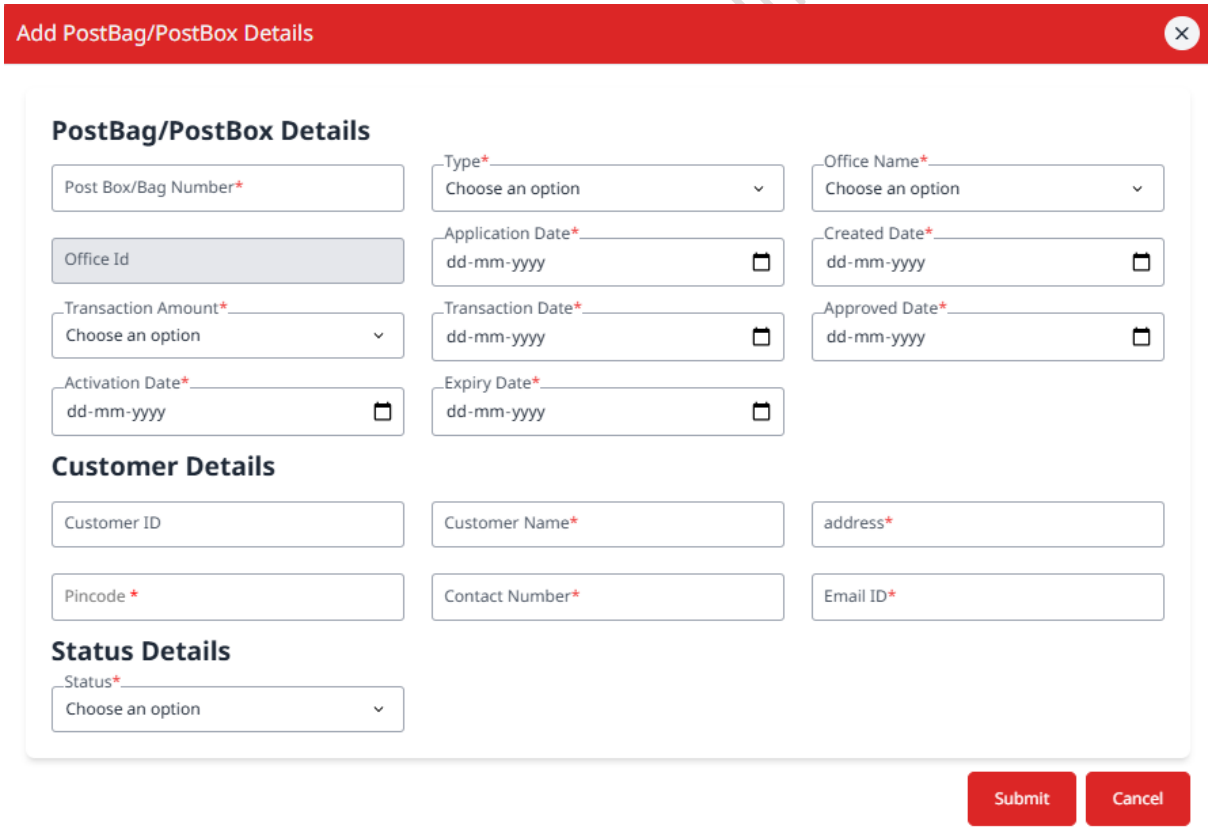


Upon click the data entry icon available under action , it will redirect to data entry screen .



User has to enter all the details and has to update the status of Postbag/Postbox and click on “Submit” if all details entered correctly or click on “Cancel”, if any discrepancy found.

4.5.2 Add Postbag/ Postbox Details.



Upon click the “Add New PostBag/PostBox “option available in the PostBag/PostBox data entry screen , it will redirect to “Add PostBag/PostBox details” data entry screen .

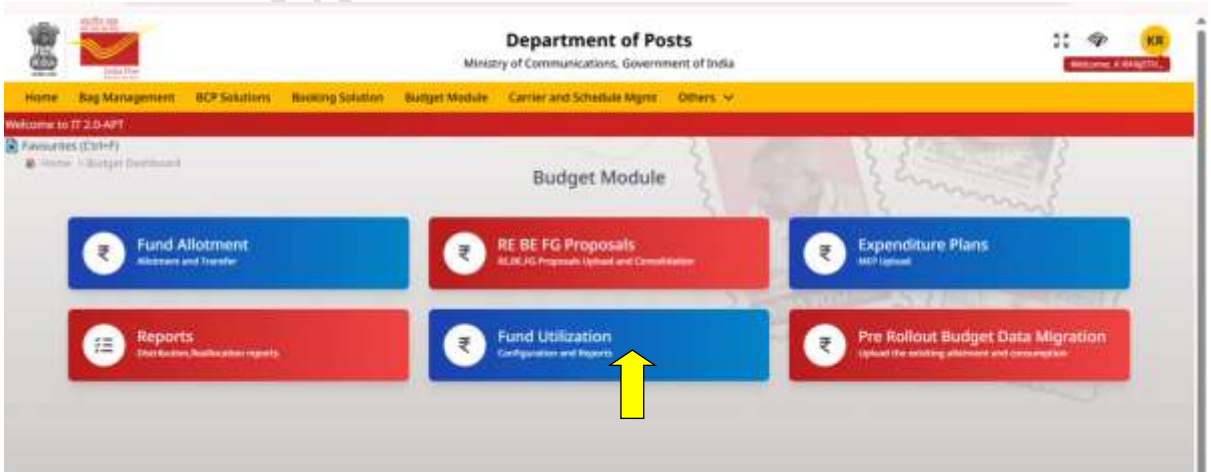
Internal Use

User has to enter all the details and has to update the status of Postbag/Postbox and click on “Submit” if all details entered correctly or click on “Cancel”, if any discrepancy found.

5 Budget

This module covers fund allotment, allocation, utilization, reallocation, and expenditure planning. The guide helps users at different levels—Directorate, Circle Office, Regional Office, and Division Office—understand the process of handling funds. It provides step-by-step instructions for uploading financial data, making allocations, approving transactions, and adjusting budgets. Key topics include Re-appropriation, Additional Fund Requests, and Monthly Expenditure Planning (MEP). The guide ensures that all financial actions follow a clear workflow and comply with policies.

After logging into the application, the user needs to click on the ‘Budget’ card available on the dashboard.



Upon clicking on ‘Budget’ card the following sub cards shown above will appear on the screen.

- **Fund Allotment**
- **RE BE FG Proposals**
- **Expenditure Plans**
- **Reports**
- **Fund Utilisation**
- **Pre Rollout Budget Data Migration**

5.1 Fund Allotment

At Directorate

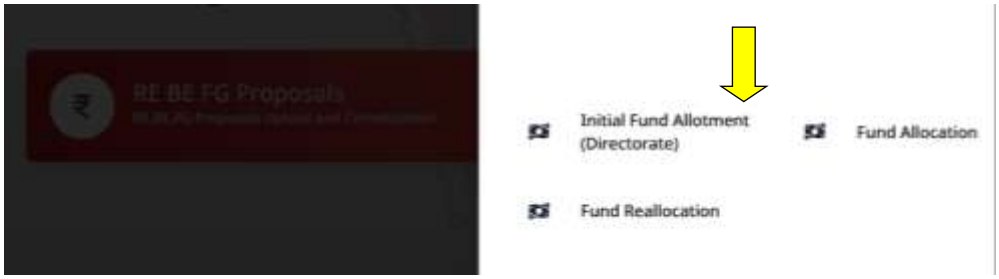
The first level for Fund Allotment starts from the Directorate. At Directorate the user needs to initiate fund allotment.

The user login into application using credentials and clicks on 'Budget' card.

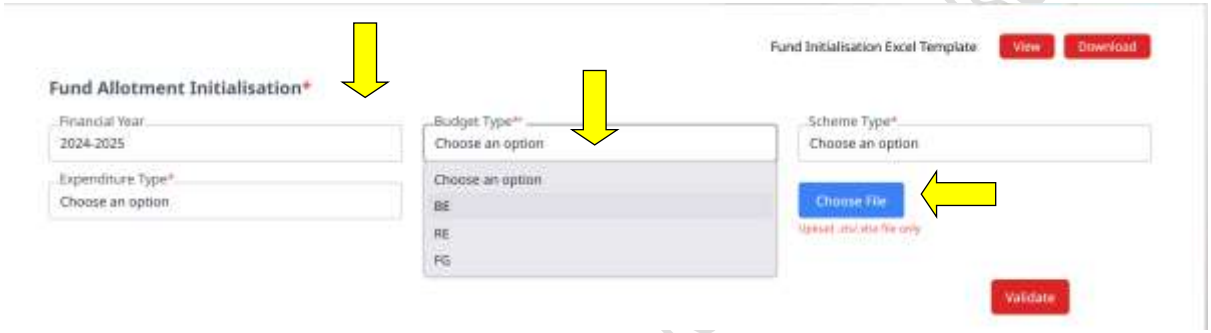
5.1.1 Initiate Fund Allotment (Directorate)

5.1.1.1 Initiate Fund Allotment (User)

Upon clicking on the **'Budget'** card, the user must then click on **'Fund Allotment'**. .

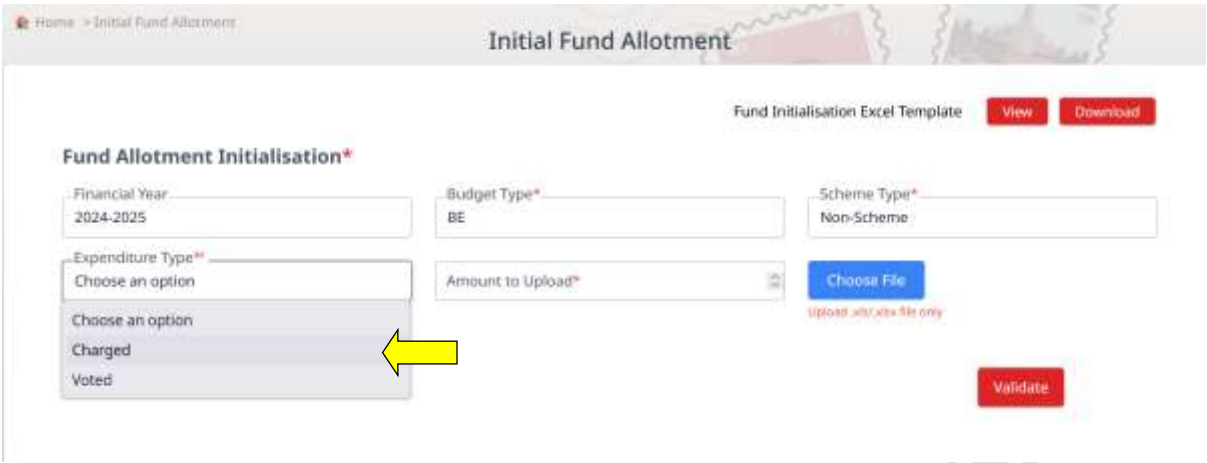


Under the **'Fund Allotment'** sub-card, the user needs to click on the **'Initiate Fund Allotment (Directorate)'** option.



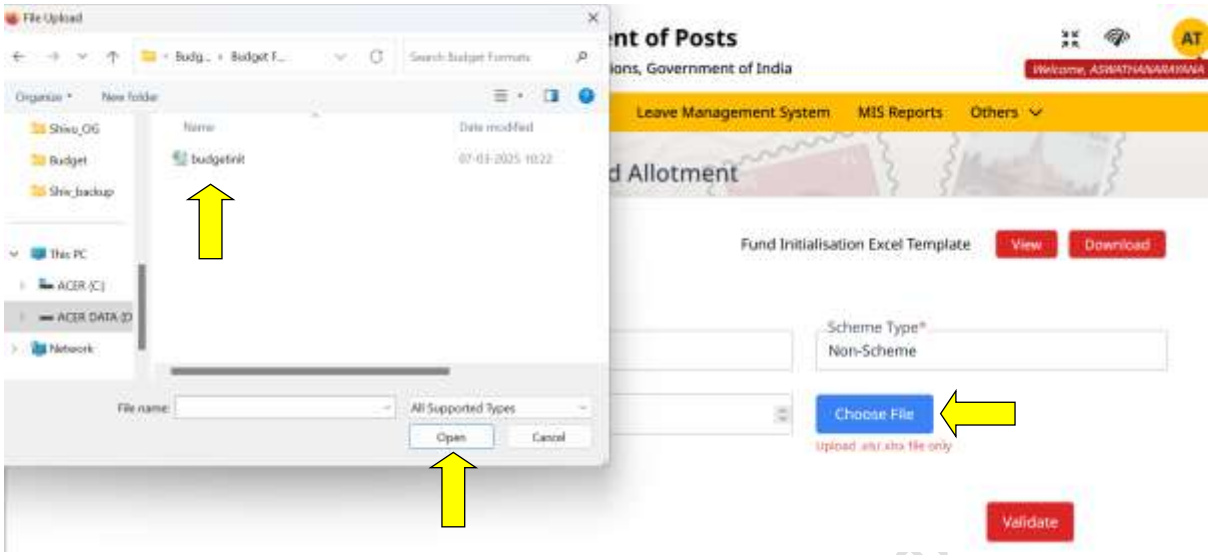
Upon clicking the **'Initiate Fund Allotment (Directorate)'** option, the user must select the **'Financial Year'** from the drop-down list and choose the **'Budget Type'** as **'BE'**, **'RE'**, or **'FG'**, as per the requirement.

Next, select the **'Scheme Type'** as either **'Non-Scheme'** or **'Scheme'** from the drop-down list.

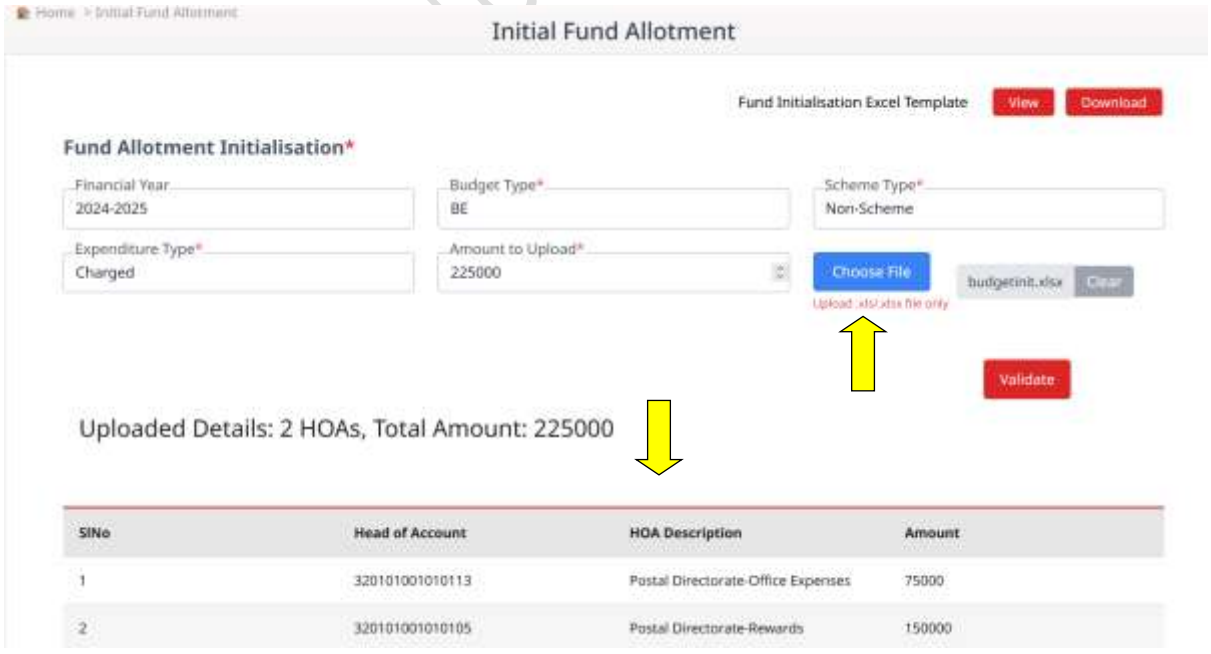


The **'Expenditure Type'** must be selected from the drop-down list as either **'Charged'** or **'Voted'**, based on the requirement.

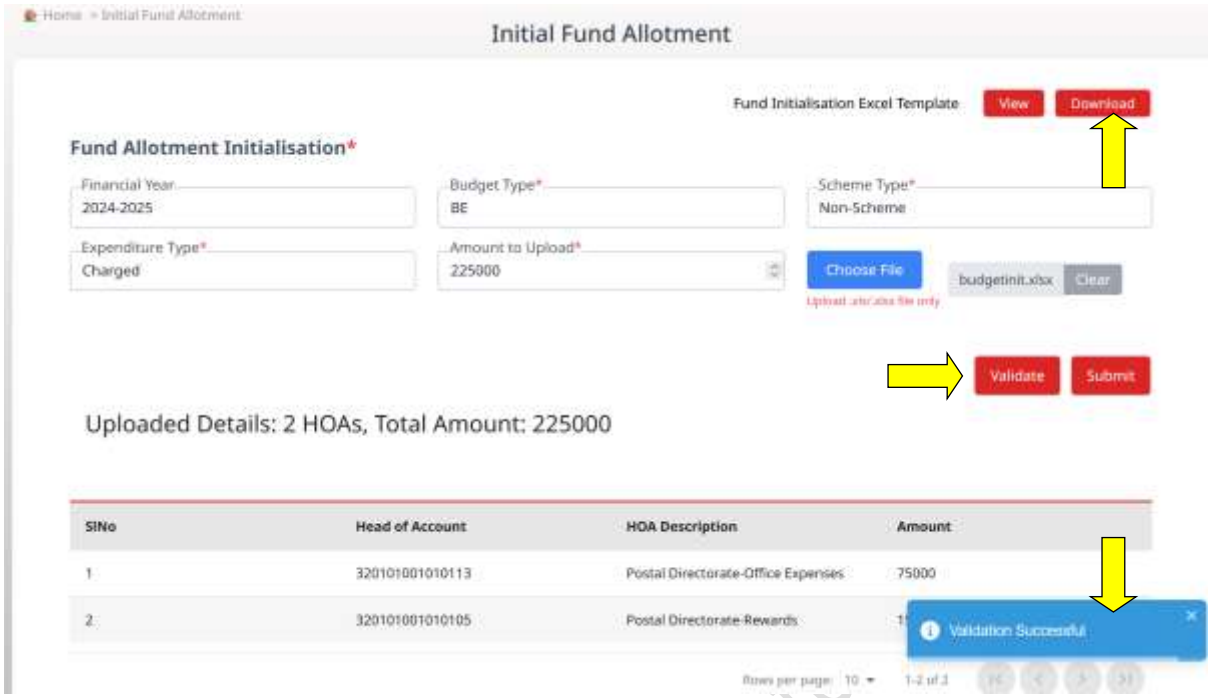
Enter the amount in the '**Amount to Upload'** field. Then upload an Excel file using the '**Choose File'** option. The Excel template format can be viewed and downloaded using the '**Download**' option available at the top-right corner of the screen



Select the intended Excel file for upload using the **'Choose File'** option.



Once the Excel file is uploaded, the details will be displayed on the screen, showing the **Head of Account (HOA)** along with its description and amount.



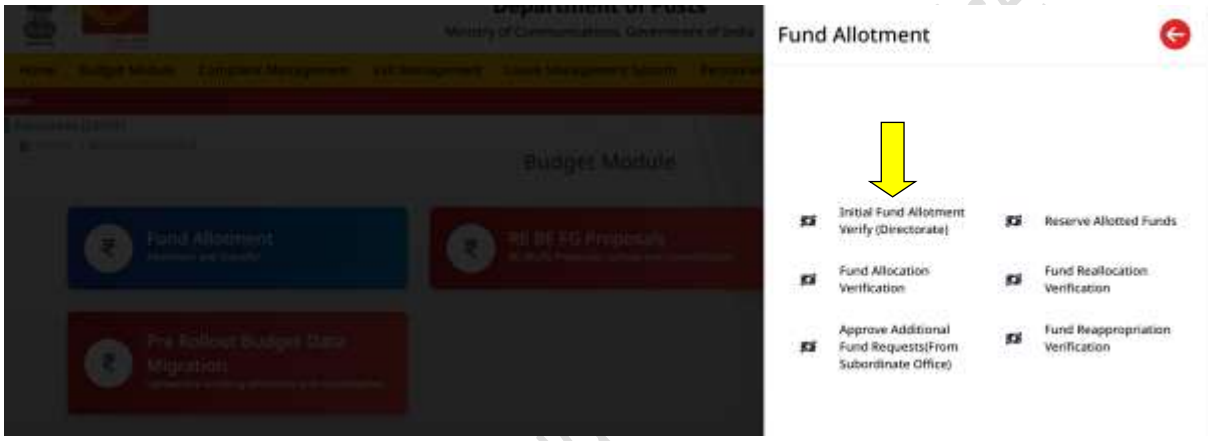
Click the **'Validate'** button to run the validation. If successful, a pop-up message saying **"Validation Successful"** will appear at the **bottom-right** of the screen. After validation, the **'Submit'** button will become visible, and you must **click** it to proceed.

Upon clicking the **'Submit'** button, a pop-up message stating **"Initial Allotment Successfully Posted"** will be displayed on the screen

5.1.1.2 Initiate Fund Allotment (Supervisor)

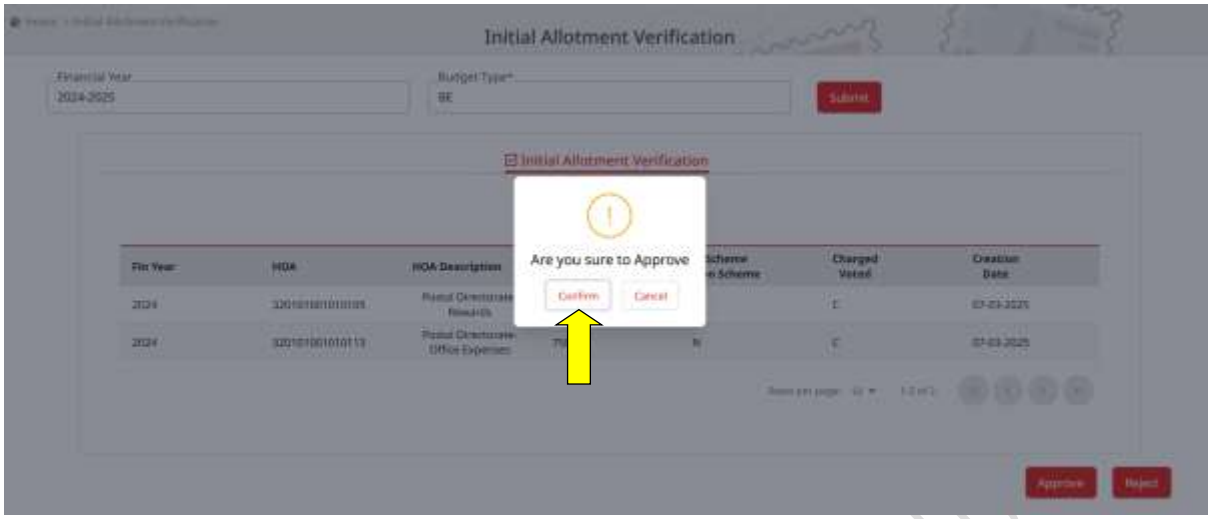
After the fund allotment is initiated, the **Supervisor** needs to verify the same. The Supervisor must click on the **'Budget'** card.

Next, the Supervisor must click on **'Fund Allotment'**.



Under the **'Fund Allotment'** sub-card, the Supervisor must click on the **'Initiate Fund Allotment Verify (Directorate)'** option.

Upon clicking the **'Initiate Fund Allotment Verify (Directorate)'** option, the **Supervisor** must select the **'Financial Year'** from the drop-down list, choose the **'Budget Type'**, and then click on the **'Submit'** button. Once the **'Submit'** button is clicked, the details of the initiation made by the user will appear. The **Supervisor** must then click on the **'Approve'** button

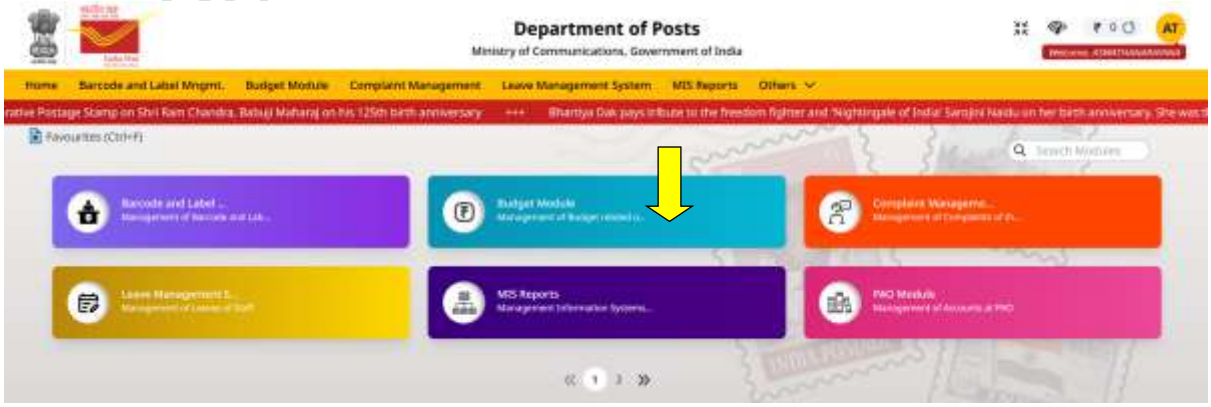


After clicking on **'Submit'**, a pop-up message stating **'Are you sure you want to approve?'** will appear. The Supervisor must then click on the **'Confirm'** button.

Once the **'Submit'** button is clicked, a message stating **"Data Verified Successfully"** will appear for the Supervisor.

5.2 Fund Allocation Directorate to Circle

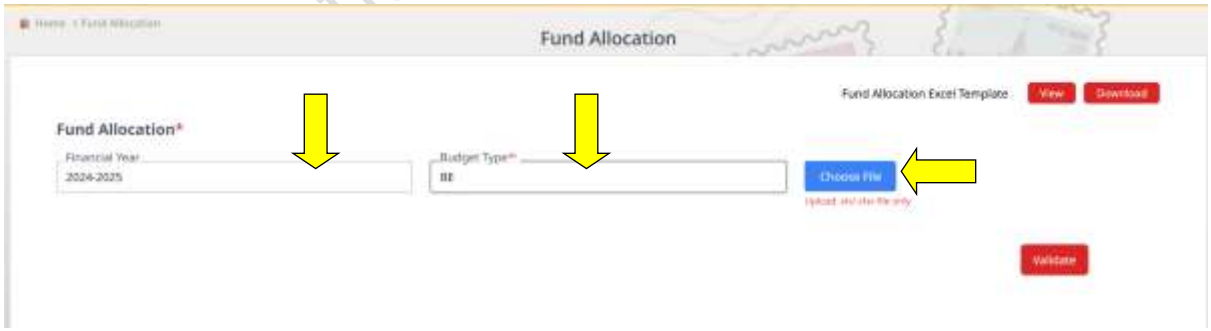
5.2.1 Fund Allocation by User



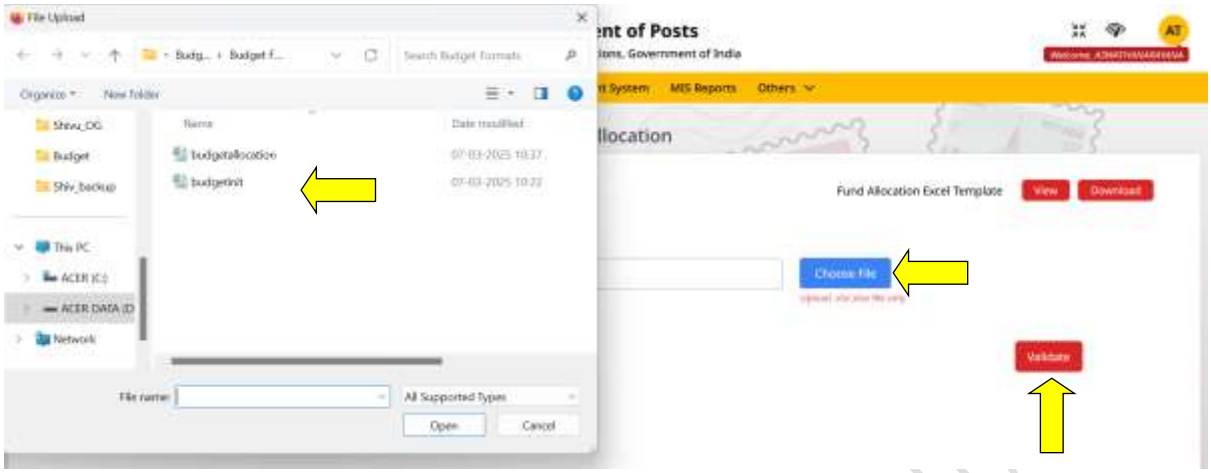
The user needs to click on the **'Budget Module'**.

After clicking on the **'Budget Module'**, the user will access the **Budget Module dashboard**. This screen consists of **'Fund Allotment'**, **'RE/BE/FG Proposals'**, and **'Reports'** sub-cards. The user needs to click on the **'Fund Allotment'** sub-card.

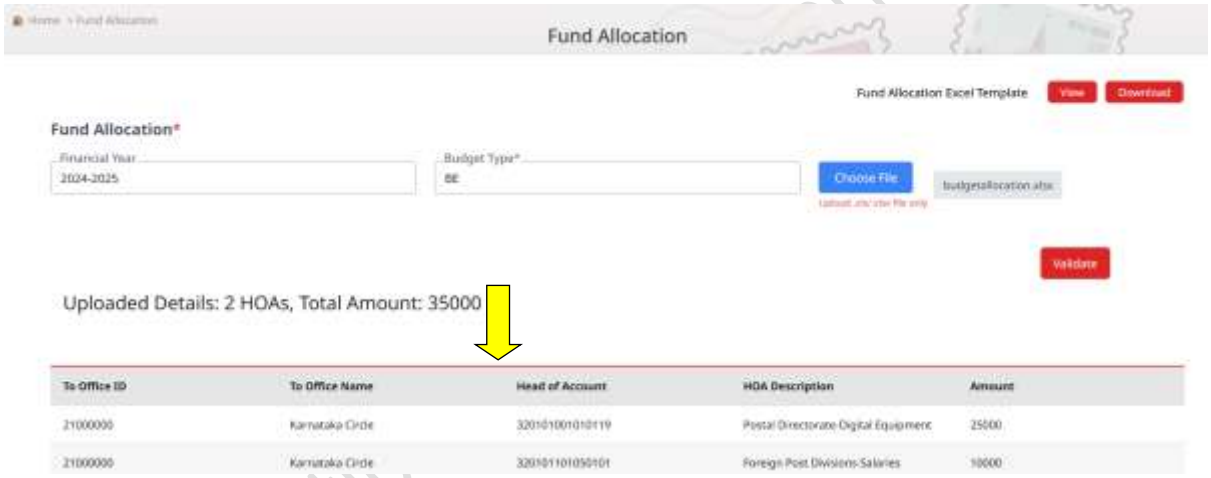
After clicking on the **'Fund Allotment'** sub-card, the user needs to click on the **'Fund Allocation'** option.



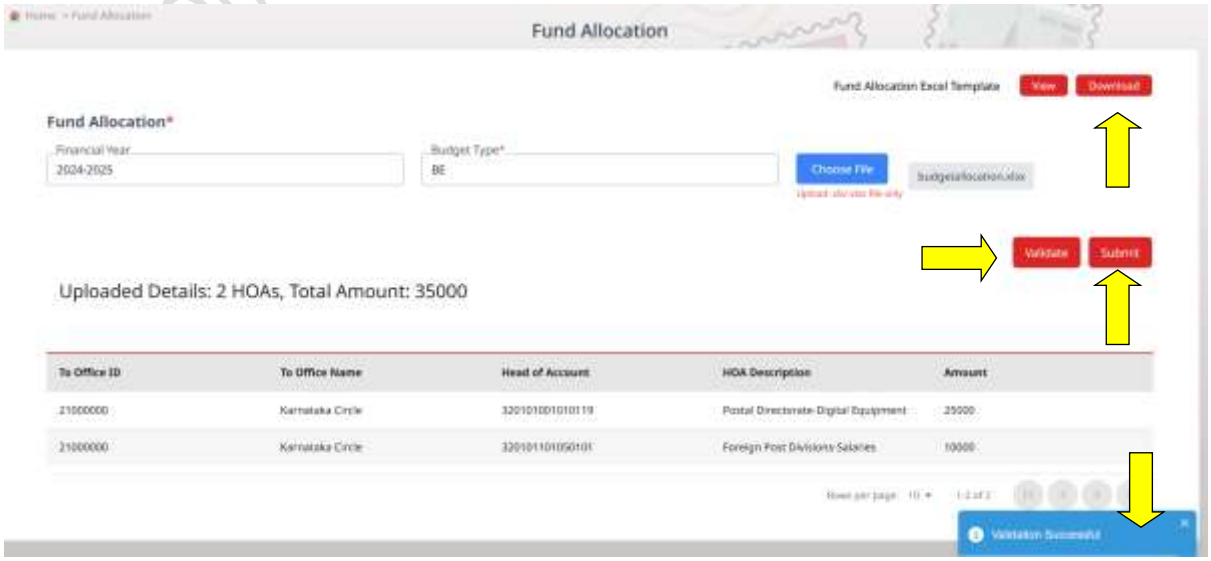
On the **'Fund Allocation'** screen, the user needs to enter the **'Financial Year'** and **'Budget Type'**, and upload an **Excel file** containing **HOA-wise data**.



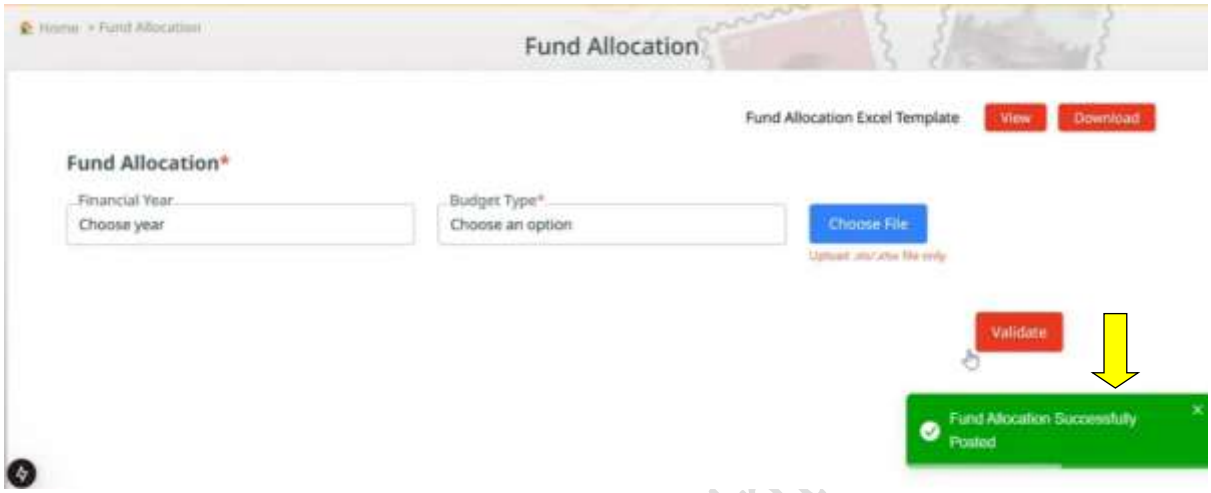
After selecting an Excel file to upload, click the **'Validate'** button.



Once the Excel file is selected, its details will appear on the screen.



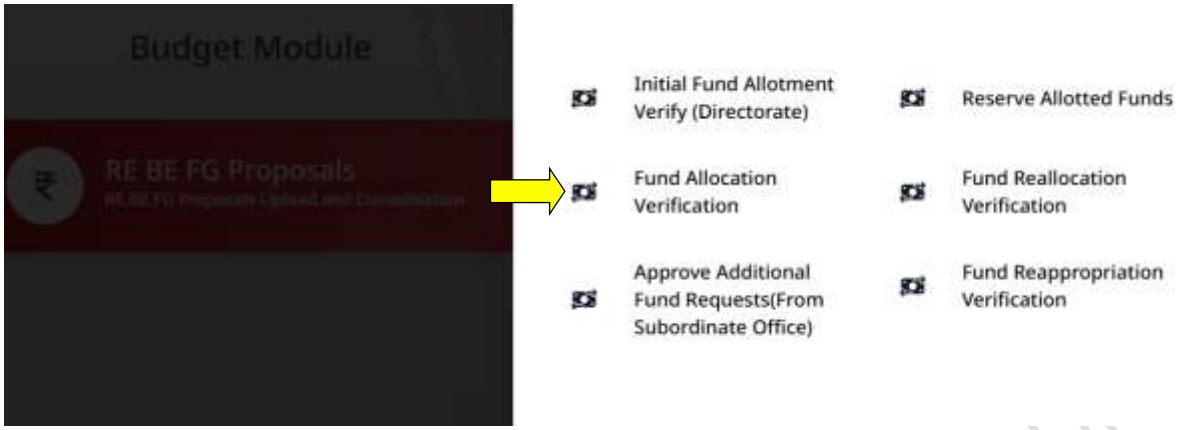
After clicking on the **'Validate'** button, a pop-up message stating **'Validation Successful'** will appear on the screen. After successful validation of the uploaded Excel file details, the user needs to click on the **'Submit'** button.



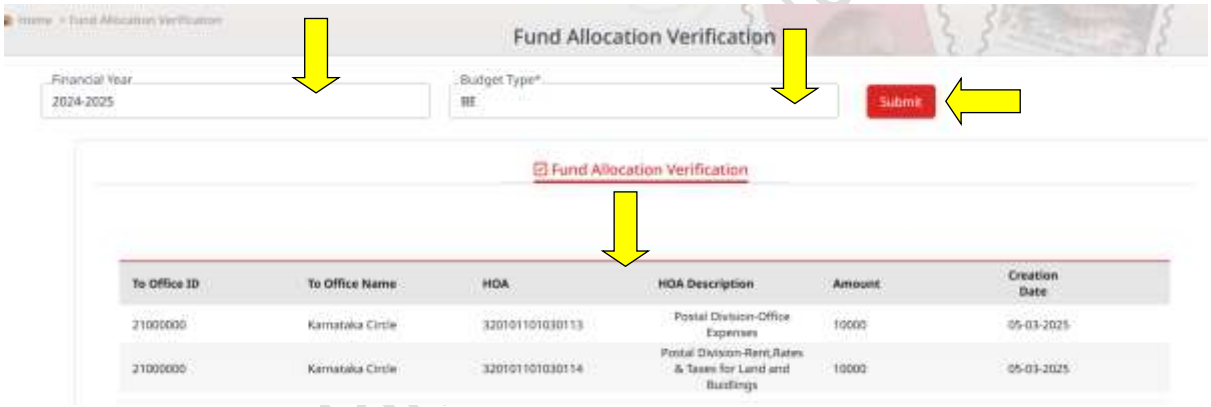
Upon clicking the **'Submit'** button, a pop-up message stating **'Fund Allocation Successfully Posted'** will appear on the screen.

5.2.1.1 Fund Allocation Verification by Supervisor

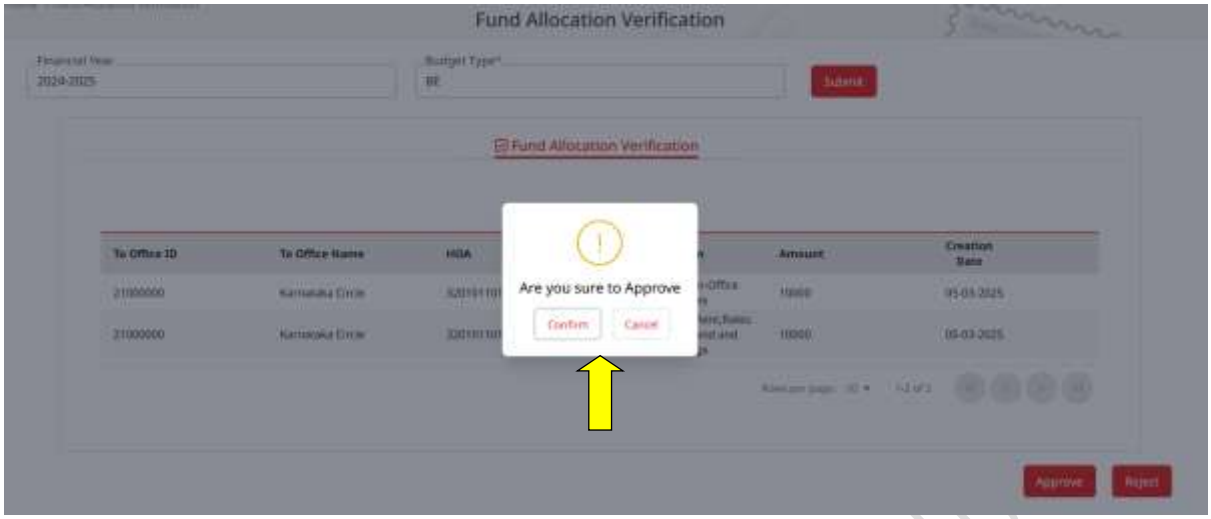
The Supervisor needs to click on the **'Fund Allotment'** sub-card to initiate the verification of **'Fund Allocation'** to Circles.



After clicking on the **'Fund Allotment'** sub-card, the Supervisor will click on the **'Fund Allocation Verification'** option.



In 'Fund Allocation Verification' screen the supervisor selects 'financial Year', 'on the **'Fund Allocation Verification'** screen, the Supervisor selects the **'Financial Year'** and **'Budget Type'**, then clicks the **'Submit'** button. Upon submission, the verification data will appear on the screen.



The Supervisor has the option to either **'Approve'** or **'Reject'** the proposal. If the Supervisor is satisfied with the proposal, they need to click the **'Approve'** button.

As soon as the **'Approve'** button is clicked, a pop-up message stating **"Data Verified Successfully"** will appear on the screen.

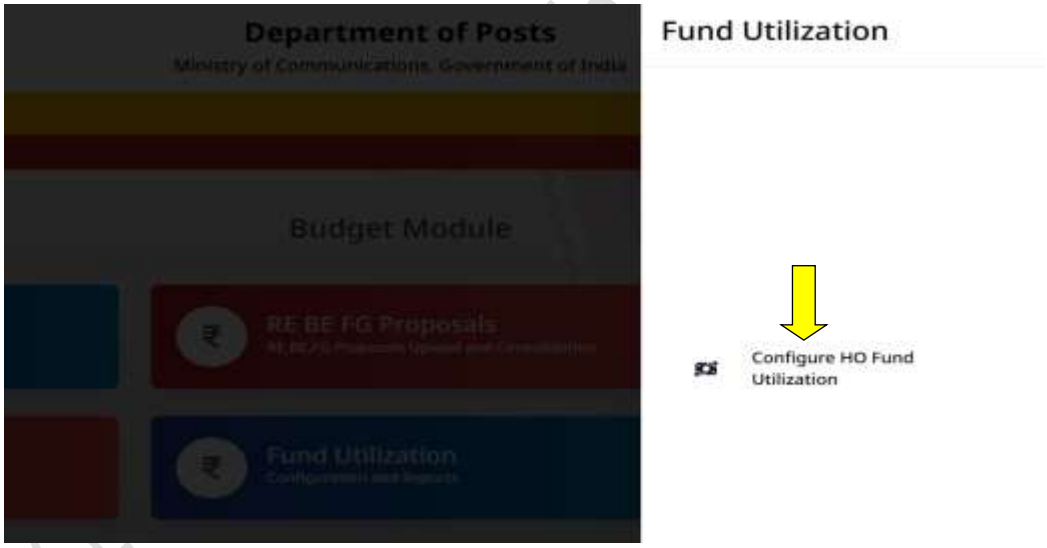
Note:

The same procedure may be followed for 'Fund Allotment' with respect to "Circle Office to Regional Office" and "Regional Office to Division Office".

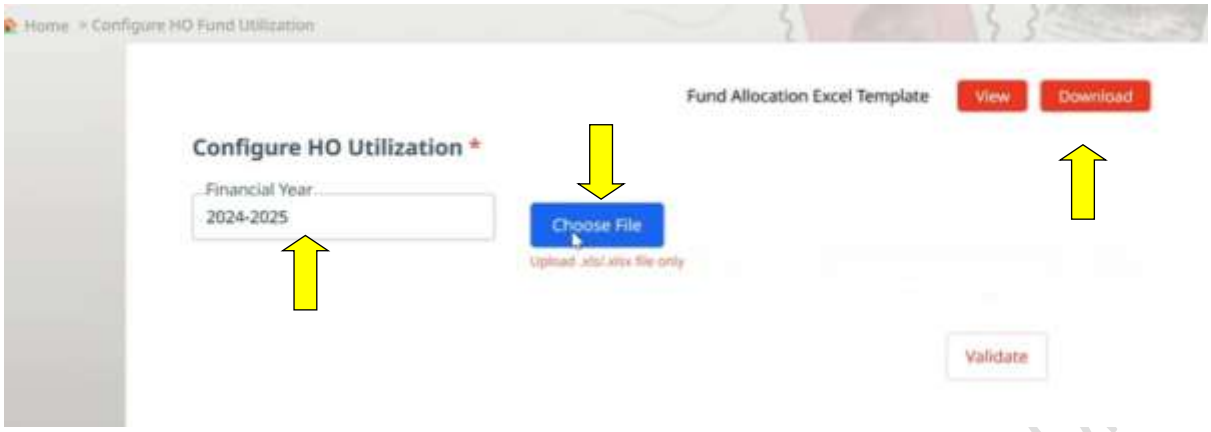
5.2.2 Fund Allotment from Division Office to Head Post Offices

5.2.2.1 Division office User level process for Fund Utilization

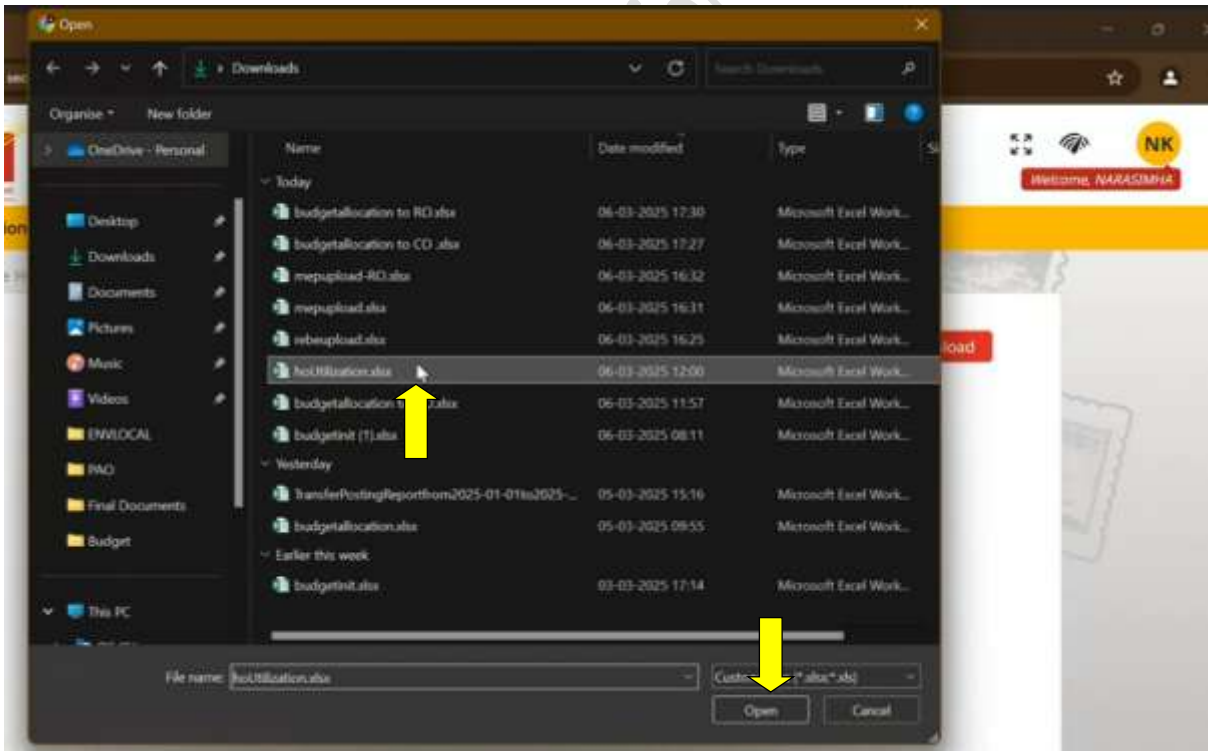
At the **Division Office**, to allot funds to **Head Offices** under the division, the user needs to click on the **'Fund Utilization'** sub-card.



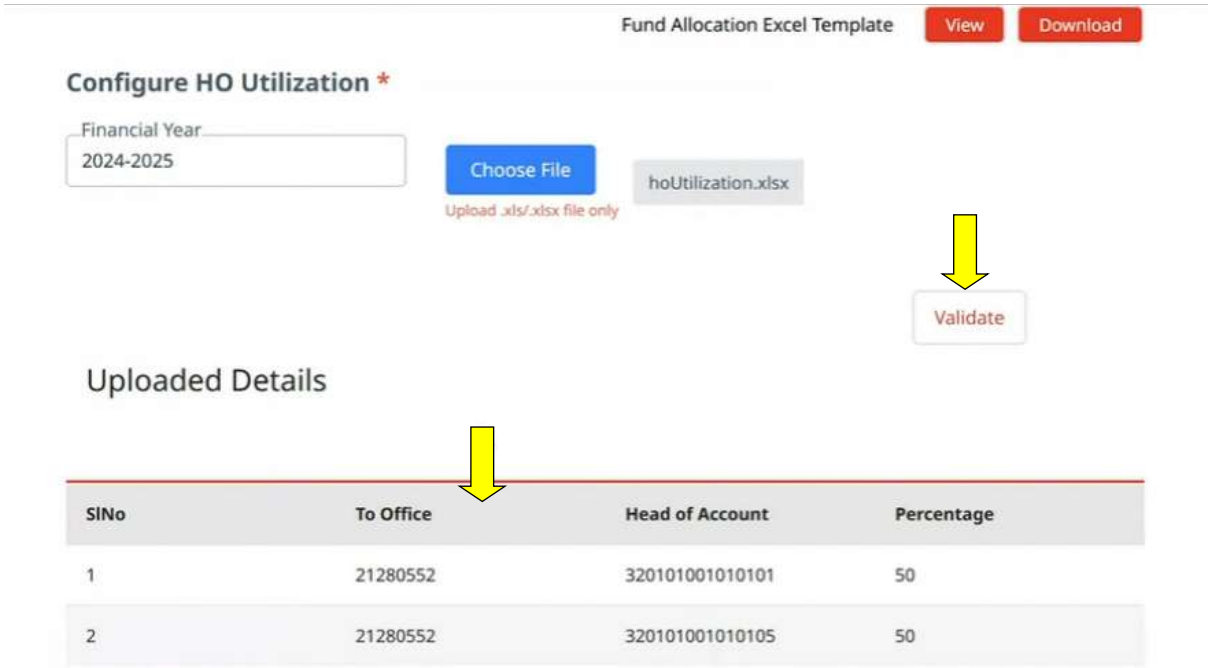
In the **'Fund Utilization'** card, the user must click on the **'Configure HO Fund Utilization'** option.



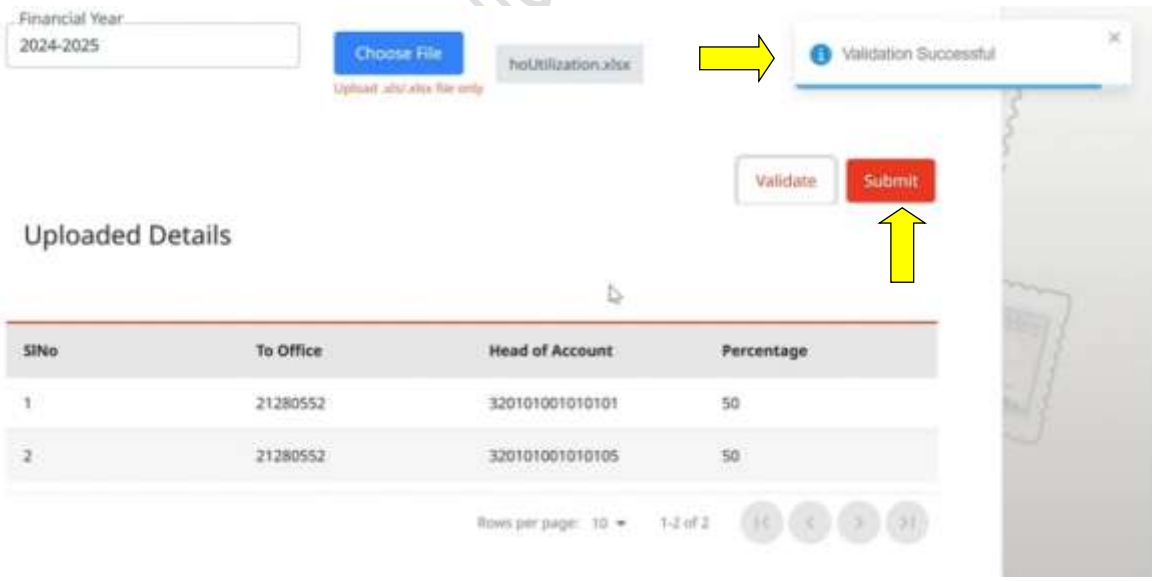
On the **'Configure HO Fund Utilization'** screen, the user needs to select the **'Financial Year'** and click on **'Choose File'** to upload an Excel file. The **'Fund Allocation Excel Template'** can be viewed and downloaded from the **top right** of the screen.



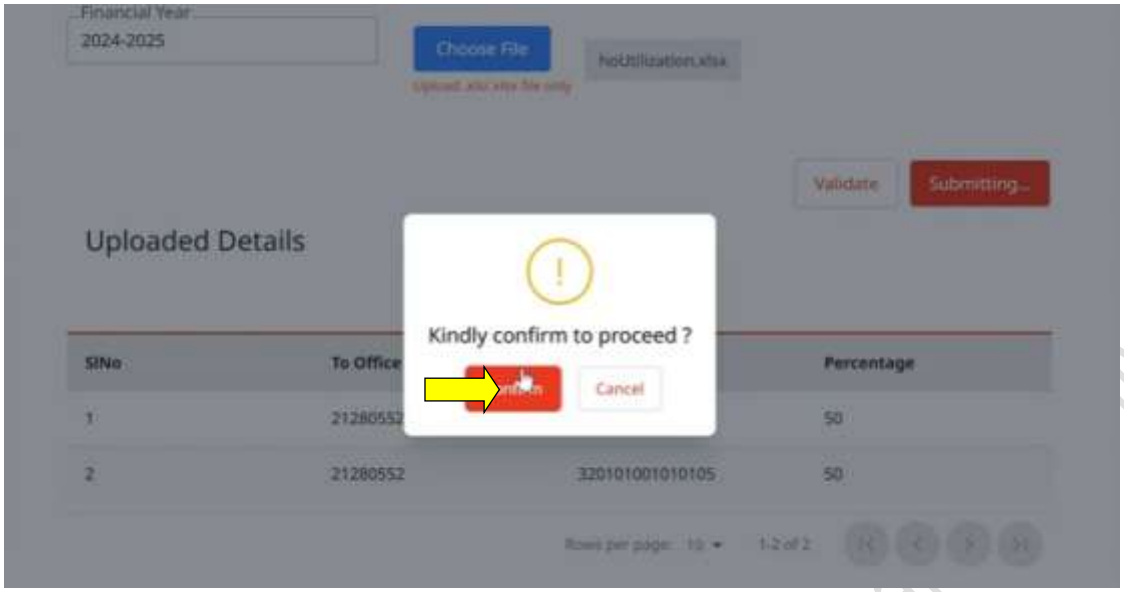
The user must select the intended file for upload.



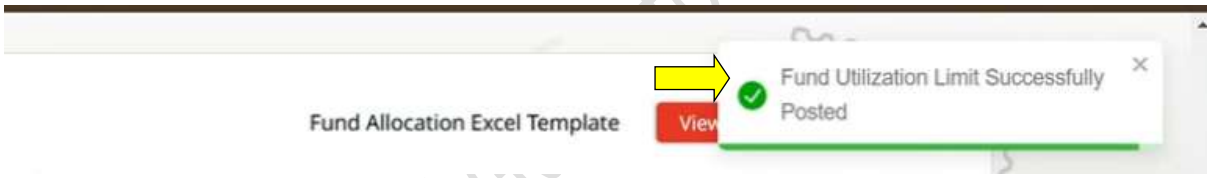
After choosing an Excel file, the details available in the file will appear on the screen.



The user must then click on the **'Validate'** button, after which a pop-up message stating **'Validation Successful'** will appear on the screen.



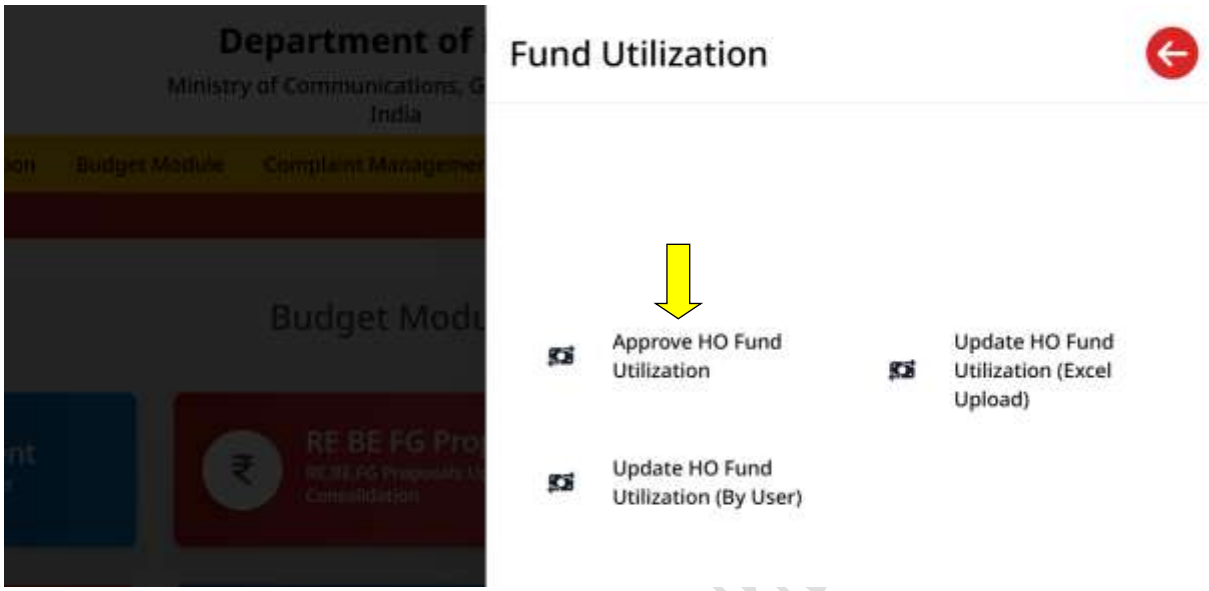
After successful validation, the user must click on the **'Submit'** button. The application will display a confirmation message: **'Kindly confirm to proceed?'** The user must click on the **'Confirm'** button to proceed.



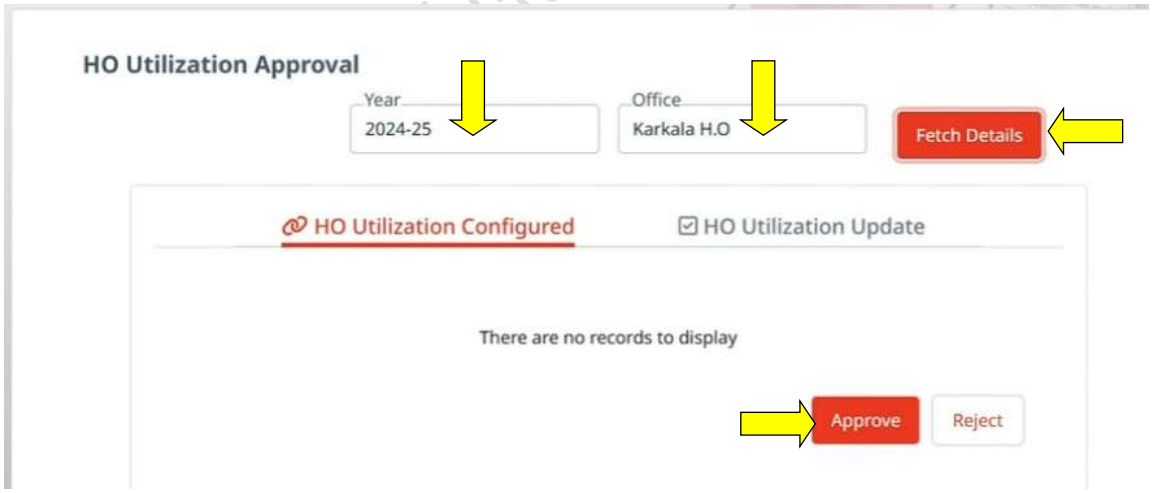
Upon clicking the **'Confirm'** button, a pop-up message stating **"Fund Utilization Limit Successfully Posted"** will appear on the screen.

5.2.2.2 Division office Supervisor level Verification for Fund Utilization

After logging into the application, the **Supervisor** needs to click on the **'Fund Utilization'** sub-card.



On the **'Fund Utilization'** screen, the Supervisor must click on the **'Approve HO Fund Utilization'** option.

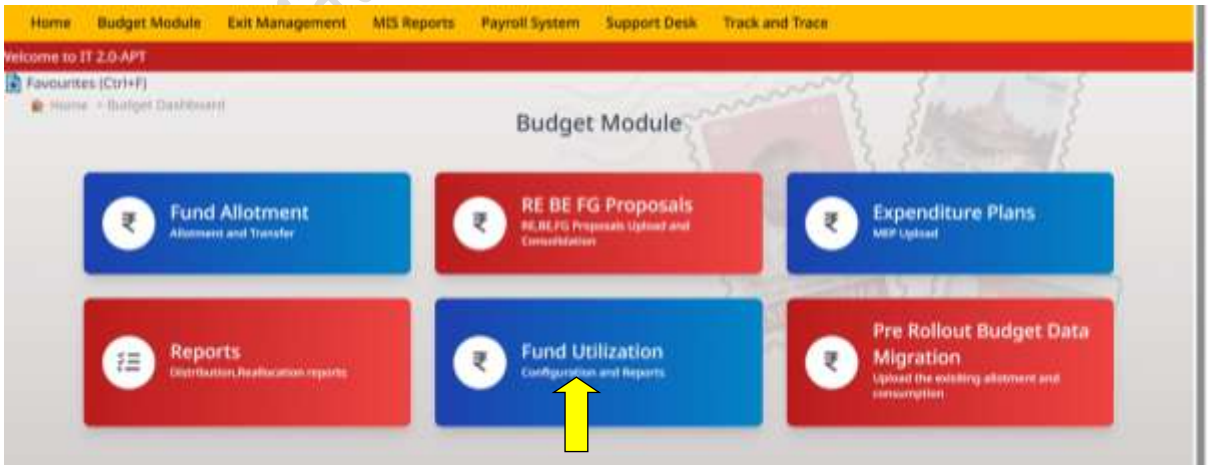


Upon clicking the **'Approve HO Fund Utilization'** option, the **Supervisor** must select the **'Year'** and **'Office'**, then click the **'Fetch Details'** button. The fund utilization details for each **Head Office (HO)** will appear on the screen. The **Supervisor** must then click on the **'Approve'** button to complete the verification process

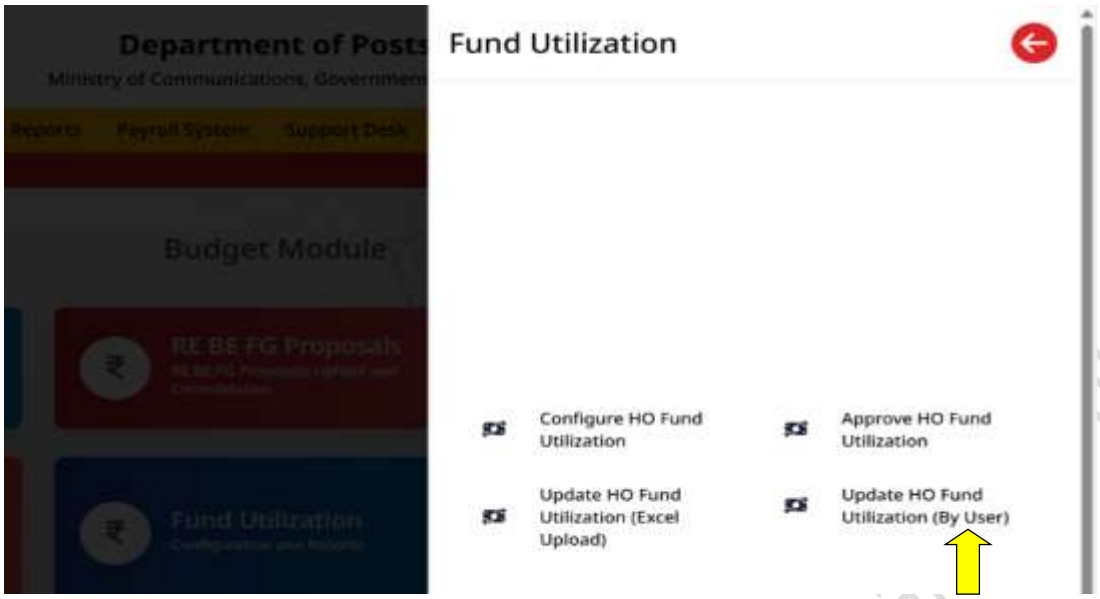
5.2.2.3 Update HO Fund Utilization (By User)

The **'Update HO Fund Utilization (By User)'** option is used when there is a need to **change** the **percentage of funds** allotted to **Head Offices (HOs)**. For example, a **division** may have allotted **funds** to one **HO**. However, if the **funds** are temporarily required in another **HO** within the same **division** for certain **expenditures**, and the respective **HOA** in that **HO** does not have sufficient **balance**, the **Division Head** can **update** the **fund utilization percentage**. This enables the **reallocation of funds** to the required **HOA** so that the **expenditure** can be properly **accounted for**.

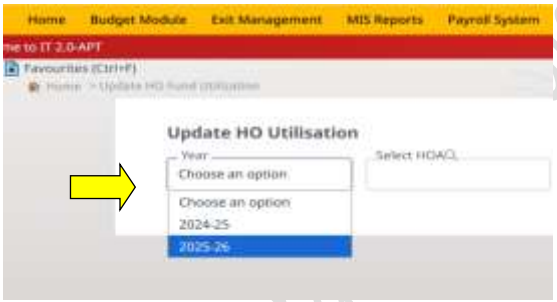
To **Update HO Fund Utilization (By User)** need to click on 'Budget Module' in the main screen.



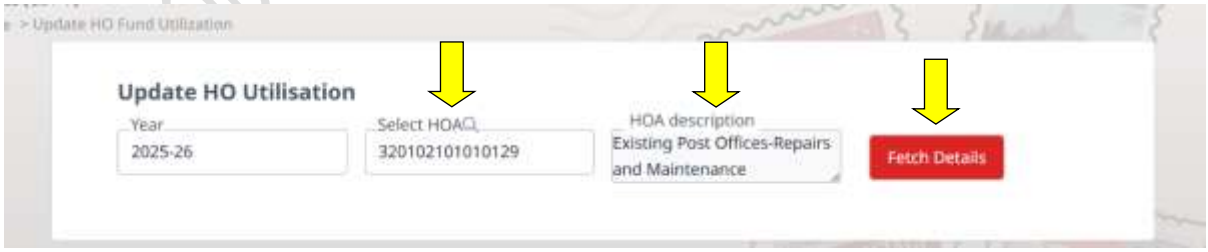
The user needs to **click** on the **Fund Utilization sub-card**.



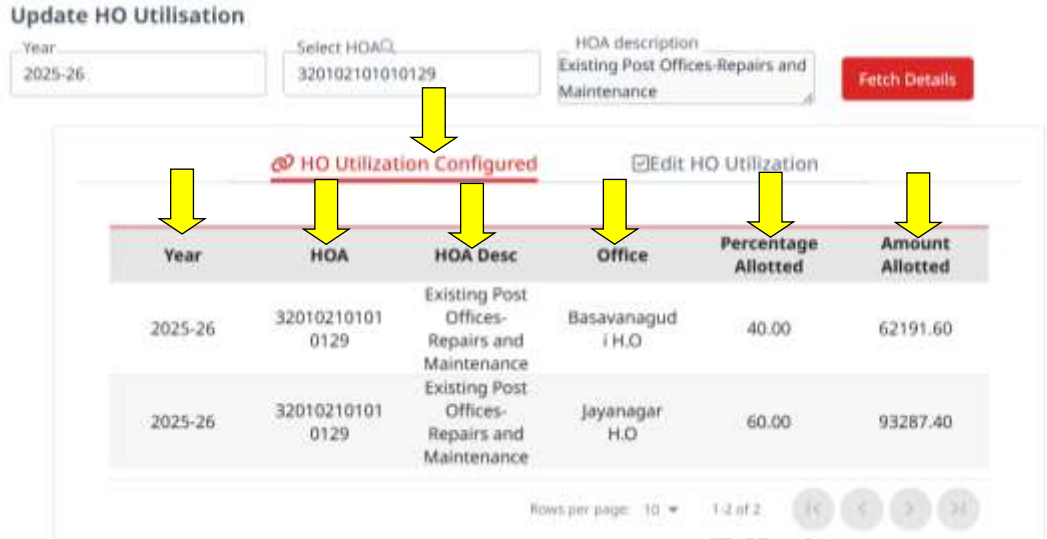
Then **click** on **'Update HO Fund Utilization (By User)'** option in the **Fund Utilization panel**.



After **clicking** on **'Update HO Fund Utilization (By User)'** option, the user needs to **select Year** from the **drop-down list**.



Select the required **HOA**. Based on the selected **HOA**, the **HOA Description** will appear under the **HOA Description header**. Then **click** on the **'Fetch Details'** button.



Upon **clicking** on **'Fetch Details'**, the **HO Utilization Configured** tab will appear. It will display the **current fund status** of the selected **HOA** for all **HOs** available under the **division**, along with the **allotted percentage** and **amount** for the said **HOA**.

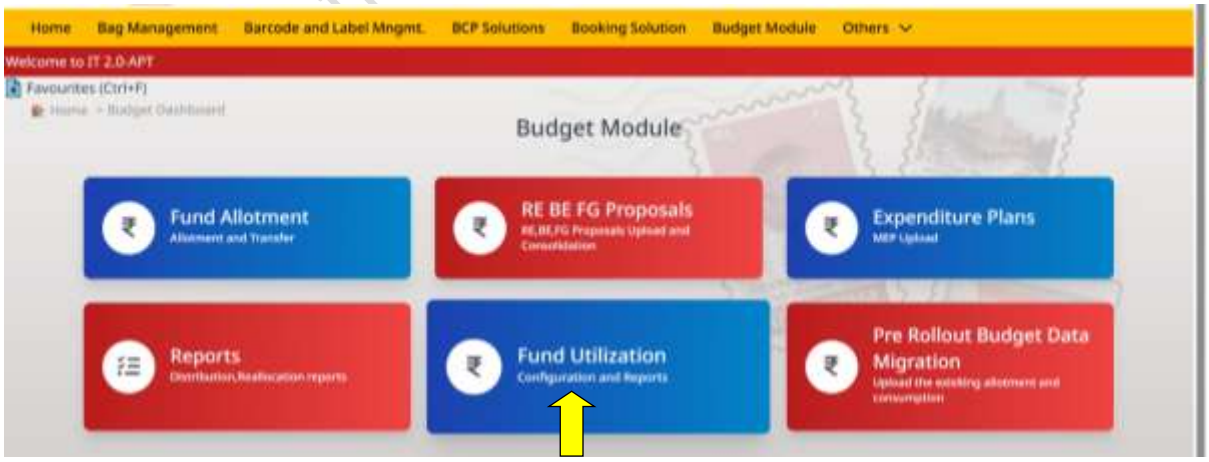
To **update** or **change** the current **allotted percentage of funds** in an **HOA** of **HOs**, the user needs to **check** the box of the **HO** where the percentage needs to be changed. In the **New Percentage** field, the user must **enter** the revised percentage as per the requirement and then **click** on the **'Submit'** button.

Once the **'Submit'** button is **clicked**, a **confirmation message** stating **'Kindly confirm to proceed?'** will appear on the screen for the user.

Soon after **clicking** on the **'Confirm'** button, a **pop-up message** stating **'Updation of HO Utilization is submitted successfully'** will appear on the screen..

5.2.2.4 Approval of Update HO Fund Utilization (By User)

To **approve** the **Update HO Fund Utilization (By User)**, the **Supervisor** needs to **click** on the **Budget Module** on the **main screen**.



Then click on the '**Fund Utilization'** card.

Under the **Fund Utilization panel**, **click** on **'Update HO Fund Utilization (By User)' option.**

Then the user needs to **select Year** from the **drop-down list** and **select the HO Name** where the **fund utilization correction** or **changes** have been made. Next, **click** on **'Fetch Details'**.

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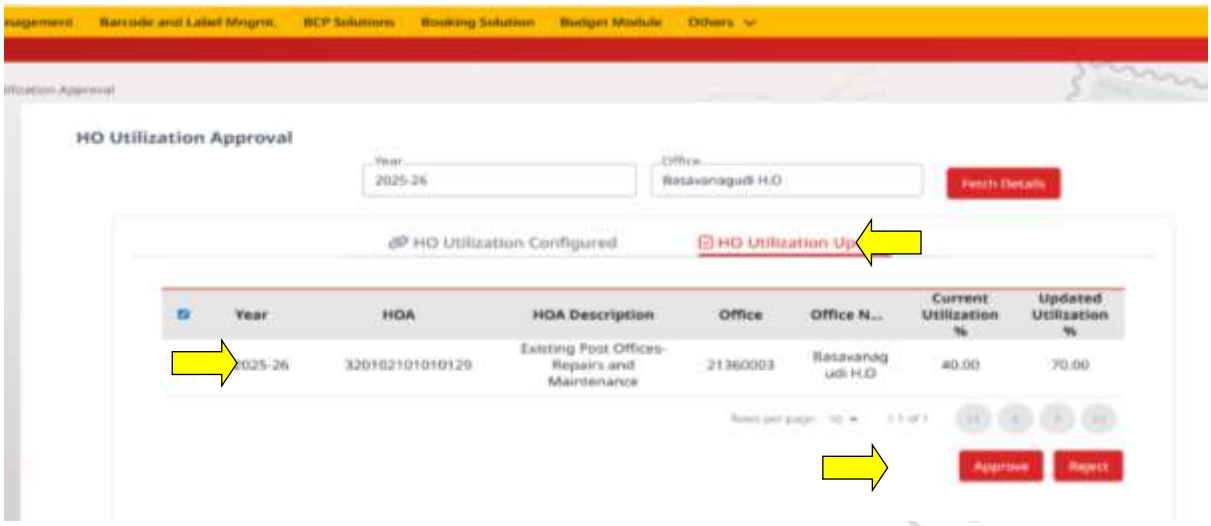
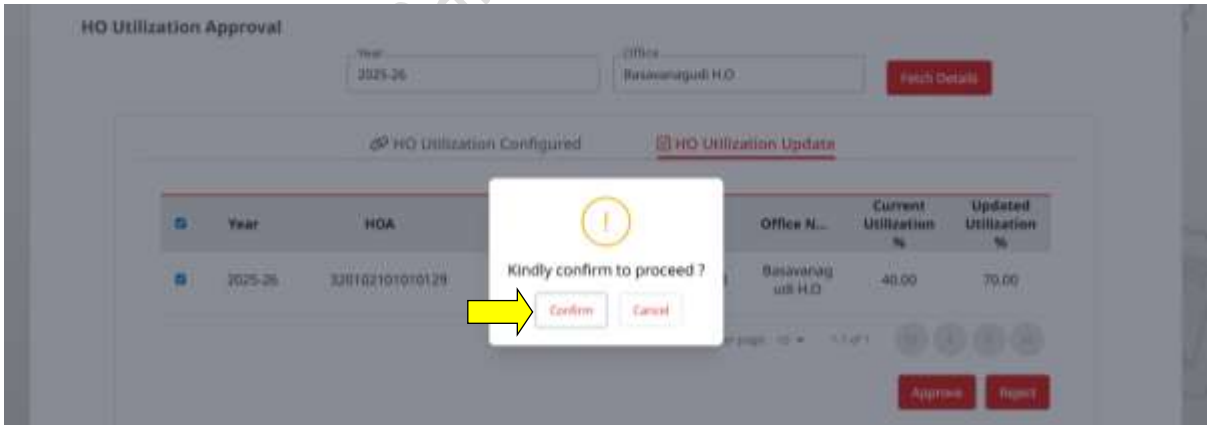


Once '**Fetch Details'** is clicked, the details of fund utilization will appear on the screen with **HO Utilization Configured** and **HO Utilization Update** tabs. The user needs to click on the **HO Utilization Update** tab. Once the tab is selected, the HO Fund Utilization update data will appear on the screen. Select the checkbox, and after proper scrutiny, the Supervisor needs to click on the **'Approve'** button.



After **clicking** on the **'Approve' button**, a **pop-up message** stating **'Kindly confirm to proceed?'** will appear with **Confirm** and **Cancel** options. The **Supervisor** needs to **click** on the **'Confirm' button**.

Soon after **clicking** on the **'Confirm' button**, a **pop-up message** stating **'Data Approved Successfully'** will appear on the screen

5.2.3 Re Allocation

Reallocation is the process of transferring funds from one unit to another. This is done when there are anticipated savings in one unit and additional funds are needed in another.

Reallocation can be carried out by the Directorate from one Circle to another, with or without a request from the Circles.

5.2.3.1 User Level Initiation at Directorate for Reallocation

The **Directorate user** must click on the **'Fund Allotment'** sub-card in the **'Budget Module'**.

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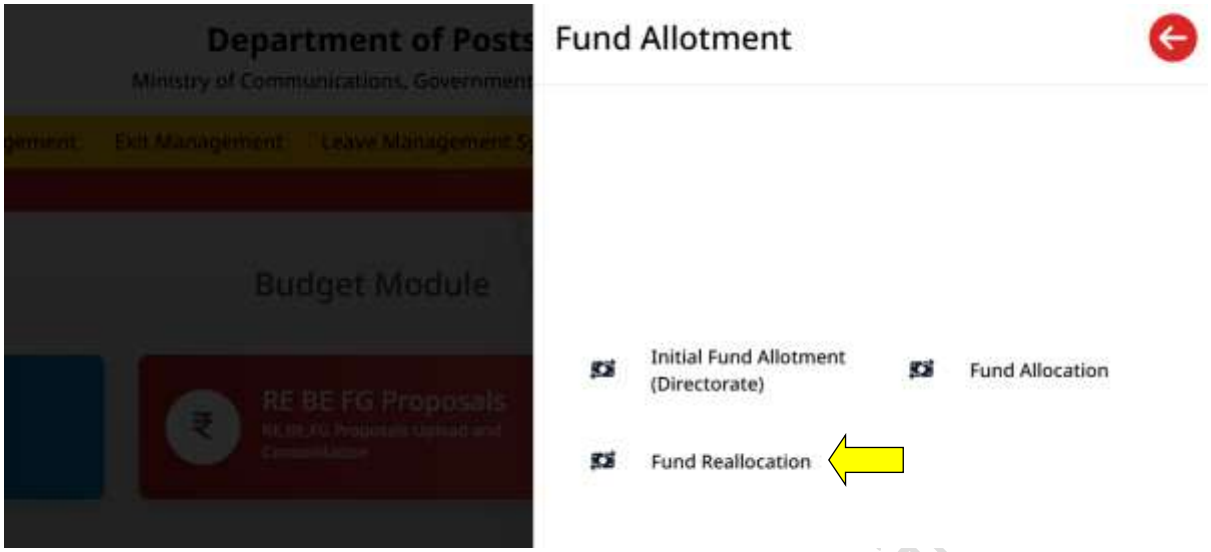
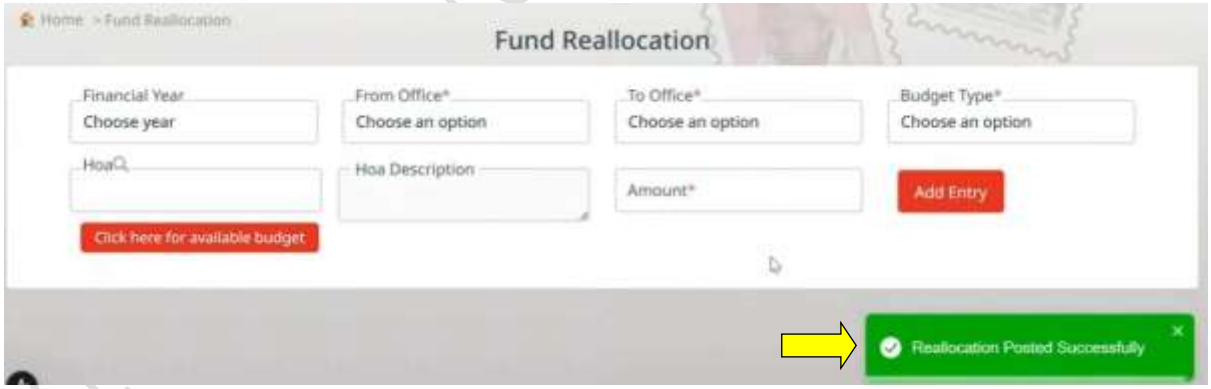


Next, the user must click on the **'Fund Reallocation'** option on the **Fund Allotment** screen.

On the '**Fund Reallocation'** screen, the user must:

- Select the '**Financial Year**' from the drop-down list.
- Choose the concerned **Circle Name** from the 'From Office' **drop-down lis**t (the office from which the fund is to be withdrawn).
- Select the '**To Office'** (the office to which the fund needs to be allotted).
- Select '**Budget Type**' as '**BE'**.
- Enter the **Head of Account** (HOA).
- Click on the '**Click here for available budget'** tab below the HOA field to check the current status of the selected HOA.
- Upon selecting the HOA, its description will appear in the next field.
- Enter the total amount to be allotted in the '**Amount'** field.
- Click on the '**Add Entry'** button.

After clicking on **'Add Entry'**, the fund reallocation data will appear below on the screen along with the **'Submit'** button. A **'Delete'** option is also available for users to remove an entry if required. After proper scrutiny, the **Supervisor** must click on the **'Submit'** button.



Upon clicking **'Submit'**, a pop-up message stating **"Reallocation Posted Successfully"** will appear.

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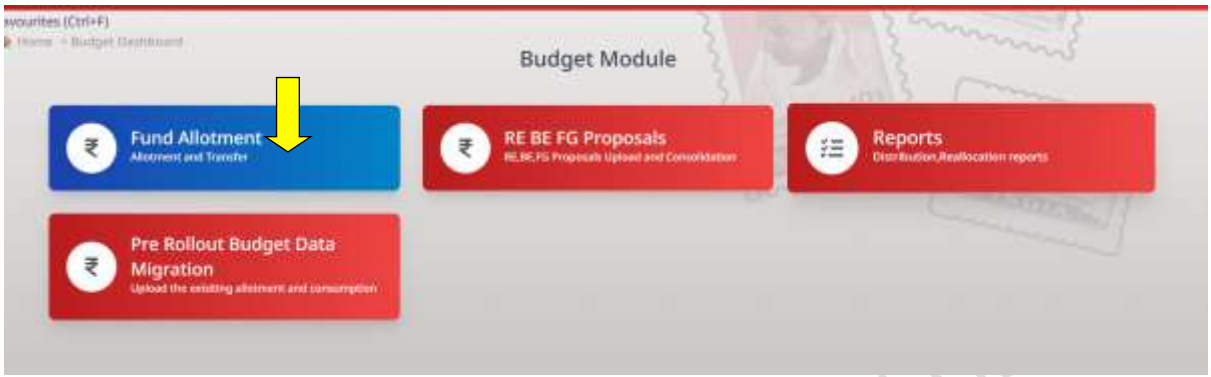
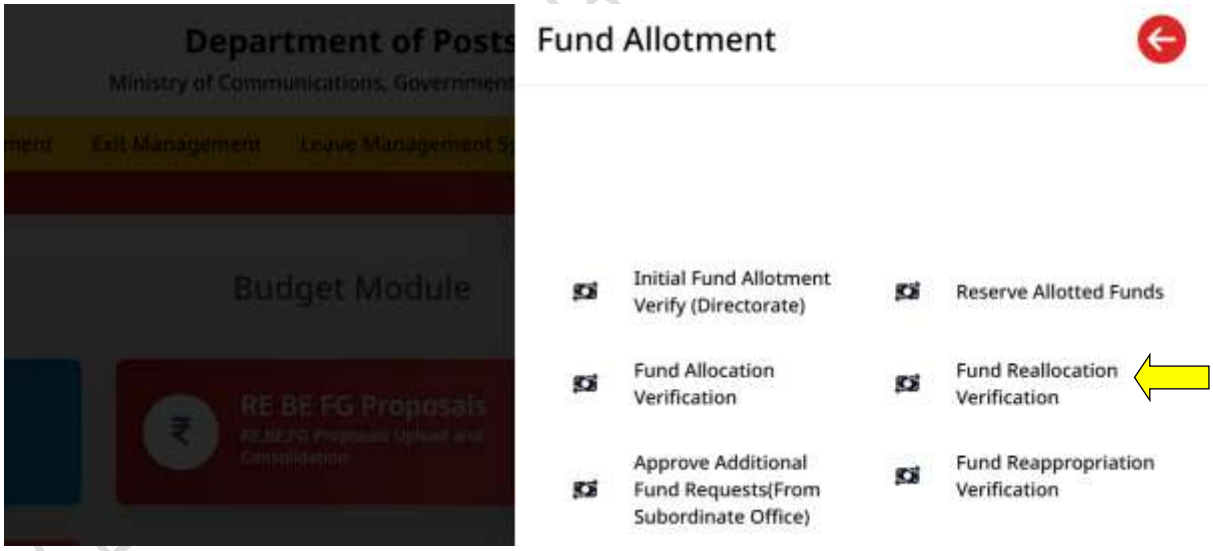
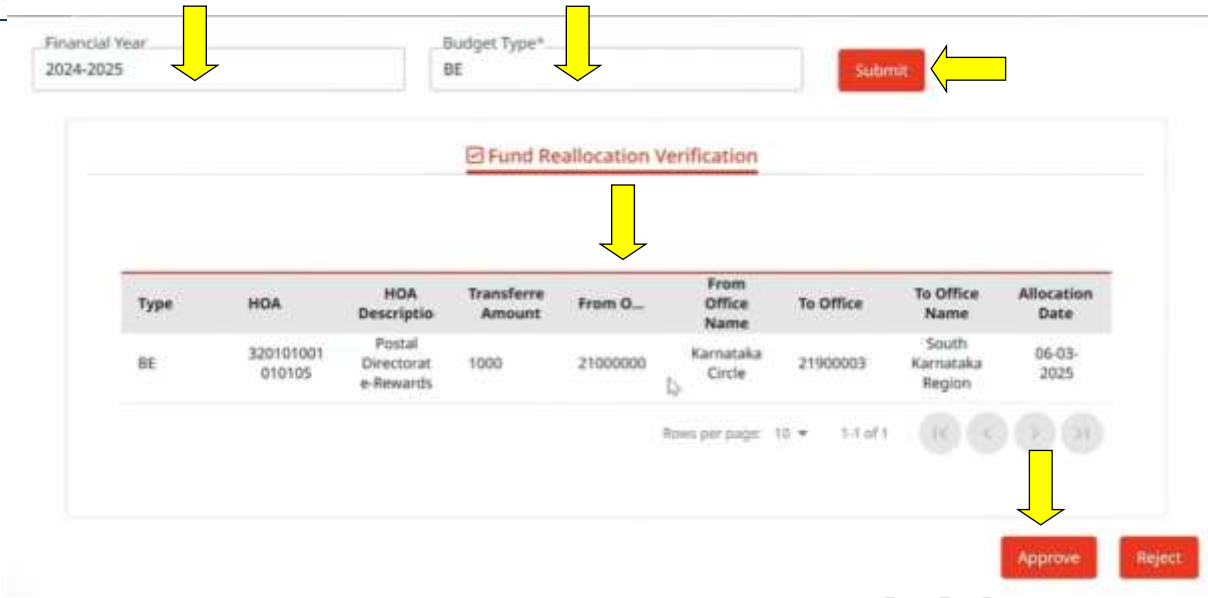
5.2.3.2 Supervisor Approval at Directorate for Reallocation



To verify the reallocation of funds, the Supervisor must click on the '**Fund Allotment'** sub-card under the **'Budget Module'**.



Click on the **'Fund Reallocation Verification'** option on the **Fund Allotment** screen.



Select the '**Financial Year'** from the drop-down list. Choose '**Budget** Type' as **'BE'** and click the '**Submit'** button. After clicking **'Submit'**, the **Fund Reallocation** details will appear on the screen. The Supervisor must then click on the **'Approve'** button.

Upon clicking **'Approve'**, a pop-up message stating **"Data Verified Successfully"** will appear on the screen.

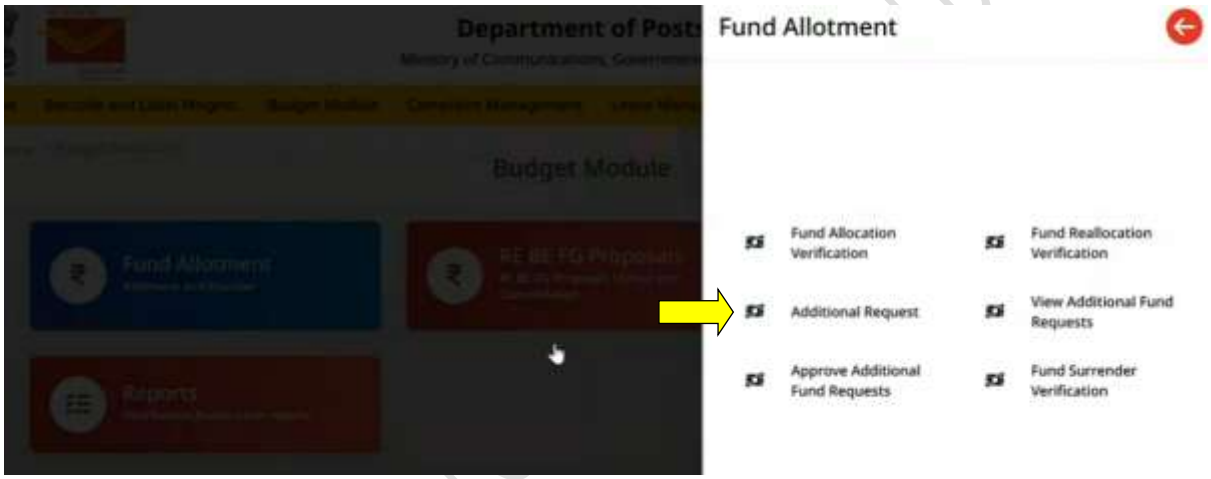
5.2.4 Additional Request (RO to CO)

The additional Request option is used to meet the required expenditure of the unit or branch. When grants, authorised by the competent authority, fall short of the required expenditure, an estimate is presented before the authority for Supplementary or Additional funds.

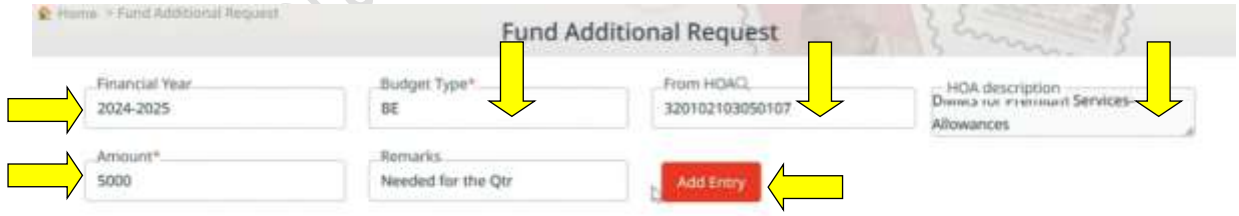
Additional request can be raised or placed from Division Office to Regional Office, Regional Office to Circle Office and Circle Office to Directorate,

5.2.4.1 User Level process on Additional Request

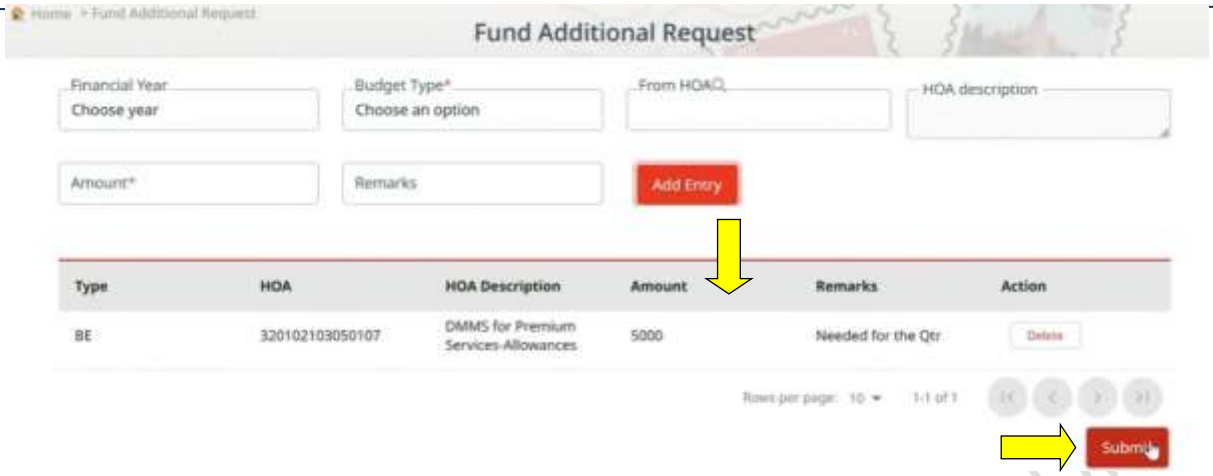
The user needs to click on 'Fund Allotment' sub card under 'Budget Module'.



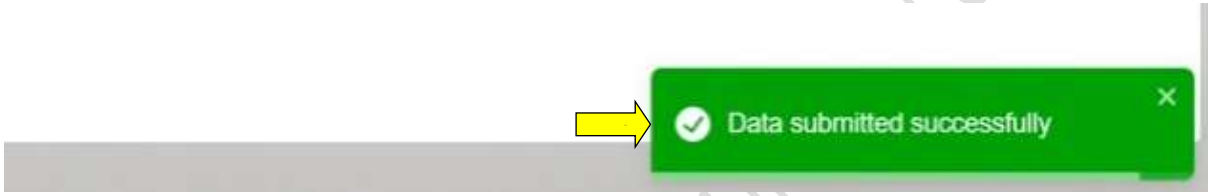
In the fund allotment screen, click on 'Additional Request' option.



Select 'Financial Year', 'Budget Type' as 'BE', Enter Head of Account (HOA), HOA description will appear on the basis of selected HOA, enter expected additional fund in 'Amount' field and provide suitable remarks in 'Remarks' field followed by clicking on 'Add Entry' button.



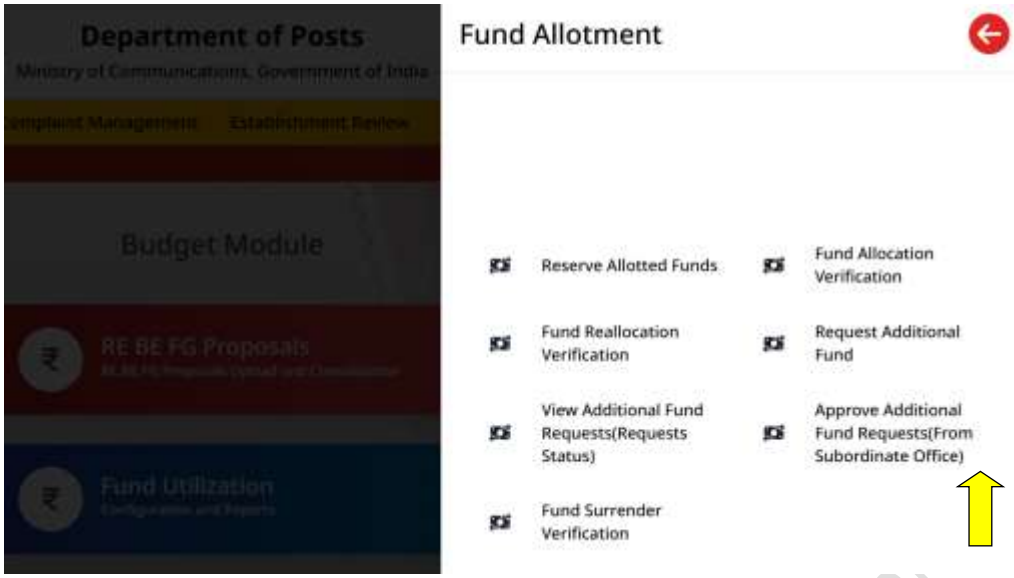
After clicking on 'Add Entry' button the request details will appear on the screen. The user will click on 'Submit' button.



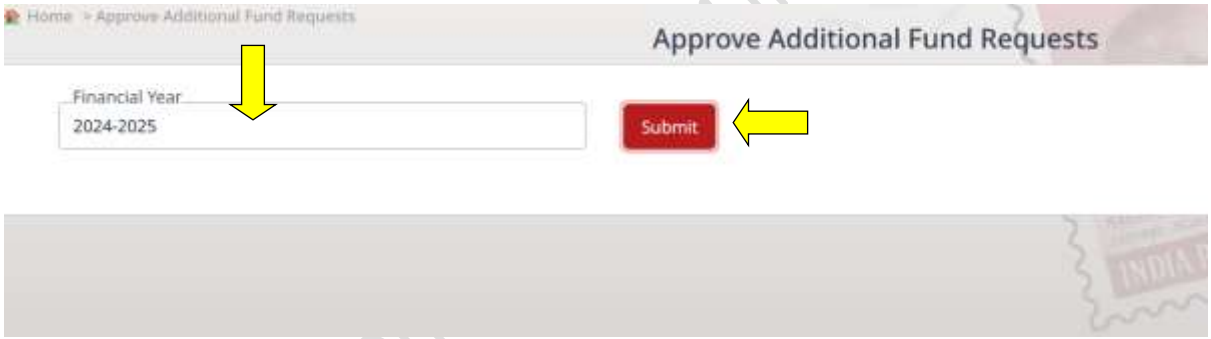
Upon clicking on 'Submit' button a pop-up message stating 'Data Submitted Successfully' will appear.

5.2.4.2 Supervisor Verification on Additional Request

To verify the 'Additional Request' the Supervisor click on 'Fund Allotment' sub card available in 'Budget Module' screen.



Click on 'Approve additional Fund Requests' option



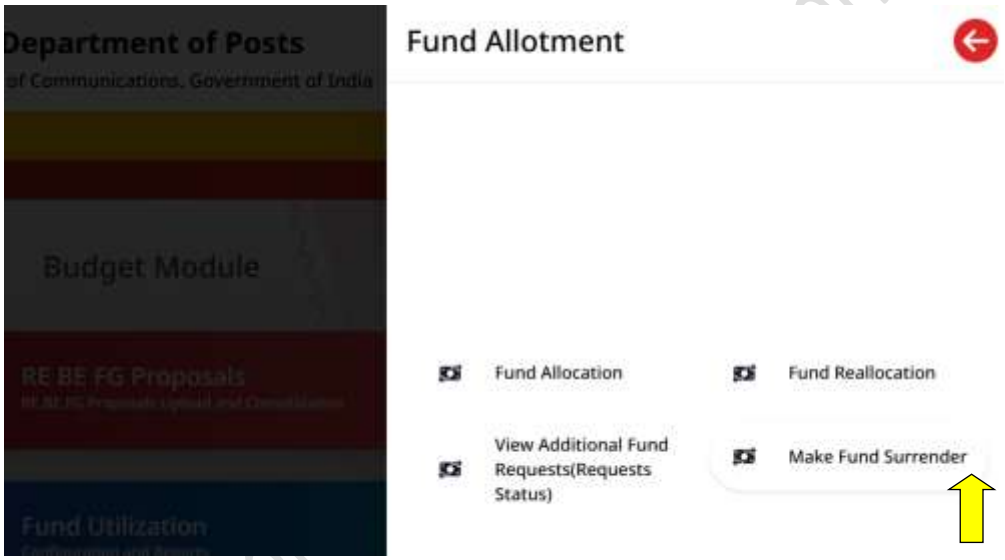
In 'Approve Additional Fund Requests' screen the Supervisor needs to select 'Financial Year' from the drop-list and click on 'Submit' button. After clicking on 'Submit' button additional fund request details will appear on the screen. The Supervisor needs to click on 'Approve' button to verify the request.

5.2.5 Fund Surrender

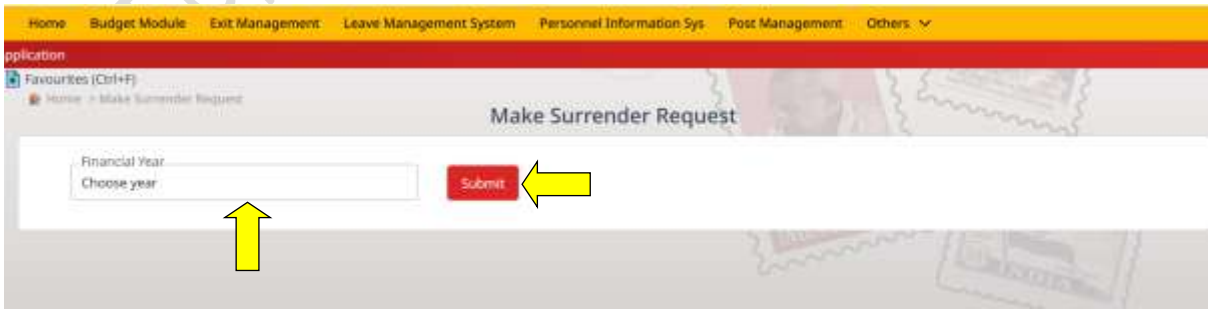
The process involves returning unspent allocated budget funds back to the **Fund Allocation Unit**, such as **Divisions to Regions**, **Regions to Circles**, and **Circles to Directorate**, typically at the end of a **financial year**.

5.2.5.1 User-Level Process for Fund Surrender

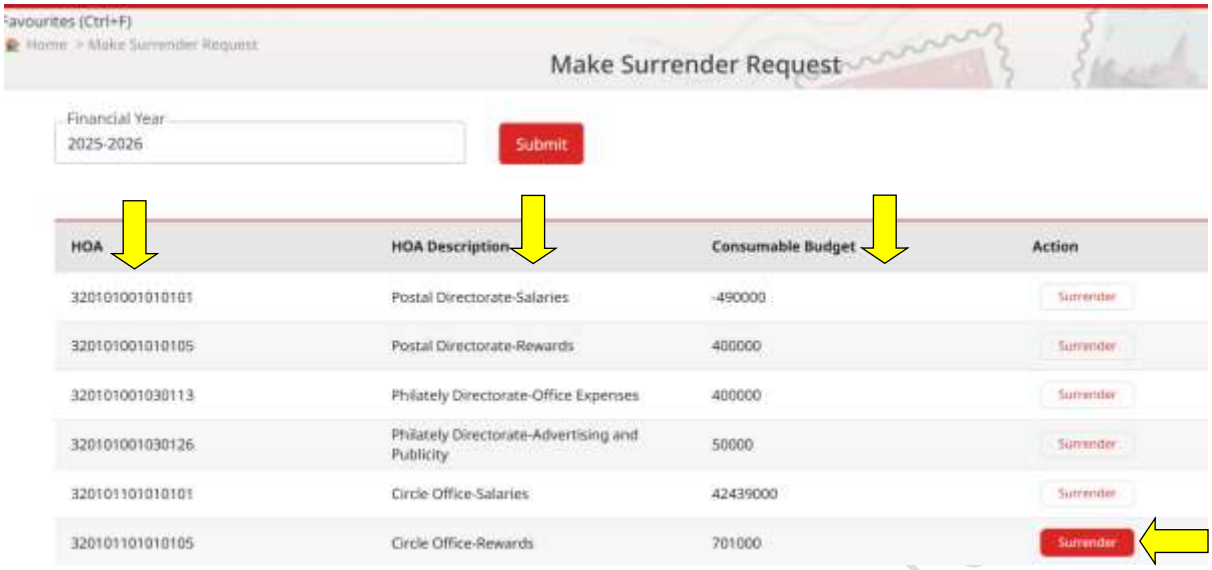
The user needs to click on 'Fund Allotment' sub card under 'Budget Module'.



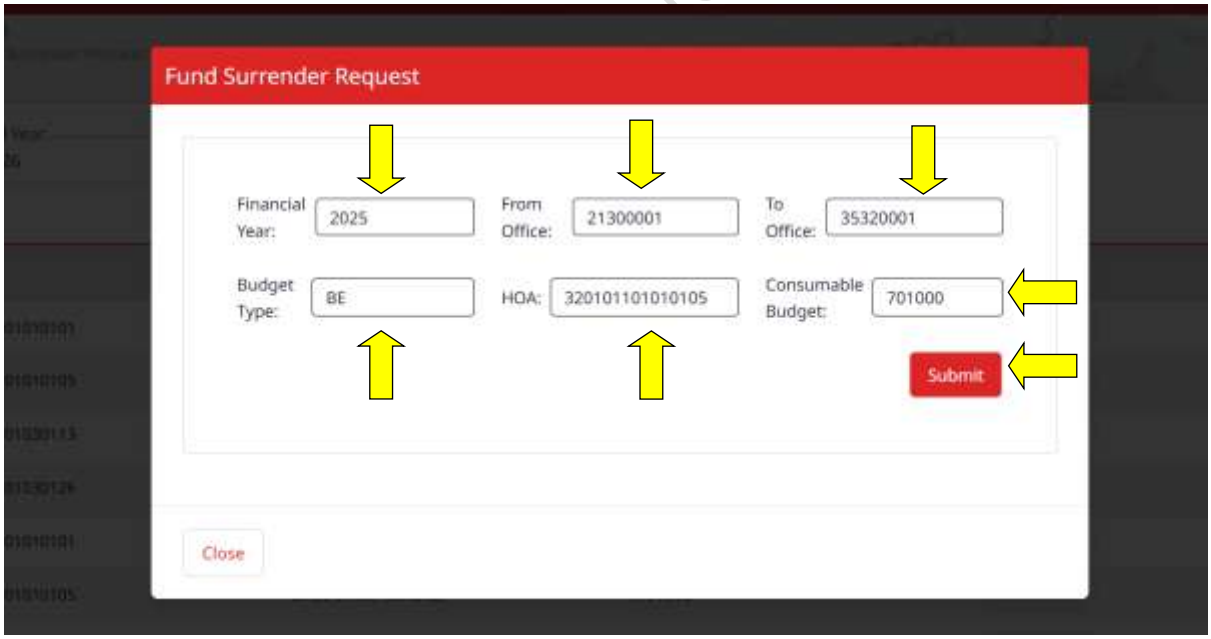
Under Fund Allotment panel click 'Make Fund Surrender' option.



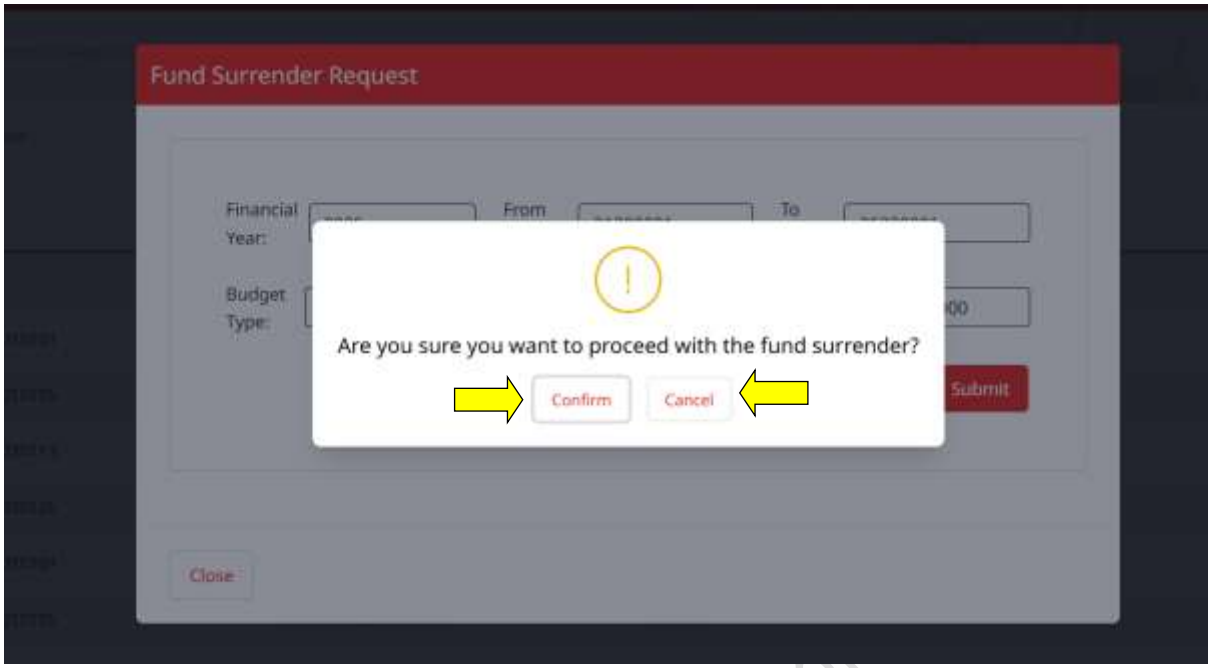
Need to provide **'Financial Year'** and click on '**Submit**'.



Once the **'Submit'** button is clicked, the particulars of **Head of Accounts (HOA)** along with the **Consumable Budget** will appear, with **'Surrender'** buttons displayed against each HOA.



Upon clicking the **'Surrender'** button, the above window will appear for the user. The **Fund Surrender Request** screen consists of **Financial Year**, **From Office (Unit)** to **To Office (Unit)**, **Budget Type**, **HOA**, and **Consumable (Unutilised) Budget**. After **scrutiny**, the user will click on the **'Submit'** button.



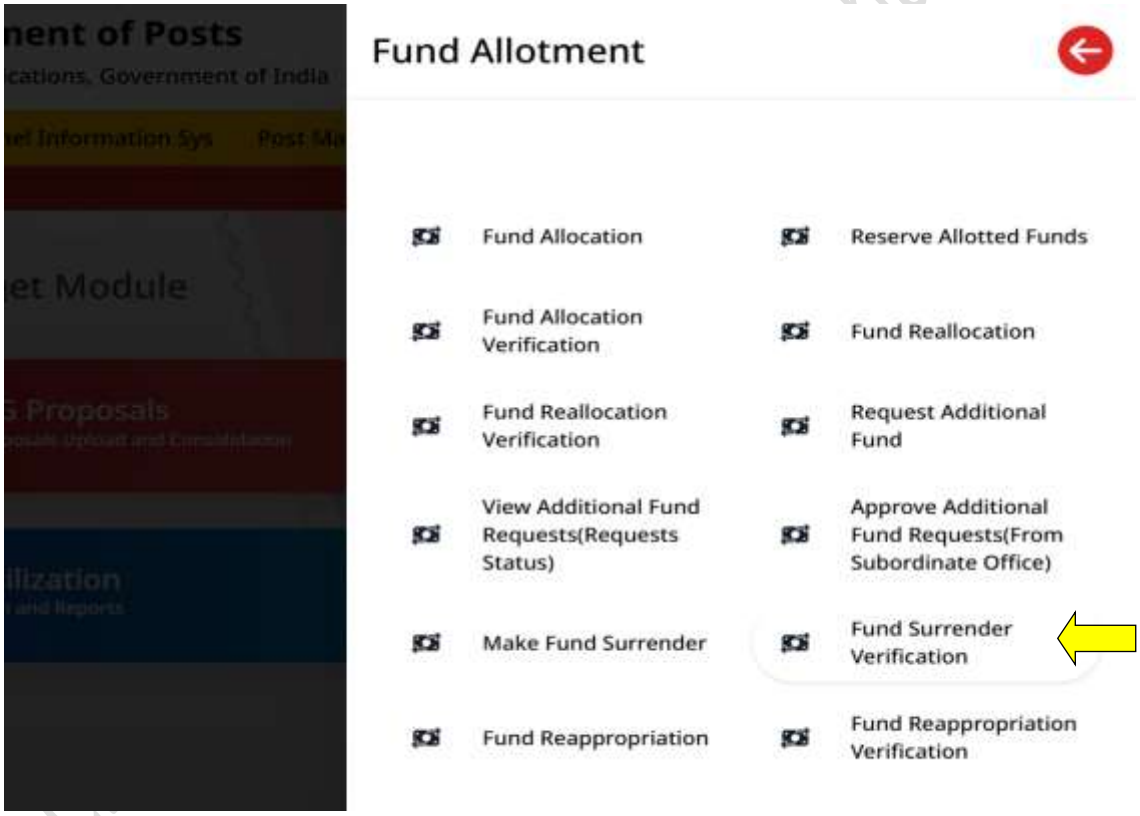
Once the **'Submit'** button is clicked, the application will prompt a message stating **'Are you sure you want to proceed with the fund surrender?'**, along with **Confirm** and **Cancel** options.

After clicking the **'Confirm'** button, a confirmation message will appear on the screen stating **'Surrender Posted Successfully'**

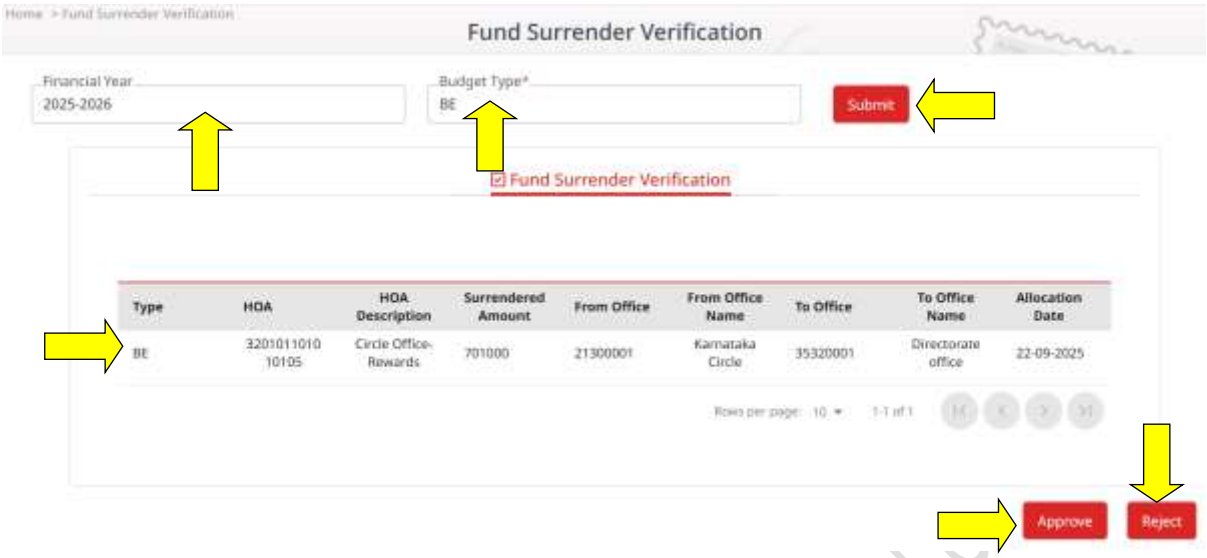
CEPT Operation Guide -for Inter

5.2.5.2 Supervisor Verification on Fund Surrender

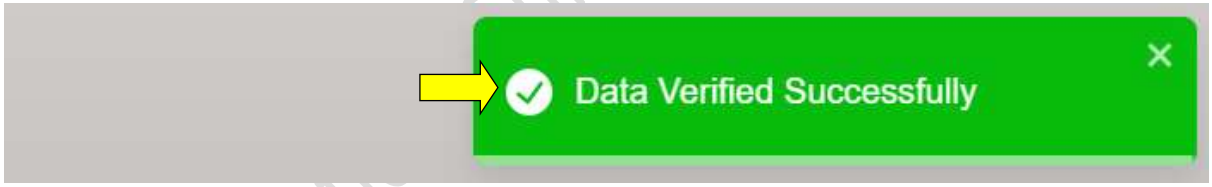
To verify **'Fund Surrender'**, the user needs to click on the **'Fund Allotment'** card



Click on the **'Fund Surrender Verification'** option in the **Fund Allocation** panel



After clicking on the **'Fund Surrender Verification'** option, the above screen will appear. The **Supervisor** needs to select the **Financial Year** and **Budget Type** from the drop-down list and click on the **'Submit'** button. Once the **'Submit'** button is clicked, the data identifying the fund for surrender will appear for **scrutiny**. After **scrutiny**, the **Supervisor** needs to click on the **'Approve'** or **'Reject'** button



Once the **Supervisor** clicks on the **'Approve'** button to give consent for fund surrender, a message stating **'Data Verified Successfully'** will appear on the screen.

5.2.6 RE BE FG Proposals

BUDGET ESTIMATE, REVISED ESTIMATE & FINAL GRANT

A '**Budget Estimate'** is an initial projection of revenue and expenditure for a financial year, while a '**Revised Estimate'** is an updated projection that reflects actual spending and revenue. A "**Final Grant**" in a budget refers to the final approved amount of funding allocated to a specific project or program within the budget, representing the total sum that can be spent on that initiative after all necessary approvals and adjustments have been made, essentially signifying the final authorized expenditure for that item.

Budget Estimate

- A rough estimate of the money and time needed to plan and execute a project
- Prepared before the start of the financial year
- Based on pre-budget consultations
- Includes revenue and capital classification of costs

Revised Estimate

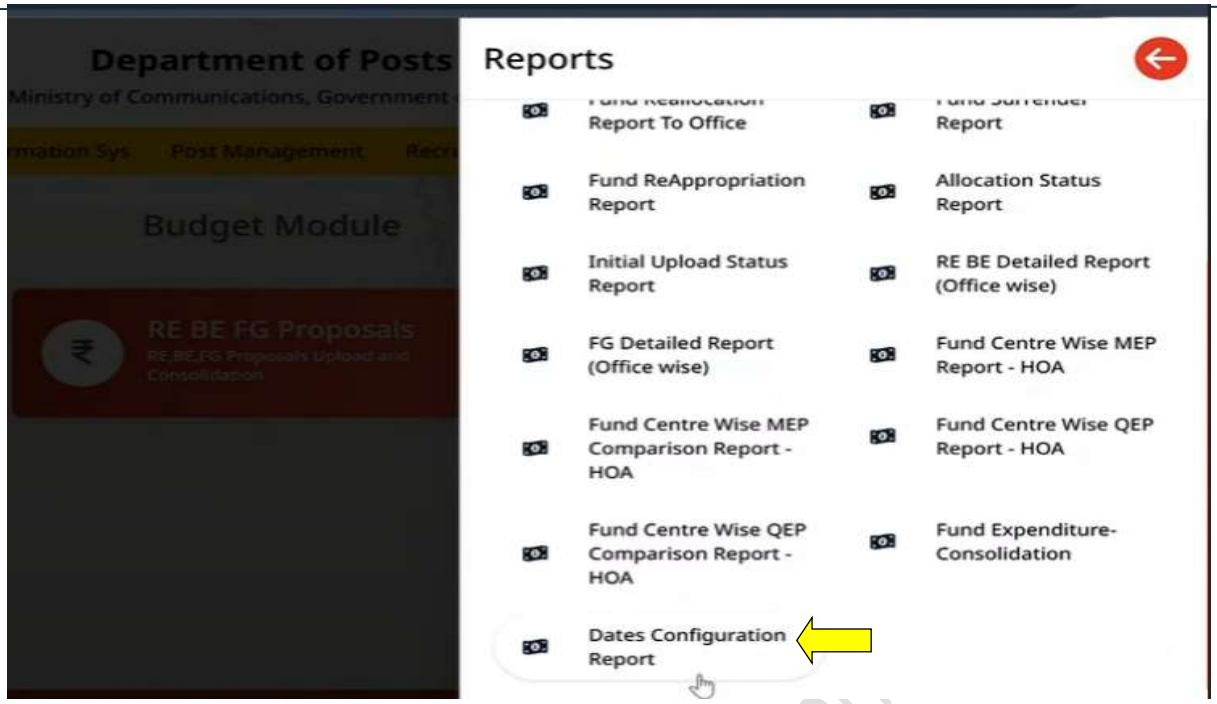
- An updated projection of revenue and expenditure for a financial year
- Usually presented mid-year
- Based on a survey of how much of the allocated funds were used
- Considers the remainder of the budget, new activities, and additional instruments of service
- Explains the expenses that are going to happen

The government does not require **Parliament's approval** for **Revised Estimates (RE)**. However, if the **Demands for Grants** exceed the limits approved in the **Budget Estimates (BE)**, they must be passed by Parliament as **Supplementary Demands for Grants**.

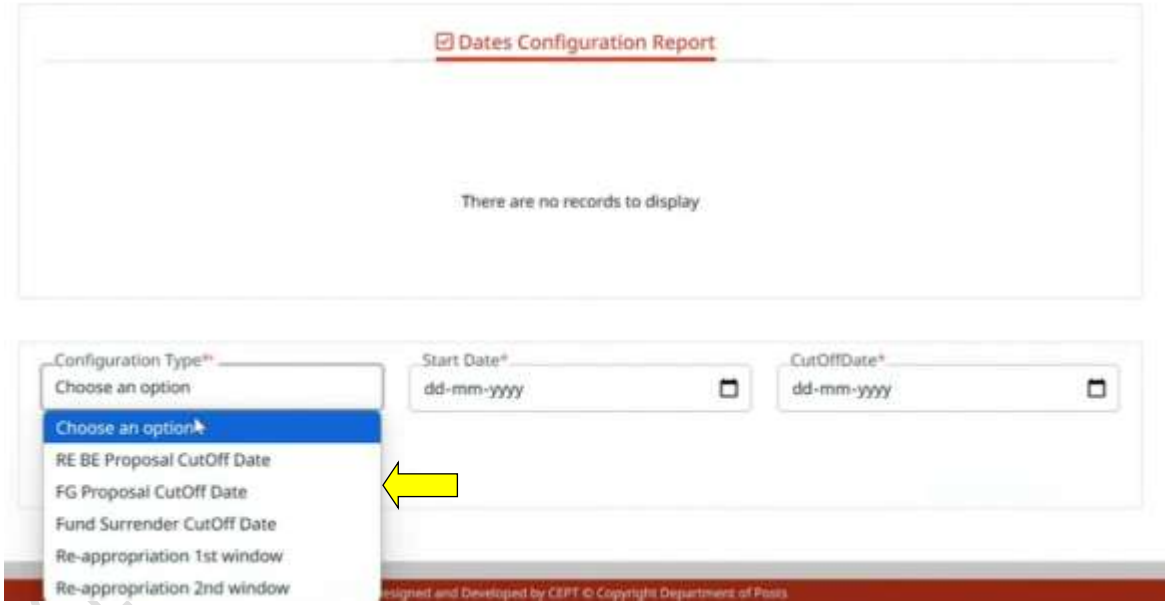
5.2.7 Date Configuration for RE/BE/FG Proposal

Date configuration at Directorate Level in Supervisor login needs to be done before RE / BE / FG Proposals.

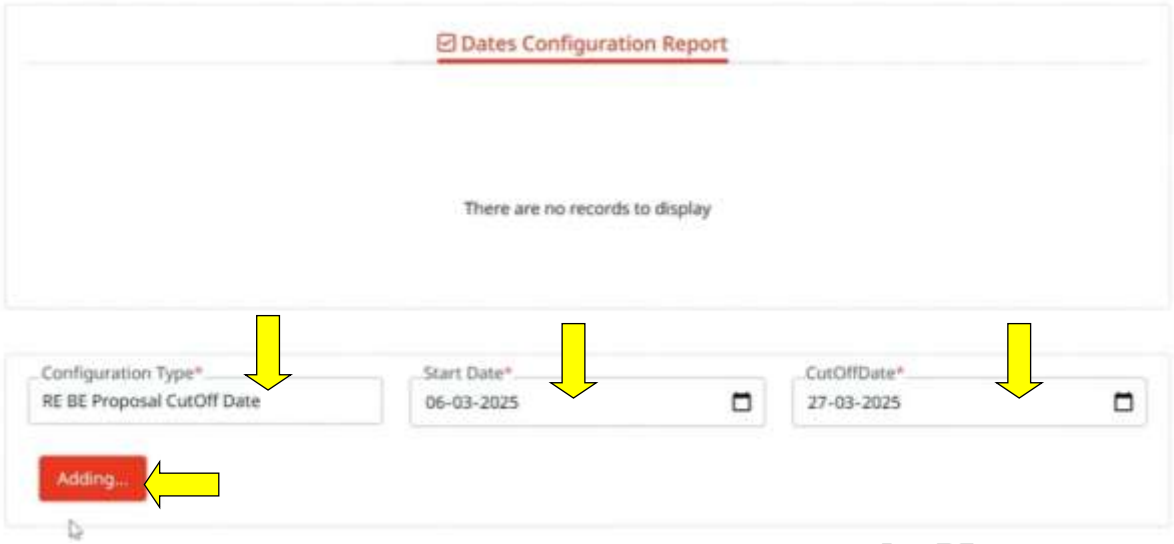
To make date configuration, the Supervisor needs to click on ‘Reports’ sub card available under ‘Budget Module’.



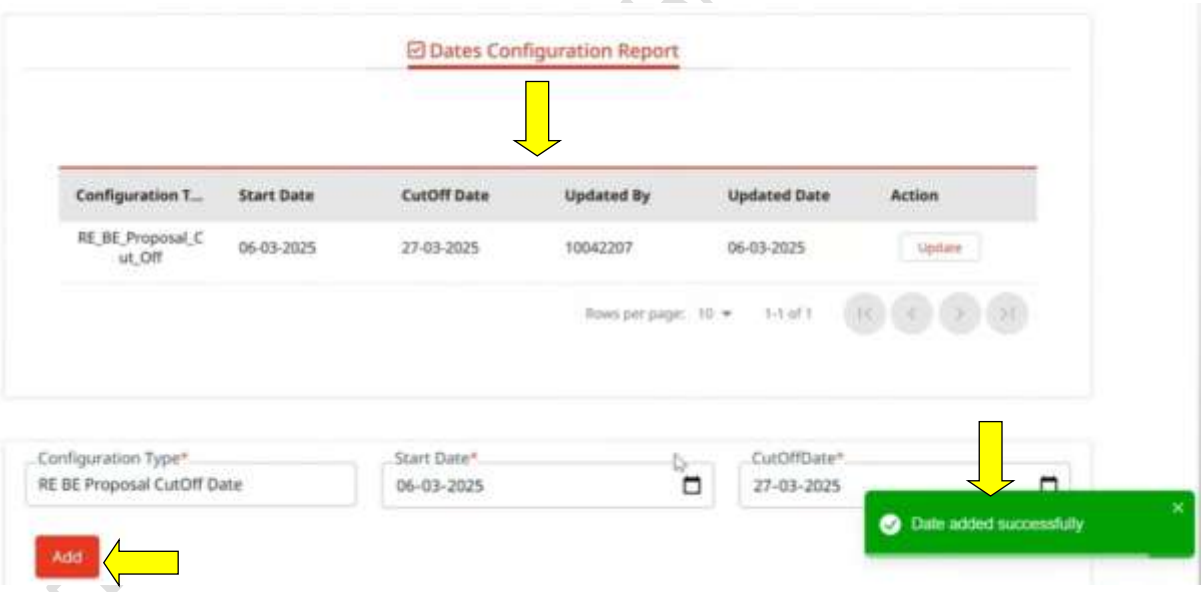
In 'Reports' screen the Supervisor needs to click on 'Dates configuration Report'.



In Dates configuration Report screen, the 'Configuration Type' header displays the various configuration types in the drop-down list.



The Supervisor select 'RE BE Proposal Cut Off Date' from the 'Configuration Type' drop-down list, select the 'Start Date' and 'Cut Off Date" from the respective field calendar option.

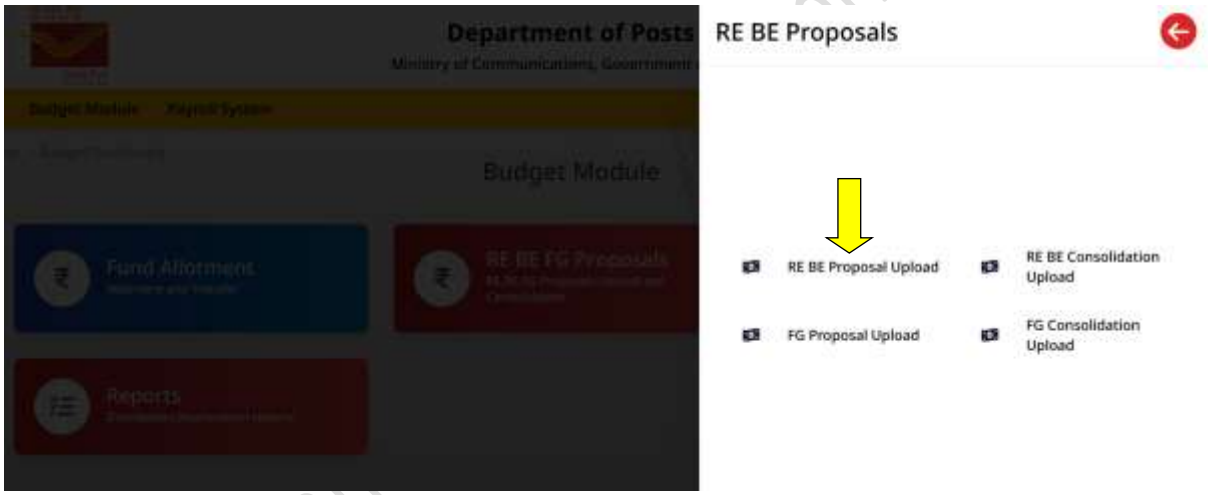


After entering all the required field, click on 'Add' button, a pop-up message stating "Date added Successfully" will appear on the screen.

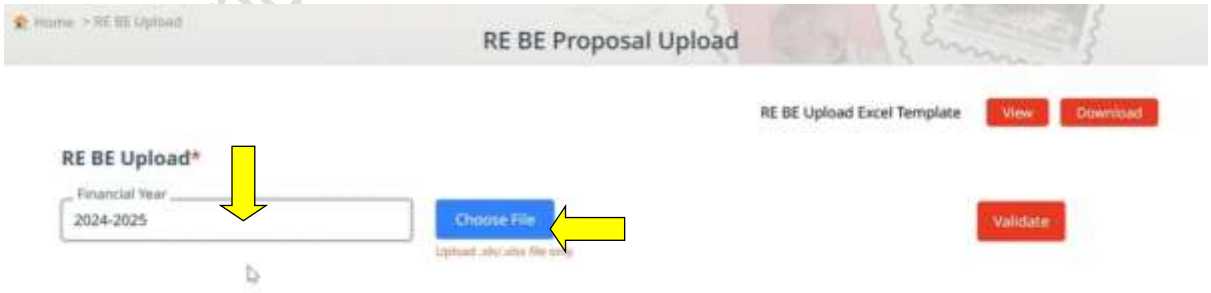
5.2.8 RE BE Proposal

5.2.8.1 User Proposal for RE BE

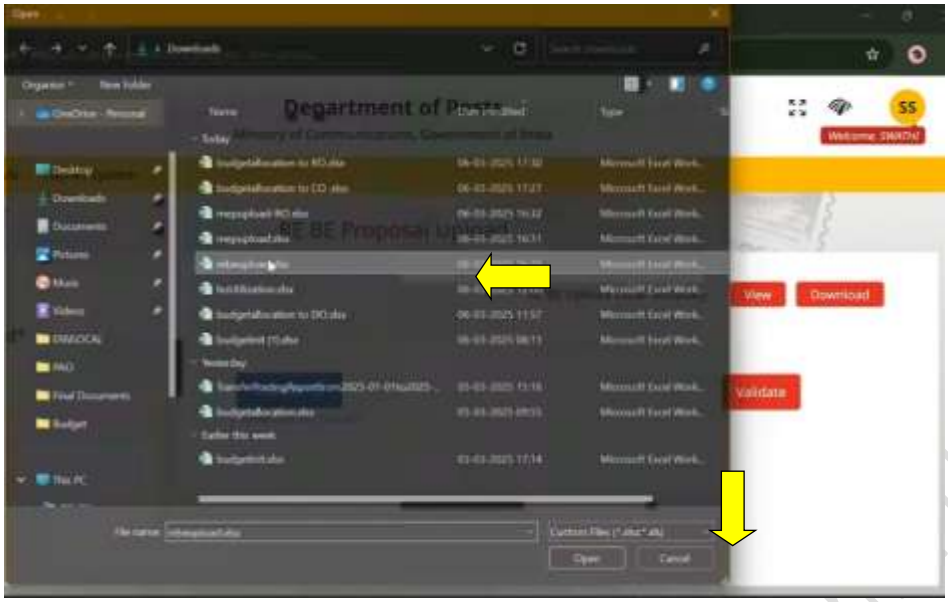
The user needs to click on 'RE BE FG Proposal' sub card.



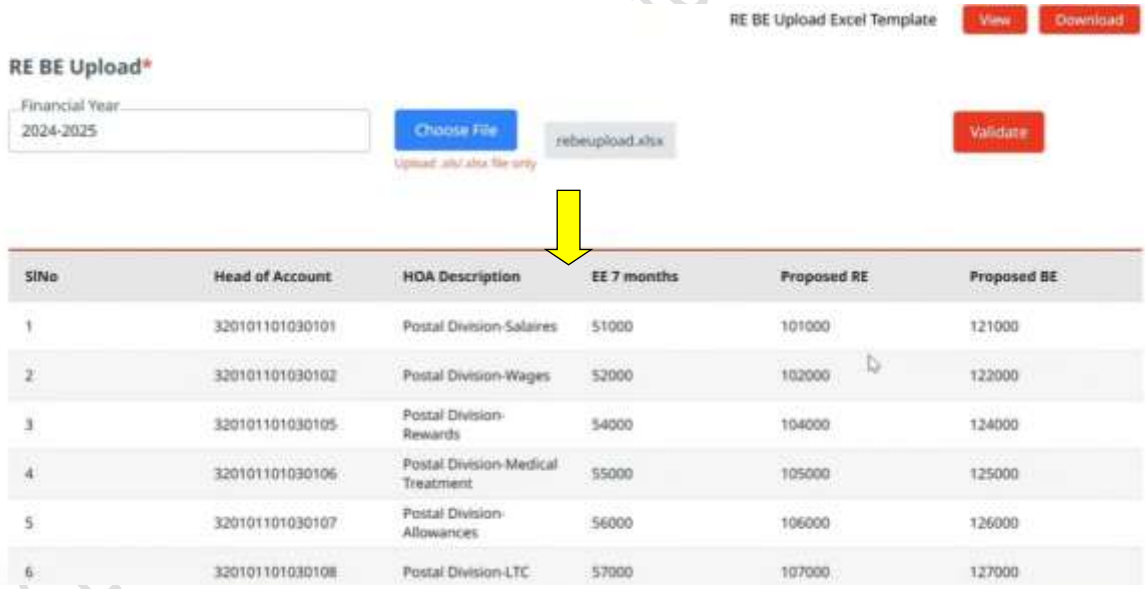
The user then needs to click on 'RE BE Proposal Upload' option.



After clicking on 'RE BE Proposal upload' option the user need to select 'Financial Year' from the drop-down list.



Choose the 'RE BE Upload' excel file from the path.



SlNo	Head of Account	HOA Description	EE 7 months	Proposed RE	Proposed BE
1	320101101030101	Postal Division-Salaires	51000	101000	121000
2	320101101030102	Postal Division-Wages	52000	102000	122000
3	320101101030105	Postal Division-Rewards	54000	104000	124000
4	320101101030106	Postal Division-Medical Treatment	55000	105000	125000
5	320101101030107	Postal Division-Allowances	56000	106000	126000
6	320101101030108	Postal Division-LTC	57000	107000	127000

Once the Excel file selected, the details of RE, BE Proposals will appear on the screen.

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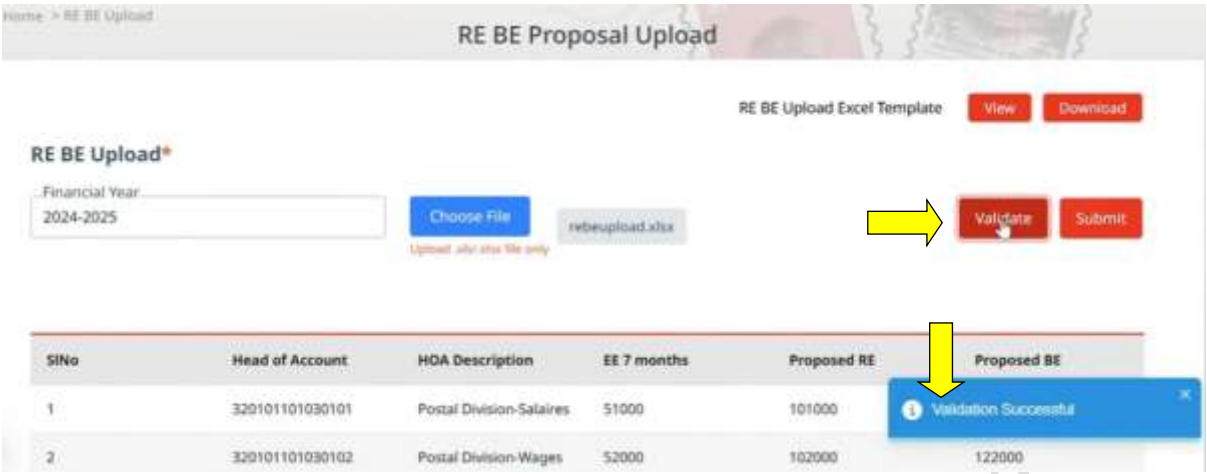
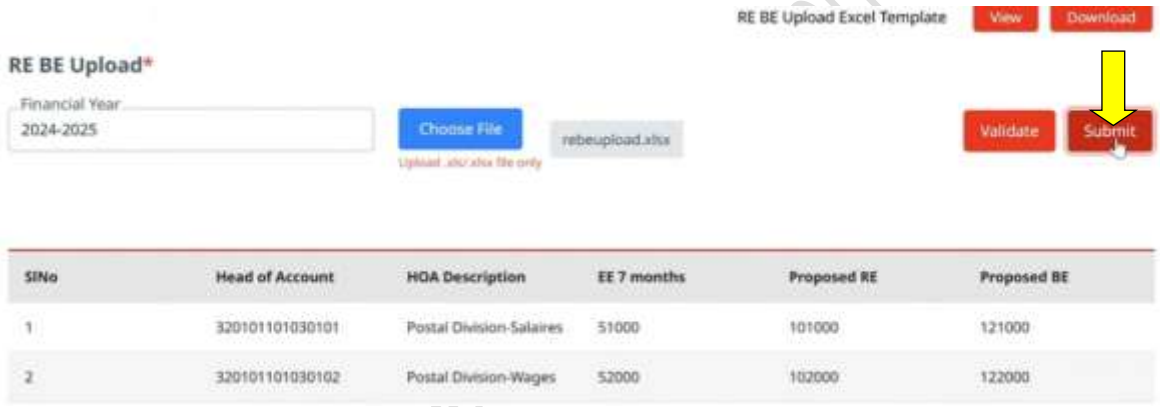
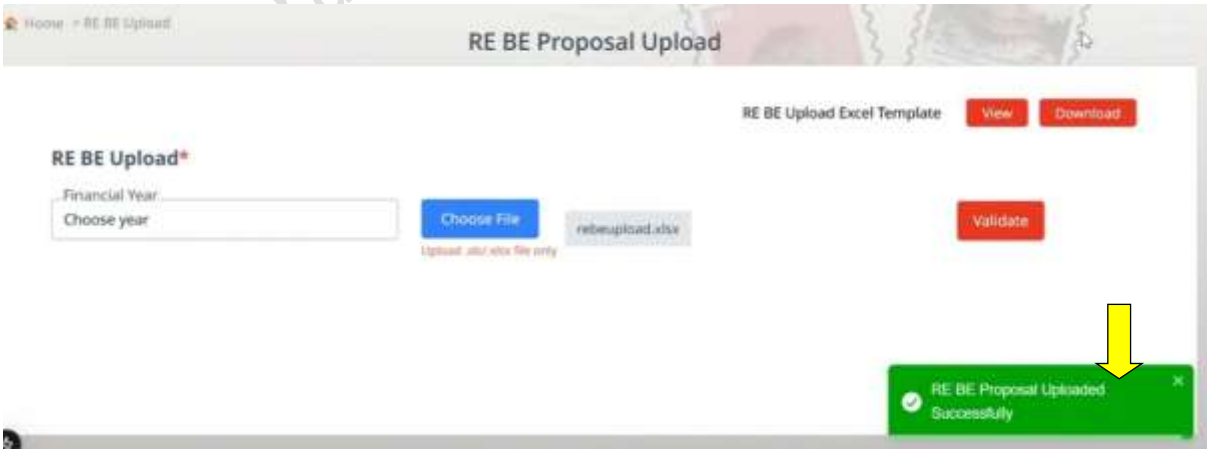


The user need to click on 'Validate' button and the screen will displays the remarks "Validation Successful" on the screen.



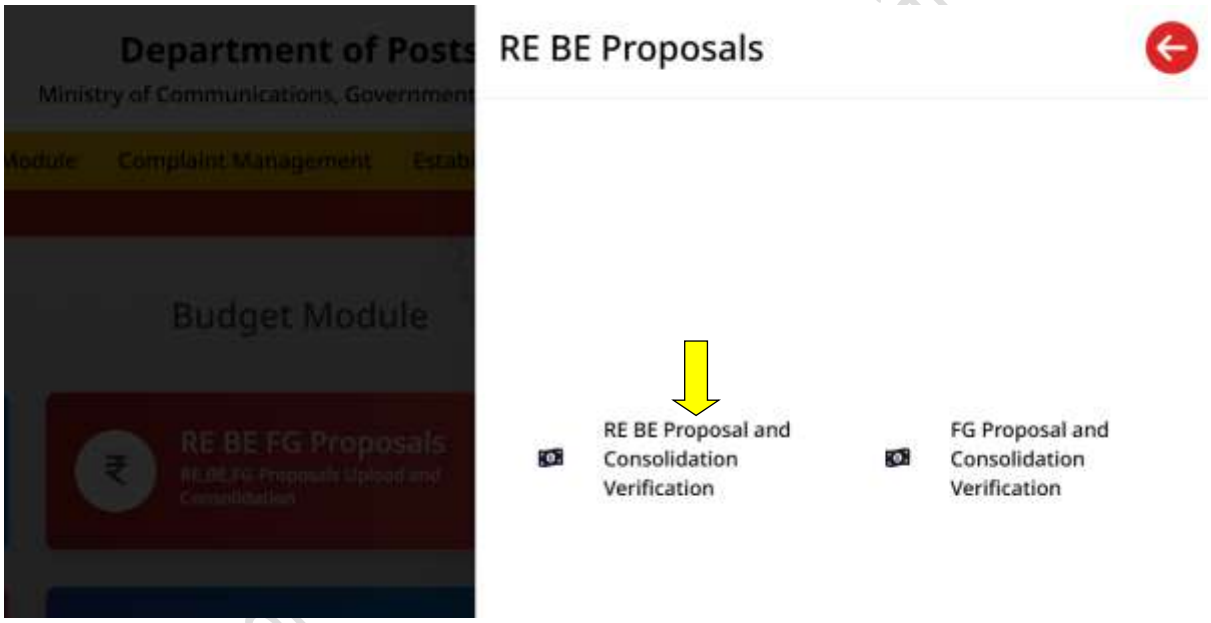
After successful validation, the user needs to click on 'Submit' button.



Upon clicking on 'Submit' button a pop-up message stating "RE BE Proposal Updated Successfully" will appear on the screen.

5.2.8.2 Supervisor Approval for RE BE Proposal

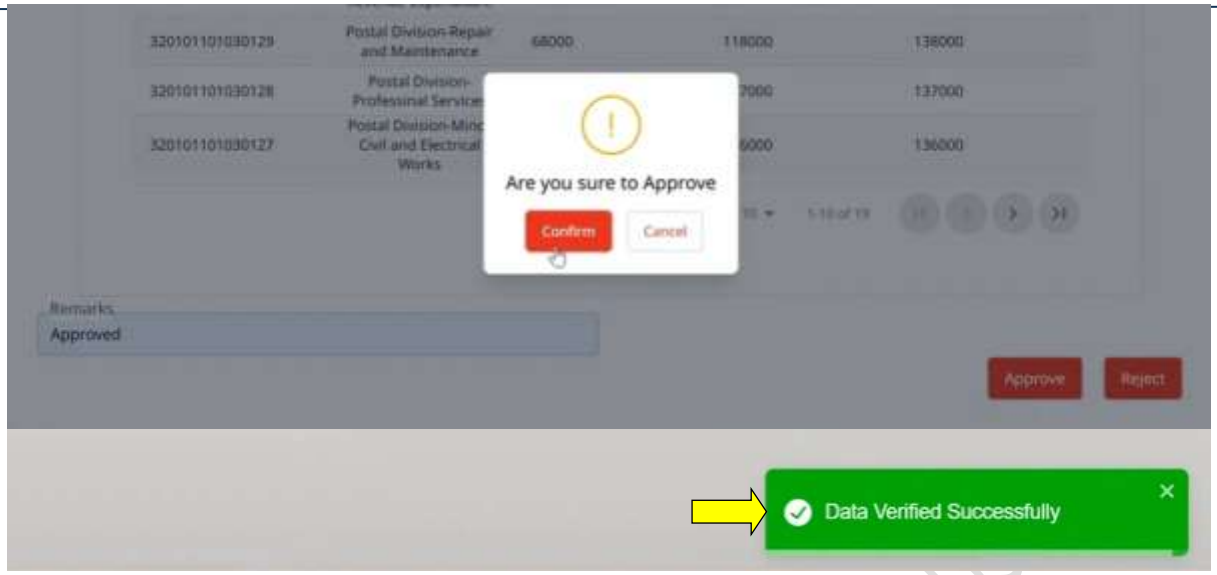
To approve the proposal the Supervisor needs to click on 'RE BE FG Proposal'.



Click on 'RE BE Proposal and consolidation Verification' option

After clicking on the 'RE BE Proposal Verification' option, the Supervisor needs to select 'Financial Year' from the drop-down and click on 'Submit' button. Upon clicking on Submit button RE BE Proposal verification data will appear on the screen.

The Supervisor then provides a suitable reason in 'Remarks' field and click on 'Approve' button.



Upon clicking on 'Approve' button a notification will appear on the screen stating "Are you sure to Approve", the supervisor needs to clicks on confirm button. Soon after confirming a pop-up message stating "Data Verified Successfully" will appear on the screen.

Note:
Similarly after making cut of date configuration, FG Proposal may be uploaded and approved by the competent authorities.

5.2.9 Re-appropriation

Re-appropriation is the process of transferring funds from one budget line item to another within the same grant. It can be done to use unspent funds or to save money in a budget line item.

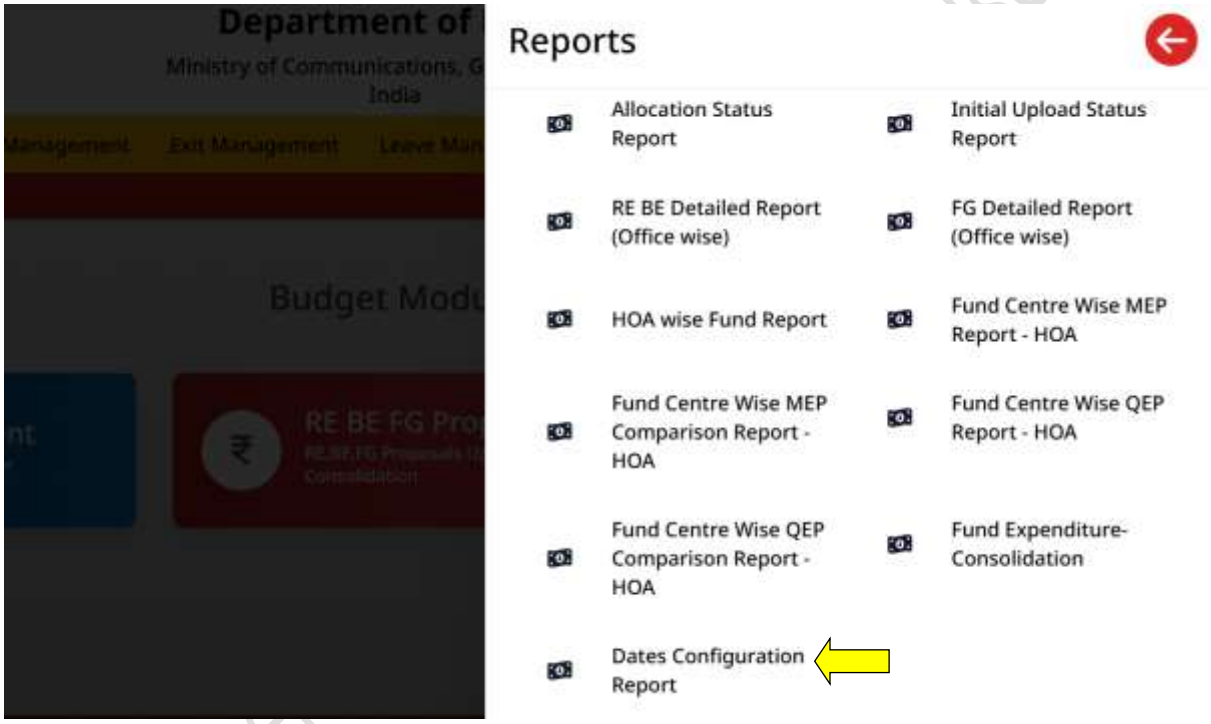
- The competent authority can approve re-appropriation between primary units of appropriation within a grant before the end of the financial year.
- Re-appropriation can only be done when it's expected that the original budget for a unit won't be fully used.
- Re-appropriation can be used to transfer savings from one sub-head to another.

Re-appropriation can be done at Directorate level and Circle level. In another word the Directorate will 'Re-Appropriate' to 'Circles' and Circle will 'Re-appropriate' to 'Regions'.

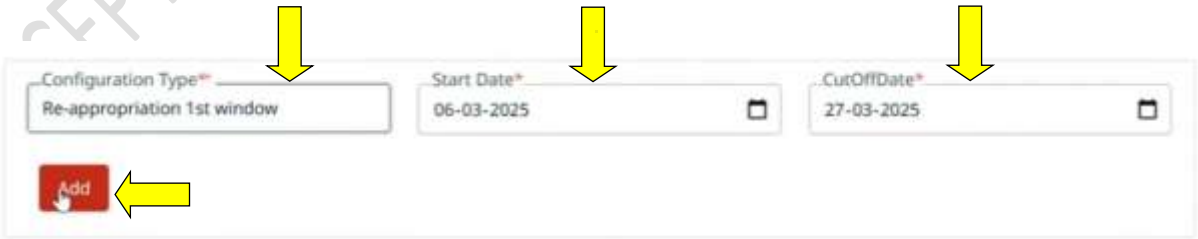
Before performing 'Re-Appropriation', 'Date configuration' for Re-Appropriation needs to be done at Directorate level in Supervisor Login.

5.2.9.1 Date Configuration at Directorate Level

To perform date configuration the user in directorate need to click on 'Reports' sub card available under 'Budget Module'.



Click on 'Dates Configuration Report" option in Report screen.

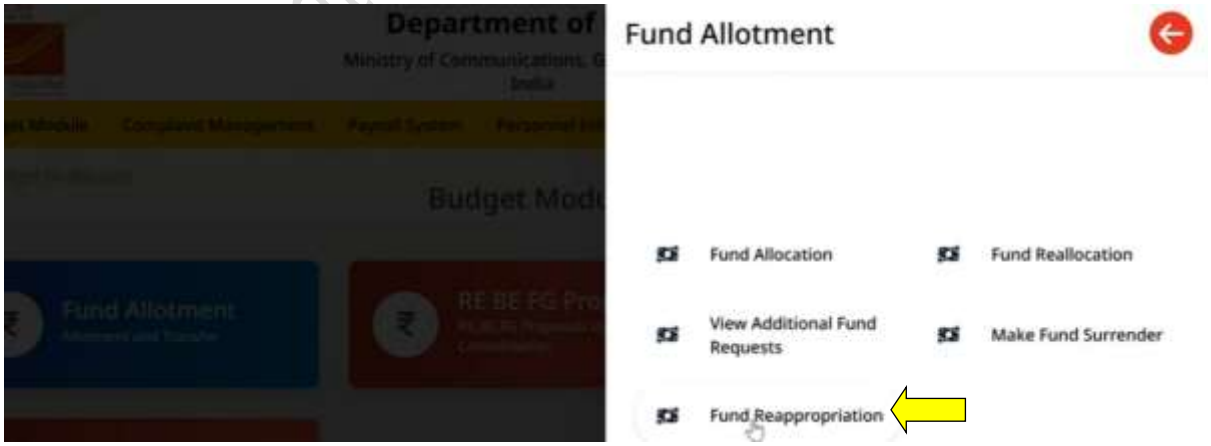


Select ‘Re-appropriation’ option from the Configuration Type’ and provide ‘Start Date’ and ‘Cut Off Date’ followed by clicking on ‘Add’ button.

After clicking on ‘Add’ button a pop-up message stating “Date Added Successfully” Will appear on the screen.

5.2.9.2 User Level Process for Re-Appropriation

To perform ‘Re-appropriation’, the user needs to click on ‘Fund Allotment’ sub card available under ‘Budget Module’.



In Fund Allotment screen, need to click on ‘Fund Re-appropriation’ option.

In 'Fund Re-Appropriation' screen, the user need to select 'Financial Year' from the drop-down, need to enter Head of Account from which the fund is being transferred, on the basis of HOA selection, HOA description will appear on 'HOA Description' field, then need to enter Head of Account to which the fund is being transferred and similarly HOA description will appear by default. Then the user needs to click on 'Fetch' button. Soon after clicking on 'Fetch' button the allotted budget available in 'From HOA" will appears. Finally the user need to click on submit button to complete the process.

5.2.9.3 Supervisor Level Approval for Re-Appropriation

After doing Re-appropriation at Directorate and Circle level by Users, the same may be approved by the Supervisors of the respective level.

To approve the RE-appropriation initiated by the user, the Supervisor needs to click on 'Fund Allotment' sub card available in 'Budget Module'.

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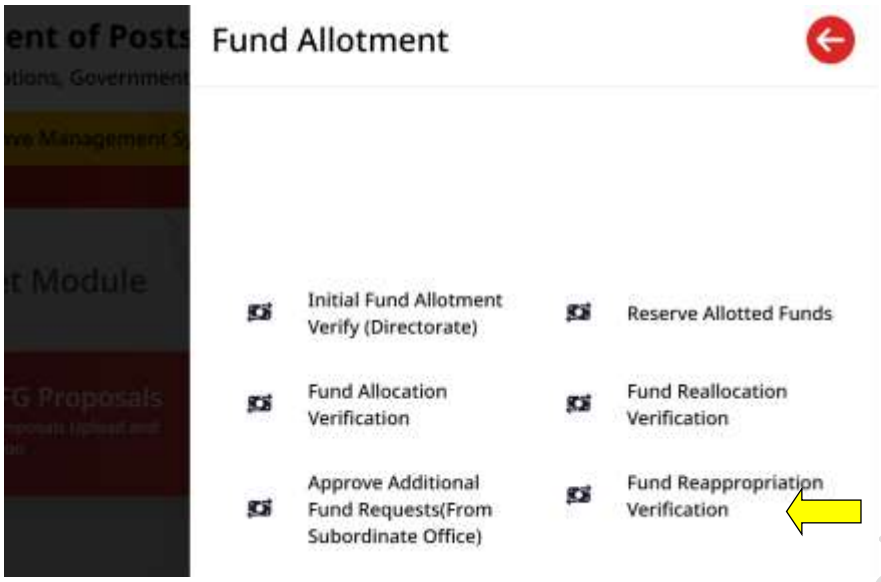
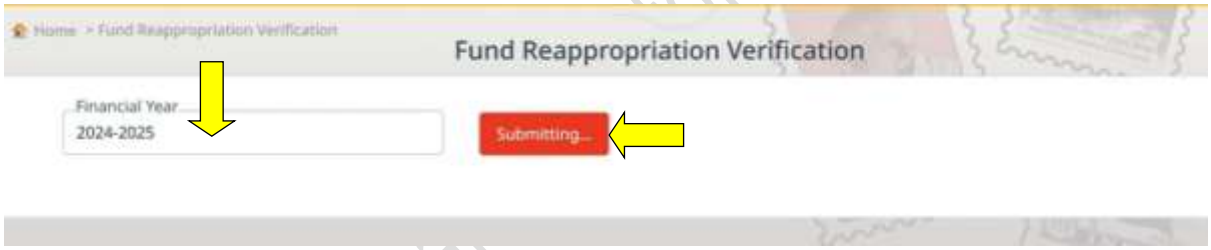


In Fund Allotment screen, the Supervisor needs to click on 'Fund Re-Appropriation Verification' option.



After clicking on Fund Re-Appropriation Verification' option, the Supervisor needs to select 'Financial Year' from the drop-down and click on 'Submit' button. Upon clicking on submit button, the re-appropriate data submitted by the user will appear on the screen. After proper scrutiny the Supervisor will click on 'Approve' button and completes the verification process for Re-Appropriation.

5.3 Monthly Expenditure Plan (MEP)

Monthly Expenditure Plan (MEP) will be done by Division office (DO), Regional Office (RO) and Circle Office (CO). Based on the MEP data Quarterly Expenditure Plan (QEP) will be calculated and 'QEP' reports are being viewed. This Monthly Expenditure Plan will be submitted by Division to Region and Region to Circle.

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5.3.1 User Level MEP Process

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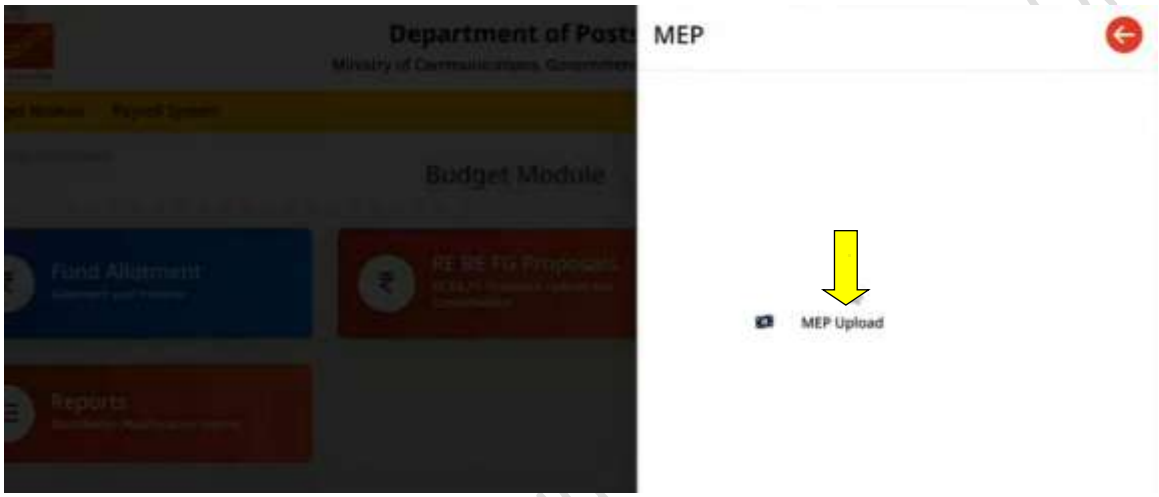
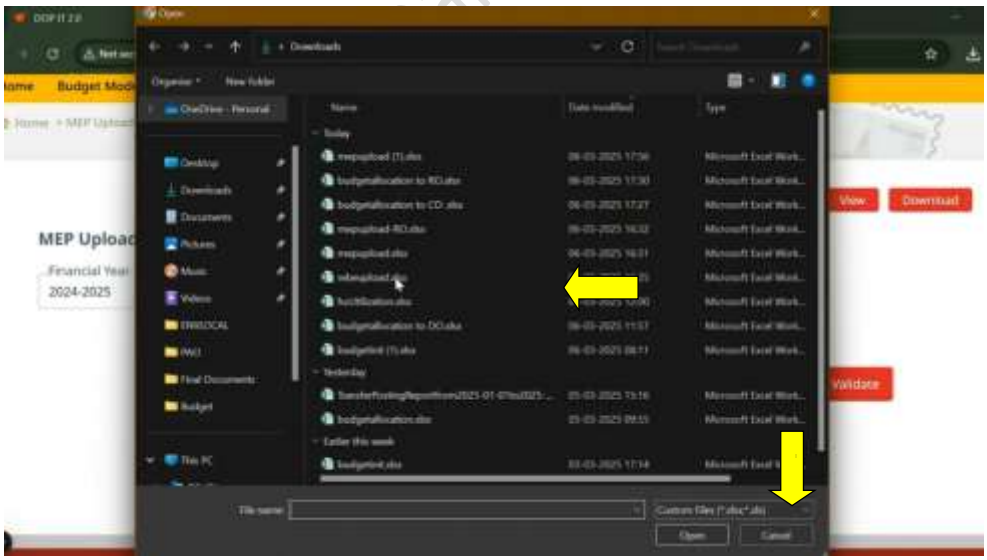
To process MEP, the user needs to click on ‘Expenditure Plans’ sub card available under ‘Budget Module’.

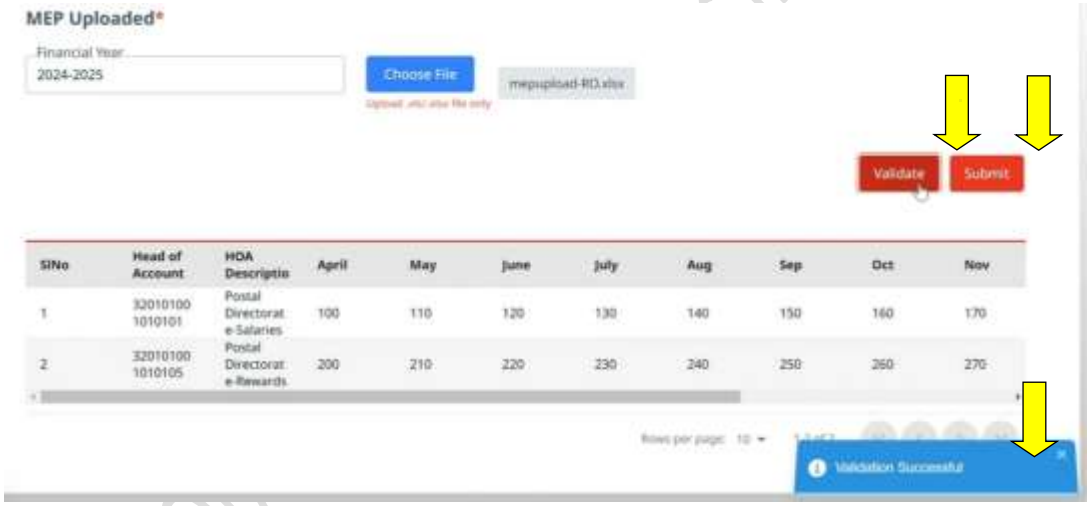


In ‘MEP’ screen, the user needs to click on ‘MEP Upload’ option.



In MEP Upload screen, the user need to choose ‘Financial Year’ from the drop-down and need to select the excel file containing the MEP data.

After choosing an excel file, the data available in the uploaded file will appear on the screen, containing HOA wise and month wise expenditure particulars.



The user need to click on 'Validate' button and soon after clicking on validate button a message stating 'Validation Successful' will appear on the screen. Finally clicks on 'Submit' button.

Upon clicking on Submit button a pop-up message stating "MEP Data Posted Successfully' will appear on the screen.

5.3.2 Supervisor Verification on MEP Upload

To verify the uploaded MEP, the Supervisor needs to click on 'Expenditure Plans' under 'Budget Module'.

In MEP screen, needs to click on 'MEP Upload Verify' option.

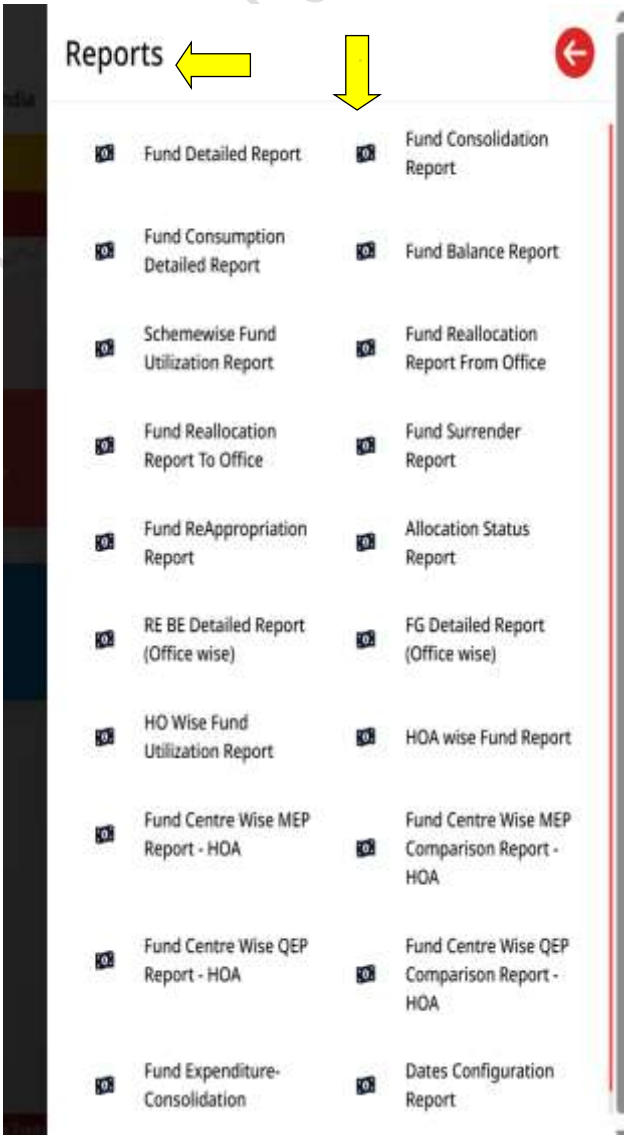
After selecting the financial year the Supervisor needs to click on 'Submit' button. Upon clicking submit button, the uploaded MEP data will appear on the screen and the Supervisor need to click on 'Approve' button to complete the MEP upload verification process.

5.4 Reports

To access the reports, the user needs to click on 'Reports' sub card.

When Reports sub card is clicked, the following Reports options will appear.

1. Fund Detailed Report
2. Fund Consolidation Report
3. Fund Consumption Detailed Report
4. Fund Balance Report
5. Scheme wise Fund Utilization Report
6. Fund Reallocation Report From Office
7. Fund Reallocation Report To Office
8. Fund Surrender Report
9. Fund Re Appropriation Report
10. Allocation Status Report
11. RE BE Detailed Report (Office Wise)
12. FG Detailed Report (Office Wise)
13. HO Wise Fund Wise Fund Utilization Report
14. HOA Wise Fund Report
15. Fund Centre Wise MEP Report – HOA
16. Fund Centre Wise MEP Comparison Report – HOA
17. Fund Centre Wise QEP Report – HOA
18. Fund Centre Wise QEP Comparison Report – HOA
19. Fund Expenditure – Consolidation
20. Dates Configuration Report



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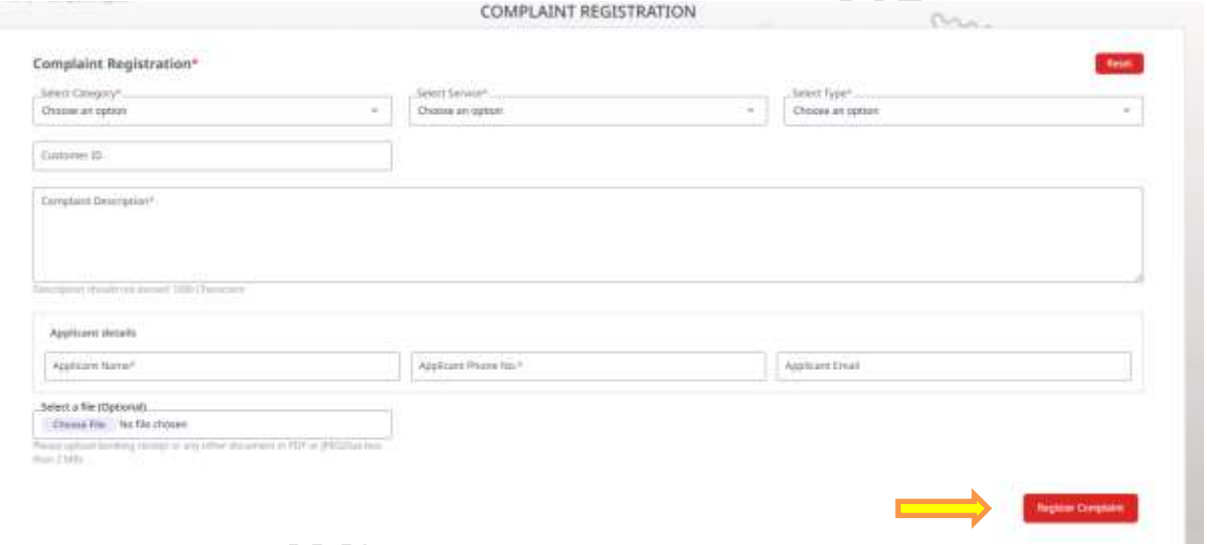
6 Complaint Management System

Upon clicking Complaint Management System, Administrative office will get following sub cards:

1. Complaint Registration
2. Complaint Processing
3. Reports and analytics

6.1 Complaint Registration



Upon clicking on complaint Registration, screen will be enabling for registering complaint.

User has to select the category, service and type of complaint from the drop down and , customer id may enter in the given field.

User has to enter the detailed complaint not exceeding 1000 characters and relevant attachment also may uploaded with file size not exceeding 2MB in JPEG or PDF format.

Applicant name and phone number is compulsory and email id is optional.

After entering all necessary fields, click on “Register Complaint”.

Note: customer may raise complaint through “DAK SEWA” app.

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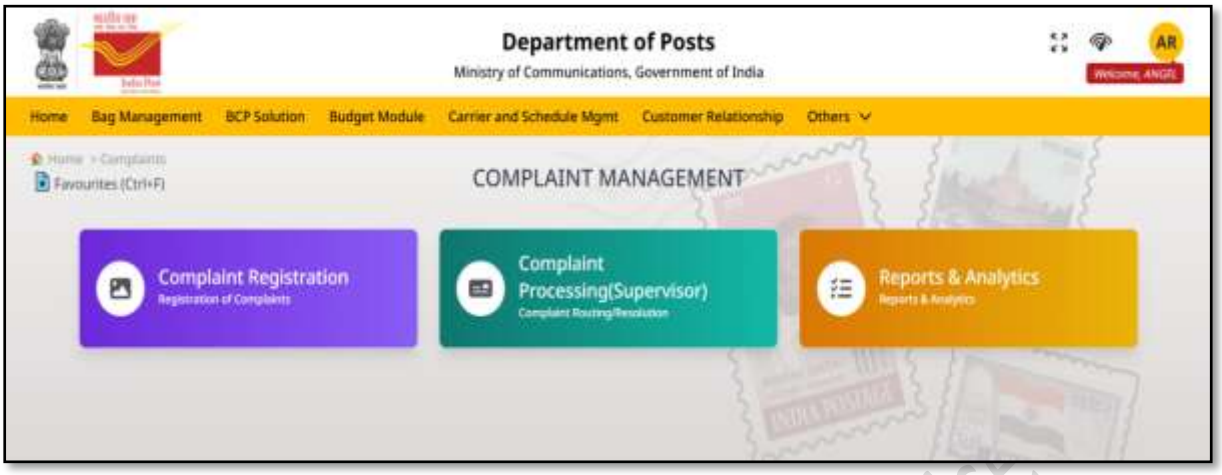
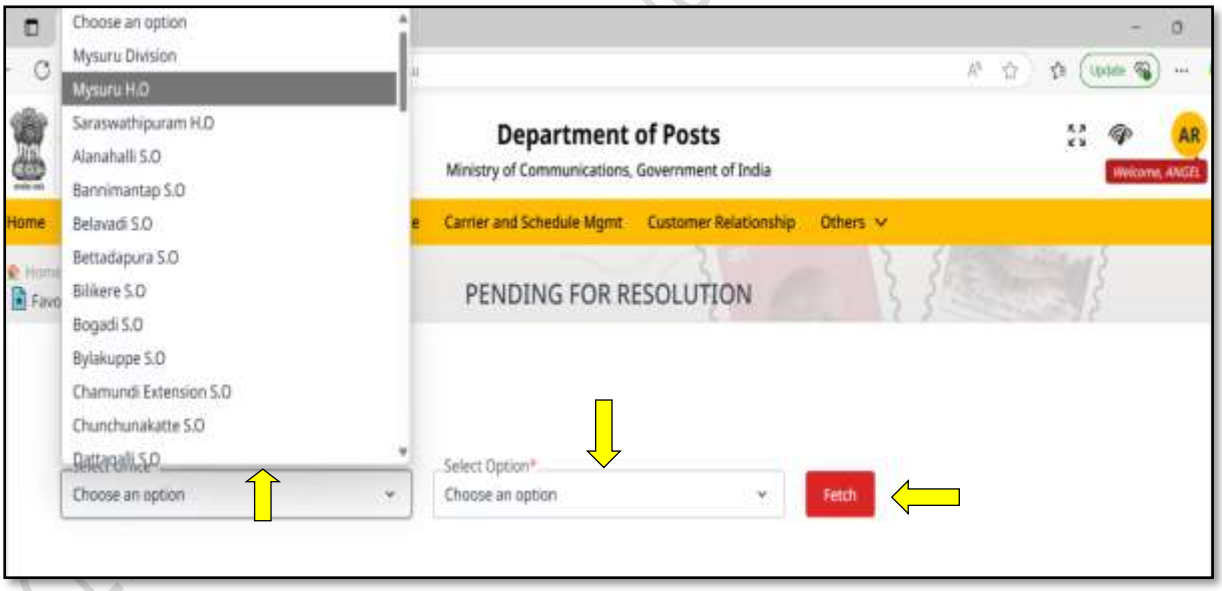
6.2 Complaint Processing (Supervisor)



User with 'Supervisor' role can also perform 'Complaint Registration', 'Complaint Processing'. For processing of complaints, **"Complaint Processing (Supervisor)"** sub-card is provided to the user. Click on **"Complaint Processing (Supervisor)"** sub-card.

Note: Administrative OA also get same option.



Upon clicking on "Complaint Processing (Supervisor)" sub-card, 'Pending for Resolution' screen will appear. Here the user needs click on **'Select Office'**, a list of offices under administrative jurisdiction of the user will be listed. For demonstration purpose 'Mysuru HO' is selected.

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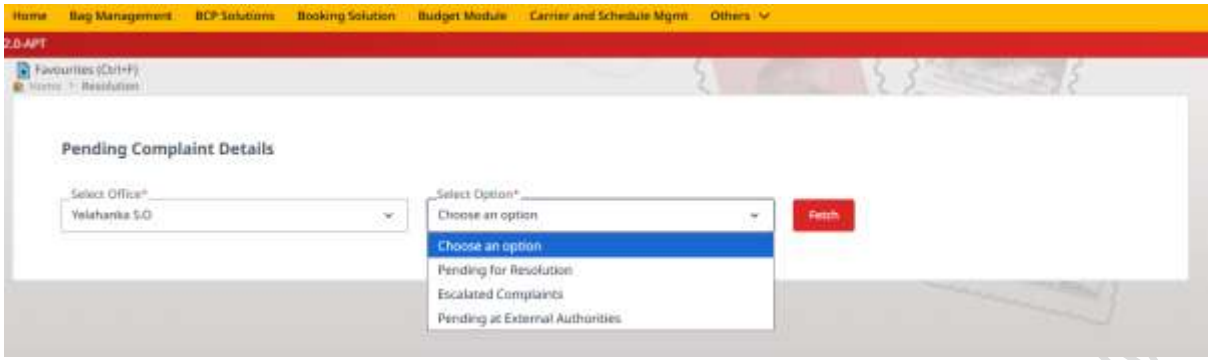


Upon clicking Complaint processing (supervisor) sub card , it will redirect to "Pending complaint Details " page where concerned office has to select office and relevant option from drop down for processing complaints.

Pending for Resolution: Complaint raised by selected office and pending for resolution.

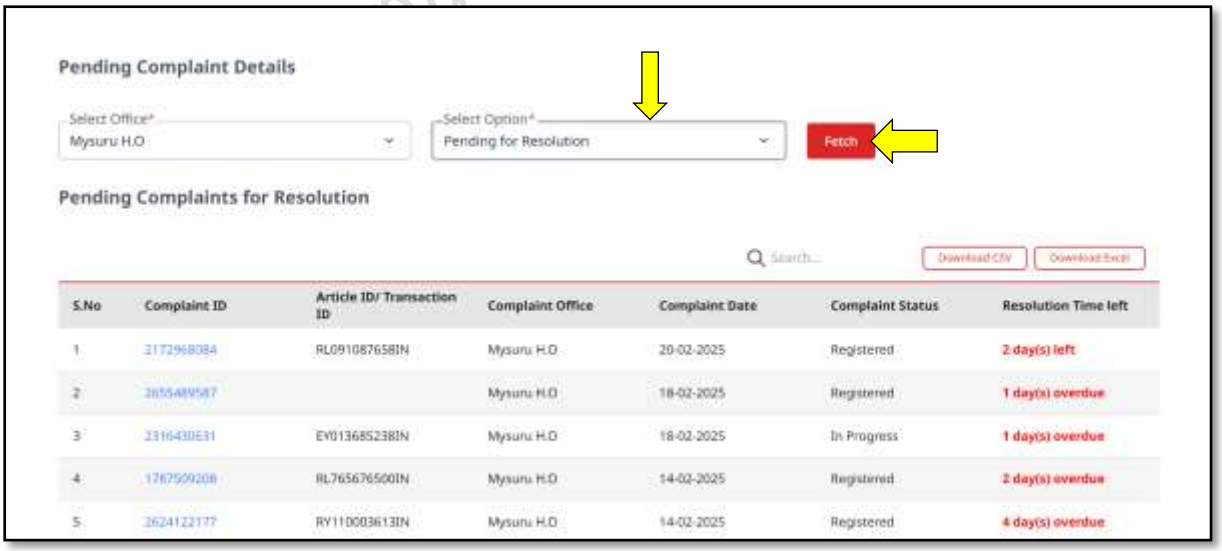
Escalated Complaints: Complaint raised by other office and pending with the office selected from drop down.

Pending at External Authorities: The Complaints which are updated with 'Transfer to external authorities' status, will reflect under 'Pending at External Authorities'

6.2.1 Pending for Resolution

The Supervisors or Administrators can also update the Status of the Complaint by selecting any of the four Options.

Let's learn about the 'Pending for Resolution'



Select the 'Pending for Resolution' Option and Click on 'Fetch' button. After clicking on 'Fetch' button, user can see details of the Complaints which are pending for resolution under the selected office.

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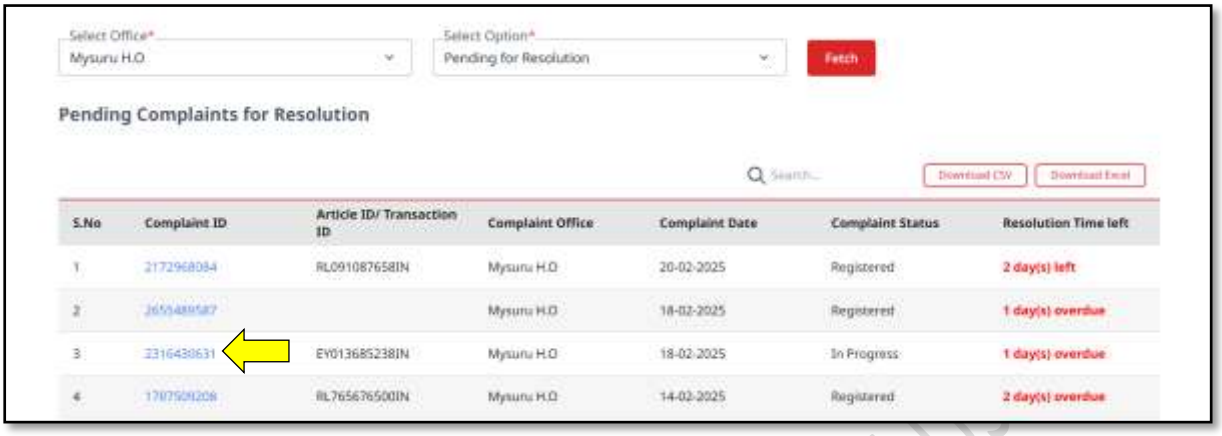
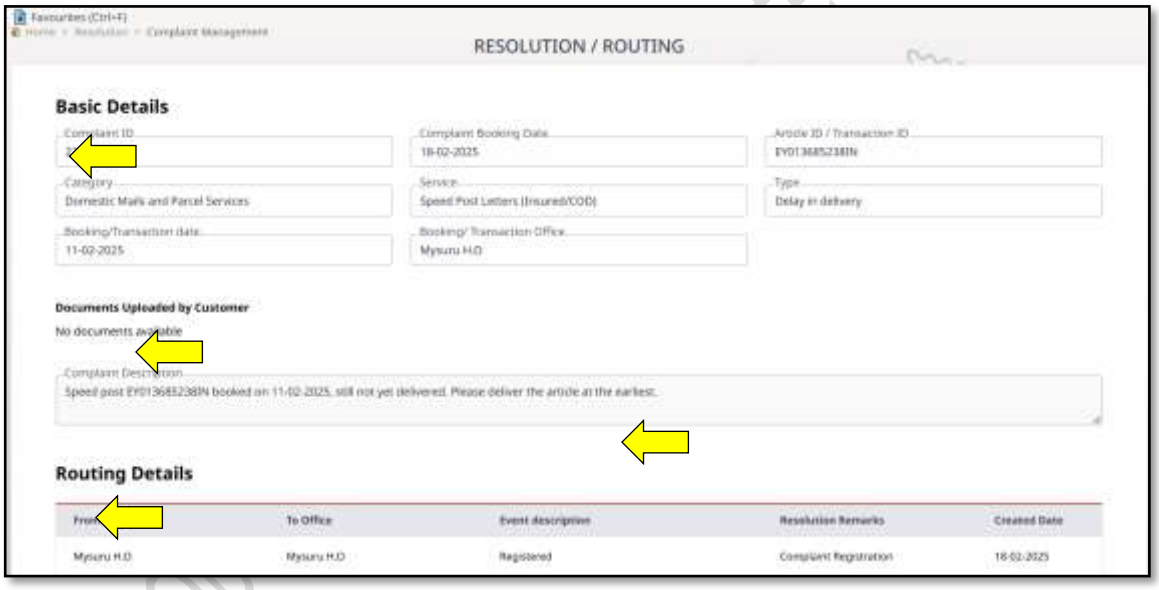
Application also displays the details such as ‘Complaint ID’, ‘Article/Transaction ID’, ‘Complaint Office’, ‘Complaint Date’, ‘Complaint Status’, and ‘Resolution Time left’.



Click on desired ‘Complaint ID’ number.



Upon clicking on ‘Complaint ID’, ‘Resolution/Routing’ screen will be displayed with basic details such as ‘Complaint ID’, ‘Complaint Booking Date’, ‘Article ID/Transaction ID’, ‘Category’, ‘Service’, ‘Type’, ‘Booking/Transaction Date’, ‘Booking/Transaction Office’ and ‘Complaint Description’.

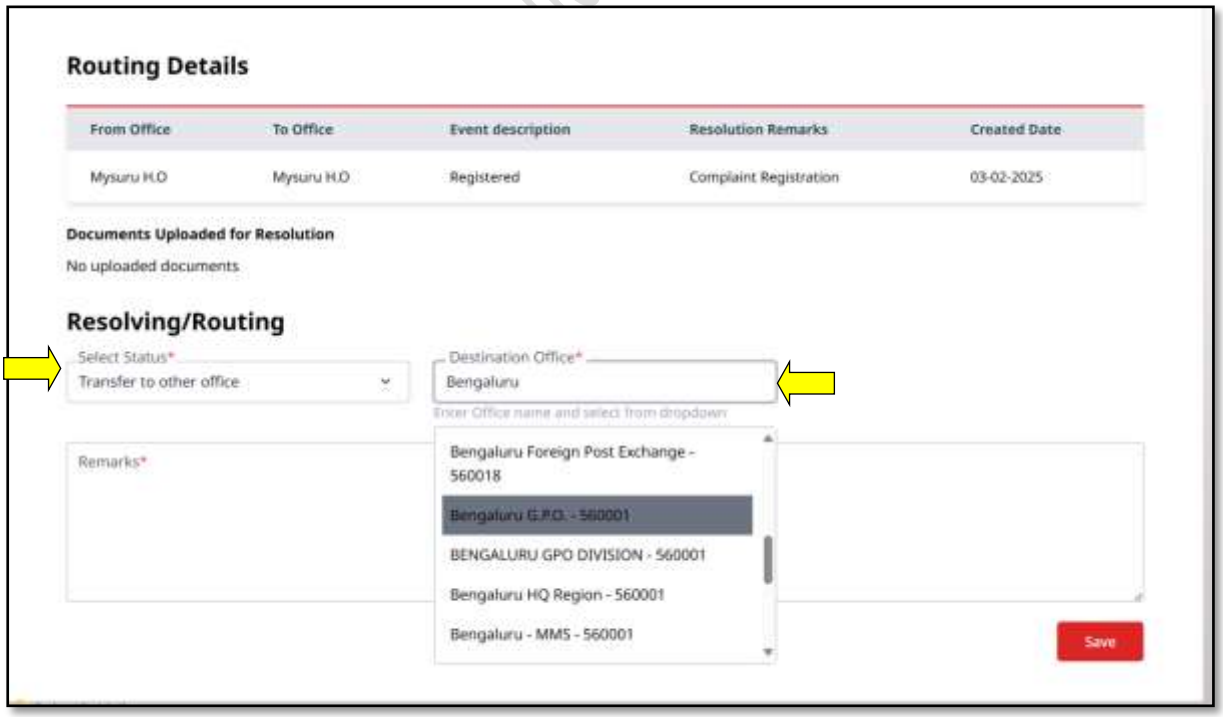
The application also displays the Routing Details which contains the information such as ‘From Office’, ‘To Office’, ‘Event Description’, ‘Resolution Remarks’ and ‘Created date’ (in dd-mm-yyyy format).

The status of the resolution or routing can be updated by selecting the appropriate option under Resolving/Routing drop-down.

At present, the below mentioned are the different status which can be updated against the Complaint.

- Transfer to other Office
- Get Closure Confirmation from Customer
- Additional Information Required
- Transfer to external authorities.

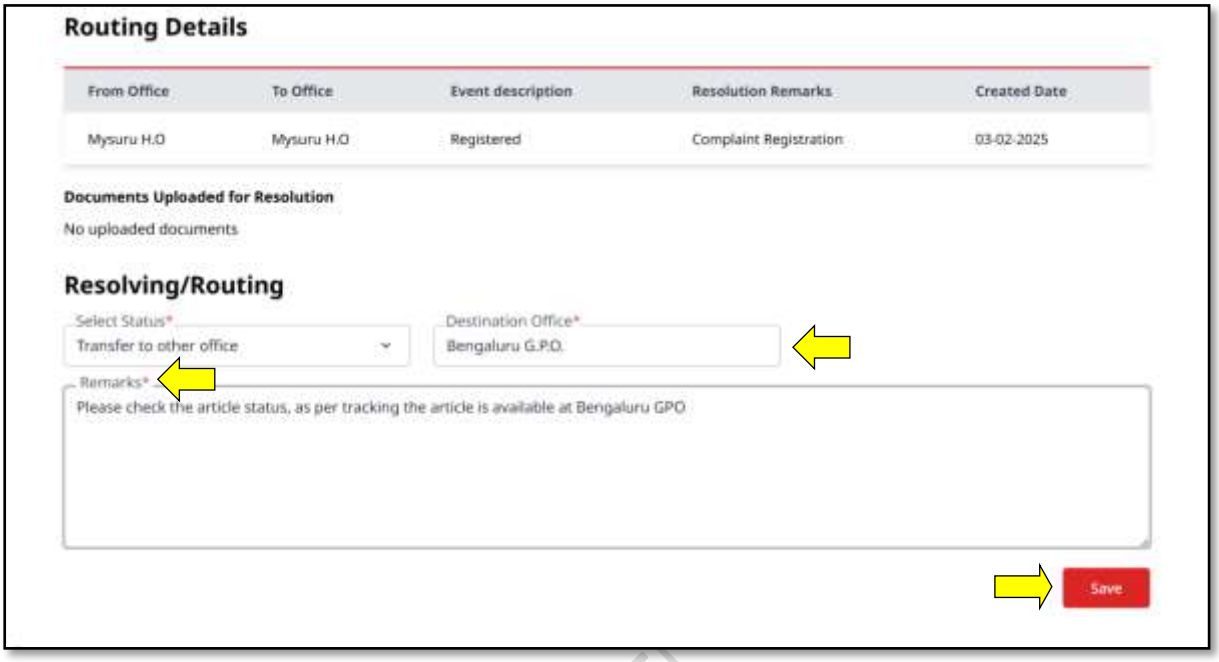
6.2.1.1 Transfer to Other office



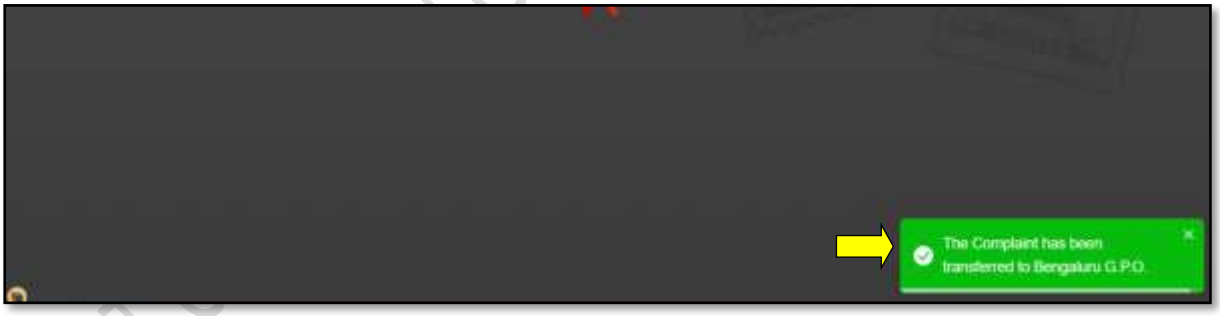
If 'Transfer to other office' status is selected, then application allows the user to transfer the complaint to any other Post Office.

Enter more than 4 characters of Post Office name, then application displays the results based on the characters entered.

Select the Office Name and Enter suitable remarks in the ‘Remarks’ field.

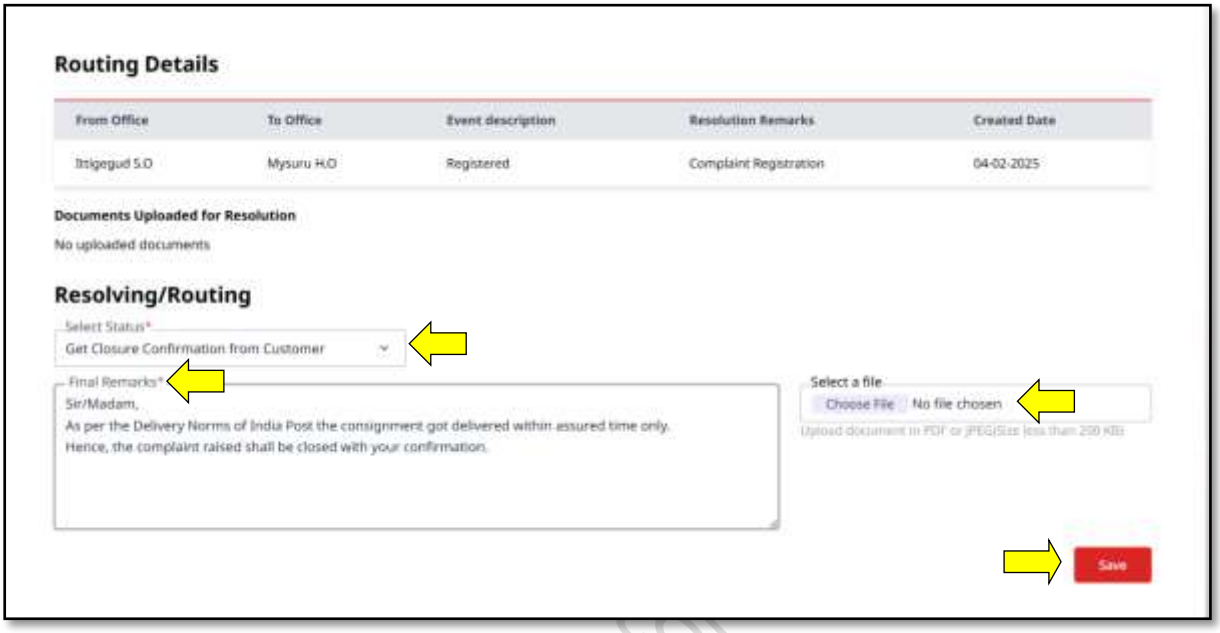


After entering ‘Remarks’, click on ‘Save’ button.



Upon clicking on ‘Save’ button, system displays ‘The Complaint has been transferred to selected office’ pop-up message.

6.2.1.2 Get Closure Confirmation from Customer



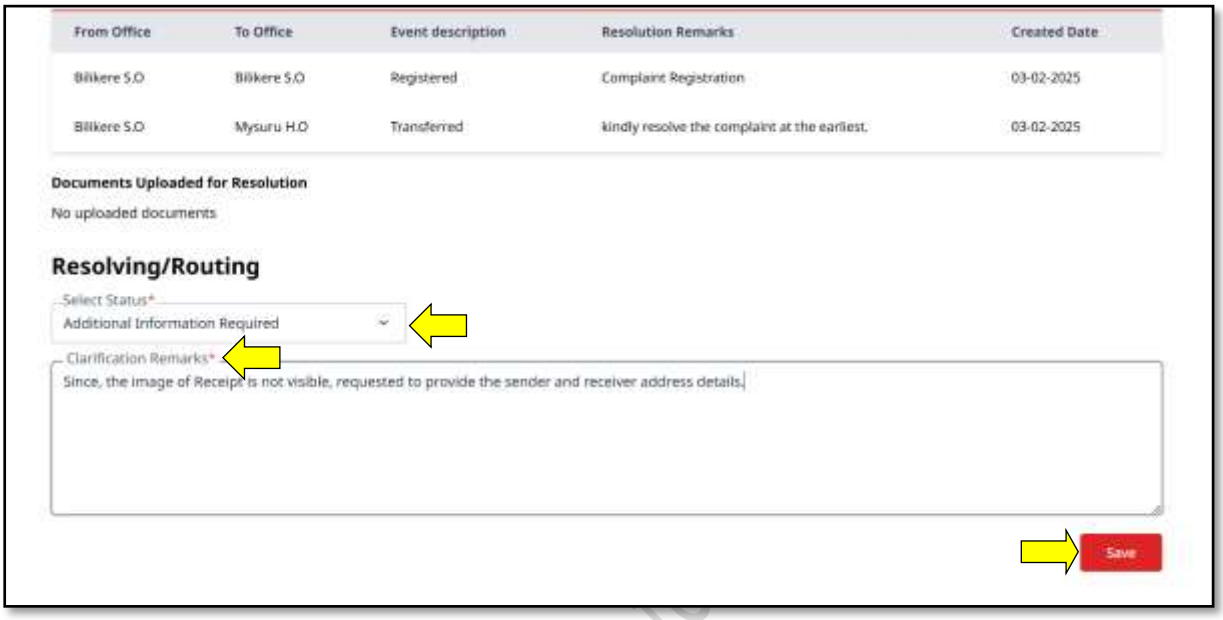
If the ‘Get Closure Confirmation from Customer’ status is selected, then user needs to enter suitable remarks in the ‘Final Remarks’ field.

If any document needs to be uploaded, then the PDF or JPG/JPEG with less than 200KB can be selected.

Click on ‘Save’ button.

Upon clicking on ‘Save’ button, system displays the message ‘The Complaint has been transferred to customer for closure confirmation’.

6.2.1.3 Additional Information required

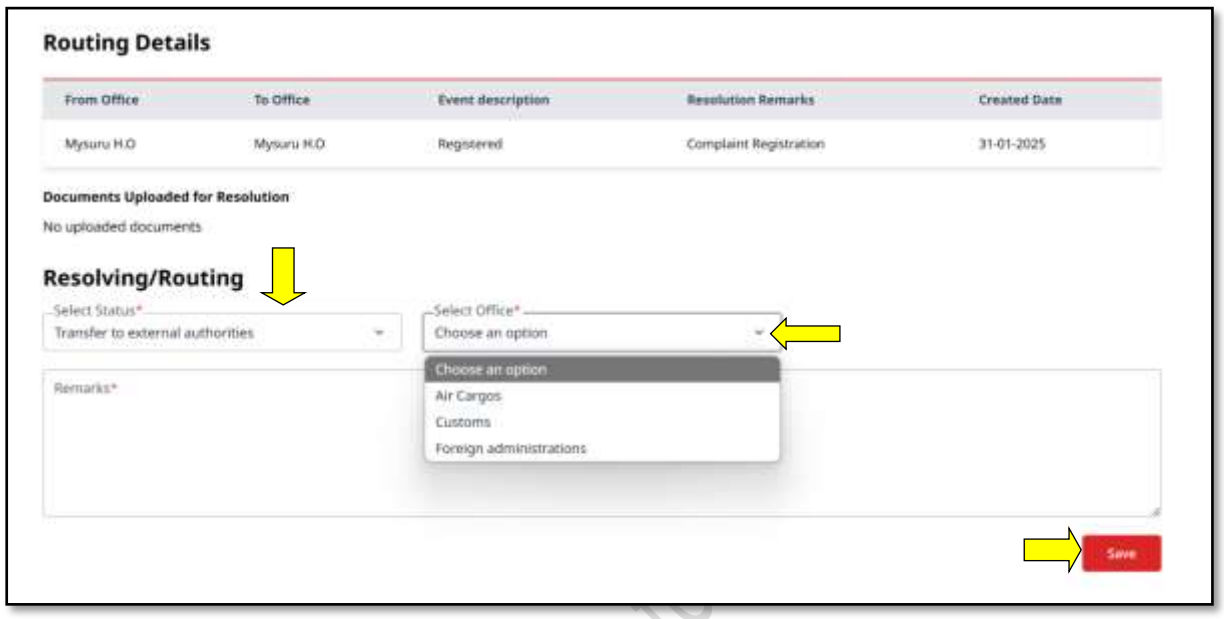


If the Additional Information Required option is selected, then the user has to enter the remarks in 'Clarification Remarks' field.

Click on 'Save' button.

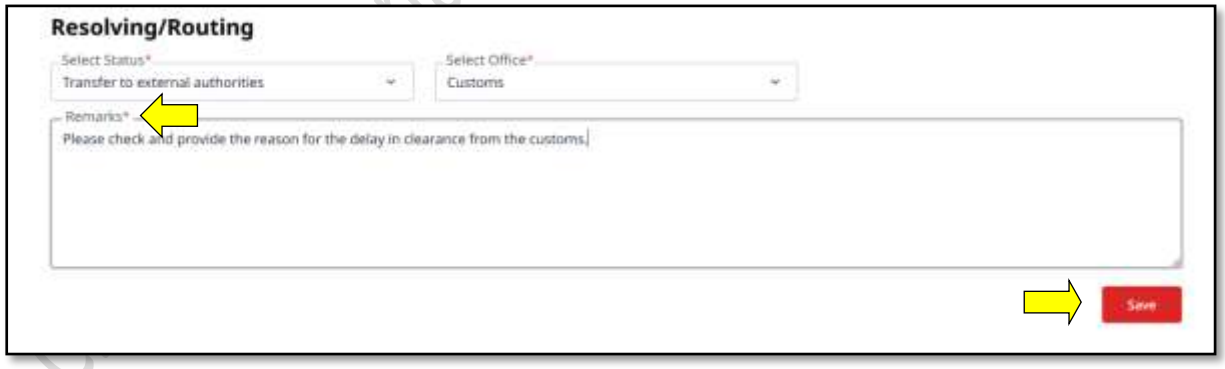
Upon clicking on 'Save' button, system displays the message 'The Complaint has been transferred to Customer for clarification'.

6.2.1.4 Transfer to external authorities:



If the 'Transfer to external authorities' status is selected, then application allows the user to select the external authority viz., Air Cargos, Customs & Foreign administrations to which the complaint needs to be transferred.

Select the required authority from 'select office' drop-down.



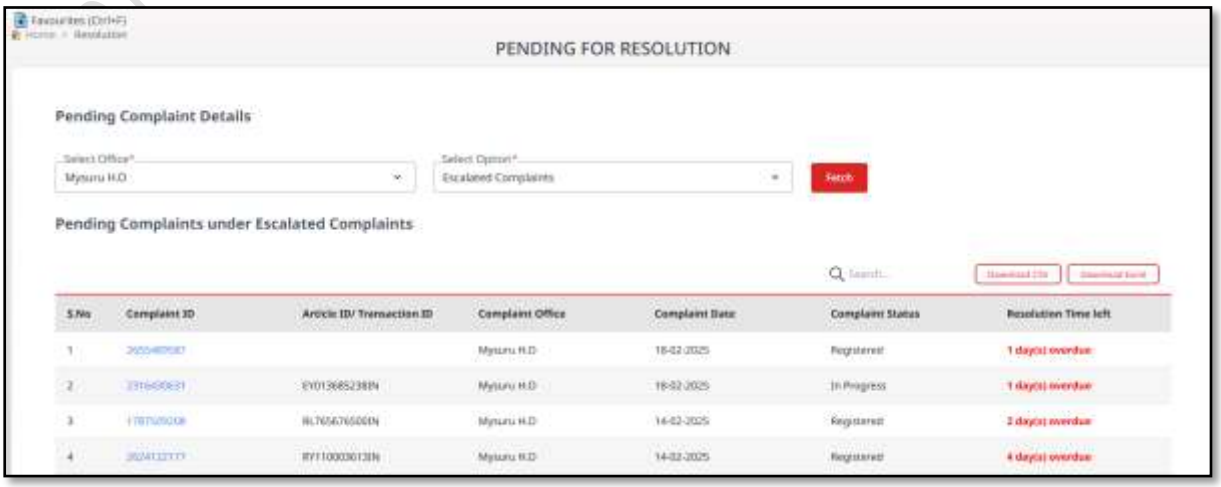
Enter the suitable remarks in 'Remarks' and click on 'Save' button.

Upon clicking the 'Save' button; system displays the 'The Complaint has been transferred to External Authority' message.

6.2.2 Escalated Complaints

The complaints which are not resolved within stipulated time from the date of registration are mapped under the 'Escalated Complaints'. These complaints reflect in Supervisor login (operative and administrative offices). Further, the Supervisor can monitor such complaints or they can also update the status of the complaint.

Select the 'Office' from the drop-down and also 'Escalated Complaints' from the 'Option' and Click on 'Fetch' button.

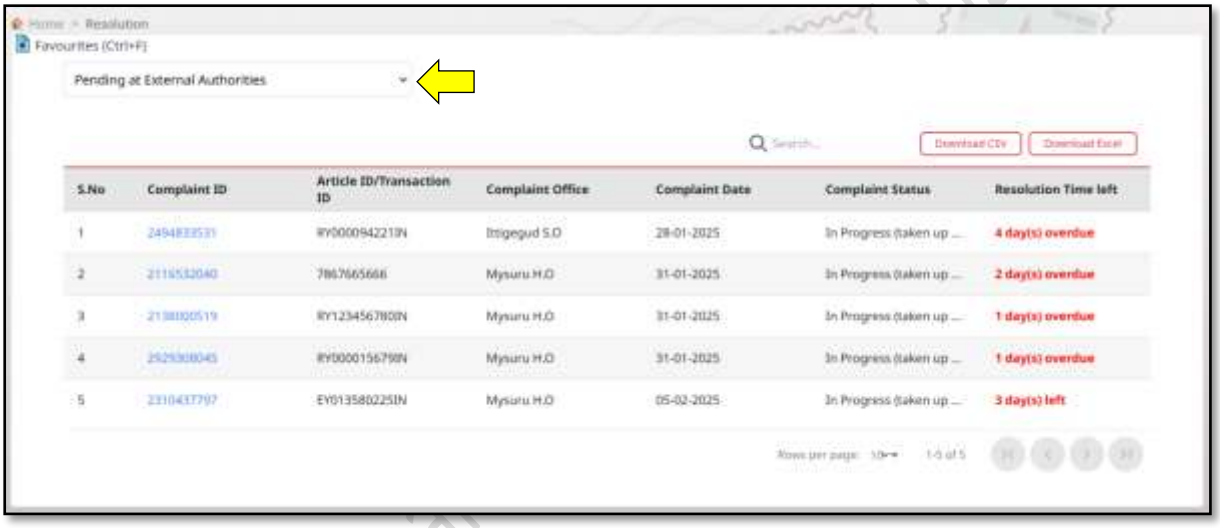


After clicking on ‘Fetch’ button, the application displays the complaints list which are overdue for more than 2 days from the date of its registration.

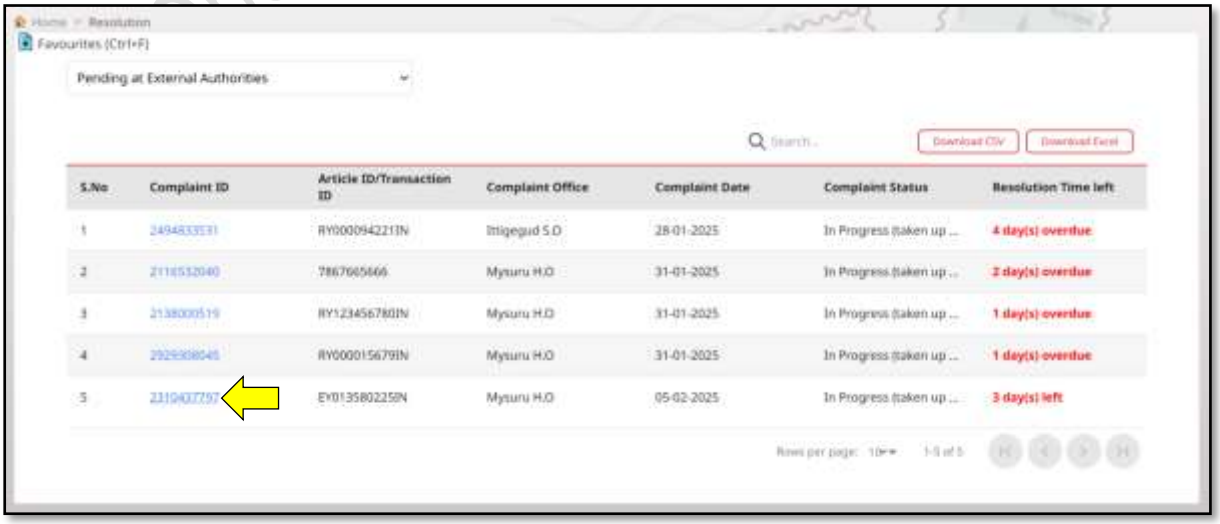
Further, the procedure explained in the ‘Index 4.3.1 Pending for Resolution’ may be followed for updating the appropriate status against the Complaint.

6.2.3 Pending at External Authorities

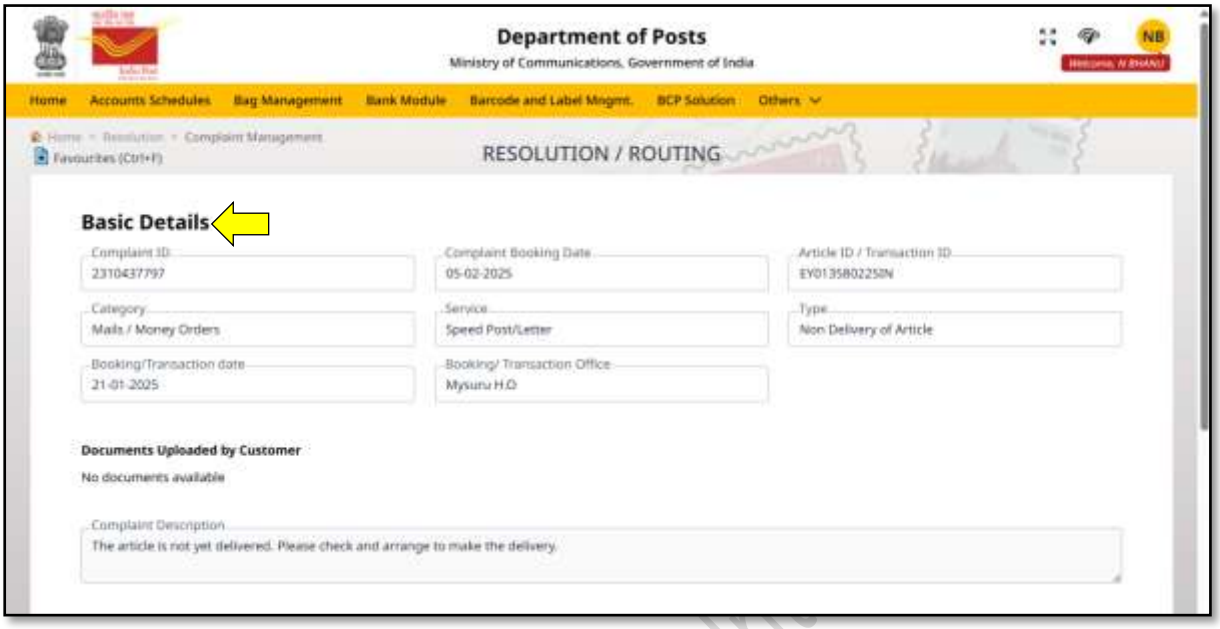
The Complaints which are updated with ‘Transfer to external authorities’ status, will reflect under ‘Pending at External Authorities’



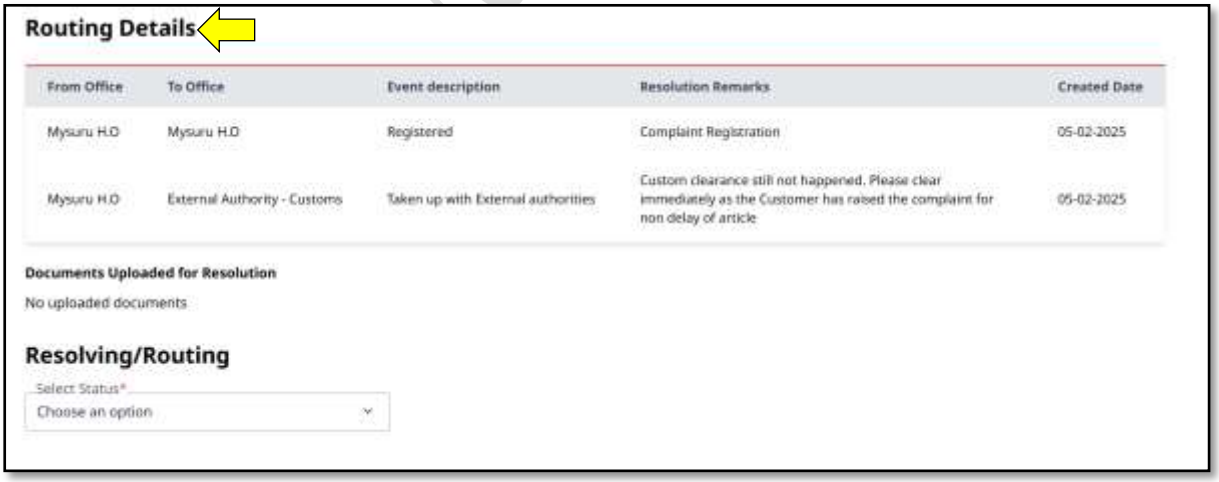
Select the ‘Pending at External Authorities’ from the drop-down.
System displays the details such as ‘Complaint ID’, ‘Article ID/transaction ID’, ‘Complaint Office’, ‘Complaint Date’, ‘Complaint Status’, ‘Resolution Time left’.



Click on ‘Complaint ID’ to view the complaint details and to proceed further.



Upon clicking on ‘Complaint ID’, ‘Resolution/Routing’ screen will be displayed with basic details such as ‘Complaint ID’, ‘Complaint Booking Date’, ‘Article ID/Transaction ID’, ‘Category’, ‘Service’, ‘Type’, ‘Booking/Transaction Date’, ‘Booking/Transaction Office’ and ‘Complaint Description’.



The application also displays the Routing Details which contains the information such as ‘From Office’, ‘To Office’, ‘Event Description’, ‘Resolution Remarks’ and ‘Created date’ (in dd-mm-yyyy format).

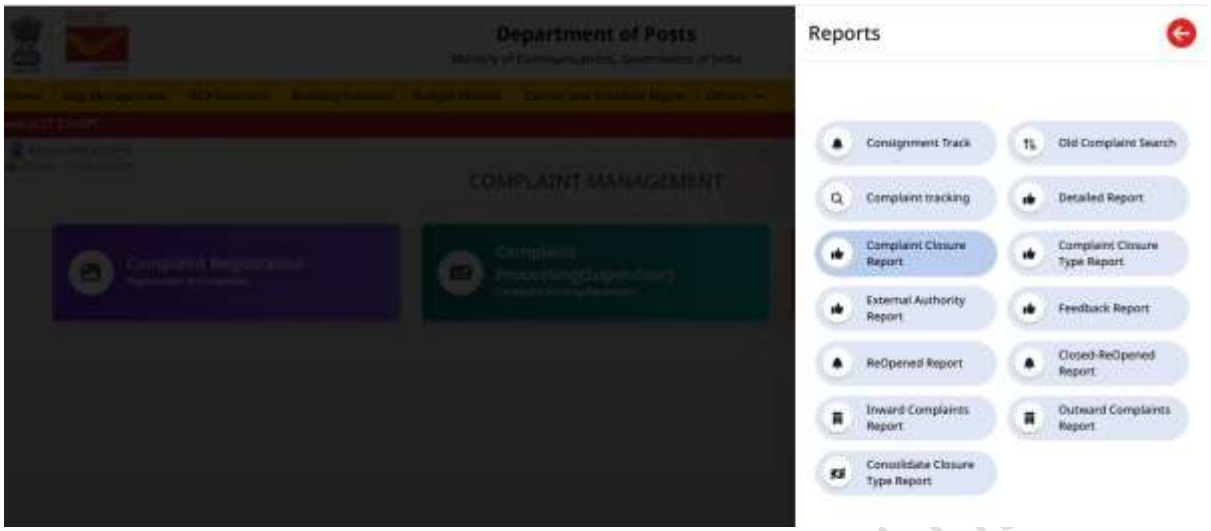
If the reply is received from the External Authorities, then the User shall select the 'Received from External Authorities' Option.

Upon selecting the Option, then User needs to enter the resolution remarks and Click on 'Save' button.

Upon clicking the 'Save' button, system displays 'The Remarks of the Complaint has been received from External Authority has been updated' message.

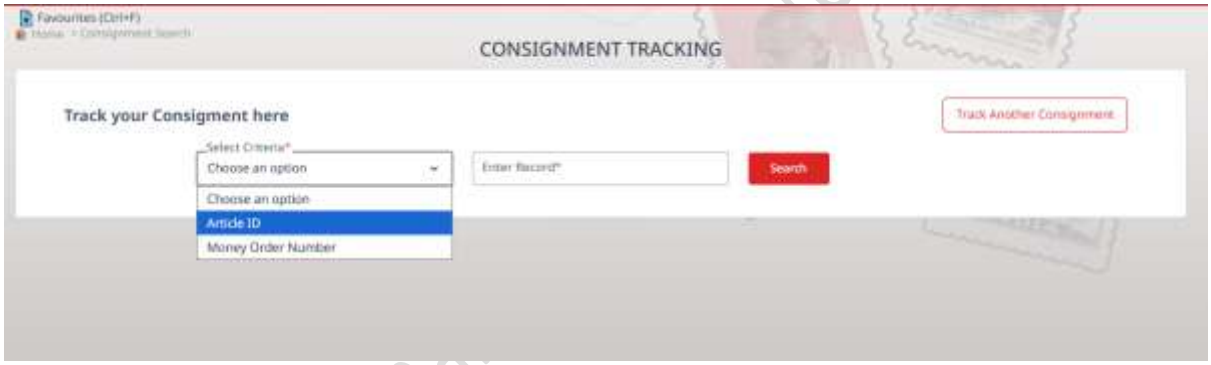
The Complaint will again reflect under the 'Pending for Resolution' and the user can update the appropriate status for the corresponding Complaint ID.

6.3 Reports



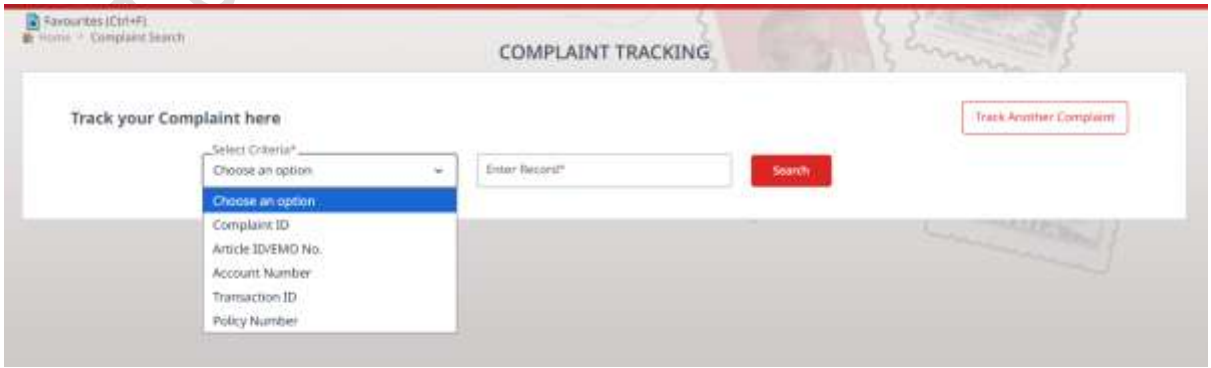
Under Reports and analytics, there are 13 types of reports available.

6.3.1 Consignment Tracking



By selecting the article id and money order number option from drop down and by entering relevant data , user can track the consignment under “Consignment tracking” option.

6.3.2 Complaint Tracking

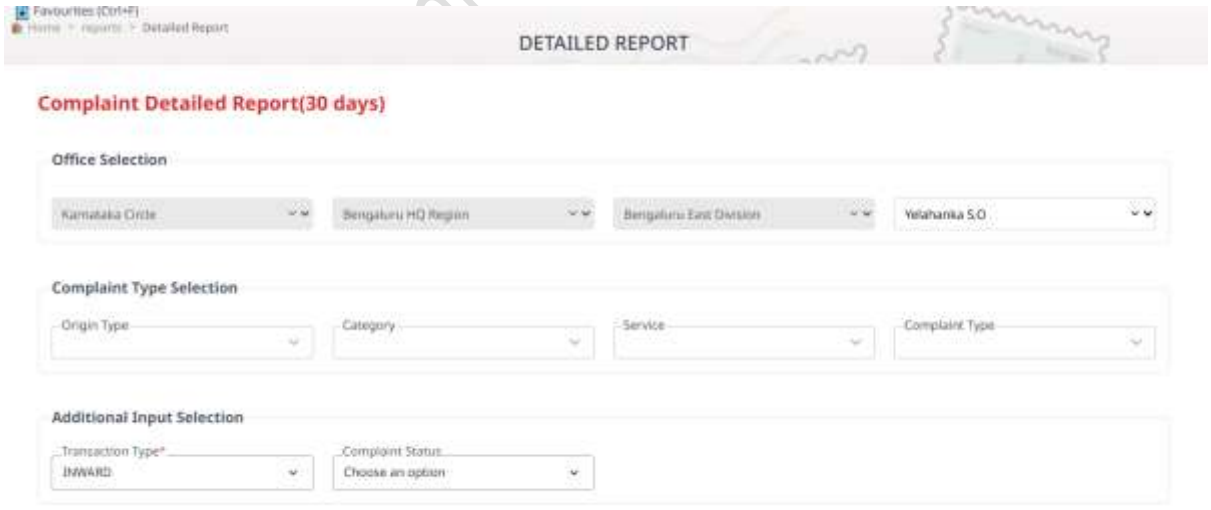


By selecting the complaint id or article id /money order number or account number or transaction ID or Policy number option from drop do and entering relevant data, user can track the complaint under “Complaint tracking “ option.

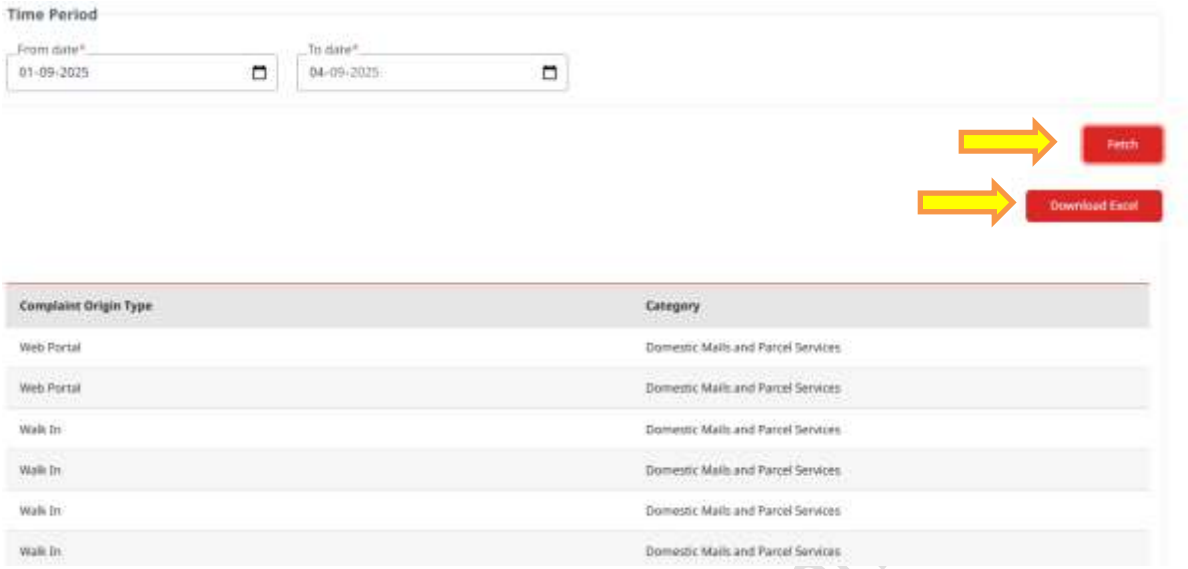
6.3.3 Old Compliant Search

User can

6.3.4 Detailed Report

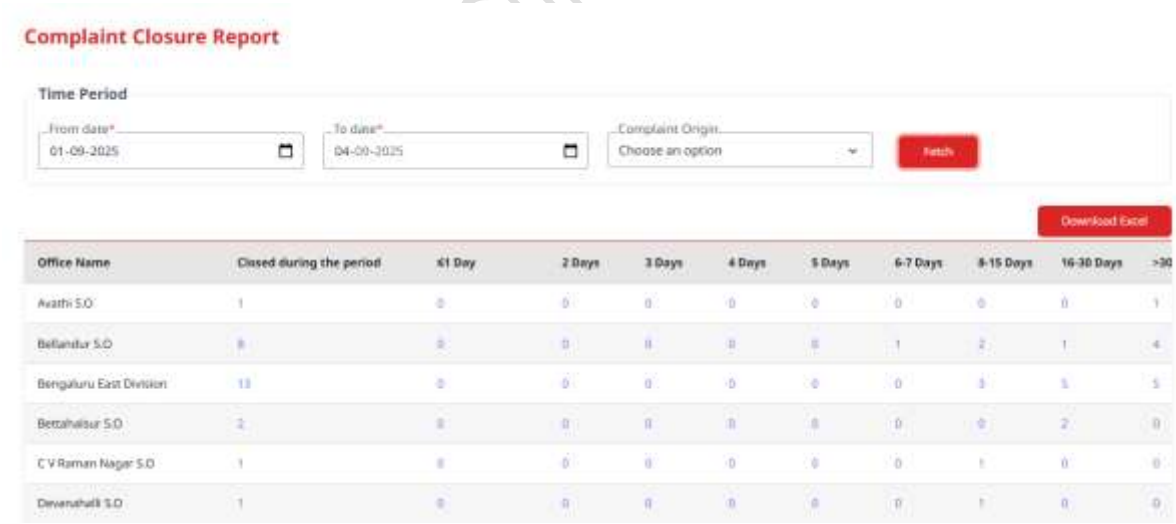


User can generate complaint detailed report using “Detailed Report” option based on Transaction type for the specific period.



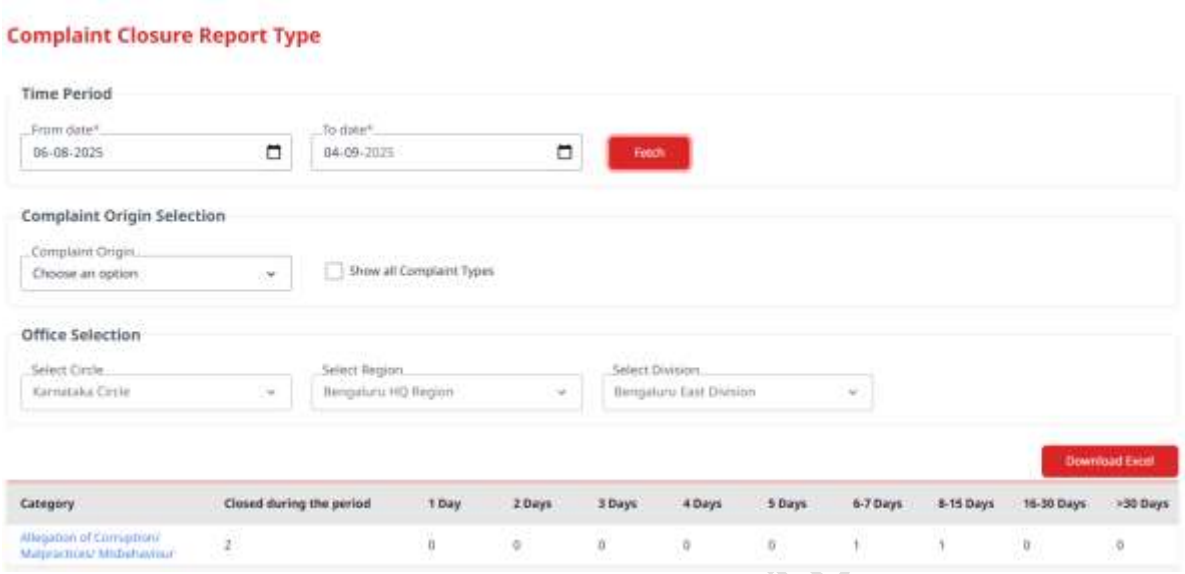
After selecting all the details, user has to click on “fetch” to generate report. User can download the report by click on “Download Excel” option

6.3.5 Complaint Closure Report



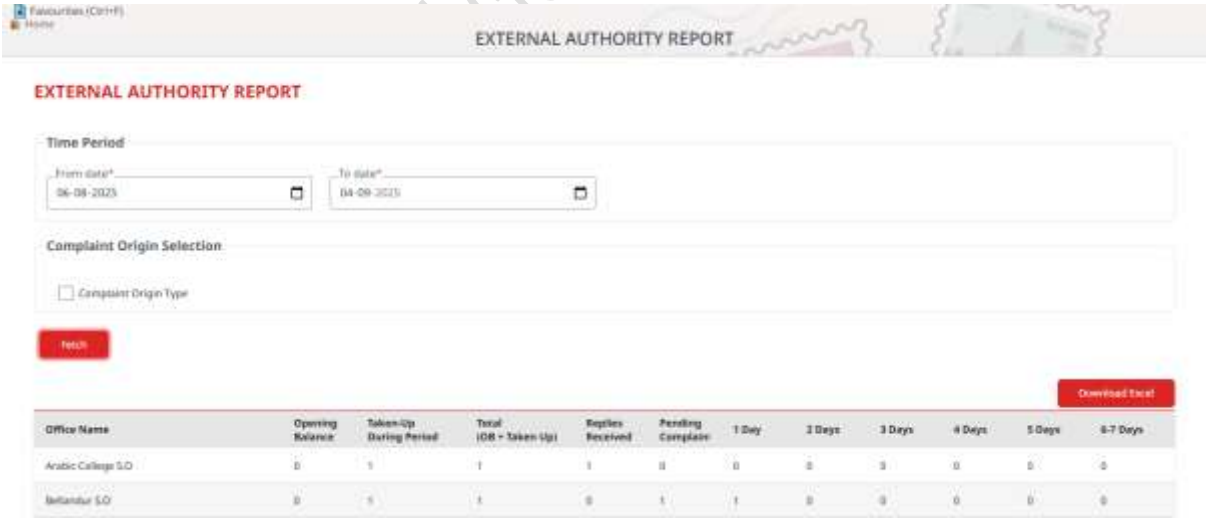
For the Specific Date range, User can generate complaint closure report office wise under their jurisdictions using “Complaint Closure Report” option .

6.3.6 Complaint Closure Type Report



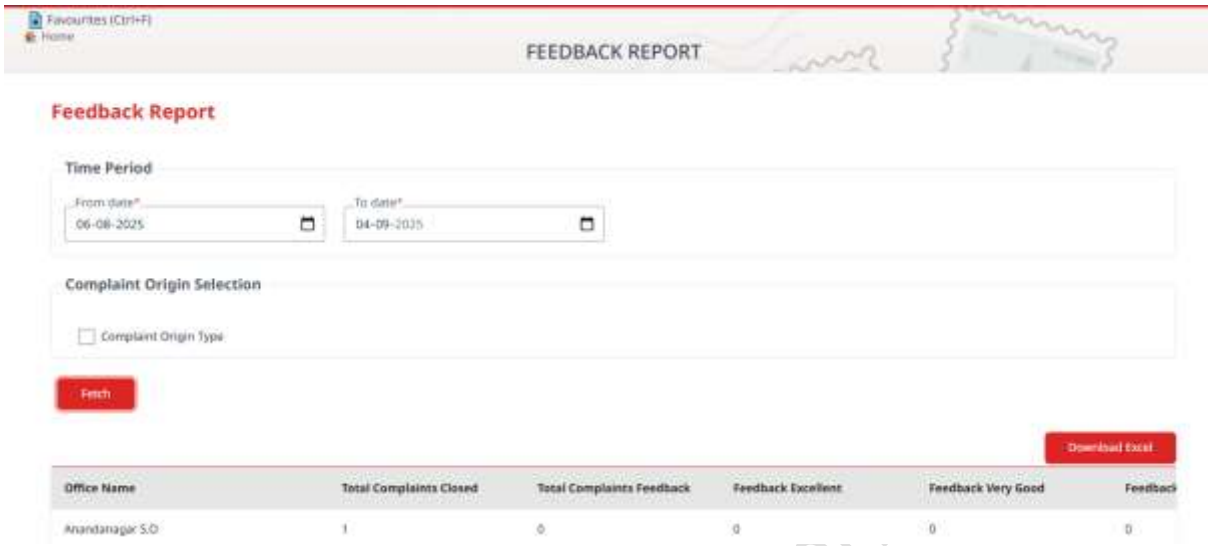
For the Specific Date range, User can generate complaint closure report by complaint category wise under their jurisdictions using “Complaint Closure Type Report” option .

6.3.7 External Authority Report



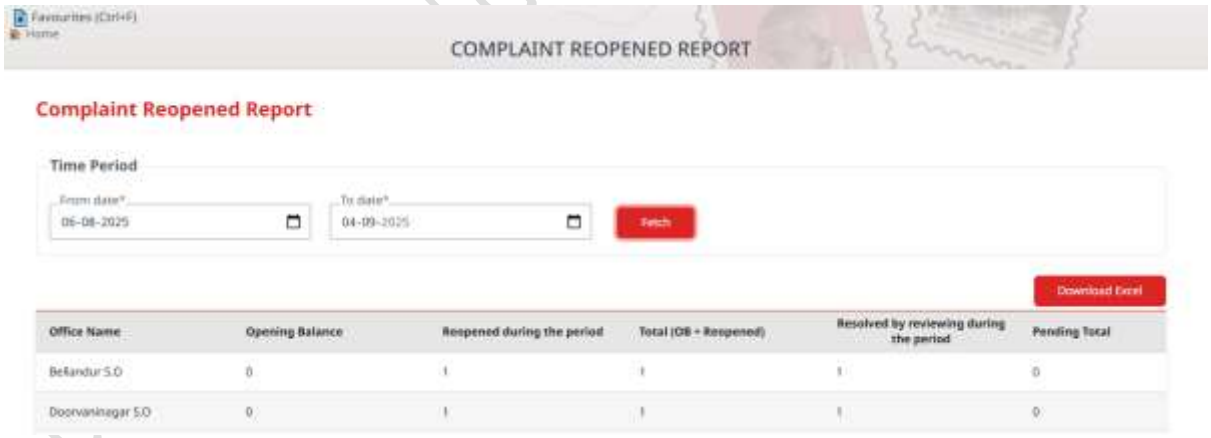
For the Specific Date Range, User can generate report for which complaints transfer to external authority by office wise under their jurisdictions using “External Authority Report” option.

6.3.8 Feedback Report



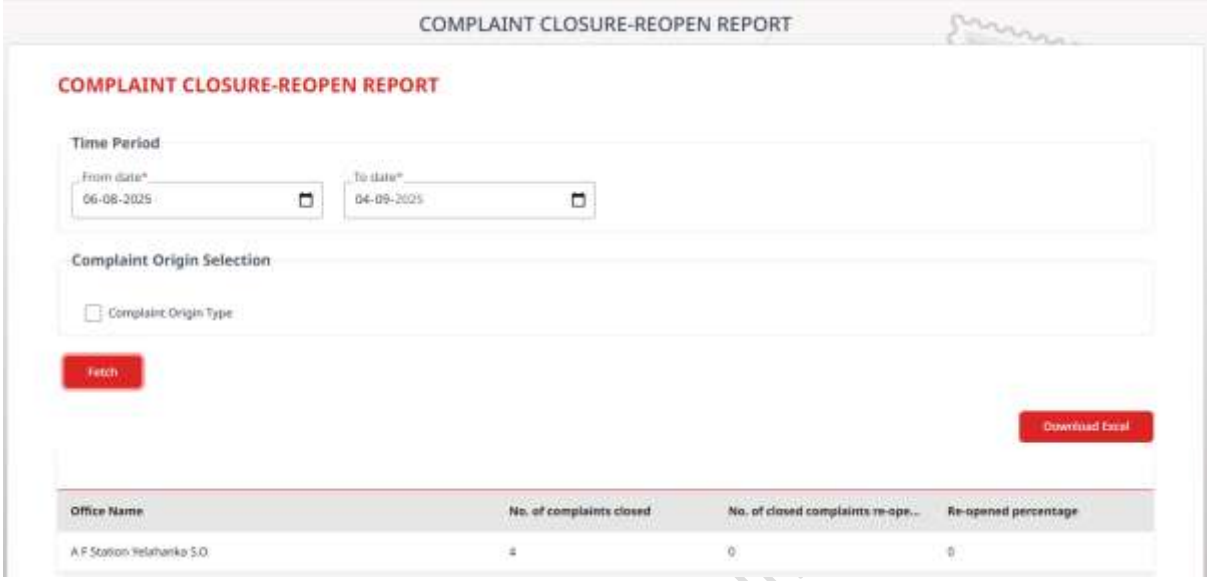
For the Specific Date Range, User can generate report of feedback ratings given by customers for closed complaints by the concerned Supervisors of Operative and Administrative offices.

6.3.9 Complaint Reopened Report



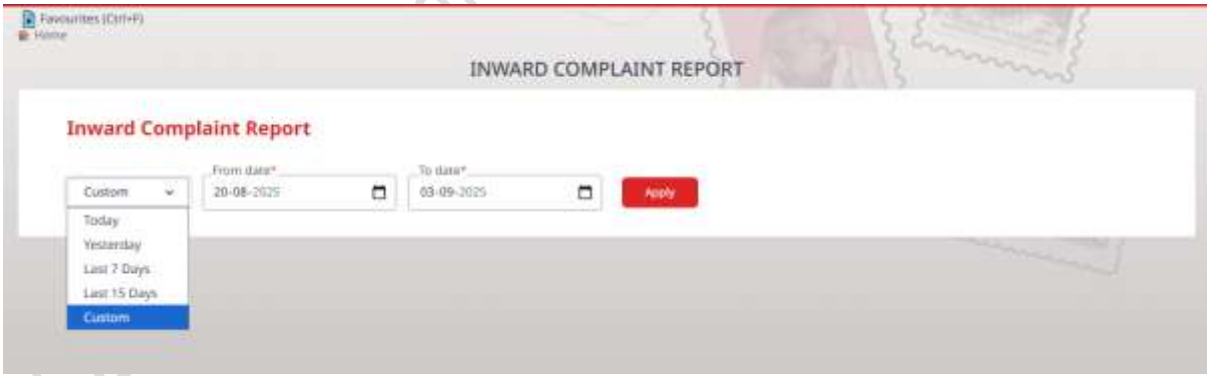
For the Specific Date Range, User can generate report of closed complaints reopened by office wise.

6.3.10 Complaint Closure reopened Report



For the Specific Date Range, User can generate report of complaints closed and reopened by office wise with complaint re-opened percentage.

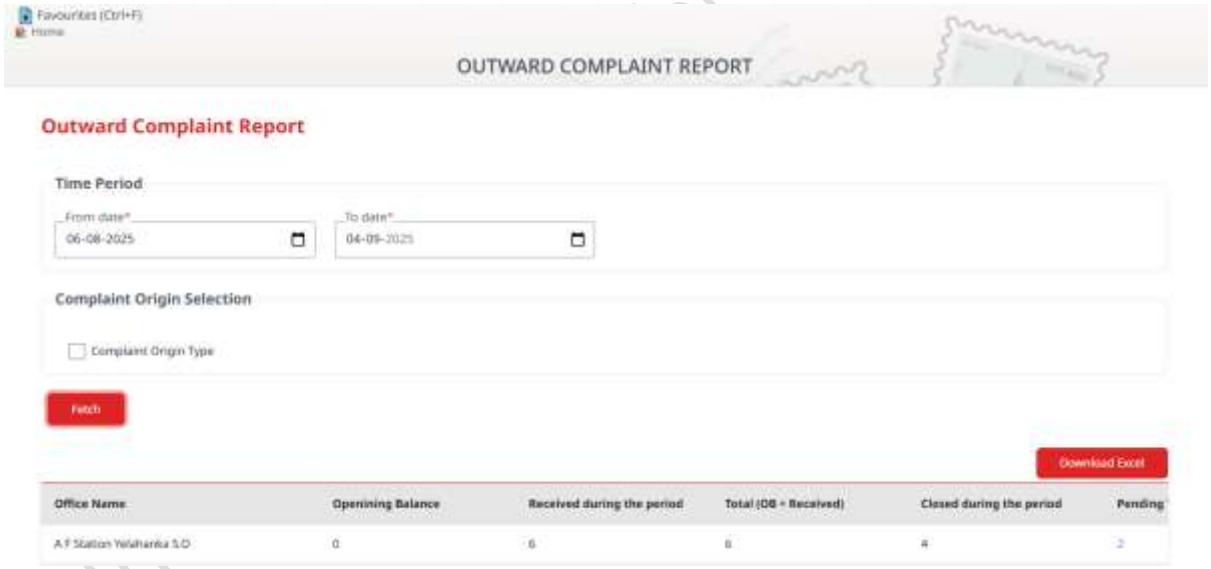
6.3.11 Inward Complaint Report



User can generate inward complaints reports office-wise on different date range.

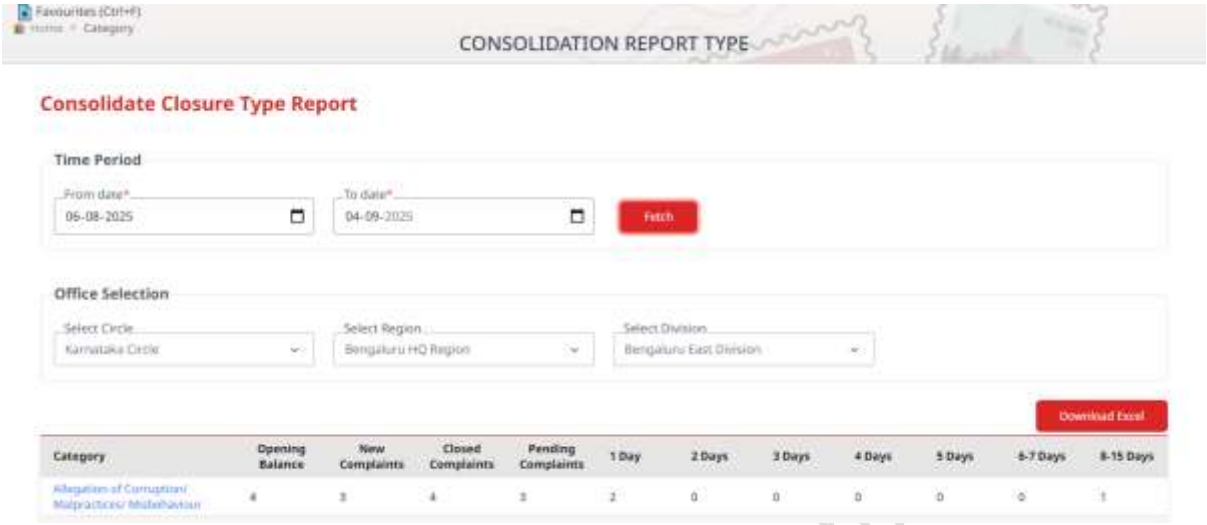
Also can generate for specific Date Range by selecting custom option from drop down .

6.3.12 Outward Complaint Report



For the Specific Date Range, User can generate report of outward complaints by office wise.

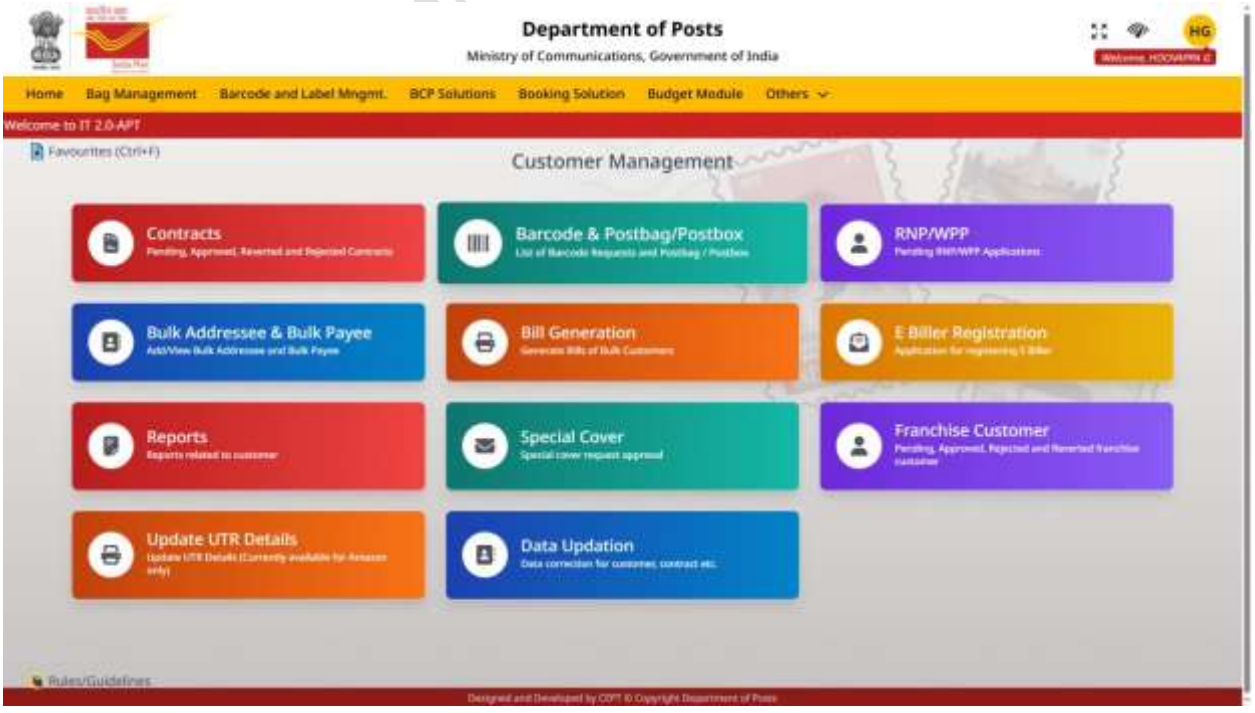
6.3.13 Consolidate Closure Type Report



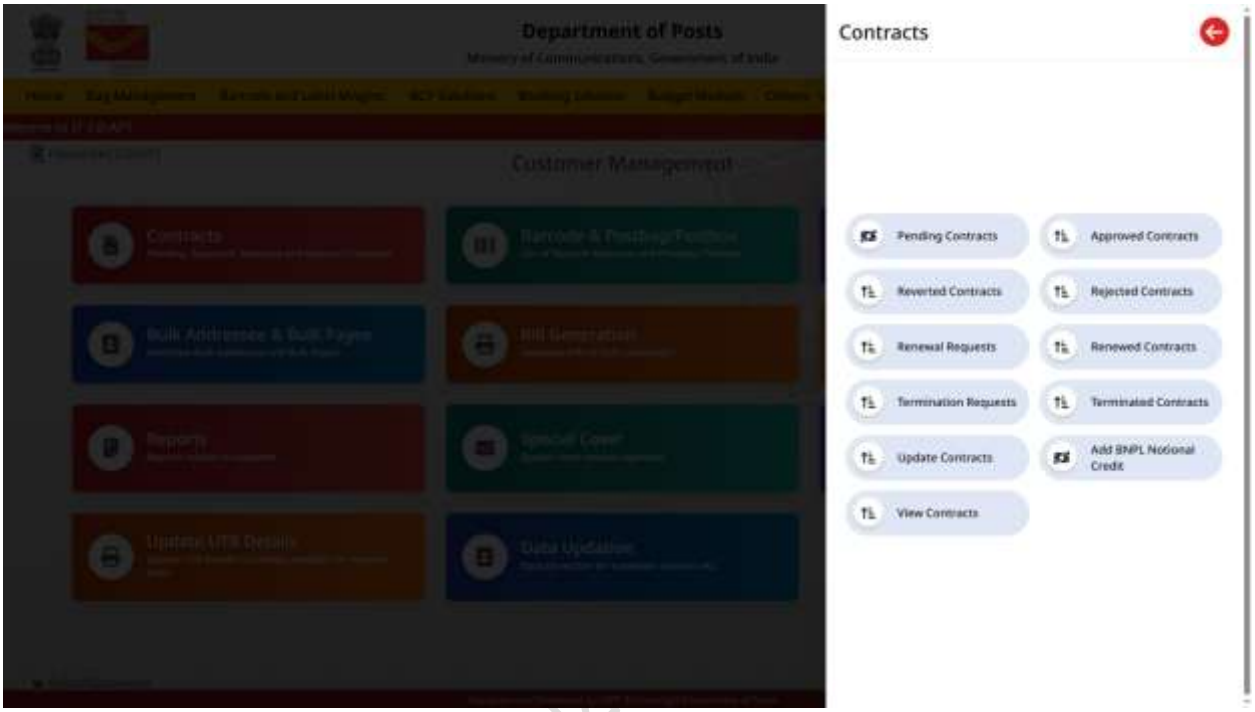
For the Specific Date Range, User can generate report of complaints closure by category wise.

7 Customer Relationship Management

In this section, Customer related requests can be processed at administrative offices is explained.



7.1 Contracts



Upon clicking “contracts” sub card, there are eleven option

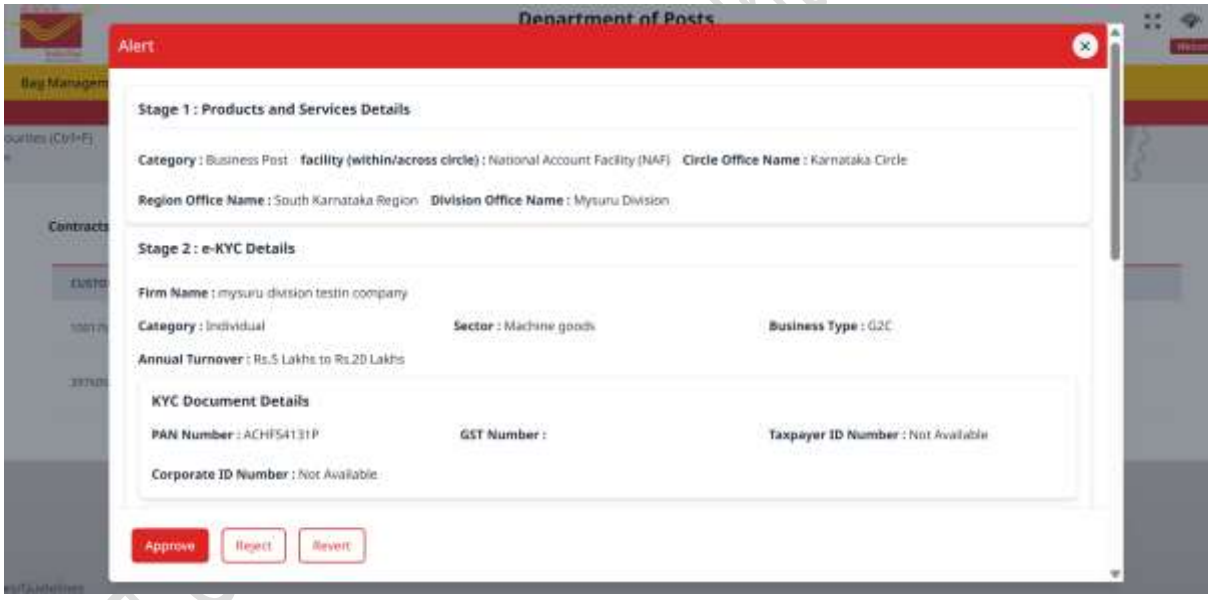
1. Pending contracts
2. Approved contracts
3. Reverted contracts
4. Rejected contracts
5. Renewal requests
6. Renewed contracts
7. Termination Requests
8. Terminated contracts
9. Update contracts
10. Add BNPL Notional credit
11. View contracts

CEPI Operational Guide

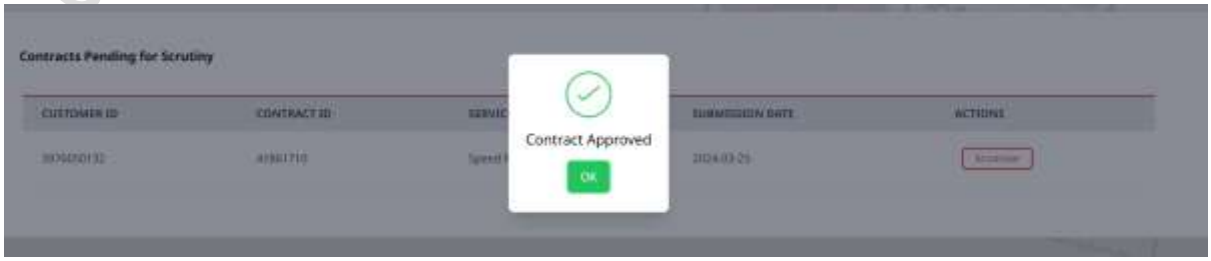
7.1.1 Pending contracts

7.1.1.1 Approve

Upon clicking “Pending contracts” option, it will redirect to “contracts Pending for scrutiny” screen. All the contracts submitted by the customers are listed out here. Click on “Scrutinize” option available in front of contract requests.

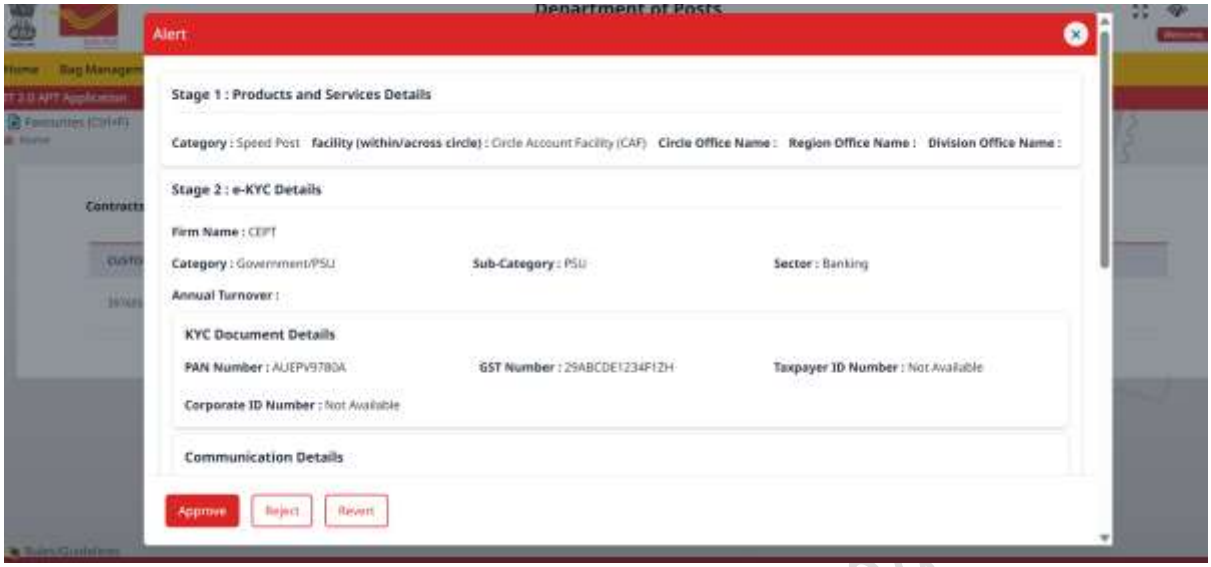


After verifying the details, Click on “Approve” , if all details found correct.

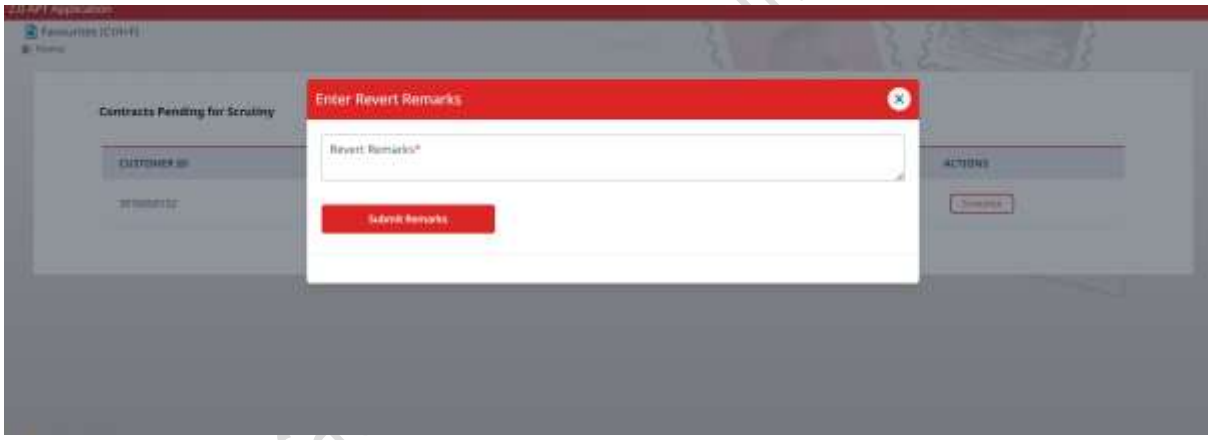


A pop up message “Contract Approved” will displayed.

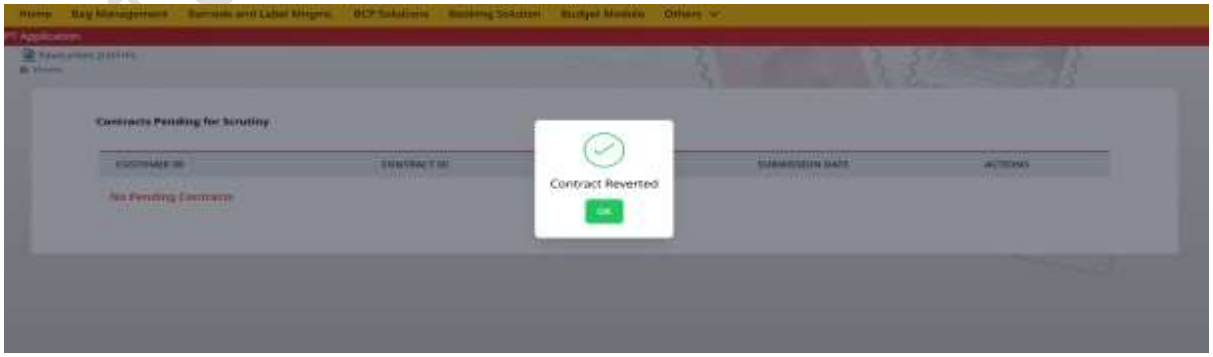
7.1.1.2 Revert



Click on “Revert”, if any documents/clarification required from the customer.

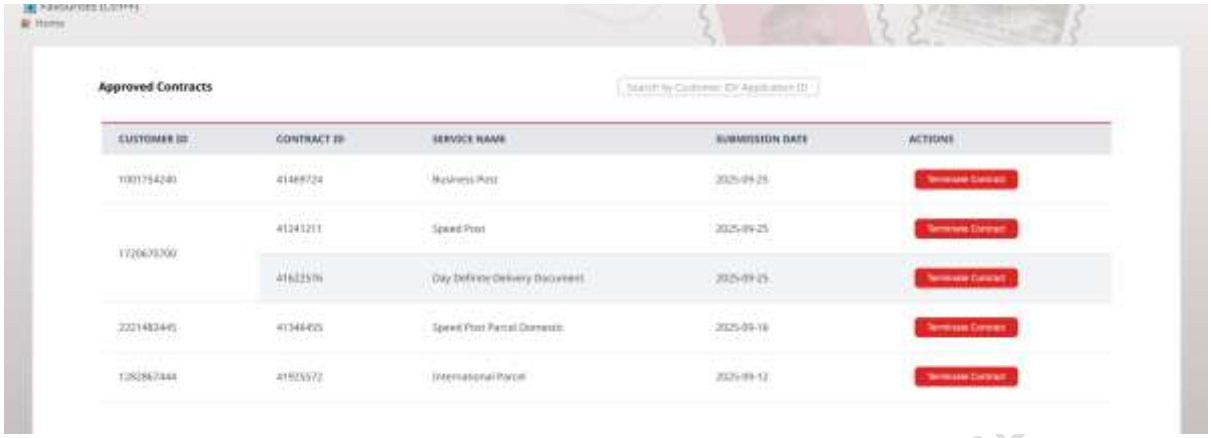


Enter revert remarks and click on “Submit Remarks” option.



A pop up message “Contract Reverted” will displayed.

7.1.2 Approved contracts



Upon clicking “Approved contracts” option, it will redirect to “Approved contracts” screen. All the Approved are listed out here.

7.1.3 Reverted contracts

Upon clicking “Reverted contracts” option, it will redirect to “Reverted contracts” screen. All the Reverted contracts are listed out here.

7.1.4 Rejected contracts

Upon clicking “Rejected contracts” option, it will redirect to “Rejected contracts” screen. All the Rejected contracts are listed out here.

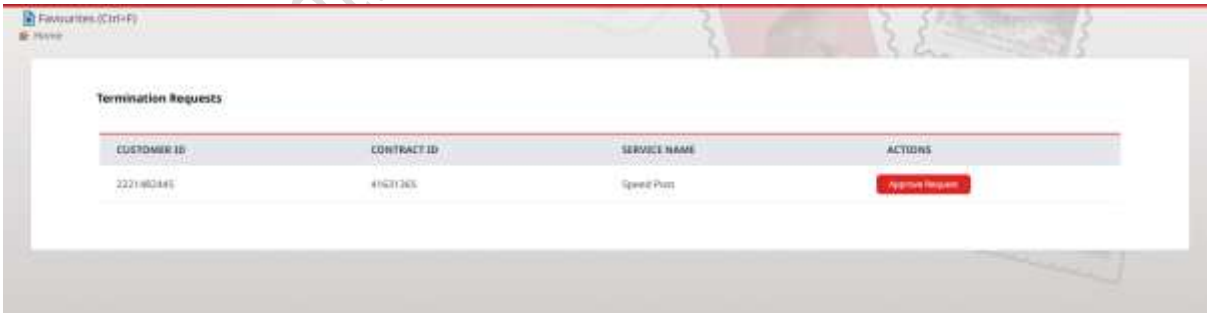
7.1.5 Renewal requests

Upon clicking “Renewal requests” option, it will redirect to “Renewal requests” screen. All the Renewal requests submitted by the customers are listed out here.

7.1.6 Renewed contracts

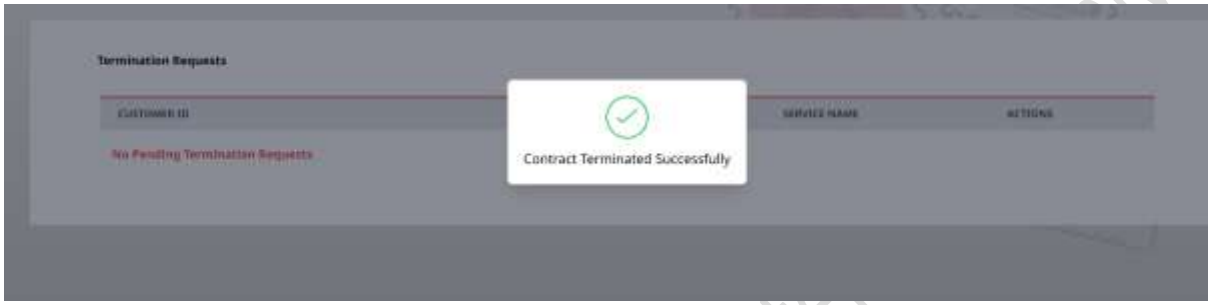
Upon clicking “Renewed contracts” option, it will redirect to “Renewed contracts” screen. All the Renewed contracts are listed out here.

7.1.7 Termination Requests



Upon clicking “Termination requests” option, it will redirect to “Termination requests” screen. All the Termination requests submitted by the customers are listed out here. Click on “Approve request” option.

Click on “Approve” button for the approval of termination requests.



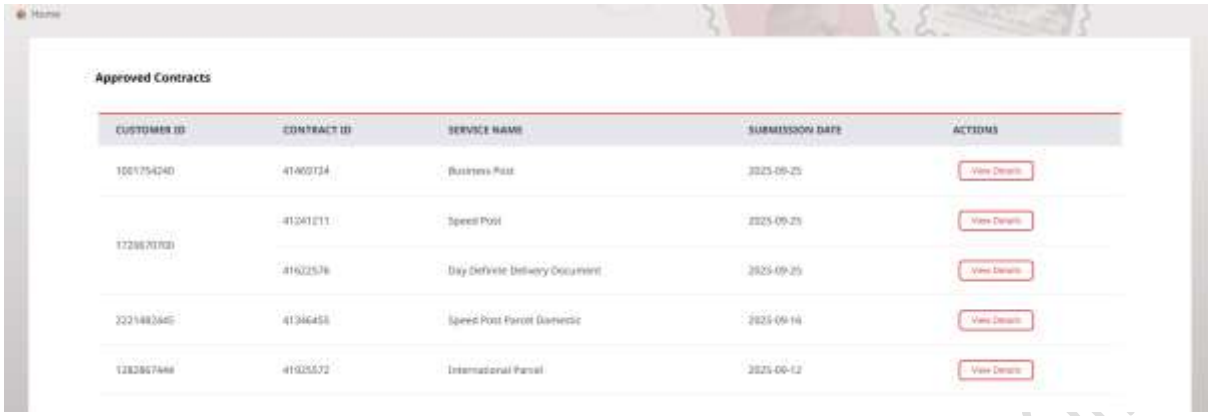
A pop up message “Contract Terminated successfully” will displayed.

Upon clicking outside the pop up message, alert dialogue box will be displayed for sending sms and email alert to the customer. Click on “Ok, Send” option.

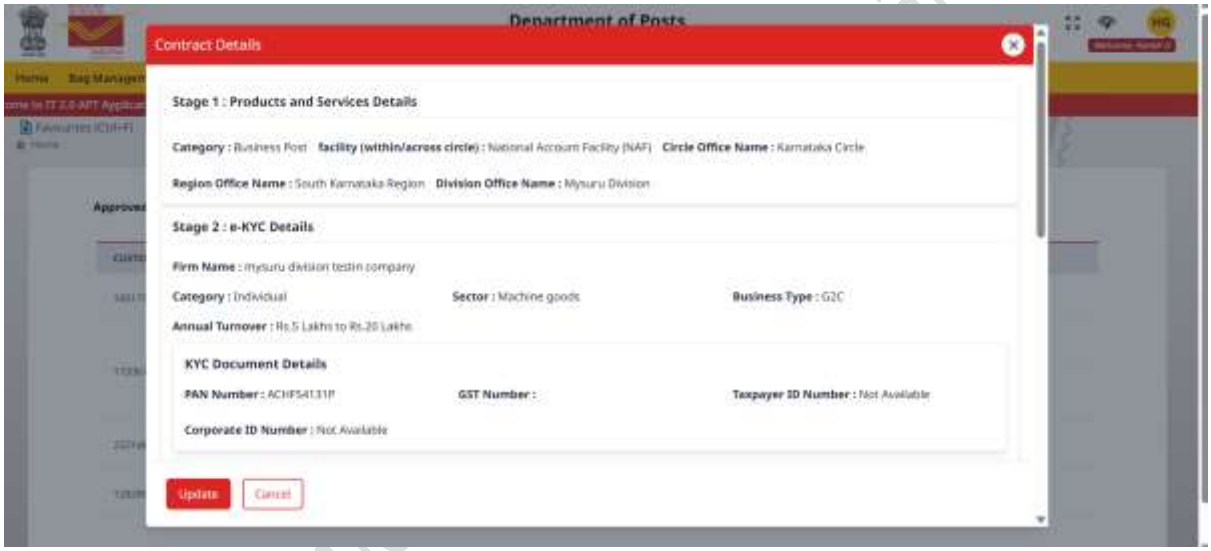
7.1.8 Terminated contracts

Upon clicking “Terminated contracts” option, it will redirect to “Terminated contracts” screen. All the Terminated contracts are listed out here.

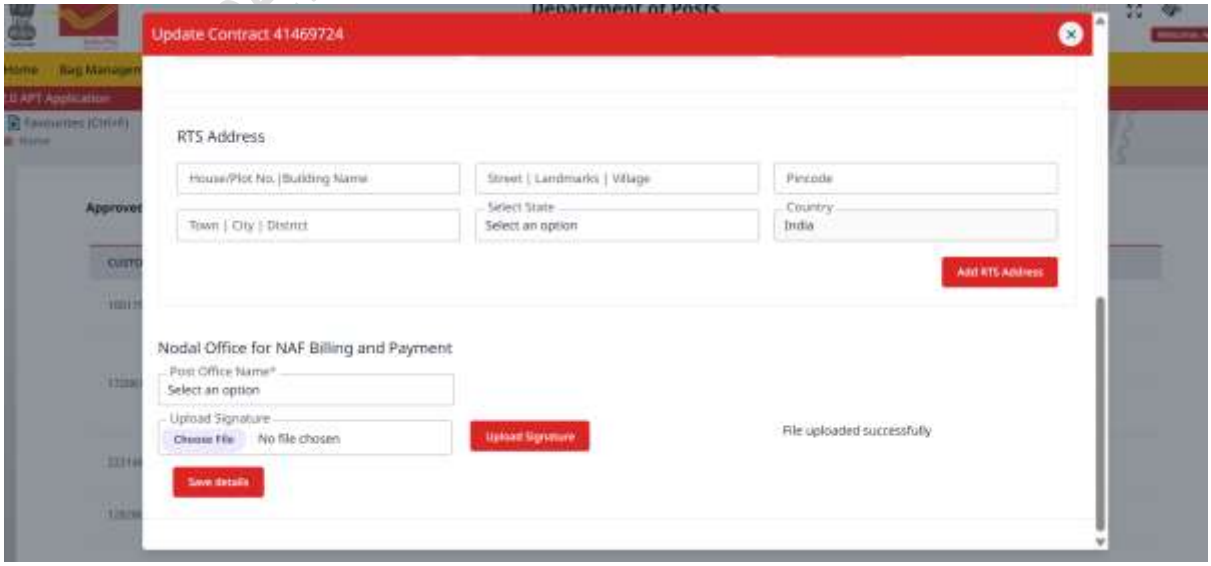
7.1.9 Update contracts



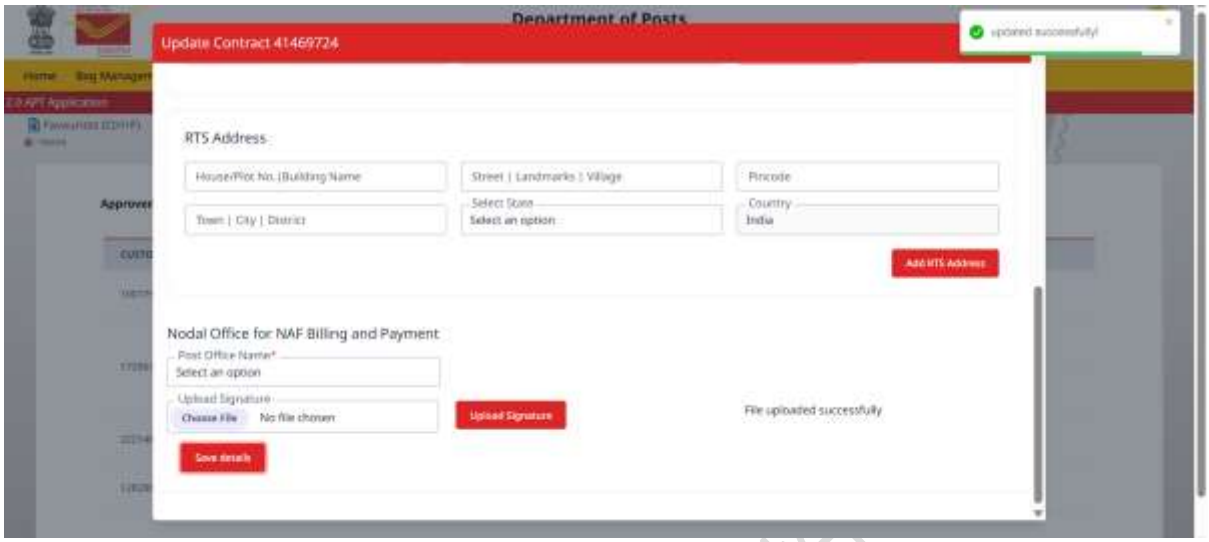
Upon clicking "Update contracts" option, it will redirect to "Approved contracts" screen. All the Approved contracts are listed out here. Click on "view details" option available in front of "Approved contracts".



Upon clicking "view details" option , Click on "Update" option.

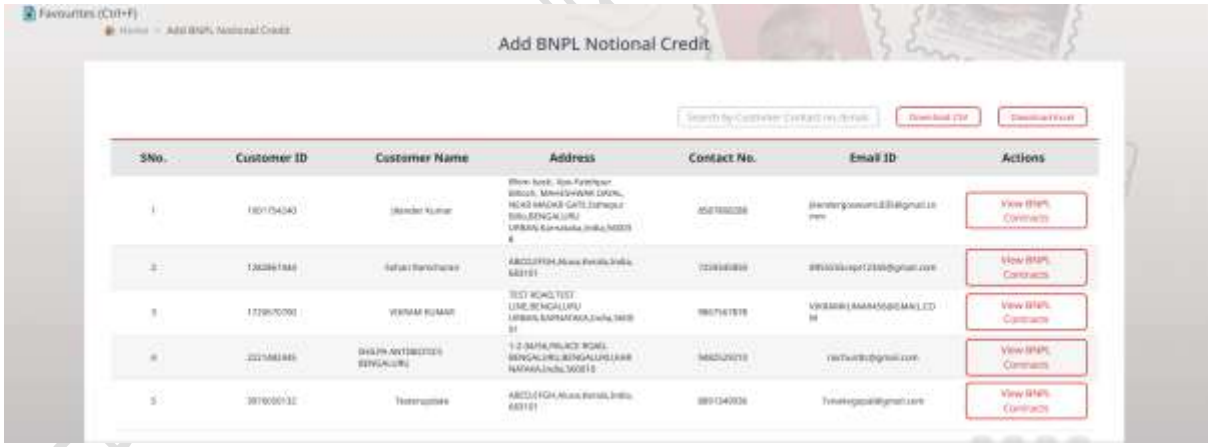


Upon clicking “Update” option. Fields are enable to update. After updating the details, Click on “Save Details”



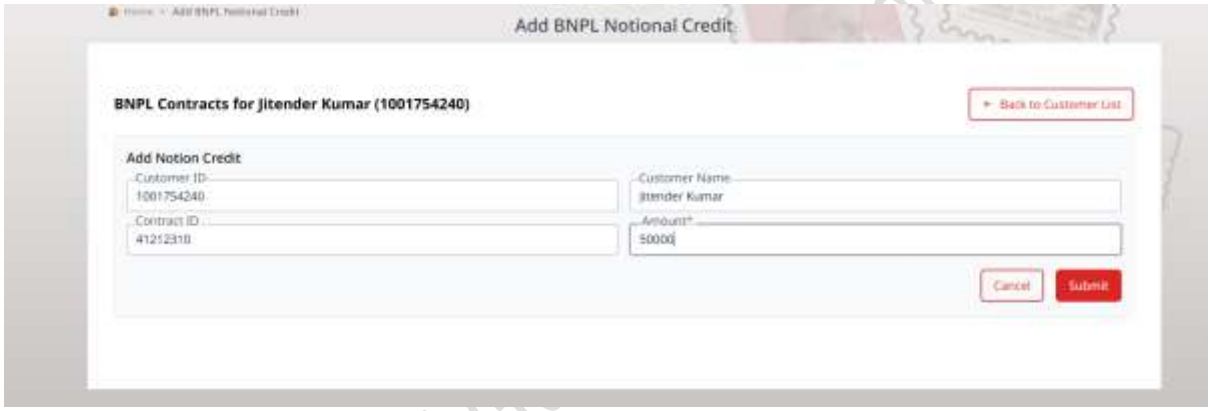
Upon clicking “Save Details”, a flash pop up message “Updated successfully” will be displayed

7.1.10 Add BNPL Notional credit



Upon clicking “Add BNPL notional credit” option, it will redirect to “Add BNPL notional credit” screen. All the Approved BNPL contracts are listed out here. Click on “View BNPL contracts” option available in front of “Customer id ”.

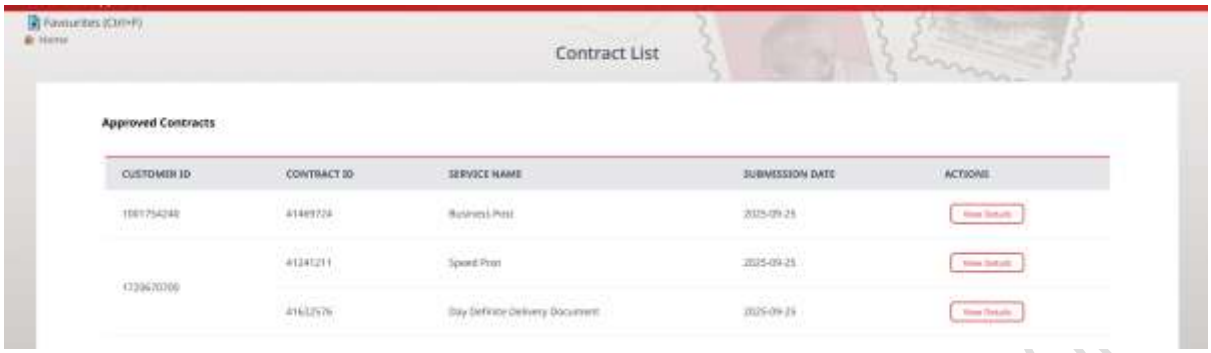
BNPL contracts of the selected customer is listed out here, click on "Add notional credit" option available in front of BNPL contract.



Upon clicking "Add notional credit" option, enter notional credit under "Amount" dialogue box. Click on "Submit" option.

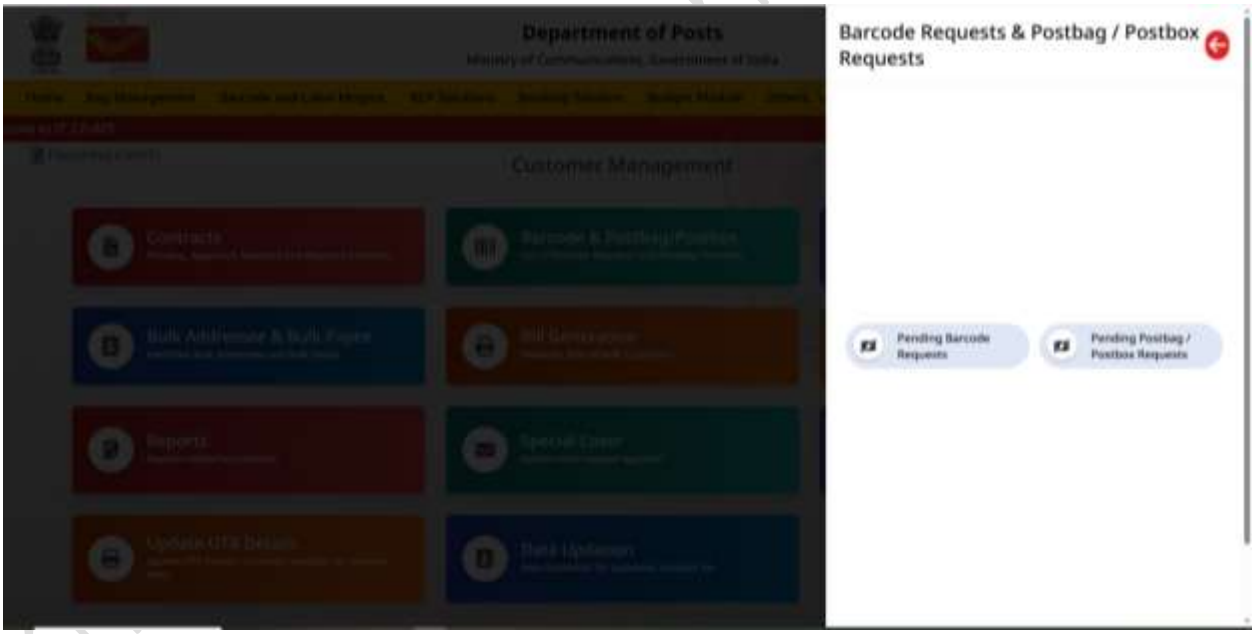
Upon clicking "Submit" option, a flash pop up message "Credit added successfully" will be displayed.

7.1.11 View contracts



Upon clicking “Update contracts” option, it will redirect to “Approved contracts” screen. All the Approved contracts are listed out here. Click on “view details” option available in front of “Approved contracts” to view the contracts.

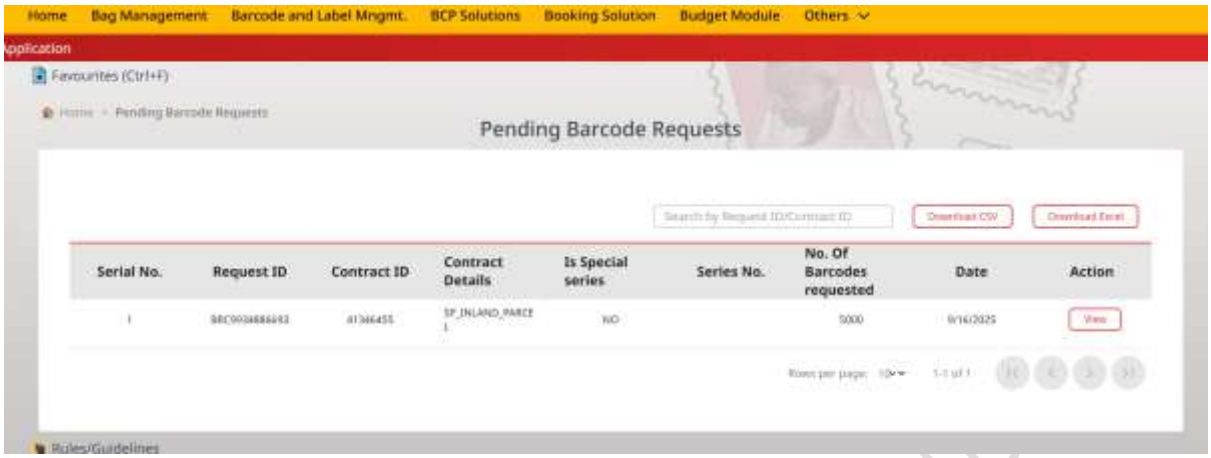
7.2 Barcode and Postbag/Postbox



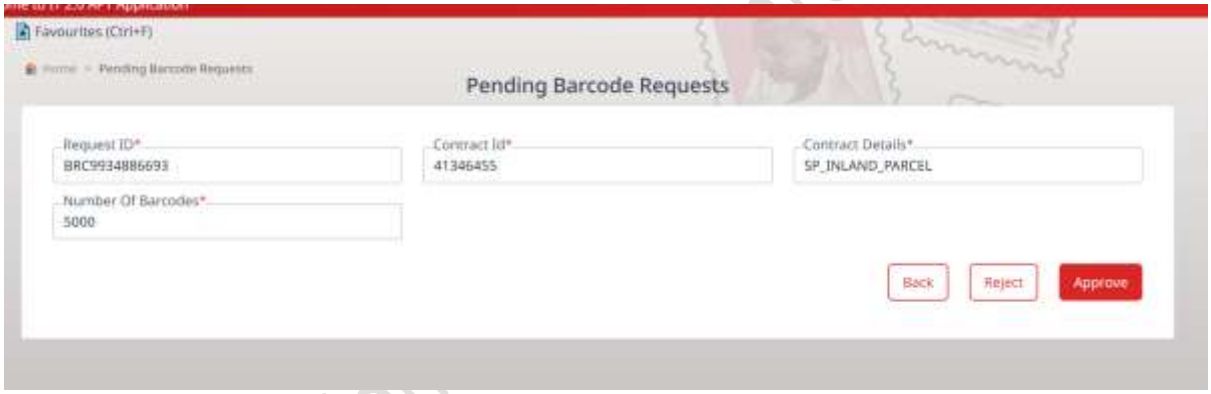
Upon clicking on “Barcode and Postbag/Postbox” sub card, there are two options:

1. Pending Barcode Requests
2. Pending Postbag/Postbox Requests

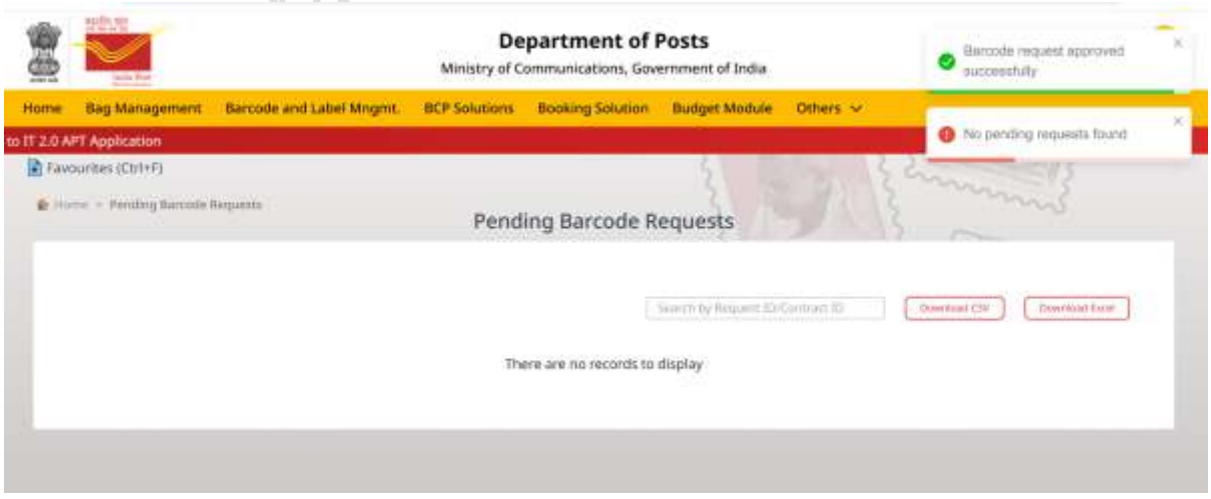
7.2.1 Pending Barcode requests



Upon clicking “Pending Barcode Requests”, it will redirect to “Pending Barcode Requests” screen. All the barcode requests submitted by the registered customers will be listed here. Click on “View” option available in front of the barcode requests .

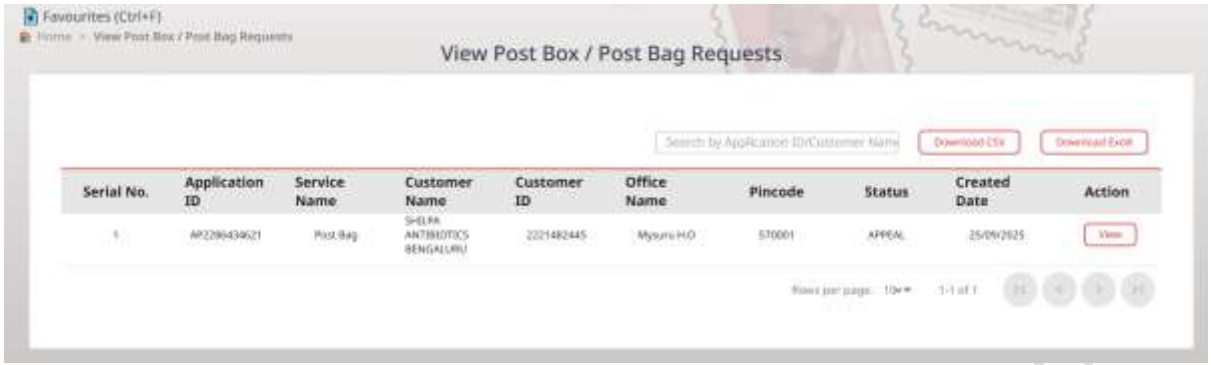


Barcode requests approving authority has to click on “Approve” to process the request.

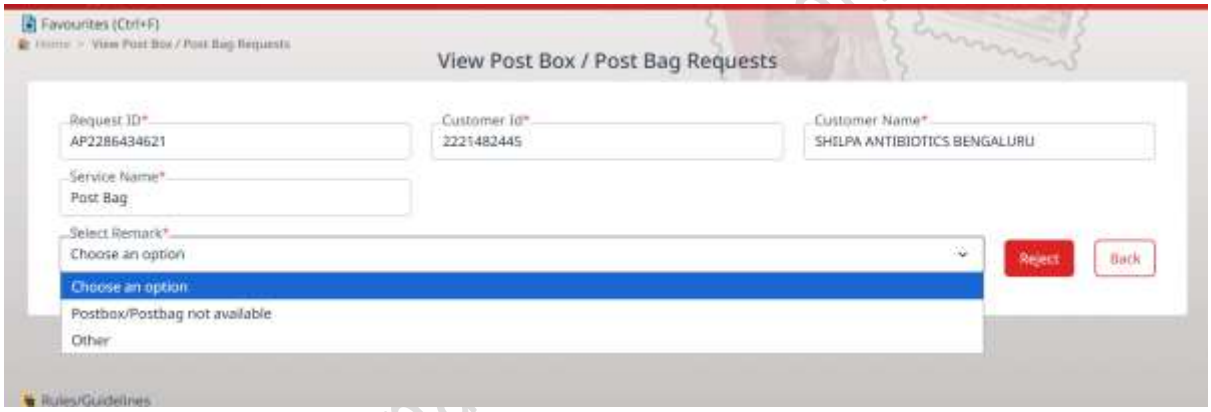


Upon clicking on “Approve”, a flash pop up message “Barcode request approved successfully” will be shown .

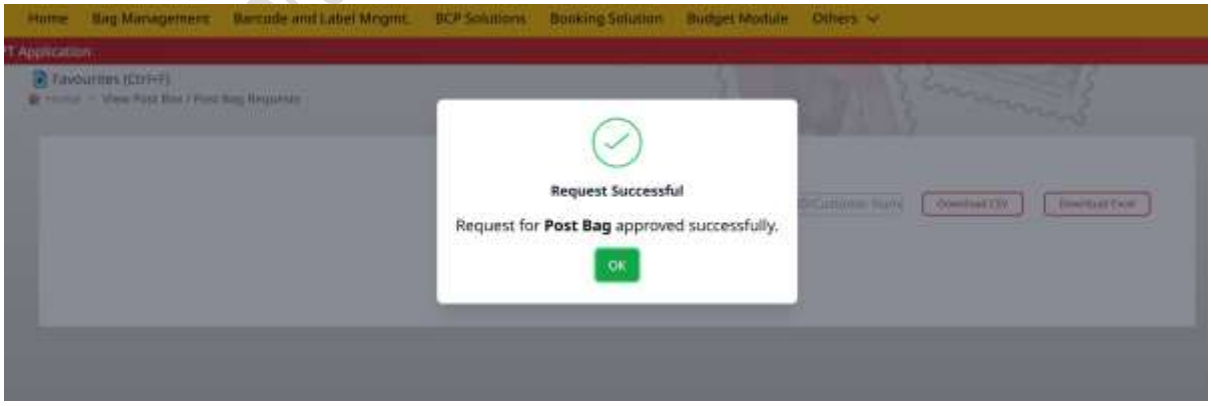
7.2.2 View PostBox/Post Bag Requests



Upon clicking "Pending PostBox/Post Bag Requests", it will redirect to "View PostBox/Post Bag Requests" screen. All the PostBox/Post Bag appealed requests submitted by the registered customer will be listed here. Click on "View" option available in front of the PostBox/Post Bag Requests.

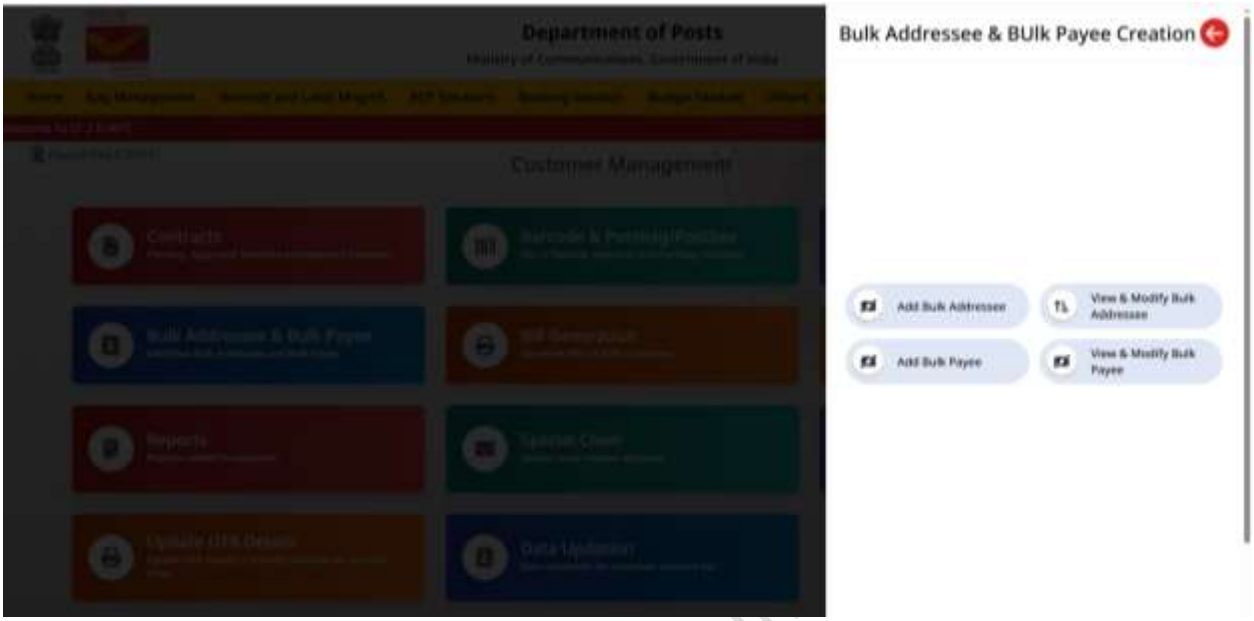


The Divisional head may reject the appealed requests by click on "Reject" button with proper remarks from the "Select Remarks" drop down.



The Divisional head may approve the appealed requests by click on "Approve" button, a pop up message "Request for Post Bag or Post Box approved successfully will be displayed .

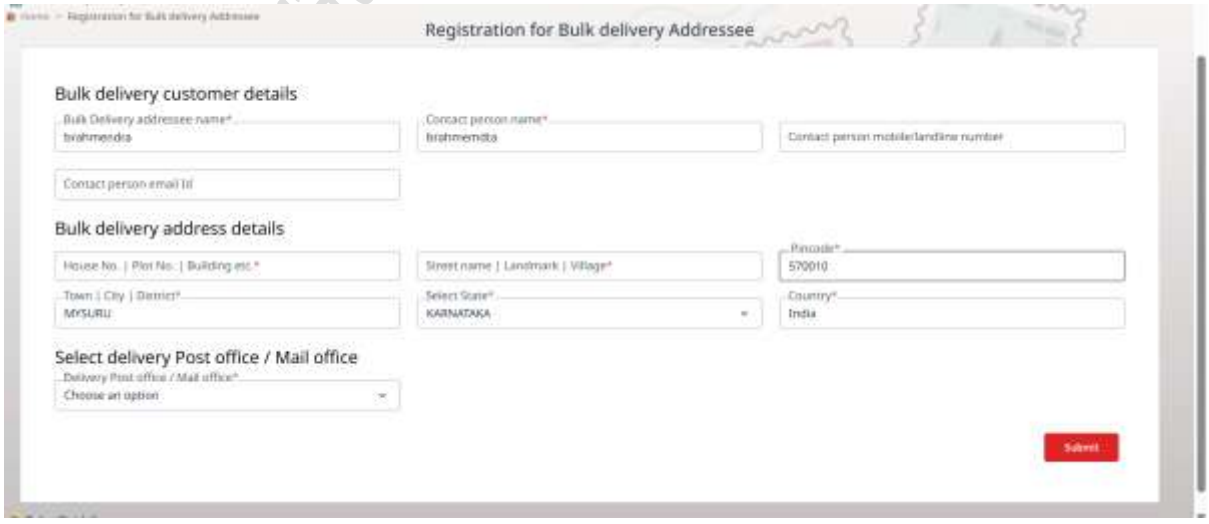
7.3 Bulk Addressee & Bulk Payee



Upon clicking on “Bulk Addressee & Bulk Payee” sub card, there are four option:

1. Add Bulk Addressee
2. View and Modify Bulk Addressee
3. Add Bulk Payee
4. View and Modify Bulk Payee
5.

7.3.1 Add Bulk Addressee

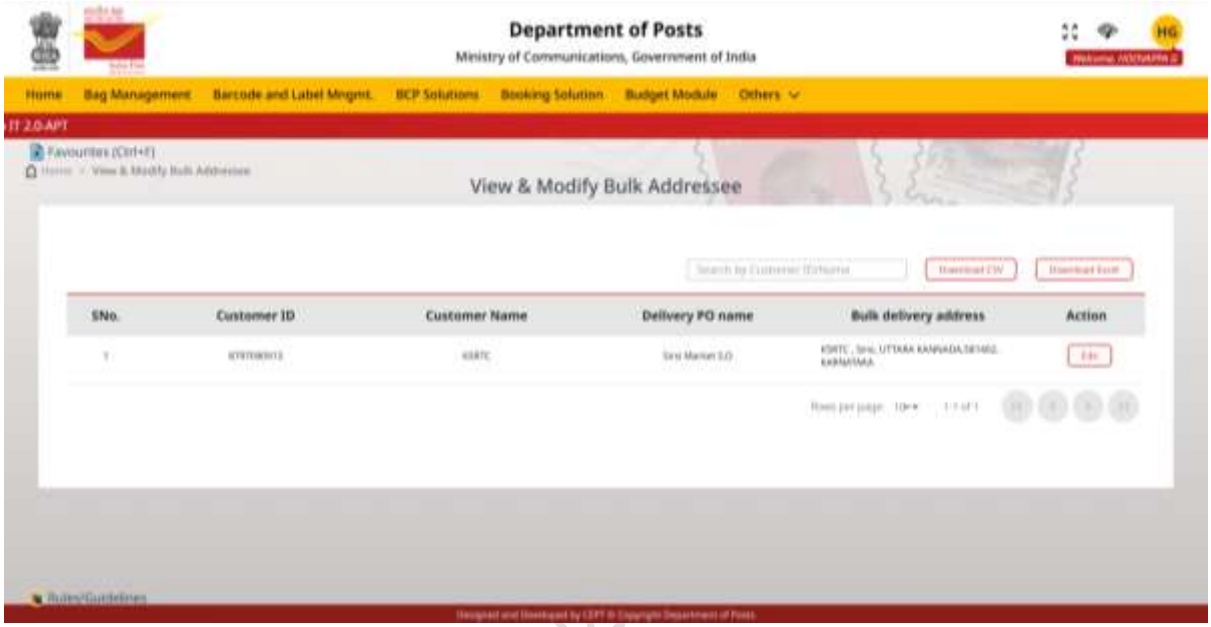


Upon clicking on “Add Bulk Addressee” option, it will redirect to “Registration for Bulk Addressee” screen, enter the details under “bulk delivery customer details” , “Bulk

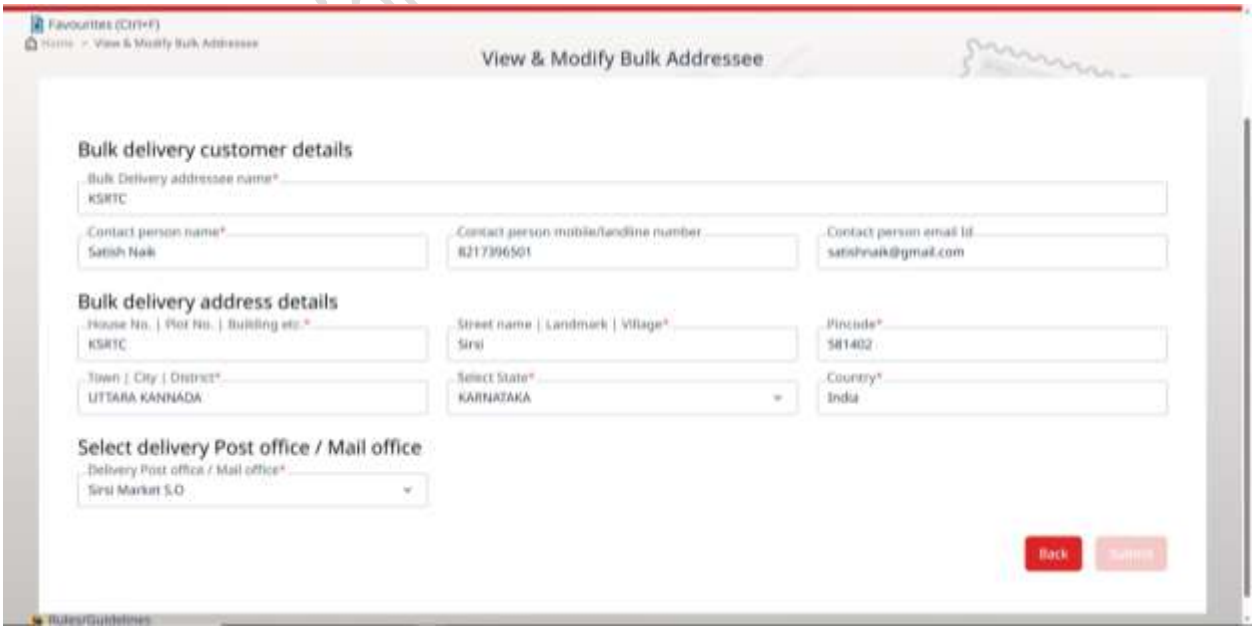
delivery address details" and has to select delivery post office/mail office from the drop down . Click on submit to register the bulk addressee.

Note: Beat mapping of registered bulk addressee will be done at concerned Delivery office.

7.3.2 View & Modify Bulk Addressee

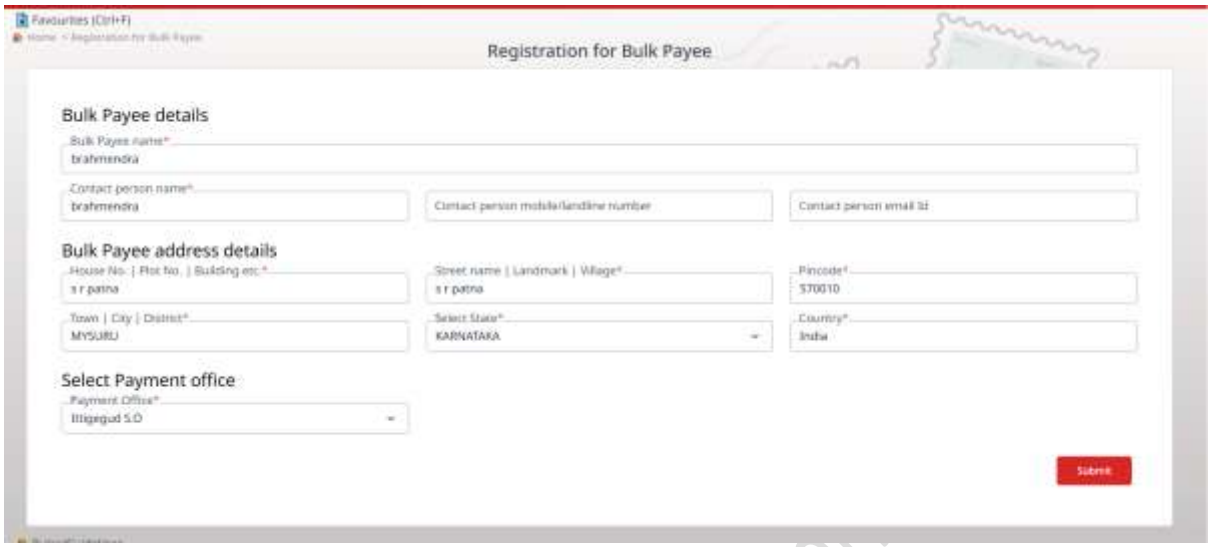


Upon clicking on "View and Modify Bulk Addressee" option, it will redirect to "View and Modify Bulk Addressee" screen, All the bulk addressee are available. Click on "Edit" option available in front of "Bulk addressee".

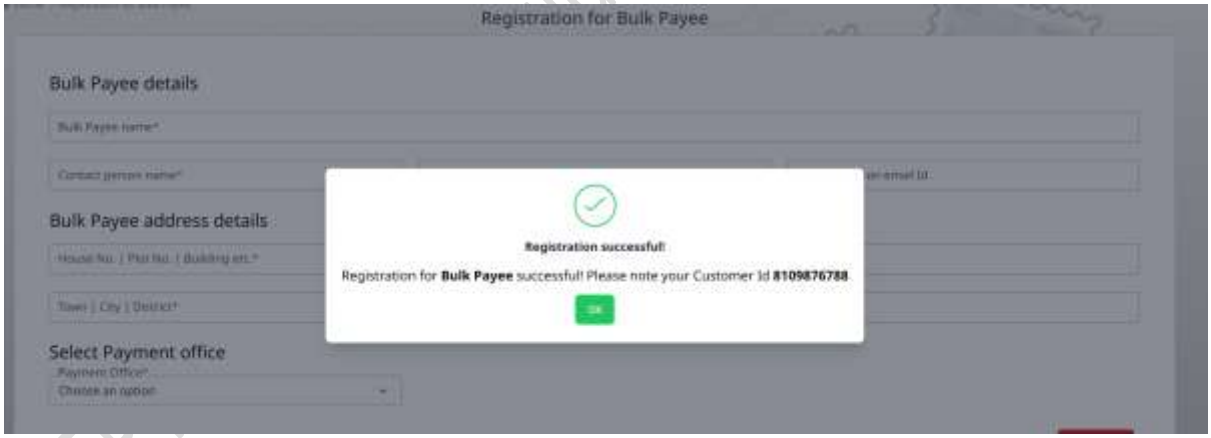


If any modification is there, same can be modified and click on "Submit".

7.3.3 Add Bulk Payee

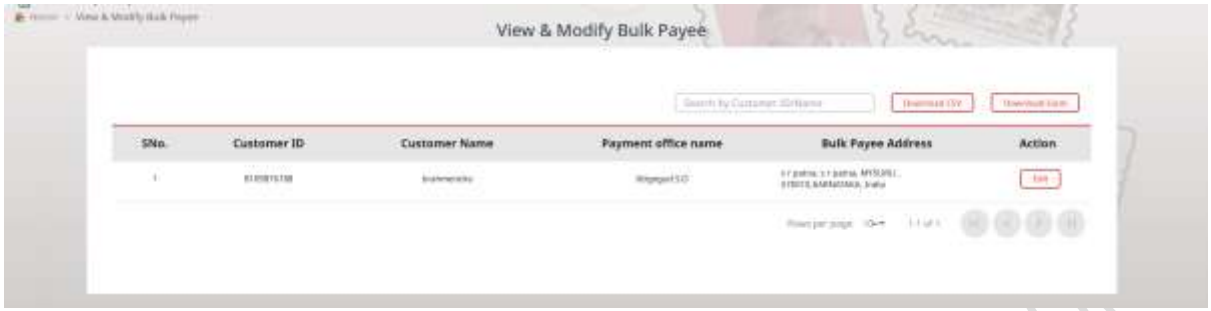


Upon clicking on “Add Bulk Payee” option, it will redirect to “Registration for Bulk Payee” screen, enter the details under “Bulk Payee details” , “Bulk Payee address details” and has to select payment office from “Select Payment Office” dropdown. Click on submit to register the bulk Payee.

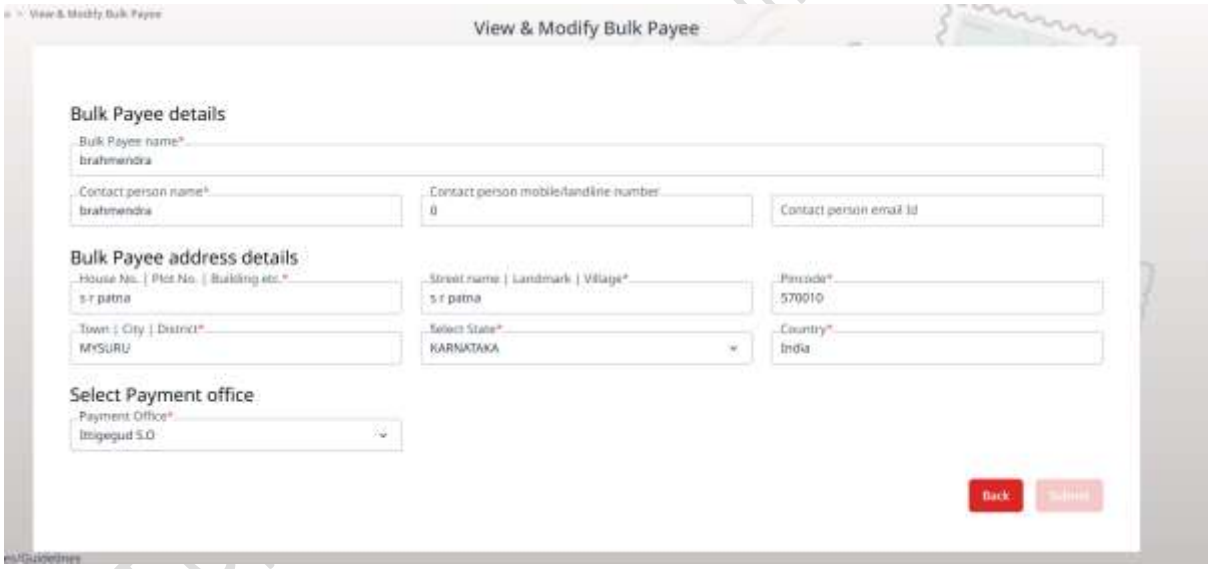


Beat mapping of registered bulk Payee will be done at concerned Delivery office.

7.3.4 View & Modify Bulk Payee



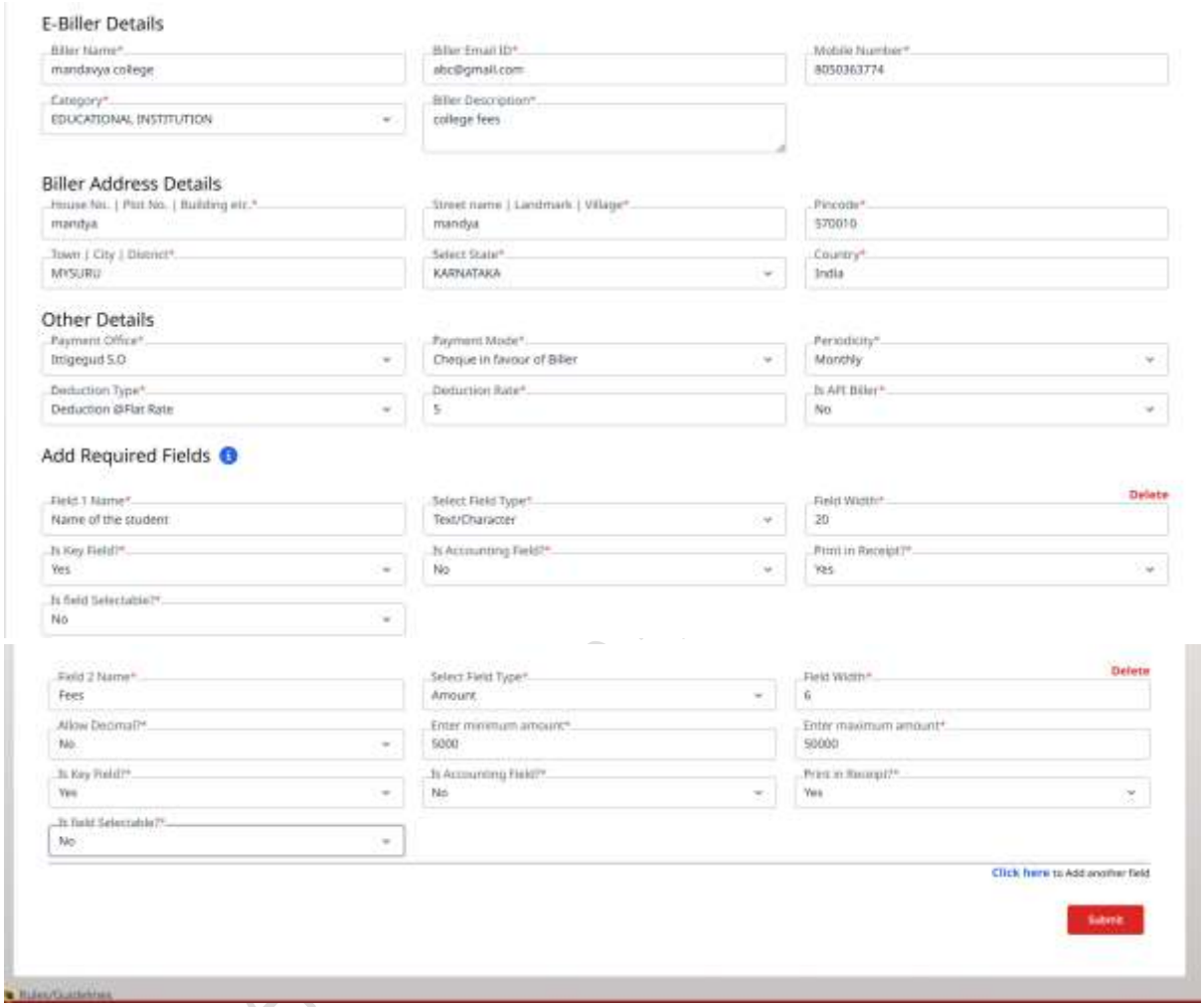
Upon clicking on “View and Modify Bulk Payee” option, it will redirect to “View and Modify Bulk Payee” screen, All the bulk Payee are available. Click on “Edit” option available in front of “Bulk Payee” .



If any modification is there, same can be modified and click on “Submit”.

7.4 E Biller Registration

Click on “Register Ebiller” under “E Biller Registration” sub card for registering the e biller.

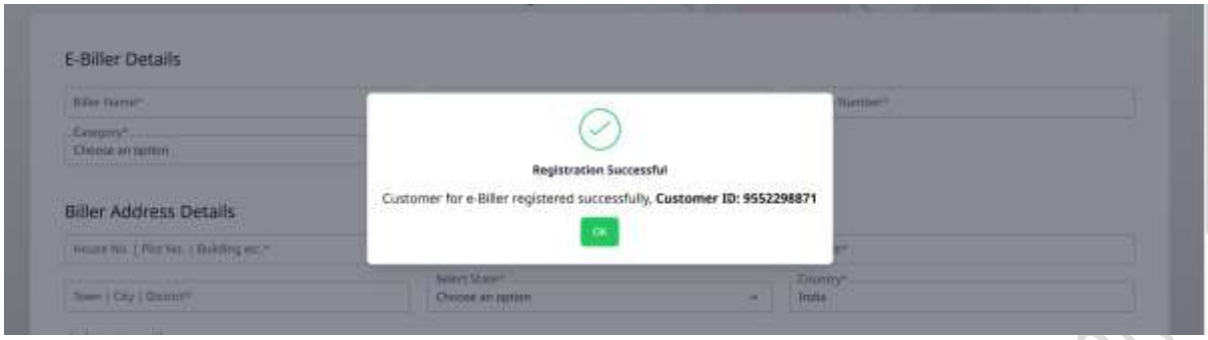


Upon clicking “Register Ebiller”, it will redirect to “E biller registration” screen.

Enter

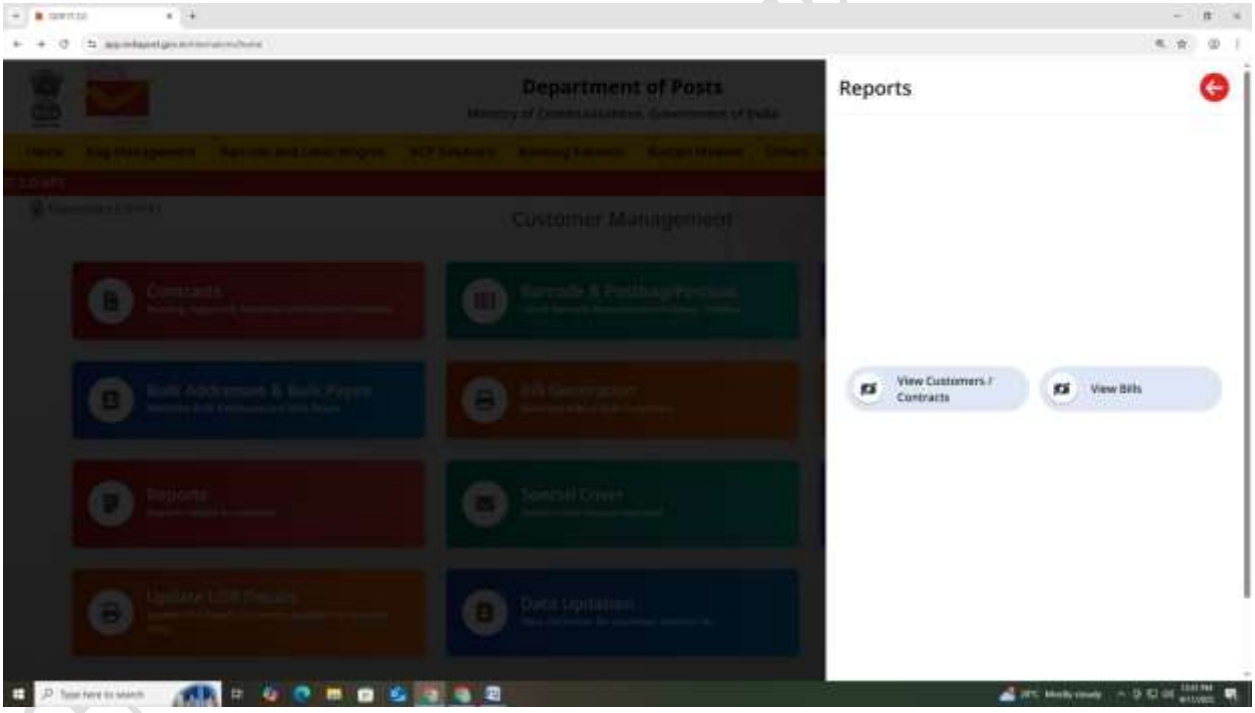
1. E biller details
2. Biller Address details
3. Payment details
4. Field details
5. If required, additional fields can be add by click on “Click here to add another filed” option available at the bottom of the screen.
6.

Click on “Submit” option.



A pop up message of successful registration along with e biller customer id will be displayed.

7.5 Reports

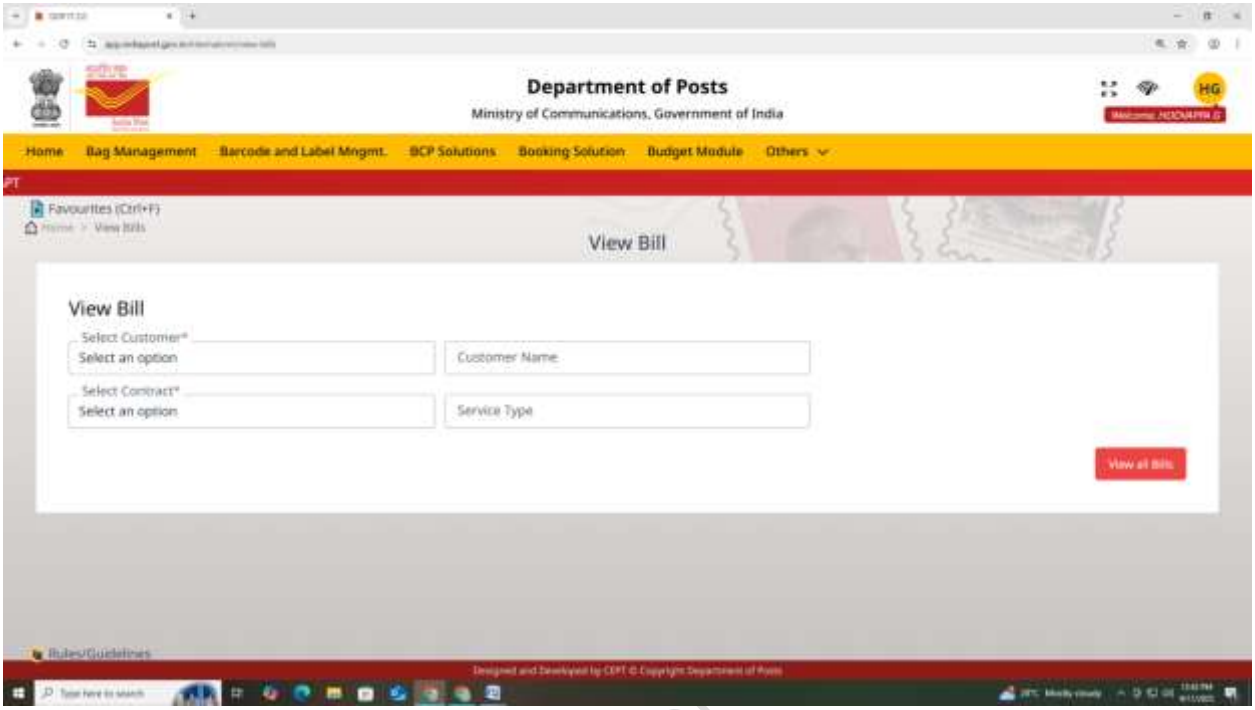


Upon clicking on “Reports” sub card, there are two option:

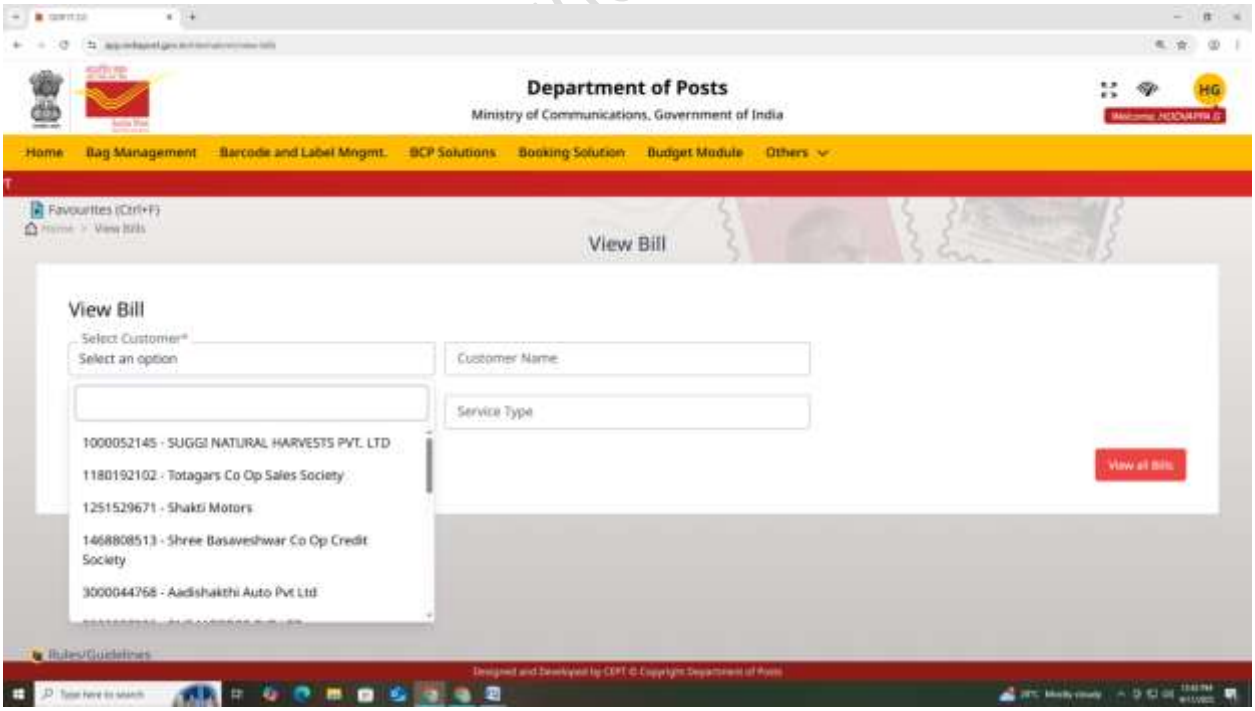
1. View Customers/Contracts
2. View Bills

CEPT Internal Use Only

7.5.1 View Bills



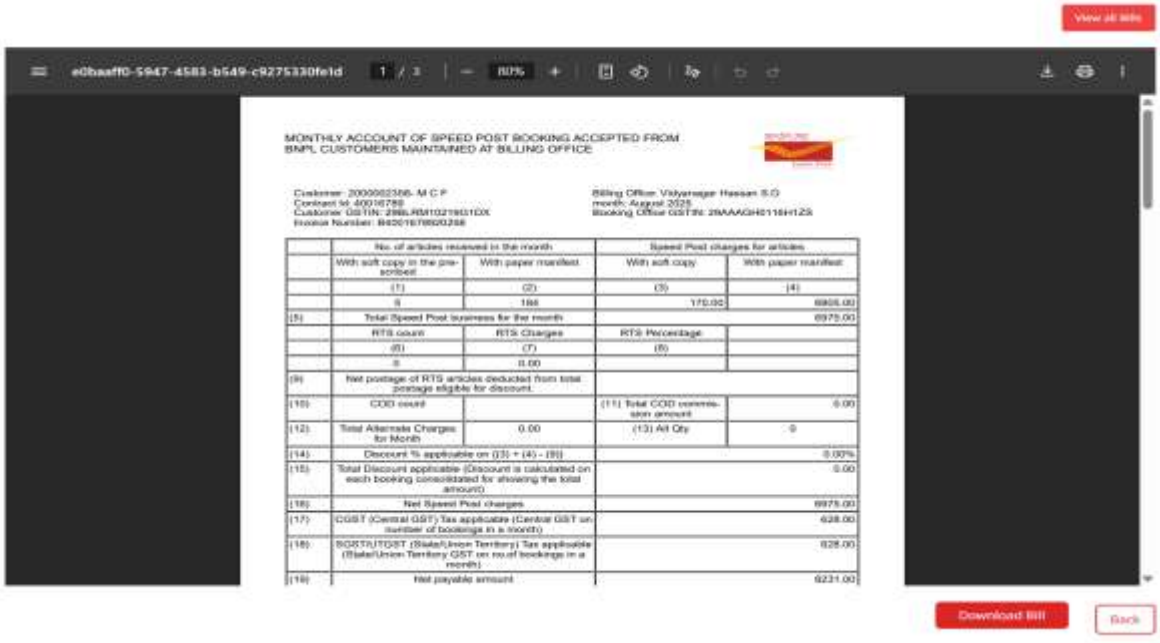
Click on view bills options to generate the bills and submit the same to customers.



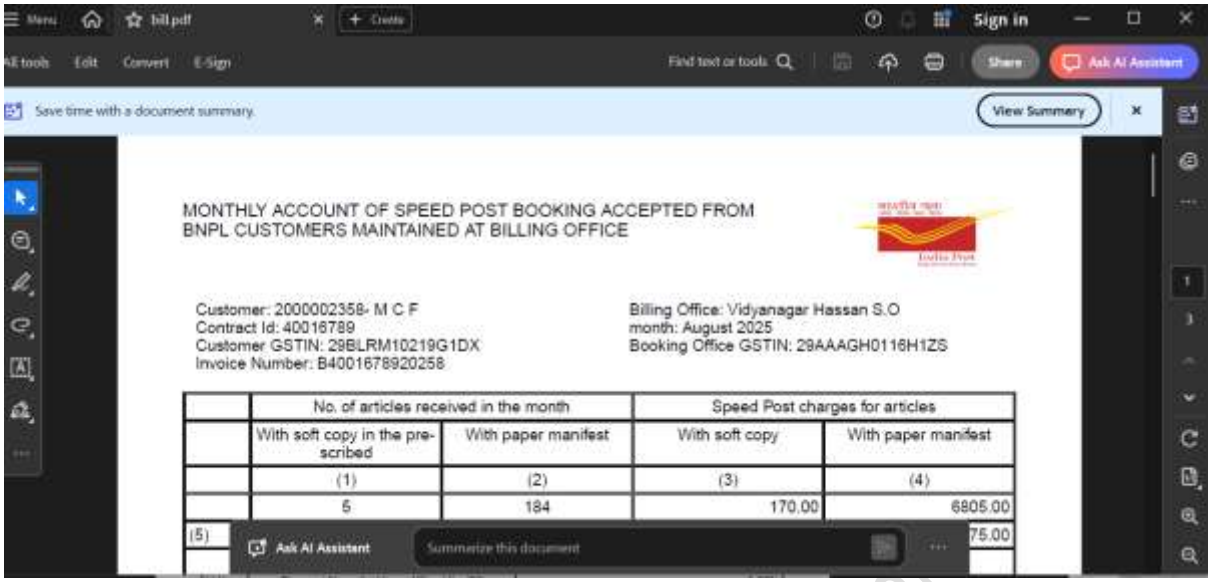
In the customer selection option, list of customers available under its jurisdiction will be displayed.

Select customer and the contract. Click on view all bills for downloading of customer bills.

The month wise bill will be displayed, and view bill button is available against the corresponding bill. Click on view bill to download the bill of the required month.

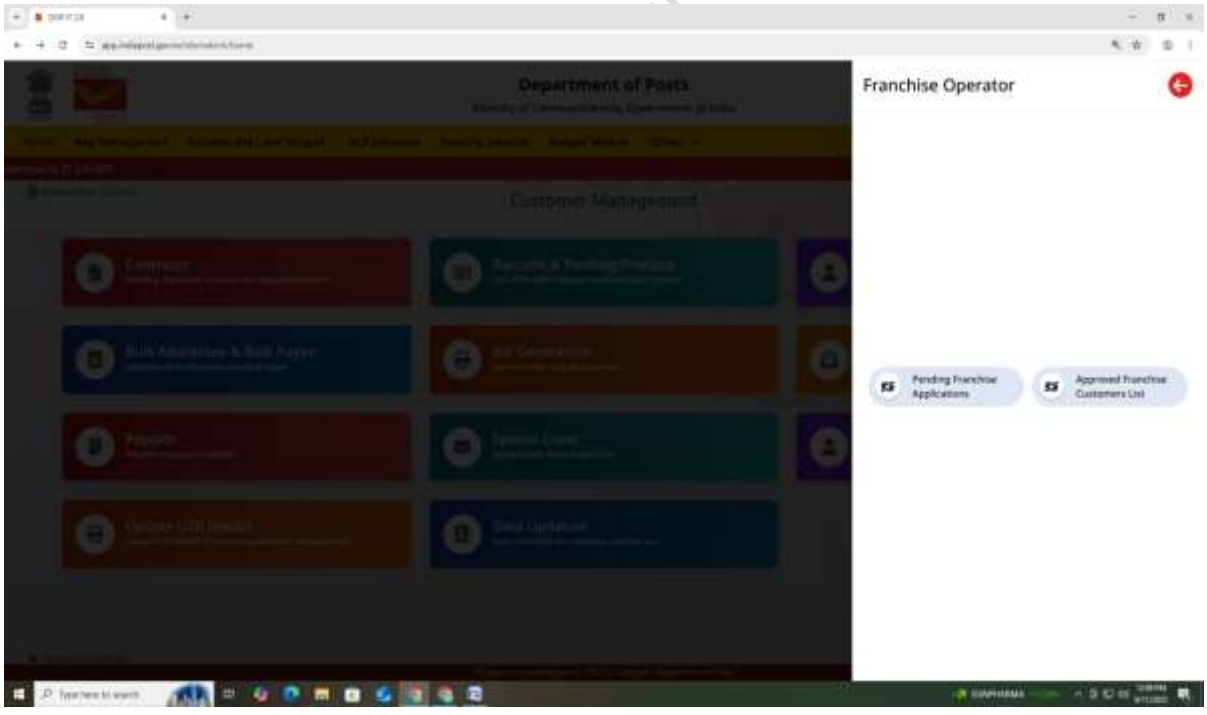


The bill will be generated once the view bill is clicked upon.



Download bill button is generated to print and download a copy of the same. This can be utilised for supply of bill to the customers.

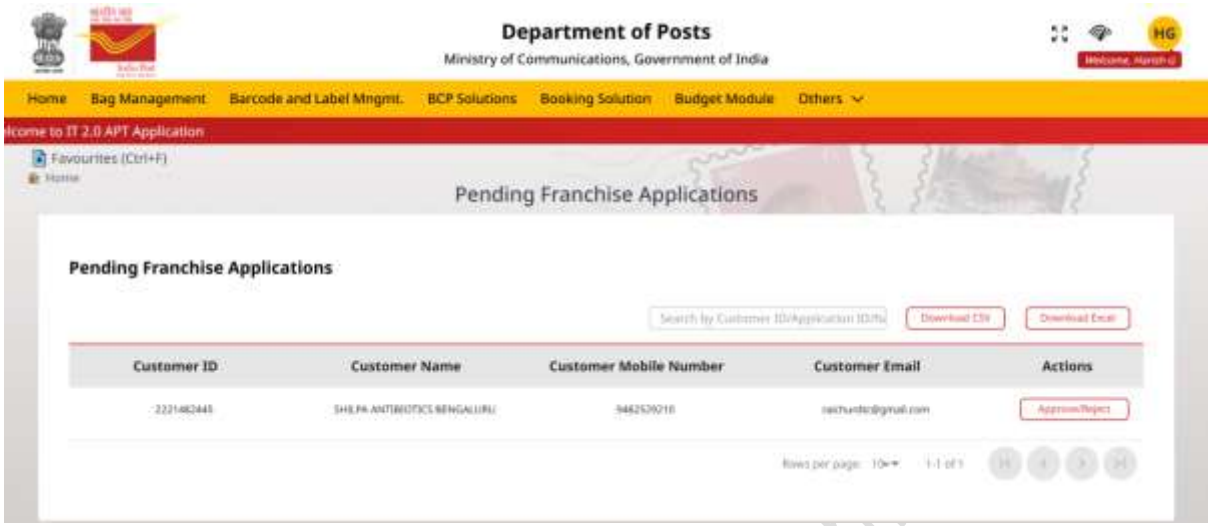
7.6 Franchise Customer



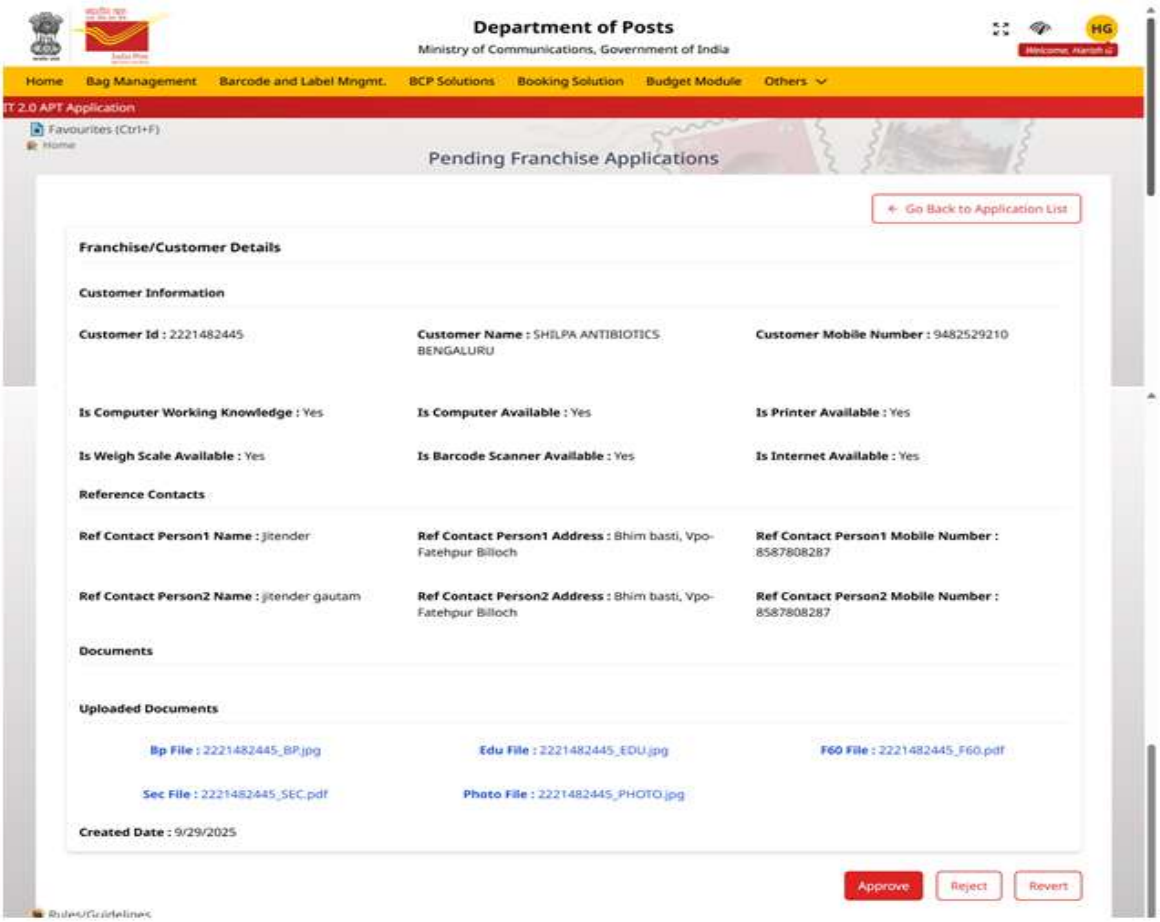
Upon clicking “Franchise Customer” sub card, there are two options:

1. Pending Franchise Applications
2. Approved Franchise Customer List

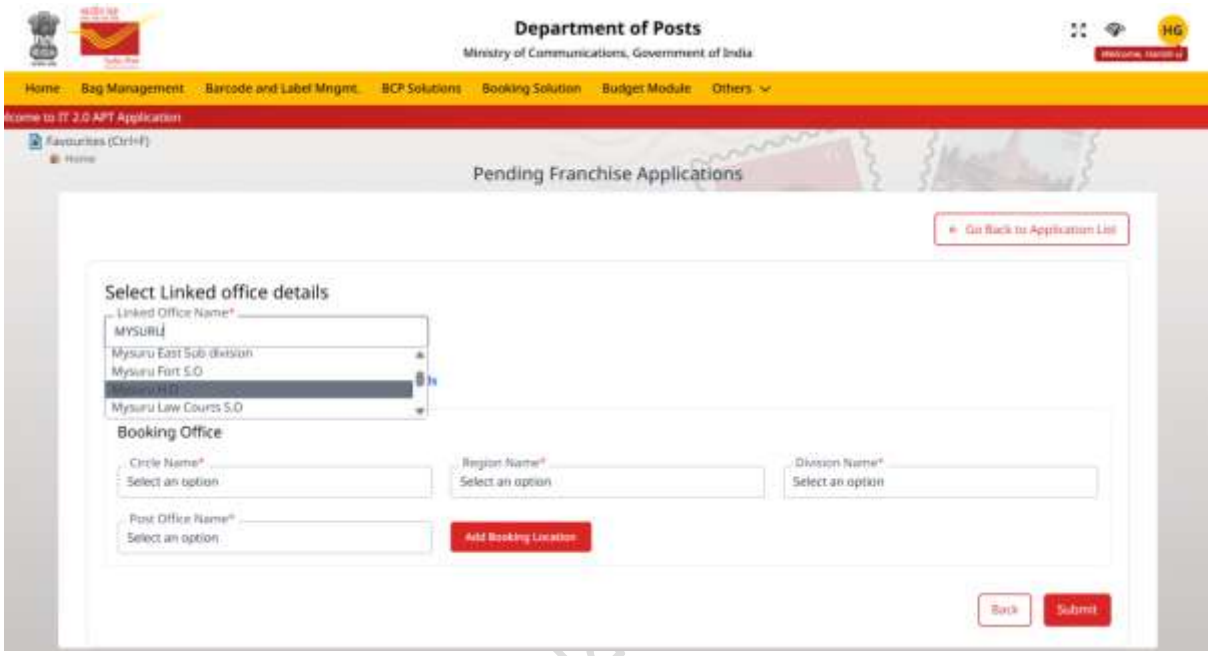
7.6.1 Pending Franchise Applications



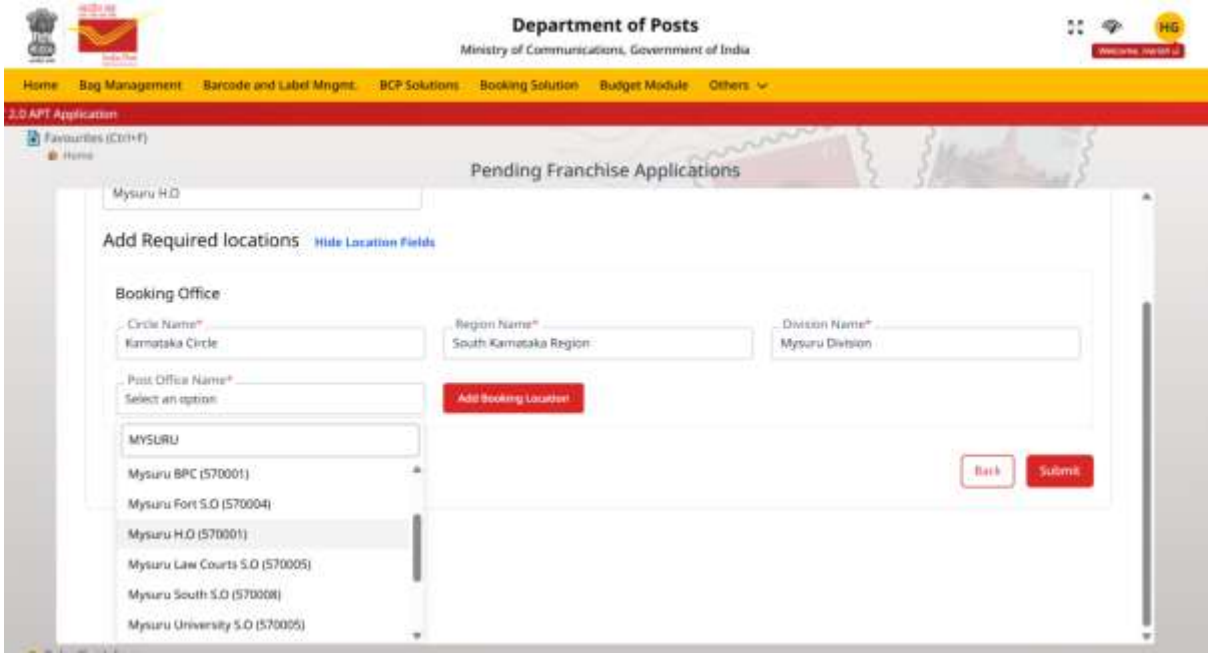
Upon clicking “Pending Franchise Applications”, it will redirect to “Pending Franchise Applications”, screen. All the Franchise requests submitted by the registered customers will be listed here for approval. Click on “Approve/Reject” button .



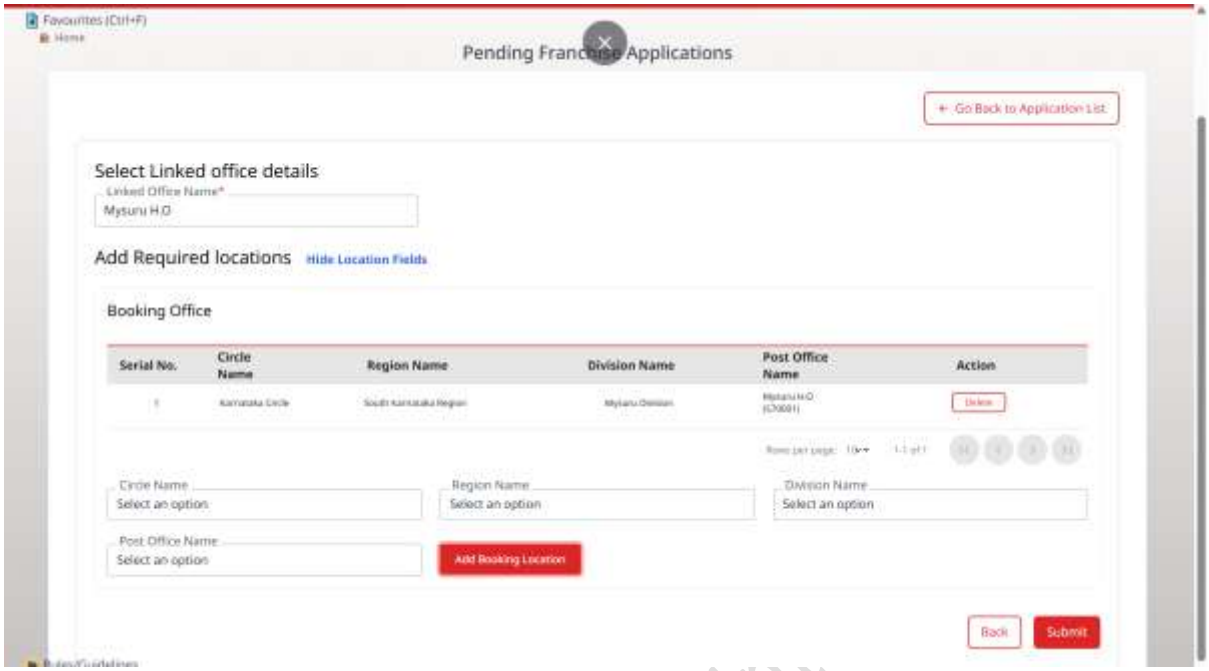
Upon clicking “Approve/Reject” button, it will redirect to “Pending Franchisee Applications” screen. After checking all details, click on “Approve” button.



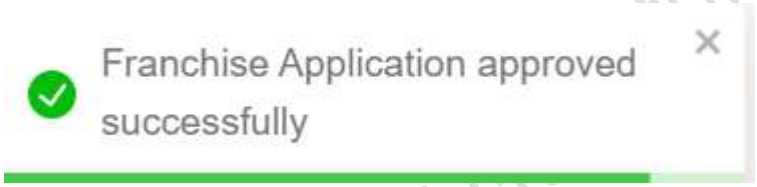
Upon clicking “Approve” button, enter and select the linked office details at “Linked Office Name” dialogue box.



Select the booking office name from the “Post Office Name” dropdown. click on “Add Booking Location”.

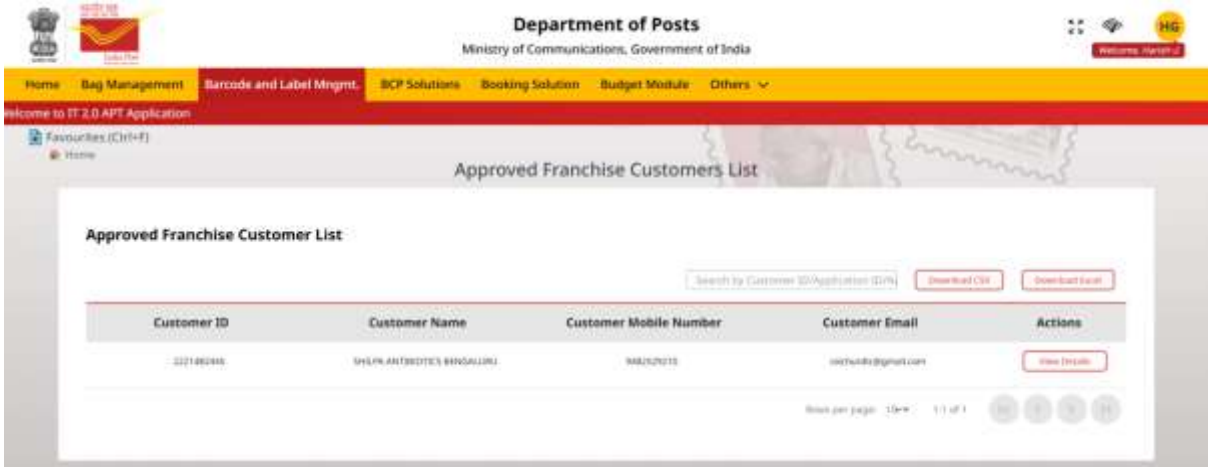


After booking office details updated. Click on “Submit” button.



Upon clicking on “Submit”, a pop up message “Franchise Application approved successfully” will be displayed.

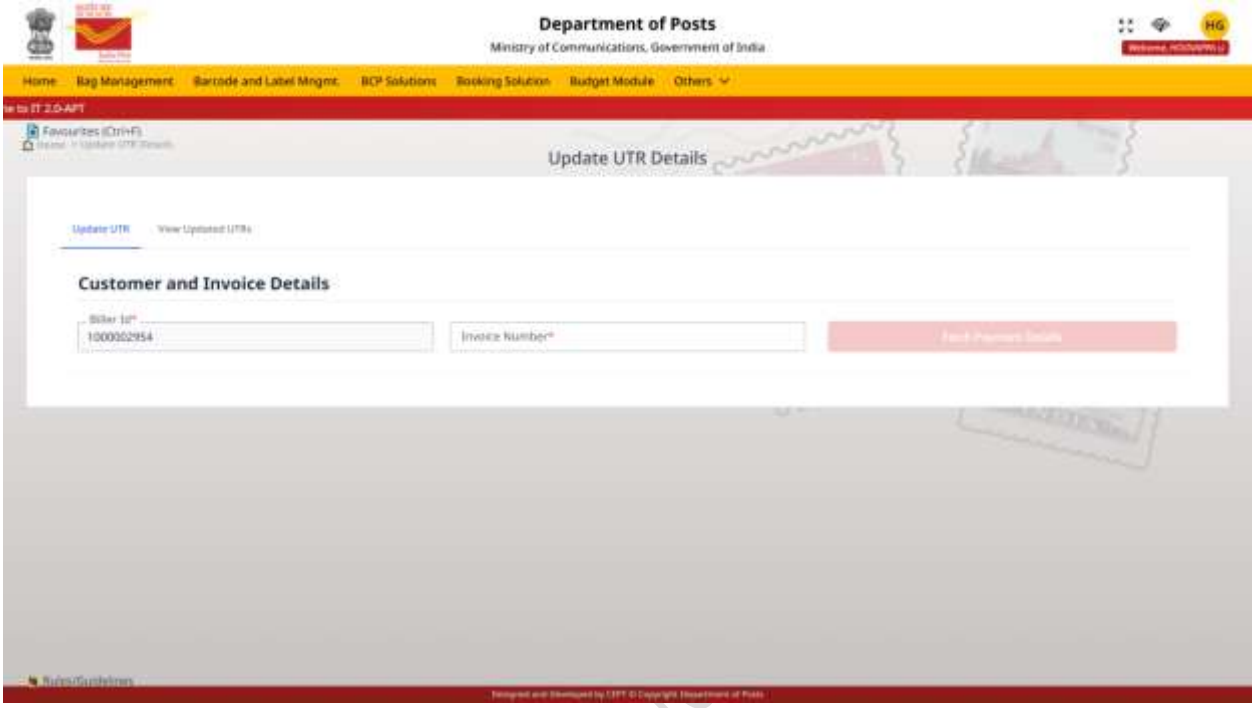
7.6.2 Approved Franchise Customer List



Upon clicking “Approved Franchise Customer List”, it will redirect “Approved Franchise Customer List”, screen. All the approved Franchise requests will be listed here.

7.7 Update UTR Details-Amazon customer

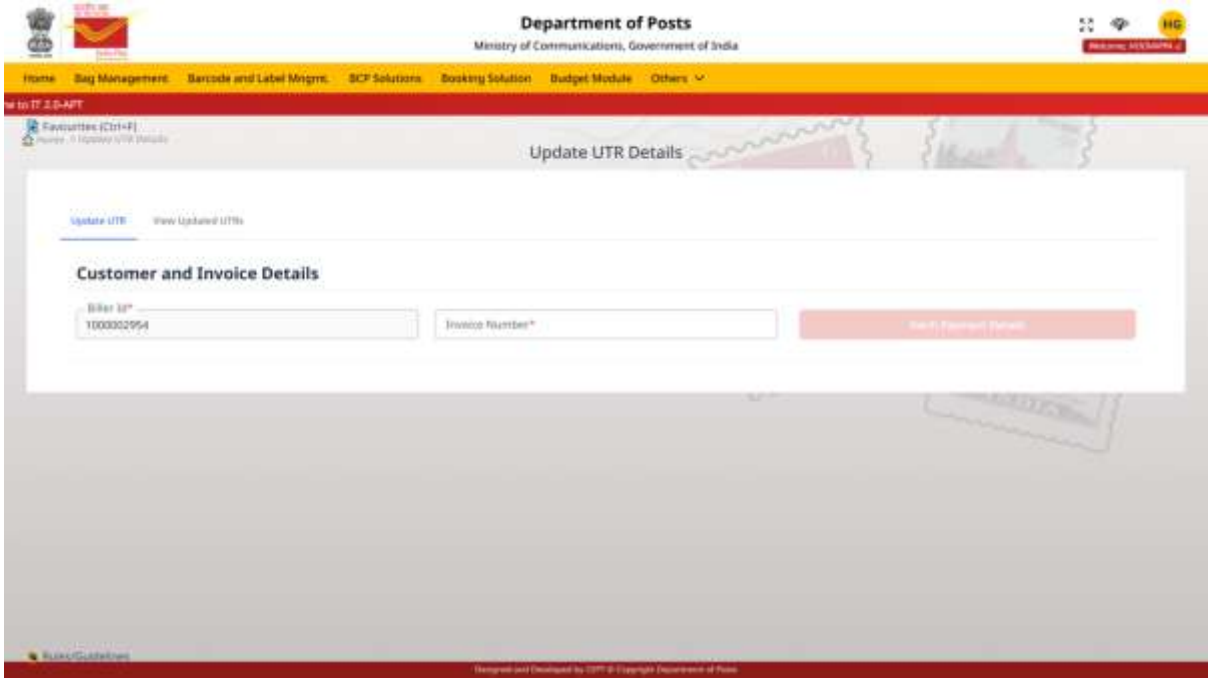
Path: Customer Relationship Management-Update UTR Details-Update UTR.



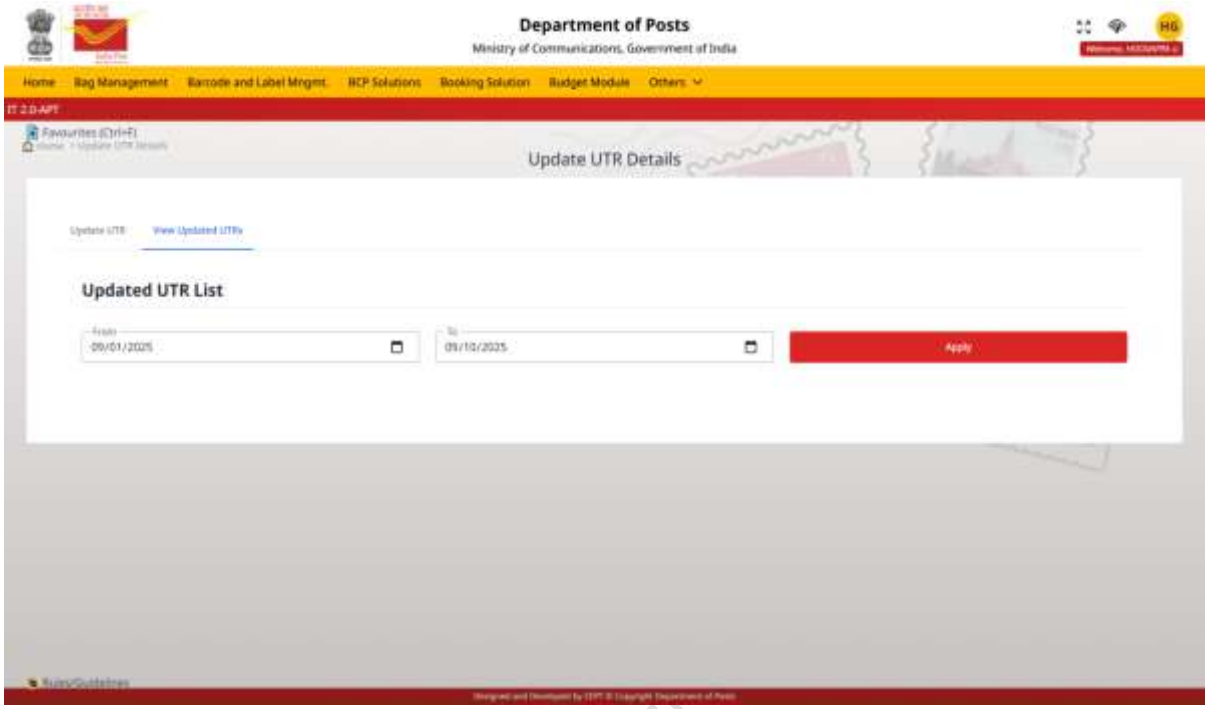
Upon clicking on “Update UTR” , it will redirect to “Update UTR Details” screen, this screen has two segments:

1. Update UTR
2. View Updated UTRs

7.7.1 Update UTR



Under “Update DTR” segment, Amazon Customer ID auto populated , enter the invoice number and click on “Fetch Payments Details” button for entering UTR details.

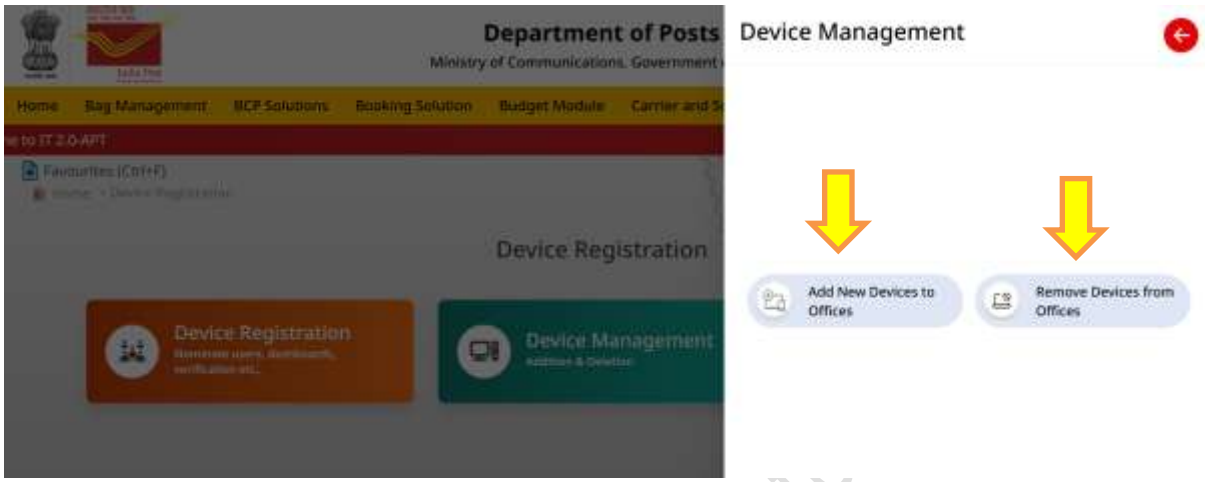


Under “View Updated UTRs” segment, By selecting date range and click on “Apply” to view the details.

8 Device Registration

In this section, work flow for Device Registration in administrative office is explained.

8.1 Add and Remove Devices

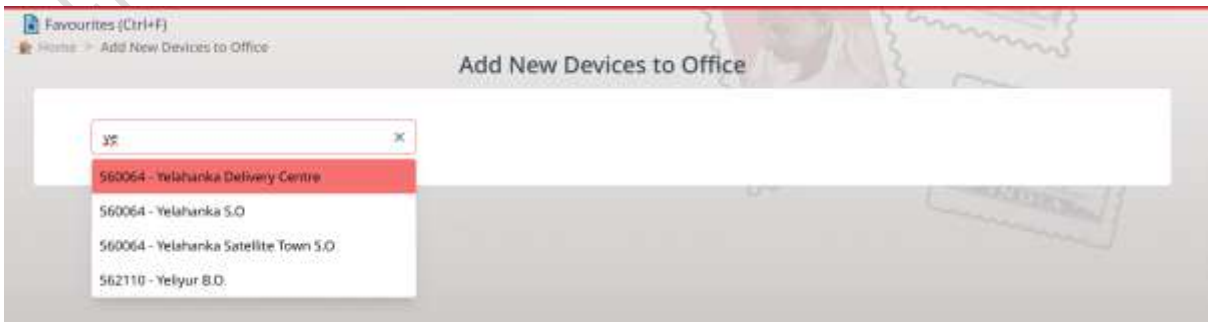


Device Management has to option :

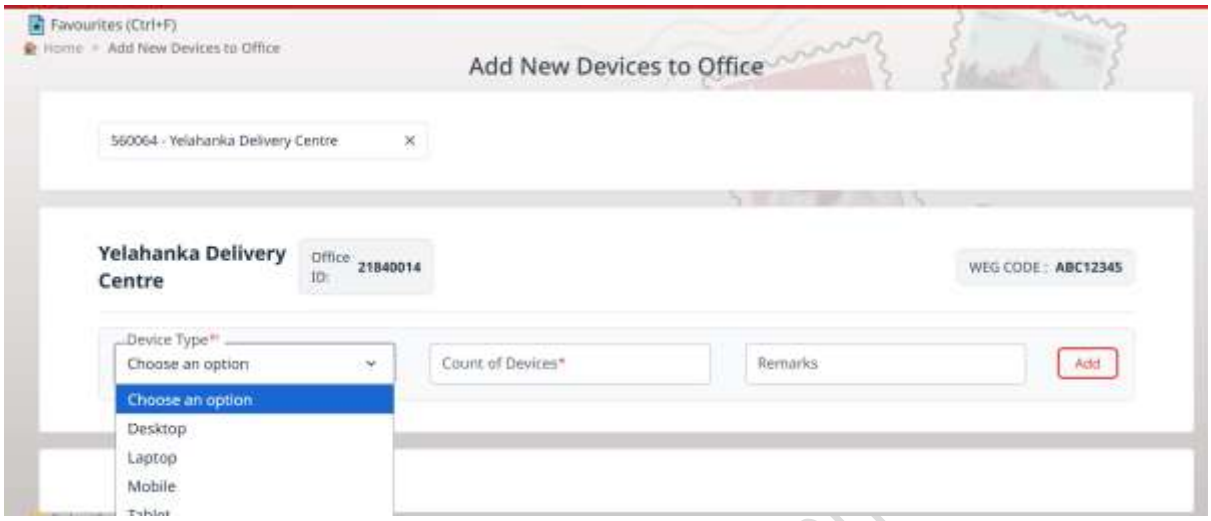
1. Add new devices to offices
2. Remove Devices from Offices

8.1.1 Add new devices to offices

Upon clicking Add new Devices to office it will redirect to office selection screen.

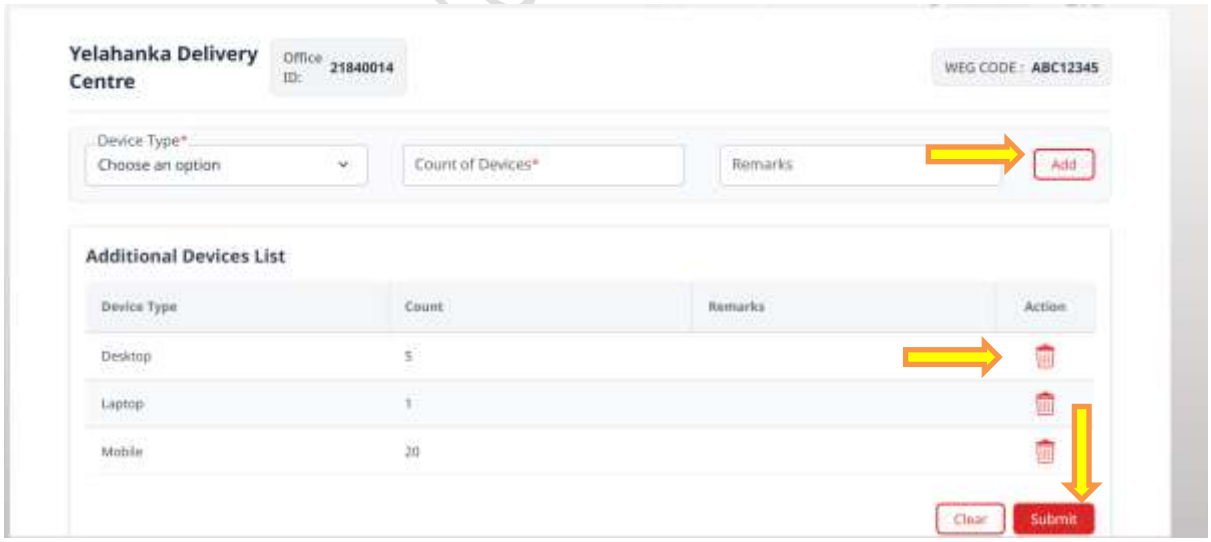


Select office for adding devices count by typing office name of click on empty space in “search for an office” search box.



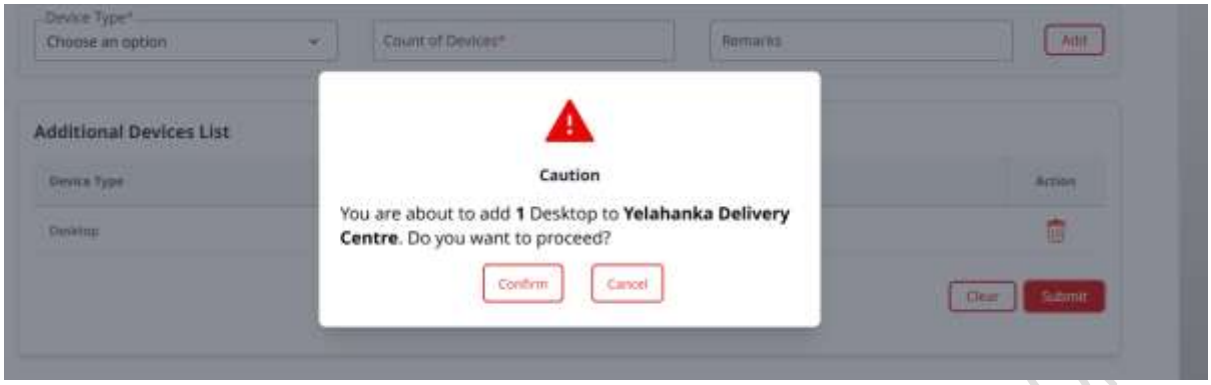
Upon selecting office name, it will enable to add devices count for following type of devices:

1. Desktop
2. Laptop
3. Mobile
4. Tablet



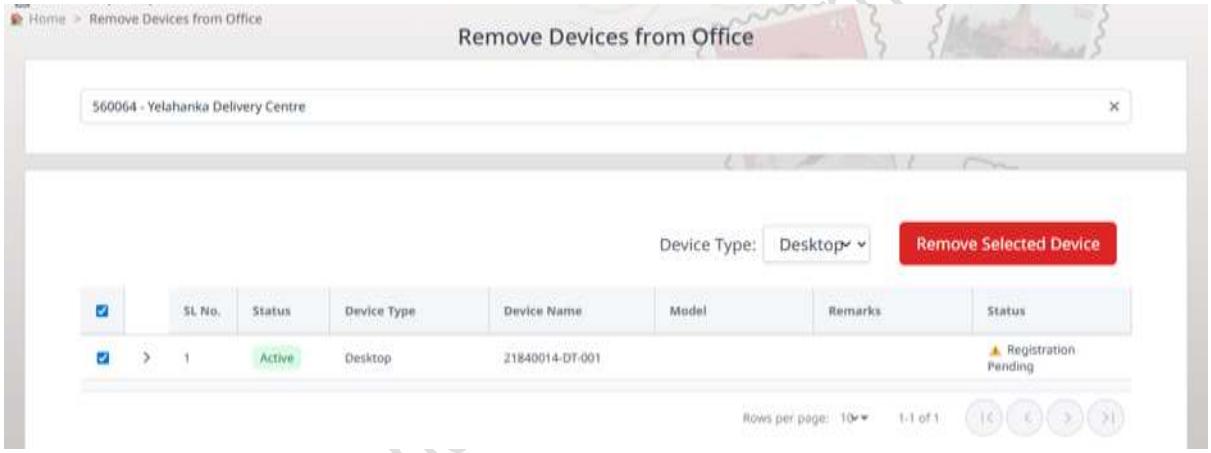
Select the type of device, enter the count , enter remarks and click on “Add”. It will reflect in additional Devices list, Once all type of devices added, click on “Submit” to save.

Note: Using “Delete icon” added device type can be removed before submit.

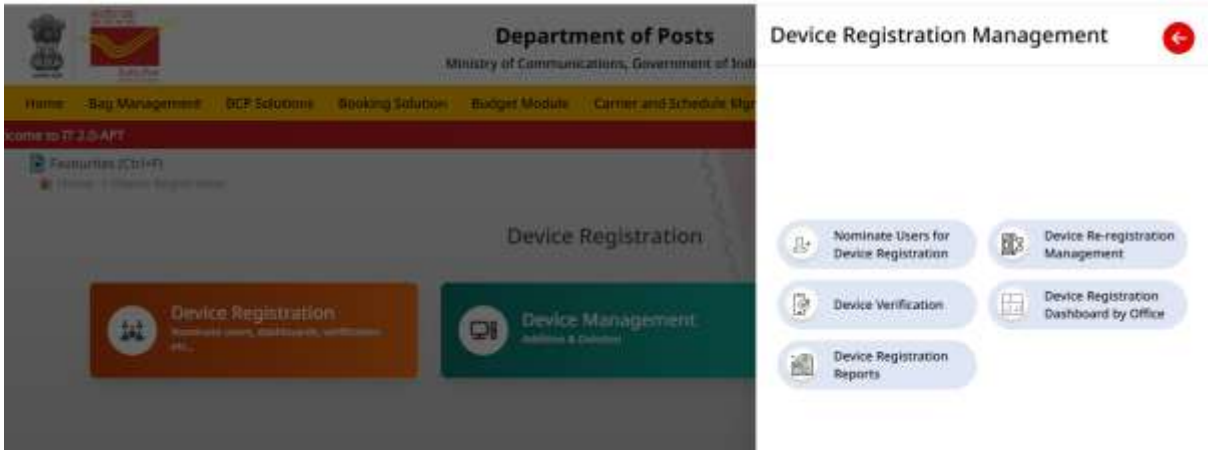


Upon “Submit” , a Confirmation screen will display.

8.1.2 Remove Devices from Offices



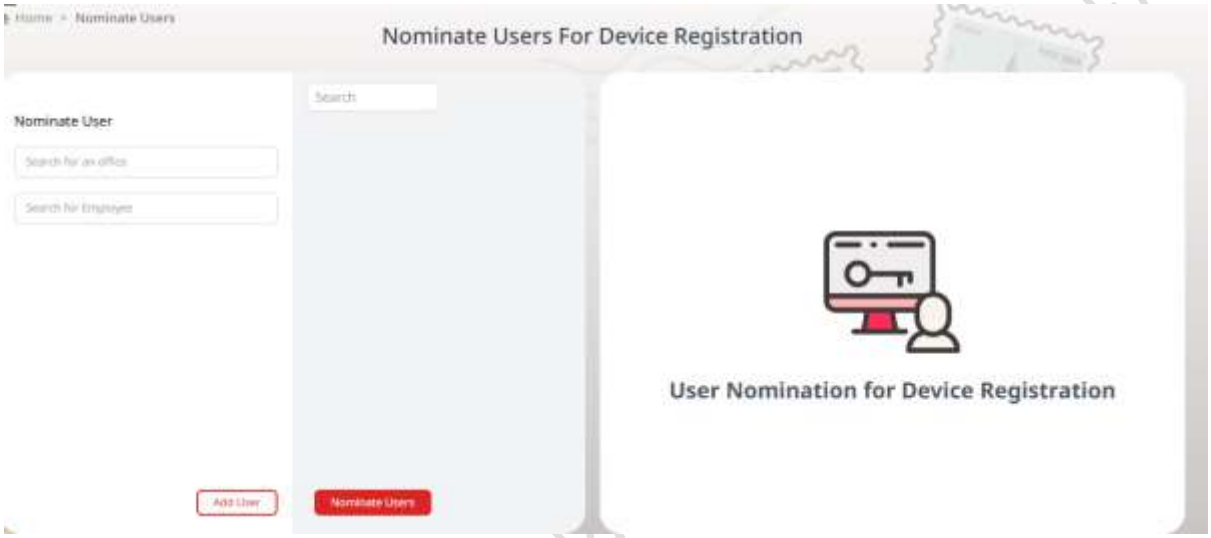
8.2 Device Registration



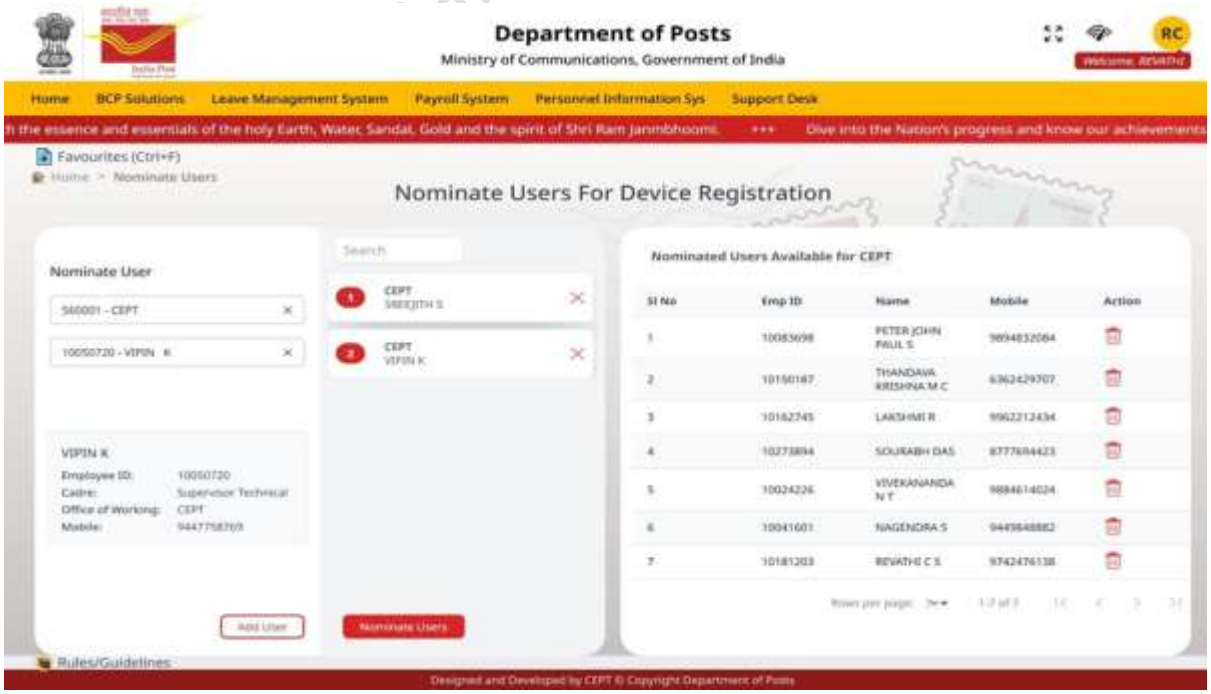
Device Registration Cards, will provide following options,

1. Nominate User- To Perform Device Registration for the selected offices
2. Device Re-registration- Re-registration of device, if user wants to re-register same device.
3. Device Verification- To verify the registered device
4. Device Reg. Dashboard- To see office wise data
5. Device Reg. Report- Device Registration count reports by hierarchy

8.2.1 Nominate Users for Device Registration



Upon clicking “Nominate Users for Device Registration”, it will redirect to user nomination page.



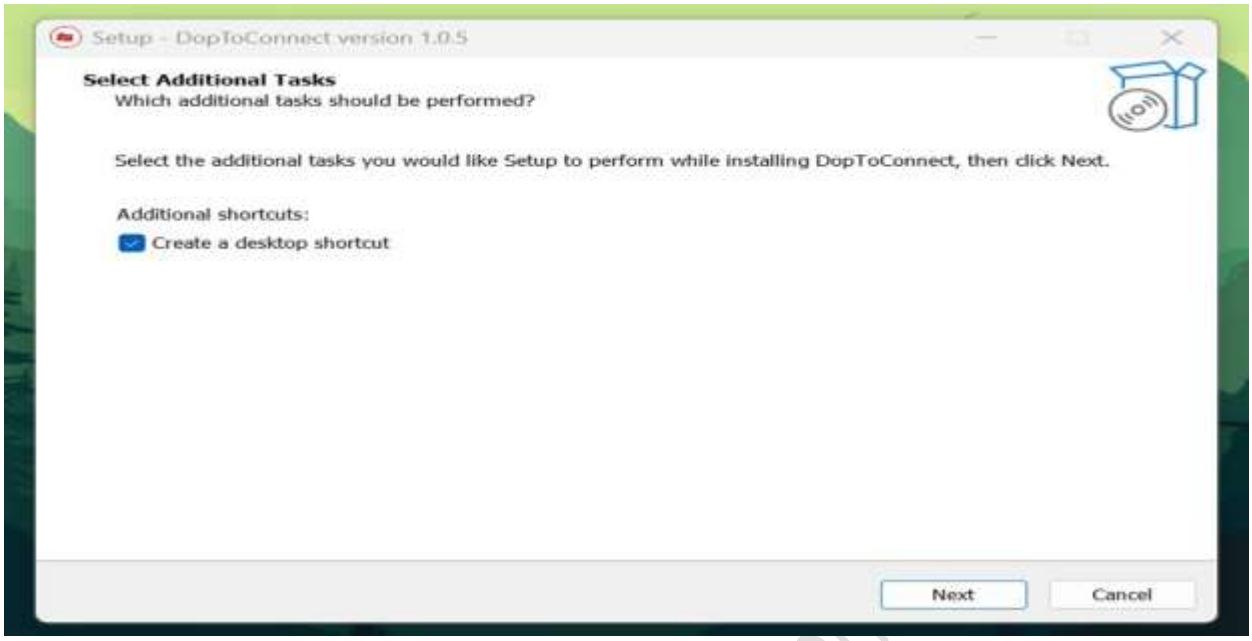
Office for the device registration to be selected, select the system Admin or any other employee, who can perform device registration ,Click on “Add user” to create a temporary table and Click on “Nominate users” to nominate the user for the office.

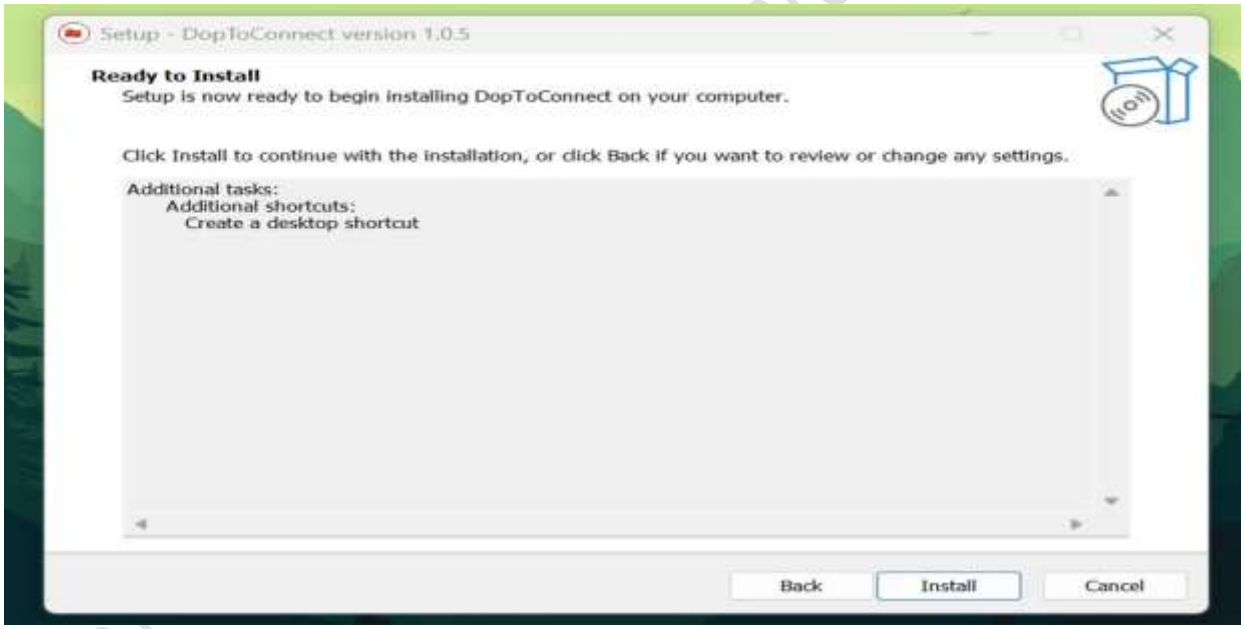
8.2.2 Download Device Registration Setup

8.2.3 Installation of set up file.

Requirements of DopToConnect.exe which is download from Device Registration portal
System OS Requirements: Windows 10 or above

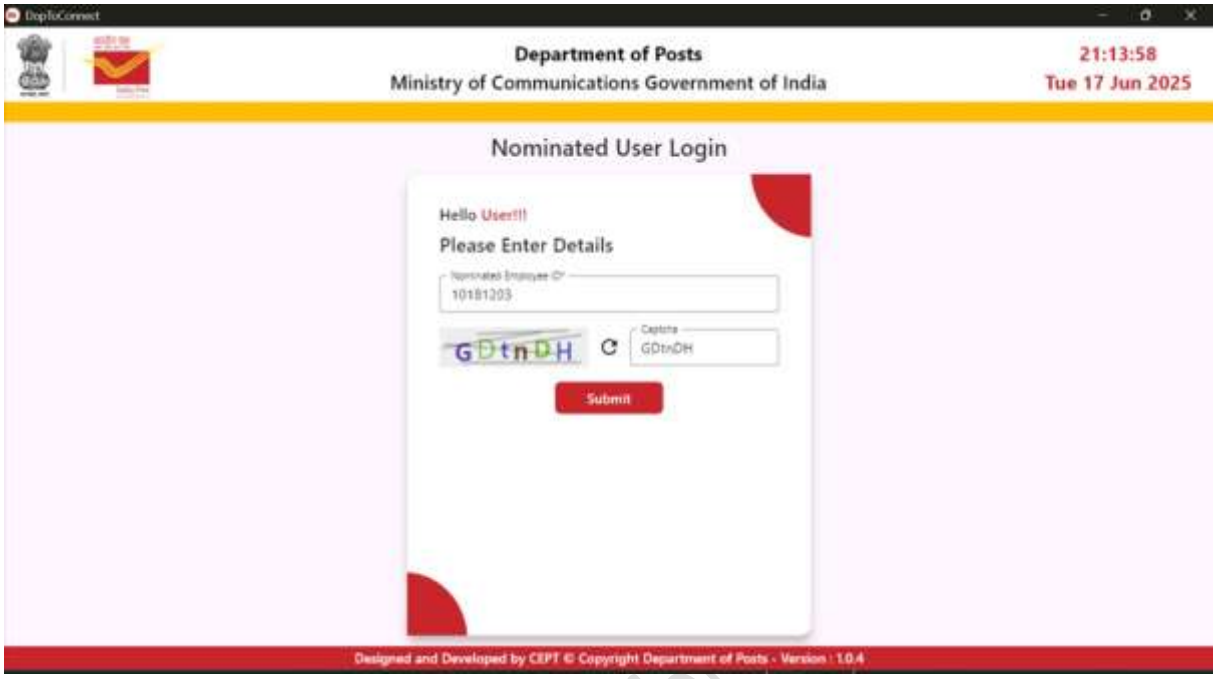
On clicking the DopToConnect Icon, system will initiate the setup procedure for the application, following are the screen that user will come across while installing the application


Setup - DopToConnect version 1.0.5
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing DopToConnect, then click Next.
Additional shortcuts:
Create a desktop shortcut
Next
Cancel

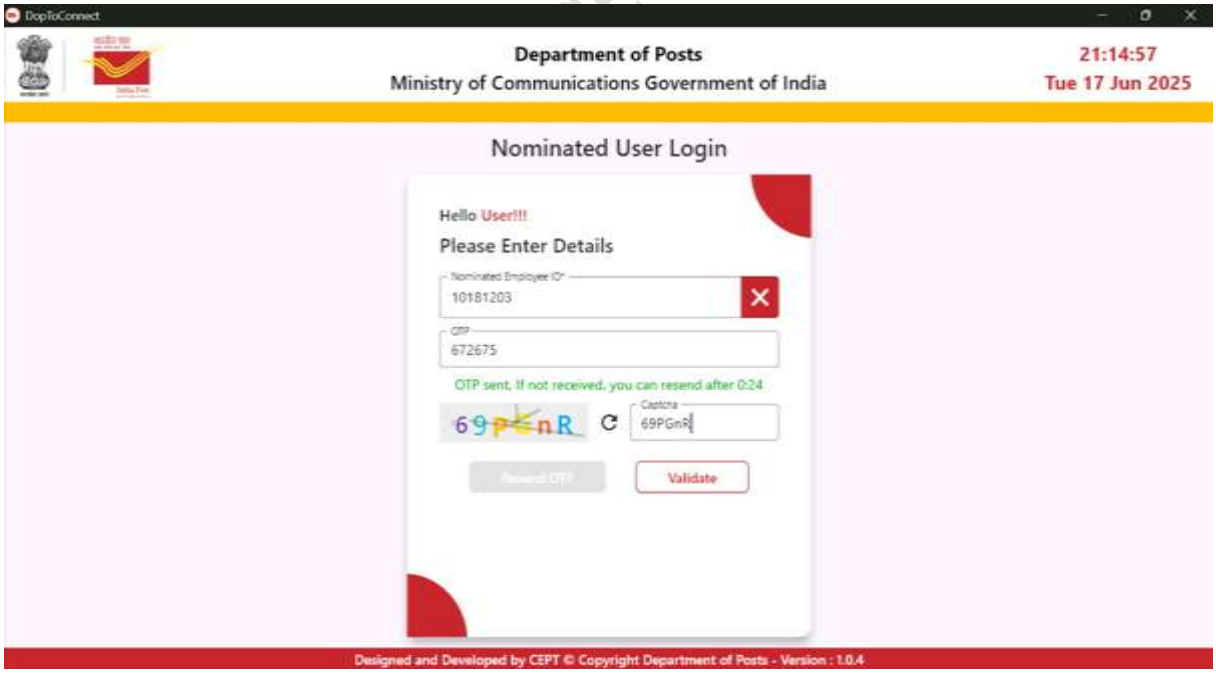

Setup - DopToConnect version 1.0.5
Ready to Install
Setup is now ready to begin installing DopToConnect on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Additional tasks:
Additional shortcuts:
Create a desktop shortcut
Back
Install
Cancel

Setup - DopToConnect version 1.0.5
Completing the DopToConnect Setup Wizard
Setup has finished installing DopToConnect on your computer. The application may be launched by selecting the installed shortcuts.
Click Finish to exit Setup.
Finish

On click on “Finish” the application installation is completed, now user needs to click on the Desktop Icon of DopToConnect, which will take the user to below page



Now, Nominated user should enter there Employee ID, and enter Captcha code, and click on submit.

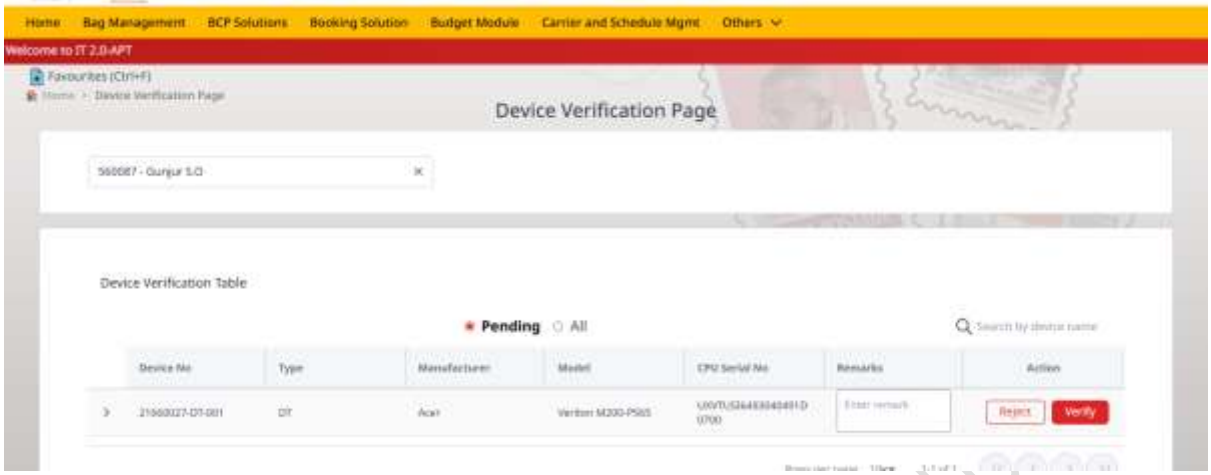


Now user will get OTP to his mobile, if user don't get OTP, he needs to check back the mobile number in the PIS Module data, and also it is to be noted by the user only 3 OTPs will generated for a user in 10 mins. User now needs selects the available devices for device registration.

Upon clicking "Register", captures all device details including Hardware details & Software details of the device, Some devices might not have hardware details, ideally the details will look like below image. If not, user is need to worry as some devices don't carry hardware details like asset number, manufacturer name, model number etc., user can continue the device registration activity without any concerns.

Note that, user cant able to access IT 2.0 APT portal without verification in portal side provided to OA

8.2.4 Device Verification

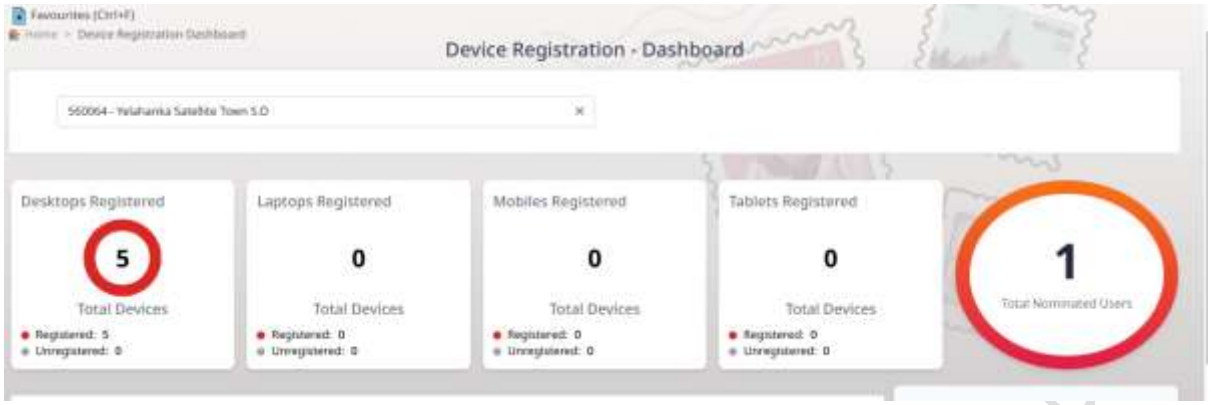


Upon clicking “Device Verification Page”, Administrative office has to verify the registered devices which were listed out under “Device Verification Table”

8.2.5 Device Re-Registration

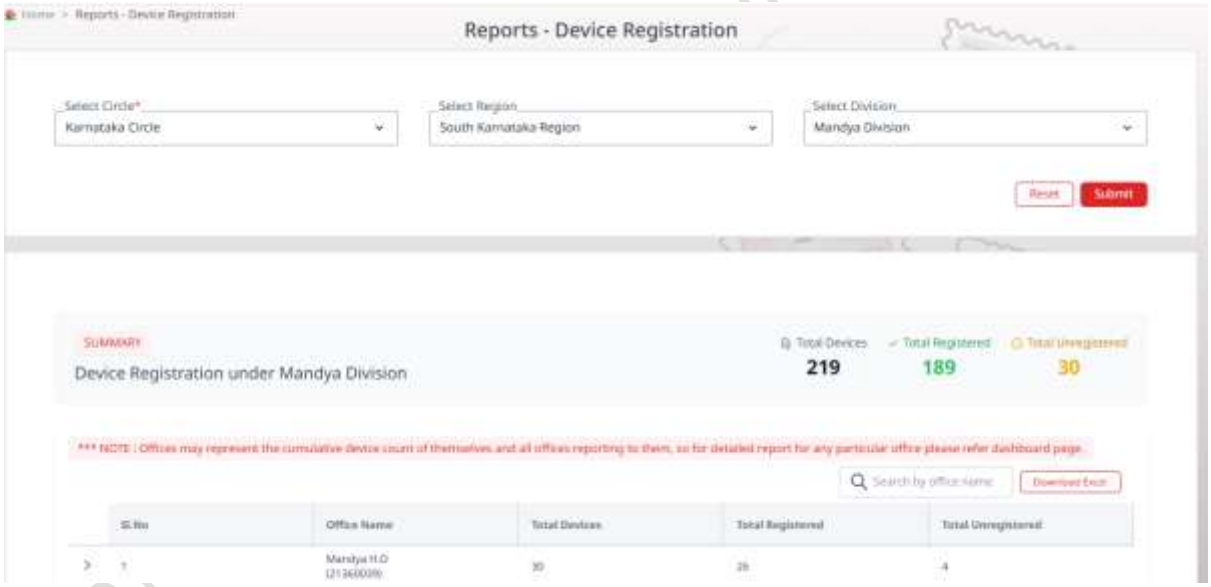
Upon clicking on “Device Re-Registration”, it will redirect to “Device Re-registration Management”. Search the device from “Device search” sidebar , after verifying the details, Click on “Re-Register” .

8.2.6 Device Registration Dashboard by Office



Upon clicking “Device Registration Dashboard by Office”, it will redirect to “Device Registration Dashboard”. Dashboard will be displayed for the selected office from the drop down.

8.2.7 Device Registration reports



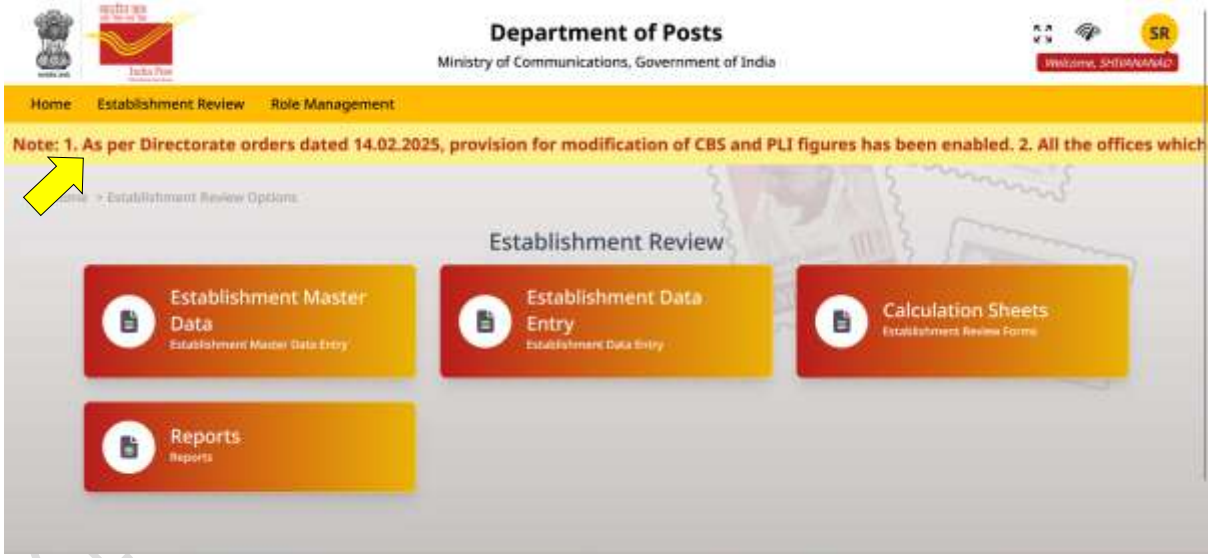
Upon clicking “Device Registration Reports”, it will redirect to “Reports-Device Registration”. Select the offices from drop down and click on “Submit” to view the reports.

Internal Use Only

9 Establishment Review

The ‘Establishment Review’ is a Card in which the user can carry-out all the work of related to Establishment Review.

Click Card ‘Establishment Review’ card.



After clicking on ‘Establishment Review’ card, four sub-cards will be displayed viz.,

- **Establishment Master Data**
- **Establishment Data Entry**
- **Calculation Sheets**
- **Reports**

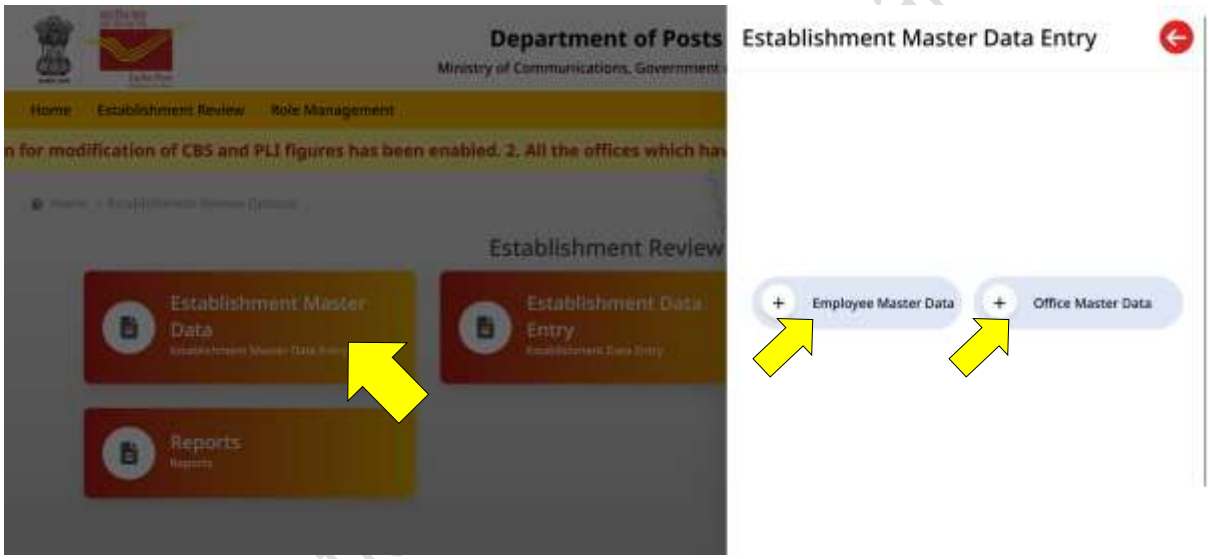
“Role Management” menu is made available only for Approving Authority.

Note : - As per Directorate letter Dated 14-02-2025 mentioned *supra* in Introdution section, a ticker about the editing option run on the portal for information of all users in the landing page after login. Ticker text reads as

“Note : 1. As per Directorate orders dated 14.02.2025, provision for modification of CBS and PLI figures has been enabled.

All the offices which have completed Data Entry/Verification etc, are accordingly allowed to check the values and submit the correct statistics using this provision.”

9.1 Establishment Master Data



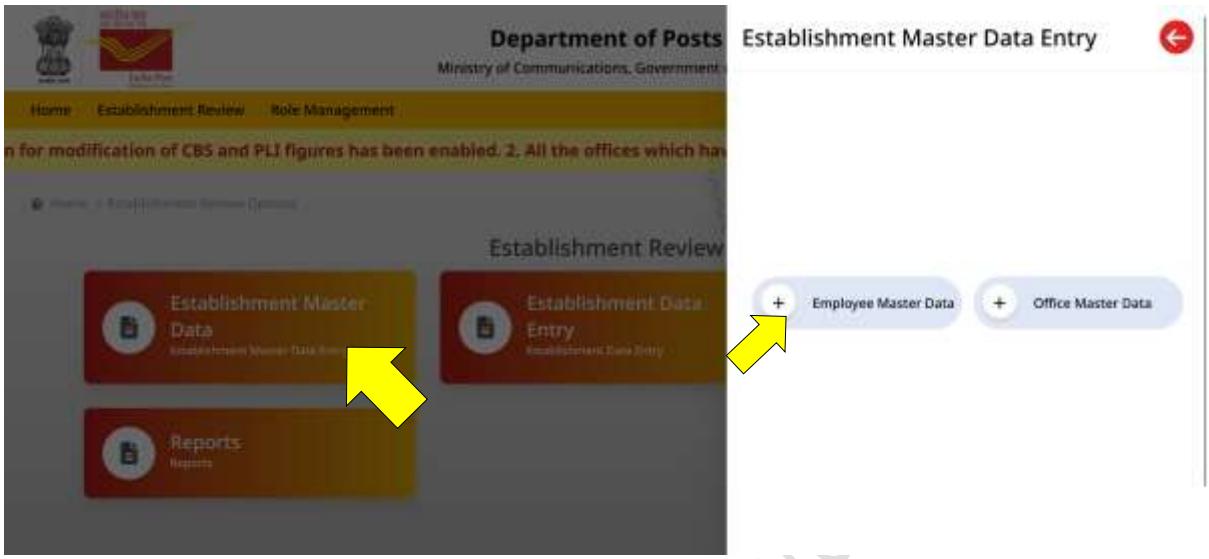
“Establishment Master Data” sub card has two options in side panel. Viz.,

- Employee Master Data
- Office Master Data

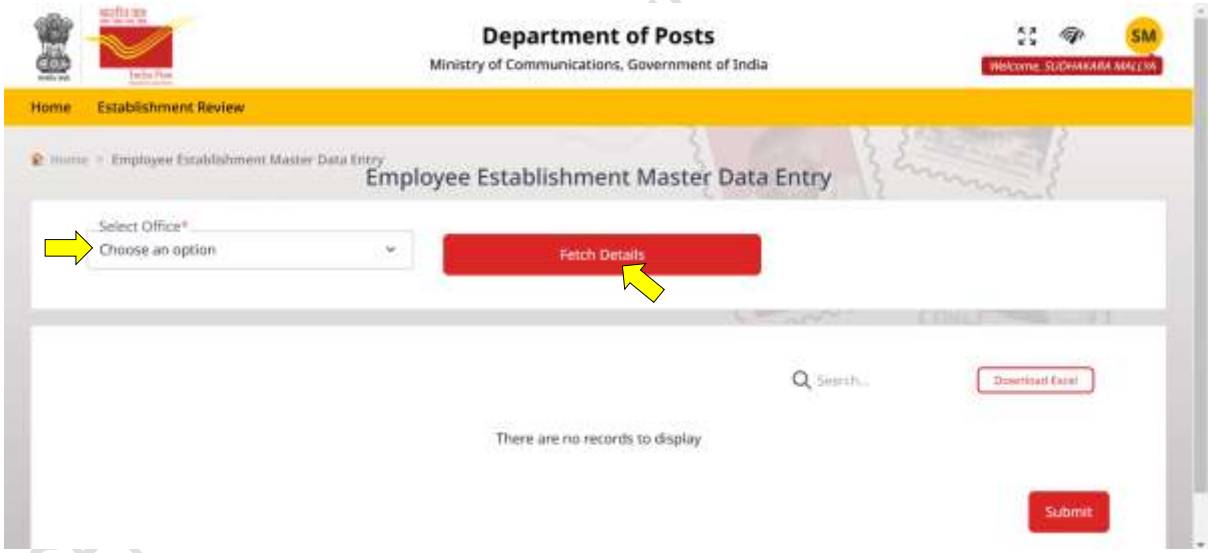
“Establishment Master Data” sub card is used to edit the Office Master Data and Employee Master Data.

Note : - This sub card will not be used during Establishment Data entry Approval process.

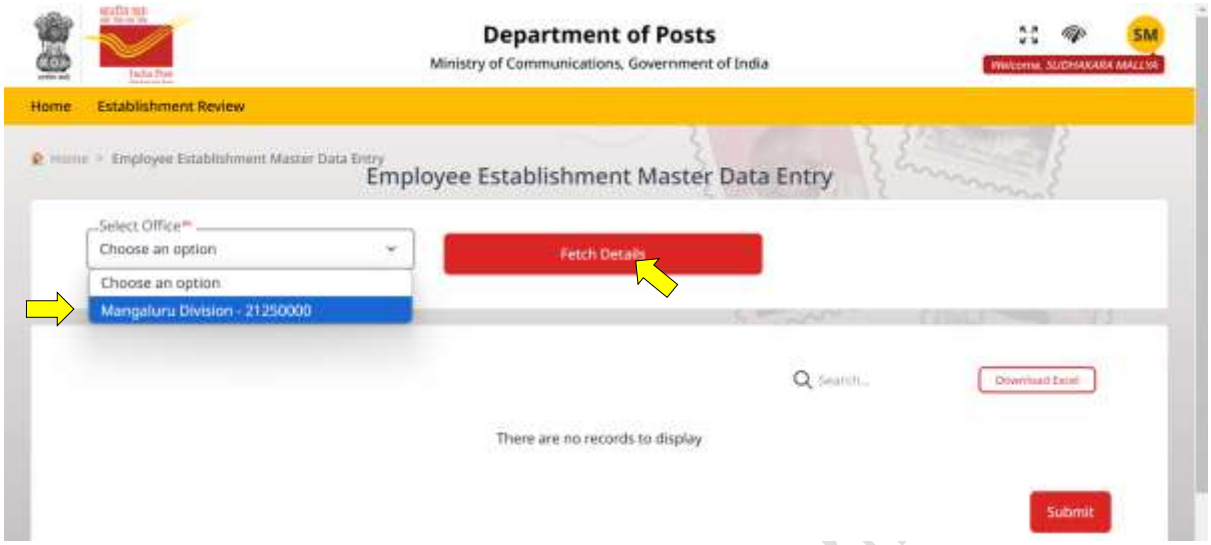
9.1.1 Employee Master Data



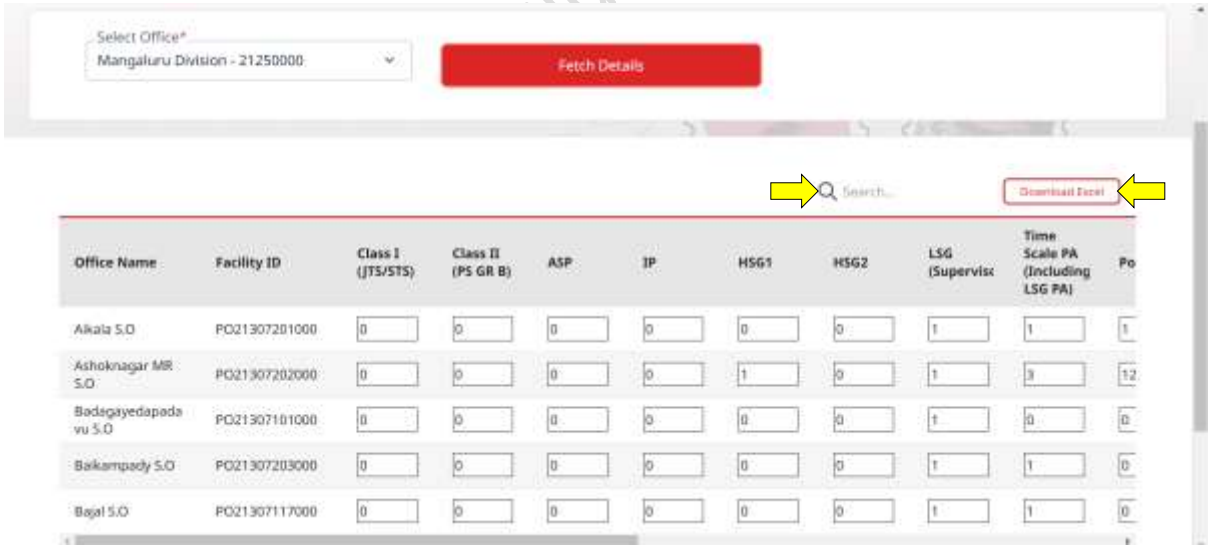
Click on “Establishment Master Data” option under “Establishment Master Data” sub card.



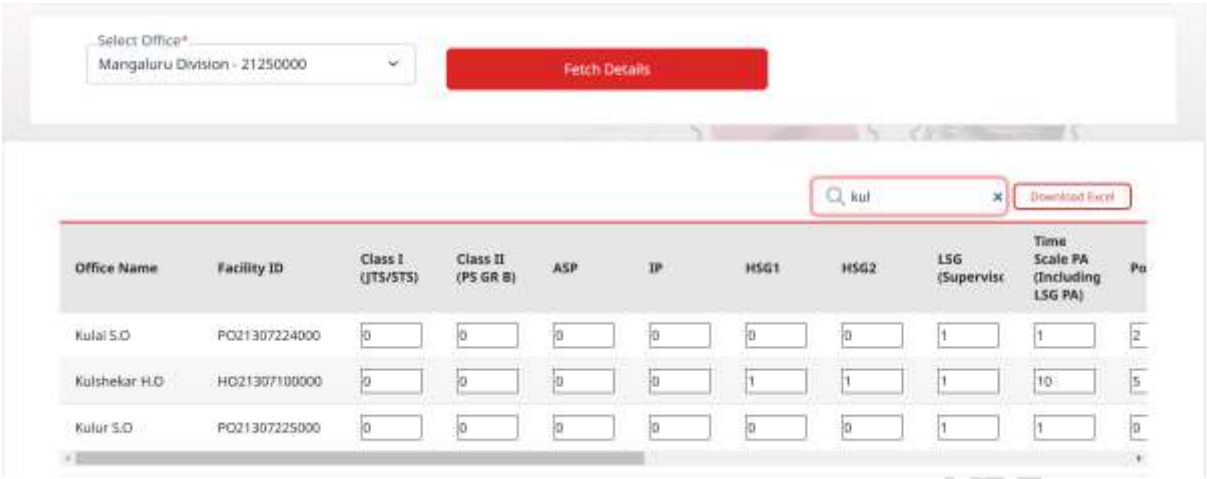
After clicking on “Establishment Master Data” option under “Establishment Master Data” sub card page as shown above will appear.



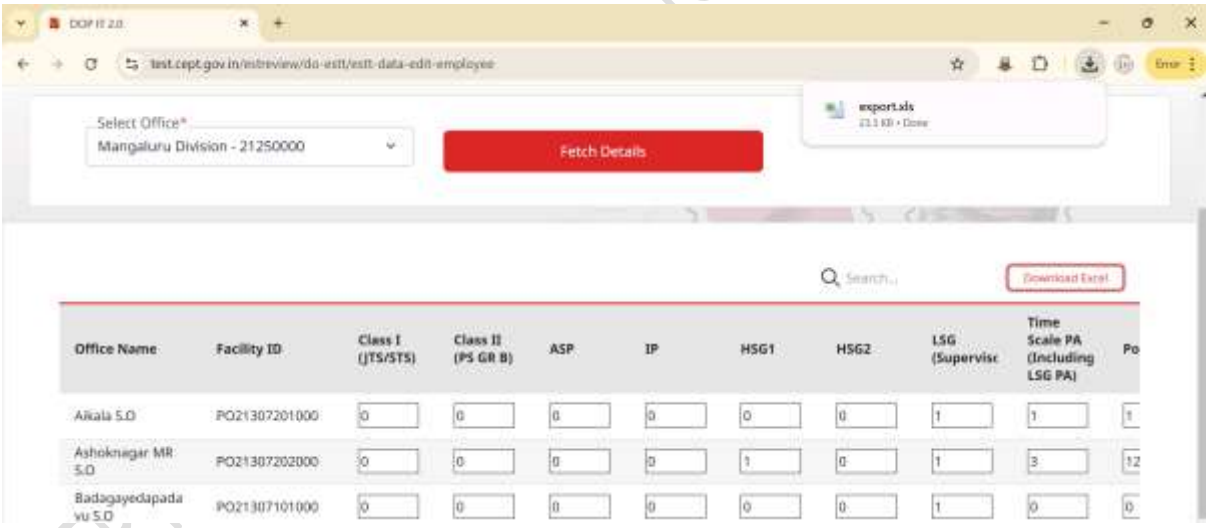
Select the office name (Name of the division) from drop down list in the office field and click on “Fetch Details”



After clicking on Fetch Details, Establishment master data (permanent and temporary) of each Departmental Post Office of the division will be displayed.

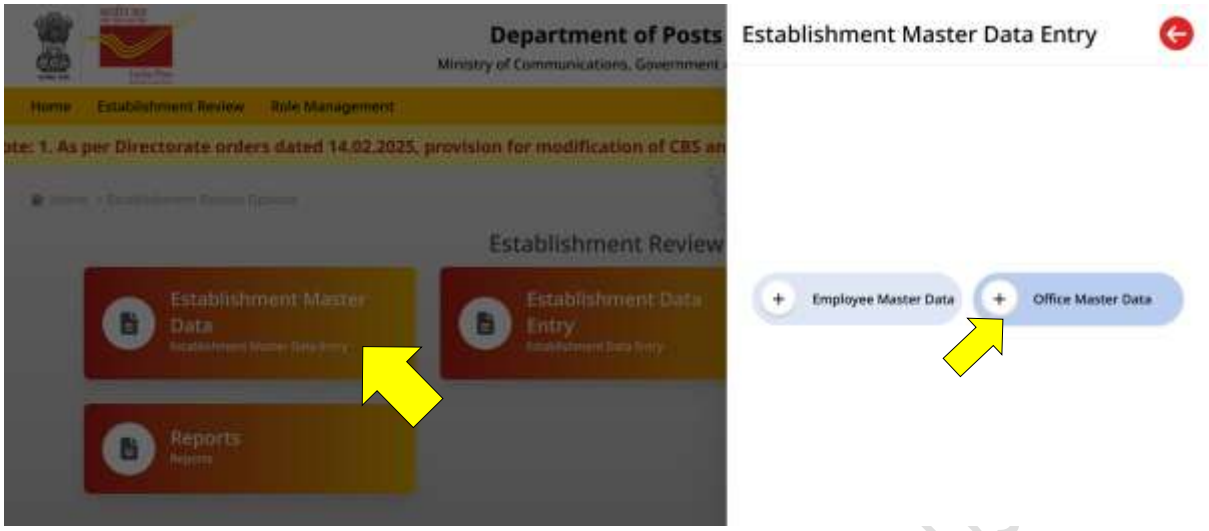


Provision of searcher is available. In the searcher field, key characters of office name or facility ID may be entered. Then as per the key characters entered, data will be filtered and displayed.

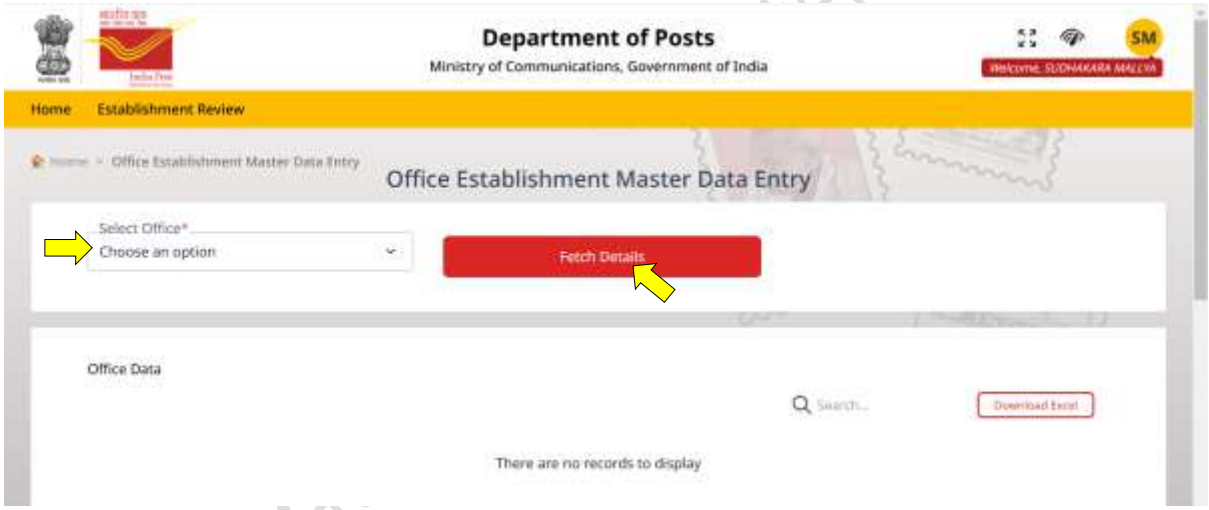


Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

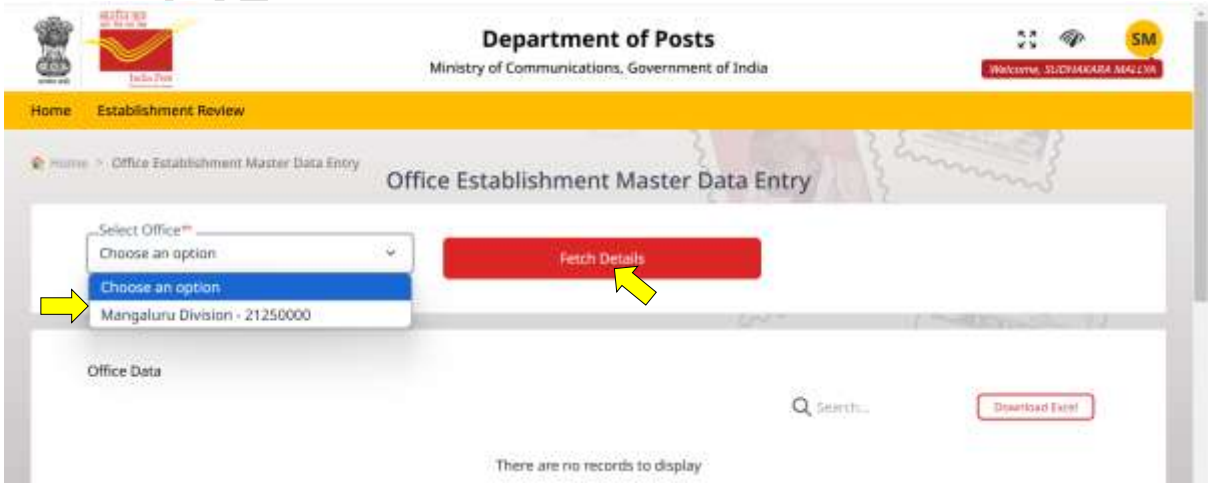
9.1.2 Office Master Data



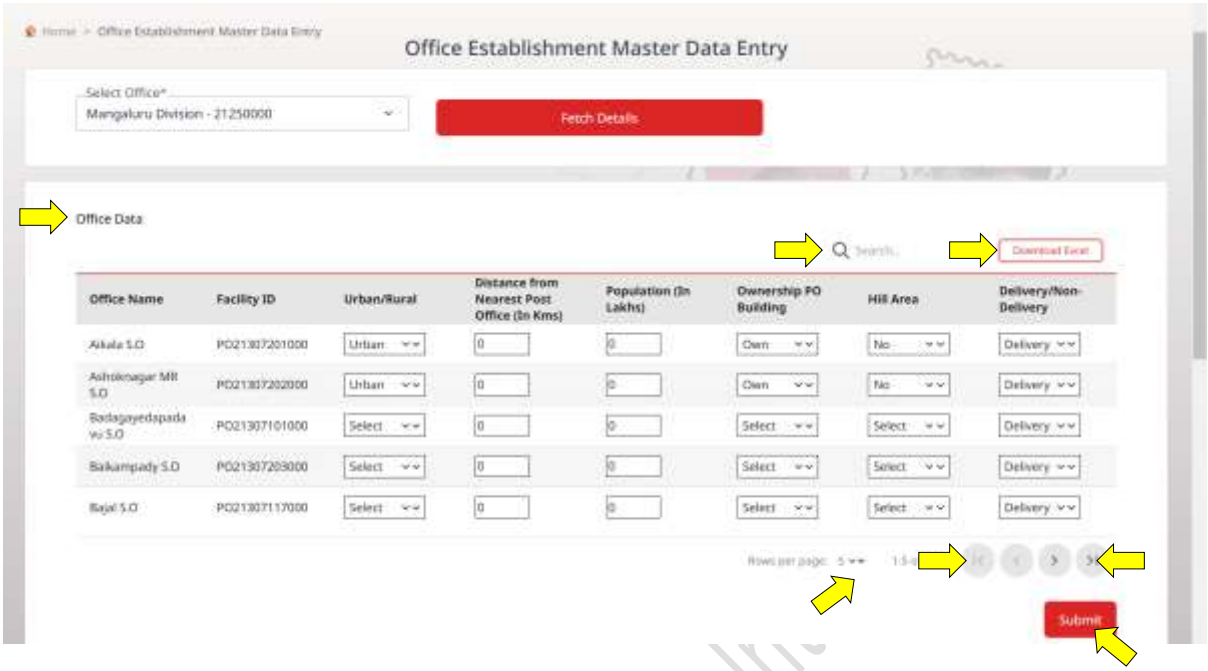
Click on “Office Master Data” side panel option of “Establishment Master Data” sub card.



After clicking on “Office Master Data” option, page as shown above will be displayed.



Select name of the office (Division name) from the drop down list in the “select office” field and click on “Fetch Details”



After clicking on “Fetch Details”, office data with details viz., office name, Facility ID, Urban / Rural, Distance from Nearest Post Office (In Kms), Population (In Lakhs), Ownership PO Building, Hill Area, Delivery / Non Delivery will be shown in respect of all Departmental Post Offices of the division.

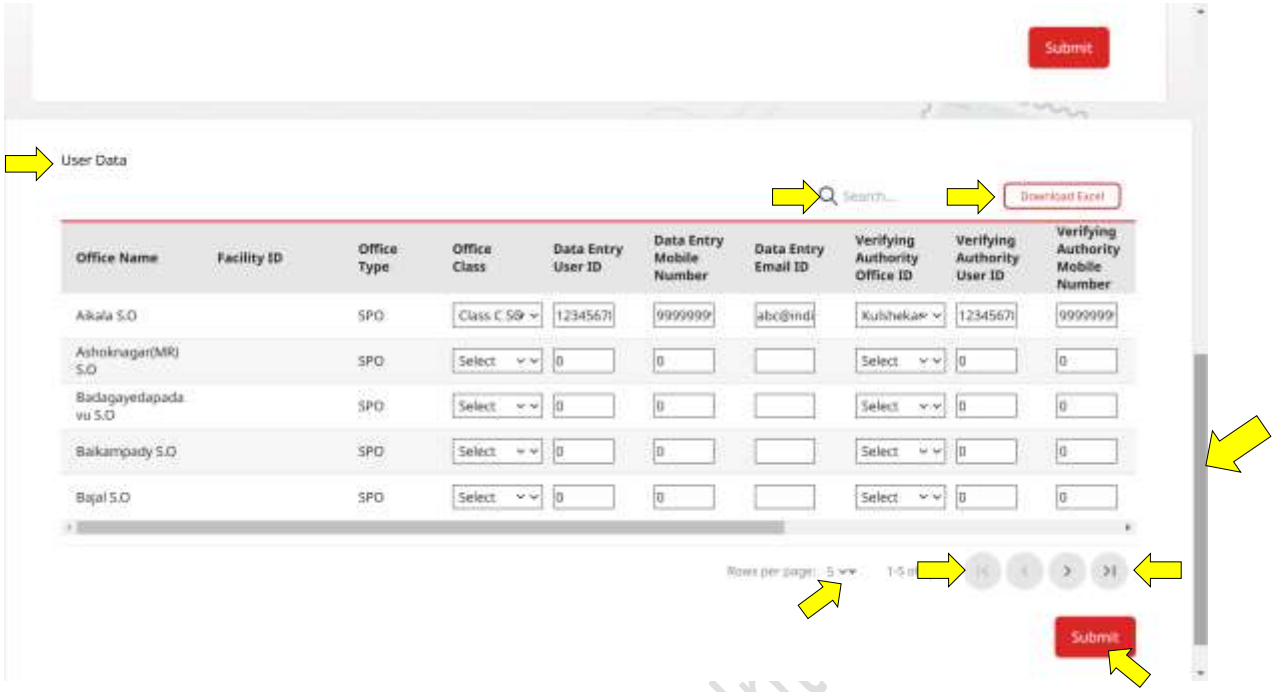
1) Provision of searcher is available. In the searcher field, key characters of office name or facility ID may be entered. Then as per the key characters entered, data will be filtered and displayed.

2) Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

3) Maximum 5 rows per page will be displayed by default. This default number may be changed to 5, 10, 15, 20 depending on the requirement. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page where office data is displayed.

When entering afresh or updating details for any office under column headers which has drop down list such as Urban / Rural, Hill Area, Ownership PO Building etc., applicable values to be selected in all fields having drop down list and then click on “Submit” button to save / update the office data.

CEPT Operational Guide for In



When scrolled down the page, after the "Office Data", user can view "User Data" wherein all Departmental Post Offices of the division with details of office class, User IDs of Data Entry, Verifying authority and Approving Authority for Establishment Review will be shown.

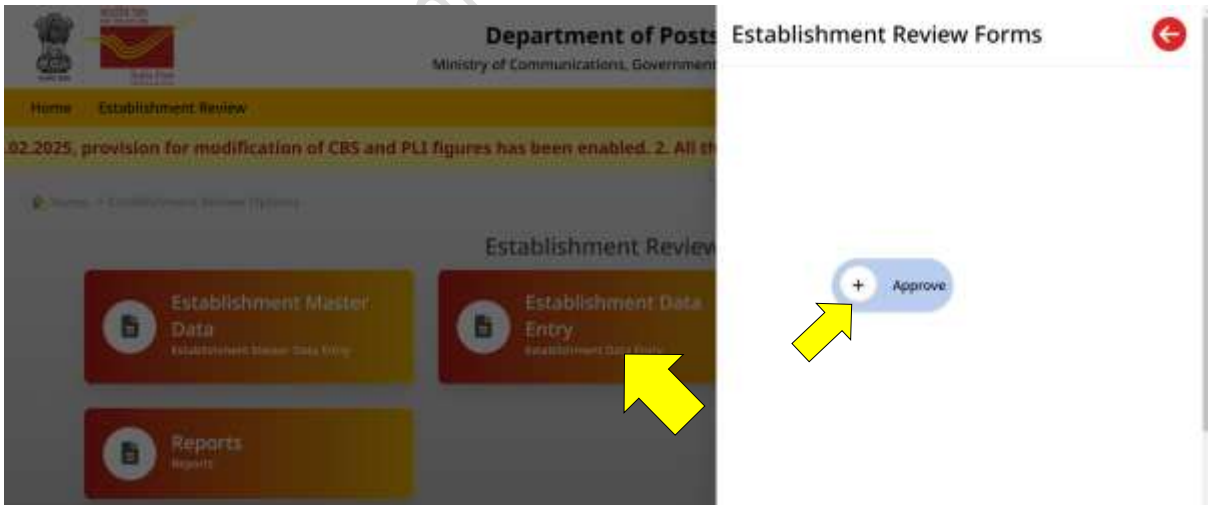
Points 1 to 3 mentioned in the previous para pertaining to "Office Data" are applicable to "User Data" also.

When entering afresh or updating details for any office under column headers which has drop down list such as Office class, Verifying authority office ID, Approving authority office ID etc., applicable values to be selected in all fields having drop down list, duly fill-in details in other fields applicable for the office and then click on "Submit" button to save / update the user data.

CEPT Operational Guide -for In

9.2 Establishment Data Entry

To Approve / Reject the verified Establishment Data forwarded to the approving authority, Click on “Establishment Data Entry” sub card.

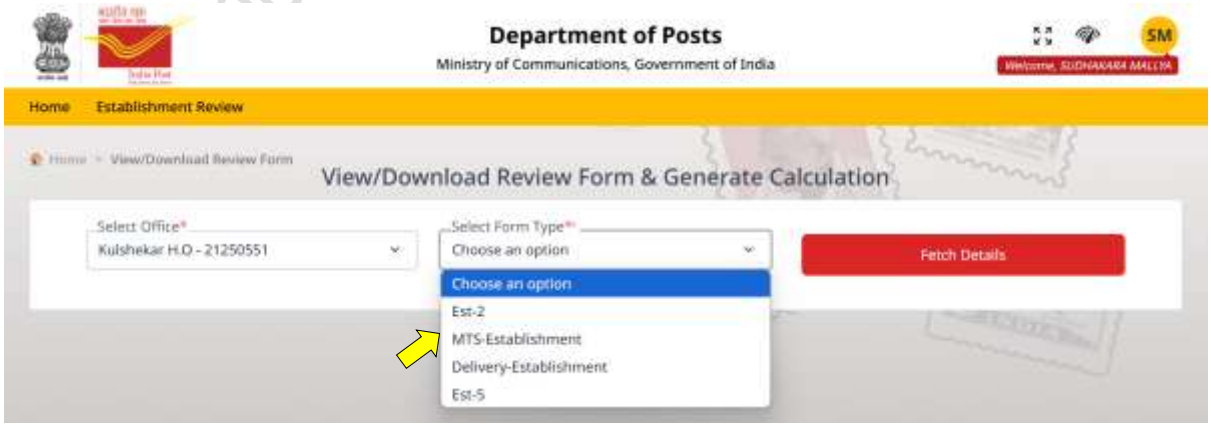


After clicking on “Establishment Data Entry” sub card, Click on “Approve” option available in side panel.

,,,,,,.

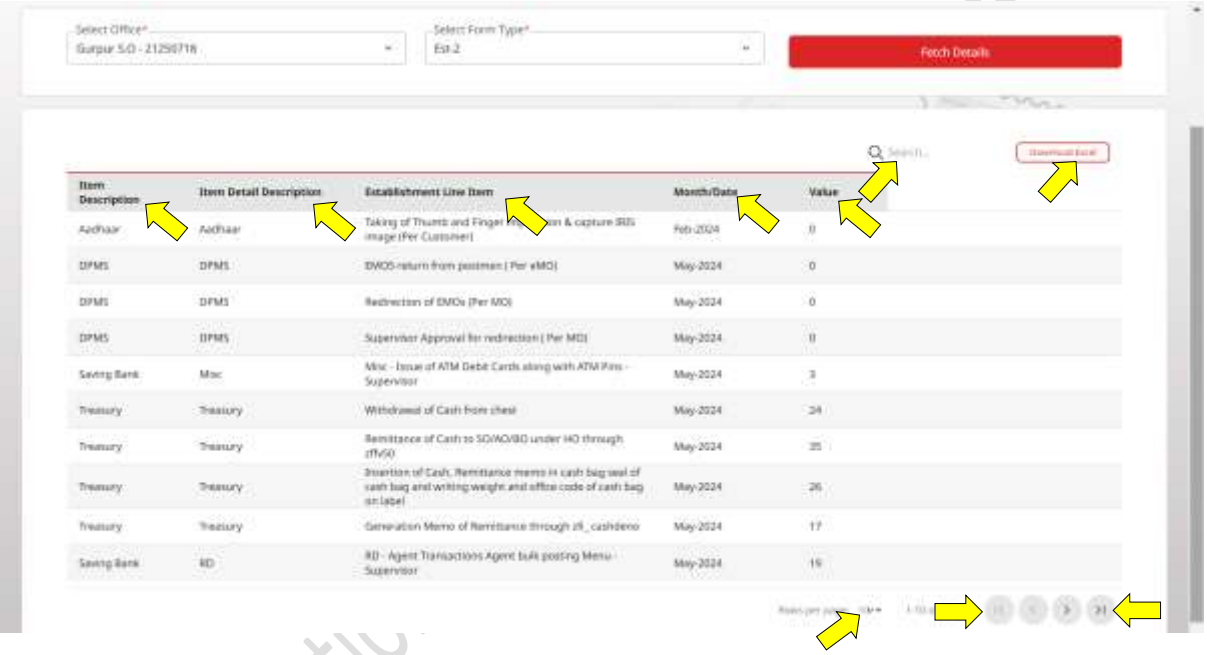
On clicking on " Approve" option, View/Download Review Form & Generate Calculation screen will appear with option to fetch details after selecting office and form type

Select the desired office in the "Select Office" field from the drop down list. Here only those offices for which data has been forwarded by the verifying authority will be displayed.



After selecting the office name, select any one form from the "Select Form Type" drop down list.

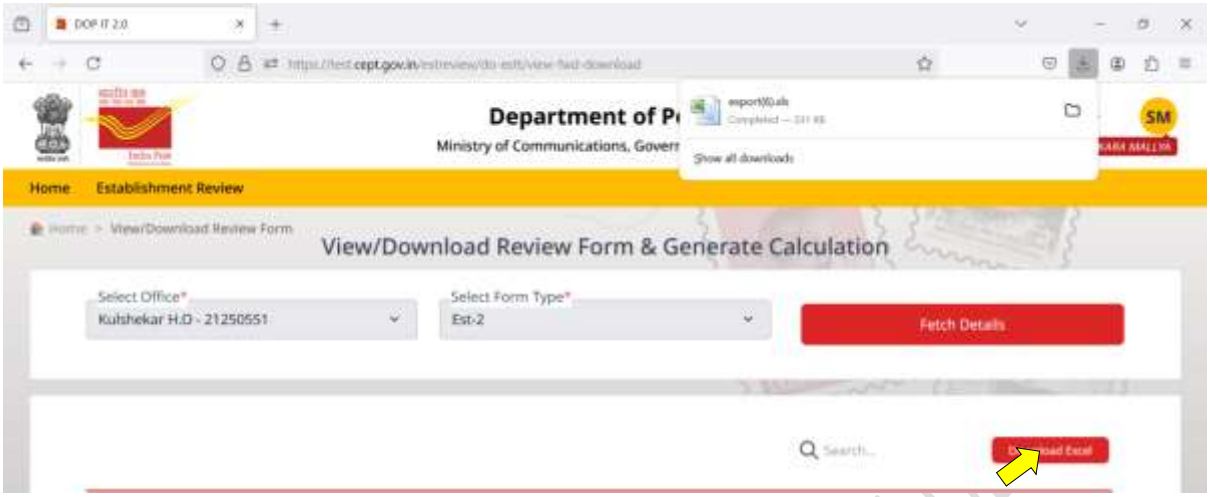
Select the Office and Form Type from the dropdown menu and click on Fetch Details.



On clicking on **Fetch Details** verified data forwarded by the verifying authority will appear in a table format. Data can be fetched even after approval of the data also but the buttons "Approve" or "Reject" will not be active.

1) Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.
2) Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

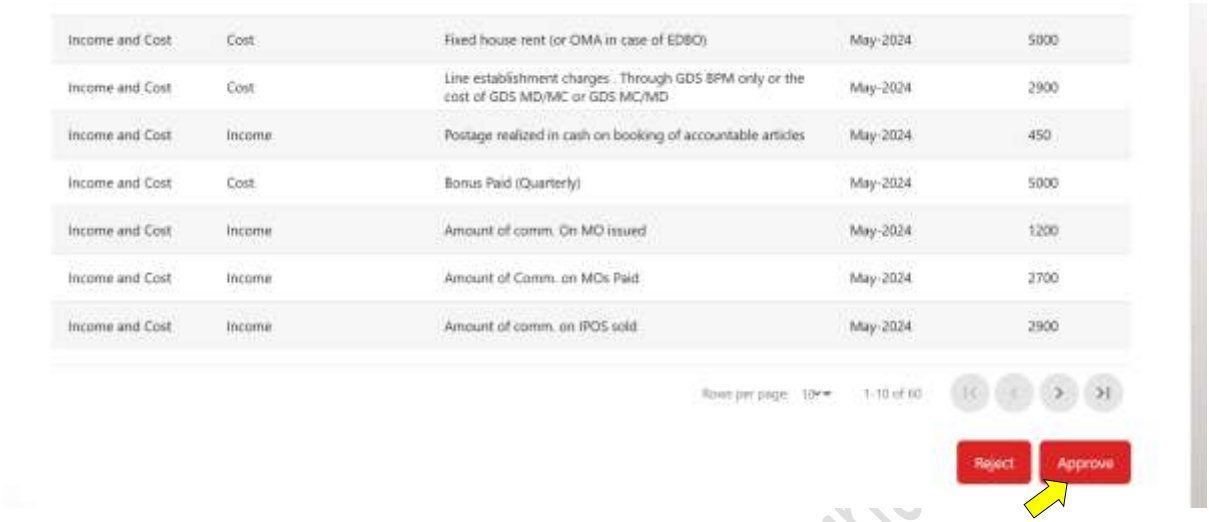
3) Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button. File in Excel format will be downloaded as per the web browser settings.



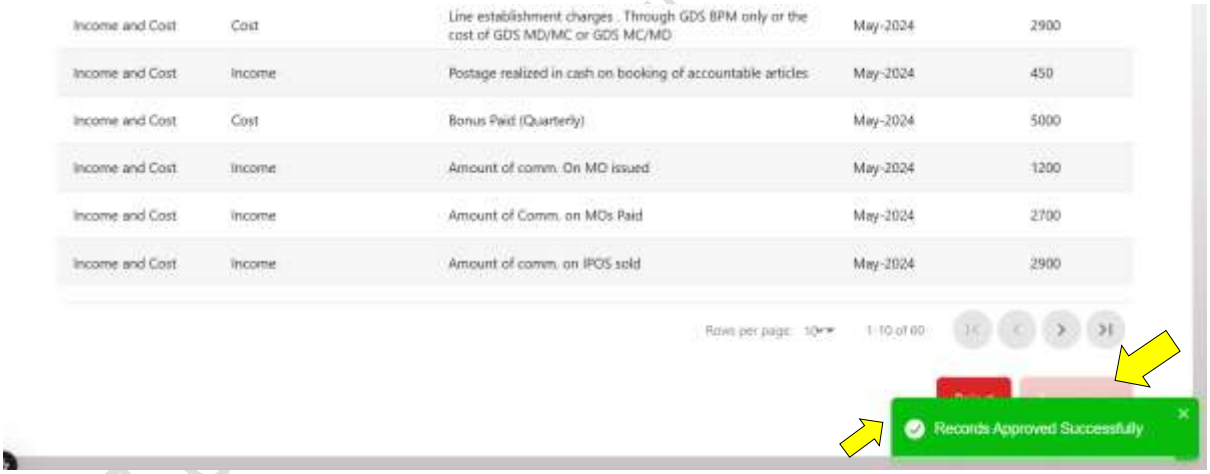
On Clicking 'Download Excel' option. Data in Excel format will be downloaded.

transaction_id	transaction_code	transaction_description	item_code	item_description	item_detail_code	item_detail_desc	item_value	estt_form_code	from_date
32611	10000689	Postage realized in cash on booking of accountable articles	10011	Income and Cost	132	Income	222	Est_1004	Feb-24
32612	10000690	Bonus Paid (Quarterly)	10011	Income and Cost	137	Cost	6000	Est_1004	Feb-24
28752	10000423	Establishment charges of the office (quarterly)	10011	Income and Cost	137	Cost	12000	Est_1004	May-24
28753	10000424	Fixed house rent (or OMA in case of EDBO)	10011	Income and Cost	137	Cost	5000	Est_1004	May-24
28754	10000425	Line establishment charges . Through GDS BPM only or the cost of GDS MD/MC or GDS MC/MD	10011	Income and Cost	137	Cost	2900	Est_1004	May-24
32616	10000689	Postage realized in cash on booking of accountable articles	10011	Income and Cost	132	Income	450	Est_1004	May-24
32617	10000690	Bonus Paid (Quarterly)	10011	Income and Cost	137	Cost	5000	Est_1004	May-24
28745	10000416	Amount of comm. On MO issued	10011	Income and Cost	132	Income	1200	Est_1004	May-24
28746	10000417	Amount of Comm. on MOs Paid	10011	Income and Cost	132	Income	2700	Est_1004	May-24
28747	10000418	Amount of comm. on IPOS sold	10011	Income and Cost	132	Income	2900	Est_1004	May-24
28748	10000419	Amt of Commn. On IPOS paid	10011	Income and Cost	132	Income	230	Est_1004	May-24
28749	10000420	Total No of SB Trans	10011	Income and Cost	132	Income	19000	Est_1004	May-24
28750	10000421	Total No of RD Trans	10011	Income and Cost	132	Income	15000	Est_1004	May-24
28716	10000413	Sale of Postal Stamp and stationery	10011	Income and Cost	132	Income	540	Est_1004	Aug-24
28717	10000414	Value of unpaid postage received	10011	Income and Cost	132	Income	320	Est_1004	Aug-24
28718	10000415	Value of unpaid dispatched	10011	Income and Cost	132	Income	870	Est_1004	Aug-24

Approver can use the download the data in Excel format to verify if all values are correctly entered.



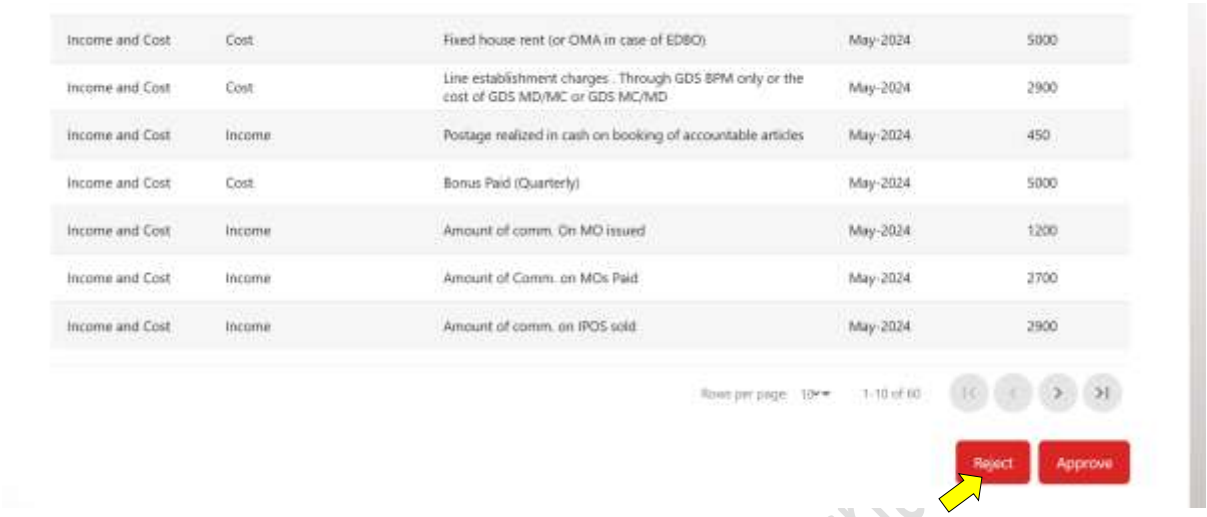
Approve the Form: Once satisfied with the data, click on the **Approve** button located at the bottom right corner of the table.



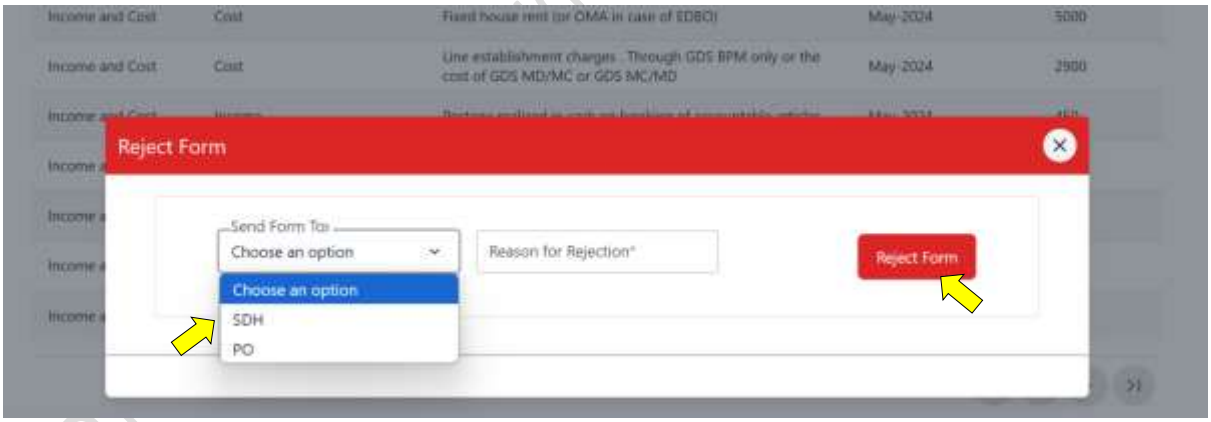
After successful approval, a flash pop-up message as "Records Approved Successfully" will be displayed.

Repeat the procedure for all form types.

Note: <u>Please ensure correctness of data before approval. Once approved, the calculation sheets will be generated and freezed for editing/data entry in all logins. Hence, no further correction will be allowed.</u>

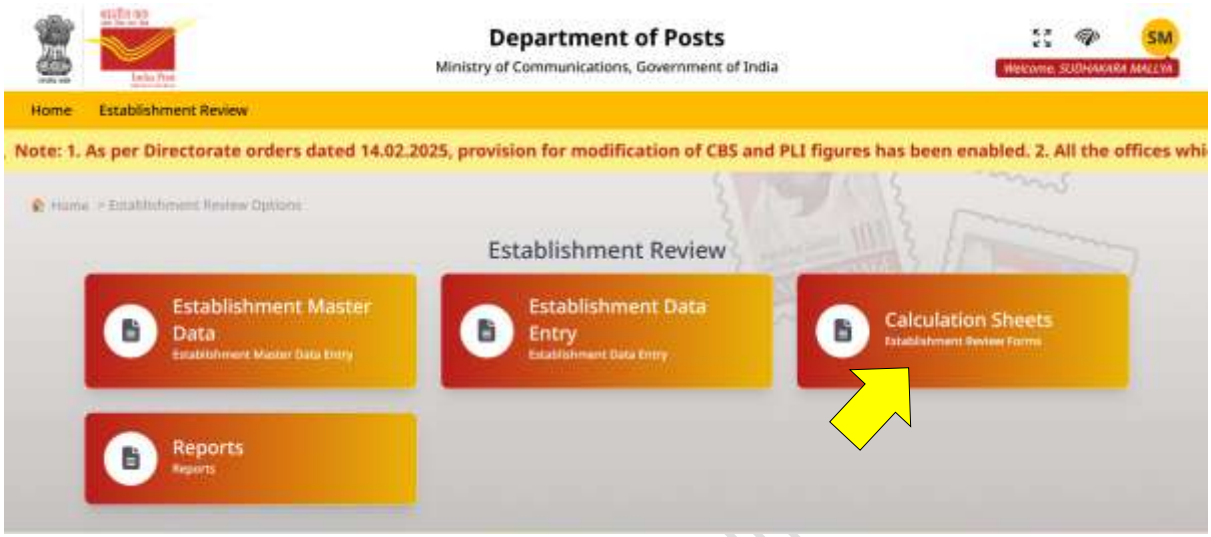


Reject the Form: If not satisfied with the data, click on the **Reject** button located at the bottom right corner of the table.



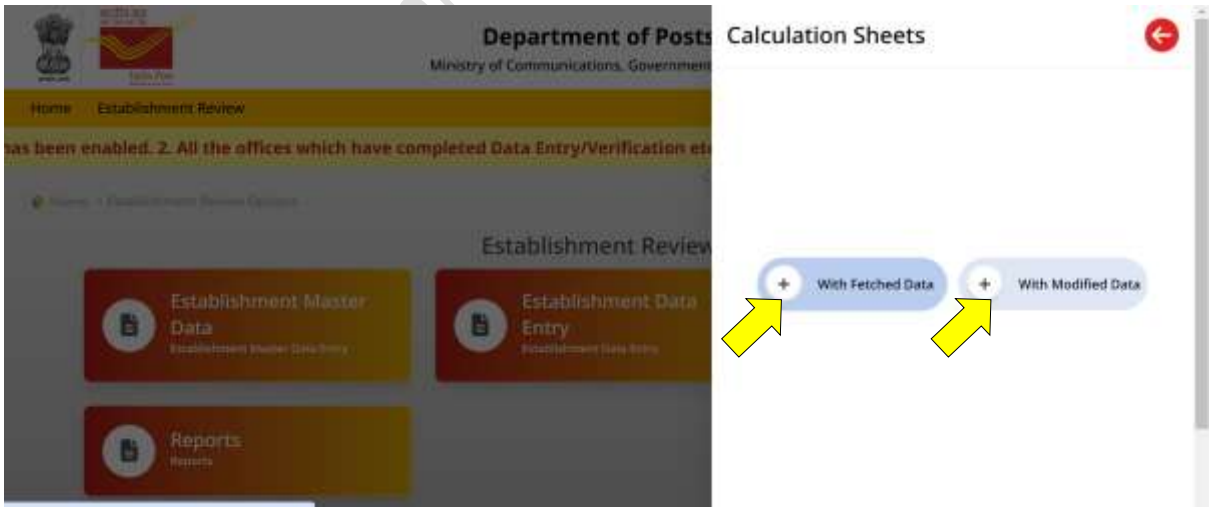
After clicking on “Reject” button, a dialogue box as shown above will appear. The form can be rejected back to either verifying authority or Data entry authority by selecting the desired authority from the drop down list in “Send Form To” field and suitable remarks entered in “Reason for Rejection” field. If rejected, the form will be open for editing in respective login only.

9.3 Calculation Sheets



Click on "Calculation Sheets" sub card to generate the Calculation sheets automatically and view the already generated calculation sheets.

In order to generate calculation sheets for an office and form type, Approver should have approved the Establishment data of that office and form type prior to generation of calculation sheet.



After clicking on "Calculation Sheets" sub card, following two options are visible in side panel viz.,

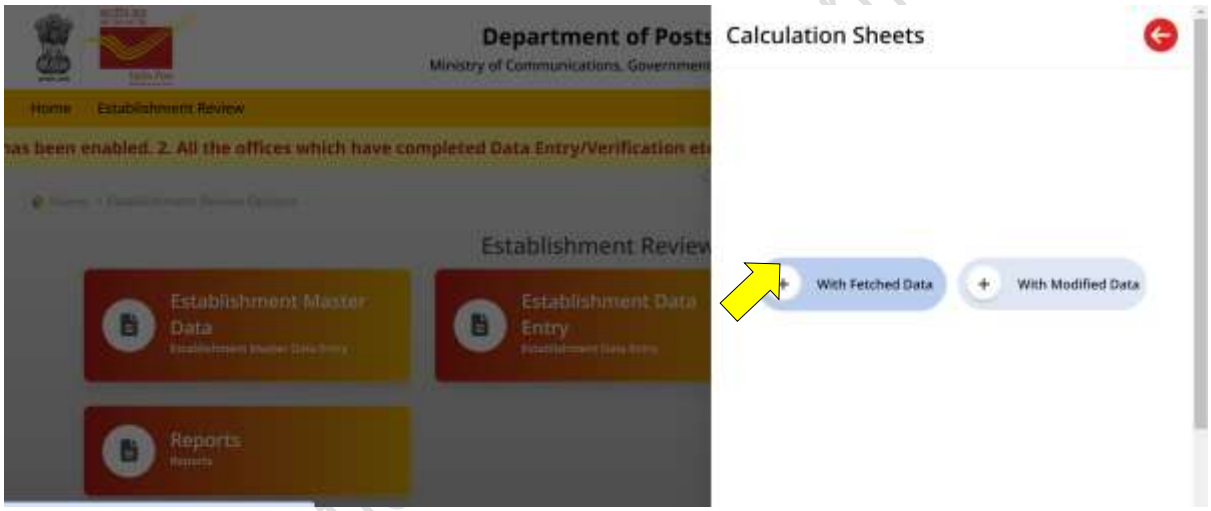
- With Fetched Data
- With Modified Data

Significant portion of data is automatically fetched from various sources like CSI, FSI, CIS etc., Prior to 14-02-2025, data fetched from CBS and CIS were un-editable and data fetched from other sources other than CBS and CIS were editable at Data Entry and Verify stage.

As per instructions of Directorate, modifications in the CBS & CIS fetched data has been provided w.e.f. 14-02-2025 onwards at data entry and verify stage.

In order to compare the variation in workload and staff hours with automatically fetched figures (without modification) and automatically fetched figures (with modification), two options under the Calculation sheets viz., “With Fetched Data” & “With Modified Data” have been provided respectively.

9.3.1 With Fetched Data



Click on “With Fetched Data” option available under “Calculation Sheets” sub card.

After clicking on “With Fetched Data” option, calculation sheet page as shown above will be displayed.

After selecting office and form for which data has been approved and upon clicking on “View Calculation Sheet” button, calculation sheet will be displayed. Details of calculation sheet displayed differ from one form type (Report type) to another form type (report type).

Details of calculation sheets for all four form types (report types) are listed below.

Form type (Report Type)	Details displayed
Est-2	**Est-2 Summary** (for all four months i.e. Feb-2024, May-2024, Aug-2024 & Oct-2024 together) **Work Hours Statement – Operator** along with **Work Hours Summary** **Work Hours Statement – Supervisor** along with **Work Hours Summary**
MTS Establishment	**MTS Establishment Report** (for the 6 selected dates i.e. 13-05-24, 14-05-24, 15-05-24, 16-05-24, 17-05-24 & 18-05-24) along with **Work Hours Sum**mary and **Staff Hours Analysis**
Delivery Establishment	**Workload of Delivery Establishment for the selected beats** (for the 6 selected dates i.e. 13-05-24, 14-05-24, 15-05-24, 16-05-24, 17-05-24 & 18-05-24) along with **Beat Summary** and **Consolidated Summary (Total Beats)**
Est-5	**Est-5 Summary** **Income to Cost Report** along with **summary**

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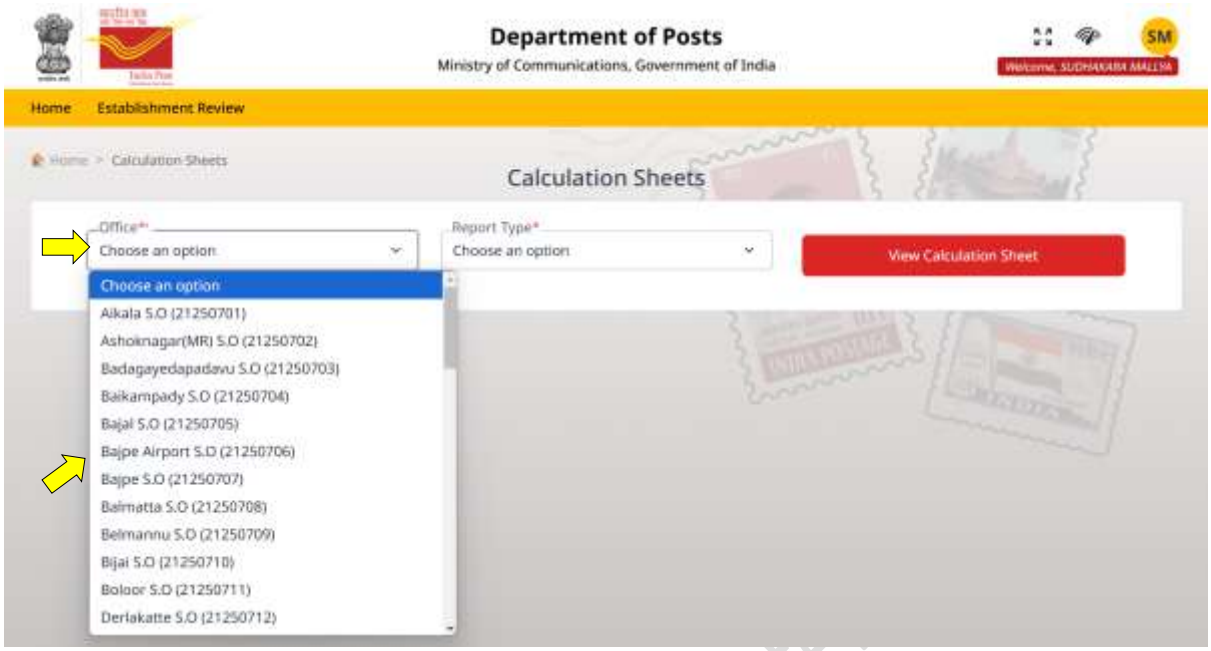
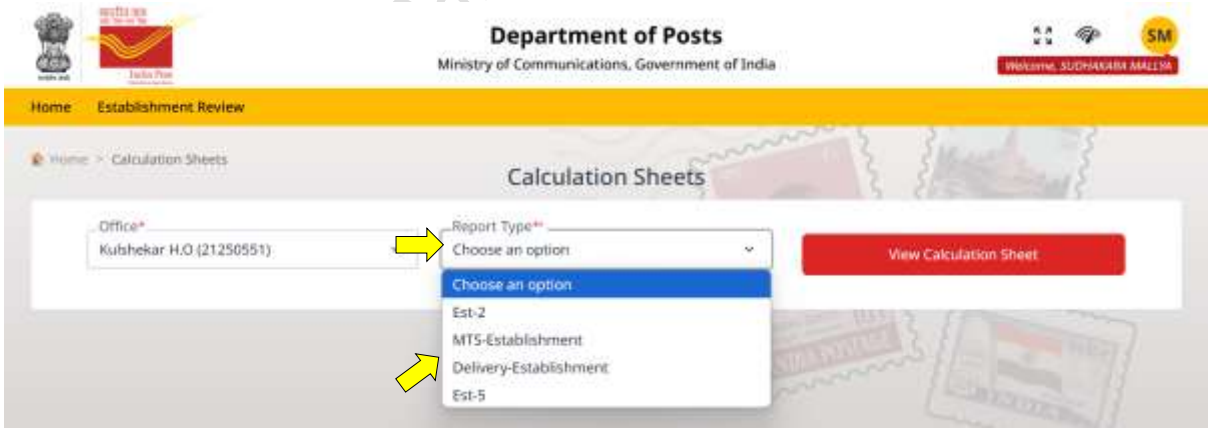


Select the desired office name in the "Office" field from the drop down list for which Approver has already approved the data and wishes to view the calculation sheet.

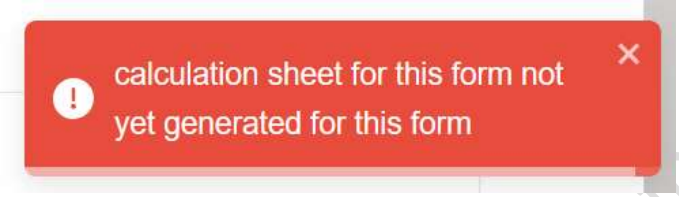
Note : - In the "Office" field, all Departmental Post Office mapped to the division will get populated irrespective of the fact whether Establishment data of an office is approved by the Approver or not.



After selecting the desired office in the "Office" field, select form name from the drop down list in the "Report Type" field. Approver need to select such form which has already been approved by the Approver.

Note : - Only one report type can be selected at one time. Multiple selection not possible.

After selecting the office and report type, click on “View Calculation Sheet”.



In case, Approver tries to view calculation sheet for any office and form for which data has not been approved by the Approver, then a flash pop-up message as shown above will appear.

9.3.1.1 Calculation Sheet for Est-2 form

Select from drop down list office and Est-2 form in the “Office” and “Report Type” fields respectively for which data has been approved by the Approver.

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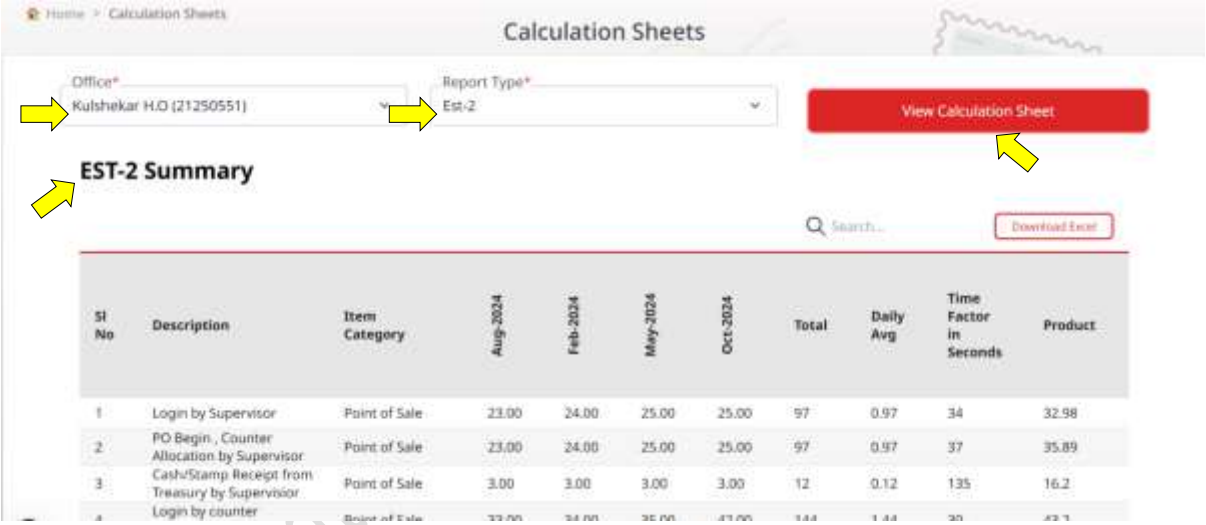
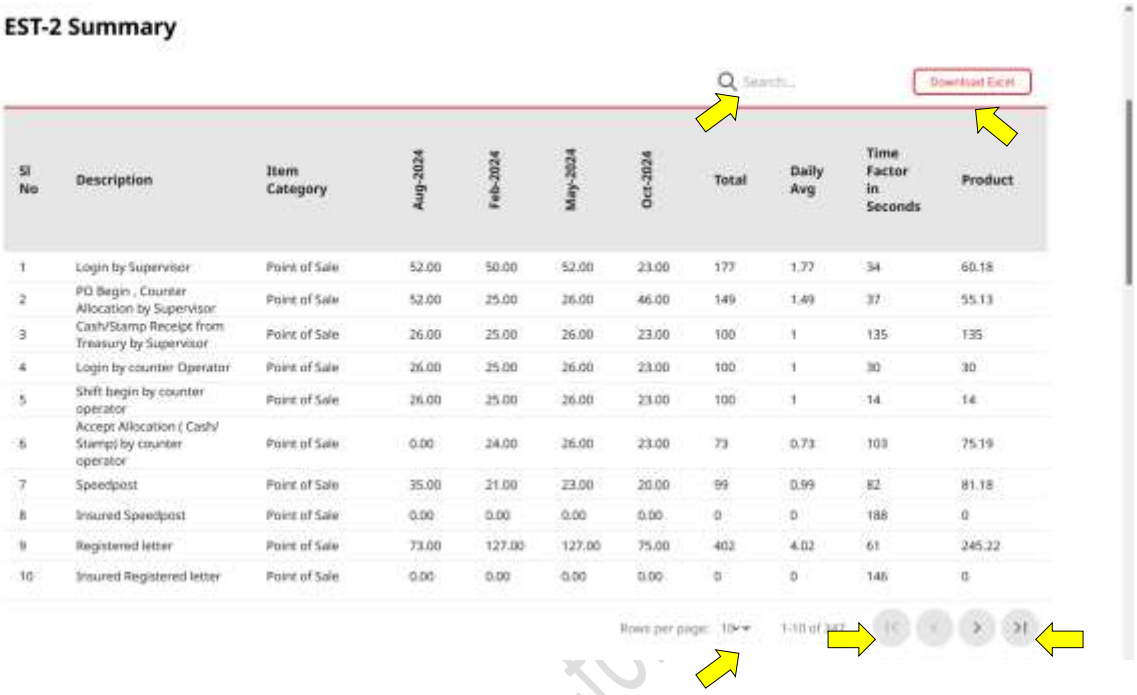
After selecting office and report type form click on "View Calculation Sheet" button.



Upon clicking on "View Calculation Sheet" button, calculation sheet will be displayed. Following details will be displayed in respect of Est-2 form.

- **Est-2 Summary** (for all four months i.e. Feb-2024, May-2024, Aug-2024 & Oct-2024 together)
- **Work Hours Statement – Operator** along with **Work Hours Summary**
- **Work Hours Statement – Supervisor** along with **Work Hours Summary**



1) Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

2) Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

3) Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

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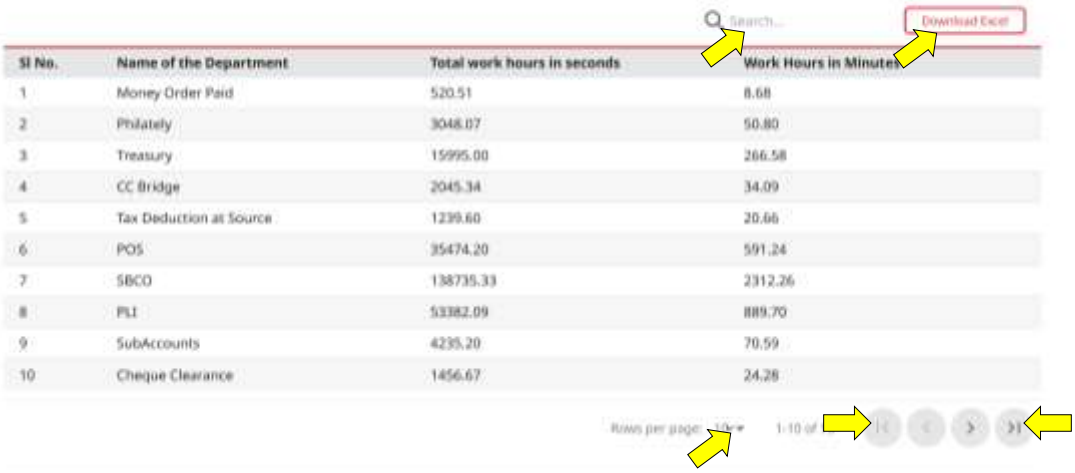
Work Hours Statement - Operator



Sl No.	Name of the Department	Total work hours in seconds	Work Hours in Minutes
1	Money Order Paid	520.51	8.68
2	Philately	3048.07	50.80
3	Treasury	15995.00	266.58
4	CC Bridge	2045.34	34.09
5	Tax Deduction at Source	1239.60	20.66
6	POS	35474.20	591.24
7	SBCO	138735.33	2312.26
8	PLI	53382.09	889.70
9	SubAccounts	4235.20	70.59
10	Cheque Clearance	1456.67	24.28

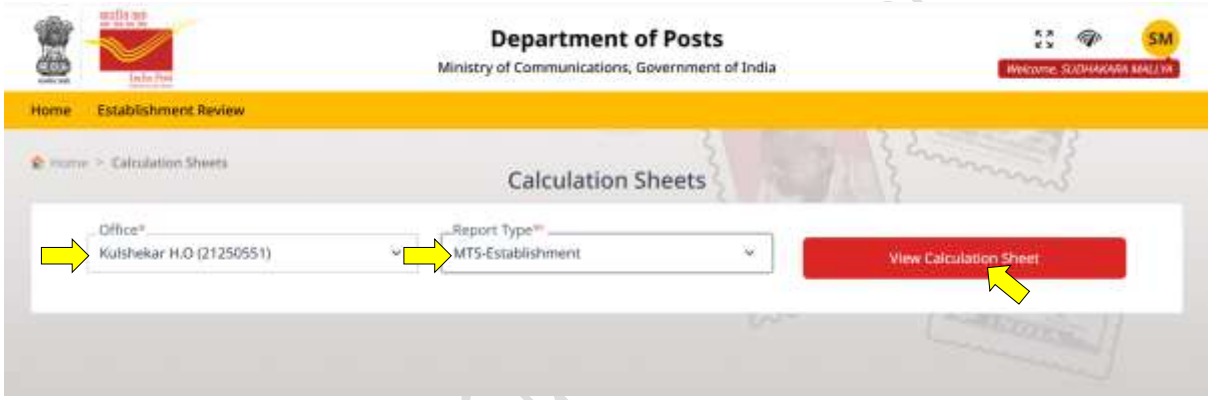
Work Hours Summary

Total Work Hours in Minutes:	6142.66
Work Hours:	102.38
Staff Hours:	75
Short/Excess Work Hours:	27.38

Work Hours Statement - Supervisor

Sl No.	Name of the Department	Work Hours in Minutes
1	SubAccounts	12.00
2	PLI	88.97
3	Treasury	31.99
4	Philately	6.10
5	DPMS	301.41
6	SB-Supervisor	331.99
7	IPVS-Despatch	40.30
8	IPVS	8.97
9	POS	88.69
10	Aadhar	10.20

9.3.1.2 Calculation Sheet for MTS Establishment form



After selecting office and MTS Establishment form for which data has been approved and click on “View Calculation Sheet”.

Upon clicking on “View Calculation Sheet” button, calculation sheet will be displayed. Following details will be displayed in respect of MTS Establishment form.

- **MTS Establishment Report** (for the 6 selected dates i.e. 13-05-24, 14-05-24, 15-05-24, 16-05-24, 17-05-24 & 18-05-24) along with
- **Work Hours Sum**mary and
- **Staff Hours Analysis**

1) Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.
2) Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

3) Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

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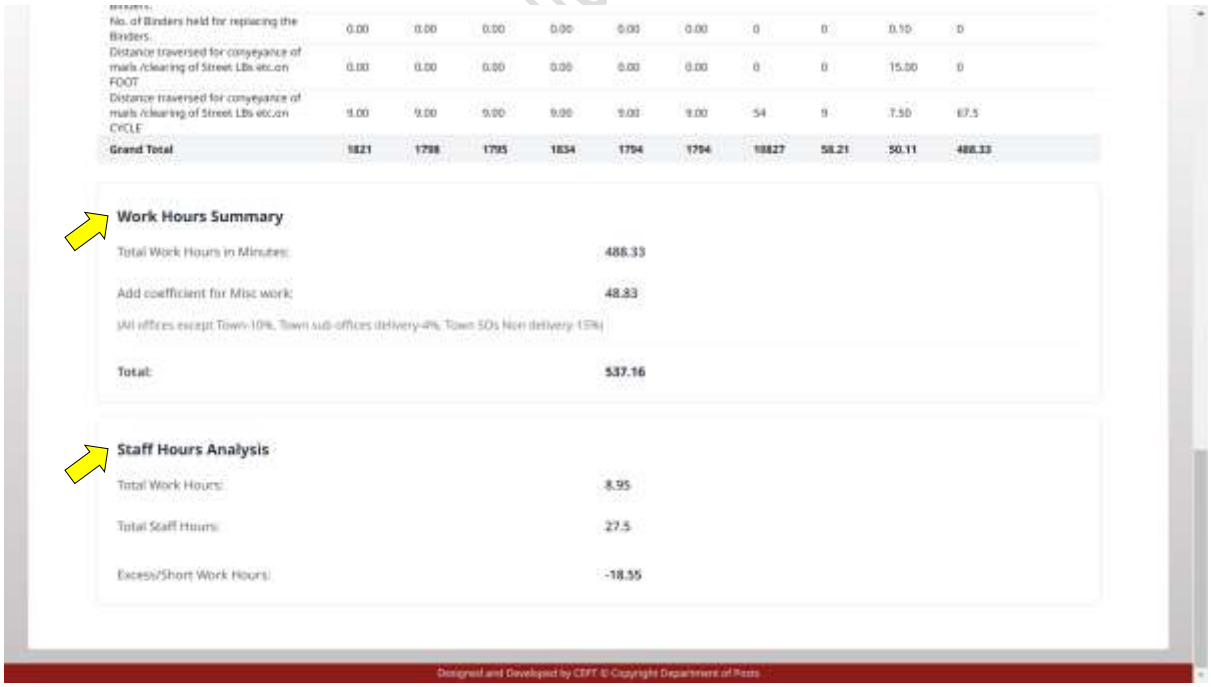
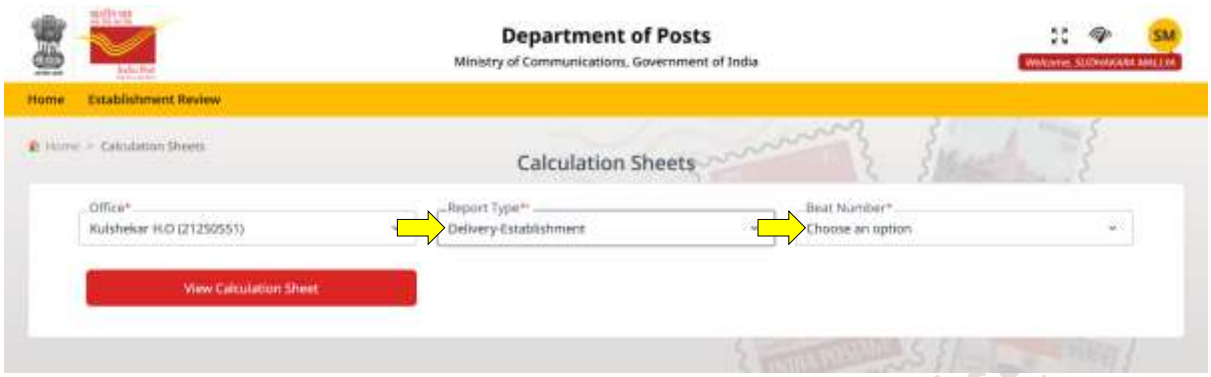
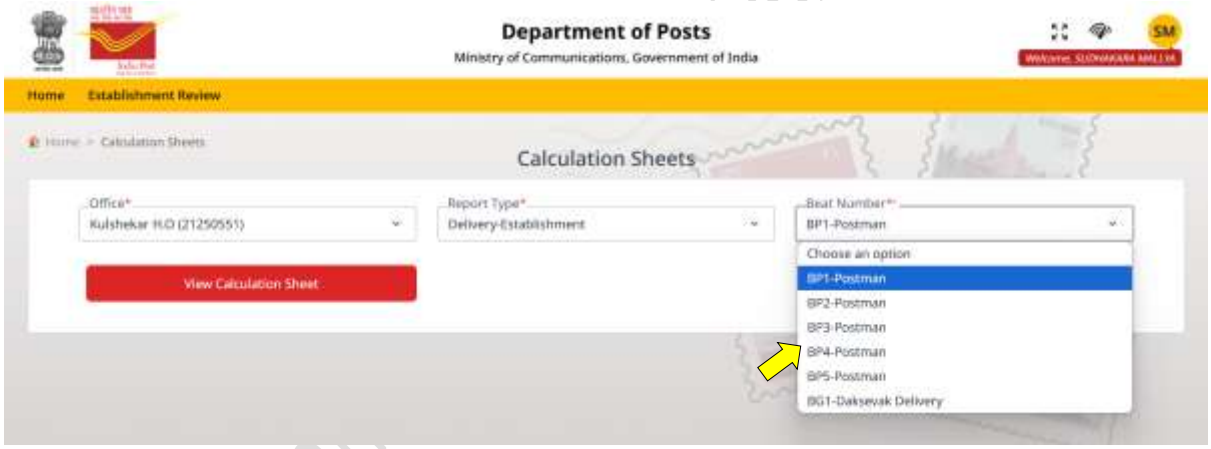


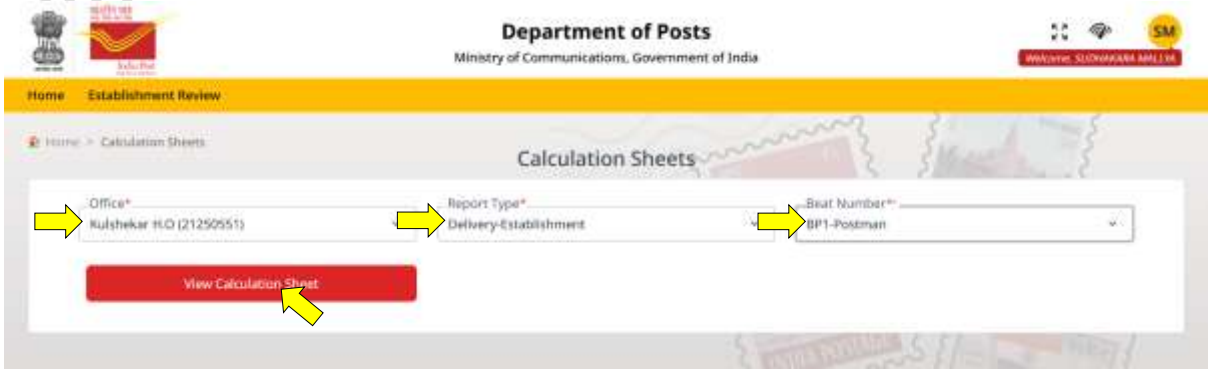
9.3.1.3 Calculation sheet for Delivery Establishment form.



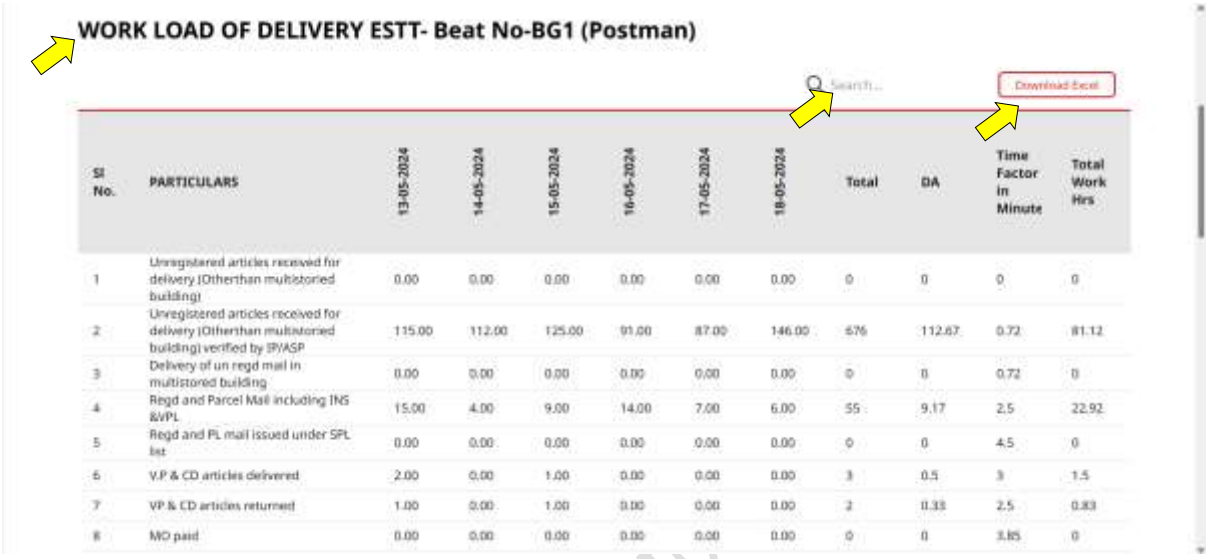
After selecting office and Delivery Establishment form, one more additional field i.e. “Beat Number” will appear.



Select Beat Number for which data has been approved and click on “View Calculation Sheet”.



Upon clicking on “View Calculation Sheet” button, calculation sheet will be displayed.



WORK LOAD OF DELIVERY ESTT- Beat No-BG1 (Postman)

Search...

Download Excel

Sl No.	PARTICULARS	13-05-2024	14-05-2024	15-05-2024	16-05-2024	17-05-2024	18-05-2024	Total	DA	Time Factor in Minute	Total Work Hrs
1	Unregistered articles received for delivery (Otherthan multistoried building)	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0
2	Unregistered articles received for delivery (Otherthan multistoried building) verified by SPI/ASP	115.00	112.00	125.00	91.00	87.00	146.00	676	112.67	0.72	81.12
3	Delivery of un regd mail in multistored building	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0.72	0
4	Regd and Parcel Mail including INS &VPL	15.00	4.00	9.00	14.00	7.00	6.00	55	9.17	2.5	22.92
5	Regd and PL mail issued under SPL list	0.00	0.00	0.00	0.00	0.00	0.00	0	0	4.5	0
6	V.P & CD articles delivered	2.00	0.00	1.00	0.00	0.00	0.00	3	0.5	3	1.5
7	VP & CD articles returned	1.00	0.00	1.00	0.00	0.00	0.00	2	0.33	2.5	0.83
8	MO paid	0.00	0.00	0.00	0.00	0.00	0.00	0	0	3.85	0

Following details will be displayed in respect of Delivery Establishment form.

- **Workload of Delivery Establishment for the selected beats** (for the 6 selected dates i.e. 13-05-24, 14-05-24, 15-05-24, 16-05-24, 17-05-24 & 18-05-24) along with
- **Beat Summary** and
- **Consolidated Summary (Total Beats)**

1) Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

2) Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

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	for delivery										
23	Dely. Of Accountable articles in Multi Storied Bldg	0.00	0.00	0.00	0.00	0.00	0.00	0	0	1.8	0
	Grand Total	**212**	**180**	**206**	**166**	**161**	**209**	**1134**	**8.22**	**5.50**	**615.29**

Beat Summary

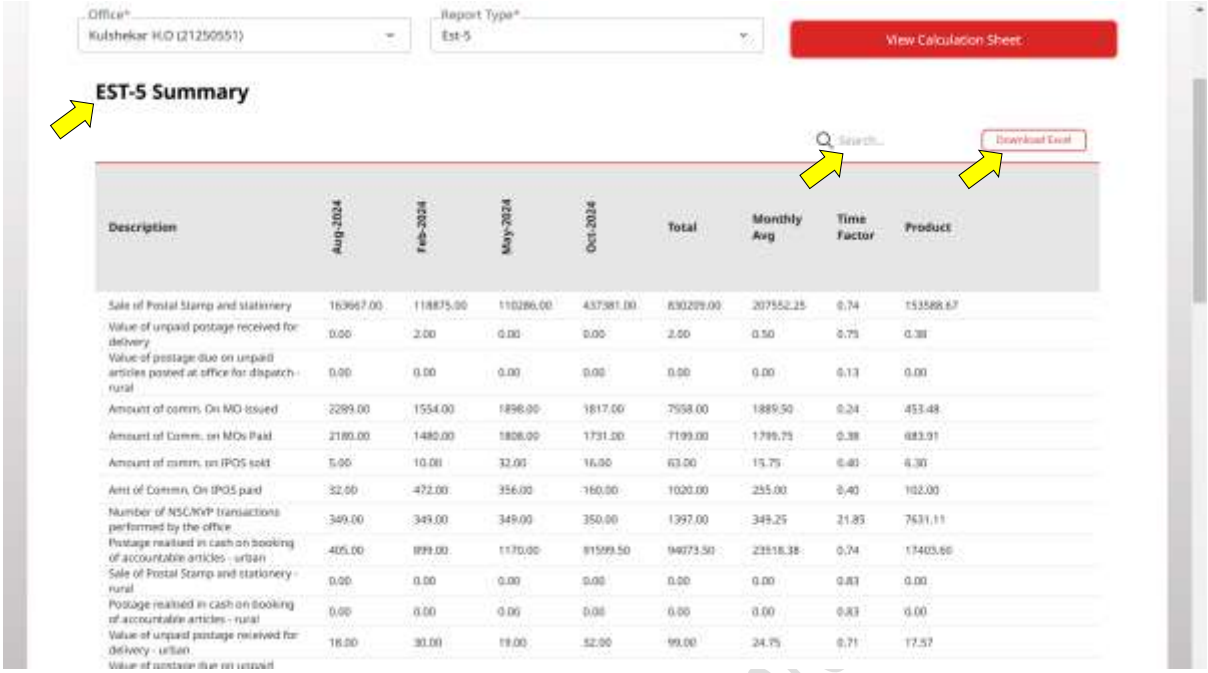
Work Hrs:	10.25
Staff Hrs:	5
Excess/Short Work Hrs:	5.25

Consolidated Summary (Total Beats)

Work Hrs:	10.25
Staff Hrs:	5
Excess/Short Work Hrs:	5.25

9.3.1.4 Calculation sheet for Est-5 form

Select from drop down list office and Est-5 form in the “Office” and “Report Type” fields respectively for which data has been approved by the Approver and click on “View Calculation Sheet”



Upon clicking on “View Calculation Sheet” button, calculation sheet will be displayed. Following details will be displayed in respect of Est-5 form.

- **Est-5 Summary**
- **Income to Cost Report** along with **summary**

1) For Est-5 Summary, provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

2) For Est-5 Summary, provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

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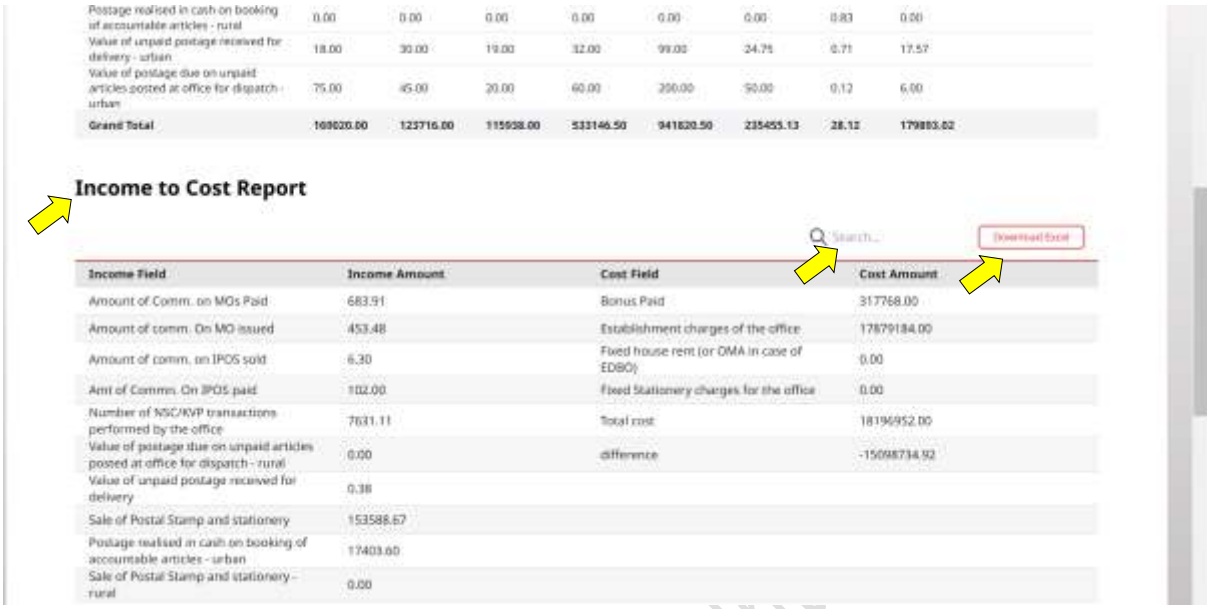

Postage realised in cash on booking of accountable articles - rural	0.00	0.00	0.00	0.00	0.00	0.00	0.83	0.00
Value of unpaid postage received for delivery - urban	18.00	30.00	19.00	32.00	99.00	24.75	0.71	17.57
Value of postage due on unpaid articles posted at office for dispatch - urban	75.00	45.00	20.00	60.00	200.00	50.00	0.12	6.00
Grand Total	**169020.00**	**123716.00**	**115938.00**	**533146.50**	**941620.50**	**235455.13**	**28.12**	**179893.02**

Income to Cost Report

Income Field	Income Amount	Cost Field	Cost Amount
Amount of Comm. on MOs Paid	683.91	Bonus Paid	317768.00
Amount of comm. On MO issued	453.48	Establishment charges of the office	17879184.00
Amount of comm. on IPOS sold	6.30	Fixed house rent (or OMA in case of EDBO)	0.00
Amt of Comm. On IPOS paid	102.00	Fixed Stationery charges for the office	0.00
Number of NSC/KVP transactions performed by the office	7631.11	Total cost	18196952.00
Value of postage due on unpaid articles posted at office for dispatch - rural	0.00	difference	-15098734.92
Value of unpaid postage received for delivery	0.38		
Sale of Postal Stamp and stationery	153588.67		
Postage realised in cash on booking of accountable articles - urban	17403.60		
Sale of Postal Stamp and stationery - rural	0.00		

1) For Income to Cost Report, provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

2) For Income to Cost Report, provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

Sale of Postal Stamp and stationery	153588.67
Postage realised in cash on booking of accountable articles - urban	17403.60
Sale of Postal Stamp and stationery - rural	0.00
Postage realised in cash on booking of accountable articles - rural	0.00
Value of unpaid postage received for delivery - urban	17.57
Value of postage due on unpaid articles posted at office for dispatch - urban	6.00
Total income per month	179893.02
Total income per year	2158716.24
No. of Active accounts in respect of Wages payment under MGNREGA - as on date	0.00
Total No of SB Active Accounts - as on date	892869.92
Total No of SB Silent Accounts -as on date	15955.50
Total Income	3067541.66
One percent of total income	30675.42
Overall Income	3098217.08

Summary	Amount
Total Income	3098217.08
Total Cost	18196952.00
Profit / Loss	-15098734.92
Income Cost Ratio	17.03%

9.3.2 With Modified Data

Click on “With Modified Data” option available under “Calculation Sheets” sub card.

All the type of screens that appear and process flow after clicking on “With Modified Data” are similar as described in 3.3.1, 3.3.1.1 (For Est-2), 3.3.1.2 (For MTS Establishment), 3.3.1.3 (Delivery Establishment) & 3.3.1.4 (Est-2) in paras *supra*. Hence images of the screen and process flow not shown.

As already described, significant portion of data is automatically fetched from various sources like CSI, FSI, CIS etc., Prior to 14-02-2025, data fetched from CBS and CIS were un-editable and data fetched from other sources other than CBS and CIS were editable at Data Entry and Verify stage.

As per instructions of Directorate, modifications in the CBS & CIS fetched data has been provided w.e.f. 14-02-2025 onwards at data entry and verify stage

.

In order to compare the variation in workload and staff hours with automatically fetched figures (without modification) and automatically fetched figures (with modification), Approver can make use of both the options under the Calculation sheets viz., “With Fetched Data” & “With Modified Data” have been provided respectively.

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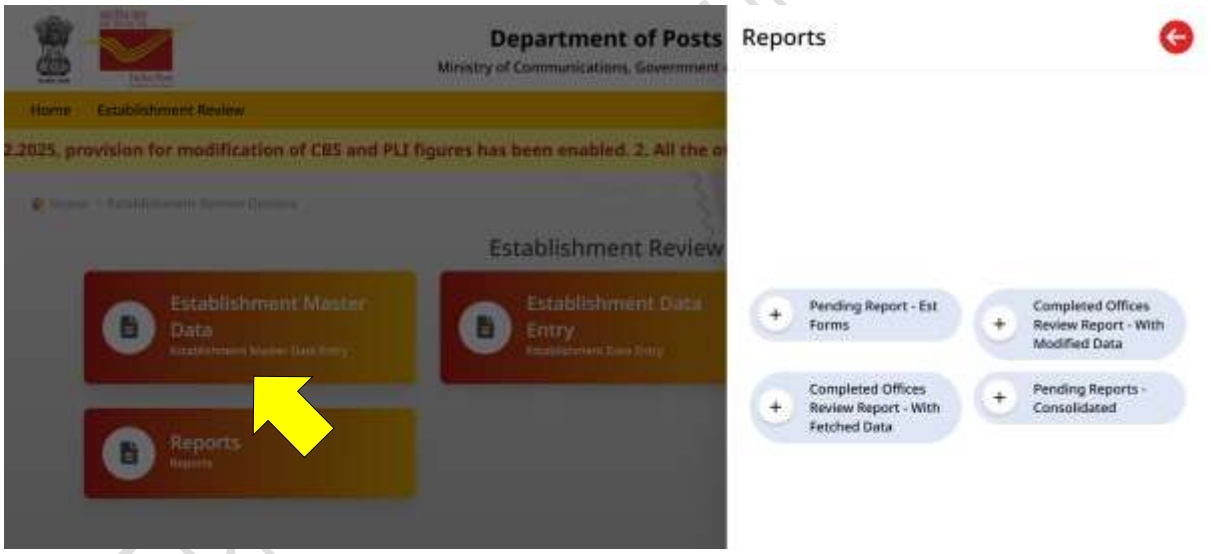
9.4 Reports

Click on "Reports" sub card to view the Reports related to Establishment Review Data.

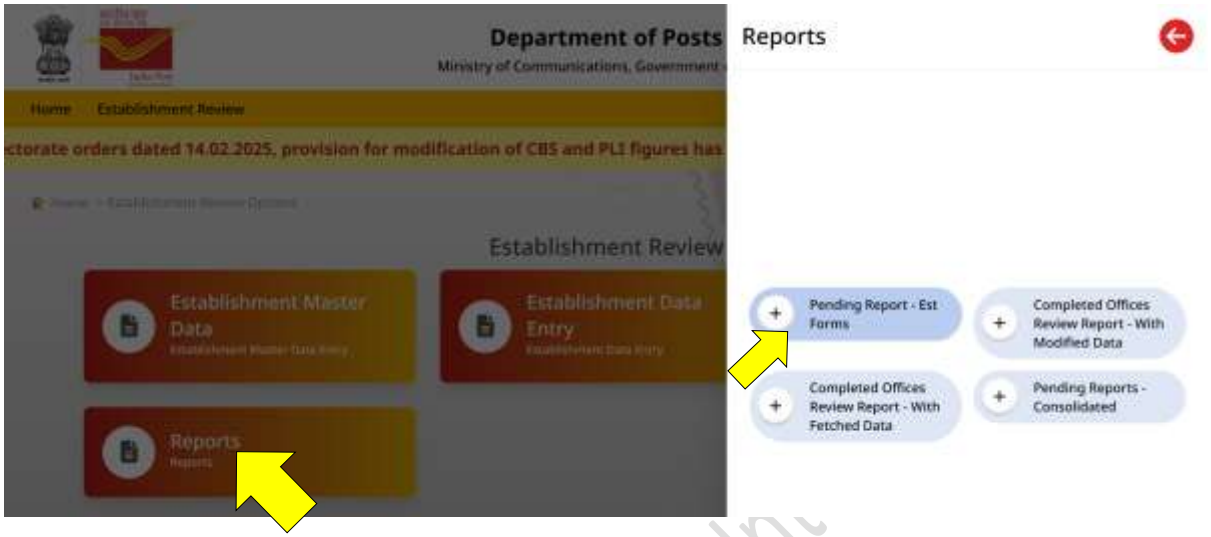


Upon clicking on "Reports" sub card two types of report options will be displayed namely;-

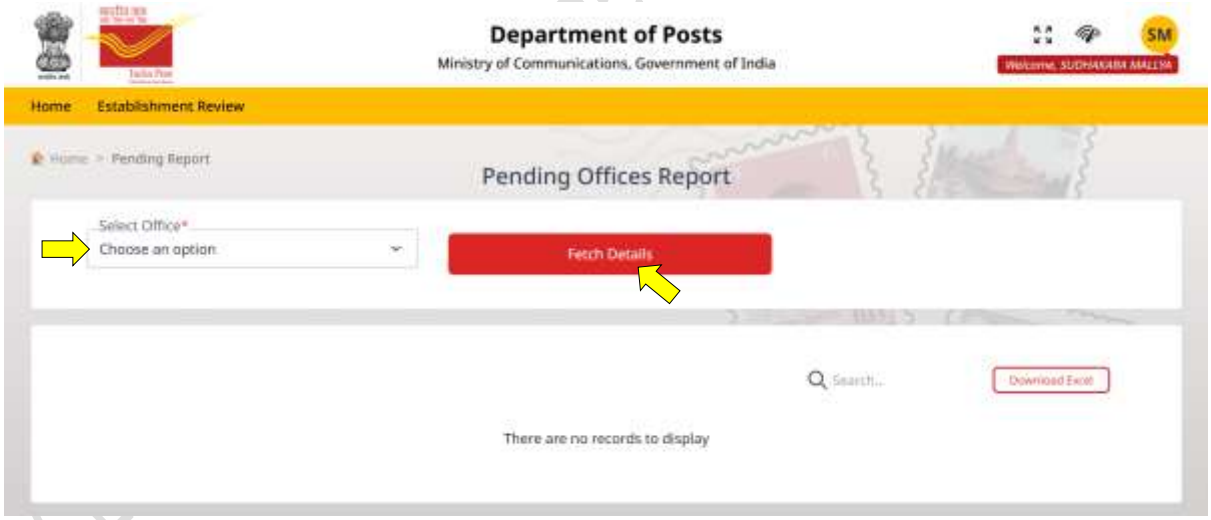
- Pending Report – Est Forms
- Completed Offices Review Report – With Modified Data
- Completed Offices Review Report – with Fetched Data
- Pending Report - Consolidated

9.4.1 Pending Report – Est Forms

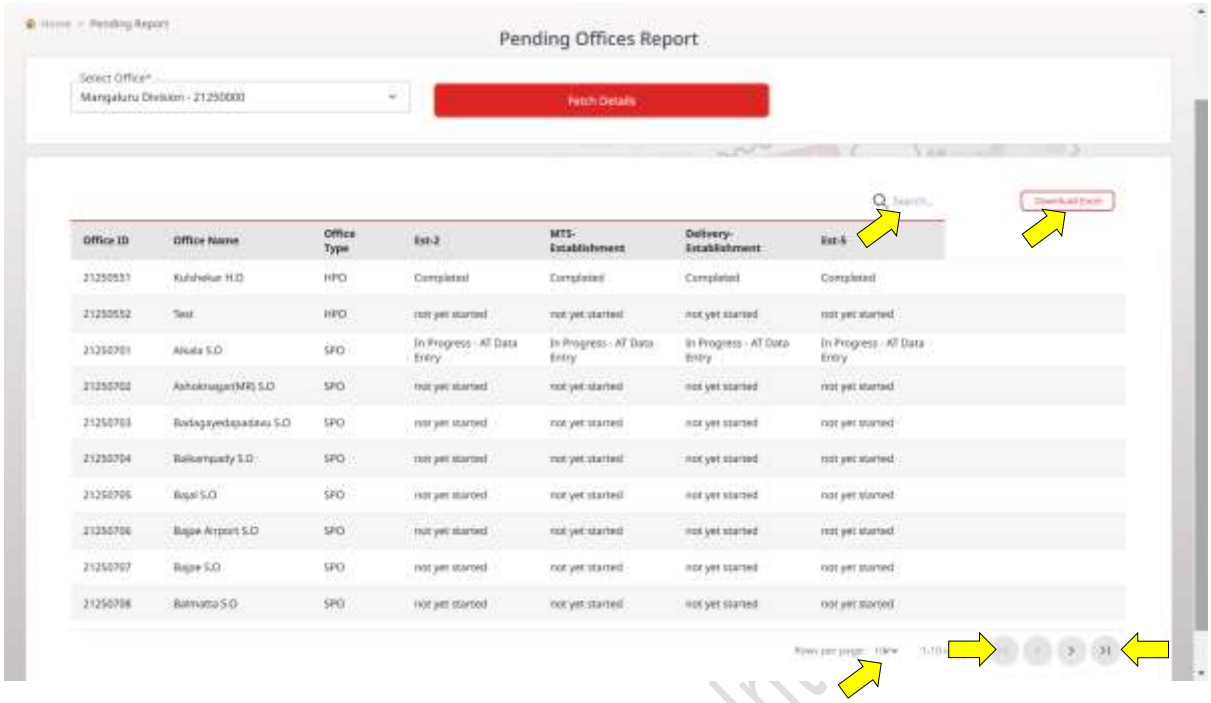
Approver can view the status report of all offices of the division in respect of all Est. forms (i.e. Est-2, MTS Establishment, Delivery Establishment & Est-5) by using "Pending Report – Est Forms" option.



Click on the "Pending Report – Est Forms" option available under "Reports" sub card.



After clicking on "Pending Report – Est Forms" option, page as shown above will appear. Select name of the office (Division Name) from the drop down list in "Select Office" field and click on "Fetch Details" button.



After clicking on "Fetch Details" button, a report will displayed showing the status of each form and each office under the selected division, containing following column headers viz., Office ID, Office Name, Office Type, Est-2, MTS-Establishment, Delivery Establishment, Est-5.

Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button. File in Excel format will be downloaded as per the web browser settings.

9.4.2 Completed Offices Review Report – With Modified Data

Approver can view / download the Consolidated calculation report of all such offices of the division in respect of which calculation sheet has been generated with modified data (by data entry user / verifying authority) of auto populated values fetched from various sources like CSI, FSI, CIS etc., by using "Completed Offices Review Report – With Modified Data" option.

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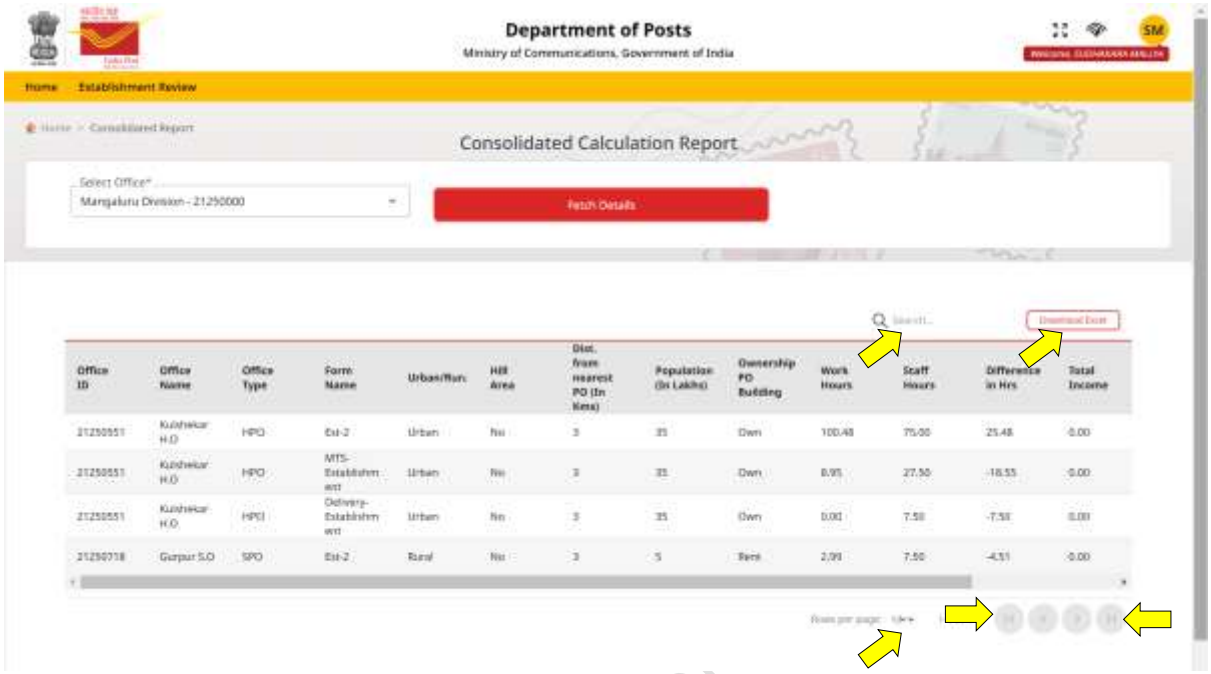
Click on the “Completed Offices Review Report – With Modified Data” option available under “Reports” sub card.

After clicking on “Completed Offices Review Report – With Modified Data” option, page as shown above will appear. Select name of the office (Division Name) from the drop down list in “Select Office” field and click on “Fetch Details” button.



After clicking on "Fetch Details" button, consolidated calculation report in respect of such offices of the division for which calculation sheets has been generated with modified data will be displayed as shown above.

Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button. File in Excel format will be downloaded as per the web browser settings.

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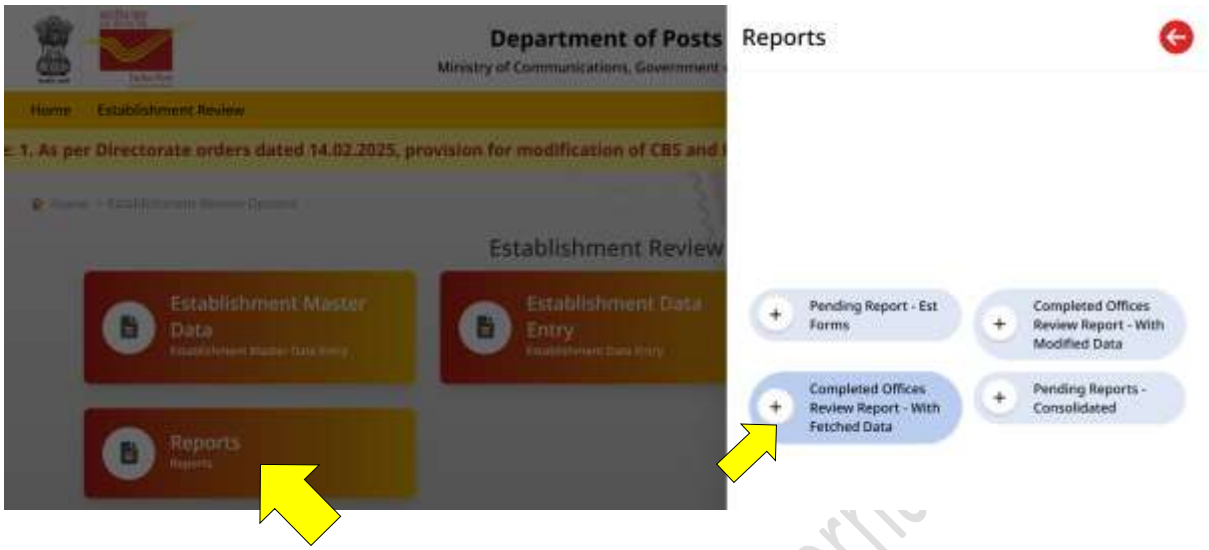
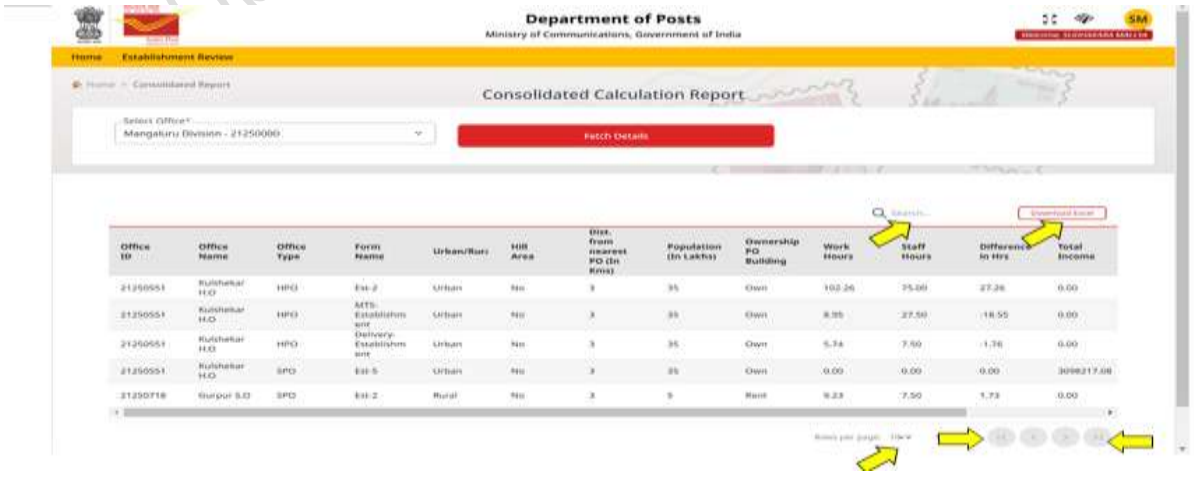
9.4.3 Completed Offices Review Report – with Fetched Data

Approver can view / download the Consolidated calculation report of all such offices of the division in respect of which calculation sheet has been generated only with fetched data (irrespective of the fact whether Data Entry user / Verifying Authority have modified values of auto populated values fetched from various sources like CSI, FSI, CIS etc., or not) by using "Completed Offices Review Report – With Modified Data" option.



Click on the "Completed Offices Review Report – With Fetched Data" option available under "Reports" sub card.

After clicking on "Completed Offices Review Report – With Modified Data" option, page as shown above will appear. Select name of the office (Division Name) from the drop down list in "Select Office" field and click on "Fetch Details" button.



After clicking on “Fetch Details” button, consolidated calculation report in respect of such offices of the division for which calculation sheets has been generated with fetched data will be displayed as shown above.

Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

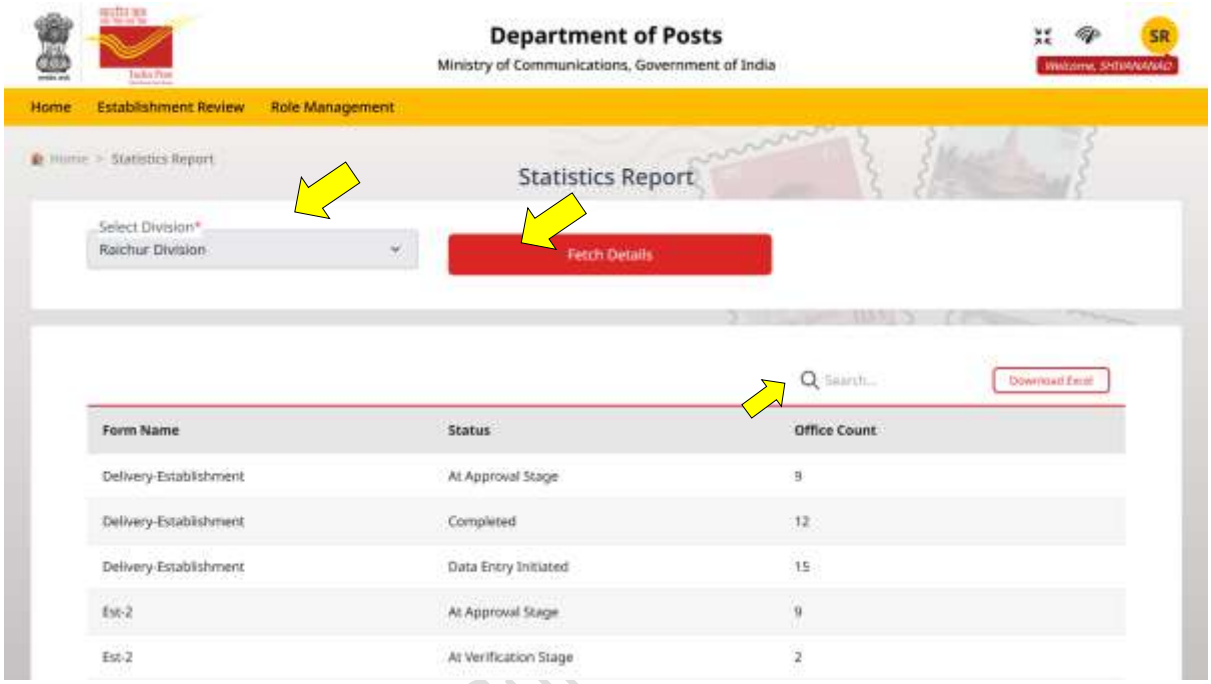
Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

9.4.4 Pending Reports – Consolidated

Using “Pending Reports – Consolidated” report, Approver can view/download the consolidated statistical report to know the status of four different forms of online Establishment Review.

Click on the “Pending Reports - Consolidated” option available under “Reports” sub card.

After clicking “Pending Reports - Consolidated” option, page as shown above will appear. Select name of the office (Division Name) from the drop down list in “Select Office” field and click on “Fetch Details” button.



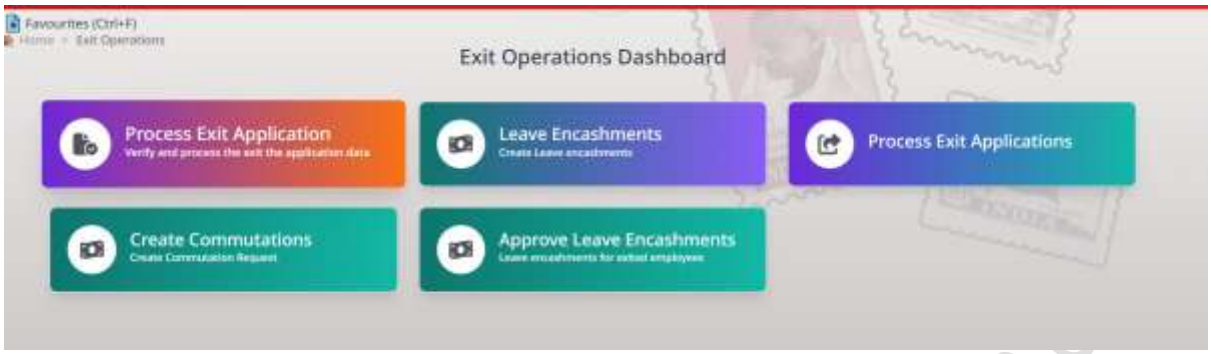
After clicking on “Fetch Details” button, status of four different forms of online Establishment Review with following status and total number of office count for each form name will be displayed as shown above.

- Data Entry Initiated
- At Verification Stage
- At Approval Stage
- Completed

1) Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.
2) Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.
3) Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

10 Exit Management

In this section, processing of employee retirement requests at administrative offices is explained.

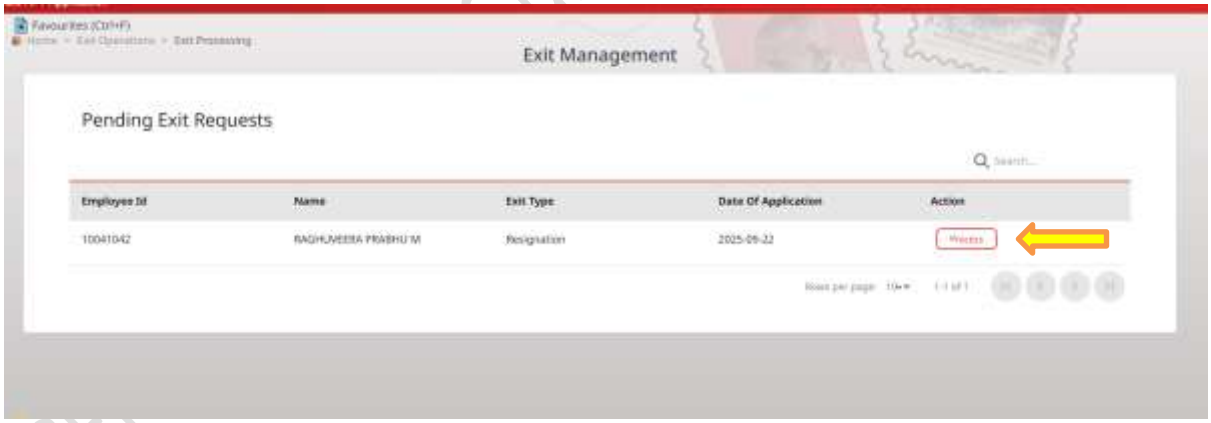


The following action has to be performed by the Administrative office

1. Process Exit Application - Dealing assistant
2. Process Exit Applications- Approver
3. Verify Documents
4. Process Exit Applications after verification of Documents- Approver
5. Leave Encashment- Dealing assistant
6. Leave Encashment-Approver
7. Create Commutations

10.1 Process Exit Application

10.1.1 Process Exit Application-Exit Processing Authority



Upon clicking the “Process Exit Application” by the "Exit Processing Authority", it will redirect to “Pending Exit Requests” , All the pending requests submitted by the official is listed out in this screen. Dealing Assistant has to click on “Process” button available in front of the requests.

Upon clicking on “Process” button, it will redirect to verifying screen, In the verifying screen there are three segments:

1. Employee Details
2. Documents
3. Generation calculation sheet

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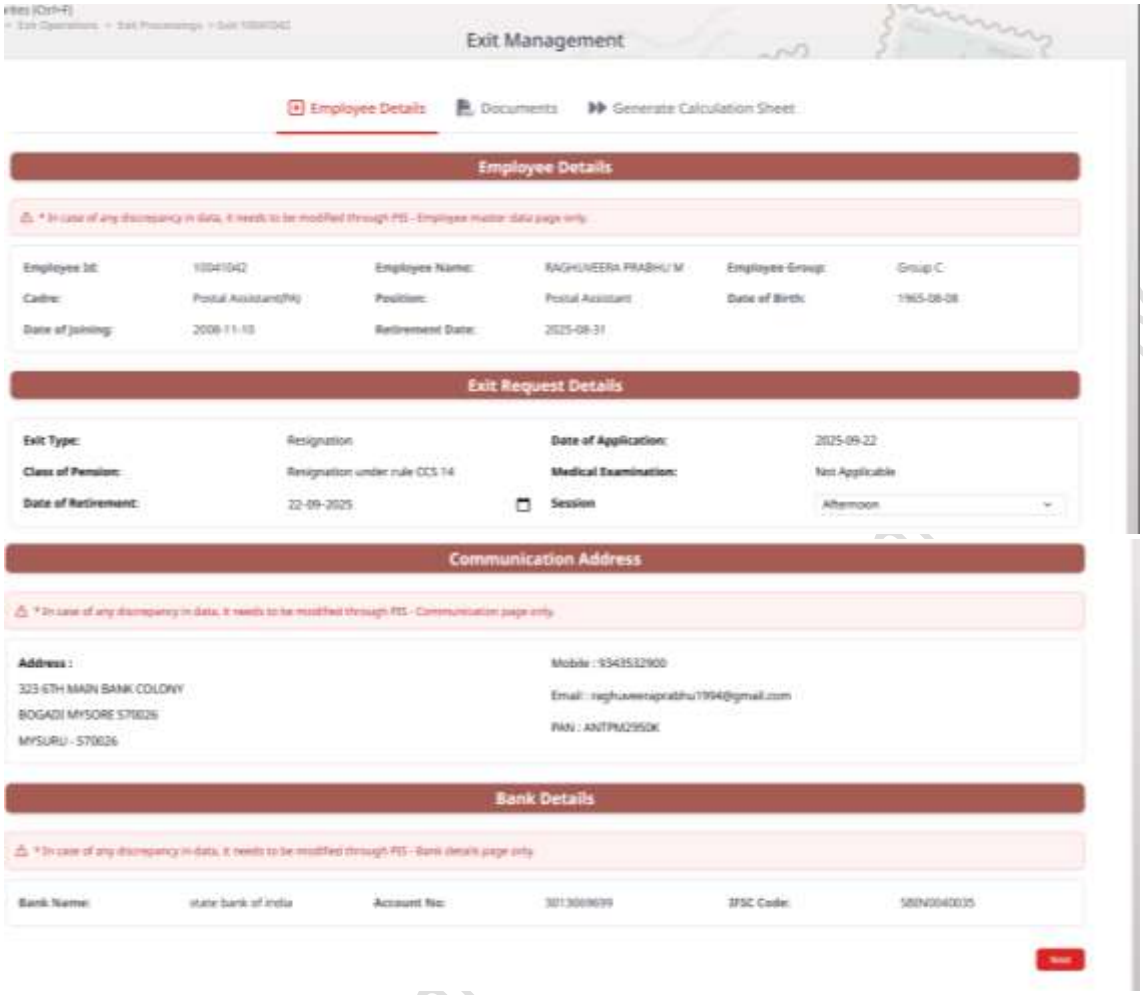
10.1.1.1 Employee Details

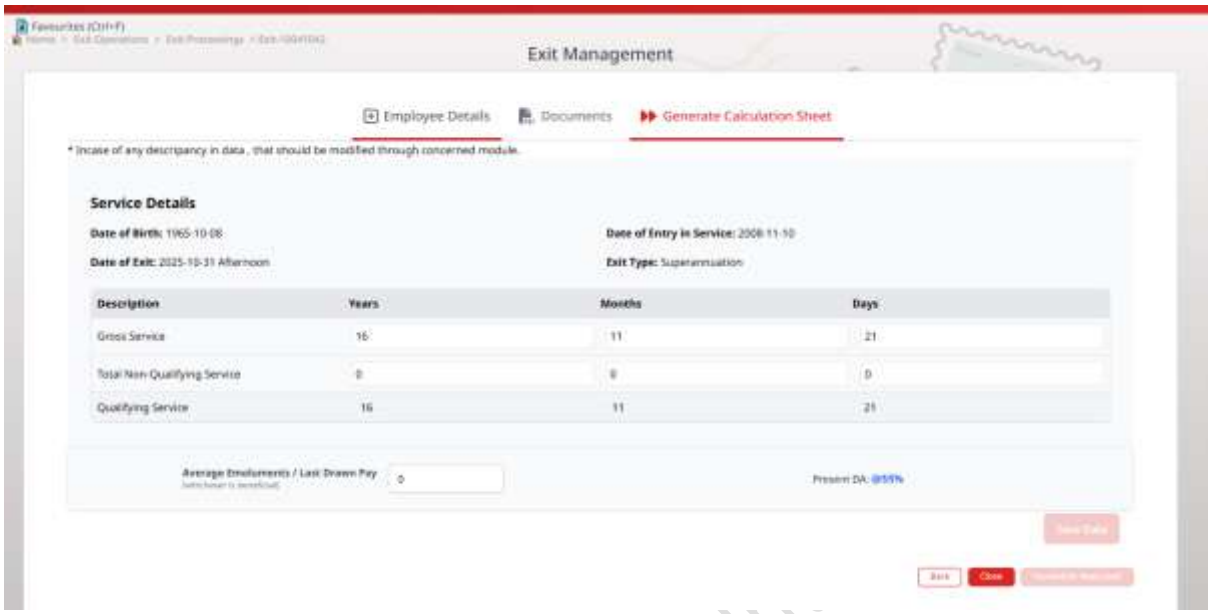


Under “Employee details” segment, "Exit Processing Authority" has to verify the employee details, exit request details, communication address, bank details, GPF details. Click on “Next” to move to next segment “Documents”.

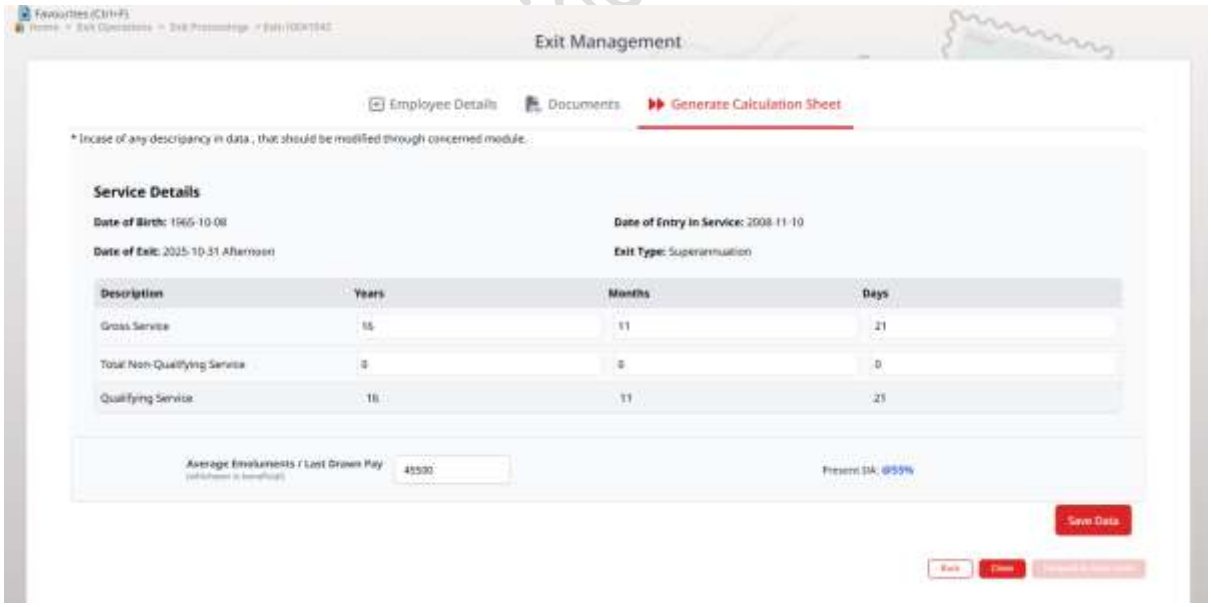
10.1.1.2 Documents

Under “Documents” segment, "Exit Processing Authority" has to view and download the documents submitted by the official. Click on “Next” to move to next segment “Generate Calculation sheet”.

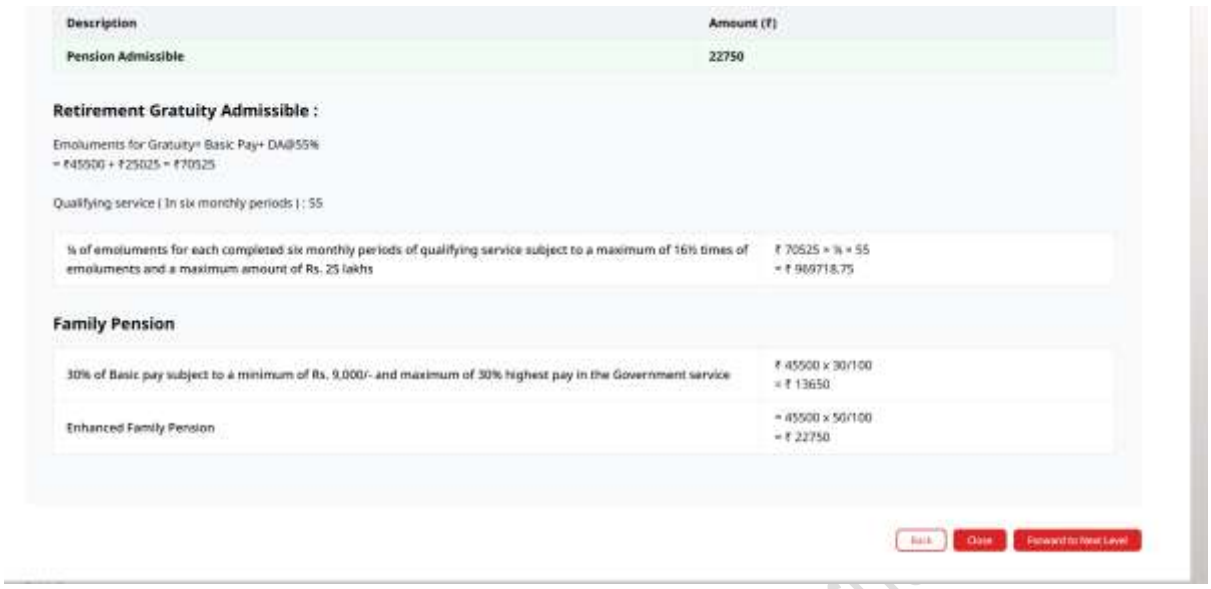
10.1.1.3 Generation Calculation sheet



Under “Generate Calculation sheet” segment, "Exit Processing Authority" has to verify the service details and enter “Average Emoluments/Last Drawn Pay” .



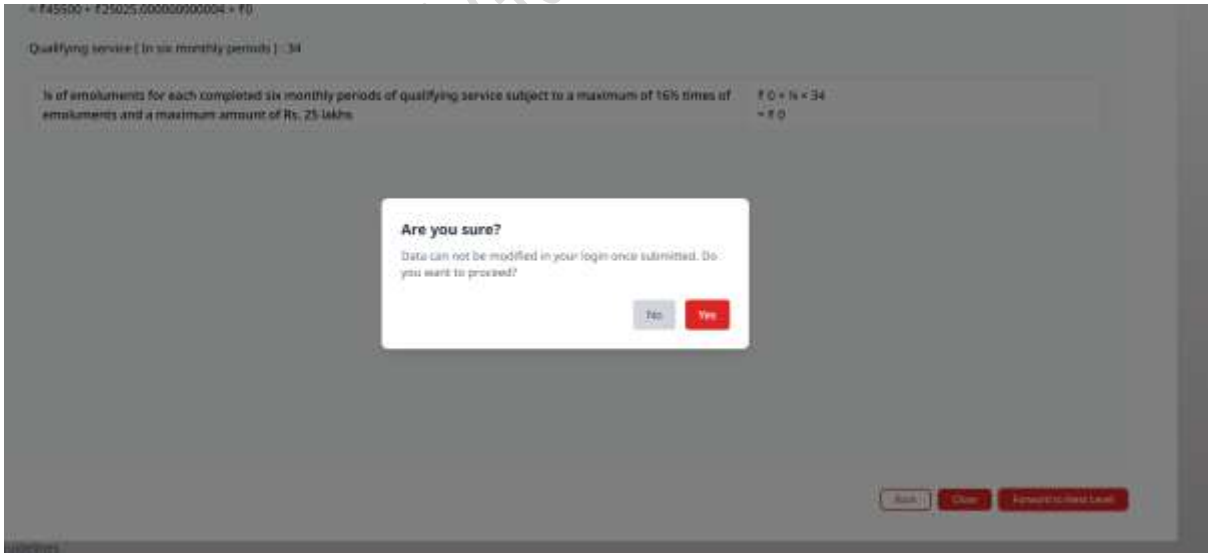
Upon entering the “Average Emoluments/Last Drawn Pay”, “Save Data” button will enable. Click on “Save Data”.



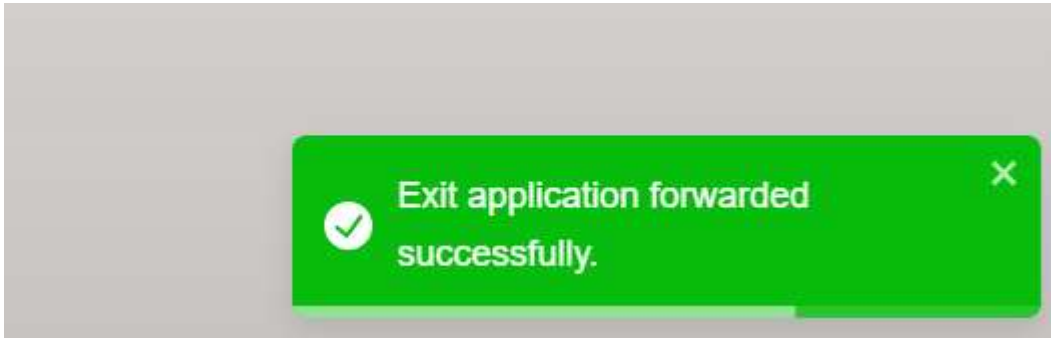
Upon clicking on “Save Data”, system will generate:

1. Pension Admissible
2. Retirement gratuity Admissible
3. Family Pension Admissible

Click on “Forward to Next level” after cross-verification of aforesaid details.

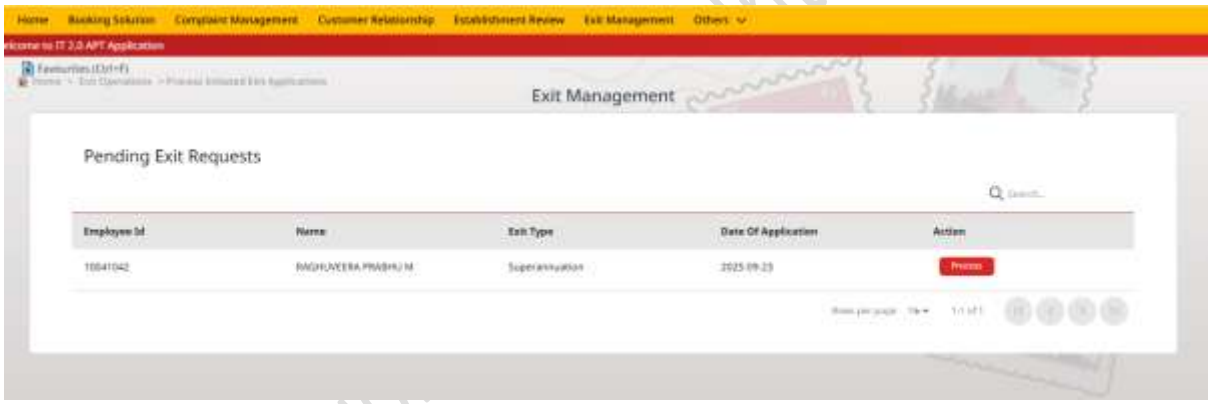


Upon clicking on “Forward to Next level” , A confirmation dialogue box will be displayed Click on “Yes” to confirm.



Upon clicking “Yes”, a flash pop up message “Exit application forwarded successfully” will be displayed.

10.1.2 Process Exit Applications- Exit Management Supervisor

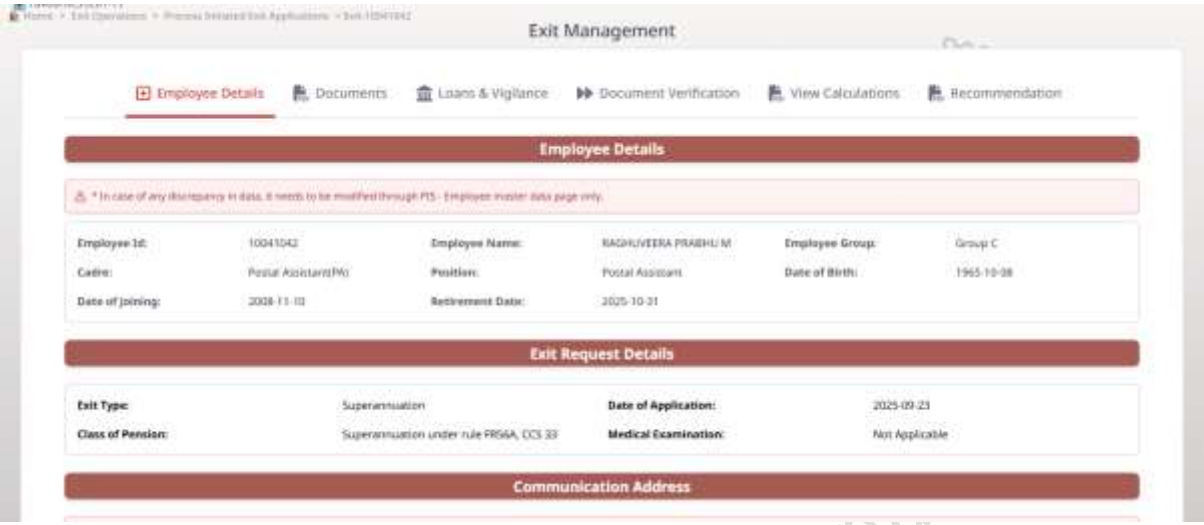


Exit application will available in the login of “Exit Management Supervisor” forwarded by “Exit Processing Authority" under Exit Management- Process Exit Application.

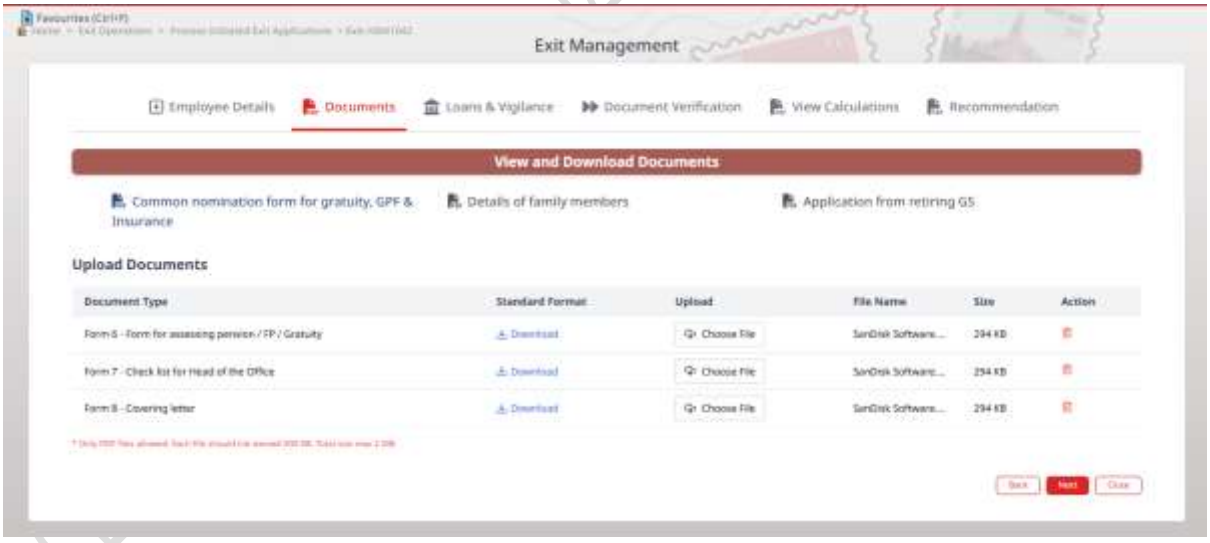
Upon clicking on “Process” button, it will redirect to Approving screen, In the Approving screen there are six segments:

1. Employee Details
2. Documents
3. Loans and Vigilance
4. Document Verification
5. View Calculations
6. Recommendation

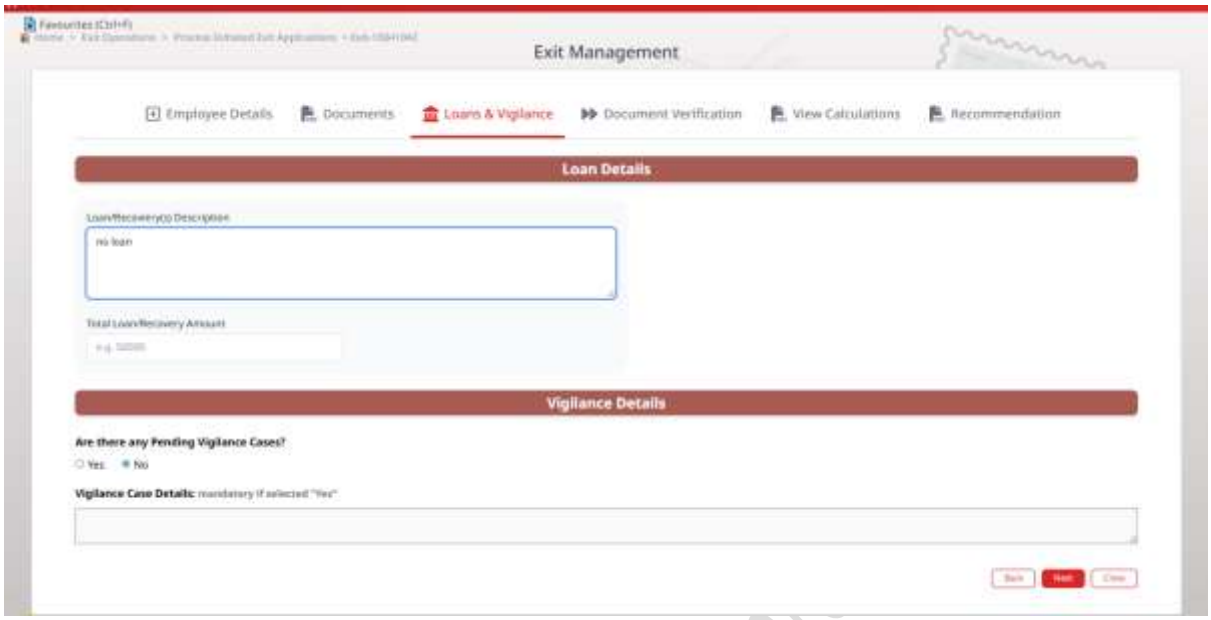
CEPT Operational Guide – Internal Use Only



Under “Employee details” segment, "Exit Management Supervisor" has to verify the employee details, exit request details, communication address, bank details, GPF details. Click on “Next” to move to next segment “Documents”.



Under “Documents” segment, "Exit Management Supervisor" has to view and download the documents submitted by the official. Click on “Next” to move to next segment “Loans and Vigilance”.



Under “Loans and Vigilance” segment “Exit Management Supervisor“ has to enter “Loan/Recovery Description” and its amount under “Loan Details” .

“Exit Management Supervisor“ has to click on “NO” radio button under “Vigilance Details” if no vigilance cases pending against the official.

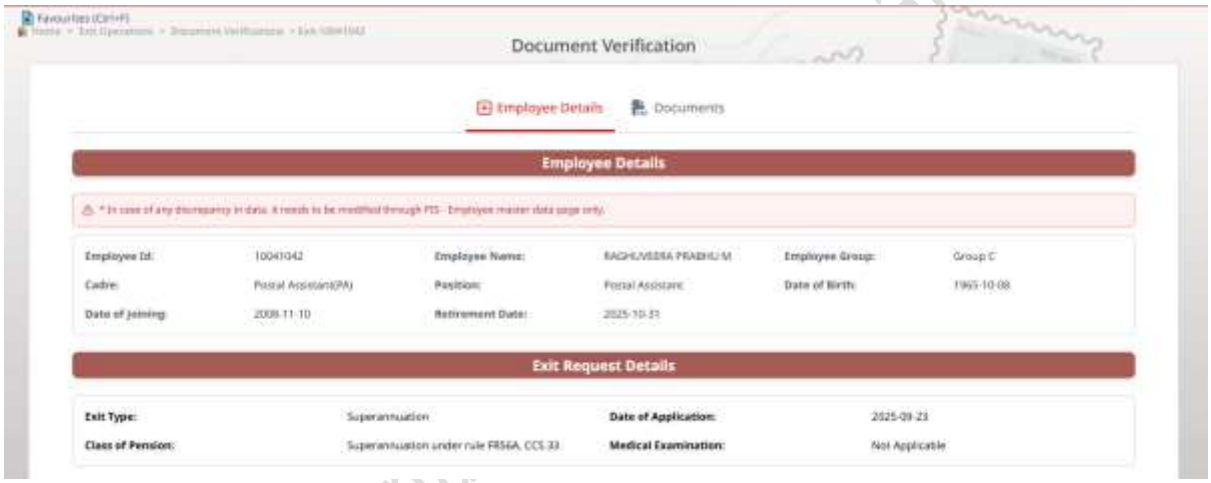
“Exit Management Supervisor“ has to click on “Yes” radio button and enter the case details under “Vigilance Details” if vigilance cases pending against the official.

Click on “Next” to move to next segment “Document Verification”.

Under “Document Verification” segment, “Exit Management Supervisor“ has to select “Exit Document Verification Authority” from the “verification officer” dropdown and click on “forward” to forward the Exit application to the “Exit Document Verification Authority”.

10.1.3 Verify Document- Exit Document Verification Authority

Exit application has been forwarded to “Exit Document Verification Authority” for verifying the documents and available under the **Path**: Exit Management- Exit Operation-Verify Document .

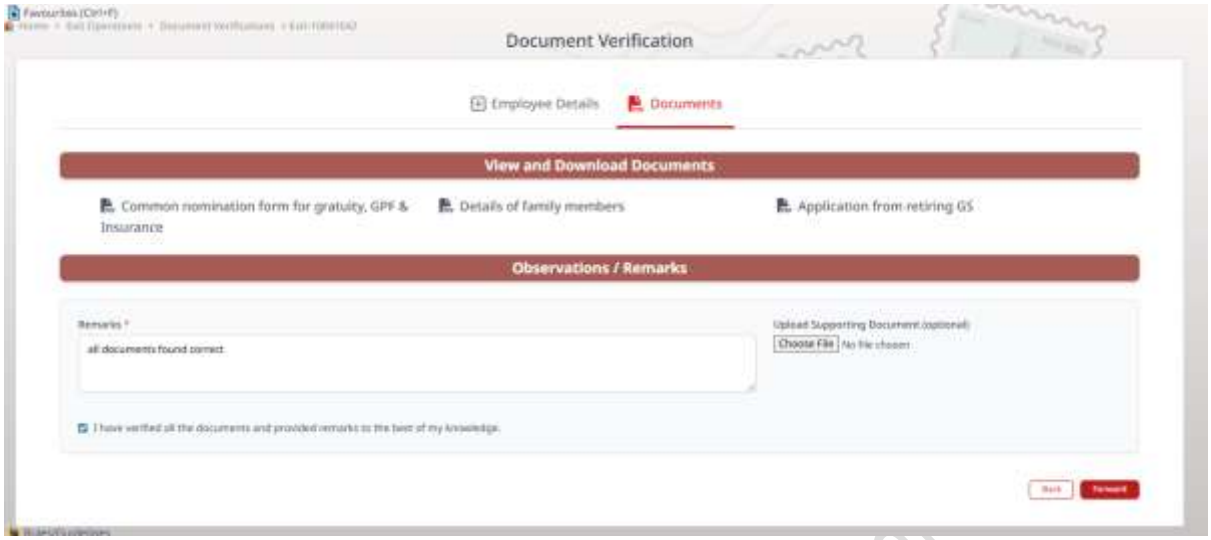


Upon clicking on “Verify document” sub card, it will redirect to “Document Verification” screen, In the verifying screen there are two segments:

1. Employee Details
2. Documents

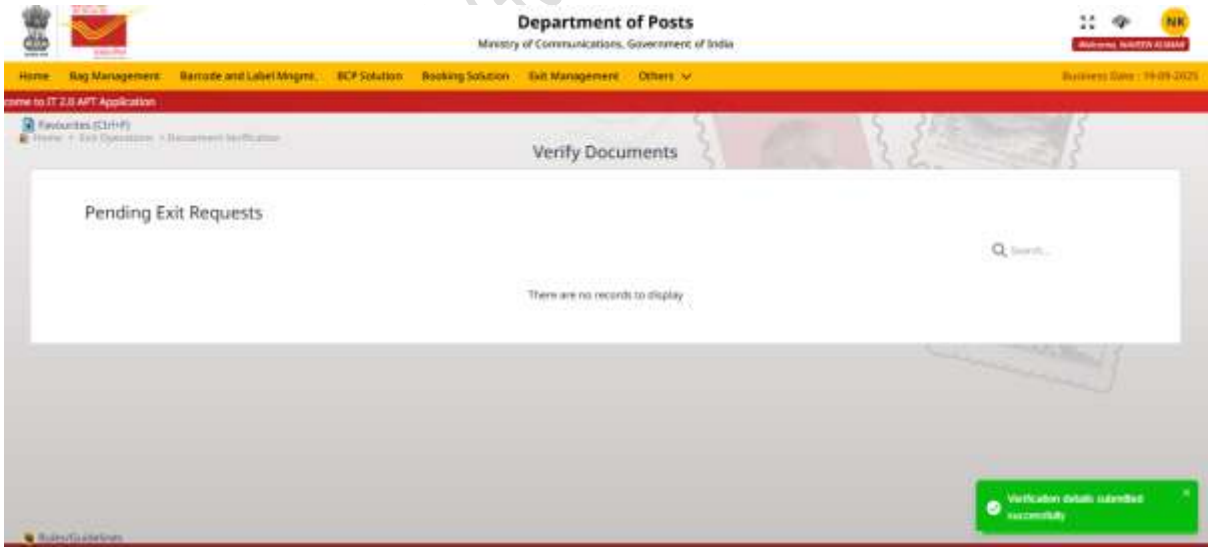
Under “Employee details” segment, "Exit Document Verification Authority" has to verify the employee details, exit request details, communication address, bank details, GPF details. Click on “Next” to move to next segment “Documents”.

CEPT Operational Use Only



Under “Documents” segment, "Exit Document Verification Authority" has to view and download the documents submitted by the official.

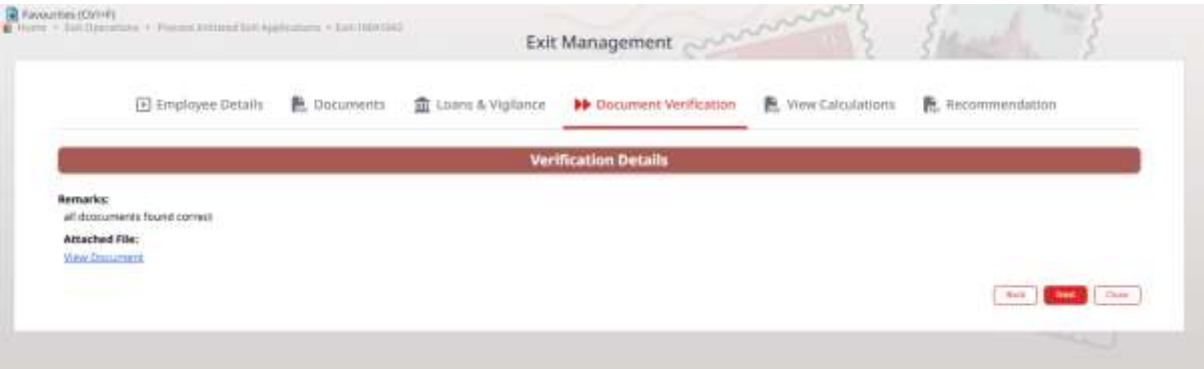
After verifying the documents, "Exit Document Verification Authority" has to enter “Remarks” under “Observations/Remarks” and upload supporting documents (optional) and Click on “Forward” to forward the application to “Exit management Supervisor” .



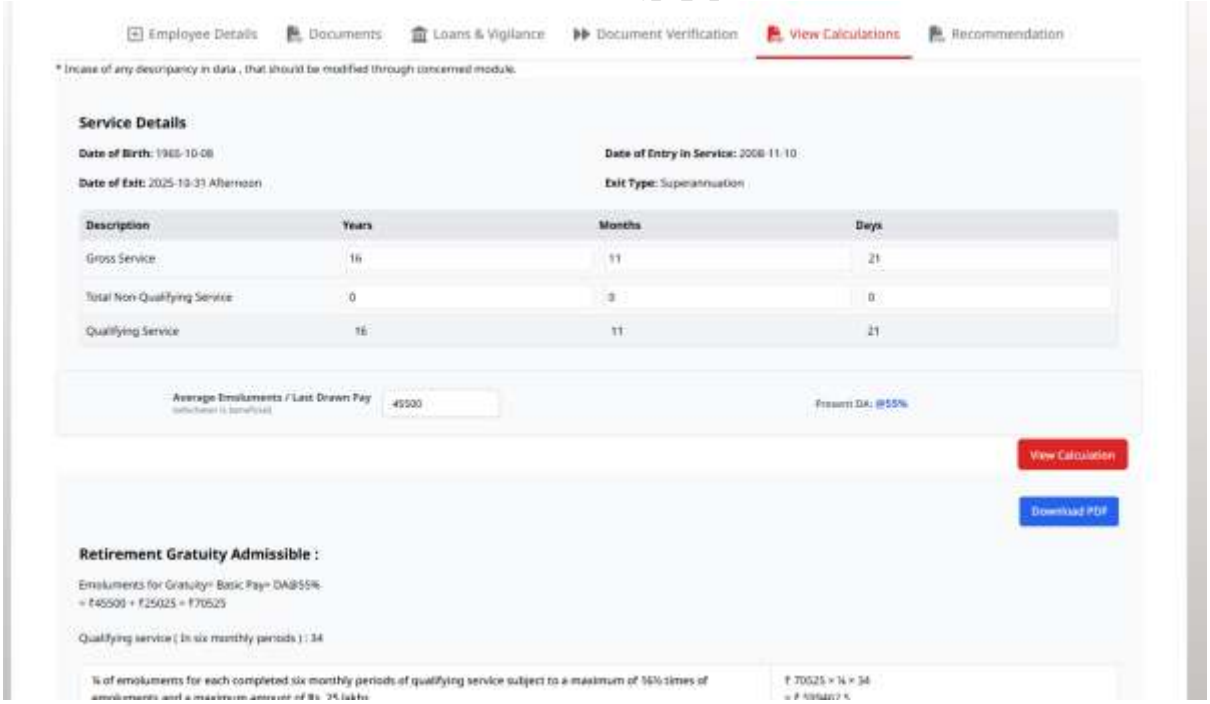
Upon clicking “Forward” option, a flash pop up message will be displayed “ Verification Details submitted successfully” .

Guide - for Internal

10.1.4 Process Exit Applications after verification of Documents- Exit Management Supervisor

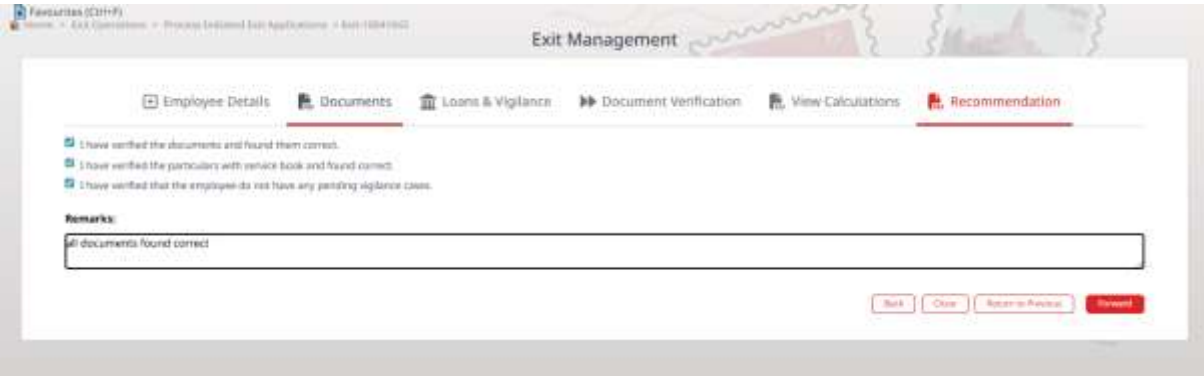


Upon verifying documents by the “Exit Document Verification Authority”, Exit application approving authority can be view the documents submitted by the “Exit Document Verification Authority” and click on “Next” to move to next segment “View Calculations”.



Under “View Calculations” segment, "Exit management Supervisor" cross check the retirement benefit calculations and click on “Next” to move to next segment “Recommendation”.

for Internal Use Only



Under “Recommendation” segment, "Exit management Supervisor" has to click on the consent “Tick boxes” and enter remarks in the “Remarks” dialogue box.

If all exit application details found correct, "Exit management Supervisor" has to

1. Click on “Forward” option to forward the application to PAO.
2. Click on “Return to Previous option” to return the exit application to the "Exit Processing Authority" .

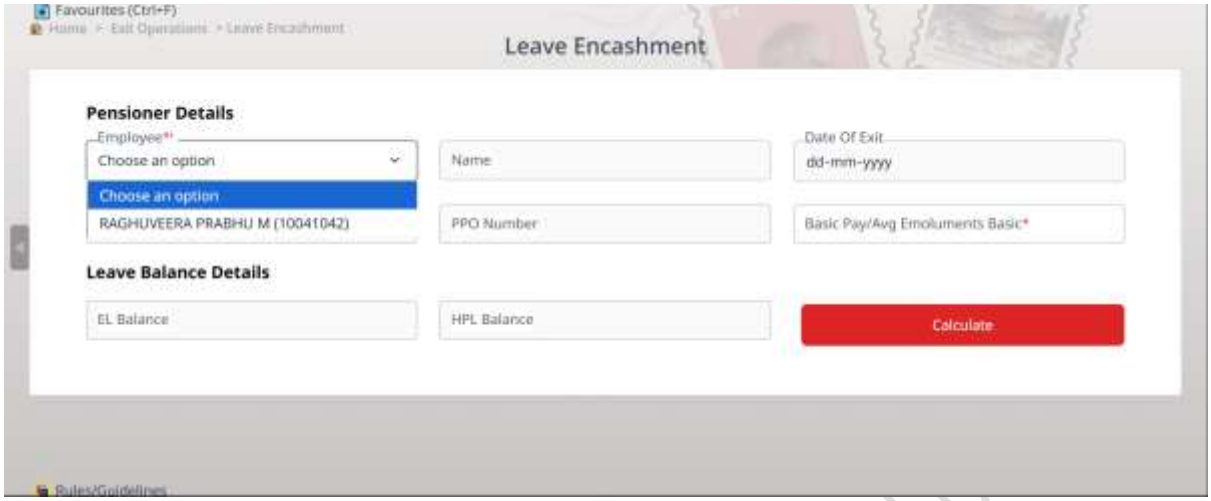
10.2 Leave Encashment

After the PAO forwards and verifies the Exit Request, the DO/PAO should process the employee’s Leave Encashment. This process is handled by users with the roles ‘Exit Processing Authority’ and ‘Exit Management Supervisor / Service Book Authority (DH)’.

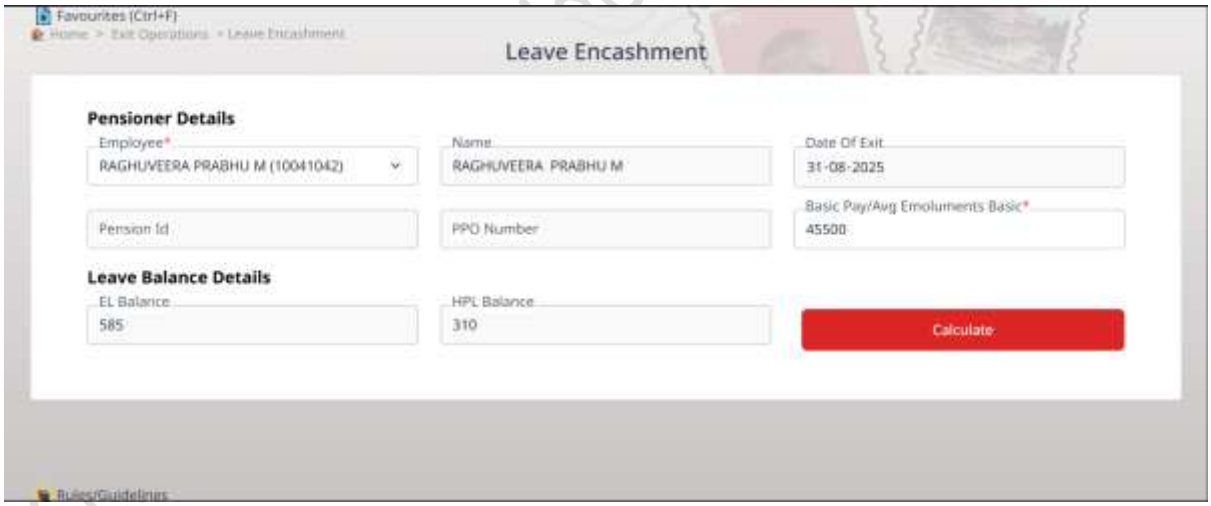
10.2.1.1 Creation of Leave Encashment Request

The user with role ‘Exit Processing Authority’ will create the ‘Leave Encashment’ request.

Click on ‘Leave Encashments’ option



Select the employee from the drop-down.



Upon selecting the employee from the drop-down, application displays the details such as ‘Exit Date’, ‘Leave Balance Details’ etc..,

Click on ‘Calculate’ button.

Upon clicking the 'Calculate' button, application displays the 'EL' and 'HPL' encashment calculation details.

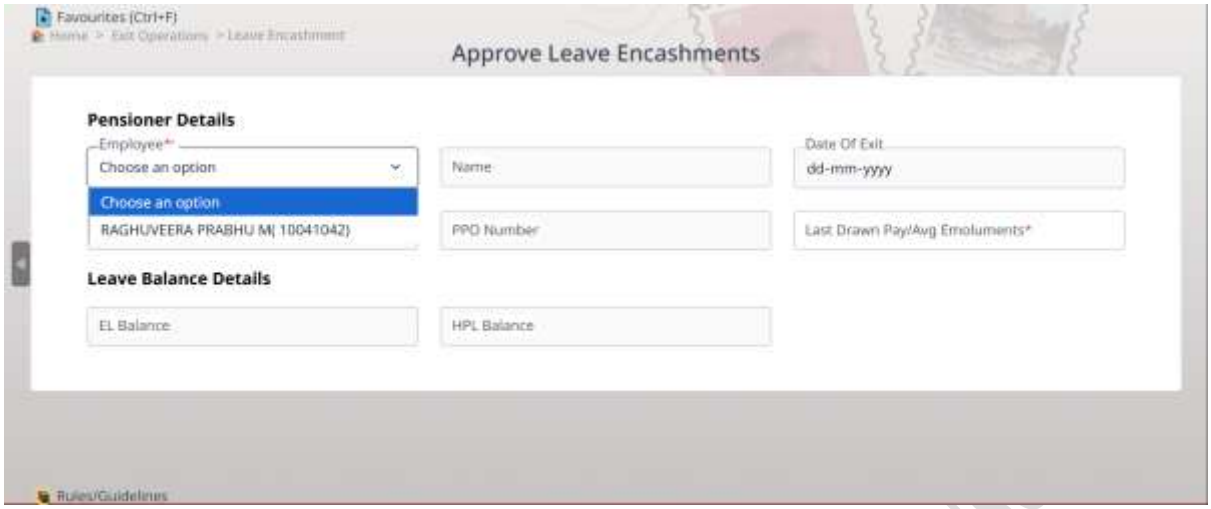
Click on 'Submit' button.

Upon clicking the 'Submit' button, 'Request submitted successfully' message will be displayed.

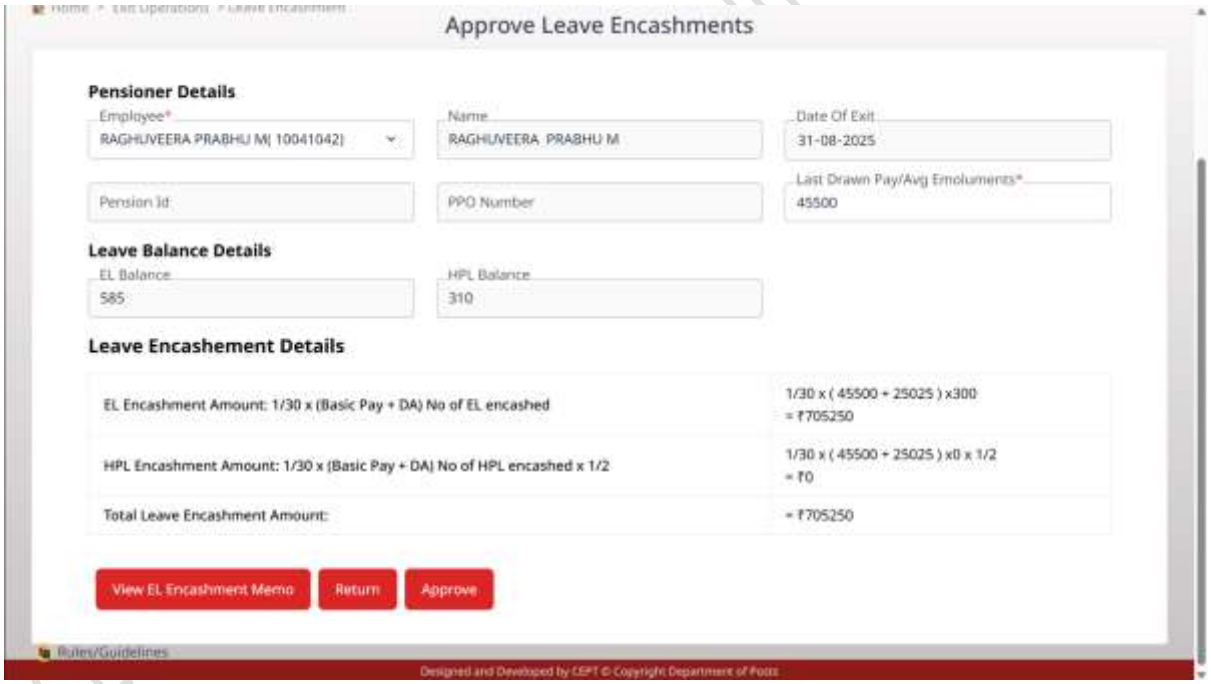
10.2.1.2 Approving of Leave Encashment Request

A user with the role 'Exit Management Supervisor / Service Book Authority (DH)' is authorized to verify or approve a Leave Encashment Request.

Click on 'Approve Leave Encashments' option

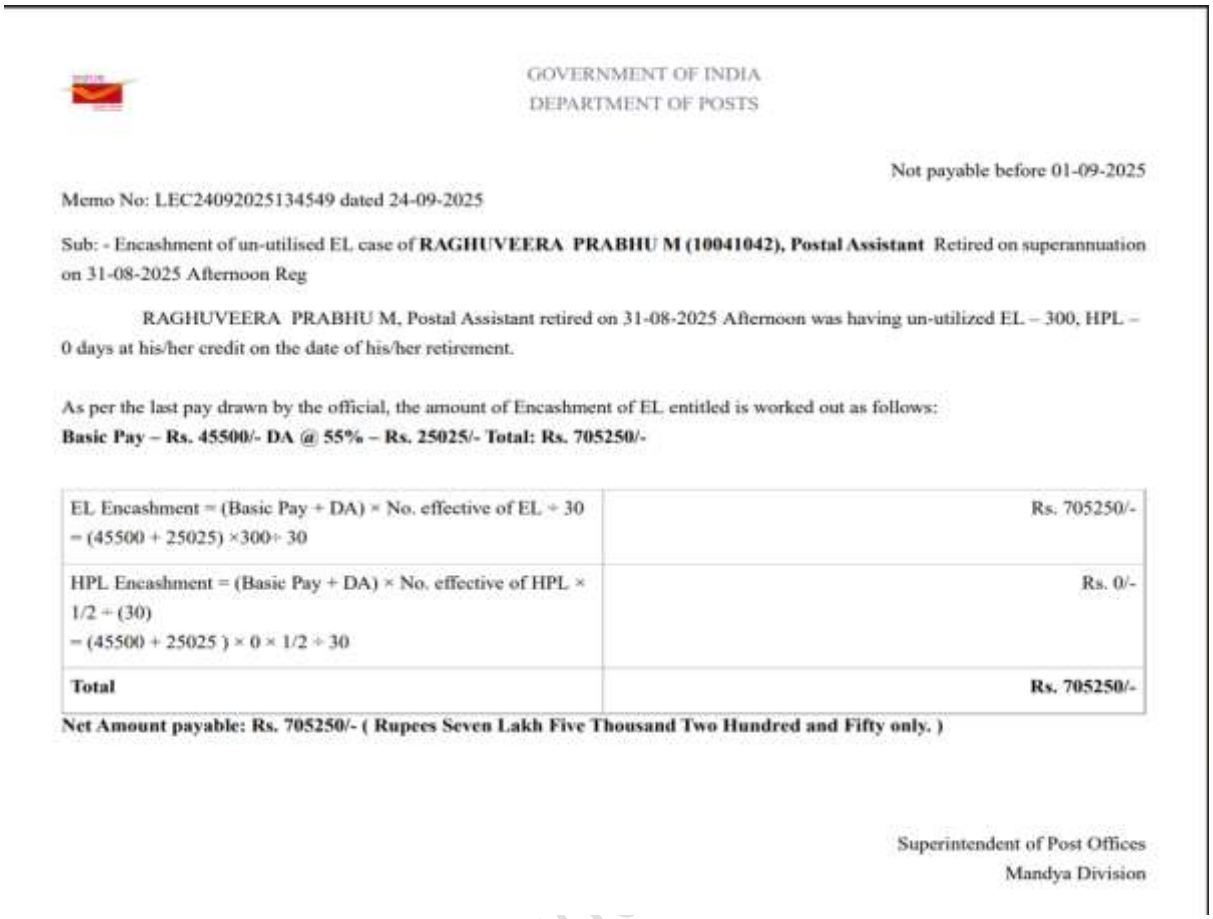


Select the 'Employee'



Upon selecting the employee, application displays the details of the employee along with Leave Encashment details.

Click on 'View EL Encashment Memo' button to view the memo



GOVERNMENT OF INDIA
DEPARTMENT OF POSTS

Not payable before 01-09-2025

Memo No: LEC24092025134549 dated 24-09-2025

Sub: - Encashment of un-utilised EL case of **RAGHUVEERA PRABHU M (10041042), Postal Assistant** Retired on superannuation on 31-08-2025 Afternoon Reg

RAGHUVEERA PRABHU M, Postal Assistant retired on 31-08-2025 Afternoon was having un-utilized EL – 300, HPL – 0 days at his/her credit on the date of his/her retirement.

As per the last pay drawn by the official, the amount of Encashment of EL entitled is worked out as follows:
Basic Pay – Rs. 45500/- DA @ 55% – Rs. 25025/- Total: Rs. 705250/-

EL Encashment = (Basic Pay + DA) × No. effective of EL ÷ 30 = (45500 + 25025) ×300÷ 30	Rs. 705250/-
HPL Encashment = (Basic Pay + DA) × No. effective of HPL × 1/2 ÷ (30) = (45500 + 25025) × 0 × 1/2 ÷ 30	Rs. 0/-
Total	**Rs. 705250/-**

Net Amount payable: Rs. 705250/- (Rupees Seven Lakh Five Thousand Two Hundred and Fifty only.)

Superintendent of Post Offices
Mandya Division

The 'Memo' will be displayed as shown above.

Click on 'Approve' button to verify the request.

Upon clicking the 'Approve' button, 'Leave Encashment Approved Successfully' message will be displayed.

10.3 Commutation Process

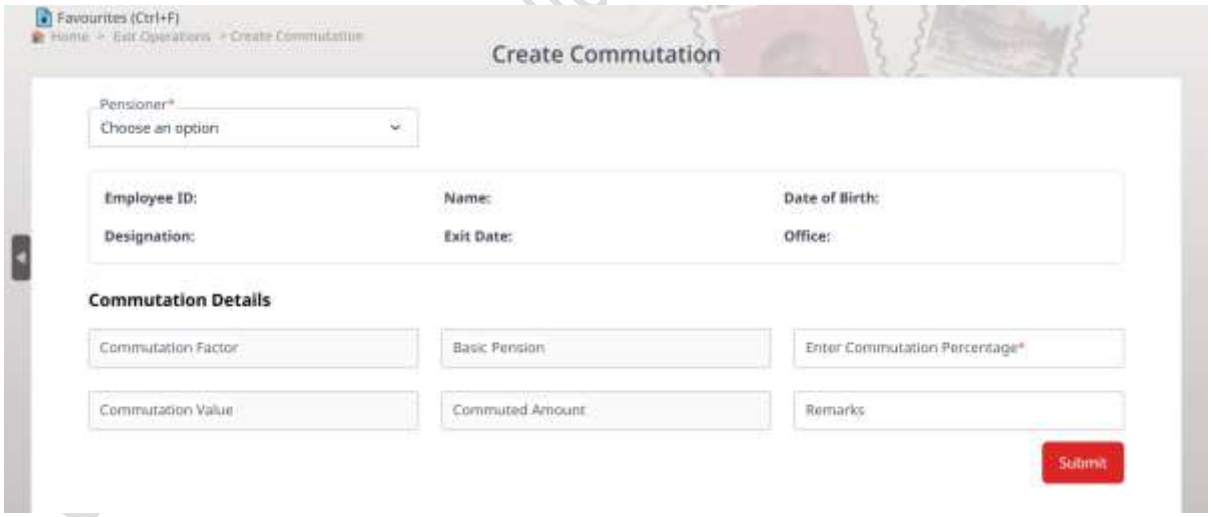
The Commutation process for an existing employee is carried out in two phases: one at the DO/PAO level and another at the PAO level. At the DO/PAO level, the DO creates the Commutation request, and the PAO approves it. In some cases, the PAO may act as both creator and approver.

This process is performed by users with the roles:

- Exit Management Supervisor / Service Book Authority (DH) – Maker
- Pension Approving Authority / Checker (AO), PAO– Checker
-

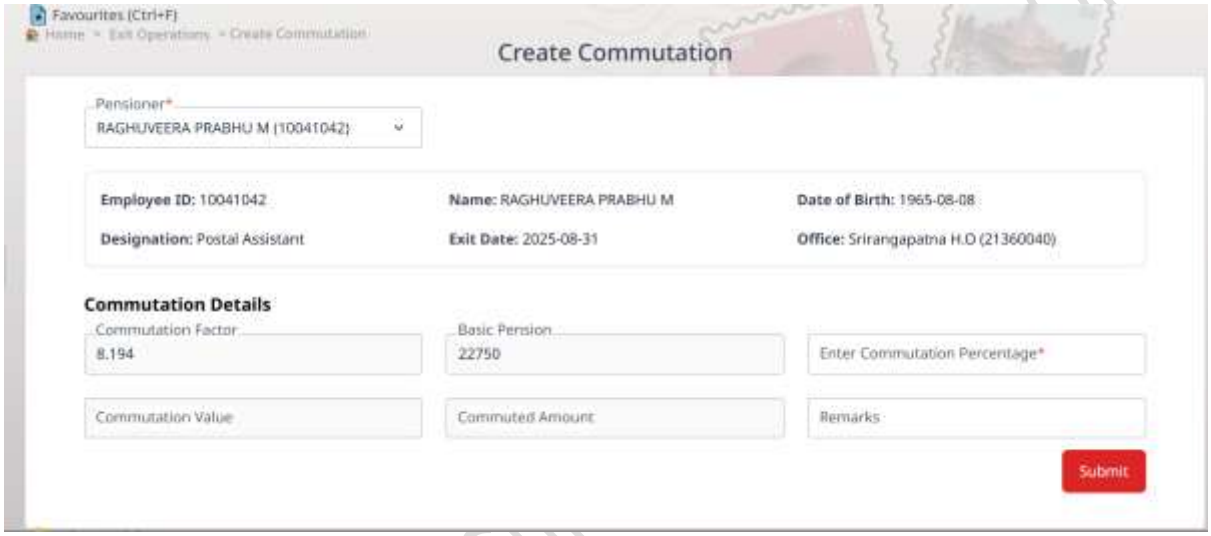
10.3.1.1 Creation of Commutation Request

Click on ‘Create Commutations’ option.



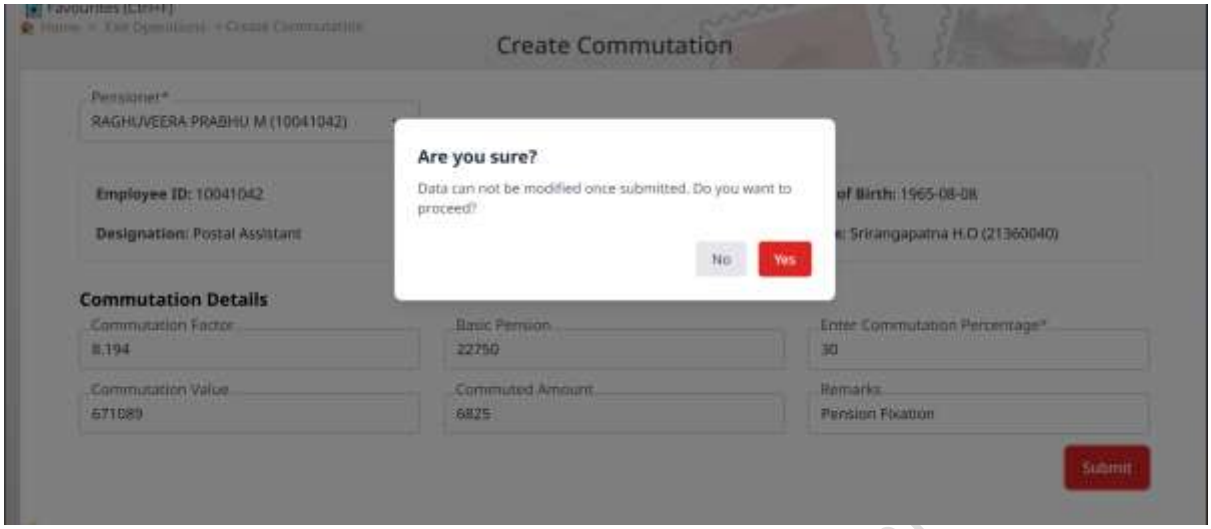
‘Create Commutation’ screen will be displayed.

Select the 'Pensioner'.

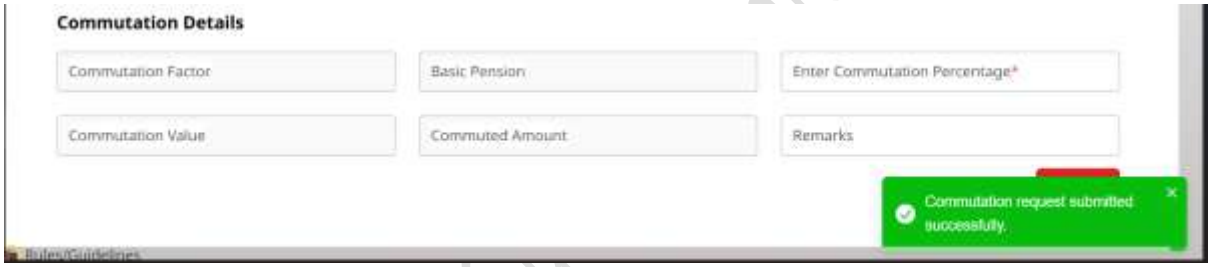


Upon selecting the 'Pensioner', application displays the details of the Pensioner along with the 'Commutation Factor' and 'Basic Pension' fixed.

Enter the 'Commutation Percentage'. Upon entering the 'Commutation Percentage', application displays the 'Commutation Value' and 'Commuted Amount'.
Enter 'Remarks'.
Click on 'Submit' button.



Upon clicking on 'Submit' button, application once again asks for the confirmation. Click on 'Yes' button.



Upon clicking on 'Yes' button, 'Commutation request submitted successfully' message will be displayed.

10.3.1.2Verification of Commutation Request

After a Commutation Request is created, it is sent to the PAO for approval. The user with the role 'Pension Approving Authority / Checker (AO), PAO' will verify the request at the PAO.

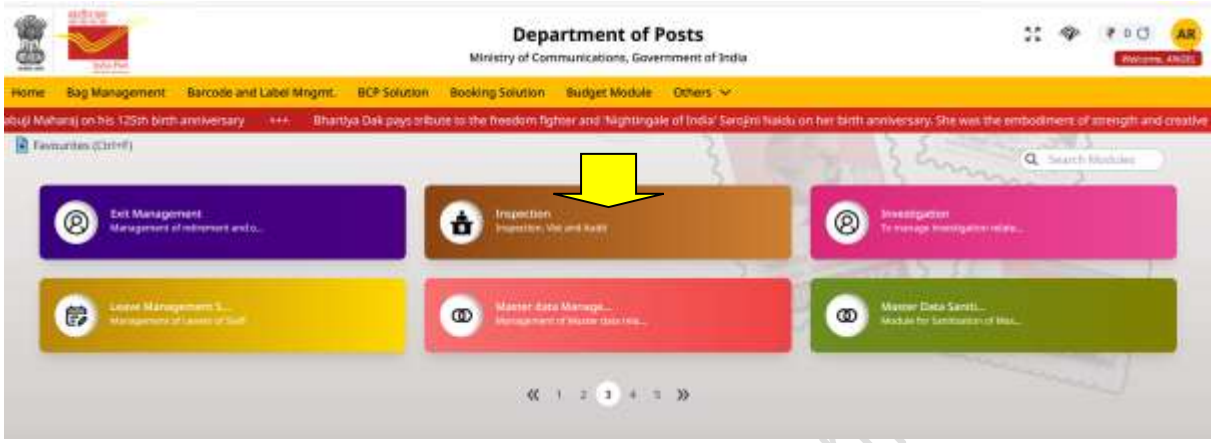
11 Inspection

In this section , provides information about creation of inspection questionnaire by directorate, inspection programme by inspecting authority, inspections and its review in IT 2.0 environment.

The purpose of the Inspection Module is to automate and optimize the inspection processes in DOP. This entails ensuring inspections are completed within a year of the Date of Last Inspection (DLI) and replacing manual Inspection framework right from scheduling of inspection till compliance in a single process flow framework.

11.1 Inspection Questionnaires

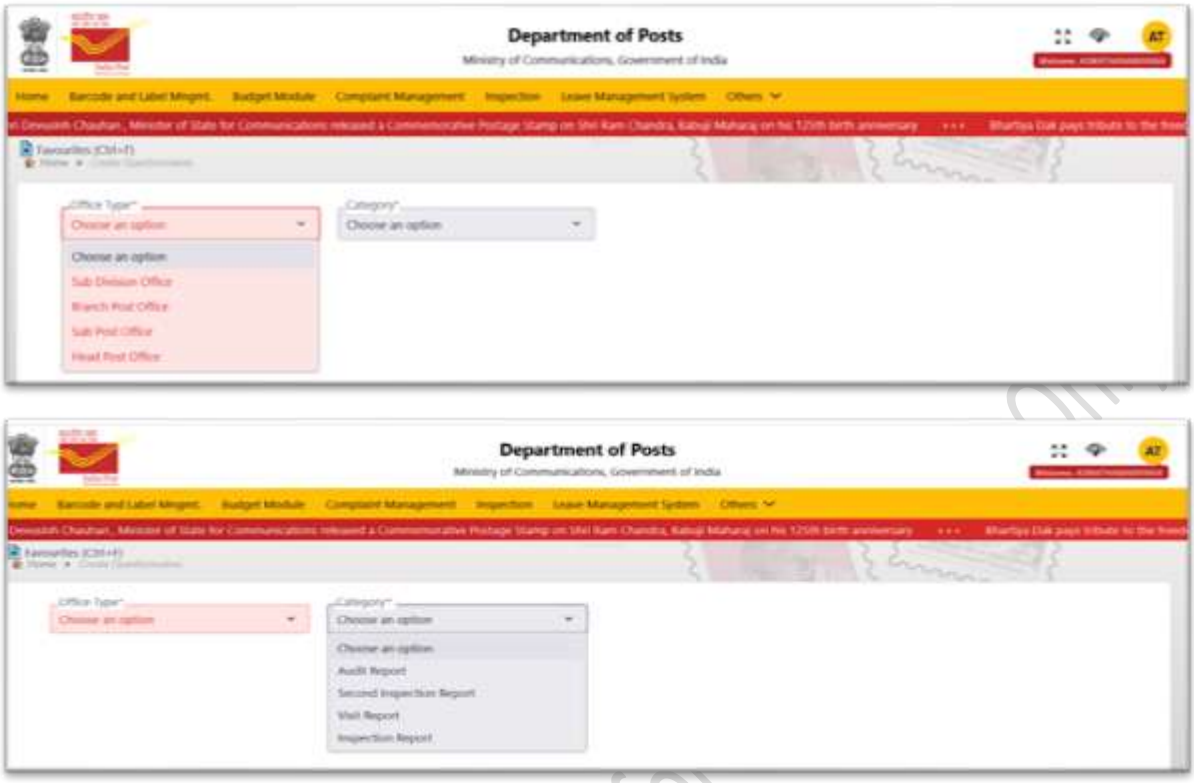
11.1.1 Creation of Inspection Questionnaires at Directorate



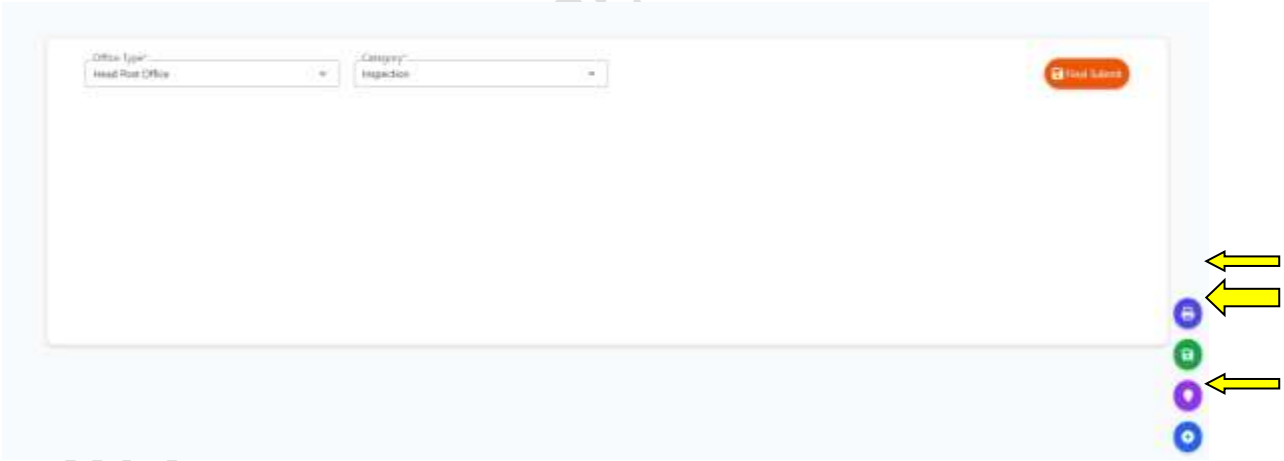
In Directorate User login Click on **"Inspection"** card.

Upon clicking the "Inspection" card, the Inspection Management screen will appear, featuring a "Questionnaires" sub-card. Selecting the "Questionnaire" sub-card will reveal additional sub-cards, including: Create Questionnaire, Edit/Modify Questions, Resubmit Questions, and Approve Questions.

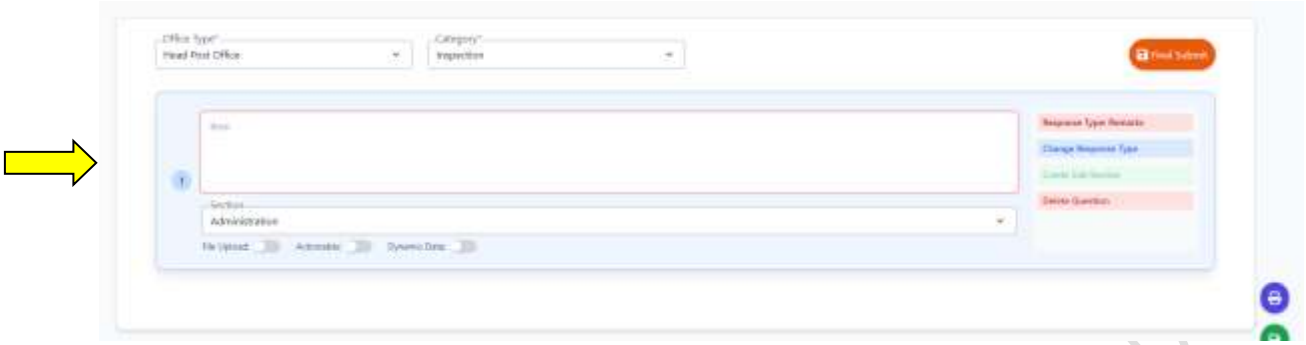
Upon clicking "Create Questionnaire" sub card, Office Type and Inspection Category drop downs will appear for selection for creation of Inspection Questionnaires of selected office type and inspection category.



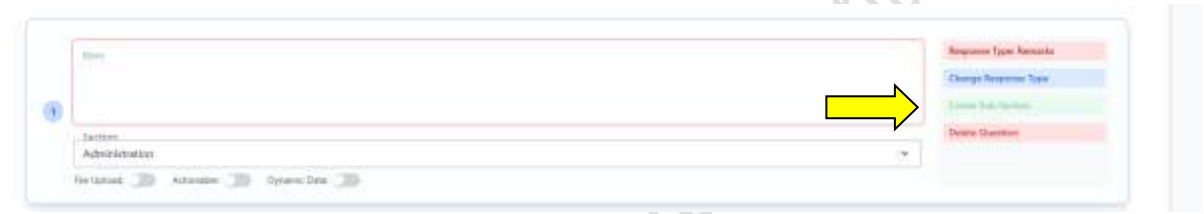
Office type and Inspection category has to be selected from drop down as shown above.



After selecting Office Type and Inspection Category from the drop down, already saved "Questionnaires" will appear and provision of icons for Adding question, Save and Printing questionnaire are enabled at right side of the screen as shown below.

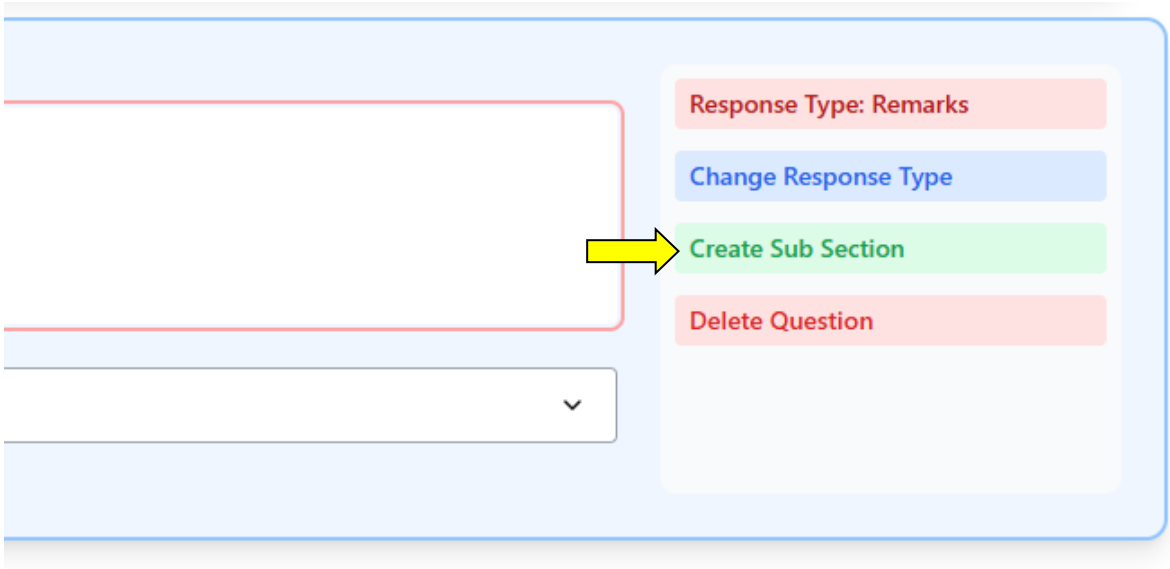


Click on “add” icon, blank table will appear for entering the question with auto numbering.

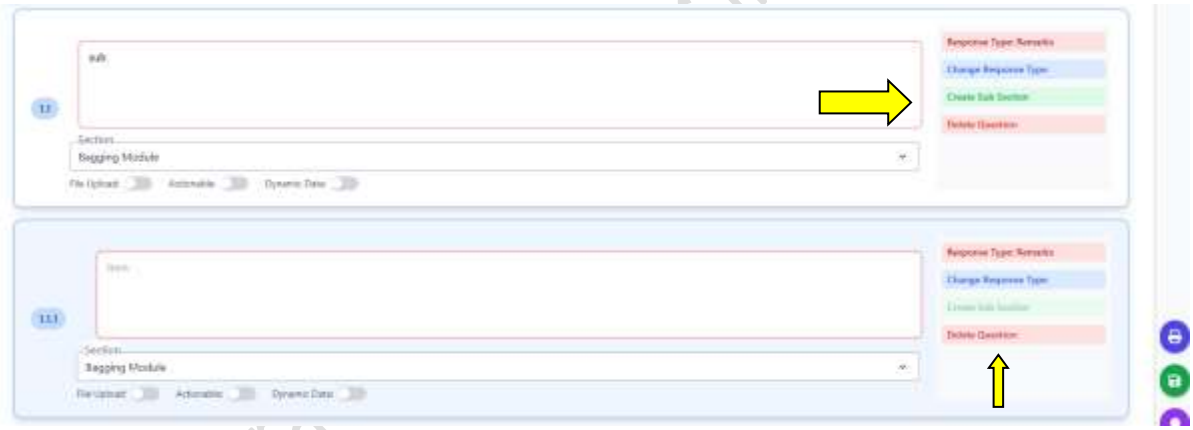


After entering the main question, if sub questions are to be added, click on create sub section option available at bottom of the table.

Sub Question table with auto numbering appear as shown above.



If more sub questions are to be added under main question, click on “create sub section” under main question table.



if secondary sub questions are to be added under sub question , click on “create sub section” under sub question table.

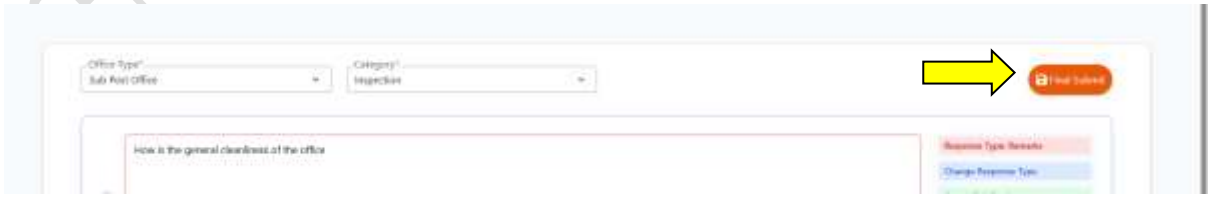
Question and Sub questions can delete using “Delete question” option available under table.

Click on “save” icon available at right side of the screen to save the “Questionnaires”.

A flash pop up “Data Submitted Successfully” will appear.

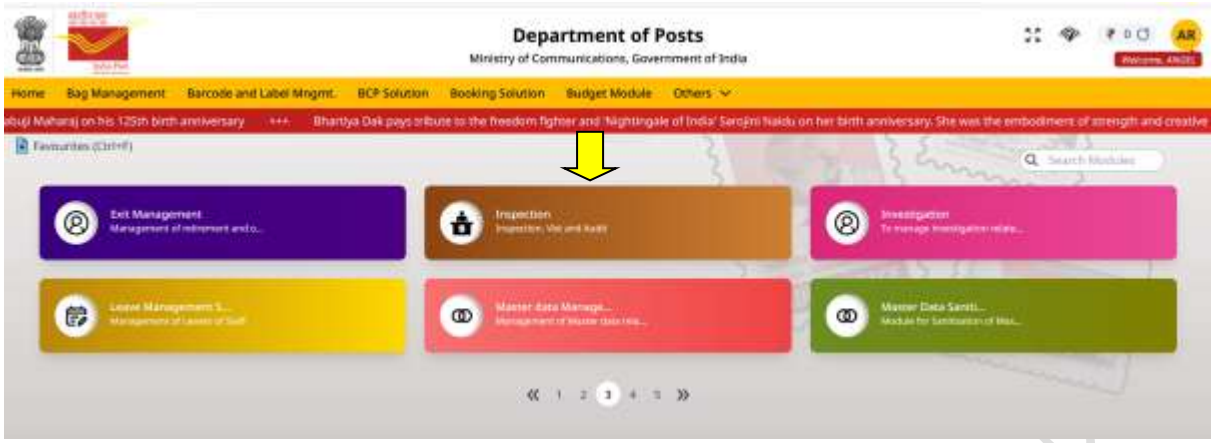
Added “Questionnaires” can be print using “print” icon available at right side of the screen.

On clicking on print icon, Print preview will appear, then click on print option inside preview screen to print the “Questionnaires”.



After all questions are added, click on “final Submit” to submit for approval.

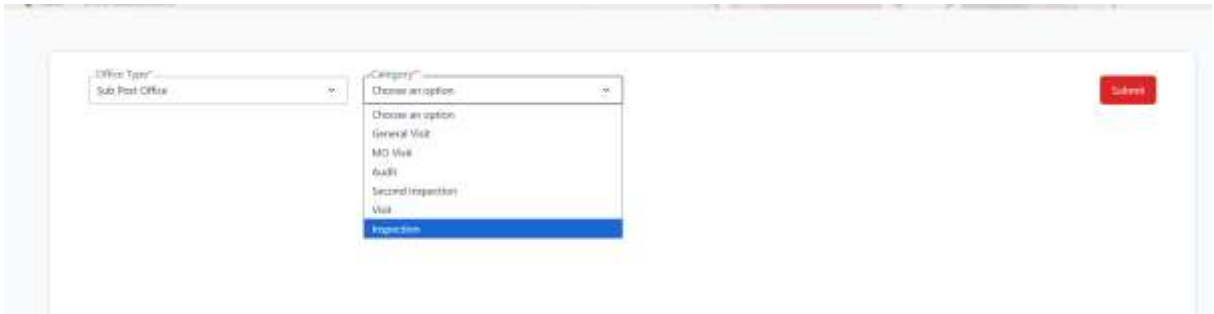
11.1.2 Approval of Inspection Questionnaires at Directorate



In Directorate Approver login Click on **"Inspection"** card.

After clicking on "inspection" card, Inspection management screen having "Questionnaires" sub card will appear. Click on "Questionnaires" sub card.

Click on the "Approve Questionnaire" sub card.



Select office Type and Category,questions will be listed

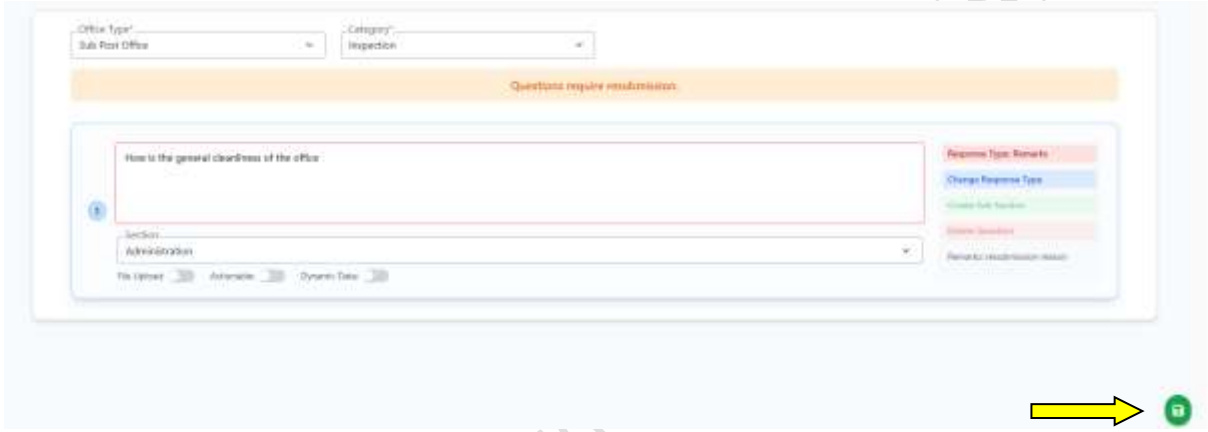
For each questions,there is options to approve or resubmit, if resubmit is opted, reason needs to be stated

Click on “Submit” button to Approve all the questions
The Directorate Approver can view and print the saved "Questionnaires" submitted by the Directorate user.

11.1.3 Resubmission of Inspection Questionnaires at Directorate

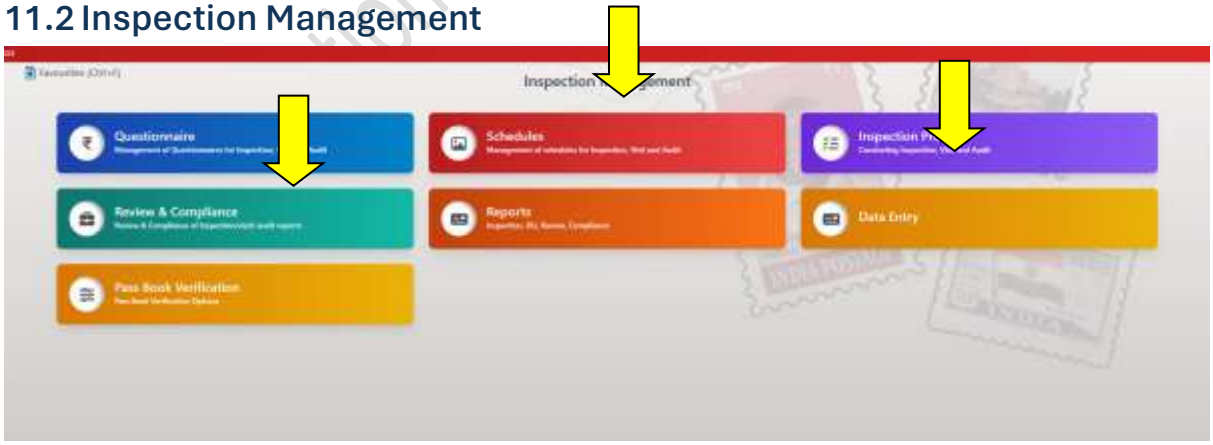
To resubmit questions, provide the reason for re-submission and click the "Resubmit" button

To resubmit as a directorate user, click on the "Questionnaires" sub-card and select the "Resubmit Questionnaire" option.



Questions can be edited. After editing, click the "Save" button to send the questions for resubmission. The approver can then approve the questions as previously mentioned.

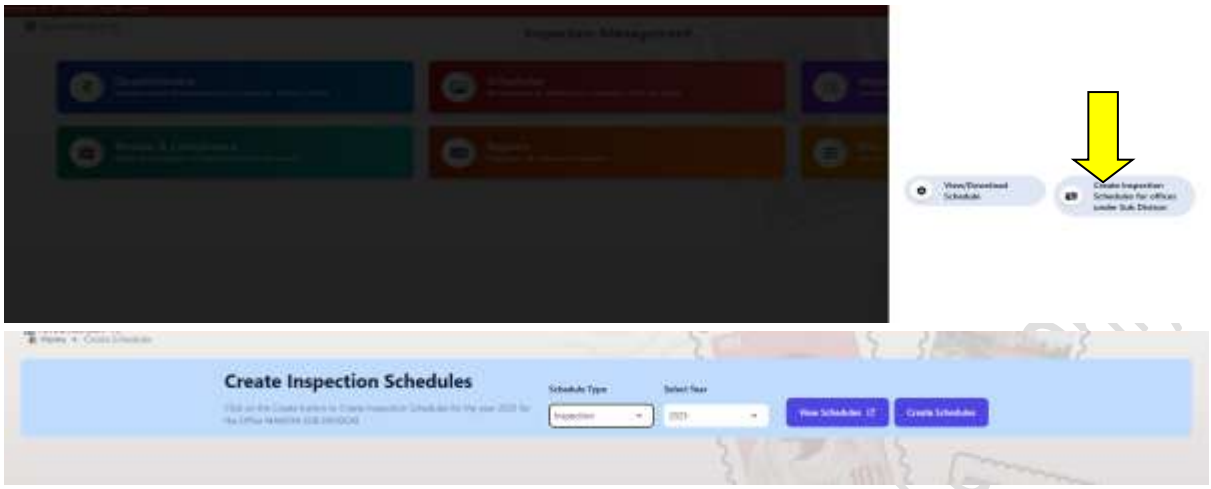
11.2 Inspection Management



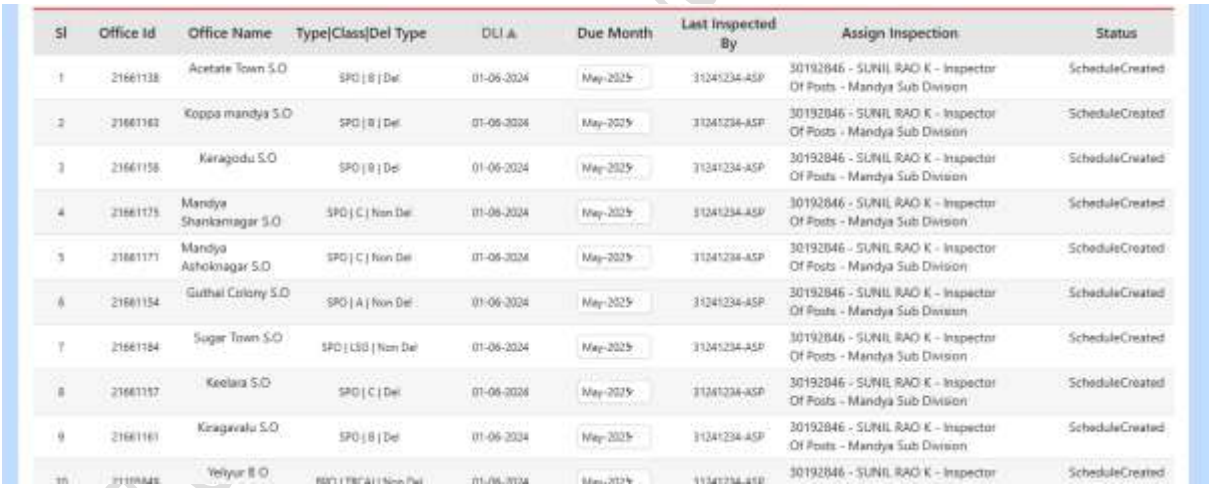
On Clicking “Inspection” main card in Inspecting authority login, the following sub card will appear:

1. Schedule
2. Inspection Process
3. Review and Compliances

11.2.1 Create/View of Inspection Schedule by Inspecting Authority.

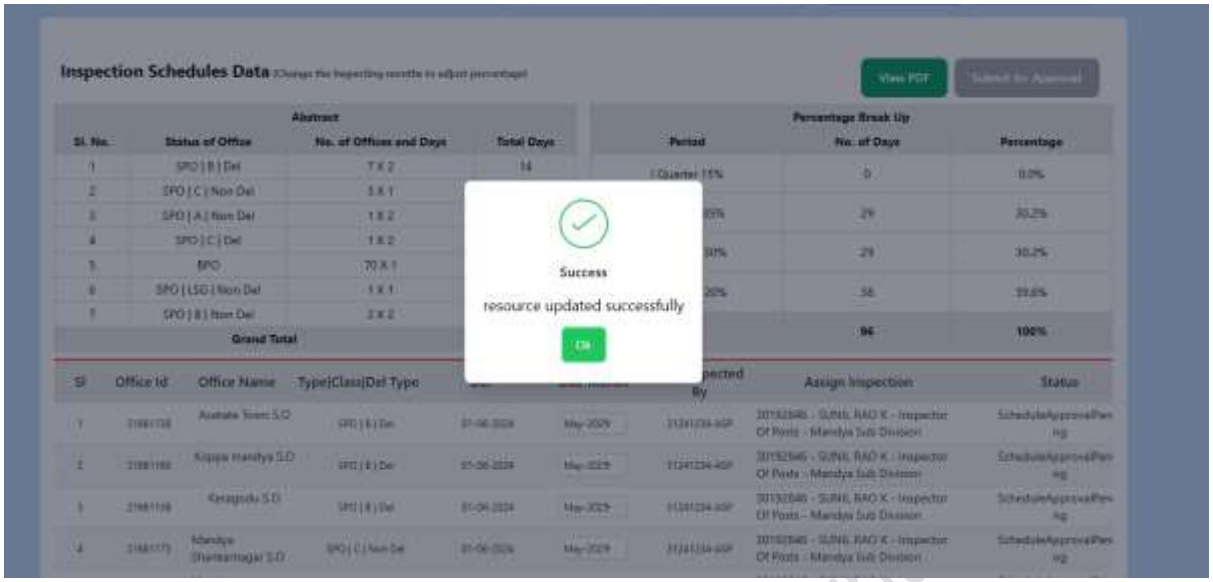


On clicking “Schedule” Menu card, “Create Inspection Schedules Under Sub Division” sub menu card will appear as above. Select year of Inspection schedule and click on “create schedule” option, option will turn to grey colour from blue colour.



Sl	Office Id	Office Name	Type|Class|Del Type	DLI A	Due Month	Last Inspected By	Assign Inspection	Status
1	21661138	Acetate Town S.O	SPO | B | Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
2	21661163	Koppa mandya S.O	SPO | B | Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
3	21661158	Keragodu S.O	SPO | B | Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
4	21661175	Mandya Shankaranagar S.O	SPO | C | Non Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
5	21661171	Mandya Ashoknagar S.O	SPO | C | Non Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
6	21661154	Guthal Colony S.O	SPO | A | Non Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
7	21661184	Sugar Town S.O	SPO | LSG | Non Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
8	21661157	Keelara S.O	SPO | C | Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
9	21661161	Kiragavalu S.O	SPO | B | Del	01-06-2024	May-2025	31241234-ASP	30192846 - SUNIL RAO K - Inspector Of Posts - Mandya Sub Division	ScheduleCreated
10	[illegible]	Yelyur B.O	[illegible]	[illegible]	[illegible]	[illegible]	30192846 - SUNIL RAO K - Inspector	ScheduleCreated

After clicking on “Create Schedule”, “Inspection Schedule data” screen will appear. Select the month of inspection due under “Inspection Due Month” column and inspecting authority automatically selected under “Assign Inspection” option.



On Clicking "Submit for Approval "option, a pop up will appear" resource updated successfully".

Sl. No.	Status of Office	No. of Offices and Days	Total Days
1	SPO | B | Del	7 X 2	14
2	SPO | C | Non Del	3 X 1	3
3	SPO | A | Non Del	1 X 2	2
4	SPO | C | Del	1 X 2	2
5	BPO	70 X 1	70
6	SPO | LSG | Non Del	1 X 1	1
7	SPO | B | Non Del	2 X 2	4
Grand Total			96

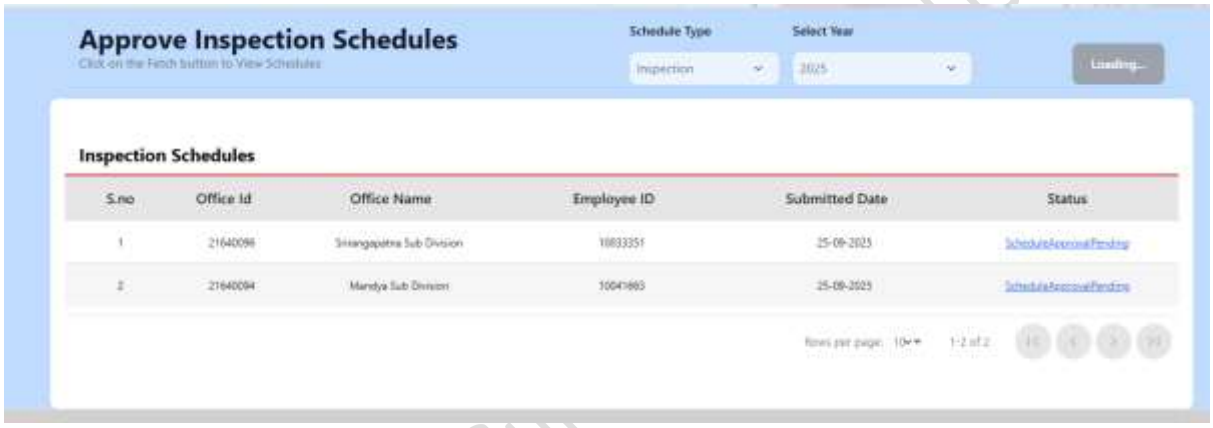
Period	No. of Days	Percentage
I Quarter 15%	0	0.0%
II Quarter 35%	29	30.2%
III Quarter 30%	29	30.2%
IV Quarter 20%	38	39.6%
Total	96	100%

On updating each and every schedule, Office type Abstract and Percentage break up will update automatically which is available in the same screen. Inspection schedule can be viewed by clicking on "View PDF" option and can submit using "Submit for Approval" option.

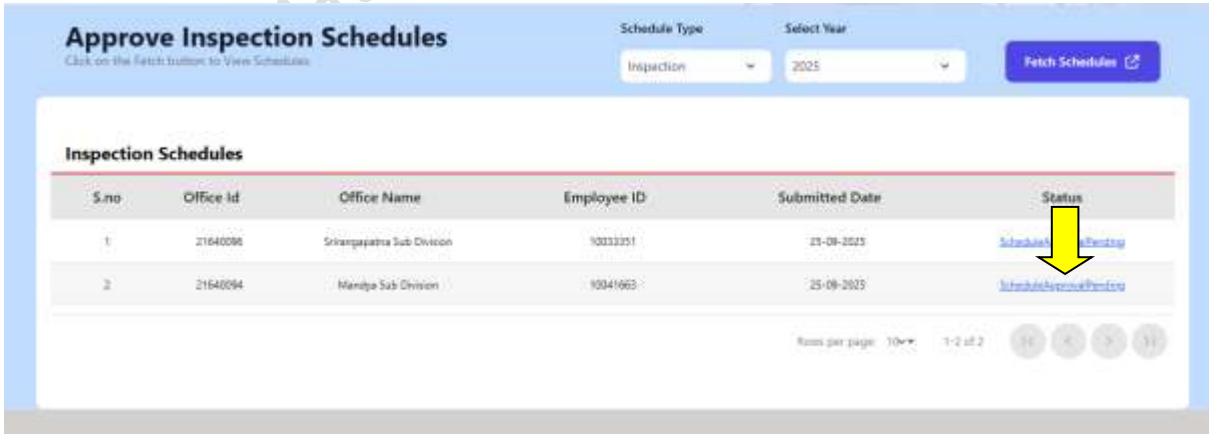
CEPT Operation

11.2.2 Approve/Edit of Inspection Schedule by Approver.

Click on “Approve Inspection Schedule Under Sub Division” sub card.

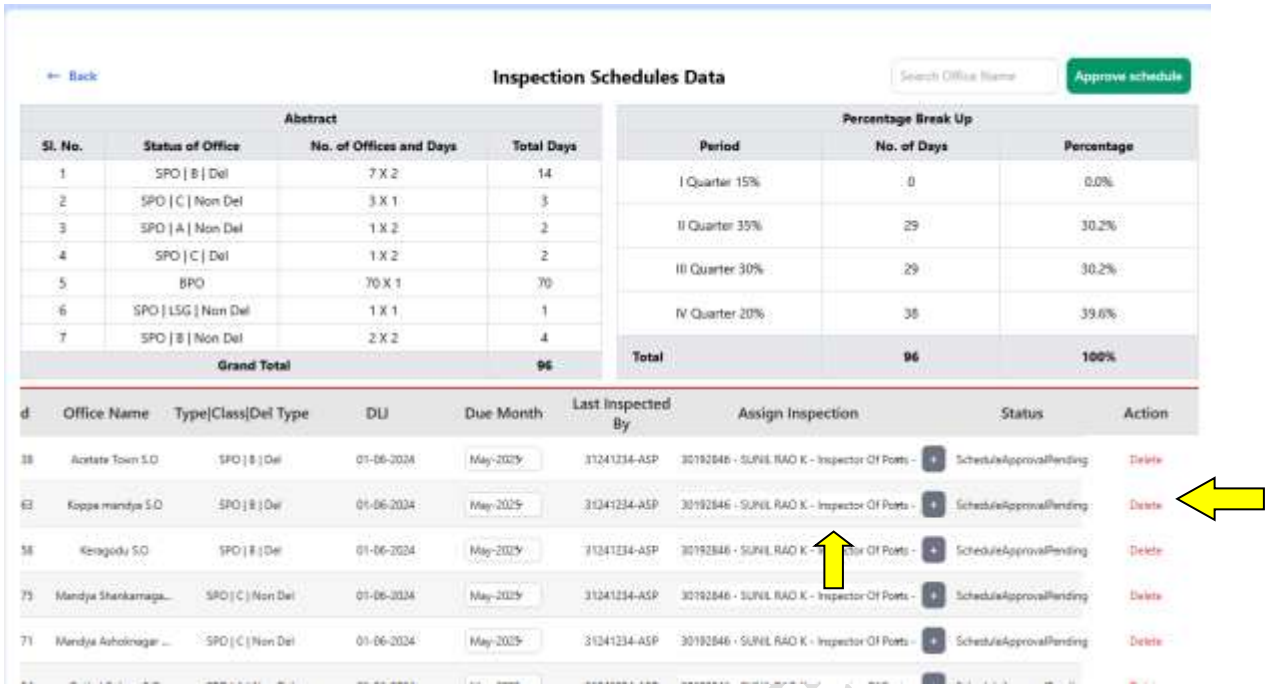


On clicking “Approve Inspection Schedule Under Sub Division” sub card by Inspection Schedule Approver, “Approve Inspection Schedule” screen will appear. Select year and click on “Fetch Schedule” option, “Inspection Schedule List” will appear.



Status is shown as “Status Approval Pending” and Click on link “Status Approval Pending” under “Status” column.

“Approve Inspection Schedules” screen will appear. Approver has to verify the details.



Approver can modify the Inspecting authority either by selecting the other inspecting authority from drop down under “Assign inspection” column or by deleting the row using “delete” option under “Action” column.

On clicking “delete” option under “Action” column, a flash pop up “resource deleted successfully” will appear and particular office from schedule will delete.

← Back

Inspection Schedules Data

Search Office Name | Approve schedule

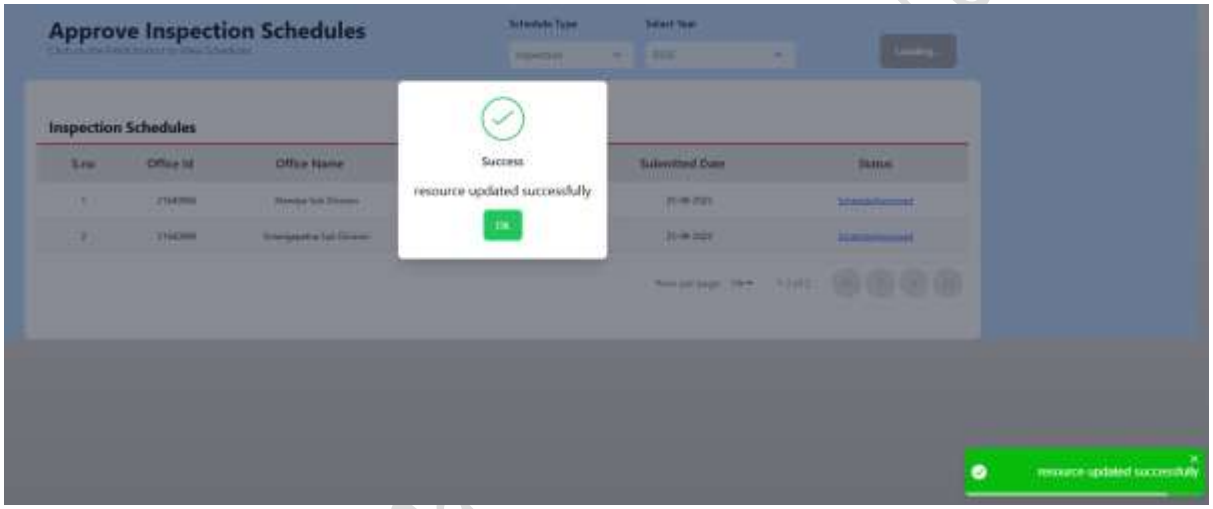
Abstract

Sl. No.	Status of Office	No. of Offices and Days	Total Days
1	SPO | B | Del	7 X 2	14
2	SPO | C | Non Del	3 X 1	3
3	SPO | A | Non Del	1 X 2	2
4	SPO | C | Del	1 X 2	2
5	BPO	70 X 1	70
6	SPO | LSG | Non Del	1 X 1	1
7	SPO | B | Non Del	2 X 2	4
	Grand Total		**96**

Percentage Break Up

Period	No. of Days	Percentage
I Quarter 15%	0	0.0%
II Quarter 35%	29	30.2%
III Quarter 30%	29	30.2%
IV Quarter 20%	38	39.6%
Total	**96**	**100%**

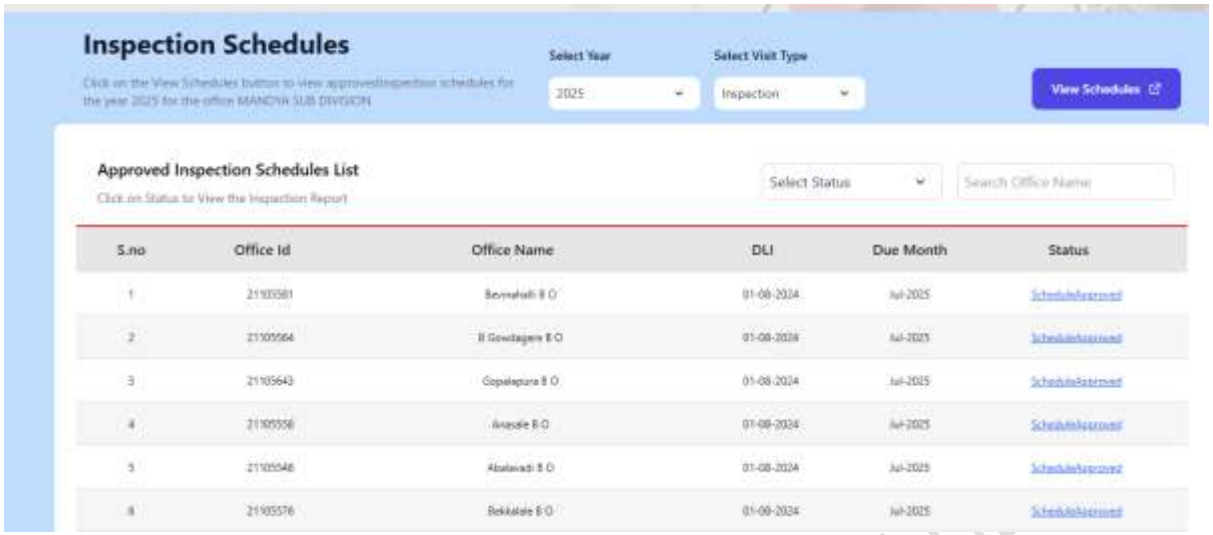
On deleting office details, “Abstract” and “Percentage Break-up “ will update automatically.



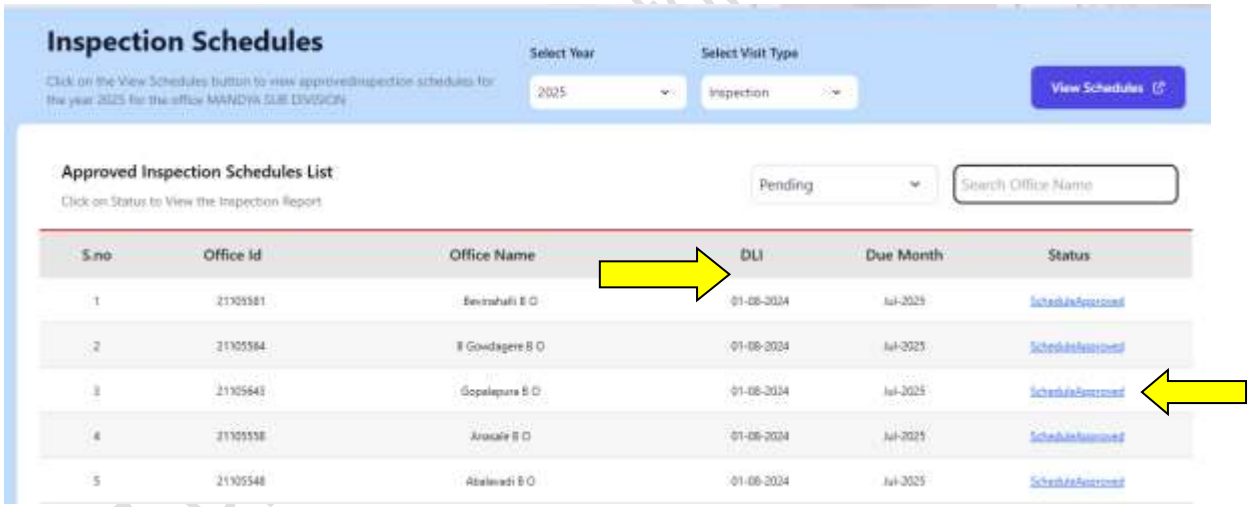
On clicking on “Approve Schedule” option, a flash and static “resource updated automatically” will appear as shown above.

11.2.3 Conduct Inspection by Inspecting Authority

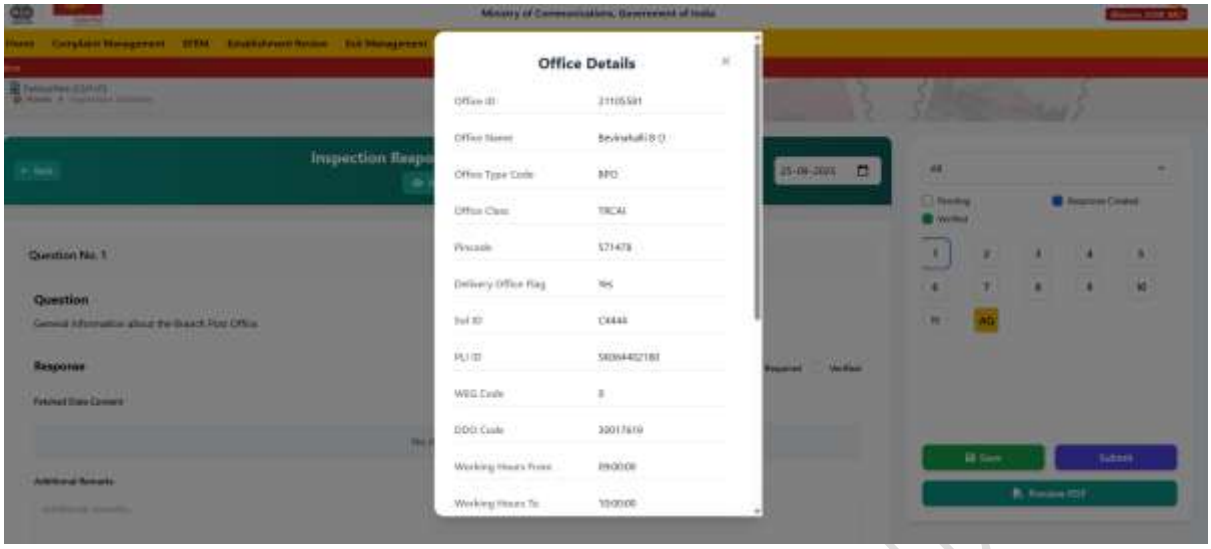
On approval of Inspection schedule by Inspection Schedule approver, click on “Schedule” Menu card and select Conduct Inspection Sub card .



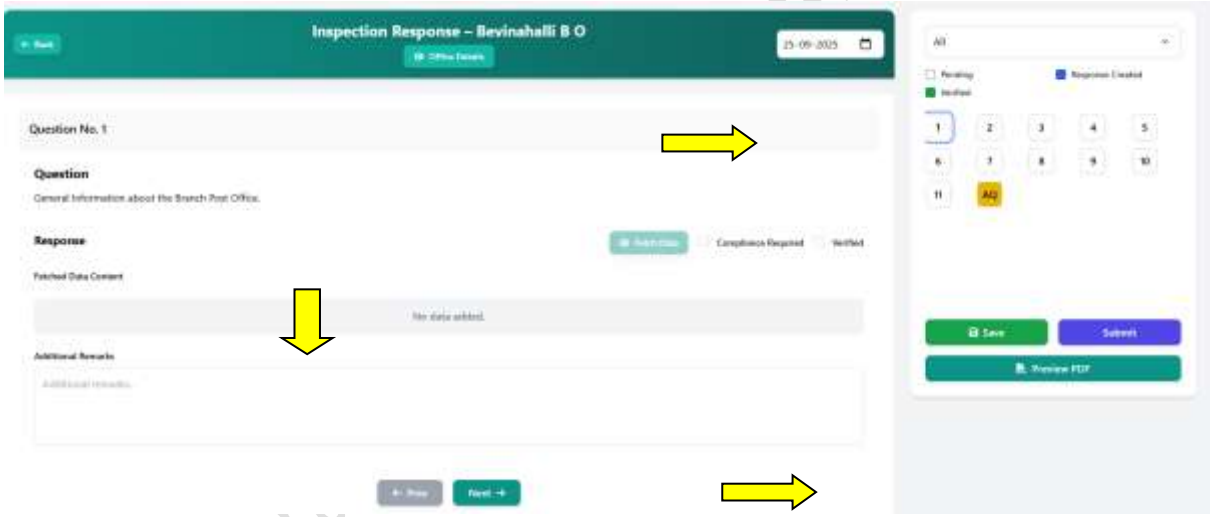
On clicking ““Inspection Schedule” sub card, “Approved Inspection Schedules List” screen will appear.



Identify the office of inspection and Click on the link “Schedule approved” under “Status” column.



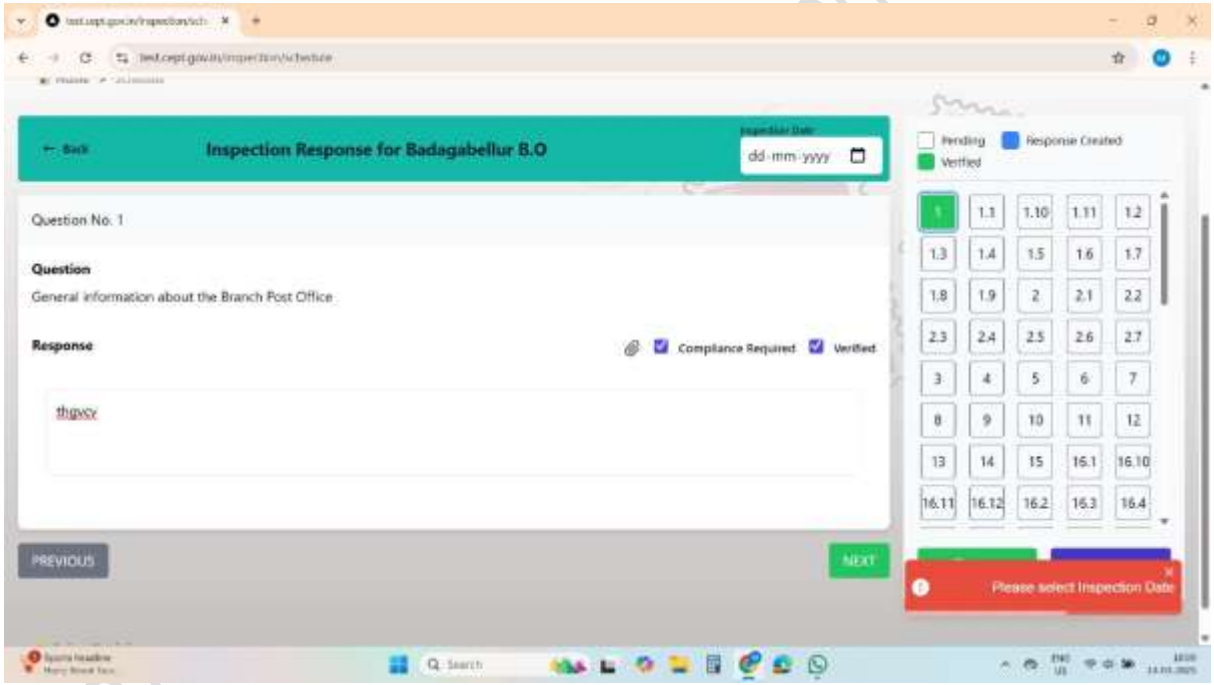
The "Office Details" button displays basic office information, which can be viewed by the inspecting authority at any time during the inspection record process.



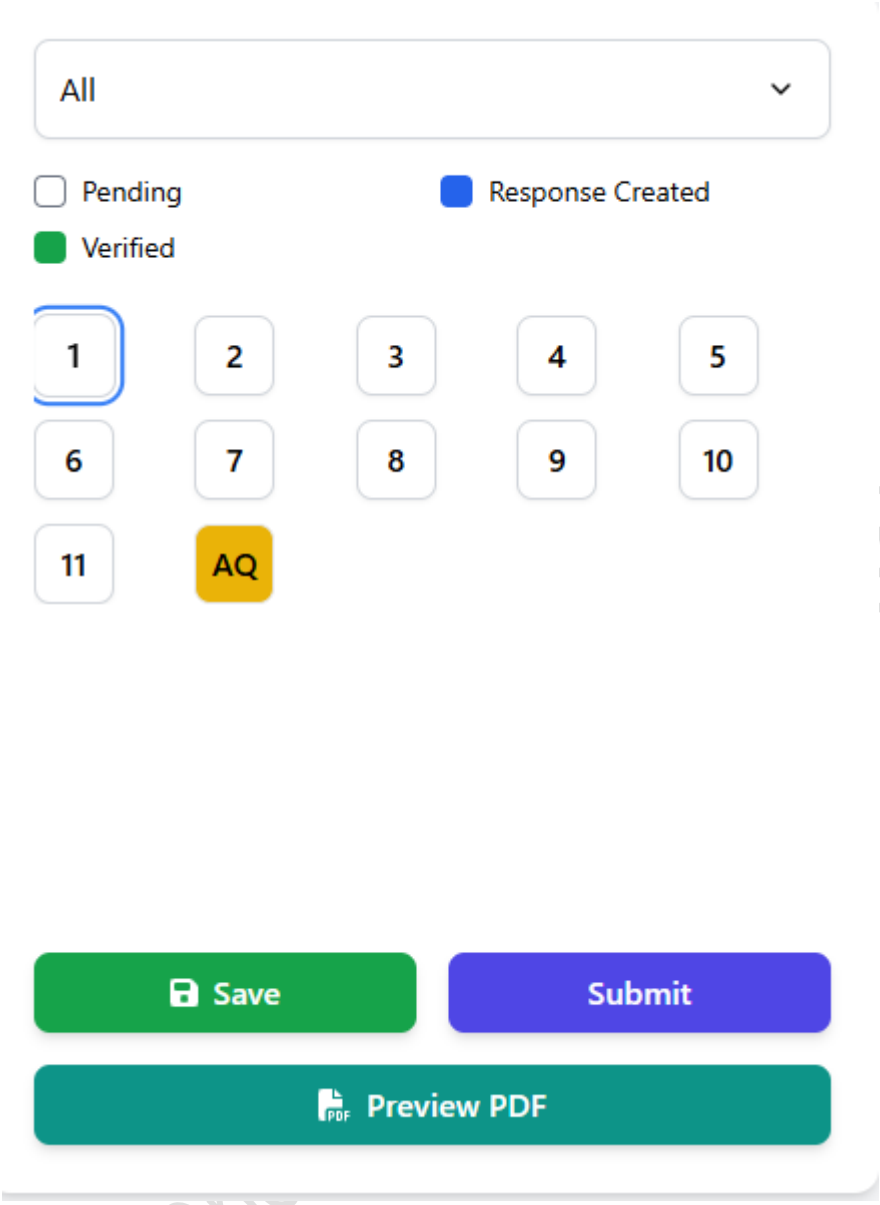
On clicking the link “Schedule approved” under “Status” column for which office inspection response has to be updated, it will direct to the Inspection response of the selected office.

Select date of inspection and response should be recorded against response table. After entering the response, click on “Next” button for entering the response for next inspection questionnaire or click on “Previous” for answering previous question.

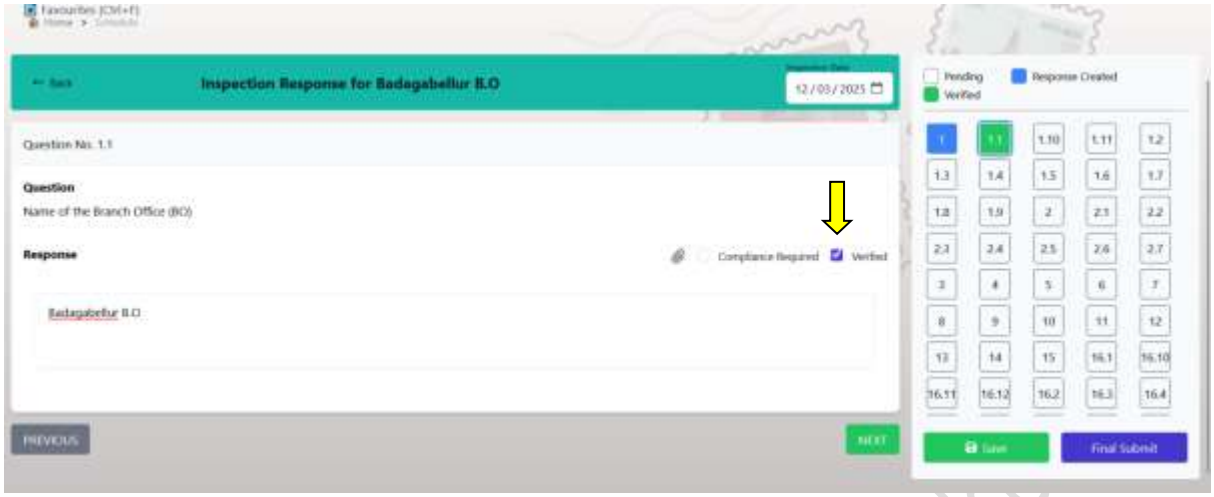
If erroneously click on final submit button before completing of all questionnaire, a error flash pop up will appear as above.



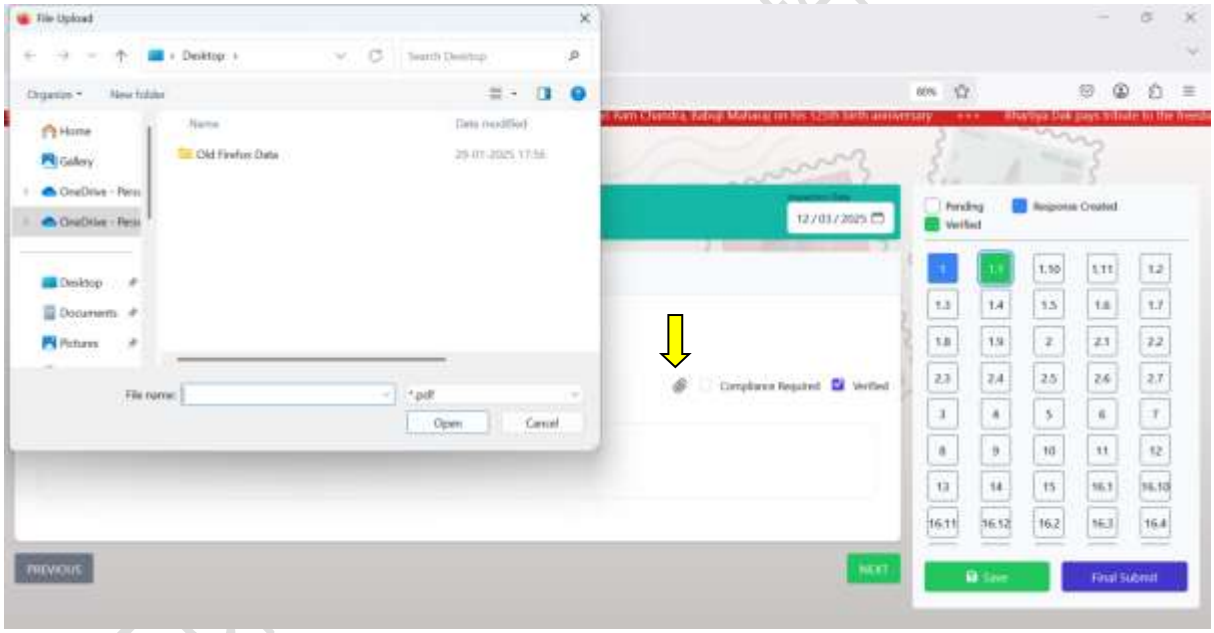
If erroneously submit the inspection without selecting “Inspection Date”, a flash pop up “Please Select Inspection Date” will appear.



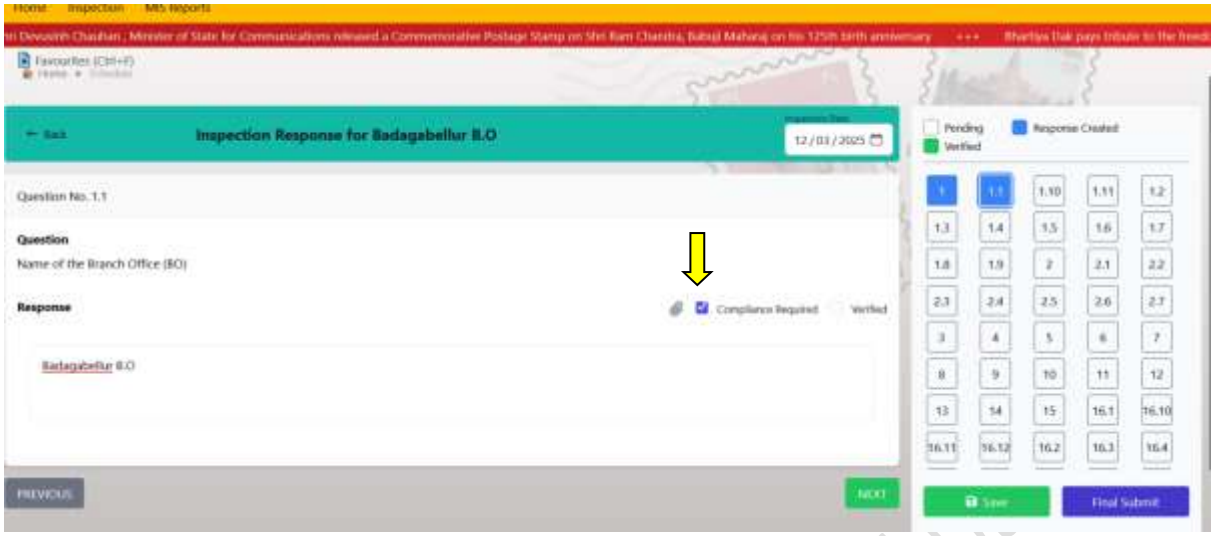
Right side of the screen displays the questionnaire numbers, it will provide access to answer desired question number directly by clicking on required questionnaire number.
Questions will changes colour as per response:
White : Response pending
Blue : Response Created
Green: Response Verified



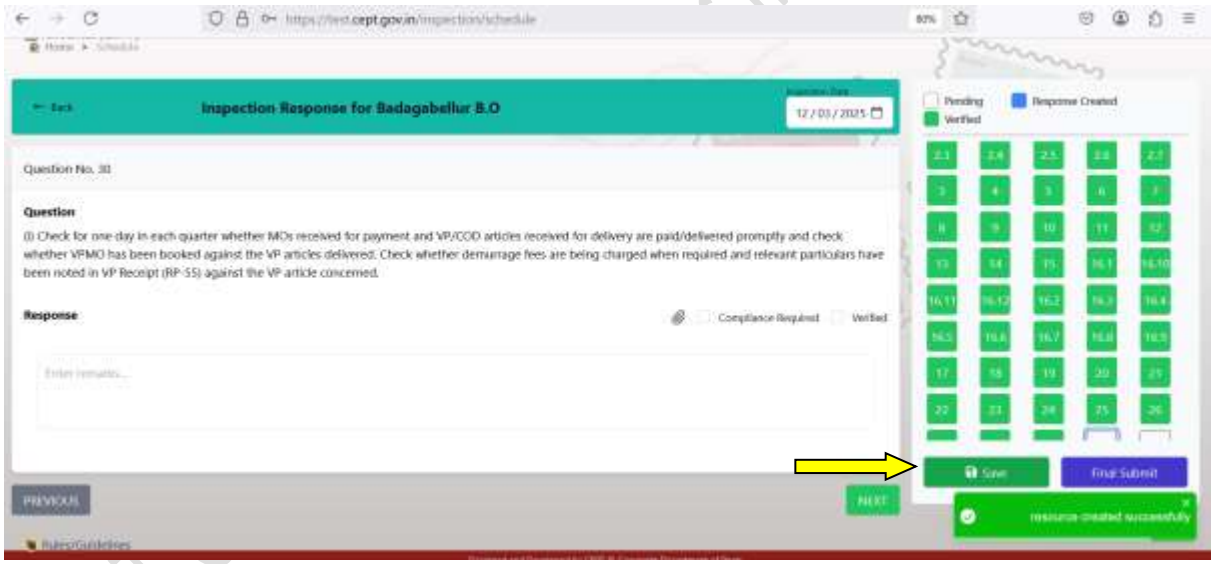
On clicking verified radio button, the colour of question turns to green. Verification is an additional step for inspecting authority to cross-verify the entered details before “Final Submit” .



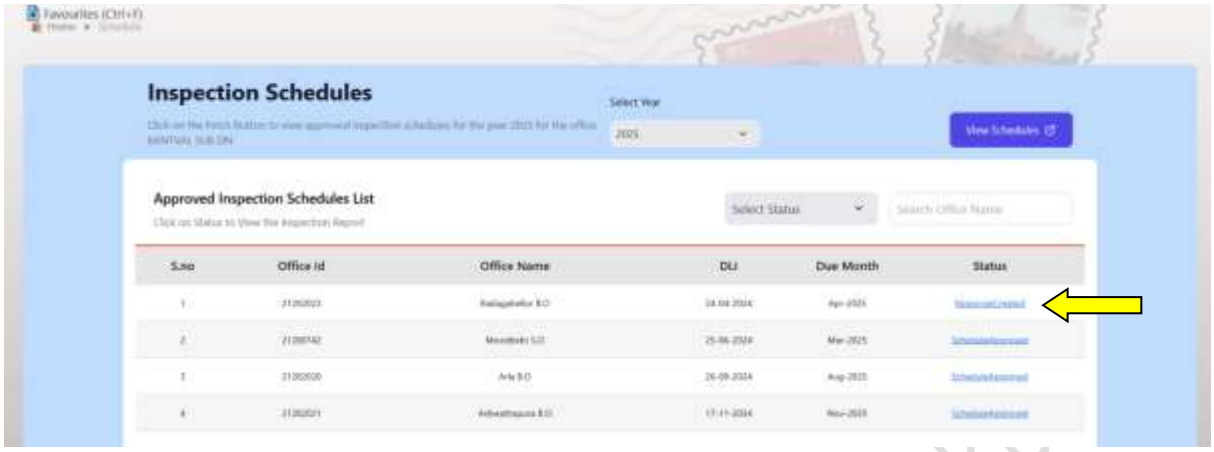
If any attachment has to be added, click on “attachment” icon, attachment window will enable for attaching the document.



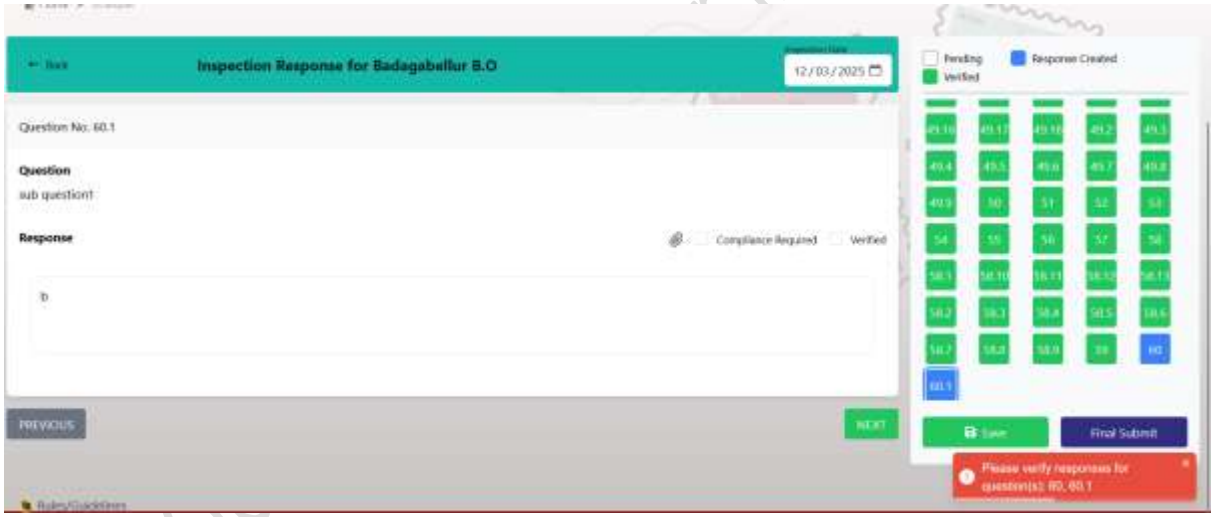
If compliance required for the particular question, click on “Compliance required” radio button.



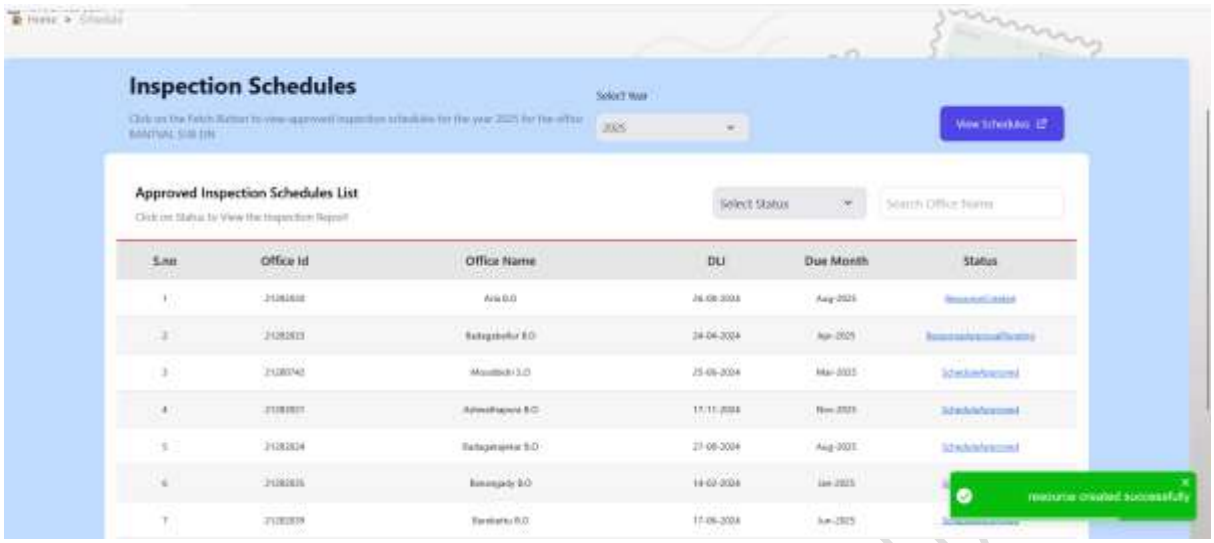
“Save” button is provided to save the detail at regular interval. On clicking “save” button, a flash pop up “Resource created successfully” will appear .



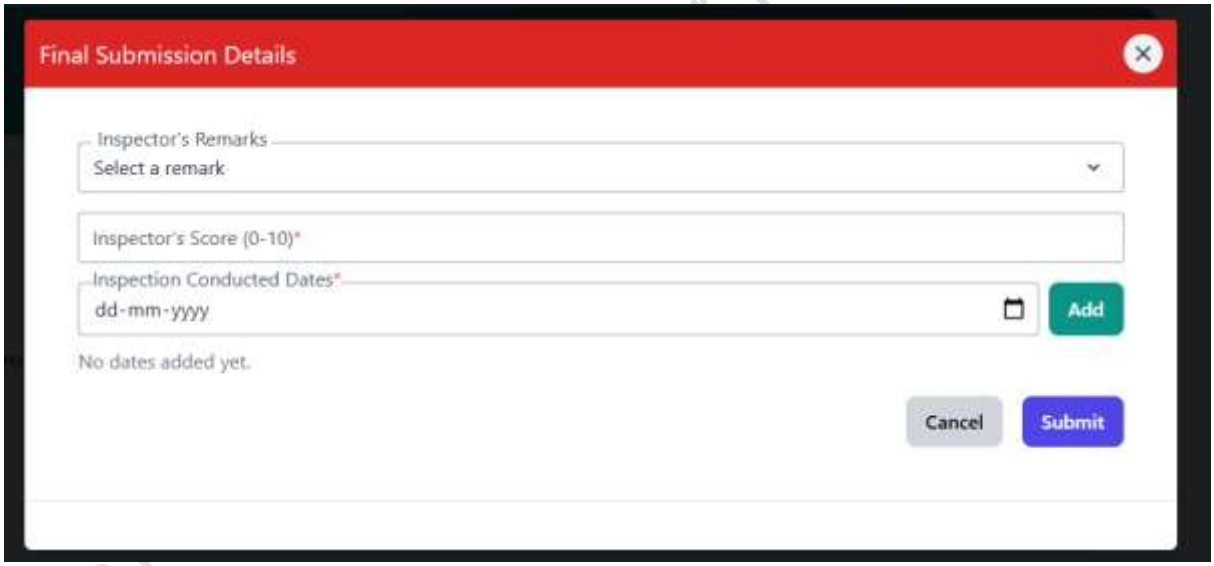
Saved details will display as “Response created” under “Status” column. Click on “Response created” under “Status” column to resume the “Inspection Response”.



If click on “final Submit” without verifying the response, a flash pop up” will displayed “Please verify the responses for question(s) . . . “ will appear. Verification may be done by directly clicking on question number from panel.



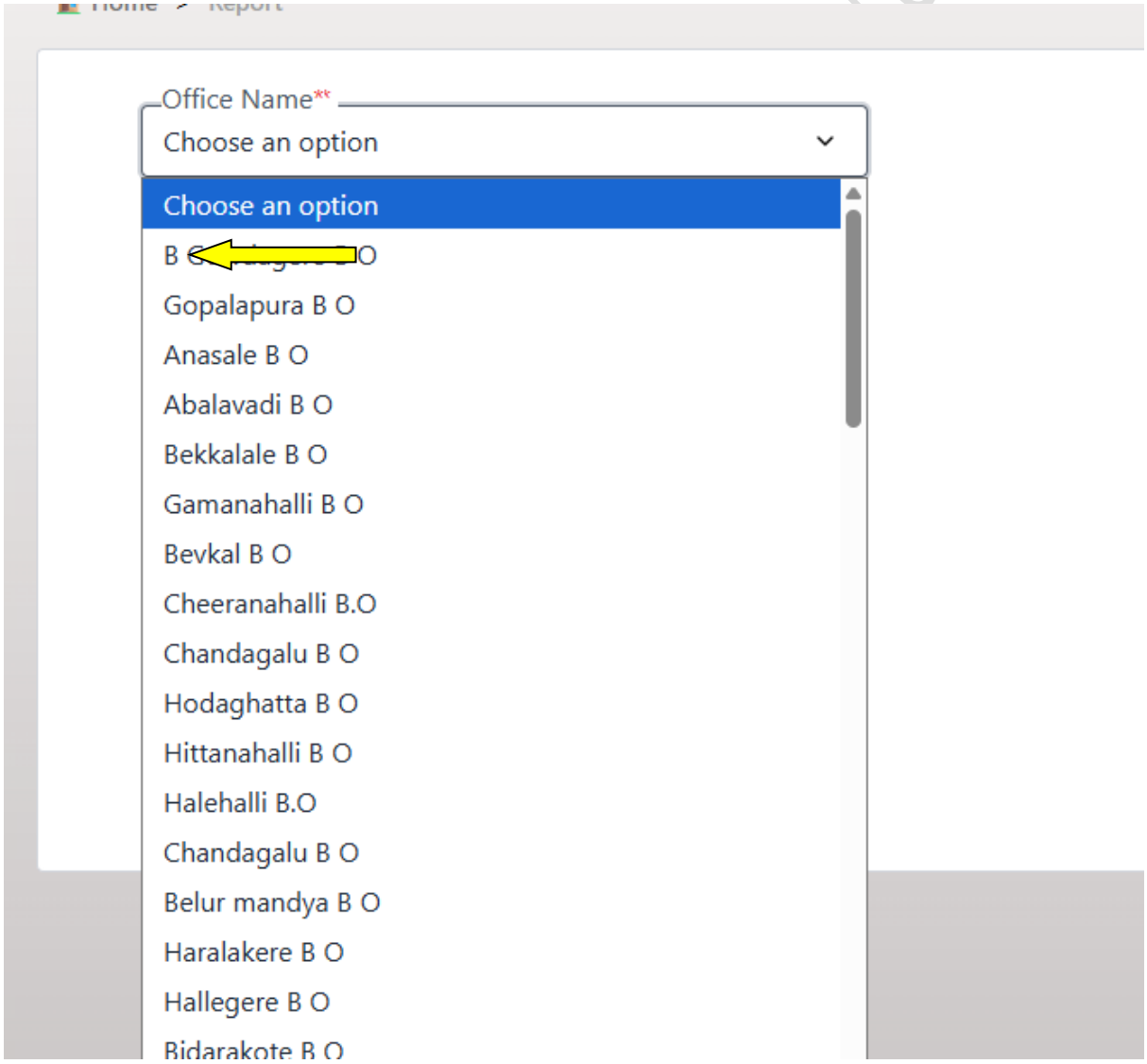
On Clicking “Final Submit”, a flash pop up” Resource created successfully” will appear and status changed as “Response Approval Pending” under “Status” column .



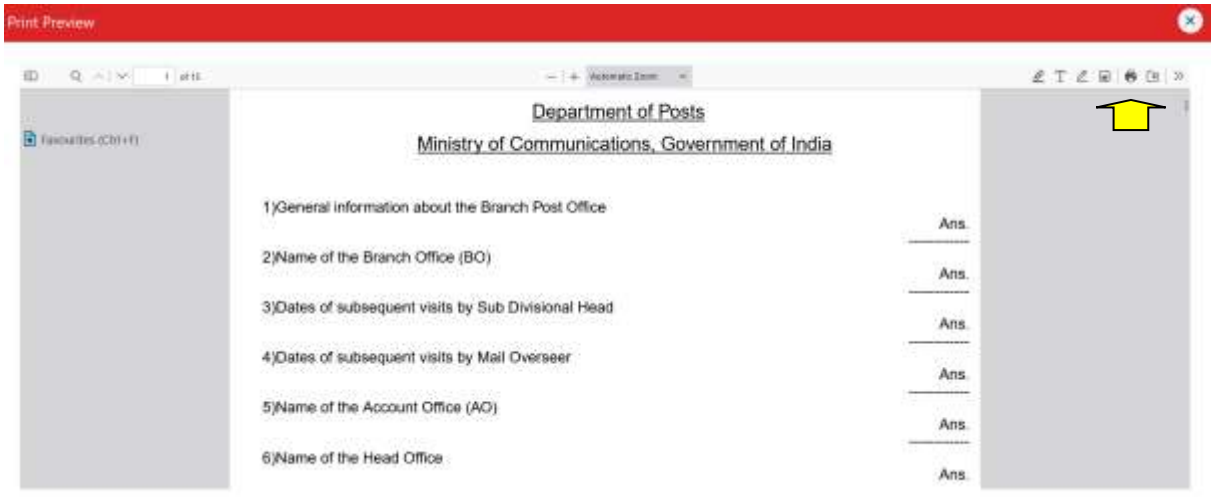
A final remarks of whether Inspection is “Satisfactory” or “Not Satisfactory”,Score of Inspection has to be mentioned by Inspecting authority.

11.2.4 Inspection Report by Inspecting Authority

Click on the "Inspection Process" menu card and select the "View/Download Inspection/Visit/Audit" sub-card to access completed offices report.

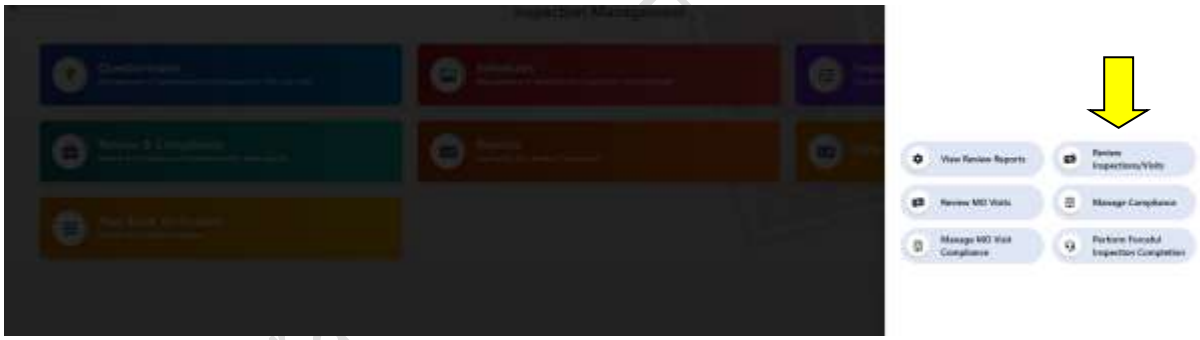


Select the office for which Inspection report has be generate.

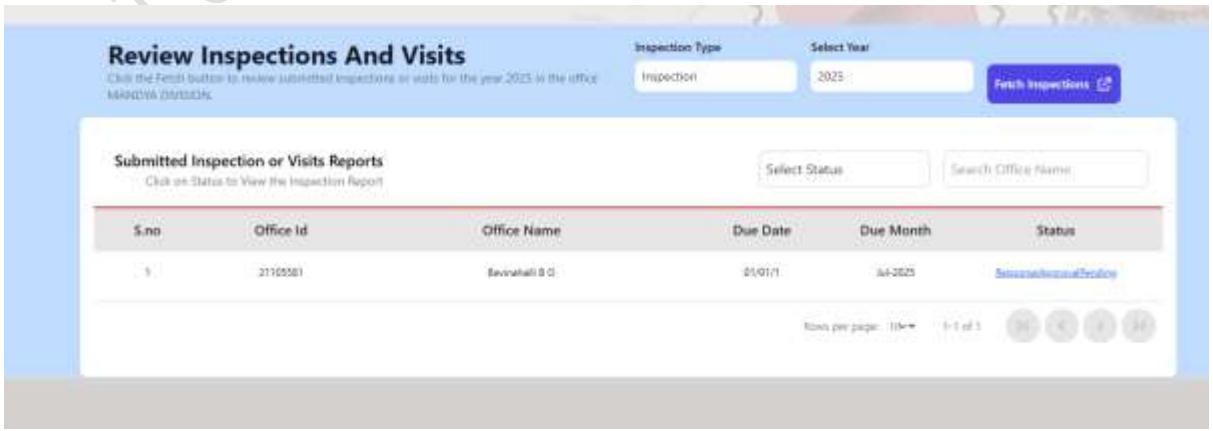


On selecting the office, “print preview” screen will appear for preview and click on print option available inside print preview screen for printing Inspection report.
Inspection report can also saved by clicking on “save option” available inside print preview screen.

11.2.5 Review Inspection by Approver.

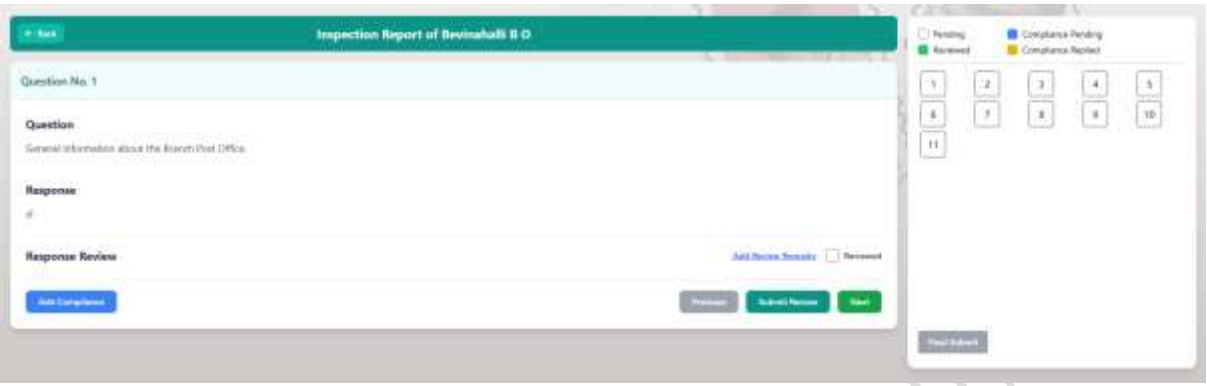


Click on “Review and Compliance” Menu card slect Review inspections/sisitsin Inspection Approver option for reviewing Inspections.

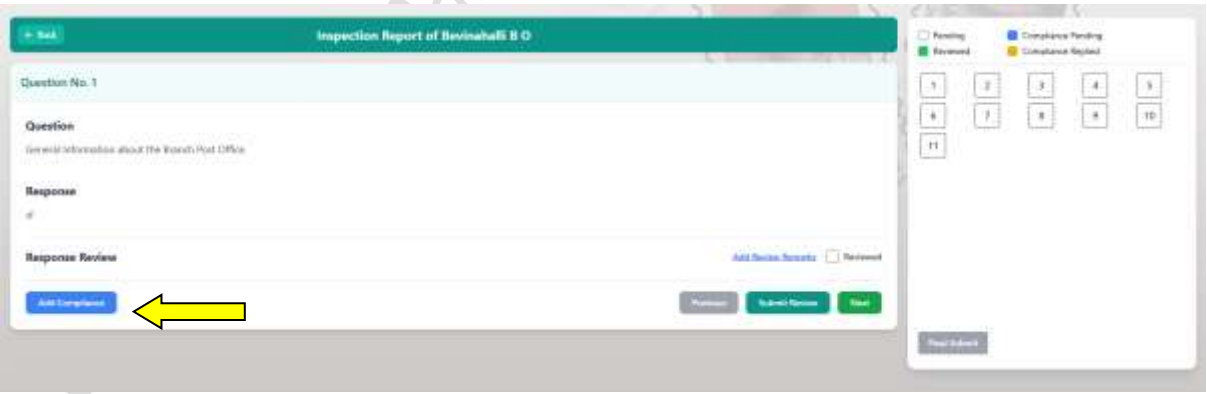


Operational Guide – for Internal Use

On clicking “Verify Inspections” sub card, All submitted Inspection Reports are displayed for verification. Click on “Response Approval Pending” link under “Status” column.

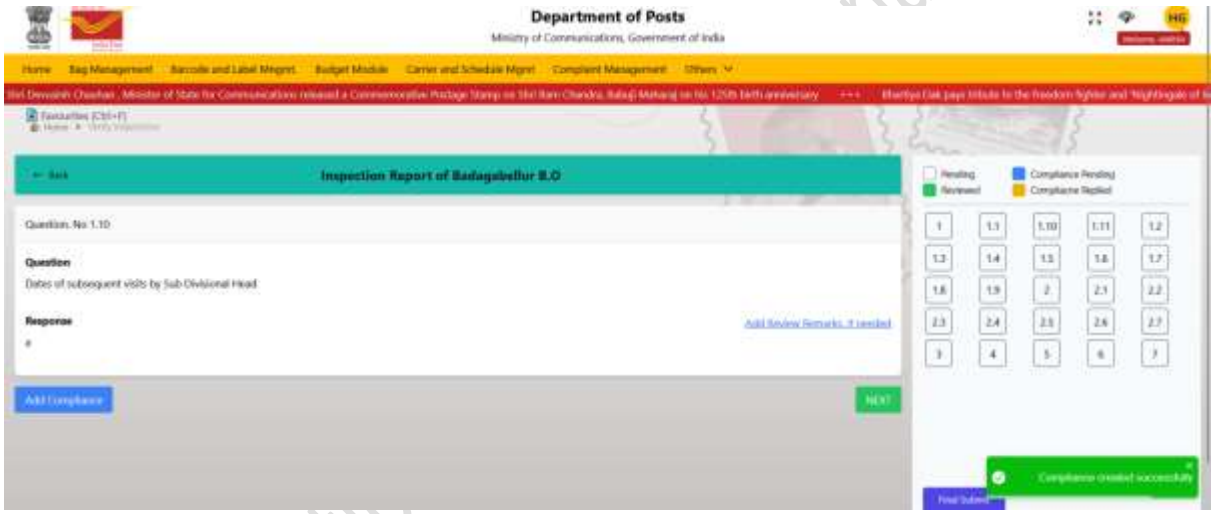


On clicking “Response Approval Pending” link under “Status” column will display “Inspection Report of …. Office name” screen.
Question and Responses submitted by Inspecting Authority will display.
Right side of the screen displays the questionnaire numbers, it will provide access to Verify selected question number directly by clicking on required question number.
Questions will changes colour as per response:
White : Review pending
Blue : Compliance Pending
Green: Reviewed
Yellow: Compliance Replied

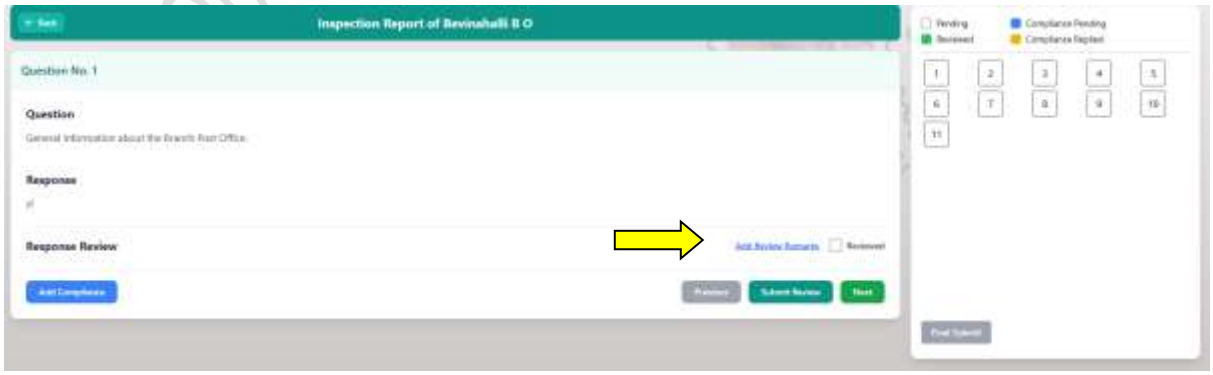


Verifying authority can add compliance by clicking on “Add Compliance” button.

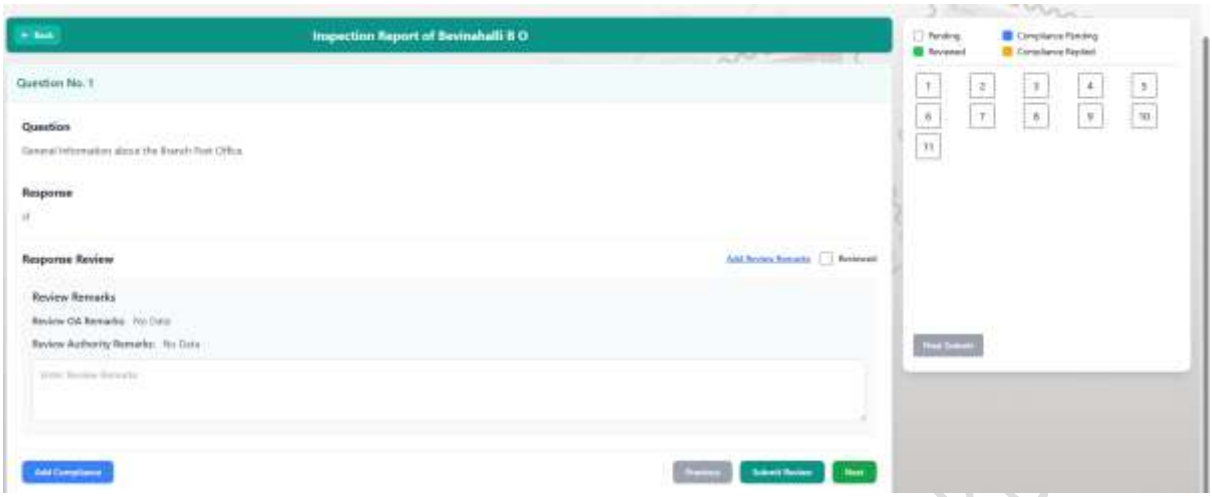
On clicking “Add Compliance” button, a pop up screen will display to enter compliance details and assigning to the concerned office by entering the “Post ID” in “Assigned To” box and click on “Create Compliance” option.



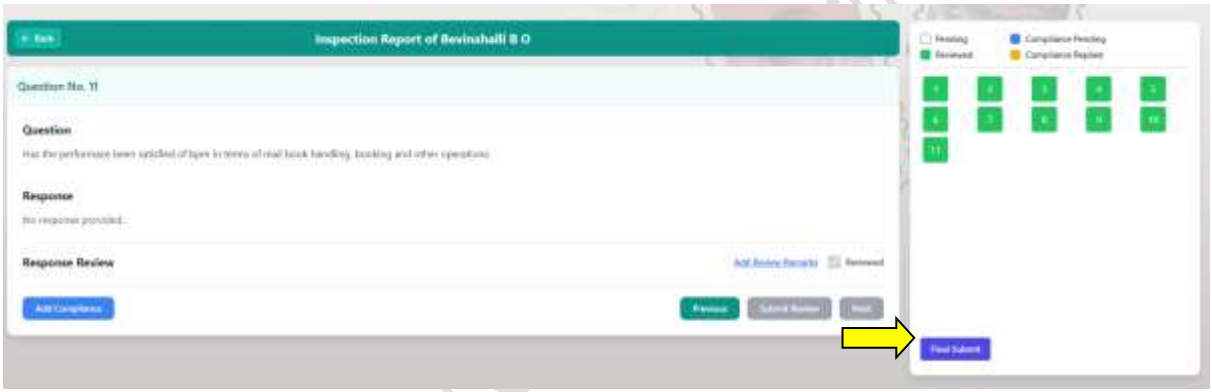
On clicking “Create Compliance” option. a flash pop up “Compliance created Successfully” will appear.



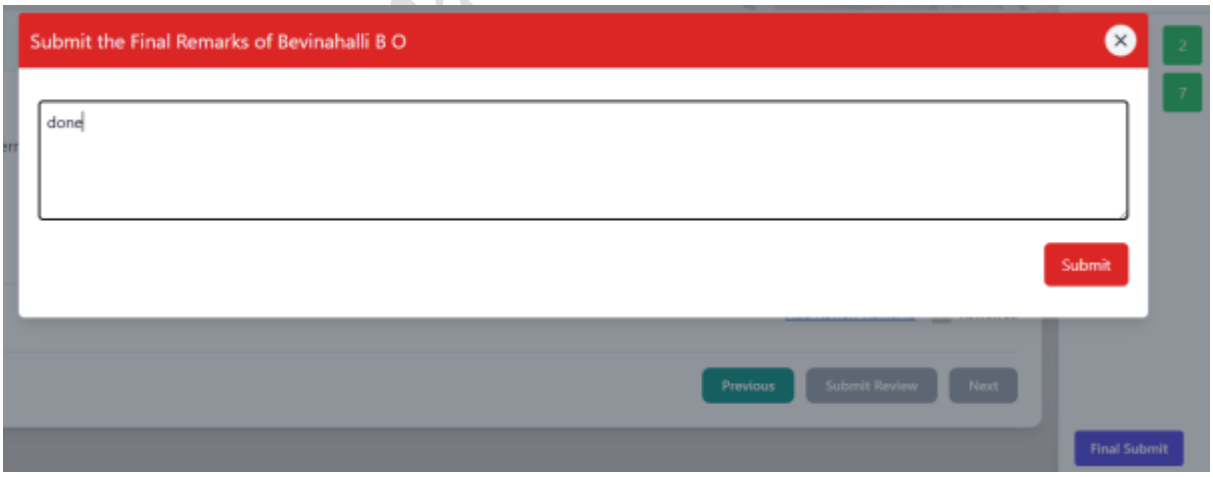
Click on “Add Review remarks, if needed” option to enter the review remarks .



On clicking “Add Review remarks, if needed” option, a box will appear to enter remarks.

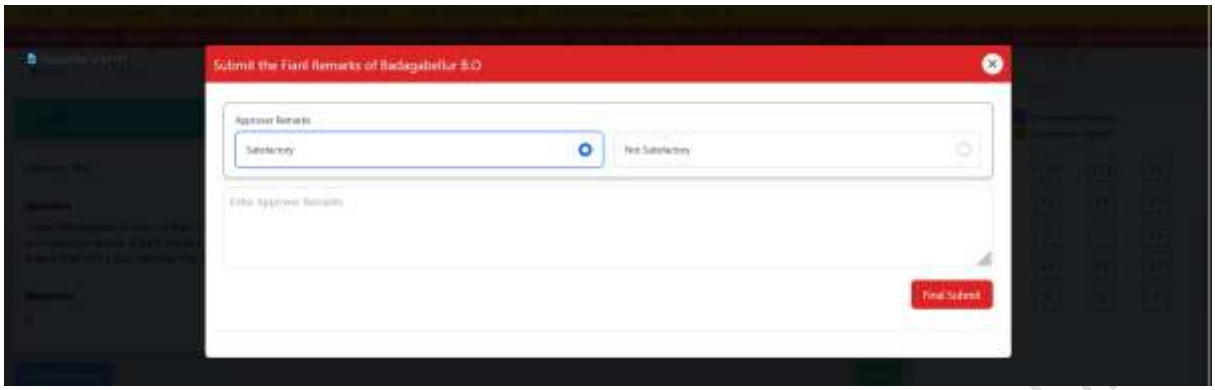


After reviewing all questions, click on “Final submit”.



Give remarks and click Submit,a alert will be shown as “inspection review successfully”

.



If Inspection remark is satisfied, click on “Satisfactory” radio button and click on “final submit”.

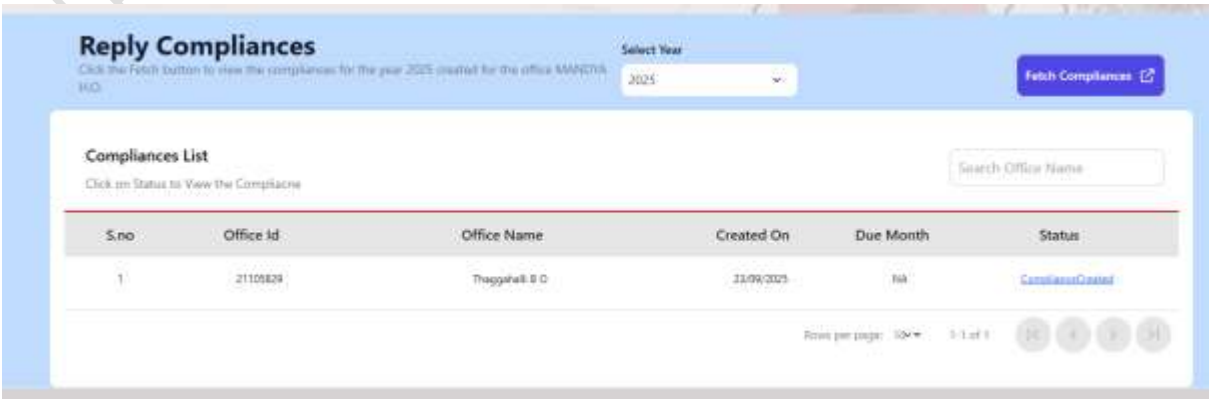
11.2.6 Reply Compliances

Click on “Reply Compliances” sub card for replying pending compliances.

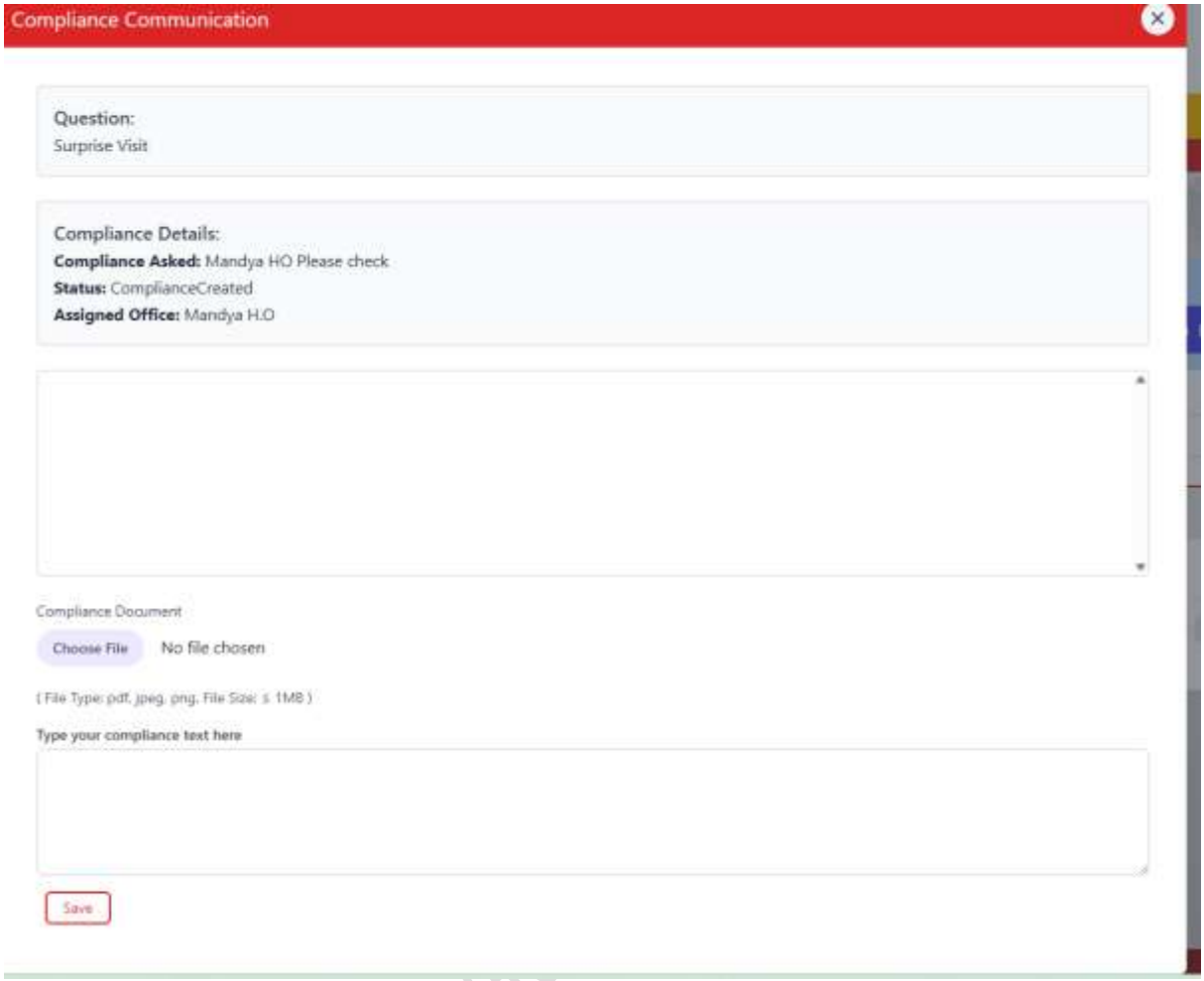
CEPT Operational Use Only

On clicking “Reply Compliances” sub card above screen will displayed.

Select year of Inspection and Click on “Fetch Compliances” button, list of compliances will display.



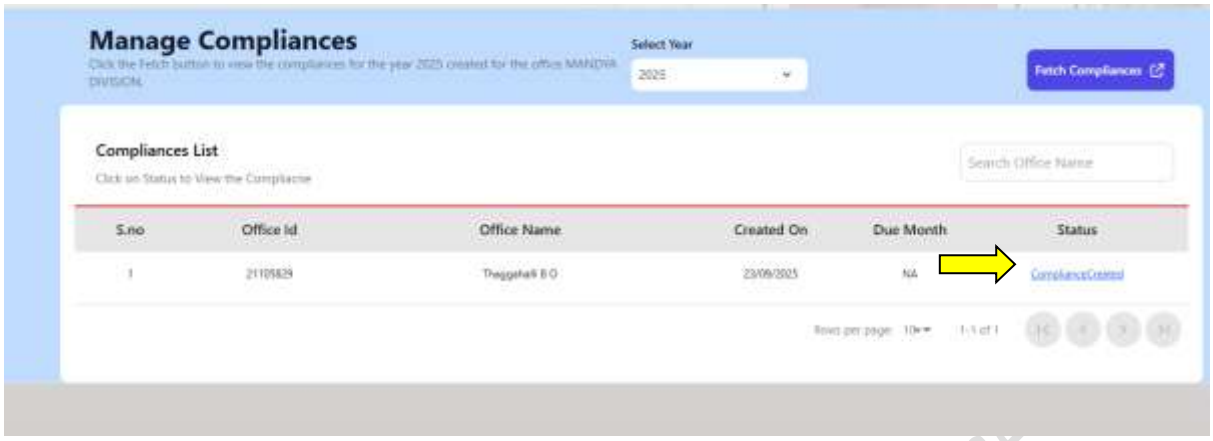
Click on the compliance created



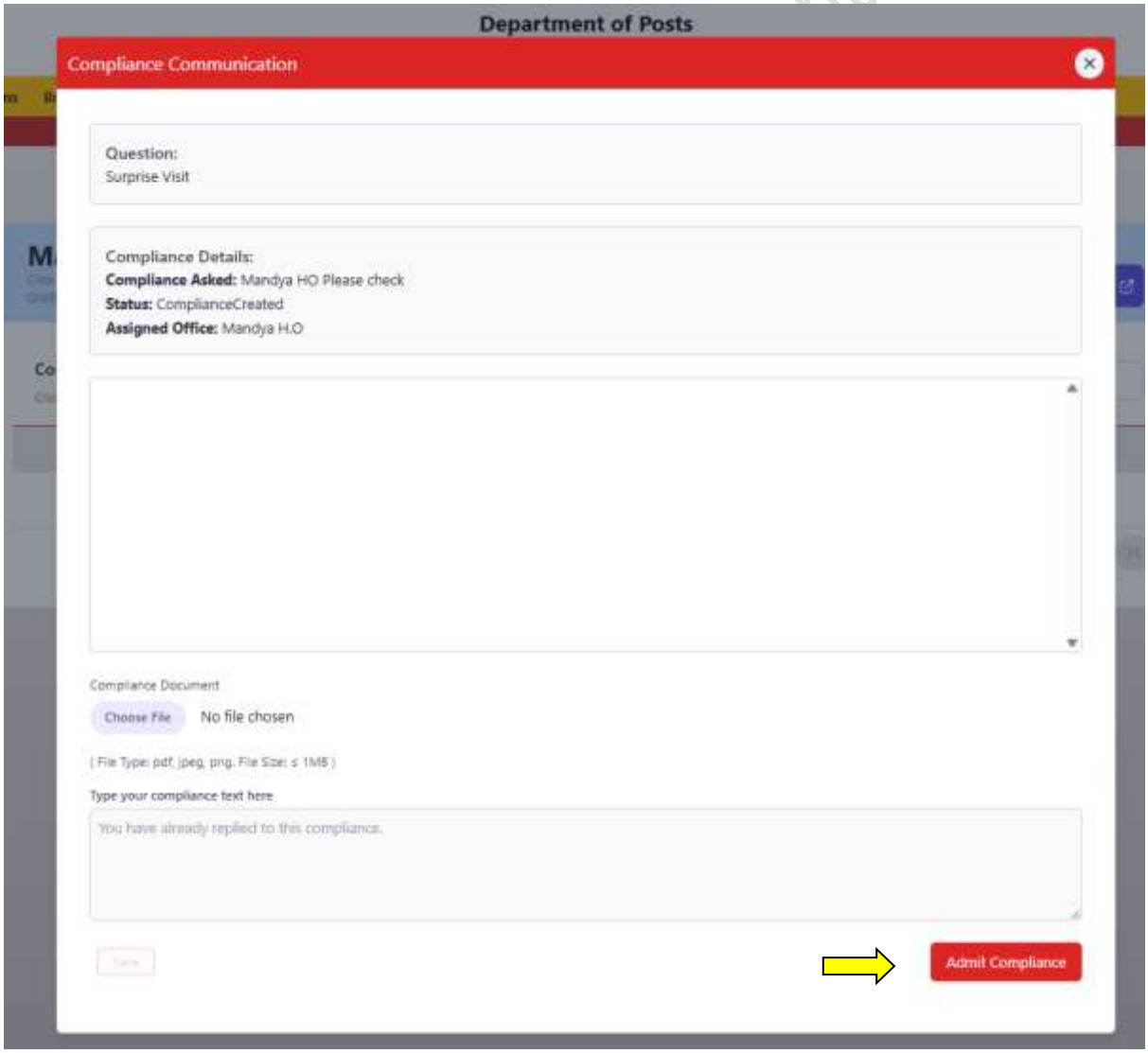
In the Compliance window, a list of compliance requests and assigned office statuses will be displayed. Users can upload files, reply to compliance requests, and click the "Save" button to update the compliance. Once saved, the status will be updated to "Compliance Replied."

11.2.7 Admit Compliances

Under Review and Compliance Menu Card,Select Manage Compliance sub menu card



All compliance will be listed,clicking on “Compliance Created” or “Compliance Replied” will open up a window



Click on Admit Compliance to Admit Compliance

12 Investigation and Vigilance

Thorough Investigation may be required in various scenarios, Viz., ;

1. Inspecting officers during the course of inspection or visit to any Post Office / Branch Post Office may find some irregularity

2. Inspecting Officers may be directed by the competent authority / disciplinary authority to inquire into a complaint

3. Further investigation about the genuineness of eFRM (Fraud Risk Management) alert etc.,

Such irregularity, complaint, verification of eFRM alert may require systematic investigation (like Preliminary Enquiry, Management of case after its registration, Claim Management, Submission of various reports like Preliminary Report, Interim Report, Past Work Verification Report & Final Report) which may lead to the detection of possible fraud or misappropriation.

CEPT has developed IT 2.0 solution module on Investigation. This Operational Guide will guide Inspecting Officers about the various provision available in Investigation module and process to be followed in its effective usage.

To explain the work flow of 'Investigation' card up to the stage of submission of Final Report in a registered case we will be using two user IDs viz., Investigating Officer (Sub Divisional Head) and Disciplinary Authority (SSPOs of Postal Division).

Inquiry Proceedings & Disciplinary Proceedings are explained in a separate Operational Guide.

In this Operational Guide, a typical approach from registration of Preliminary Case to submission of Final Report involving various steps to be followed by the Investigator Officer and Disciplinary Authority are shown in a sequence for better understanding. However, this approach alone is not to be considered as standard one. Users may use the different options as per the requirement.

All Inspecting Officers will be assigned with necessary role (s) by the RDA (Role Delegation Authority) which will enable them with a card with caption 'Investigation' in the home page.

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Click on 'Investigation' card.

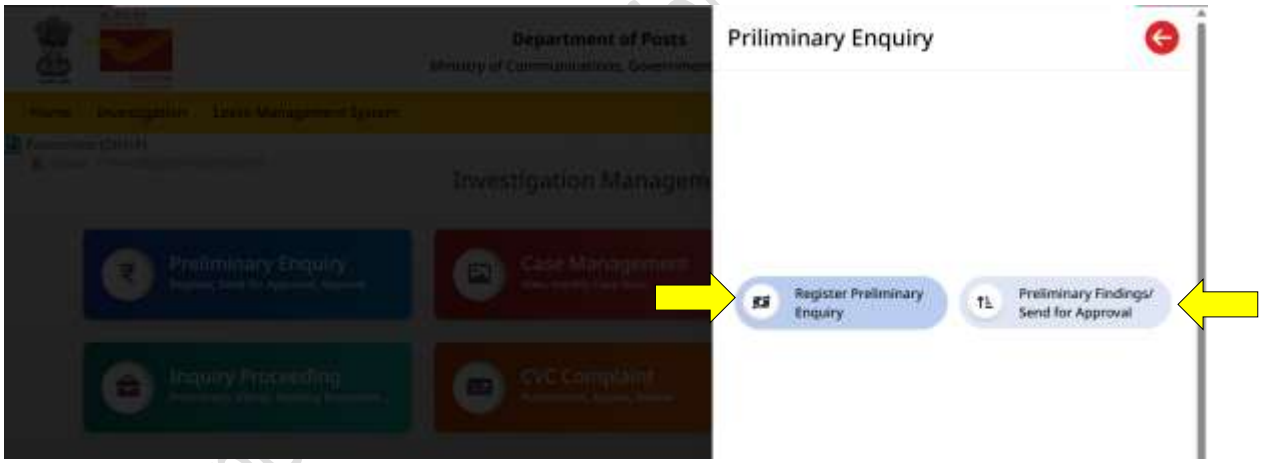
Upon clicking on 'Investigation' card, Investigation Management page as shown above will appear. Following cards are available.

- Preliminary Enquiry
- Case Management
- Claim Management
- Inquiry Proceeding
- Disciplinary Proceeding
- Reports
- Data Entry

CEPT Operational Use Only

12.1 Preliminary Enquiry

Upon clicking on 'Investigation' card, Investigation Management page as shown above will appear. Click on 'Preliminary Enquiry' sub card.



After clicking on 'Preliminary Enquiry' sub card, following options will be displayed in the side panel.

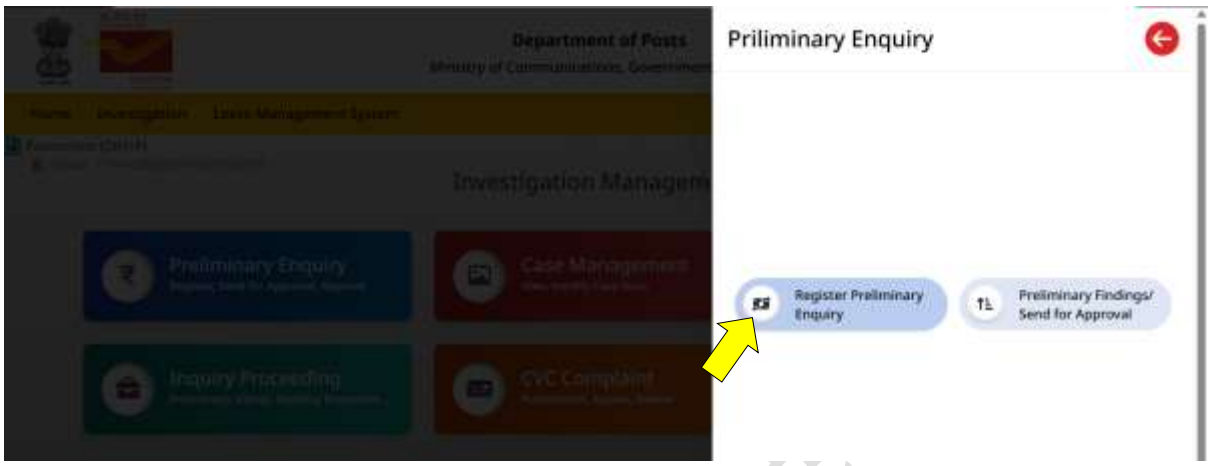
- Register Preliminary Enquiry
- Preliminary Findings / Send for Approval

12.1.1 Register Preliminary Enquiry (Investigator Role)

Preliminary Enquiry is conducted for ascertaining and verifying the facts alleged in a complaint or financial discrepancies, lacunae in performance of operational duties prescribed are noticed during inspection or visit to an office or when an eFRMU alert is marked for investigation. It generally involves identification of suspected officials, Main Offender(s), Co-Offender(s) and Subsidiary Offender(s), collection of documents and

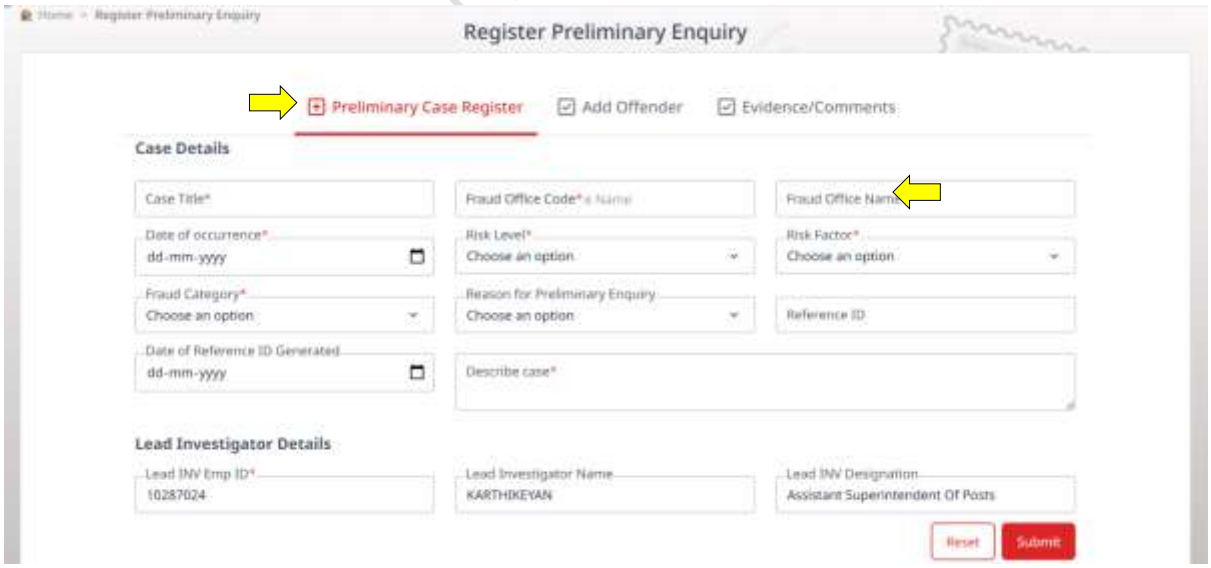
other evidence, obtaining written statement of witnesses, their verification and scrutiny to bring out the truth.

Preliminary Case to be registered by Investigating Officer immediately without any delay and send to the concerned Disciplinary Authority for approval.



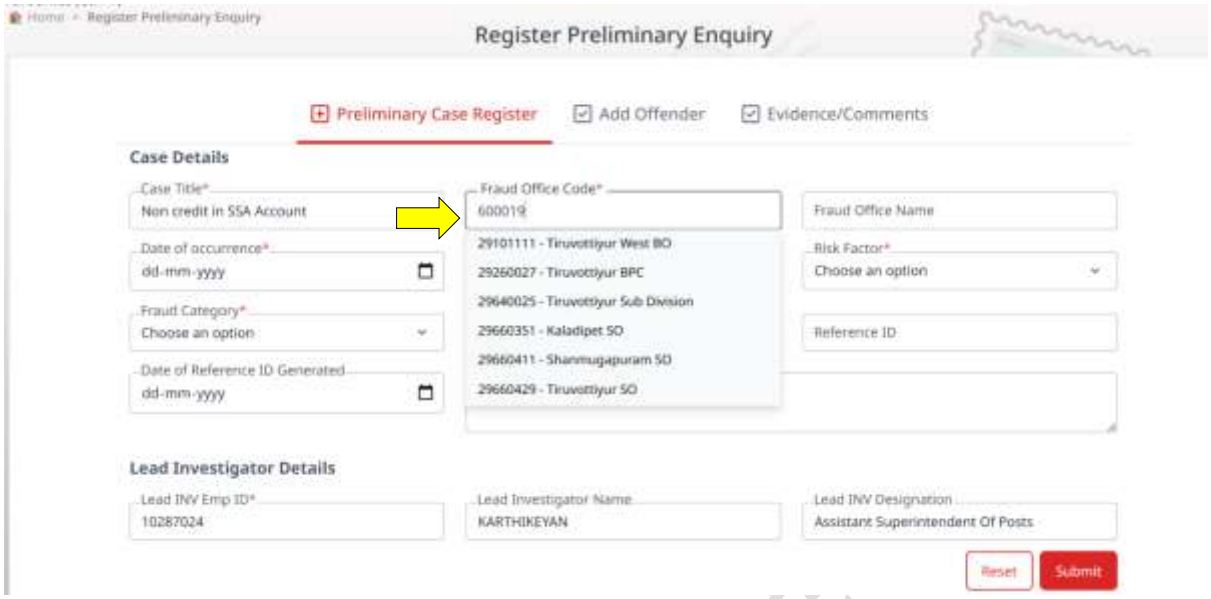
Click on 'Register Preliminary Enquiry' option available under 'Preliminary Enquiry' sub card.

12.1.1.1 Preliminary Case Register (Investigator Role)

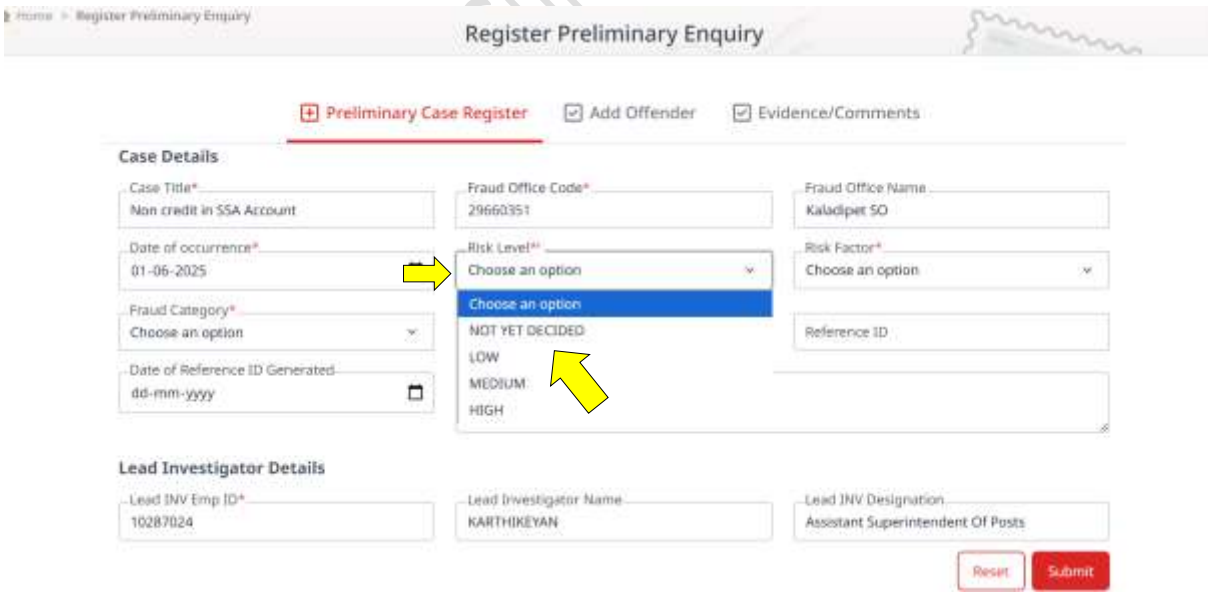


After clicking on 'Register Preliminary Enquiry' option, page as shown above with three (3) tabs viz., **(1) Preliminary Case Register (2) Add Offender & (3) Evidence / Comments** will appear.

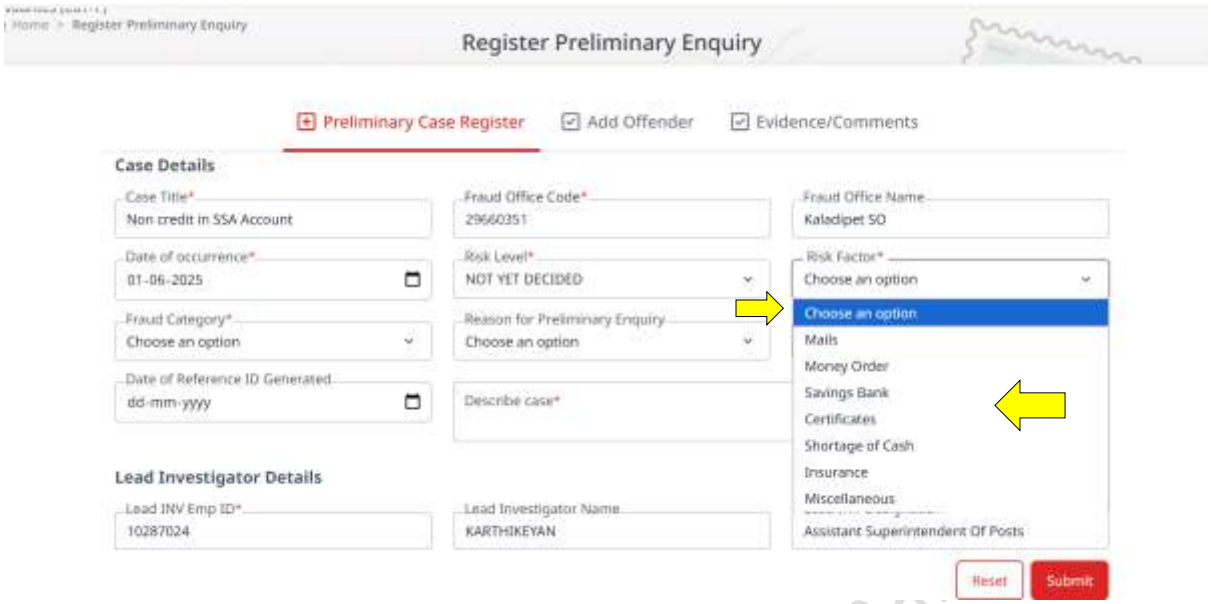
Preliminary Case Register tab has two sections viz., Case Details and Lead Investigator Details. Under Case Details section, enter suitable case title in 'Case Title' without any special characters.



In the 'Office Code' field, type the office PIN code. A list of delivery HOs/POs and their BOs matching the entered PIN code will be displayed along with the corresponding office codes. Select the desired office name. The 'Office Name of Fraud' field will be auto-filled based on the office selected in the 'Office Code' field."



"Enter/Select the Date of Occurrence. In the 'Risk Level' field, select from the drop-down list either Low, Medium, or High. Since no detailed inquiry has been initiated by the investigator at this stage, the risk level may be marked as 'NOT YET DECIDED'.



"Select the desired values from the 'Risk Factor' and 'Fraud Category' fields using the drop-down lists. The following table shows the available 'Risk Factors' and their corresponding linked 'Fraud Categories' for selection

Risk Factor	Fraud Category
Mails	Registered Letter
	Speed Post
	Parcels
Money Order	eMO
	VPMO
Savings Bank	SB
	RD
	MIS
	SSA
	PPF
Certificates	NSC
	KVP
	MSSC
Shortage of Cash	Shortage of Cash
Insurance	PLI
	RPLI
Miscellaneous	

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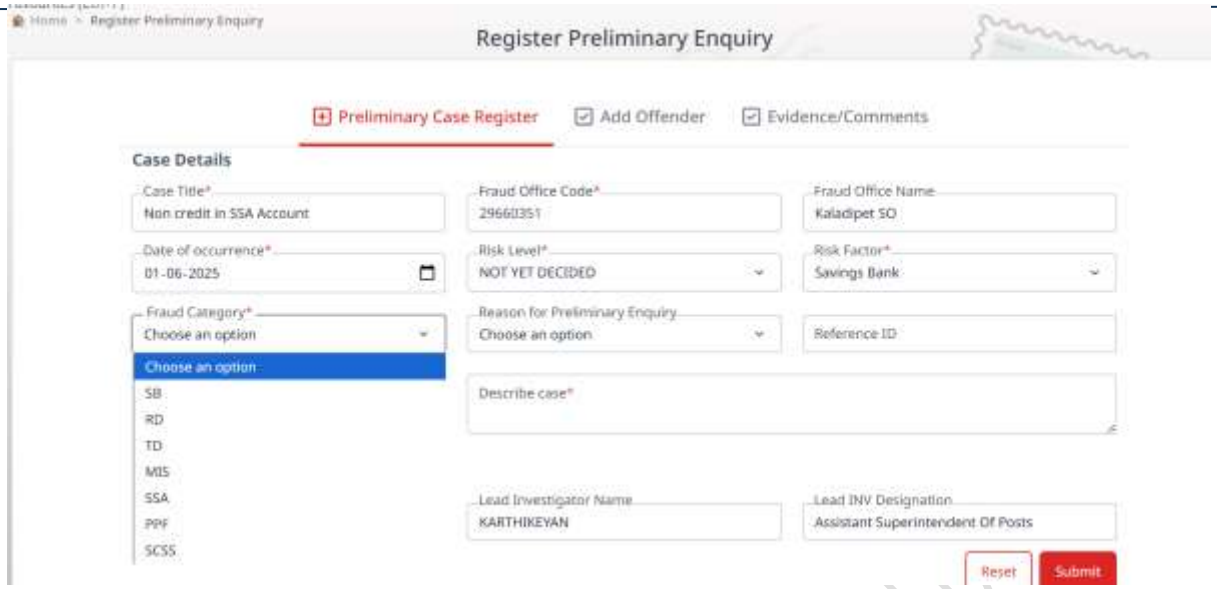
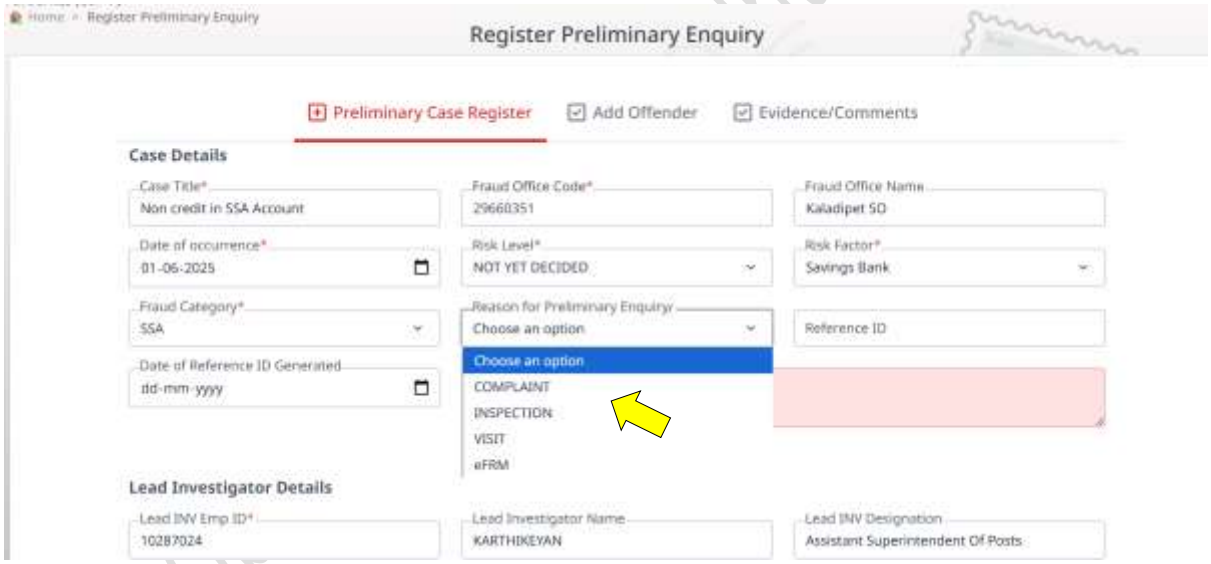
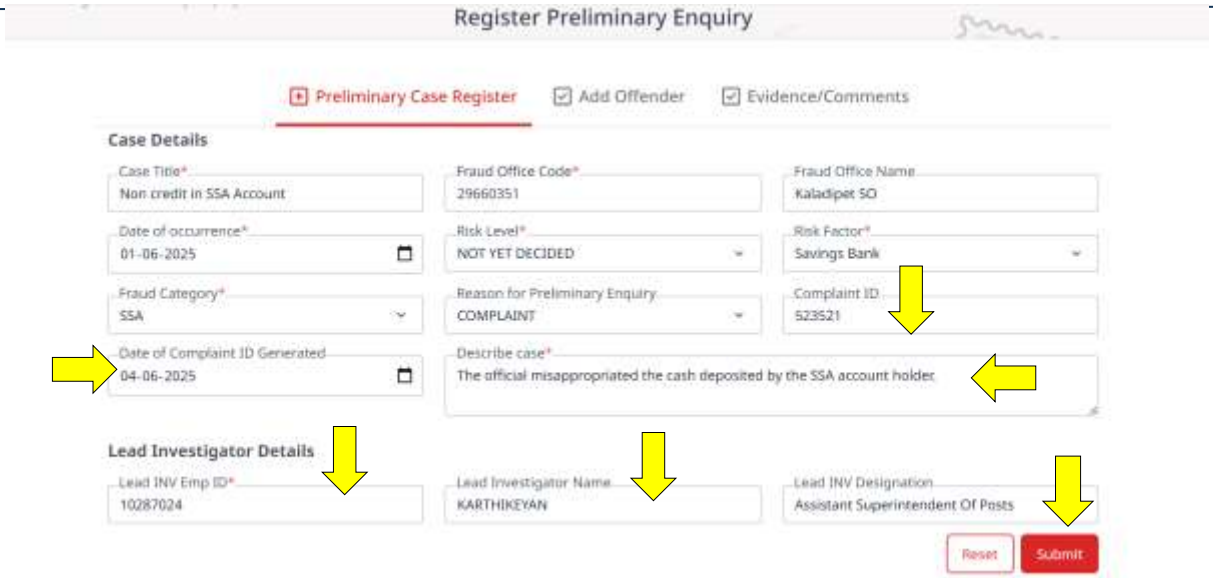


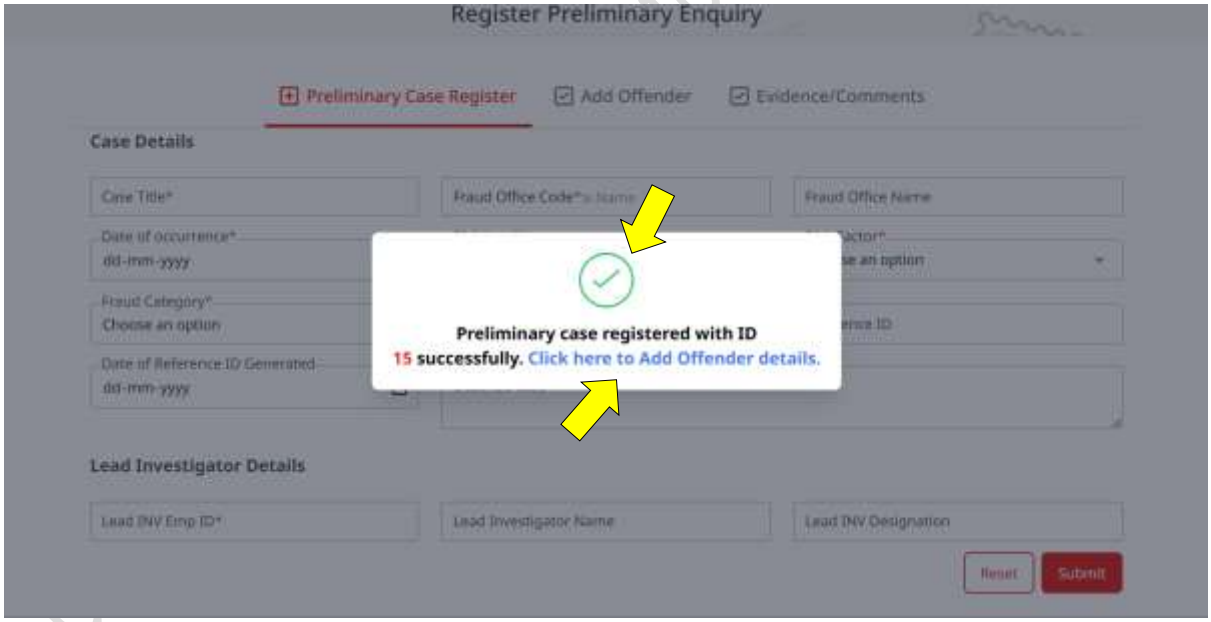
Select the 'Fraud Category' from the drop-down list.



Select the 'Reason for Preliminary Enquiry' from the drop-down list.



"Based on the selection in 'Reason for Preliminary Enquiry', enter the corresponding ID (Complaint ID, Inspection ID, Visit ID, or eFRM ID) in the next field. Then, enter the date on which the selected ID was generated. Provide a brief description of the case in the 'Describe Case' field. The fields under the 'Lead Investigator Details' section will be auto-filled. After completing all the required fields, click the 'Submit' button.

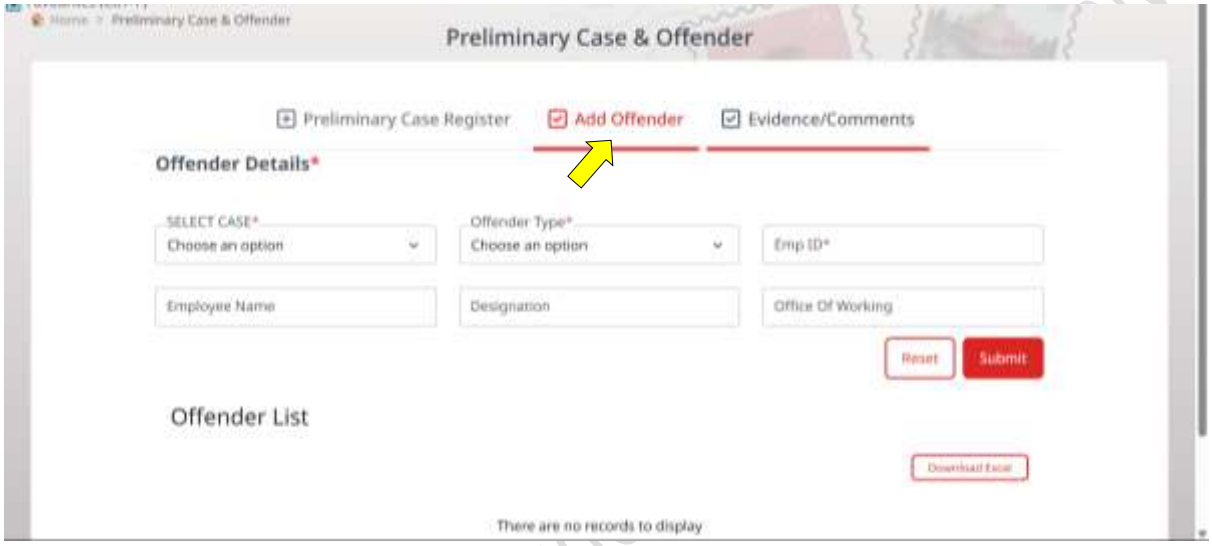


After clicking on "Submit" button, pop-up message as shown above will be shown along with Preliminary Case ID generated by system. To add offender details in the next tab, click on the hyperlink text '**Click Here to Add Offender details**' in the pop-up.

Note : - Once the Preliminary Case ID (henceforth will be referred as Pre Case ID) is generated, offender details of the case can be added subsequently also under 'Add Offender' tab by fetching Pre Case ID details.

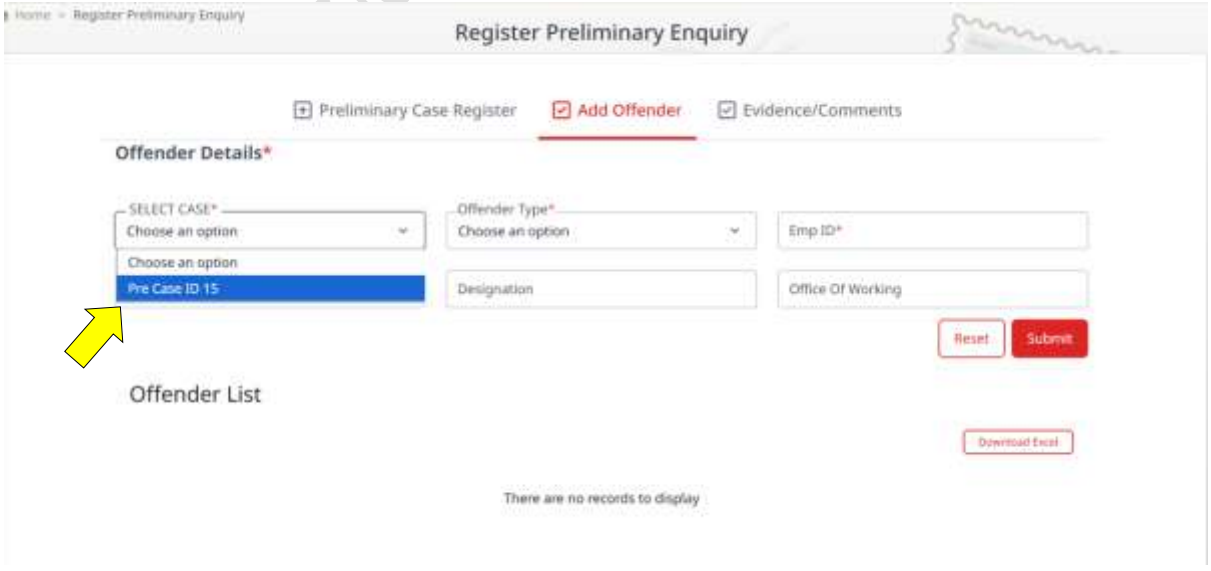
To add offender details immediately after Pre-Case ID is generated, click on '**Click Here to Add Offender details''.**

12.1.1.2Add Offender (Investigator Role)

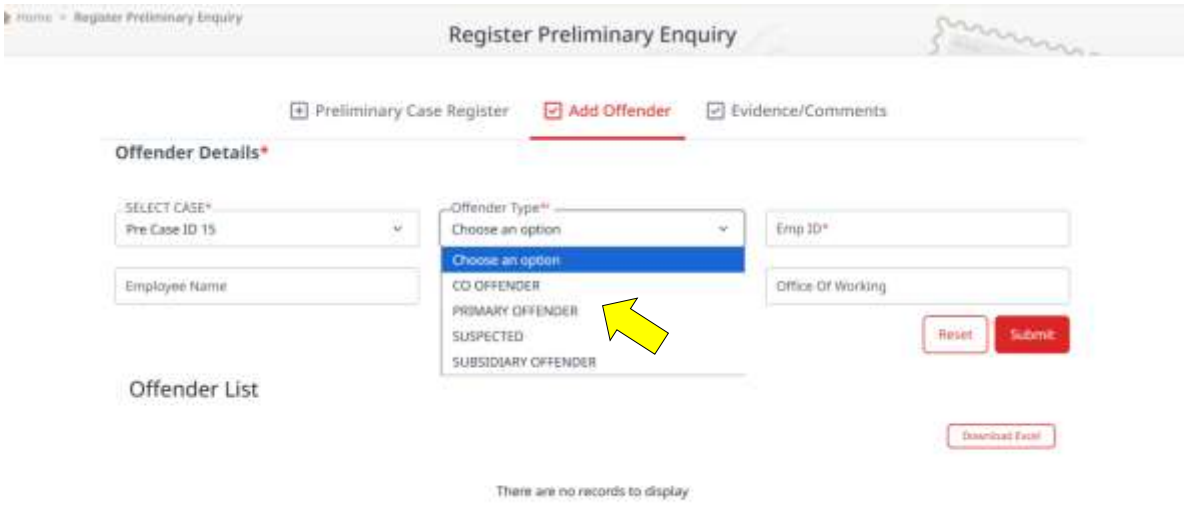


After clicking on '**Click Here to Add Offender details**'' soon after generation of Pre Case ID, 'Add Offender' tab will be shown as above.

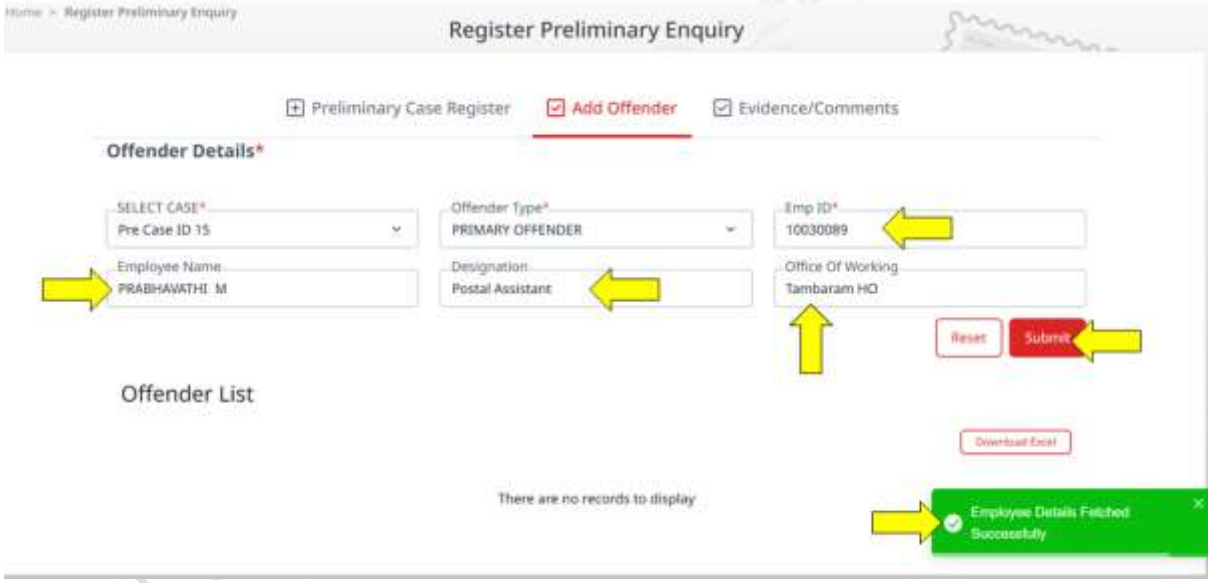
To add offender(s) subsequently,



Select Pre-Case ID from the drop-down list in 'Select Case' field.

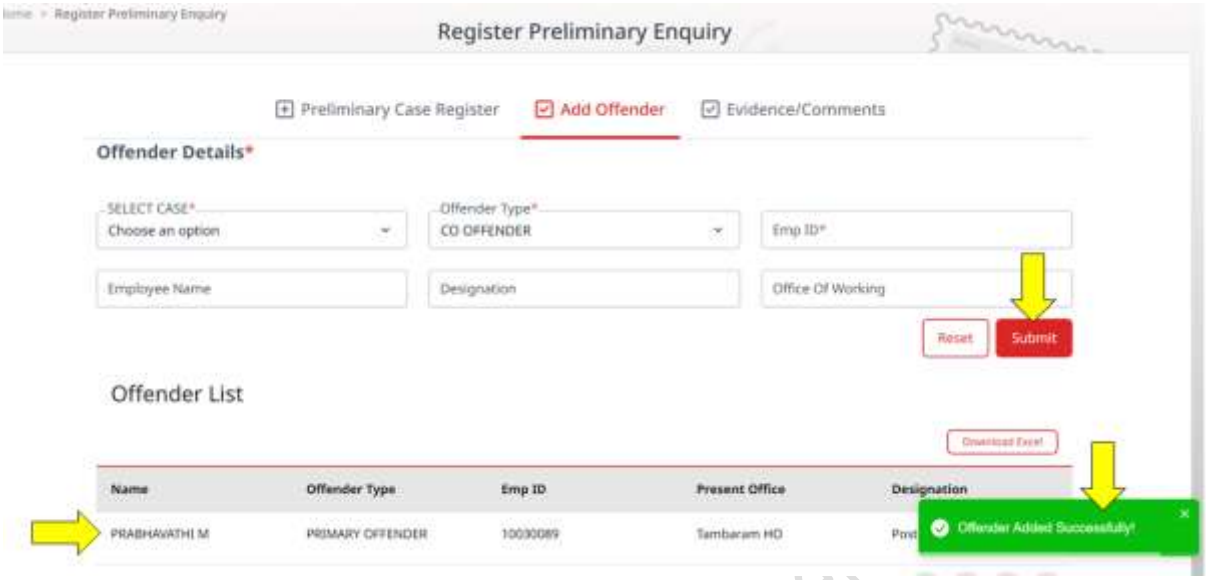


To add offender(s) in the selected Pre-Case ID, select 'Offender Type' from the drop-down list in 'Offender Type' field.

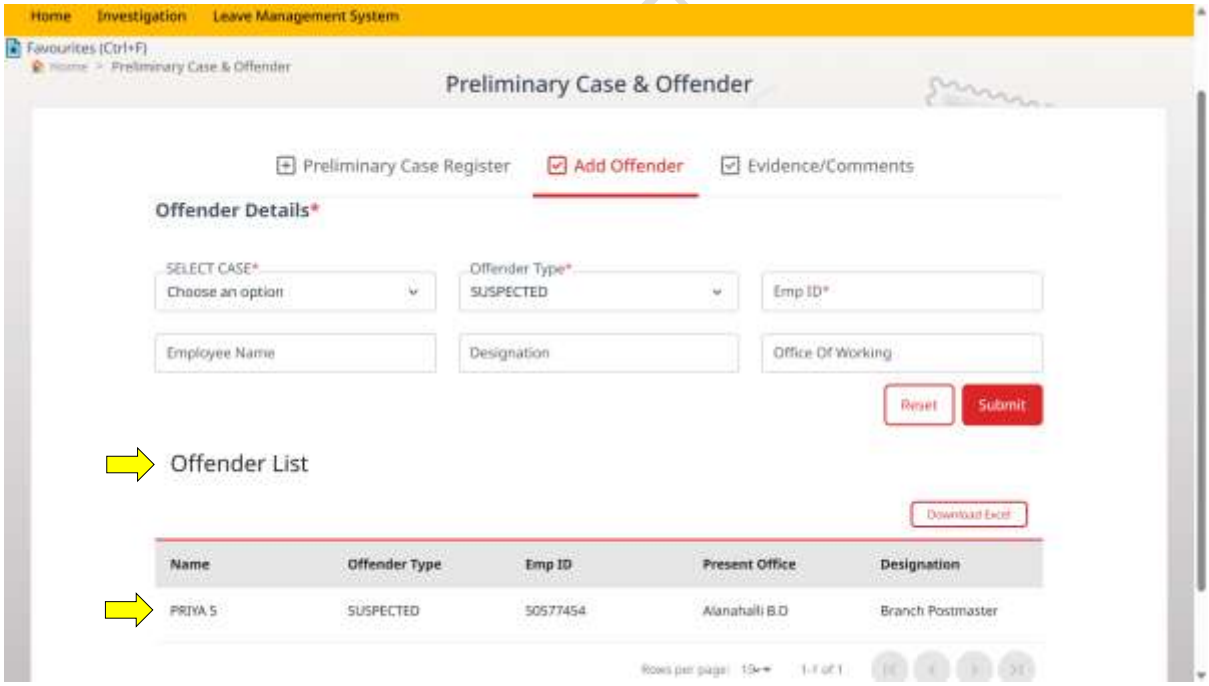


Enter valid 8-digit employee ID of the offender and press Tab key in key board. Then a flash pop-up message as shown above will appear and 'Employee Name', 'Designation' & 'Office of Working' fields gets auto filled. Click on "**Submit**" button.

Note : - Please note that, offender(s) added cannot be modified or deleted. Only offender type can be modified

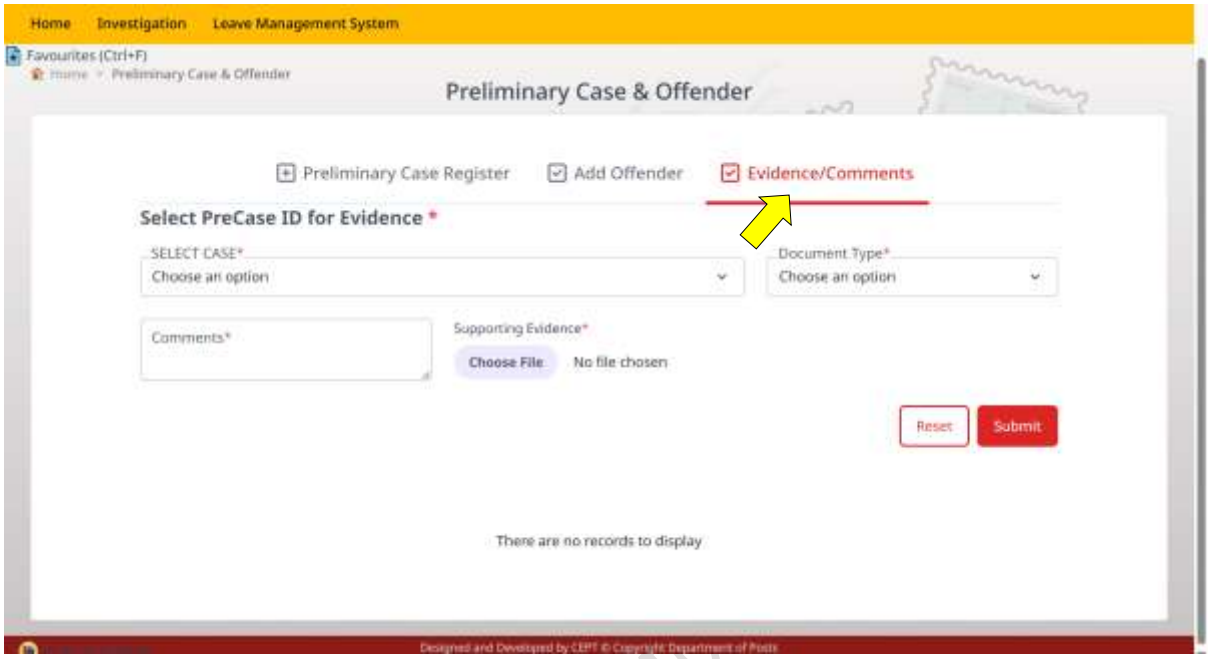


After clicking on "Submit" button, a flash pop-up message as shown above will appear.

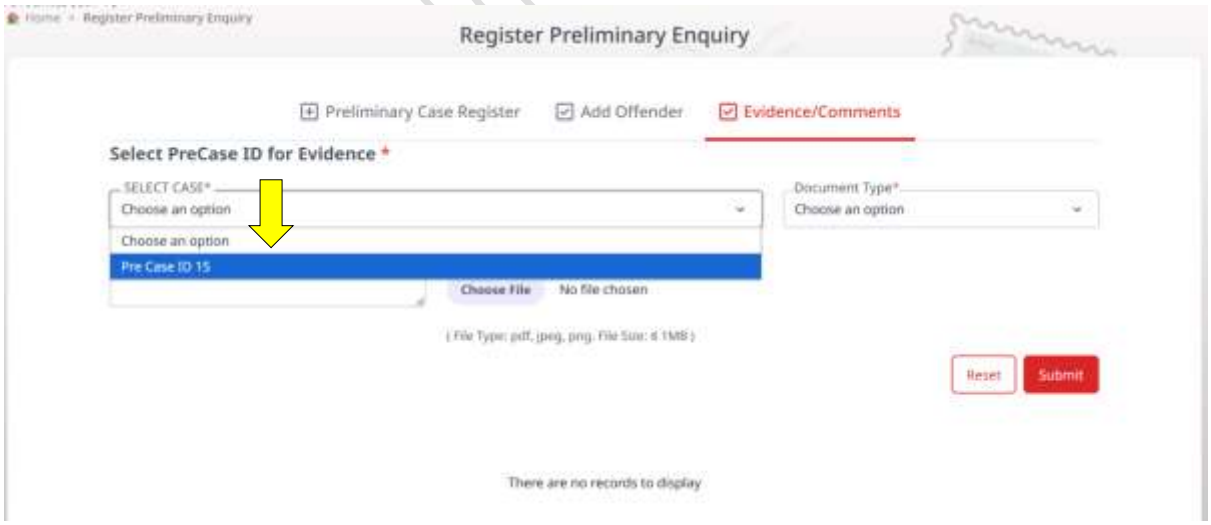


Name of the offender added will appear in the Offender List. If required, more number of offenders can be added. After completion of adding all offender(s) in the selected case, click on 'Evidence / Comments' tab.

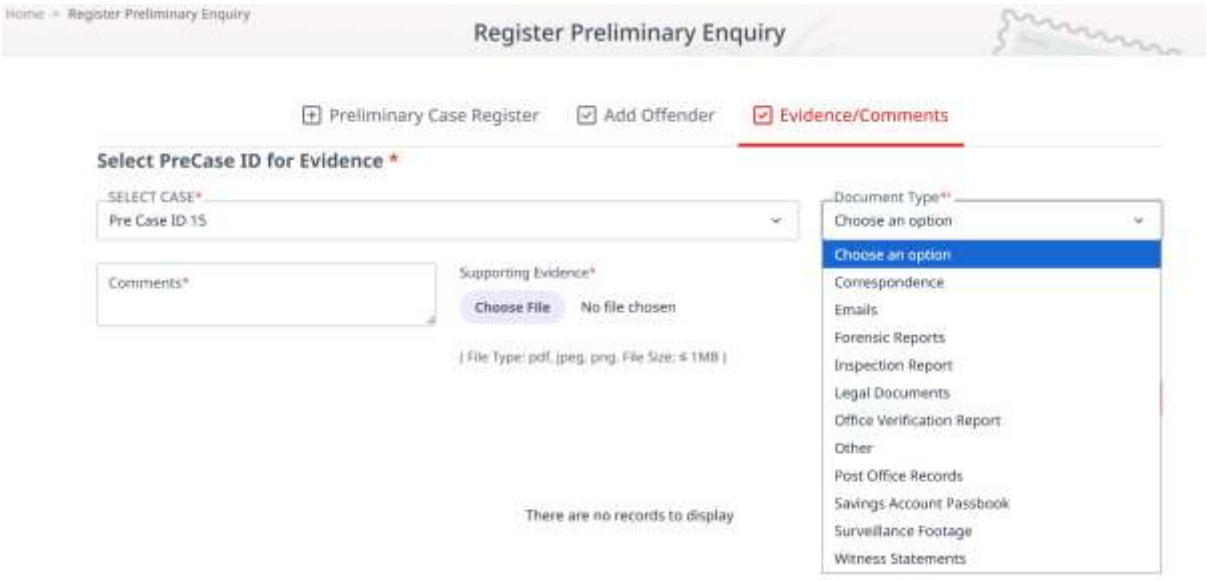
12.1.1.3 Evidence / Comments



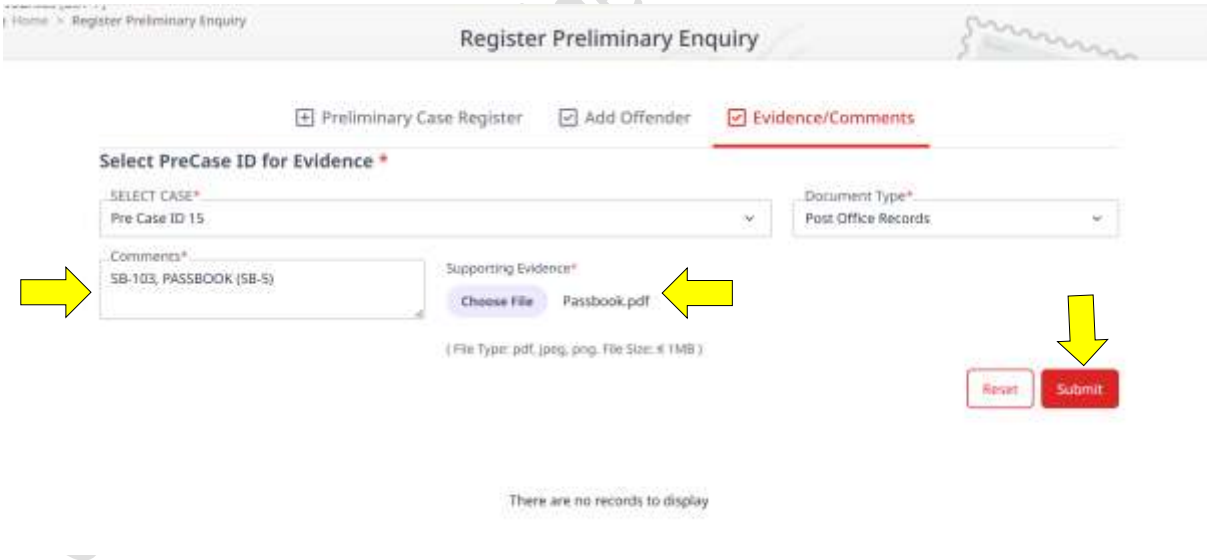
After clicking on 'Evidence / Comments' tab, fields as shown above will be shown.



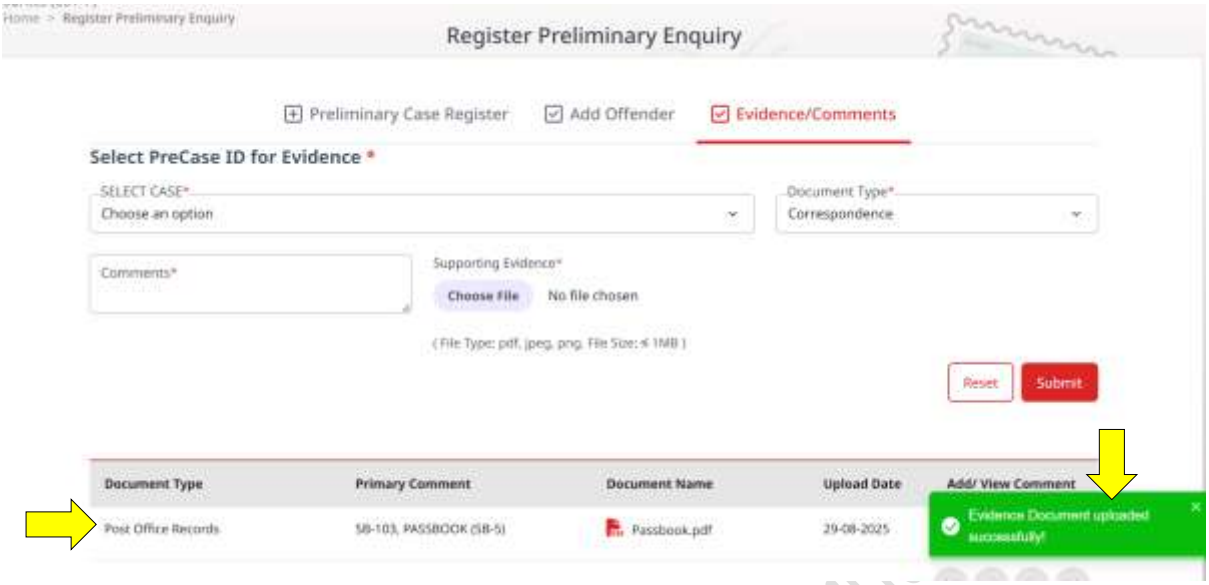
Select desired Pre-Case ID from the drop-down list.



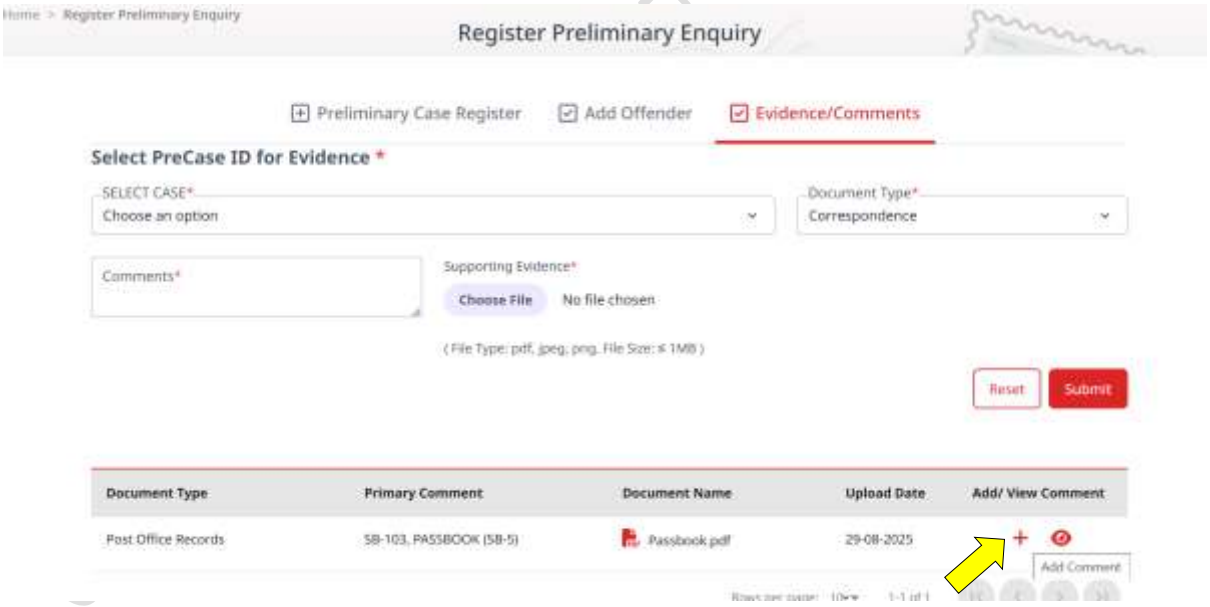
After selection of Pre-Case ID, select 'Document type' from the drop-down list. Document Types available for selection through drop-down is shown in the above image.



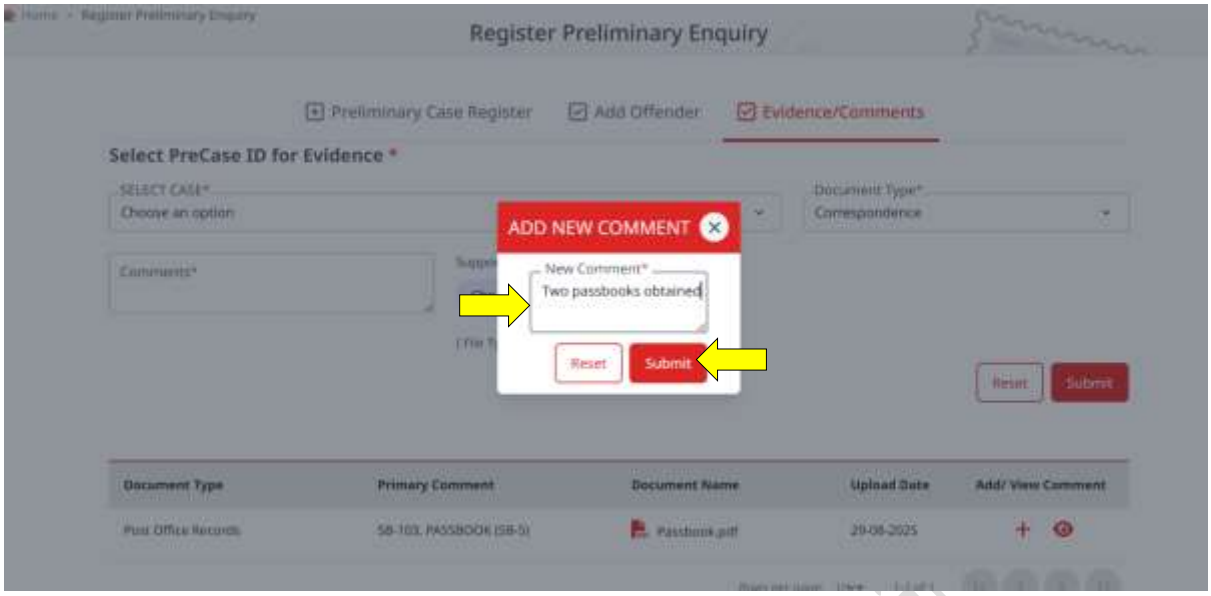
After selecting the 'Document Type', enter suitable comments in the 'Comments' field. Select the supporting evidence document by clicking on 'Choose File' and browsing for the desired file (this step is mandatory). Finally, click the "Submit" button.



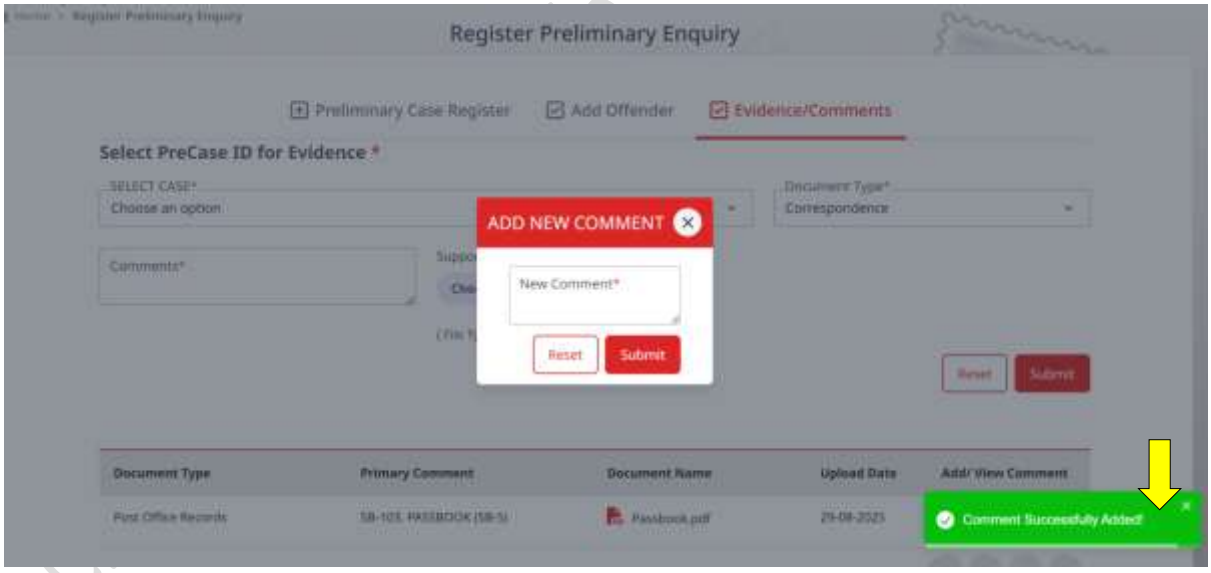
After clicking on “Submit” button, a flash pop-up message as shown will appear on screen.



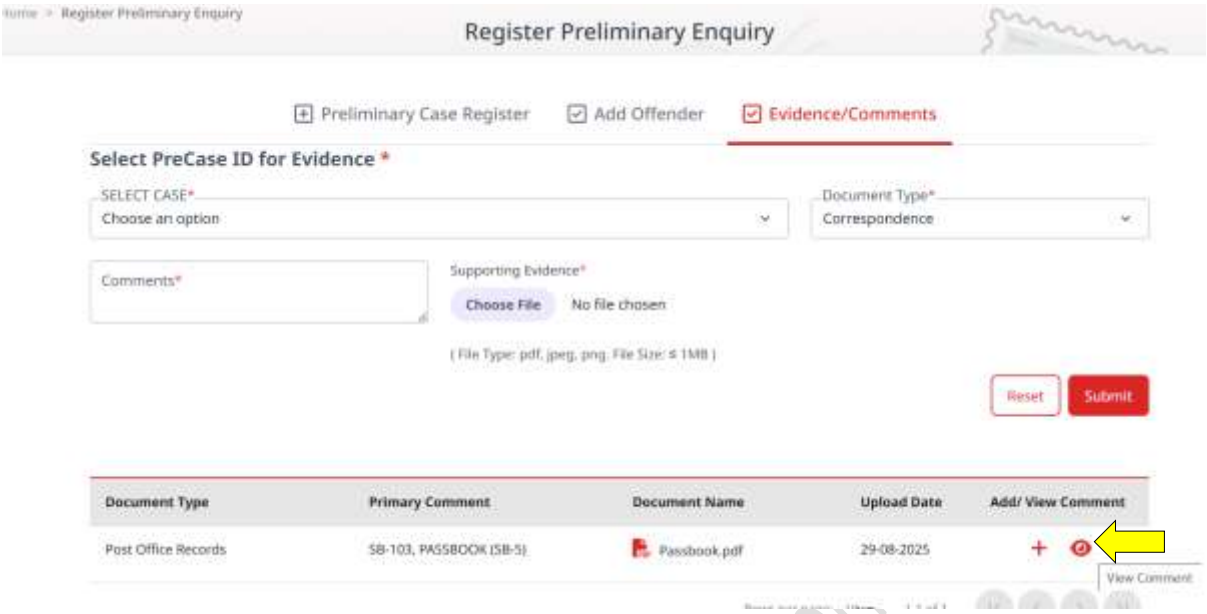
Evidence document(s) uploaded to the Pre Case ID will appear in a tabular list, with a ‘+’ icon and an eye icon displayed against each document under the ‘Add / View Comment’ column header.



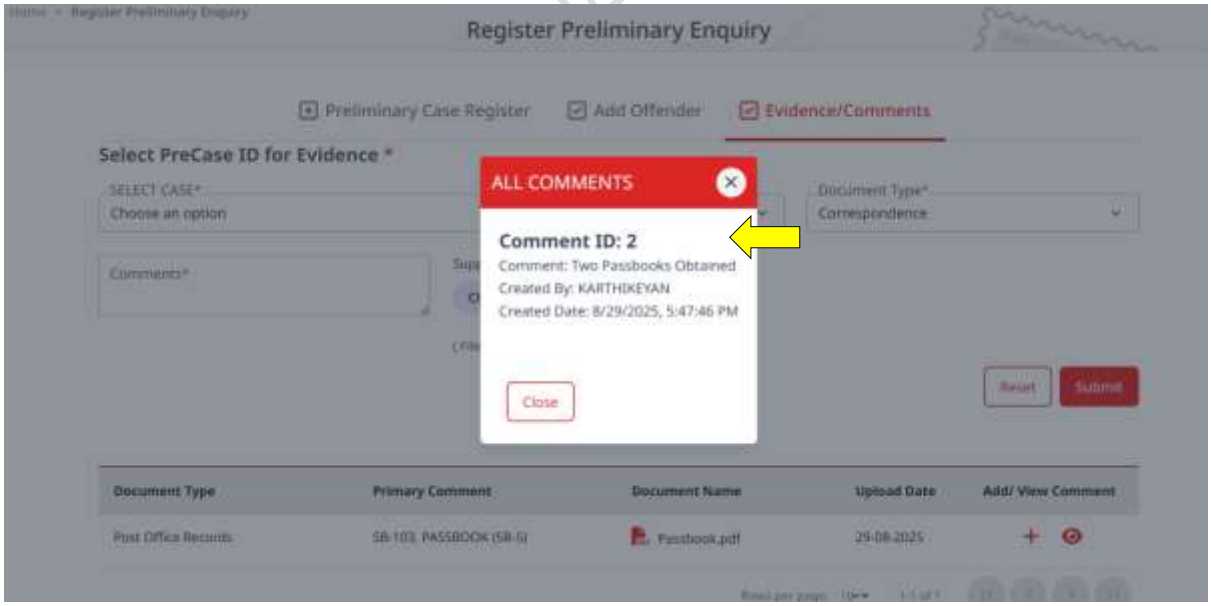
If the Investigating Officer wishes to add any additional comment after it has been added to the list, they should click on the '+' icon. A dialogue box will then appear to add a comment to the evidence document, as shown above. This step is optional. Enter the suitable comment and click the "Submit" button.



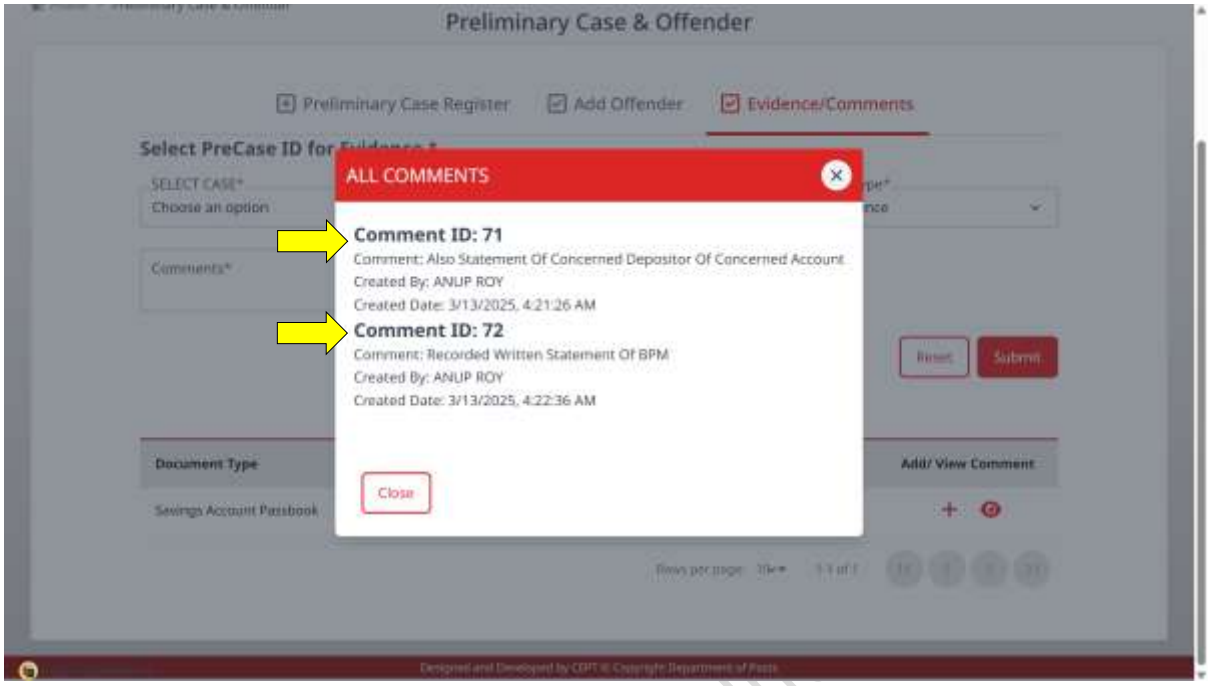
After clicking the "Submit" button, a flash pop-up (as shown above) will appear on the screen.



To view comments linked to the evidence document(s), click on the eye icon in the corresponding document row.

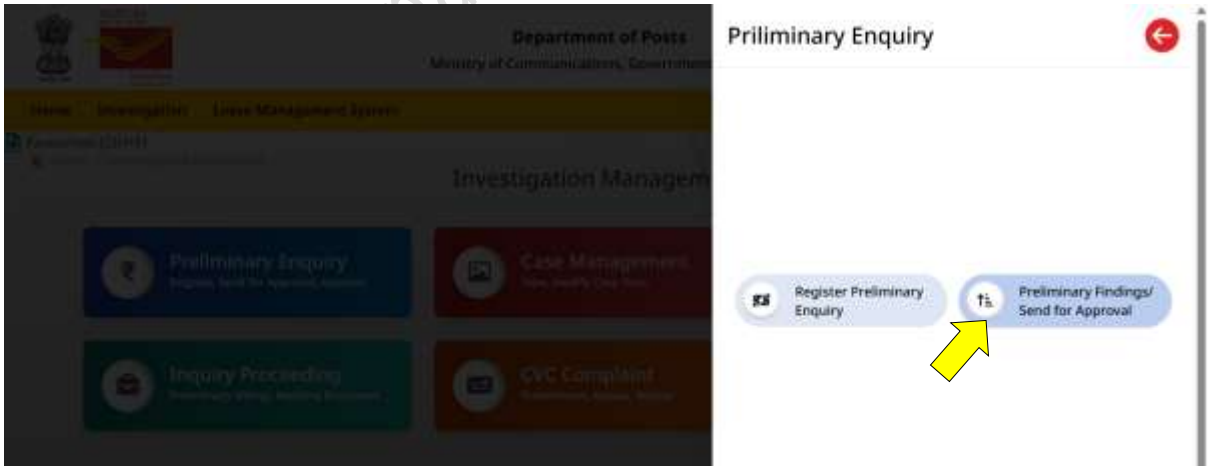


After clicking the eye icon, a dialogue box will display the comments (if any) added to the selected document, along with the Comment ID for each comment.

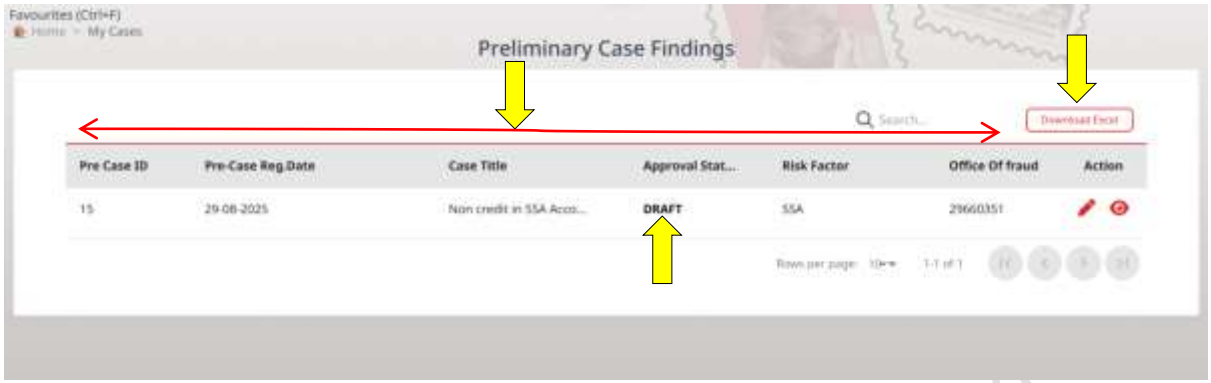


If multiple comments are available for a particular document, all of them will be displayed.

12.1.2 Preliminary Findings / Sent for Approval (Investigator Role)



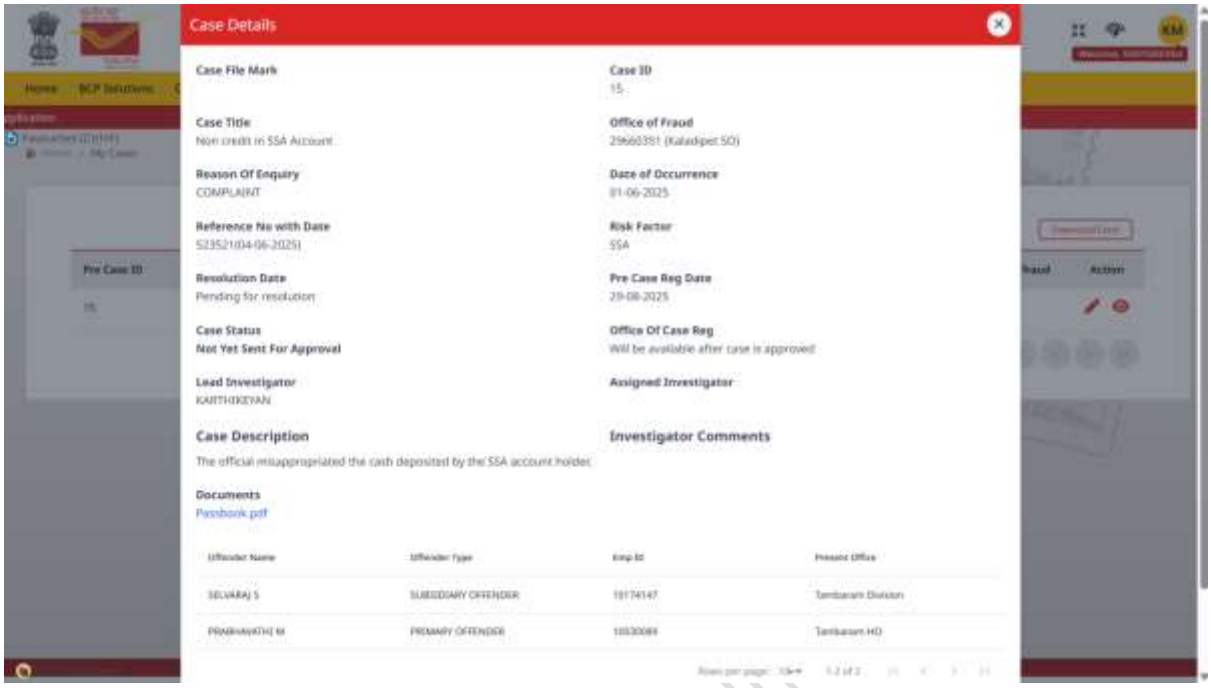
After completing all the steps for registering a Preliminary Enquiry as mentioned above, the Investigator needs to click on the 'Preliminary Findings / Sent for Approval' option under the 'Preliminary Enquiry' sub-card to submit it to the Disciplinary Authority.



After clicking the 'Preliminary Findings / Send for Approval' option, the page shown above will appear. It displays the registered Preliminary Enquiry cases along with their current status, such as Approved, Rejected, Draft, etc.

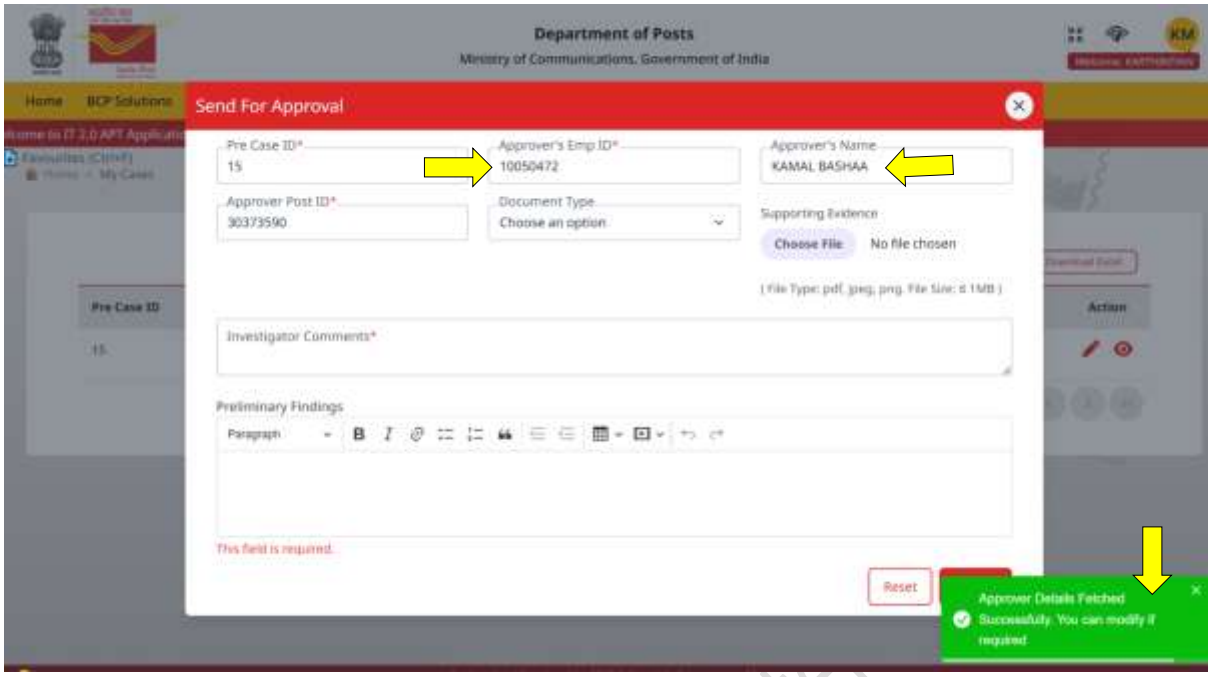
The 'Pencil' and 'Eye' icons are available against each row entry. When the status of a Pre-Case ID is Approved or Rejected, the 'Pencil' icon will be inactive, and only the 'Eye' icon will remain active to view the case details. A provision to download the entire data in Excel format is also available by clicking the "Download Excel" button.

A search option is available. In the search field, key characters such as Case ID, status, etc., can be entered. Based on the entered characters, the data will be filtered and displayed.

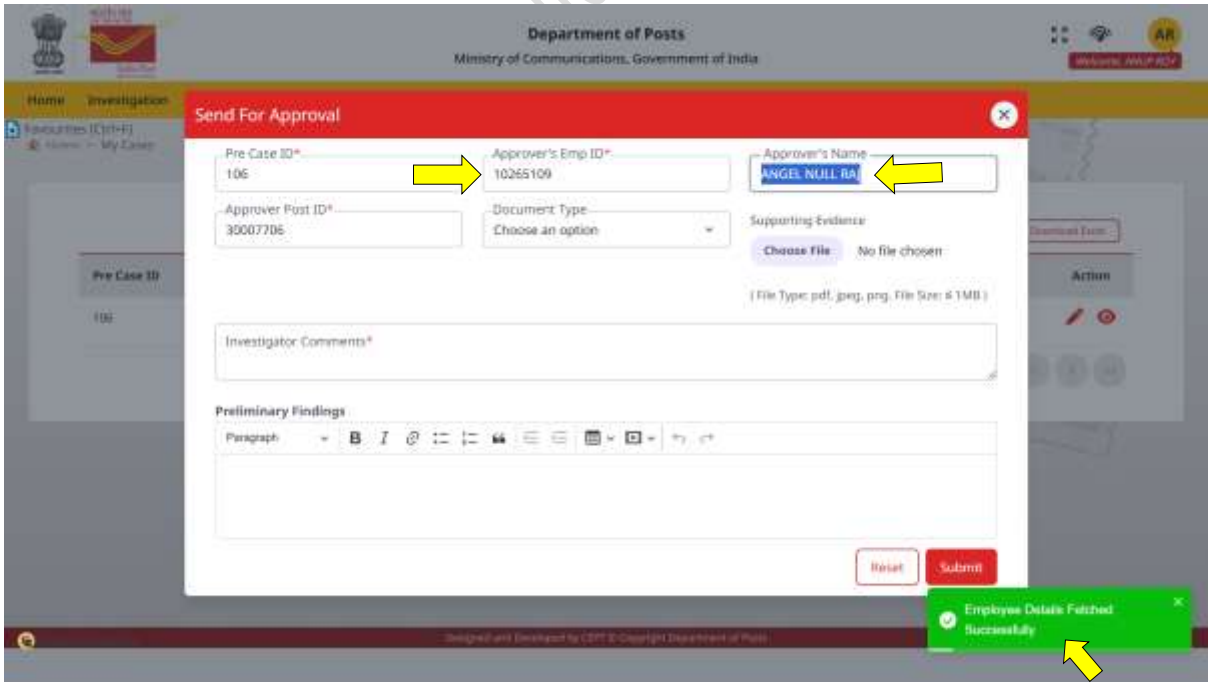


When clicked on 'Eye Ball' icon, pop-up window as shown above will appear.

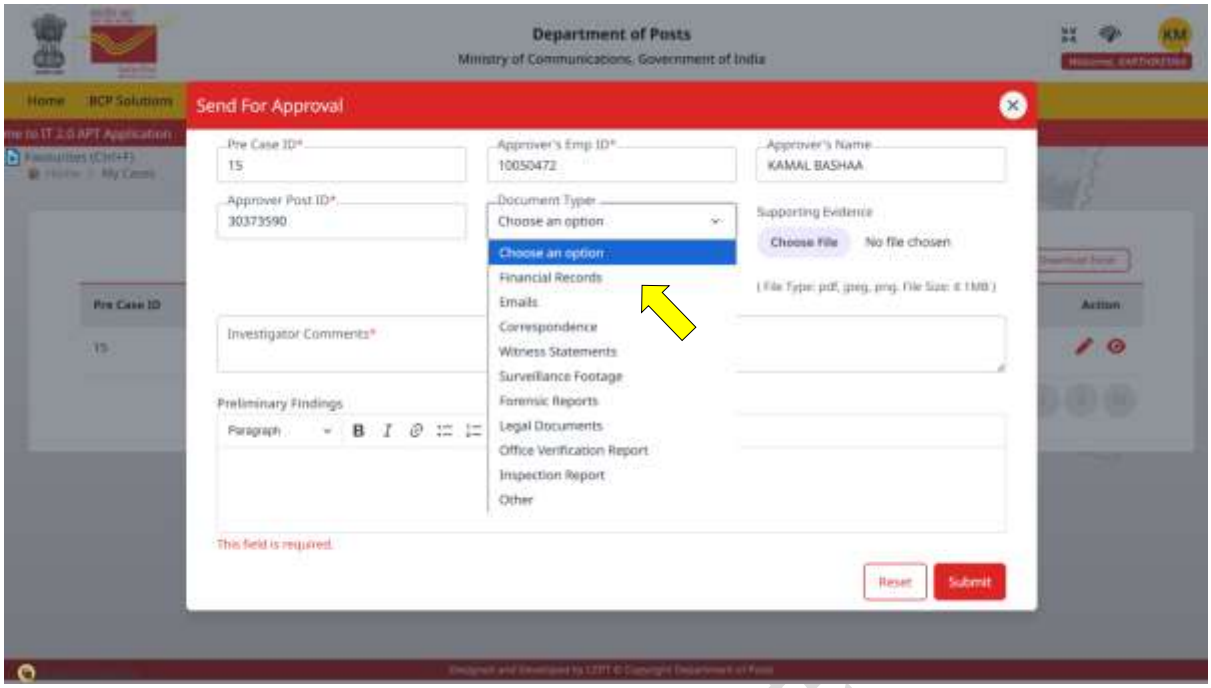
The 'Pencil' icon (Send for Approval) will appear only for Pre-Case IDs with the status marked as 'Draft'. To send a registered Preliminary Case for approval to the concerned Disciplinary Authority, click on the 'Pencil' icon.



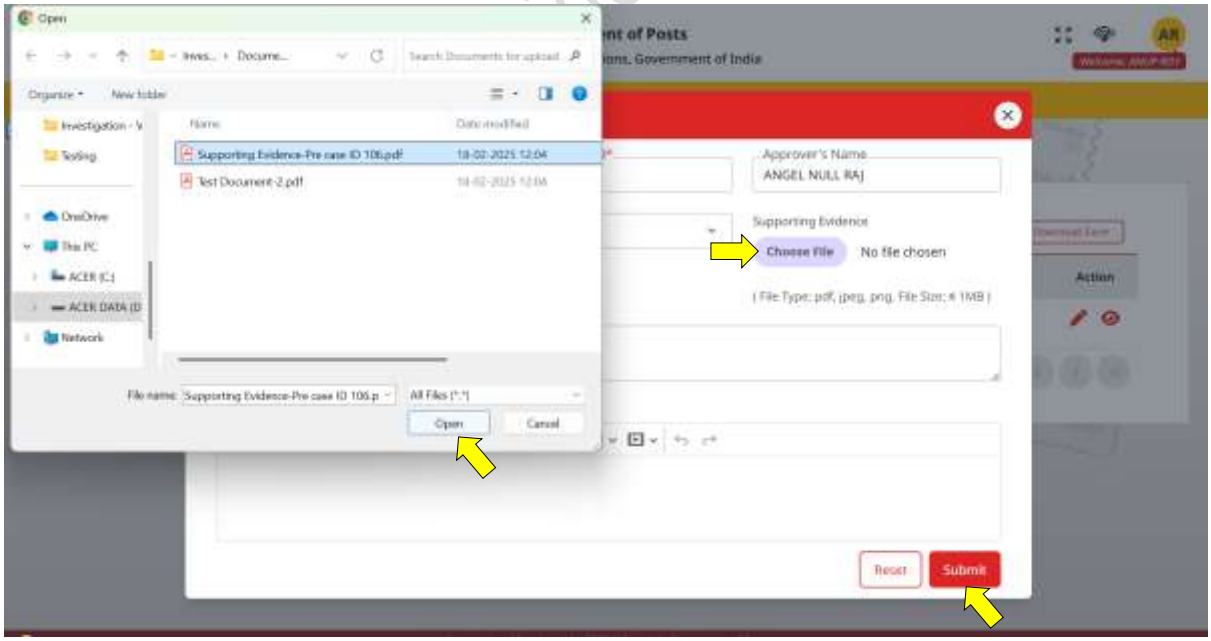
After clicking the 'Pencil' icon, a dialogue box with a flash message (as shown above) will appear. The Approver details will be fetched automatically, but they can be modified if required.



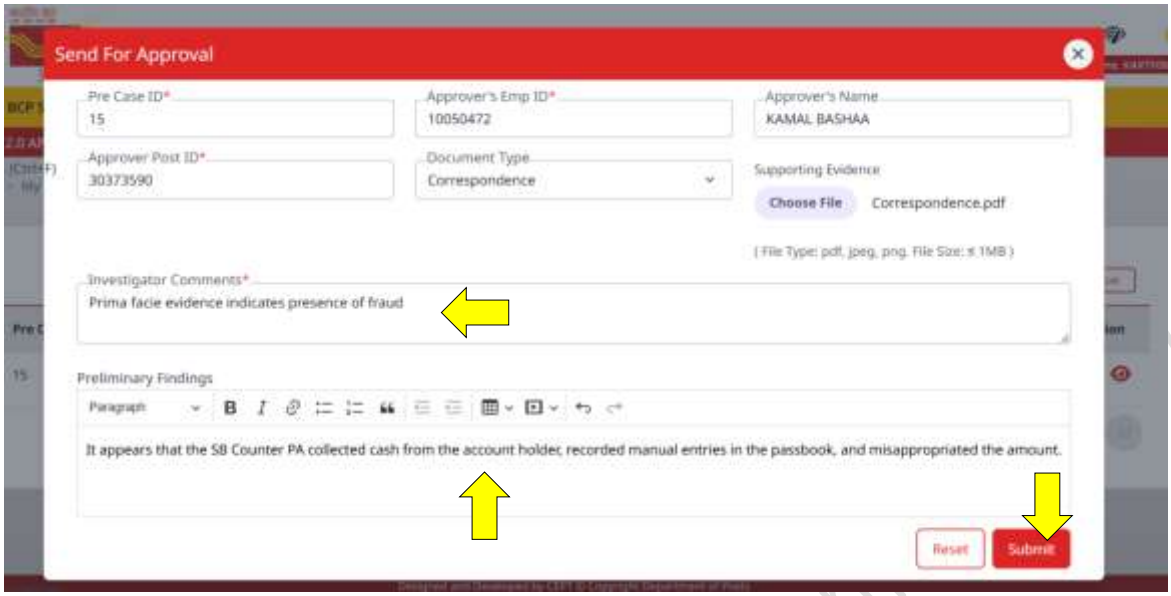
If the Approver's Employee ID is modified with another valid Employee ID, the corresponding Employee Name and Approver's Post ID will be fetched automatically, and a flash pop-up (as shown above) will appear.



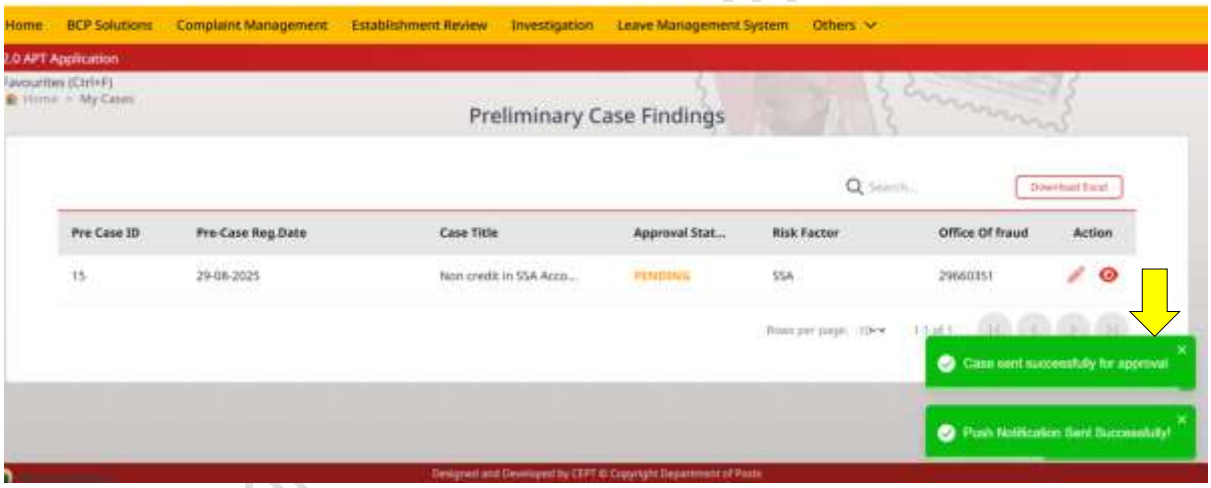
Select the ‘Document Type’ from the drop-down list. The available document types for selection are shown in the image above.



To upload a supporting evidence document, click on ‘Choose File’ and browse for the desired file from internal or external storage. After locating and selecting the required file, click the ‘Open’ button to confirm your choice.



After uploading the supporting evidence, enter the Investigator's comments and Preliminary Findings on the case, then click the 'Submit' button.



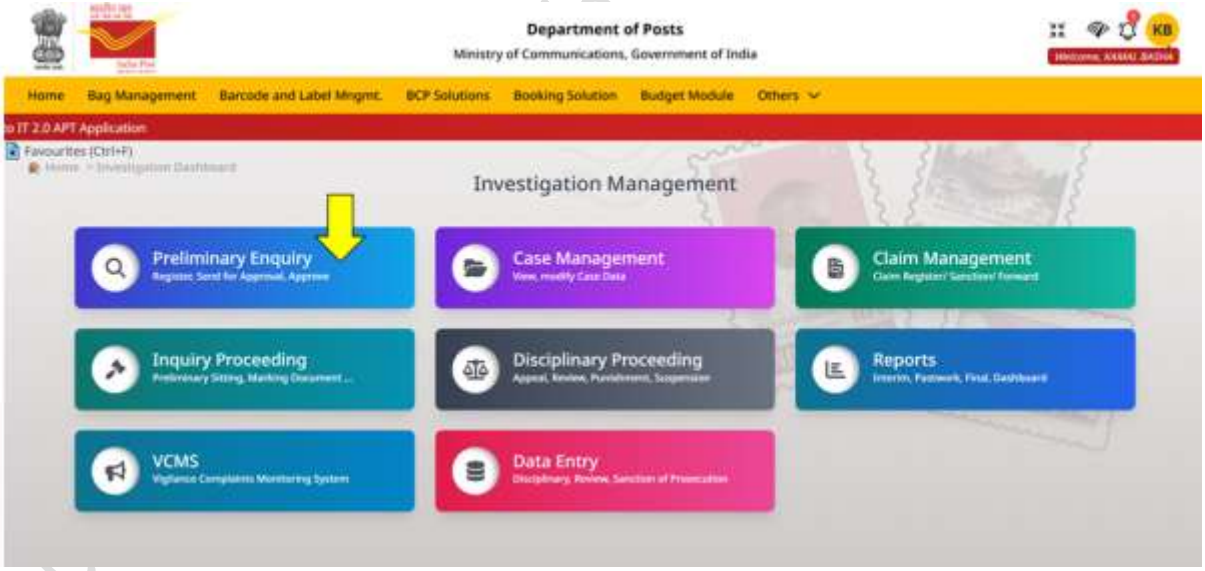
After clicking on "Submit" button, a flash pop-up message as shown above will appear on screen.

The status of a Pre-Case ID will change from 'Draft' to 'Pending', and the 'Pencil' icon (Submit for Approval) will be disabled/inactive.

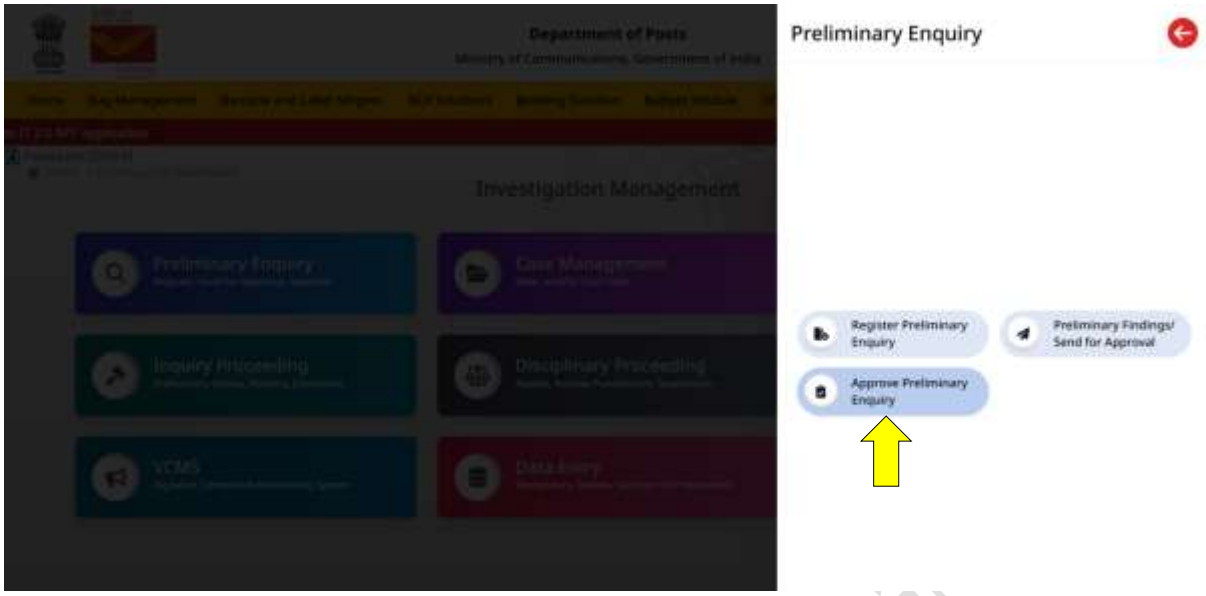
12.1.3 Approve Preliminary Enquiry (Disciplinary Authority Role)

After the Investigator submits the registered Preliminary Enquiry case for approval, it will be available in the login of the concerned Approver (i.e., the Disciplinary Authority).

Now, approver will click on 'Investigation' card available in Home Page.



After clicking the 'Investigation' card, the Investigation Management page (as shown above) will appear. Then, click on the 'Preliminary Enquiry' sub-card.

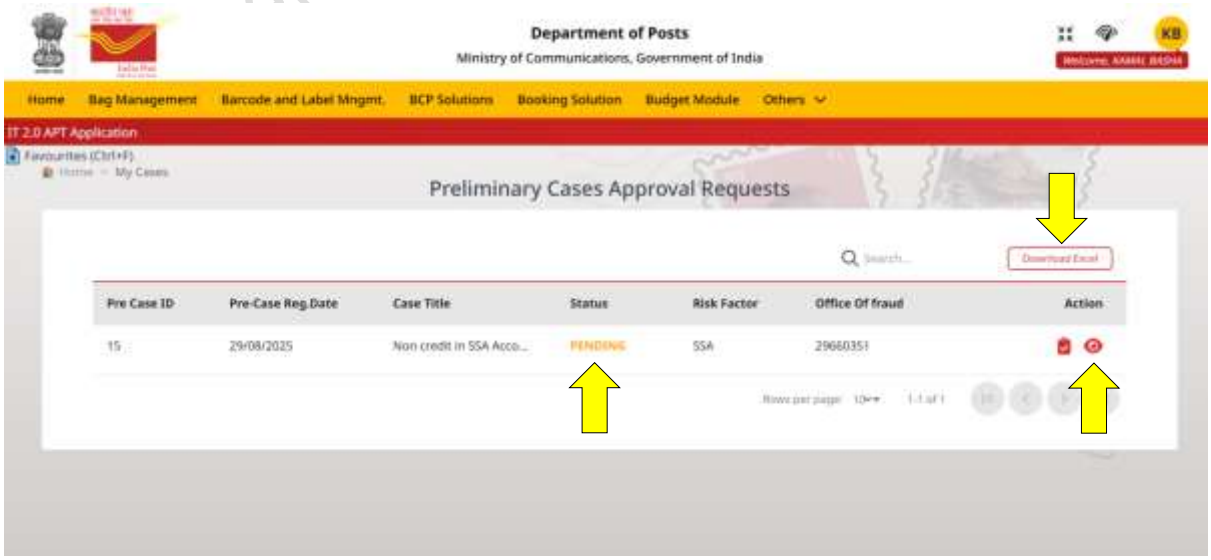


After clicking the 'Preliminary Enquiry' sub-card, the following three side panel options (as shown above) will appear:

- **Register Preliminary Enquiry**
- **Preliminary Findings / Send for Approval**
- **Approve Preliminary Enquiry**

If the Disciplinary Authority wishes to register a Preliminary Enquiry, click on '**Register Preliminary Enquiry'** and follow the procedure outlined in Sections 4.1.1 to 4.1.3 of this Operational Guide.

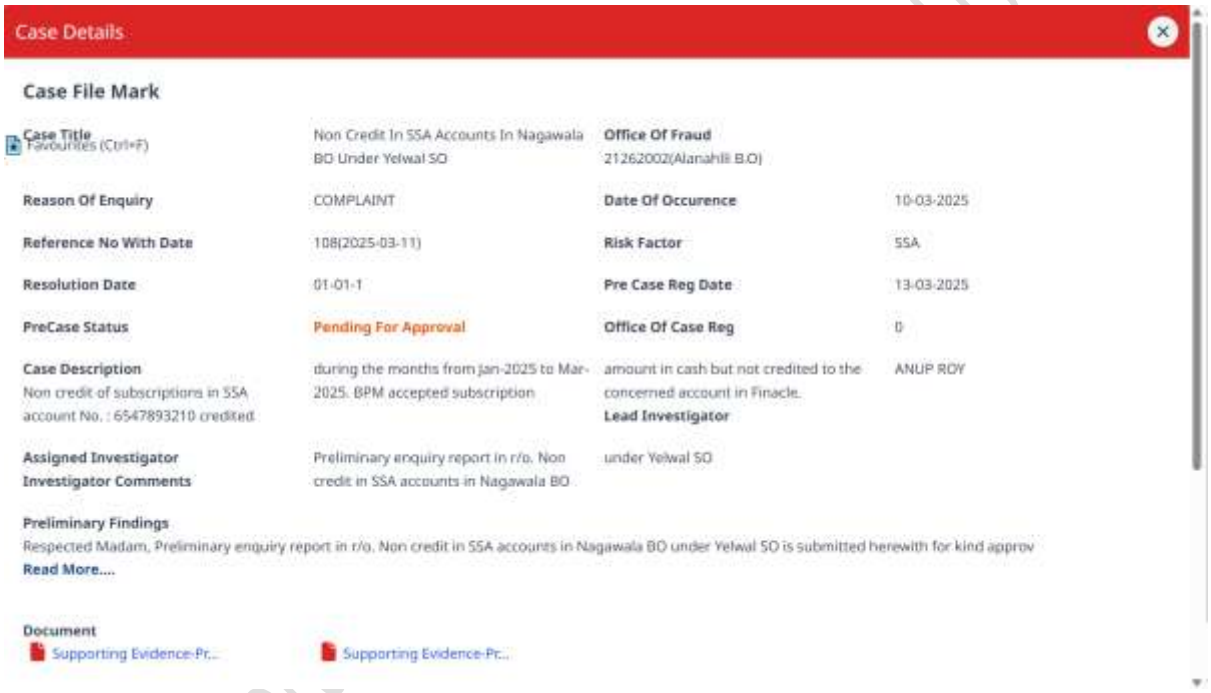
To approve a Preliminary Enquiry case submitted by the Investigator, click on the **'Approve Preliminary Enquiry'** option.



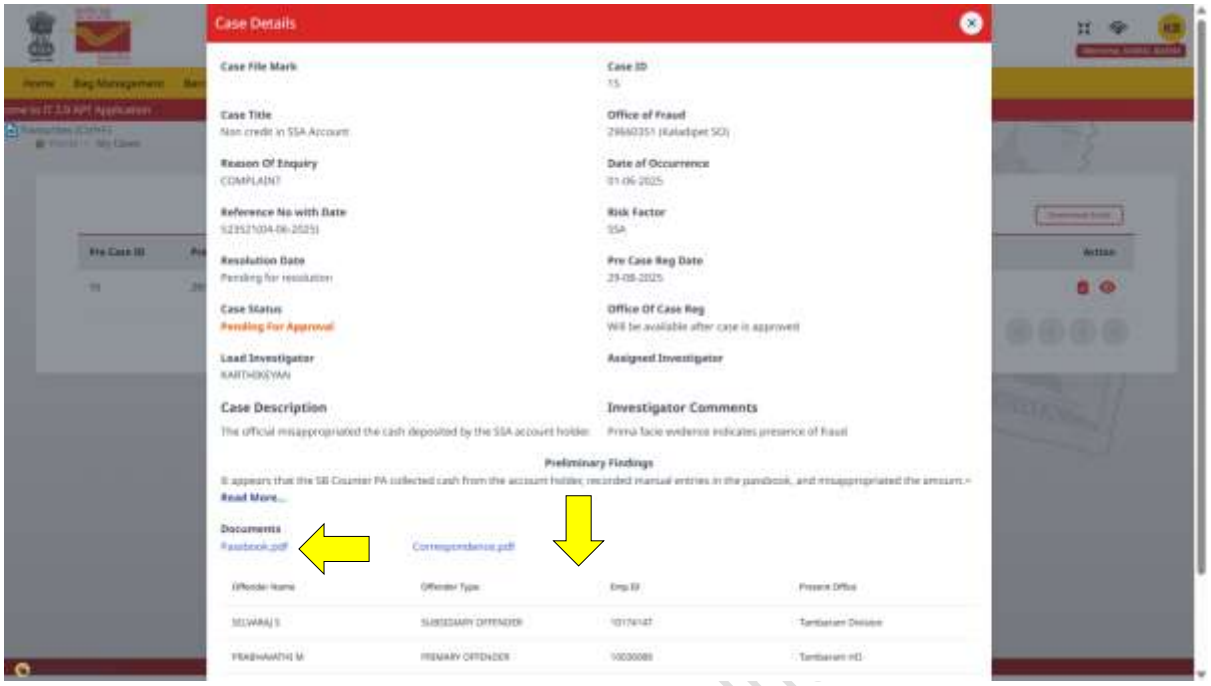
After clicking on 'Approve Preliminary Enquiry' option, list of all Preliminary Enquiry cases submitted for approval by various Investigators will be displayed. Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button.

Against each case ID provision of two icons i.e. Eye Ball and Approve/Reject are provided. In respect of case IDs for which status is Approved, 'Approve/Reject' icon will be inactive and for pending status it will be active.

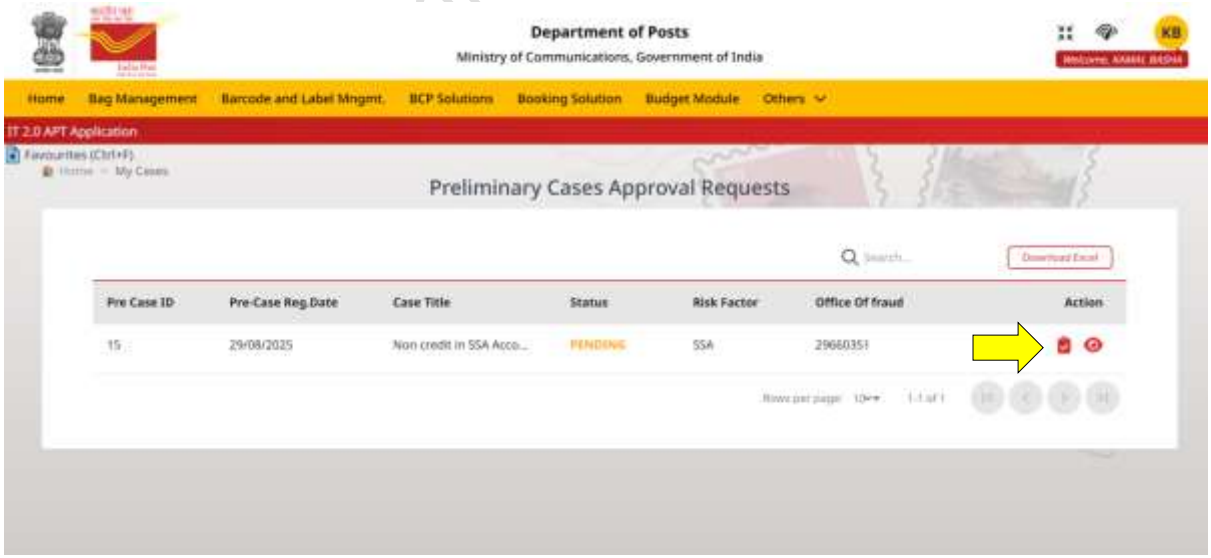
Click on Eye Ball icon of the desired case to view the case details.



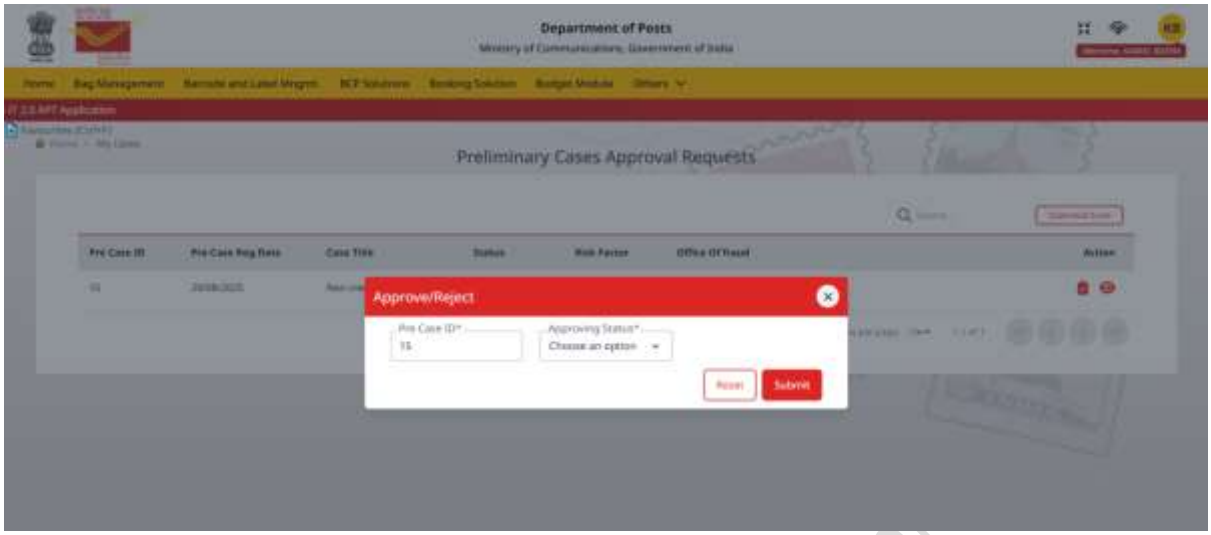
After clicking on eye ball, case details will be shown in a pop-up window. Scroll down the pop-up window to view more details.



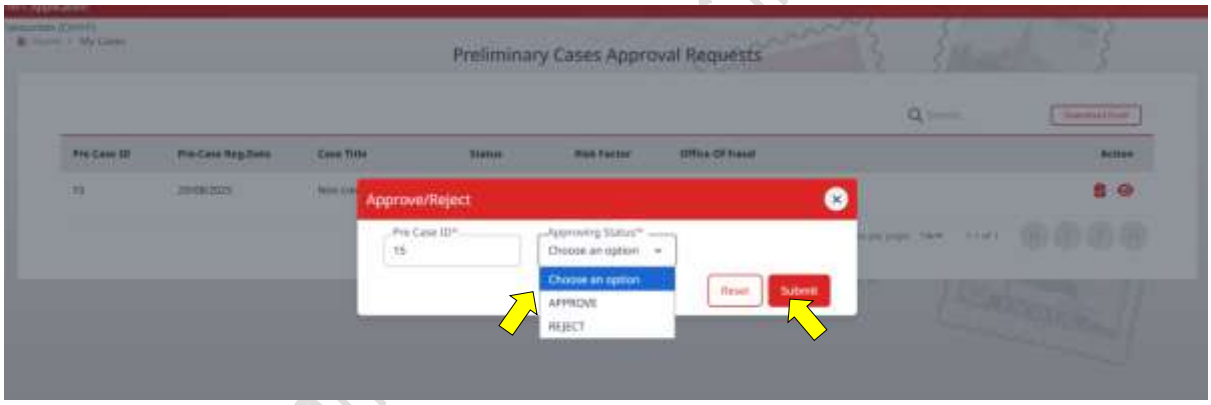
After scrolling down the case details pop-up window, the user can view the documents uploaded by the Investigator. By clicking on a document name, the corresponding file will be downloaded. The list of offenders will also be displayed.



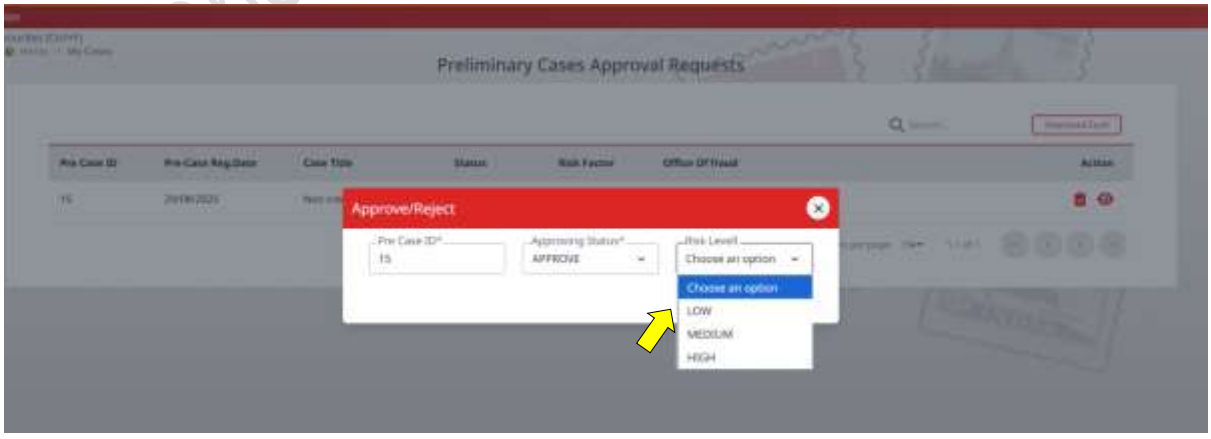
Click on ‘Approve / Reject’ icon available against the desired case ID for which status is pending.



After clicking on 'Approve / Reject' icon, a dialogue box as shown above will appear. Pre-Case ID will be auto filled with the case ID against which 'Approve / Reject' button has been clicked by the Approver.

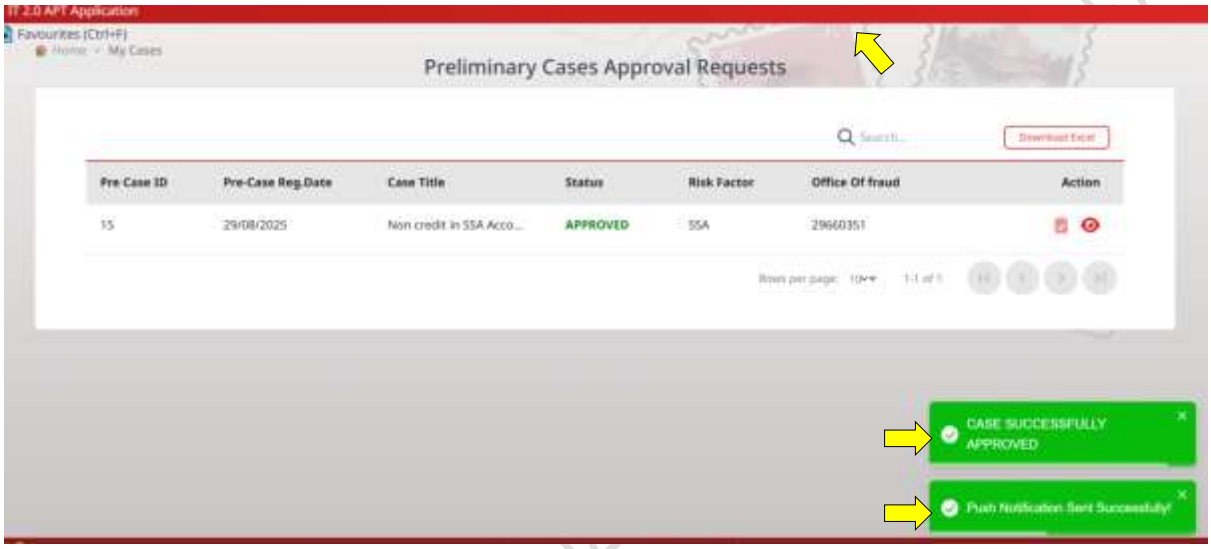


In 'Approving Status' field, select either Approve or Reject from the drop-down list

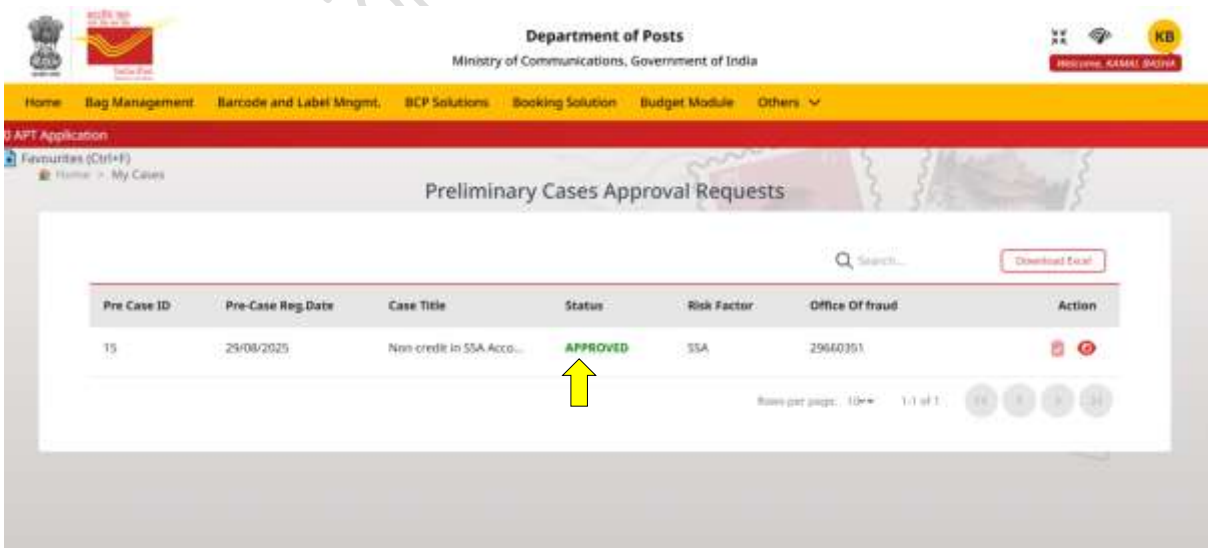


After selecting as 'Approve', another additional field will appear to select the 'Risk Level' from the drop-down list as either Low or Medium or High.

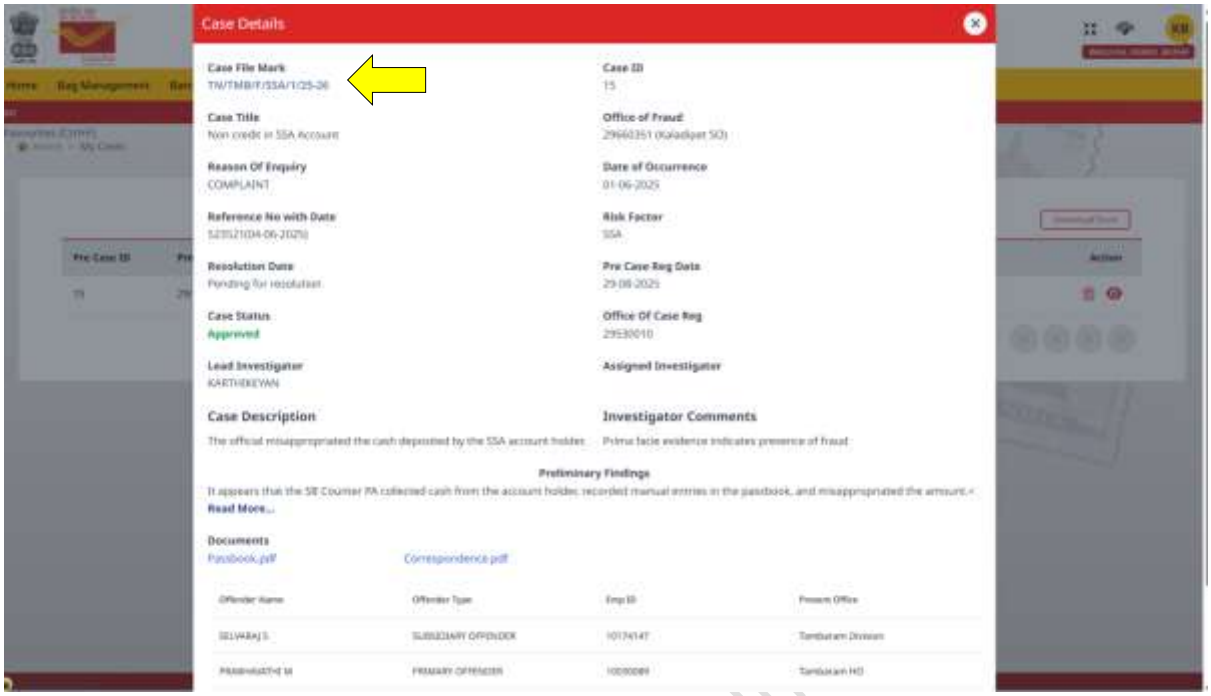
After selection of Risk level click on "**Submit**" button.



After clicking the 'Submit' button, two flash pop-up messages, as shown above, will appear on the screen. Once approved, a notification will be sent to the concerned authority.



Soon after approval, status for the corresponding Pre-Case ID will be changed as 'Approved'. Click on Eye Ball icon to view the details.



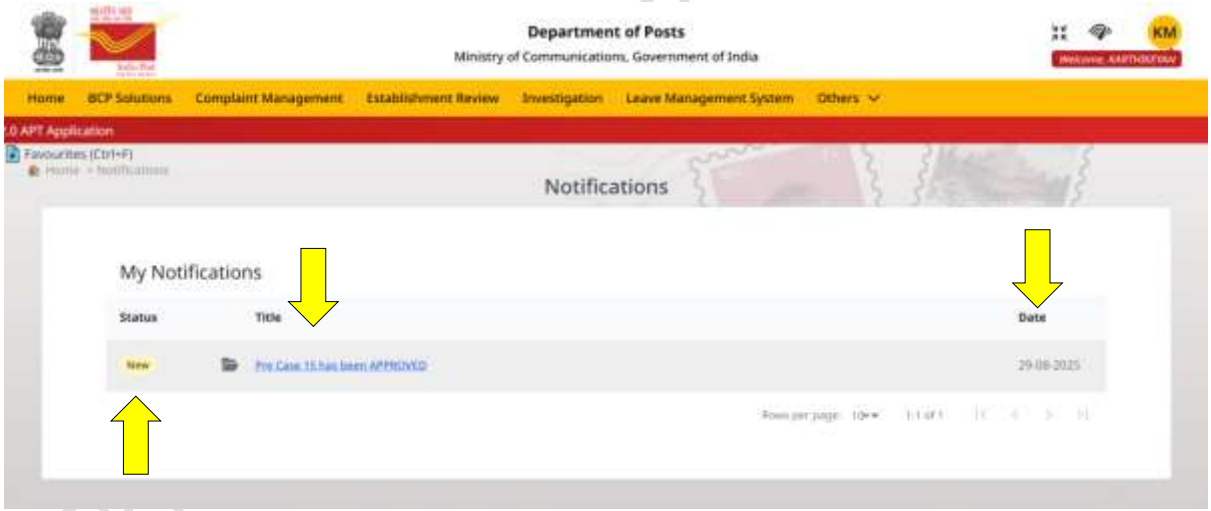
After approval, the system will automatically generate a case file mark. The case file mark follows the pattern: Circle Code / Division Code / Scheme / <Number> / Financial Year in which the case file mark is generated. In the above image, it is shown as TNB/TMB/SSA/7/24-25. The number will be auto-incremented for each division under the respective category.

12.1.4 Investigating Officer – Notifications – Home Page

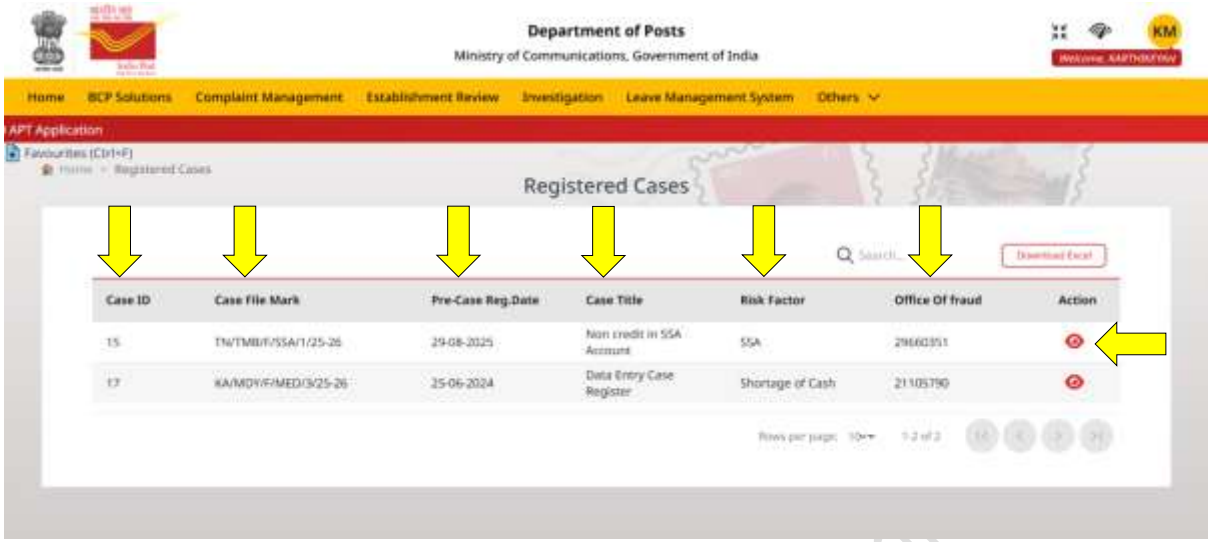
After the Preliminary Enquiry case is approved by the concerned Approver (i.e., the Disciplinary Authority), a notification will appear in the Investigator's login under the Investigation Management page.

CEPT Operational Guide for I...

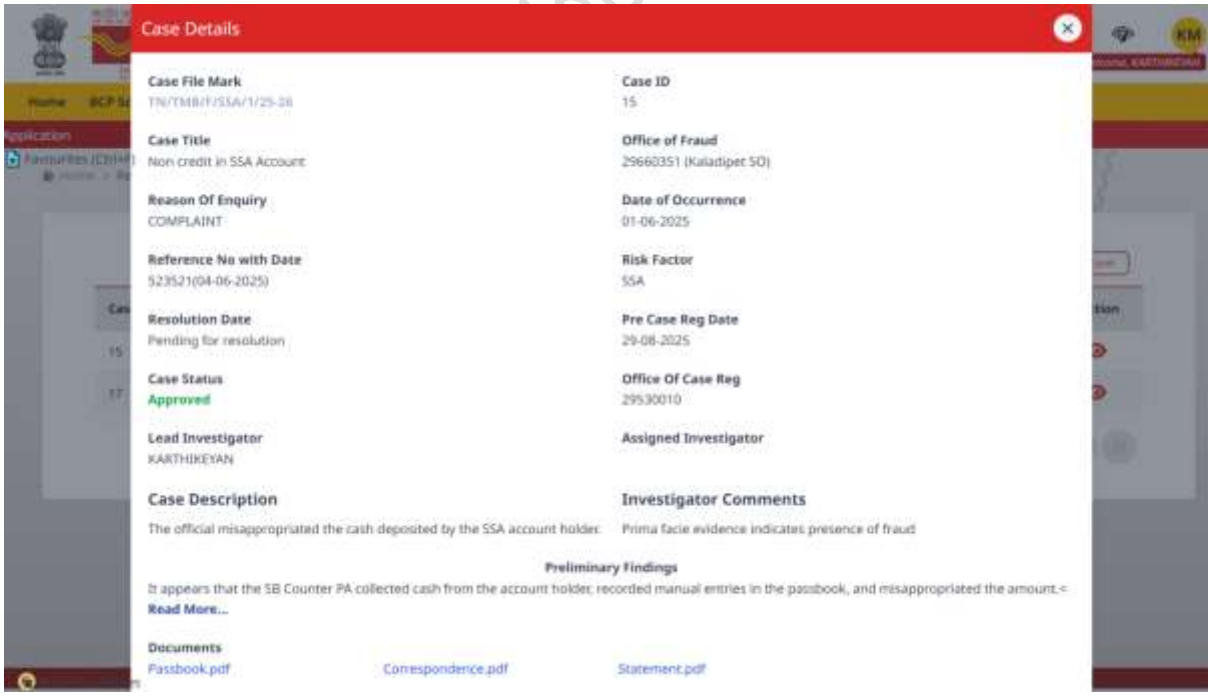
Click on the bell icon (Notification icon) available adjacent to Profile icon in Investigator's login in Investigation Management page.



After clicking on the Notification icon, a notifications tab will open, displaying the notification status, title, and date. To view the case details, the user must click on the hyperlink in the notification title."



After clicking on the Title hyperlink, the application will directly navigate to the Registered Cases page without requiring access through the main card and sub-cards. On this page, the user can view details such as the Case ID, case file mark, pre-case registered date, case title, risk factor, office of fraud, and the action button.



By using the Action button, the user can view the current status of the case file marks for which the notification has been received.

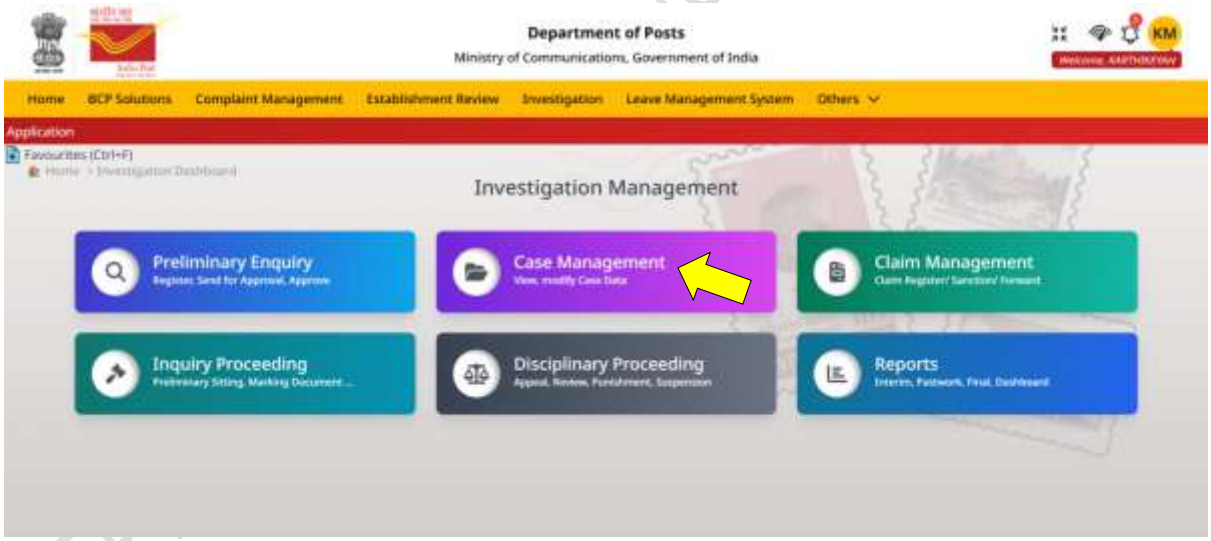
12.2 Case Management

12.2.1 View Registered Cases (Both for Investigator and Disciplinary Authority Role)

View Registered Cases option is **available for both Investigator and Disciplinary Authority roles**. Difference is given in the following table.

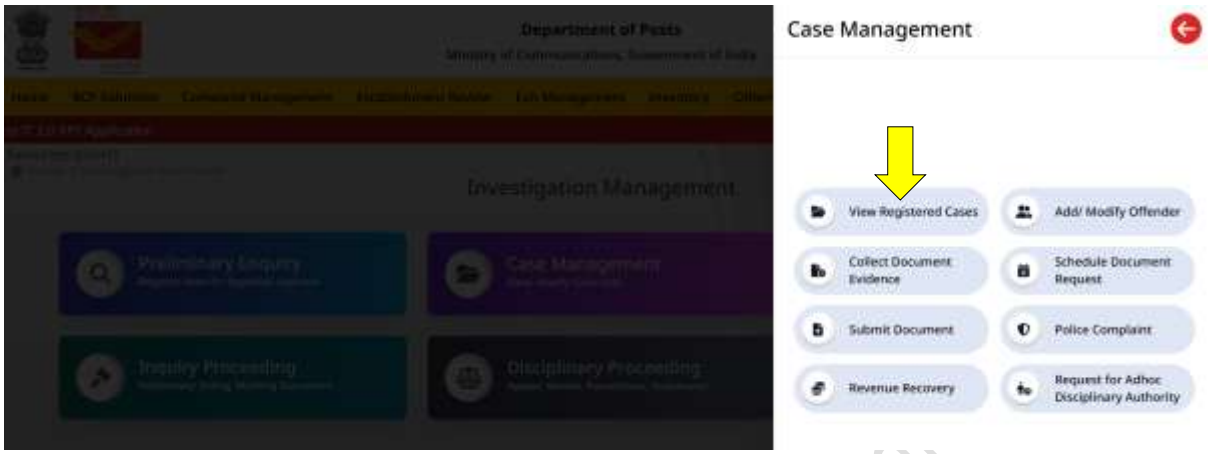
DIFFERENCE IN VIEW REGISTERED CASES	
Disciplinary Authority	**Investigator**
Disciplinary Authority can view all cases registered by all the investigating officers under his/her Division / Unit.	Investigator can view only the cases registered by him/her

✍ **Note :-** Hence, this option is shown commonly for both Investigator and Disciplinary Authority.

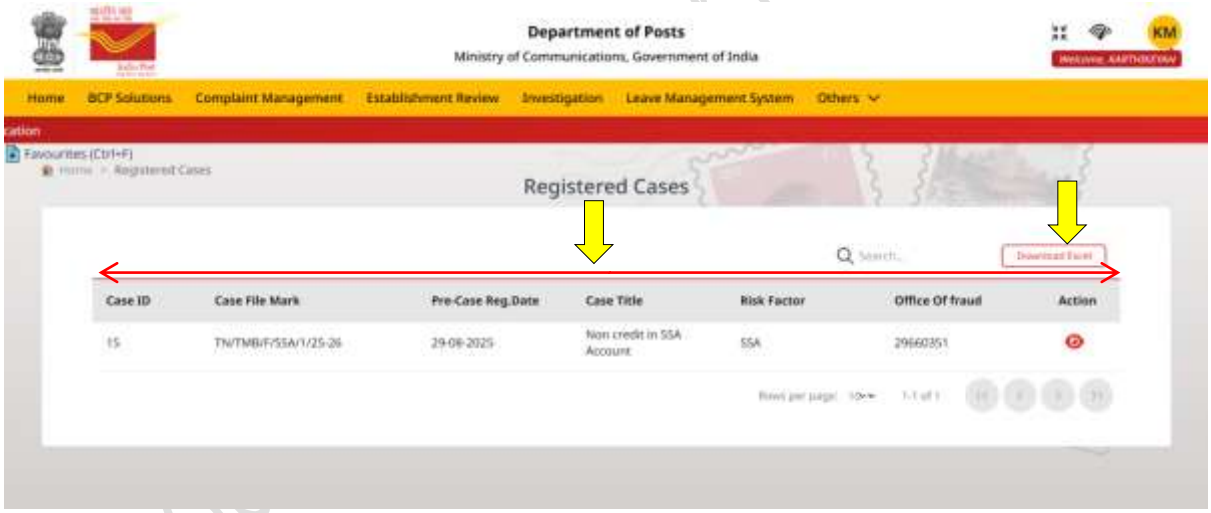


Click on 'Case Management' sub card available under Investigation main card.

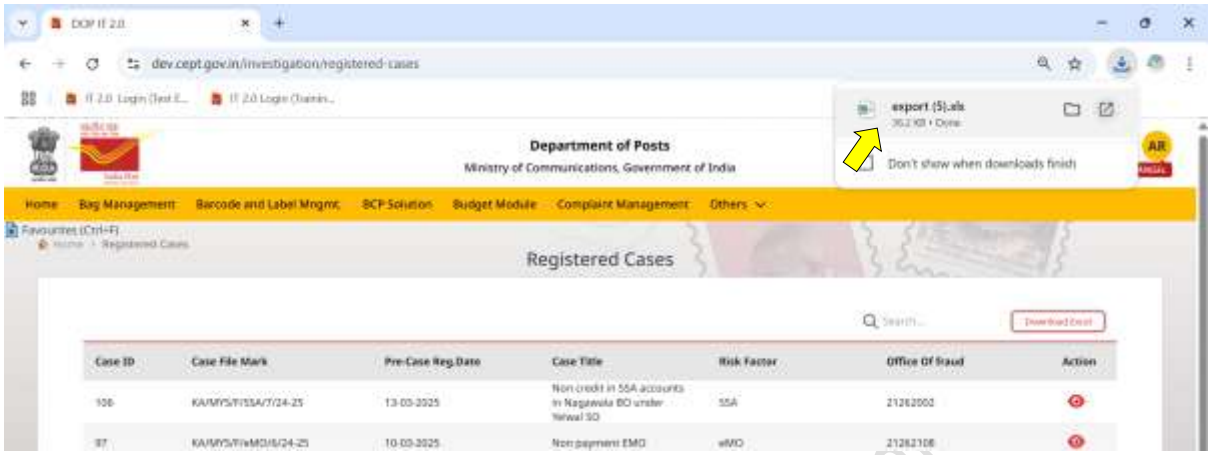
for Internal Use Only



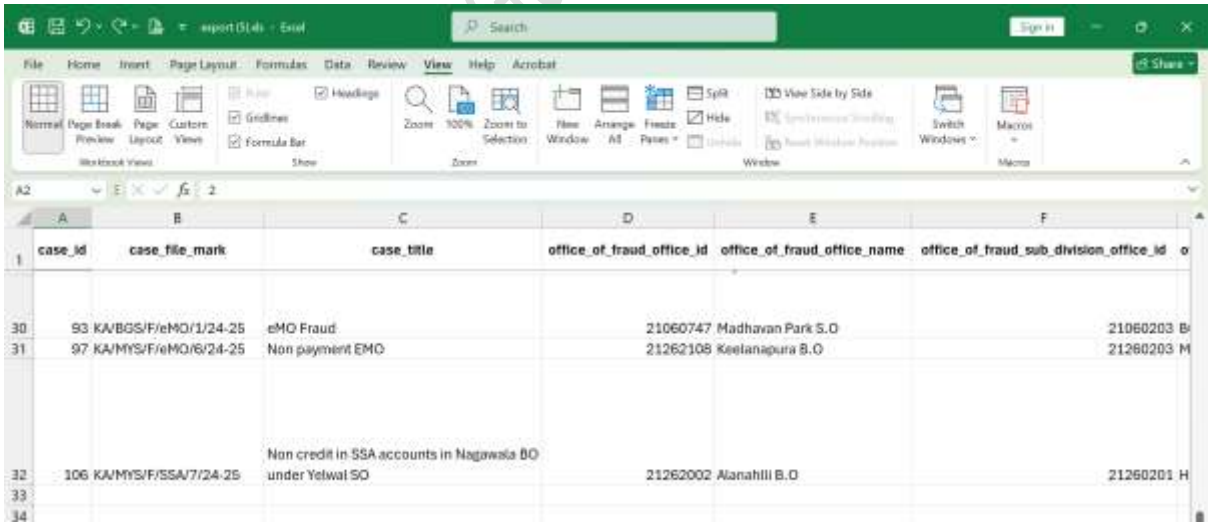
Click on 'View Registered Cases' option available under 'Case Management' sub card.



Registered cases with details are displayed under the column headers: Pre-Case ID, Case File Mark, Pre-Case Registration Date, Case Title, Risk Factor, Office of Fraud, and Action. A provision to download the entire data in Excel format is also available by clicking the 'Download Excel' button."



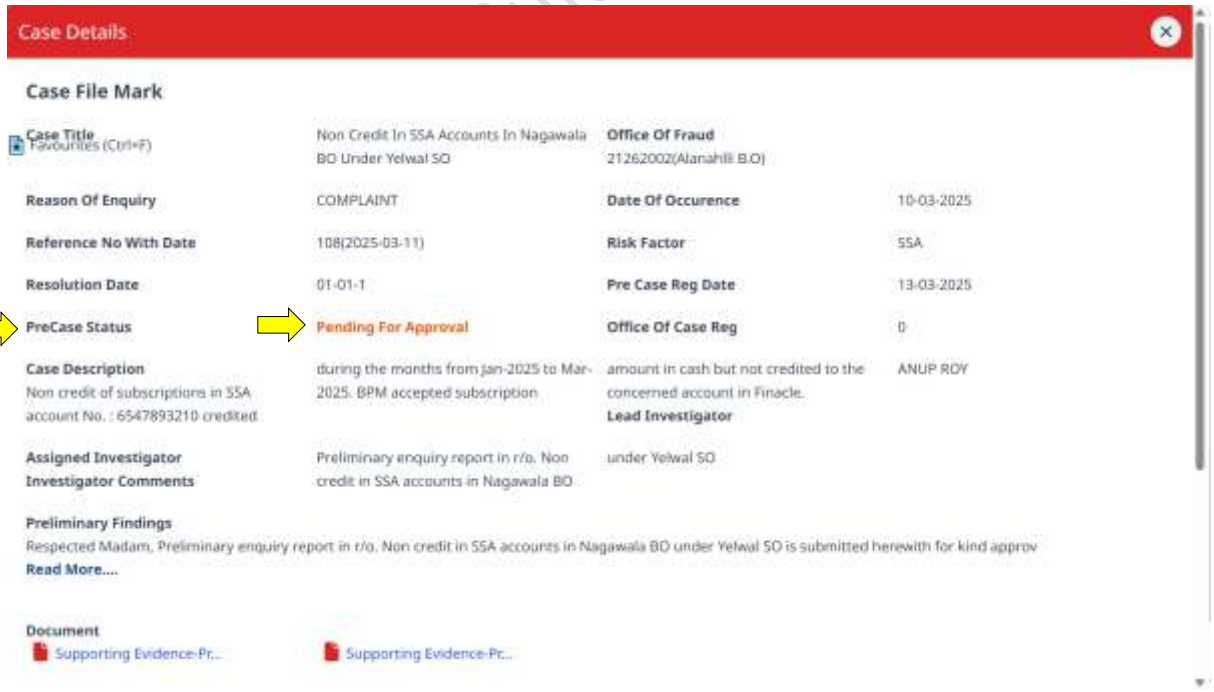
After clicking on 'Download Excel' button, File in Excel format will be downloaded containing list of entire registered cases will be downloaded as per the web browser settings.



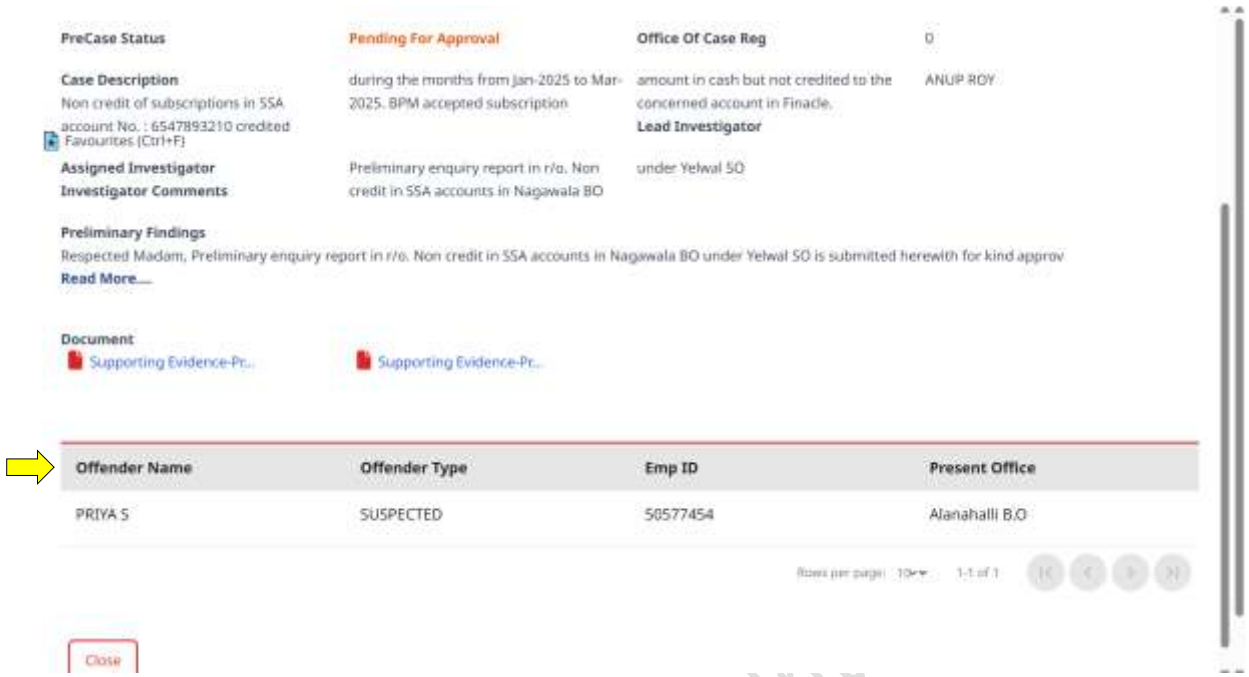
Downloaded excel file will show more details than the list displayed on the page. **Details are shown from column A to column AY.**

Provision of searcher is also available. In the searcher field, key characters like case ID, case mark, office code, case title, etc., may be entered. Then as per the key characters entered, data will be filtered and displayed.

Provision of 'Eye Ball' icon is provided against each record. Click on this icon to view the case details.

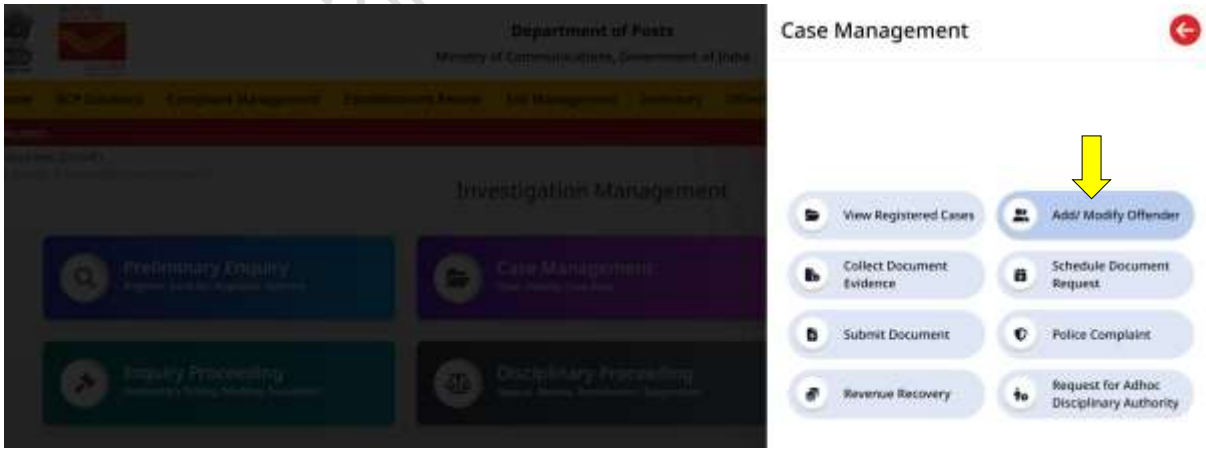


After clicking on eye ball, case details will be shown in a pop-up window. Scroll down the pop-up window to view more details.

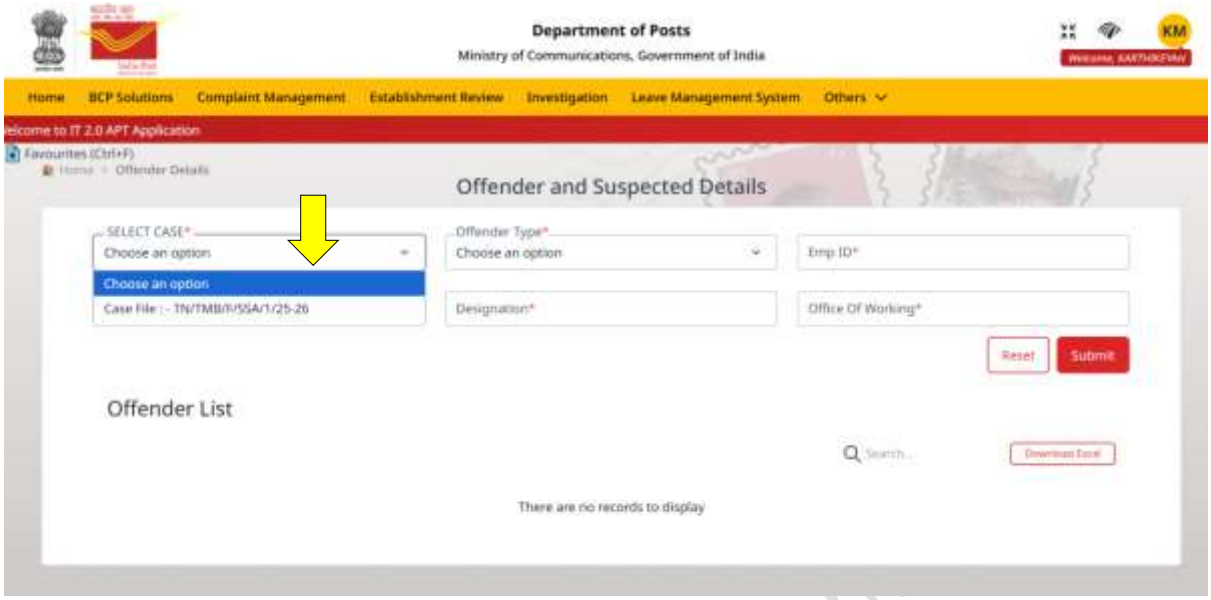


After scrolling down the case details pop-up window, the documents uploaded by the Investigator will be visible. Clicking on a document name will download the corresponding file. The list of offenders will also be displayed.

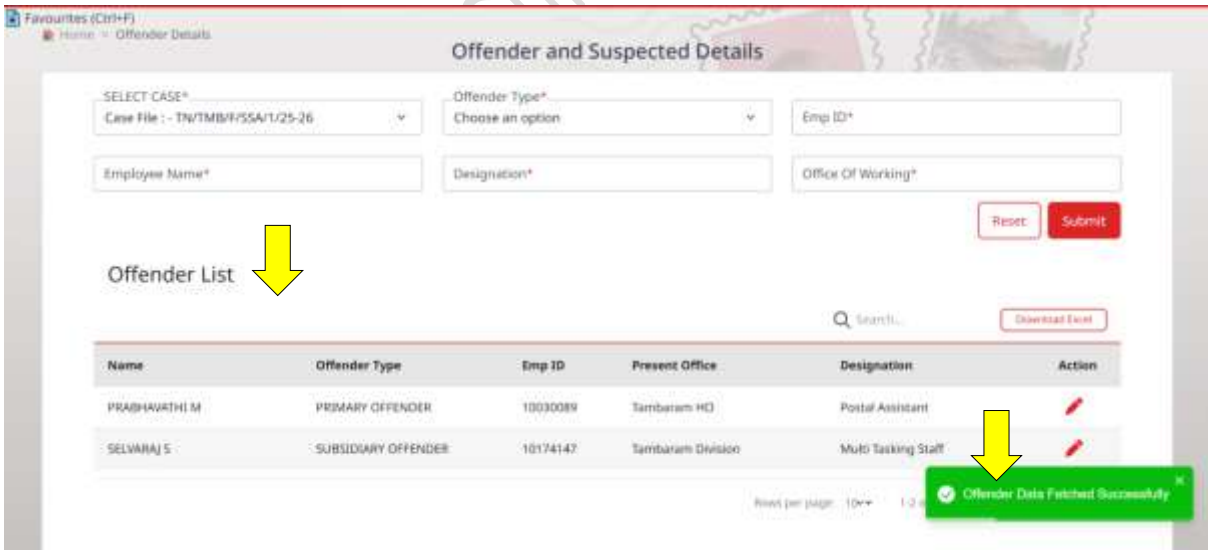
12.2.2 Add/Modify Offender (Investigating Officer Role)



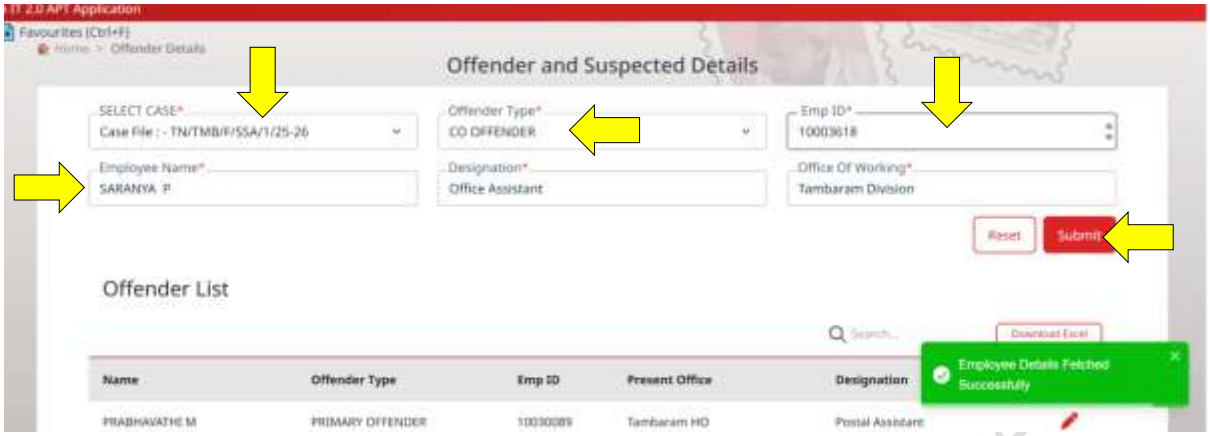
Click on the ‘Add/Modify Offender’ option available under the ‘Cash Management’ sub-card to add new offender details or modify existing offender data.



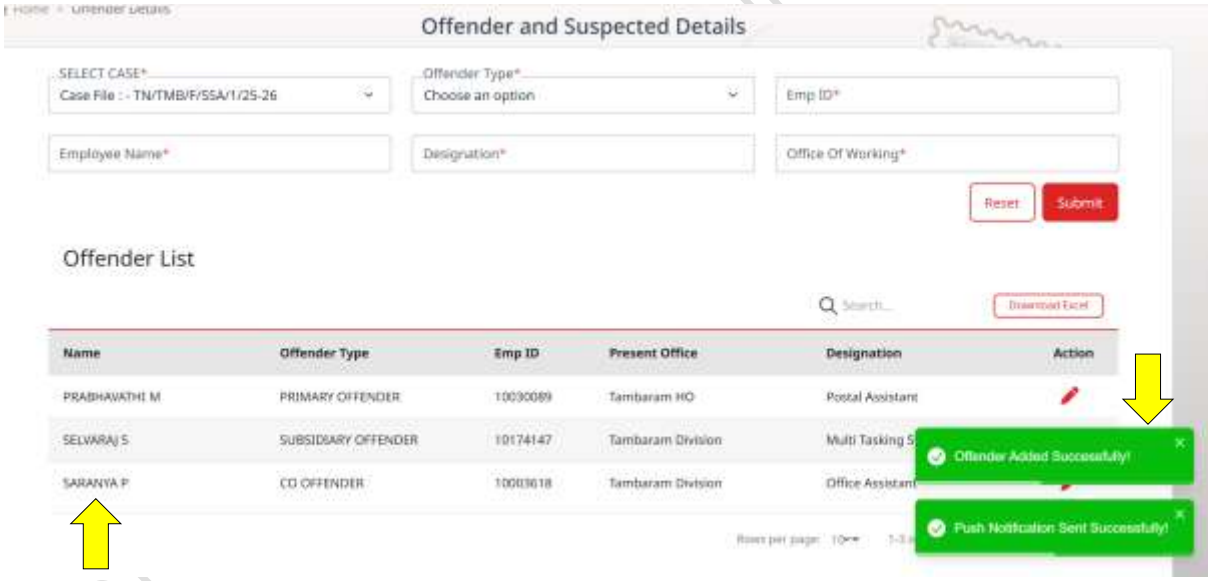
After clicking on 'Add/Modify Offender' option, page as shown above will appear. Select case file mark from the drop-down list in 'Select Case' field.



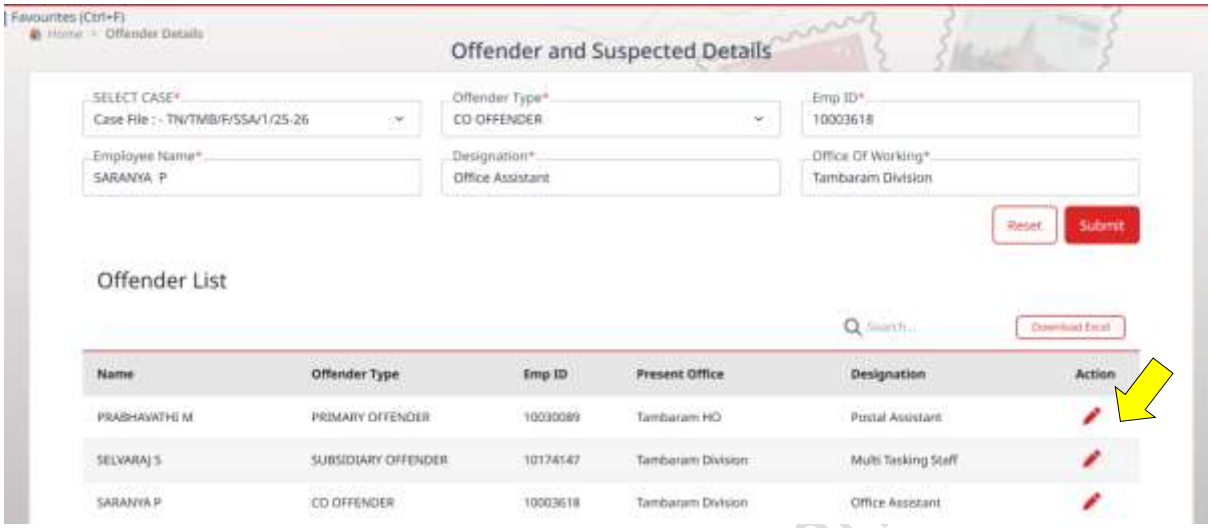
Once the case file mark is selected, the details of the related offenders will be displayed on the screen along with a flash pop-up notification.



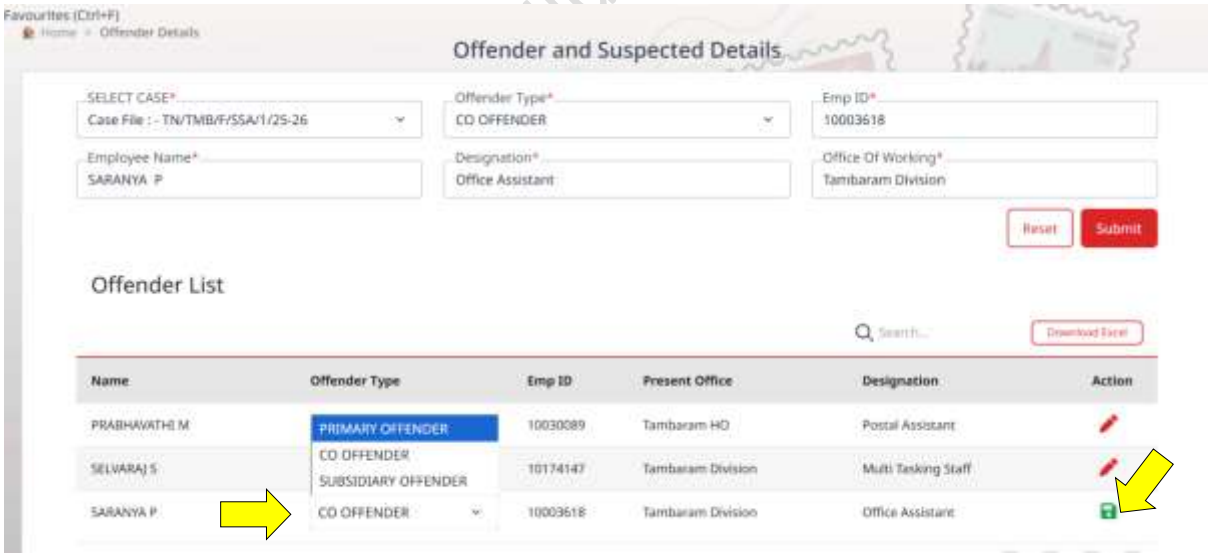
To add a new offender for the selected case file, the user must choose the required offender type from the drop-down and enter the employee ID. Once the employee ID is entered, the employee's name, designation, and office will be automatically fetched. The user must then click the 'Submit' button.



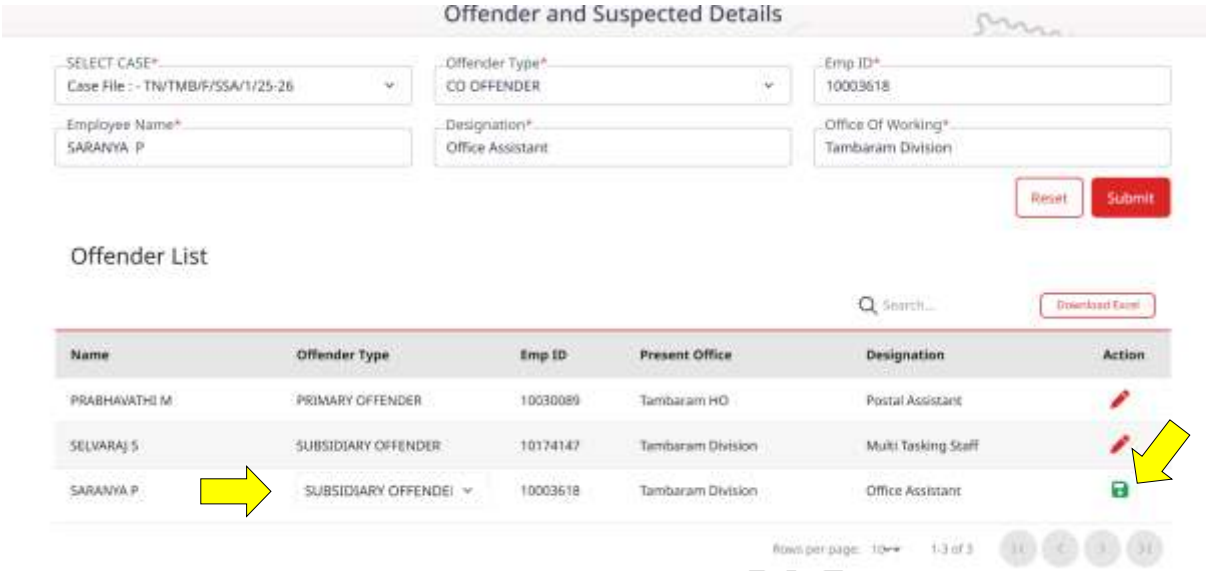
Soon after clicking the 'Submit' button, the new offender will appear in the Offender List, accompanied by notifications stating 'Offender Added Successfully' and 'Push Notification Sent Successfully.



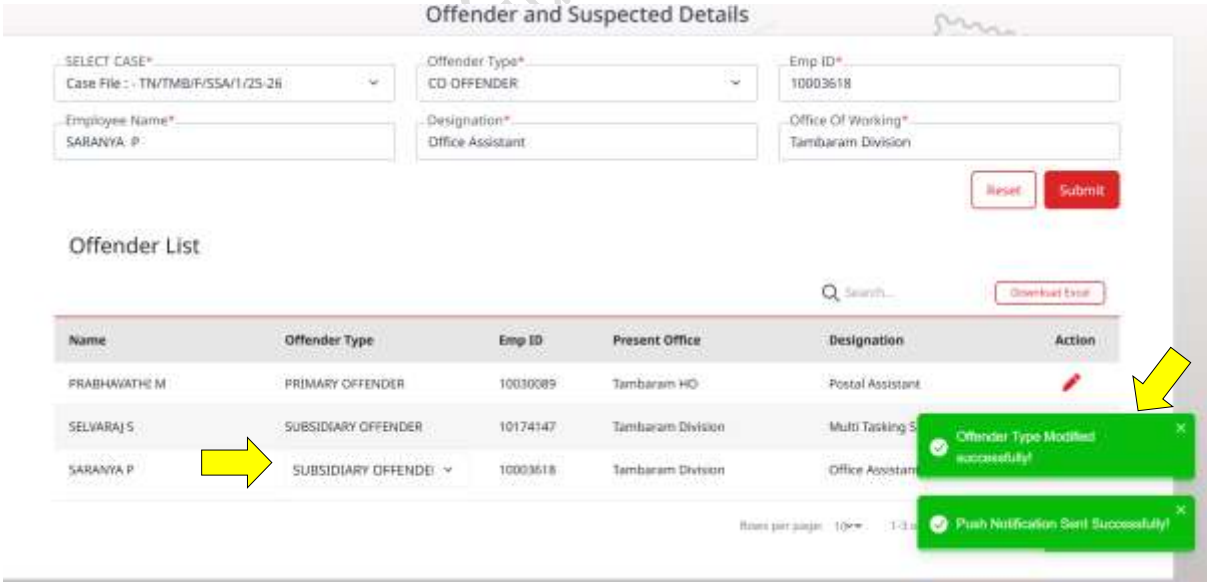
Provision of 'Pencil' icon is provided under column header 'Action' to modify offender type against each record (i.e. row data). Click on 'Pencil' icon against the desired record.



After clicking on 'Pencil' icon, drop-down list as shown above will appear for the record selected under column header 'Offender Type'. Modify the offender type as required.



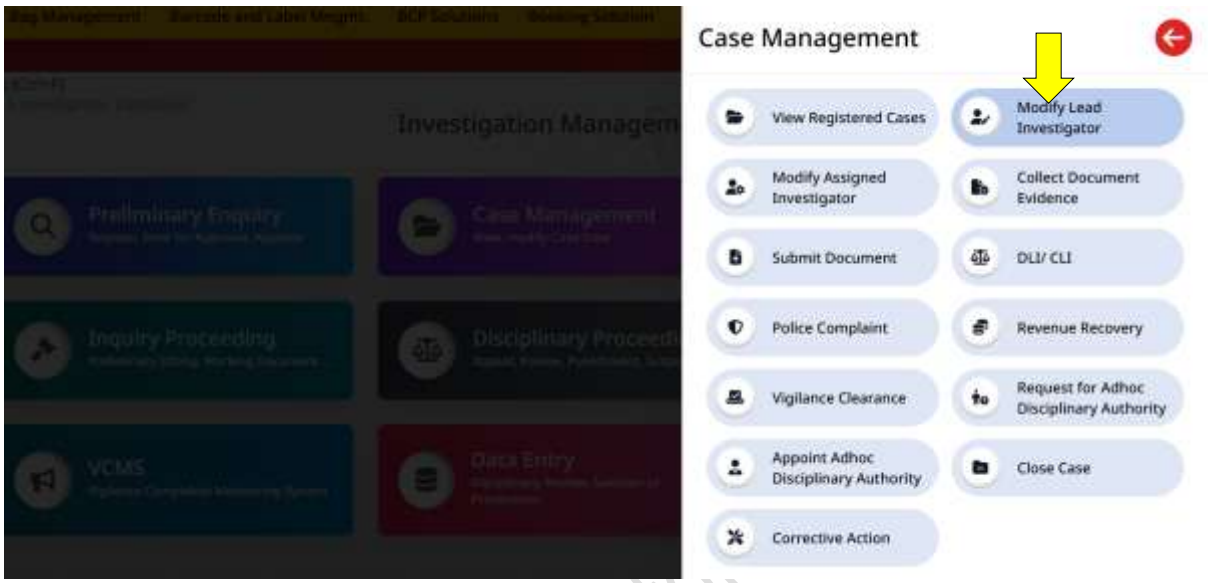
After necessary modification in offender type as required, click on 'Floppy Disk' (Save) icon available under 'Action' column header to save the modification.



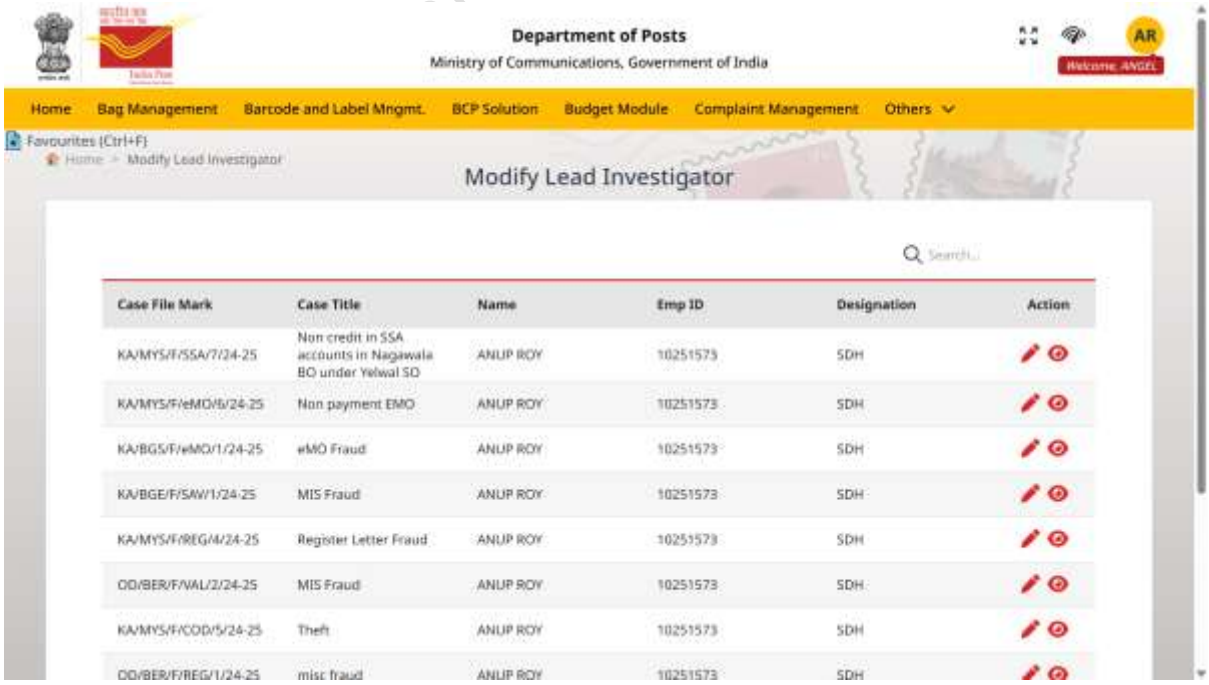
After clicking on 'Floppy Disk' icon, two flash pop-up messages as shown above will appear on screen.

12.2.3 Modify Lead Investigator (Disciplinary Authority Role)

In case of non-availability of the Lead Investigator due to the reason of transfer, promotion, deceased etc., Disciplinary authority can modify the Lead Investigator in a registered case.



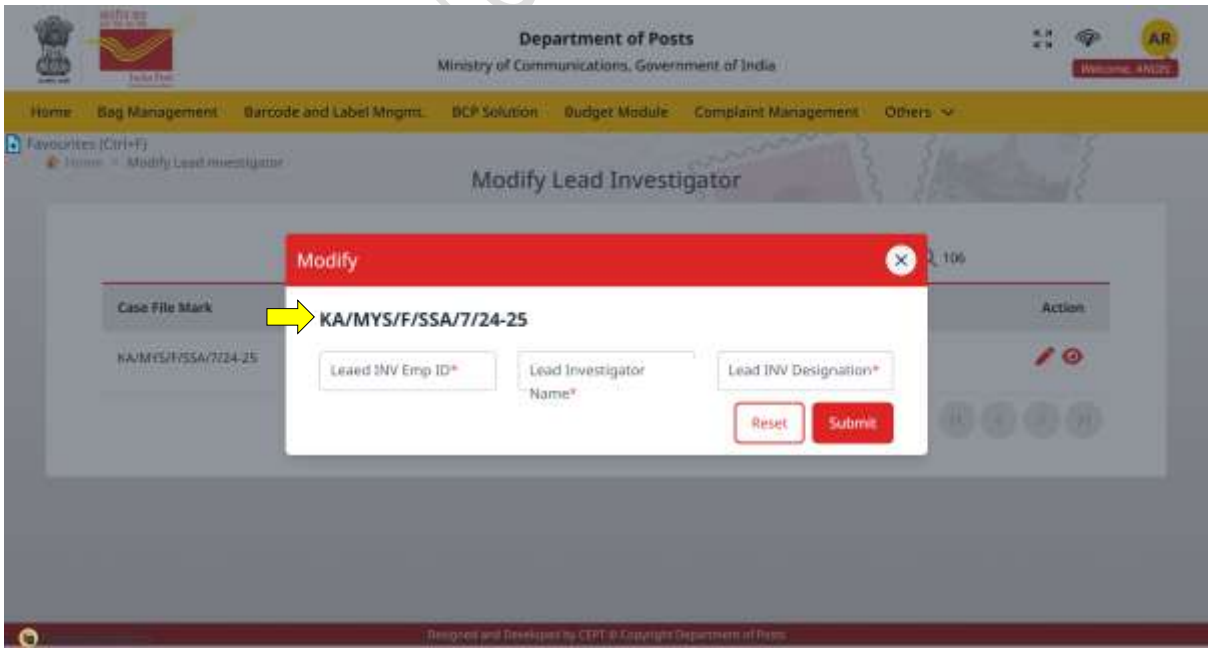
To modify Lead Investigator in a registered case, click on 'Modify Lead Investigator' option available under 'Case Management' sub card.



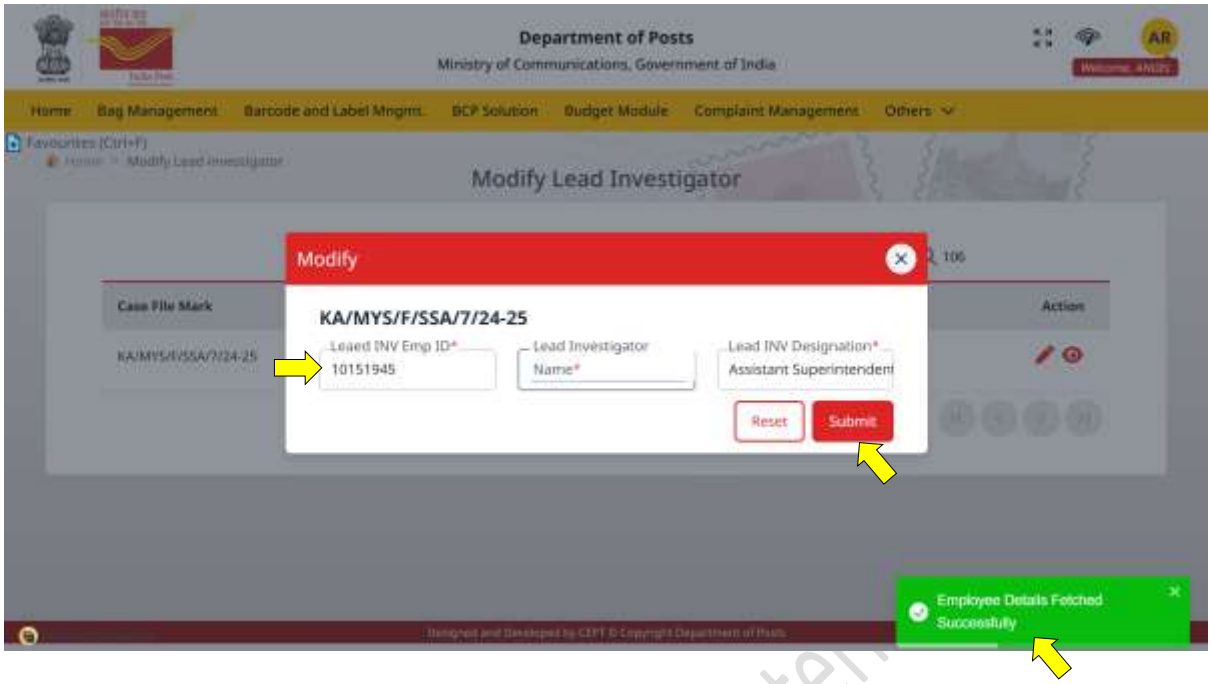
After clicking on 'Modify Lead Investigator' option, list of registered cases where investigation is going on will be displayed.

Provision of searcher is also available. In the searcher field, key characters like case mark, name, Employee ID, Designation etc., may be entered. Then as per the key characters entered, data will be filtered and displayed.

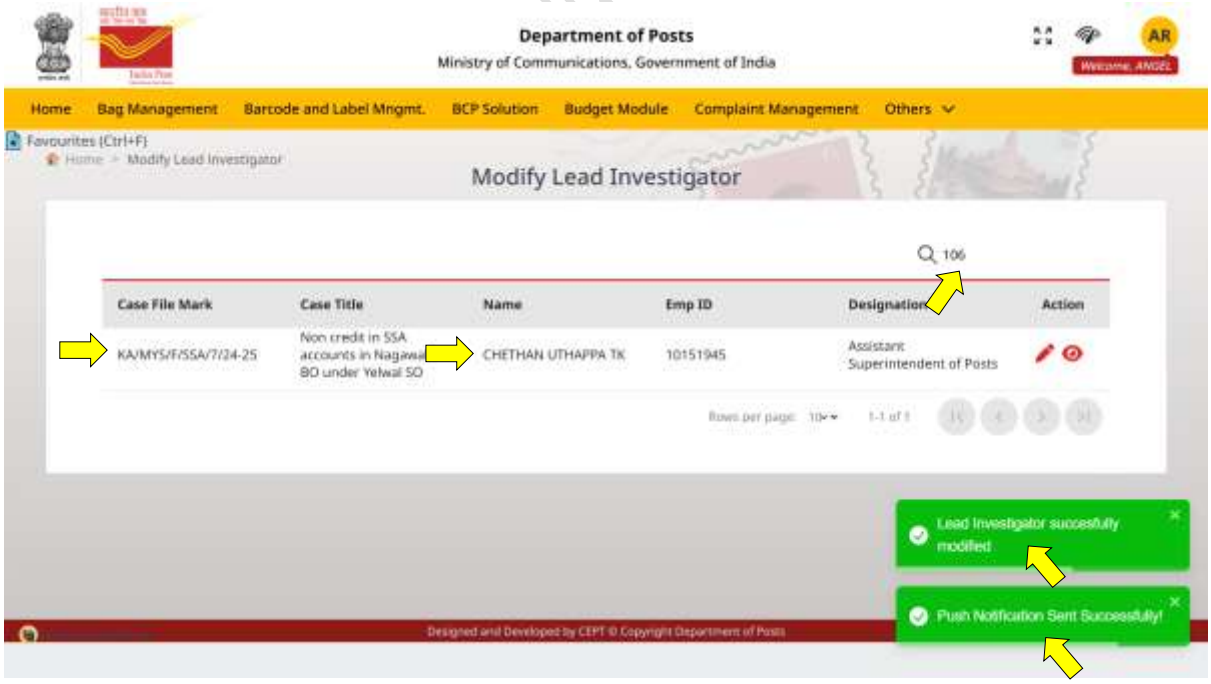
Provision of 'Pencil' & 'Eye Ball' icon is provided against each record (i.e. row data). 'Eye Ball' icon may be clicked to view the case details. To modify lead investigator, click on 'Pencil' icon.



After clicking on 'Pencil' icon, a dialogue box as shown above with case file mark number will appear.

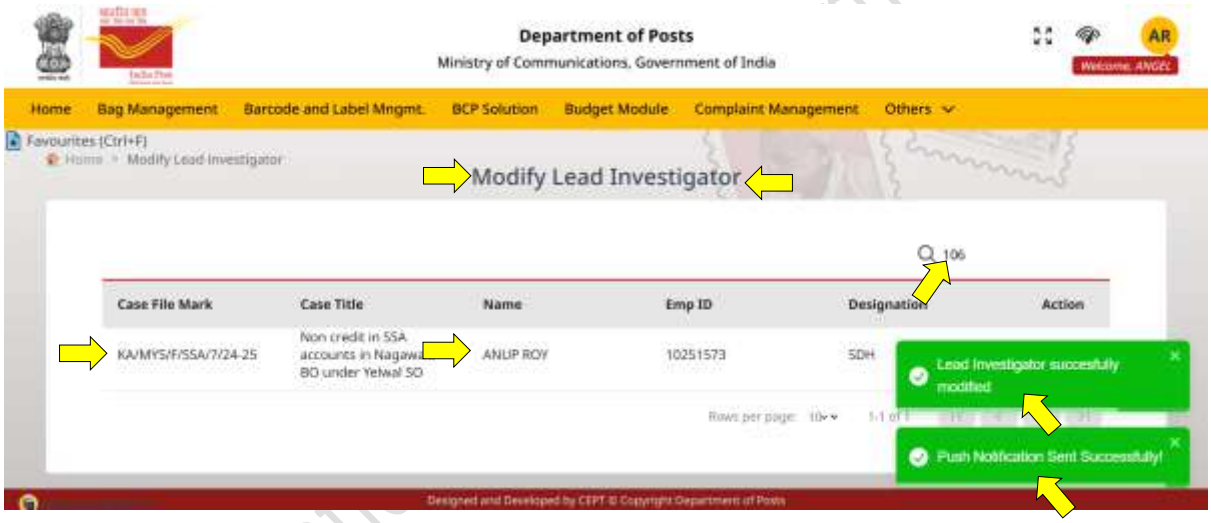


In 'Lead INV Emp ID' field, enter valid 8-digit employee ID of the offender and press Tab key in key board. A flash pop-up message as shown above will also appear and 'Employee Name', 'Designation' fields get auto filled. Click on "**Submit**" button.



After clicking on "Submit" button, two flash pop-up messages as shown above will appear and modified Lead Investigator's name and employee ID will get updated against the corresponding case file mark.

Note : - After modification of lead investigator of a case ID, previous investigator will not be able to view and handle the case.



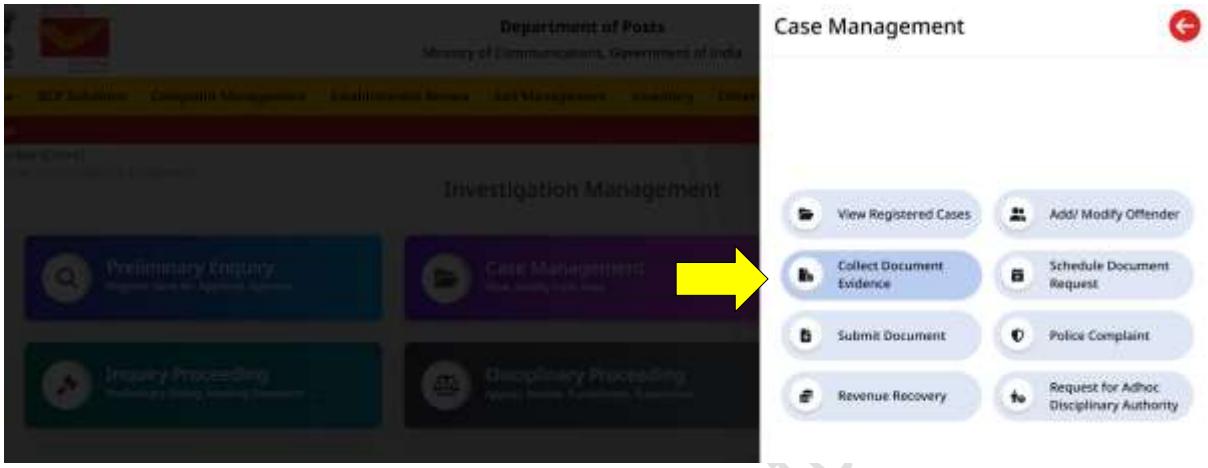
For the purpose of demonstration, we have again modified the lead investigator in a registered case ID: 106, to the original lead investigator who has registered it.

For every modification, notification will be pushed to the concerned officer.

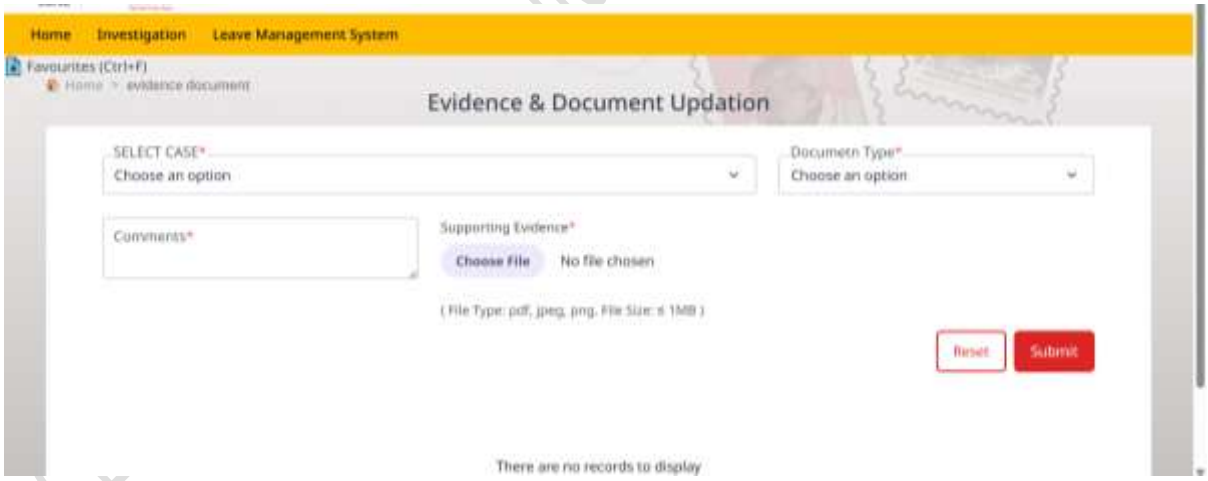
Note : - Lead Investigator may be modified only for a valid and justifiable reasons.

12.2.4 Collect Document Evidence (Investigator Role)

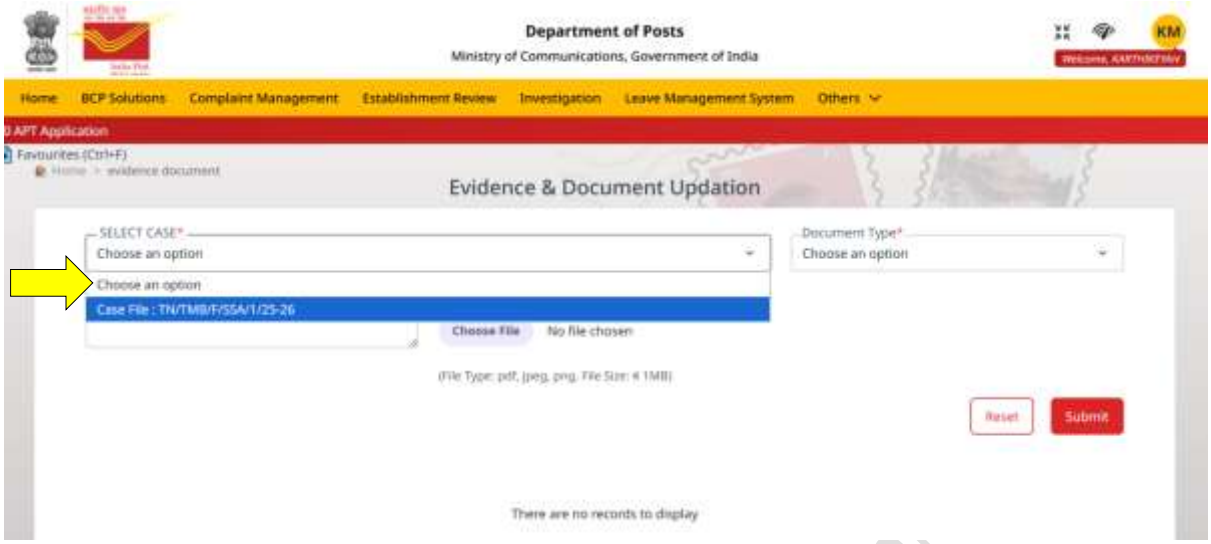
This option may be used by Investigator to upload documents / evidence collected from various sources related to the registered case during course of investigation or Past Work Verification before submission of final report in a case.



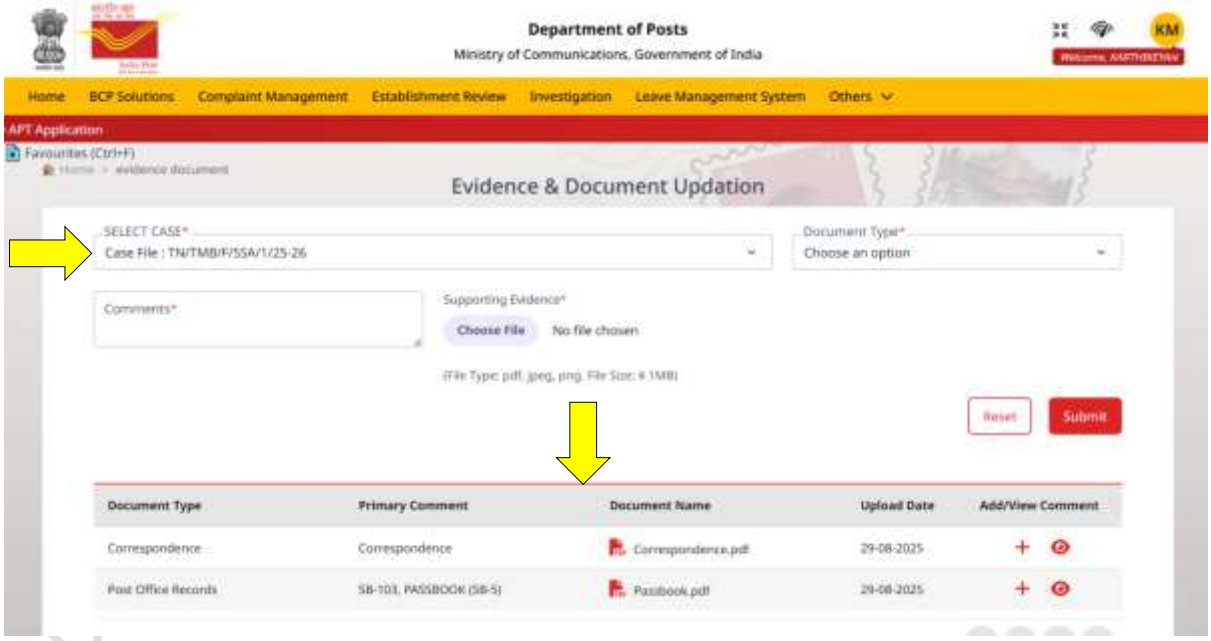
Click on ‘Collect Document Evidence’ option available under ‘Case Management’ sub card.



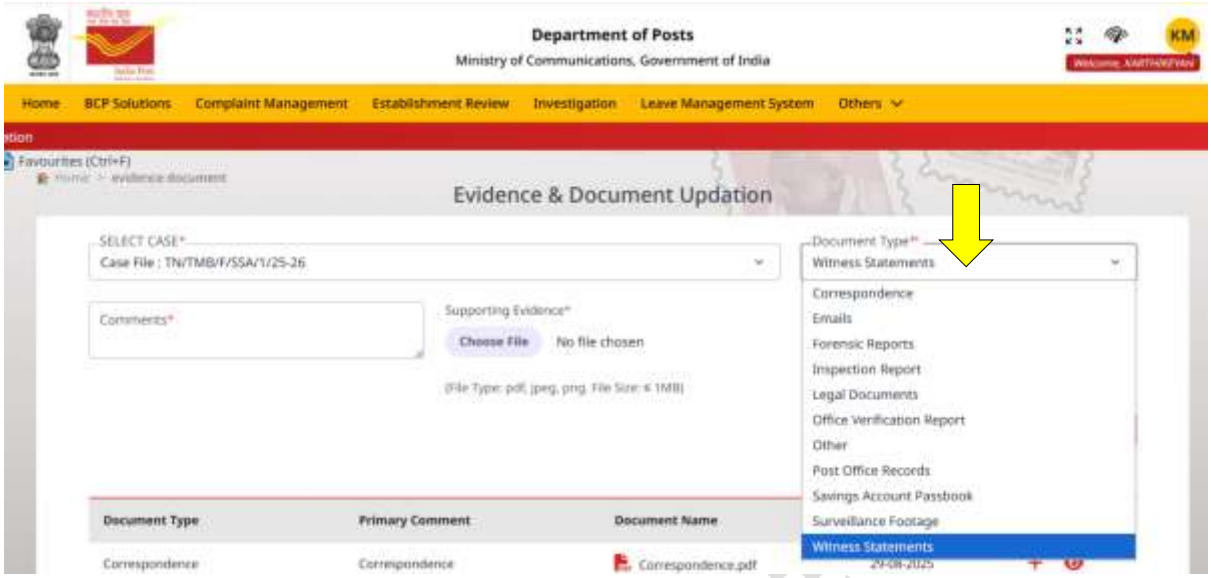
After clicking on ‘Collect Document Evidence’ option, page as shown above will appear.



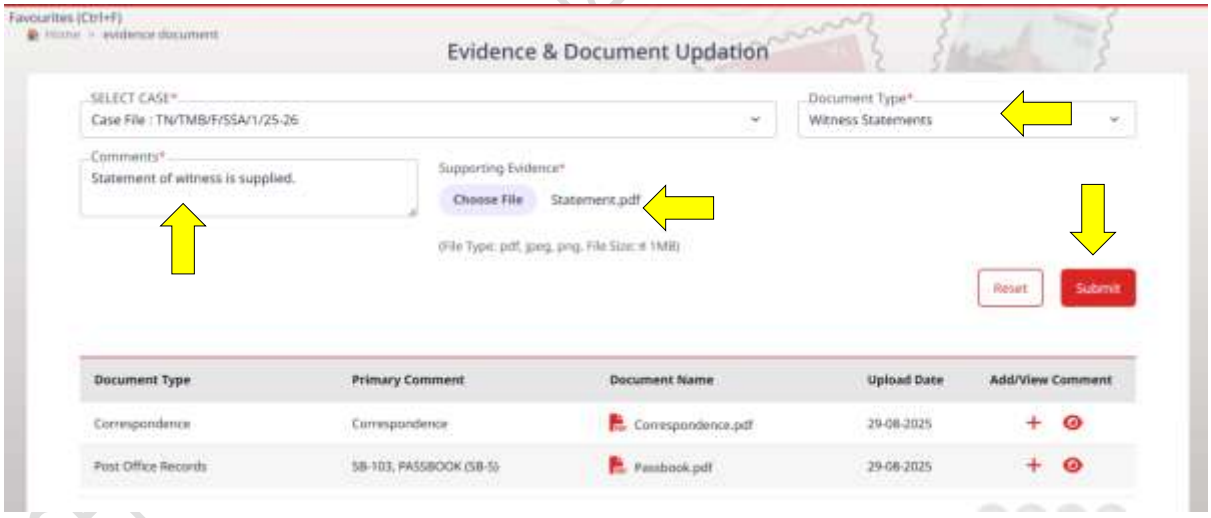
Select desired case ID from the drop down list for which document evidence need to be updated.



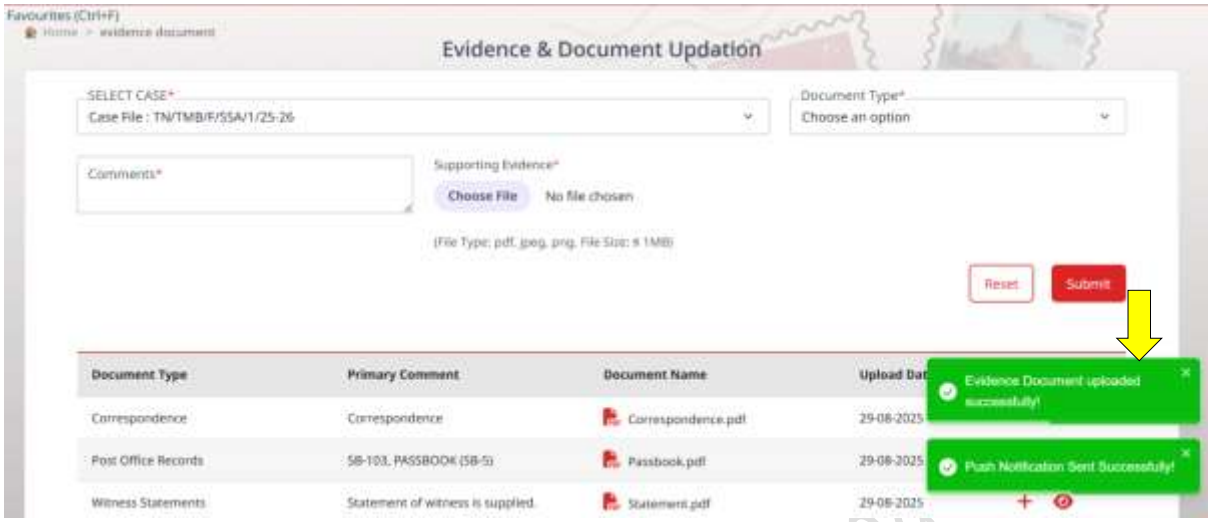
After selection of case ID, evidence documents already uploaded in the selected case will be shown in a tabular list as shown above.



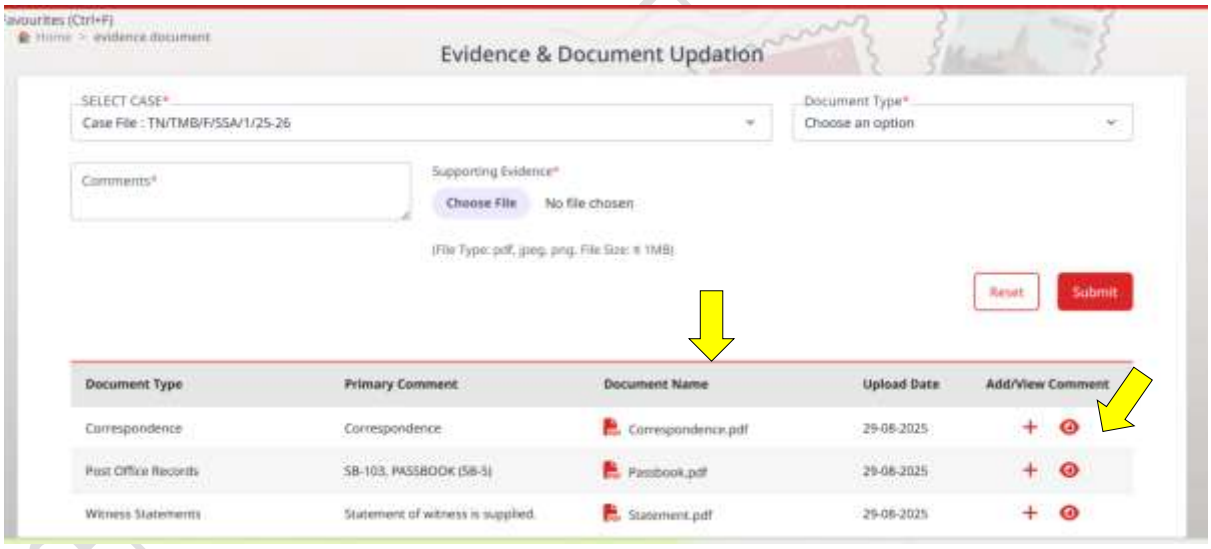
Once the case file is selected the user needs to select the Document Type from the drop-down list.



After selecting the document type, the user can add the necessary comments in the comment box and attach 'Supporting Evidence' by clicking the 'Choose File' option. Finally, click the 'Submit' button.



Upon clicking the 'Submit' button, a pop-up message stating 'Evidence Document uploaded successfully' will appear, along with 'Push Notification Sent Successfully.'

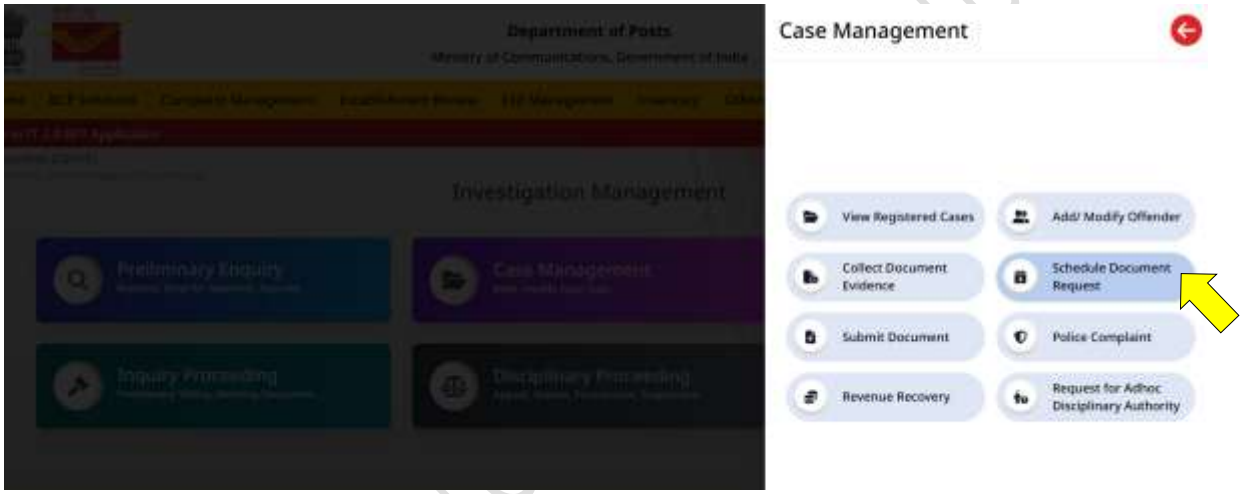


After clicking on "Submit" button, two flash pop-up messages as shown above will appear on screen and the uploaded document will be added in the list. Provision of '+' (Add) and 'Eye Ball' icons are provided for each record (i.e. row data) which can be used to add comment and view uploaded documents as explained in previous paragraphs.

12.2.5 Schedule Document Request (Investigator Role)

In case Investigator requires any document(s) for further continuation of investigation in a registered case and the required documents are available in some other unit like HO, SBCO, etc., Using this option, Investigator can seek approval from the competent authority to obtain such documents.

For documents required from various offices / units, request by the Investigator will be created and Disciplinary Authority / Divisional Head will issue orders (offline) to the concerned office / unit to provide the requested documents to the Investigating Officer.



Click on ‘Schedule Document Request’ option available under ‘Case Management’ sub card.

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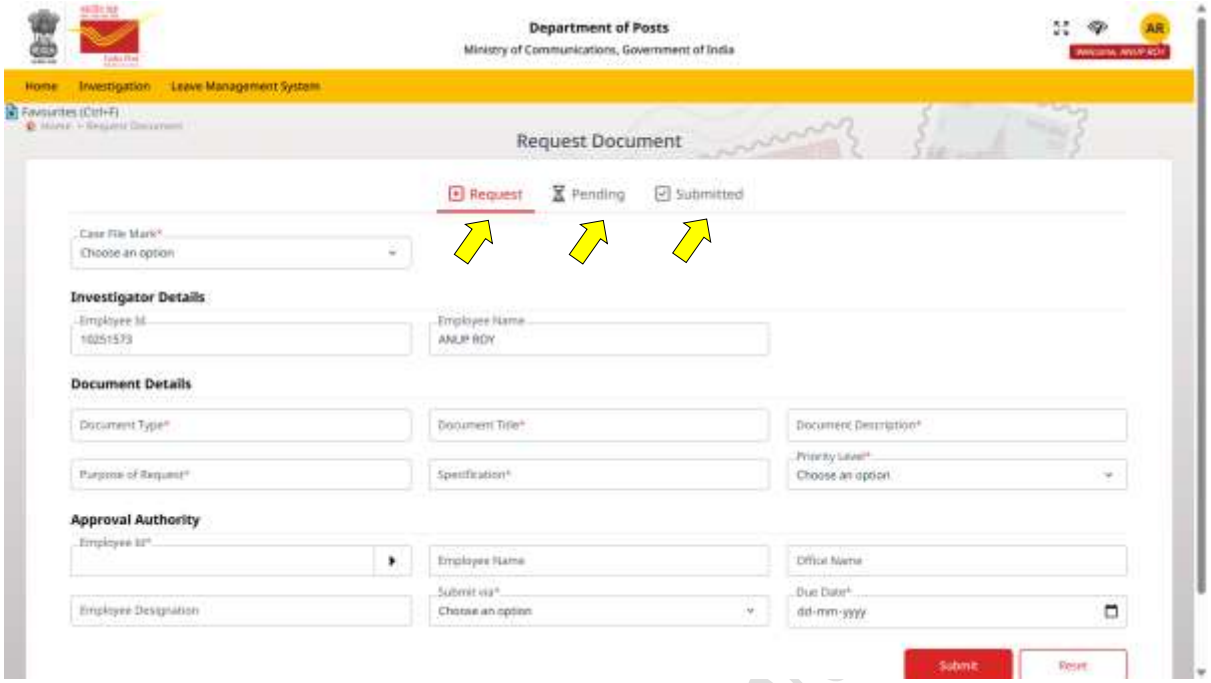
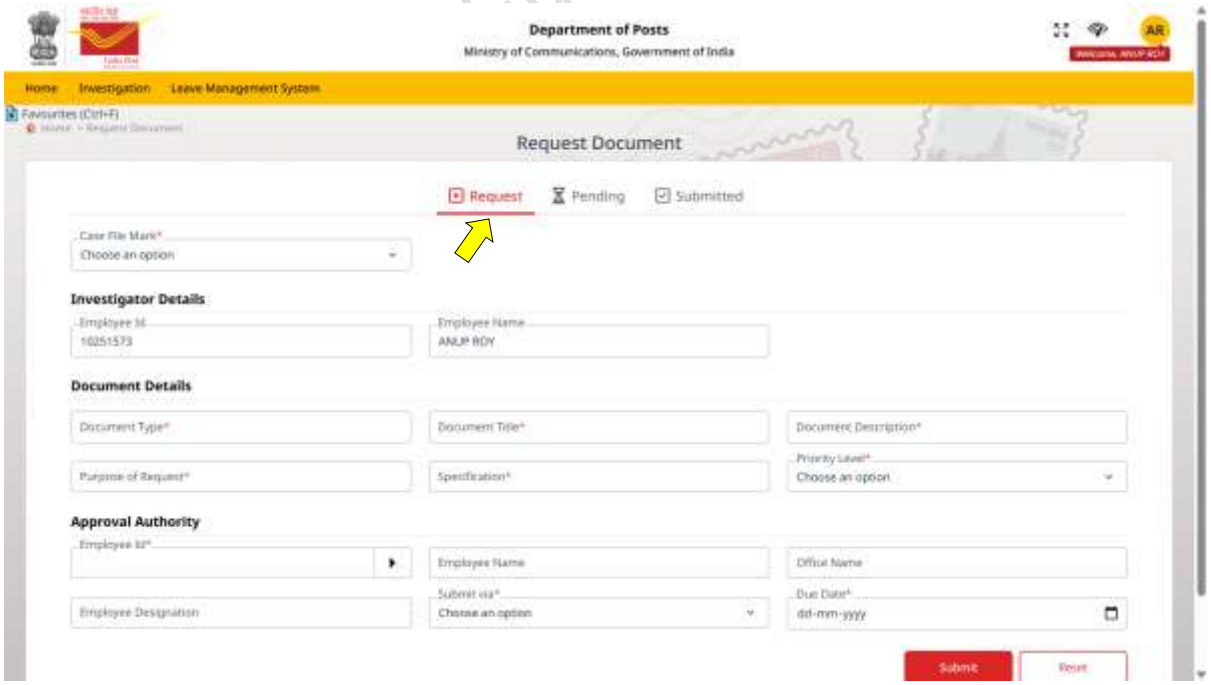
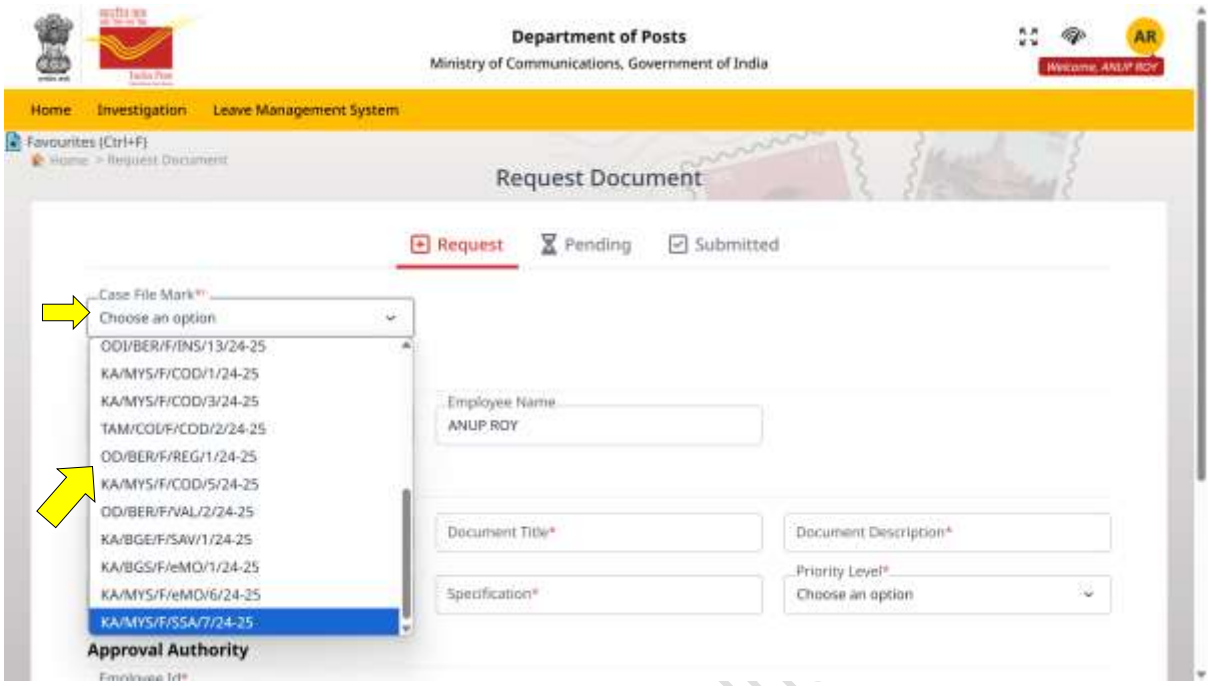


After clicking on 'Schedule Document Request' option, page as shown above will appear. This page has three (3) tabs viz., **(1) Request (2) Pending (3) Submitted.**

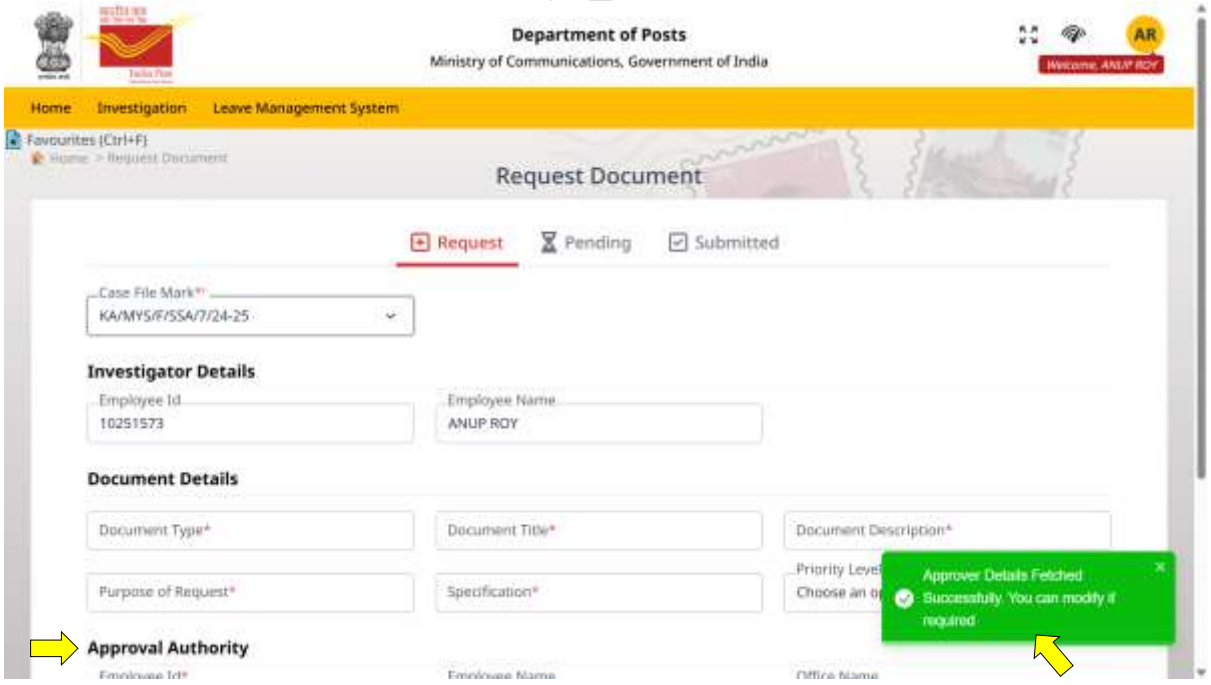
12.2.5.1 Request



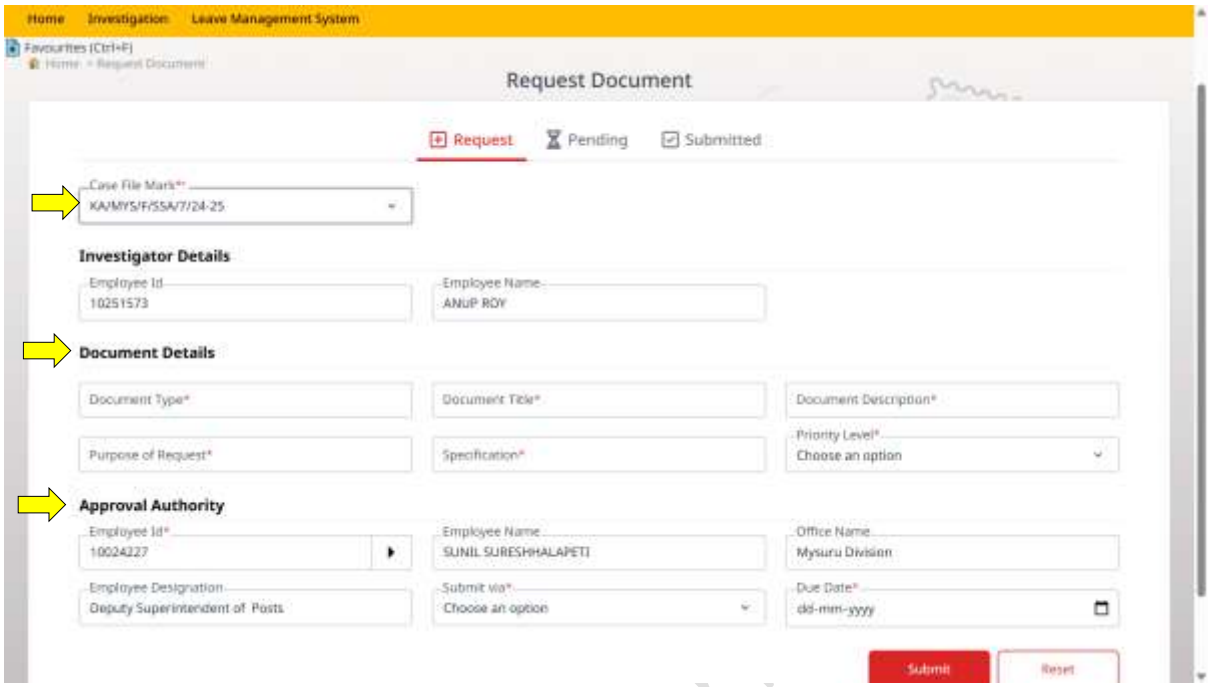
To raise / create a request, click on 'Request' tab, fields required to be filled are as shown in the above image.



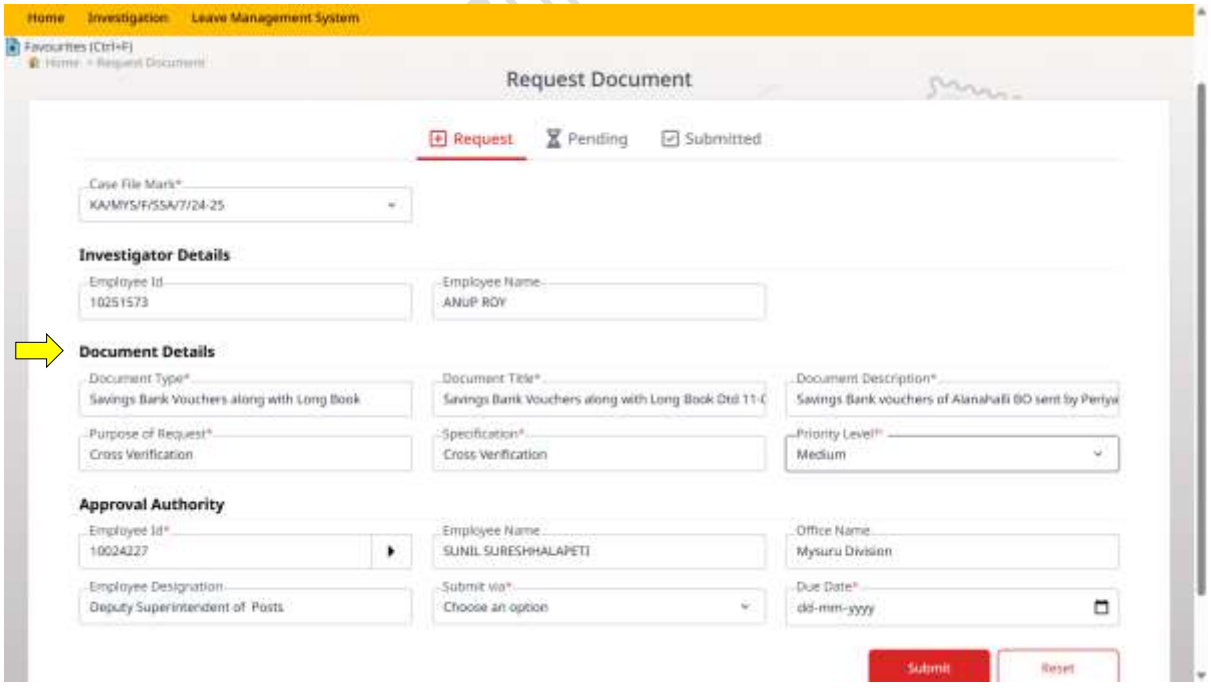
Select ‘Case File Mark’ from the drop-down list.



After selecting ‘Case File Mark’, Approval Authority details will be auto fetched and a flash pop-up message as shown above will appear.



'Request' tab has three sections viz., Investigator Details, Document Details & Approval Authority. After selection of case ID, Investigator details will be auto populated.

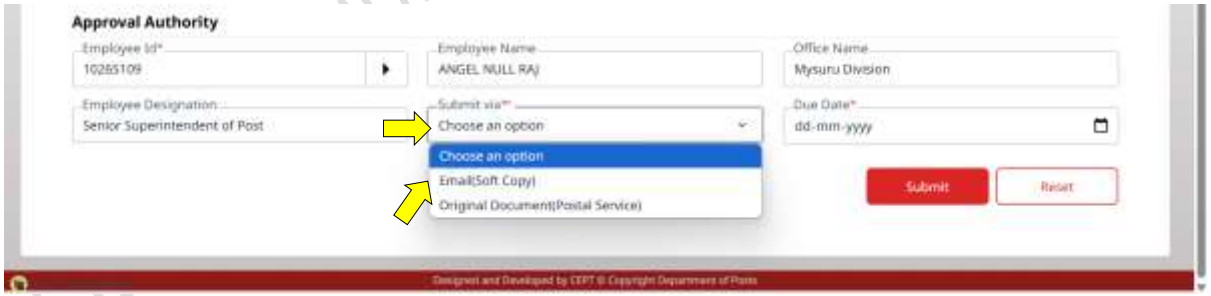


In 'Document Details' section, enter the suitable data / details in 'document type', 'document title', 'document description', 'purpose of request', 'Specification' and select from drop down list in 'Priority Level' field.

In 'Approval Authority' section, details of Approver will be auto populated. If change in Approval Authority is needed, modify 'Employee ID' and click on ' ▸ ' button after entering employee ID to fetch details.

Note : - Only after clicking on ' ▸ ' button, employee details will be fetched.

After clicking on ' ▸ ' button, name, office and designation of modified employee details will be fetched and shown in the relevant fields.

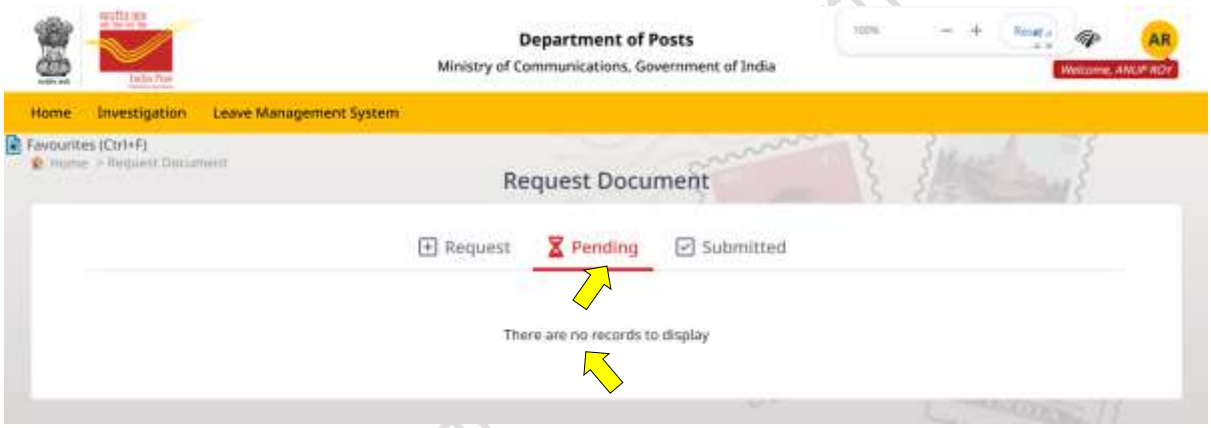


Select from the drop-down list in 'Submit Via' field.

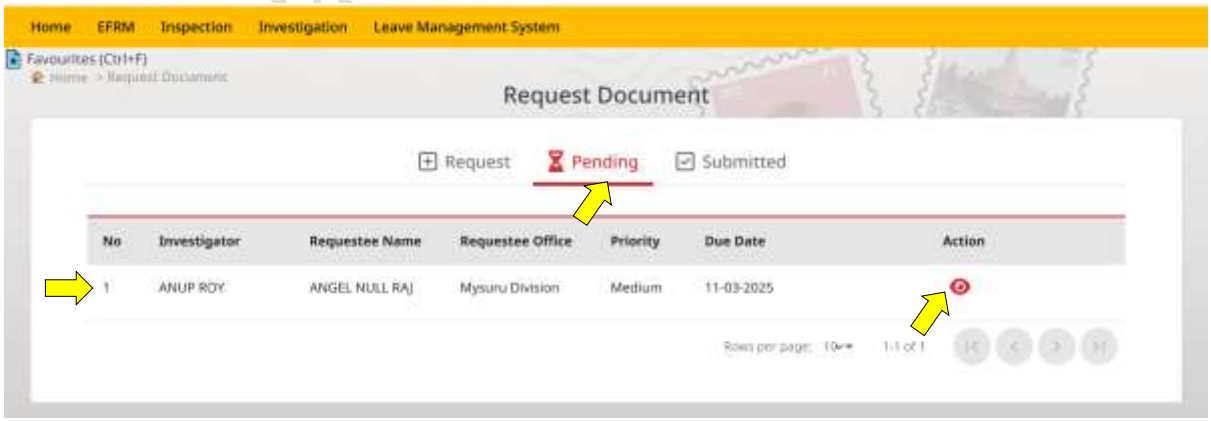
Select / Enter 'Due Date' field (select date by which the requested documents are needed by the Investigator). Click on **"Submit"** button. Then this document request details will be shown under 'Pending' tab.

12.2.5.2 Pending

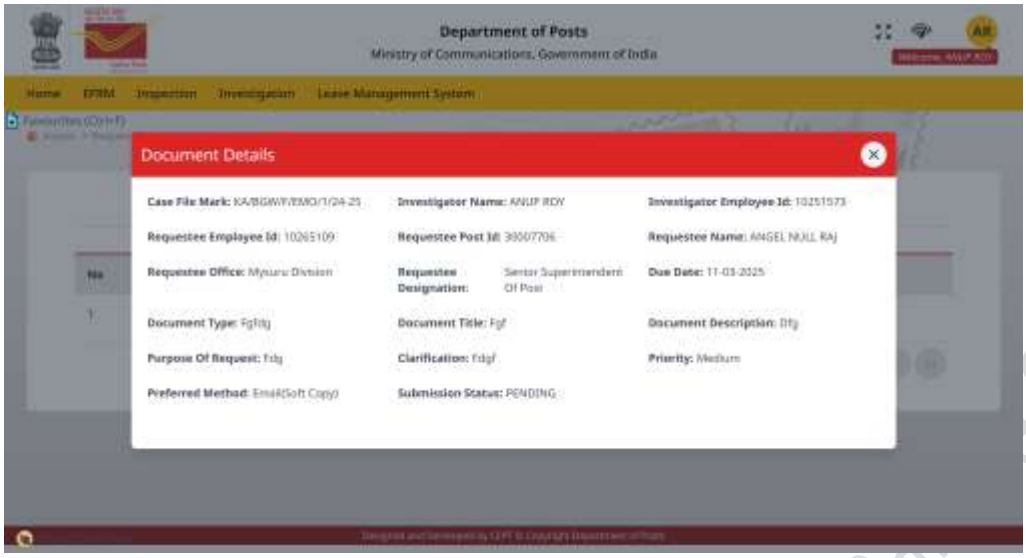
To view the list of document(s) requested by following the procedure mentioned in **5.5.1 of this Operational Guide,** click on 'Pending' tab.



If no requests for documents are raised, pending tab will show remarks as "There are not records to display".

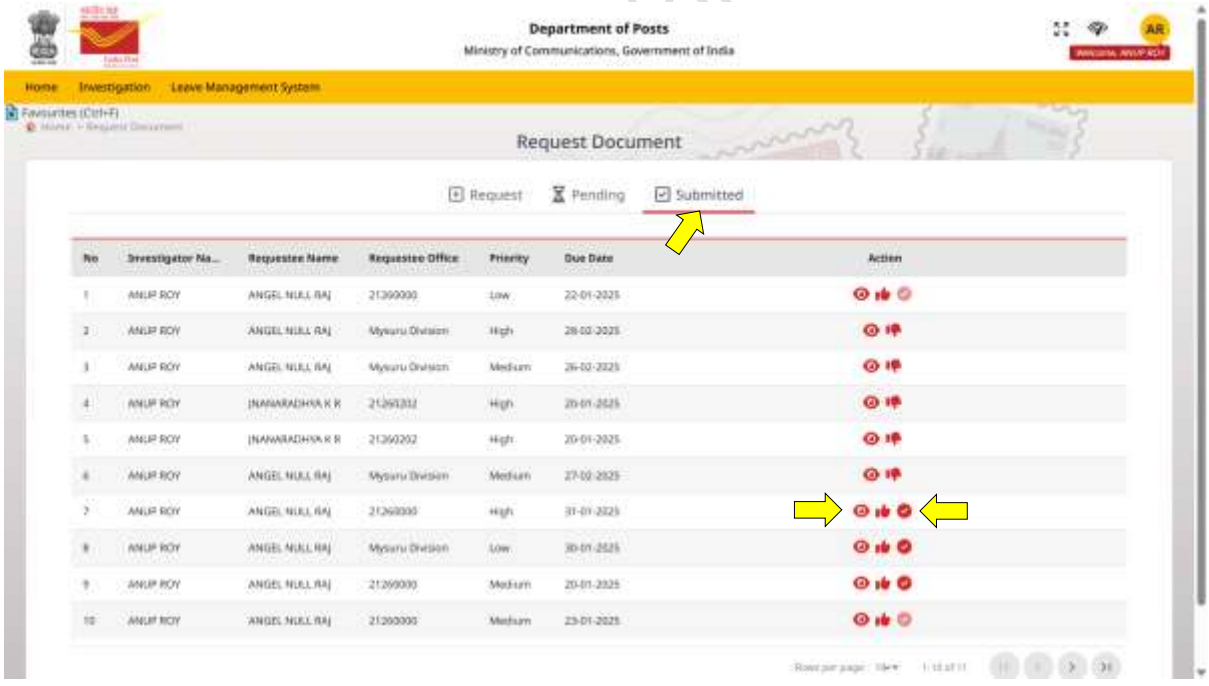


In case document request is raised and are still not approved / rejected by the competent authority, they will be shown under 'Pending' tab as shown above. Provision of 'Eye Ball' is available against each record (i.e. row data) to view document request details.



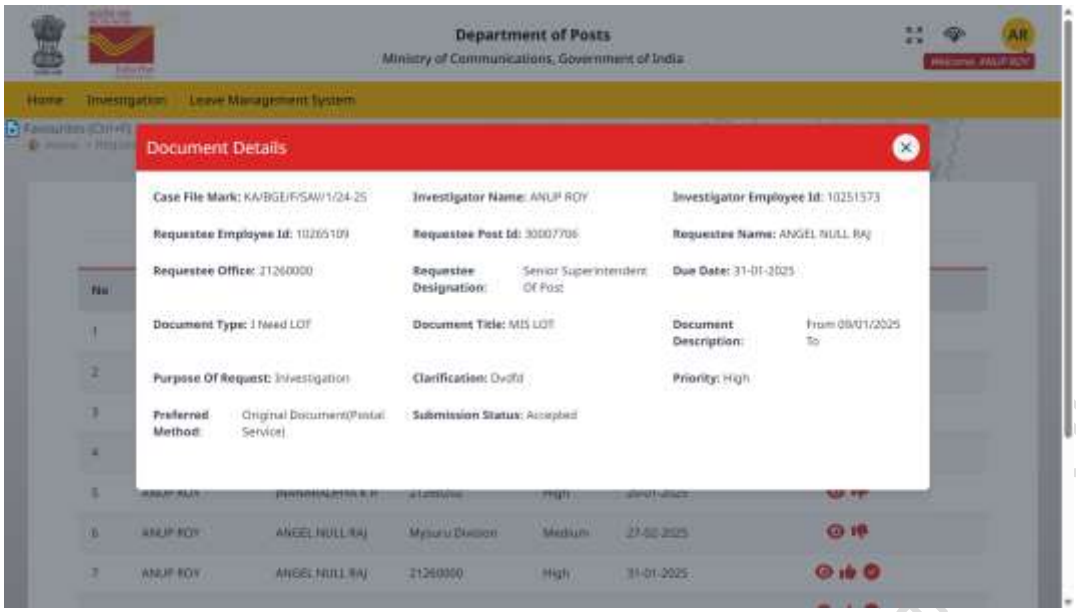
After clicking on 'Eye Ball' icon against the desired record, a pop-up window as shown above will appear.

12.2.5.3Submitted



Click on 'Submitted' tab. Under this tab, all the document requests scheduled by the investigator after approval or otherwise will be shown here. Provision of 'Eye Ball', 'Thumps Up' (Approved) and 'Thumps Down' (Rejected) are available against each record (i.e. row data).

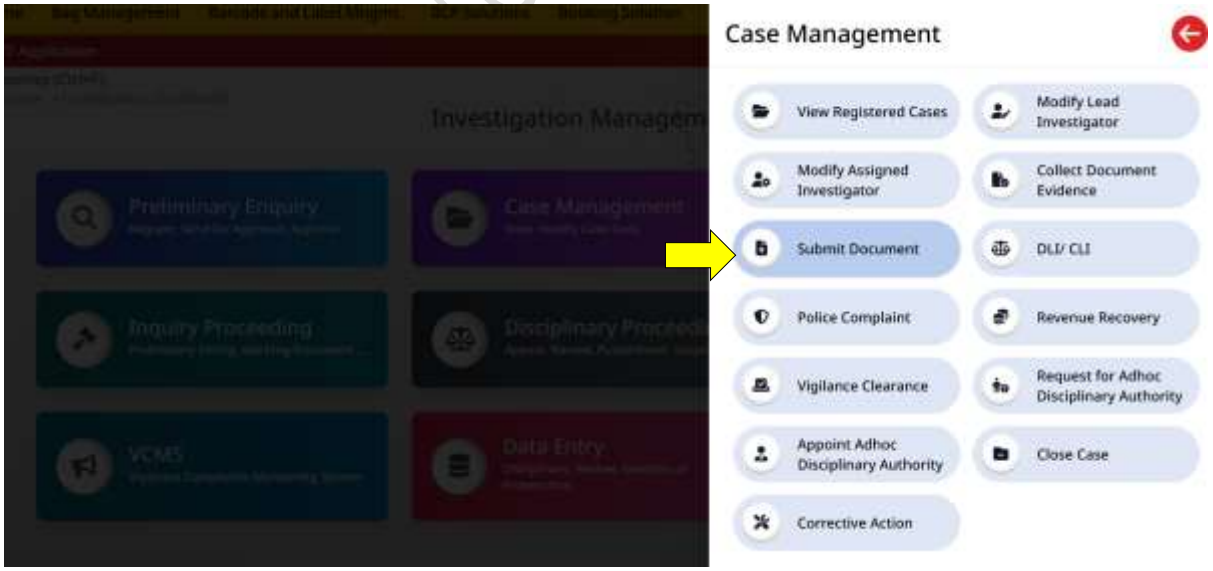
Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.



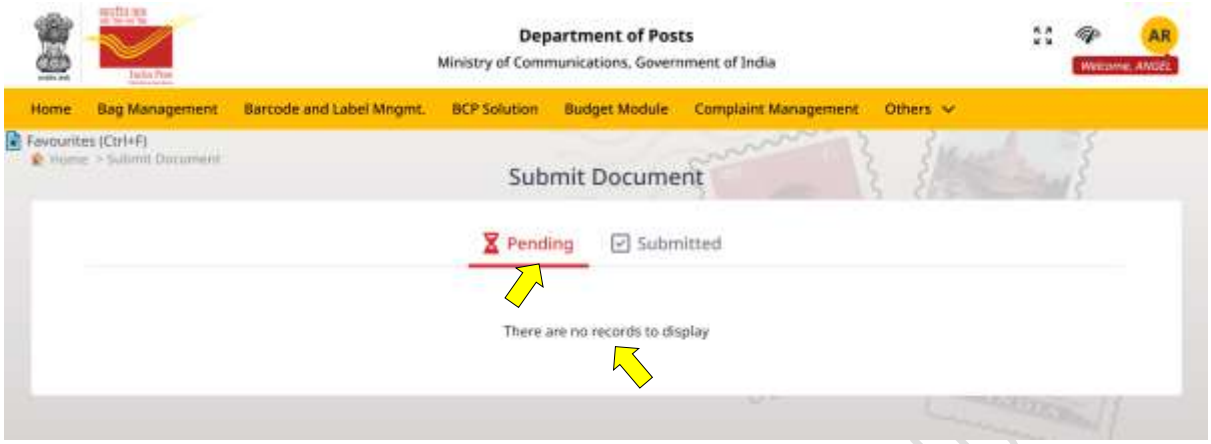
After clicking on 'Eye Ball' icon against the desired record, a pop-up window as shown above will appear.

12.2.6 Submit Document (Disciplinary Authority Role)

Disciplinary authority can approve or reject document(s) requested by Investigator for investigation of a registered case by following the procedure mentioned in **5.5.1 of this Operational Guide**.

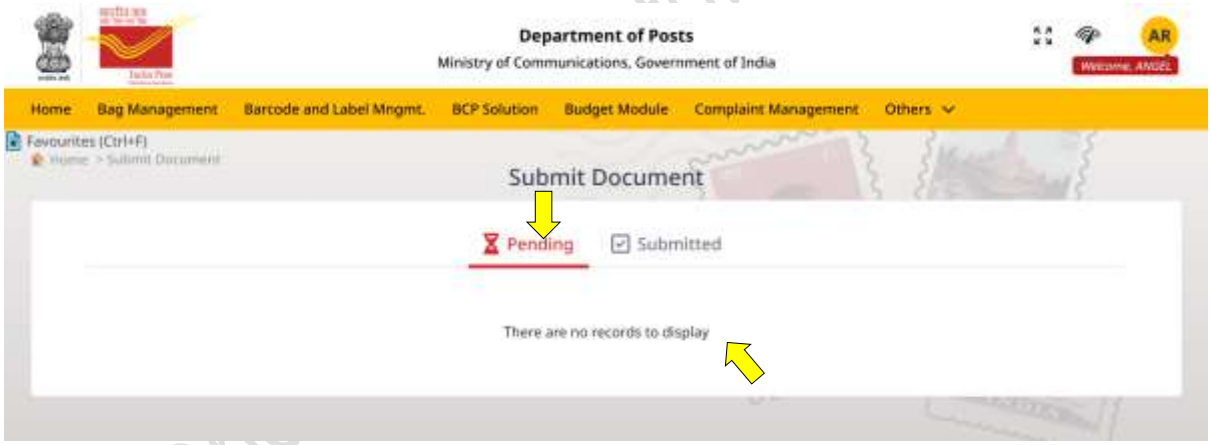


Click on 'Submit Document' side panel option available under 'Case Management' sub card.



After clicking on 'Submit Document' side panel option, page as shown above will appear with two tabs viz., **(1) Pending (2) Submitted**

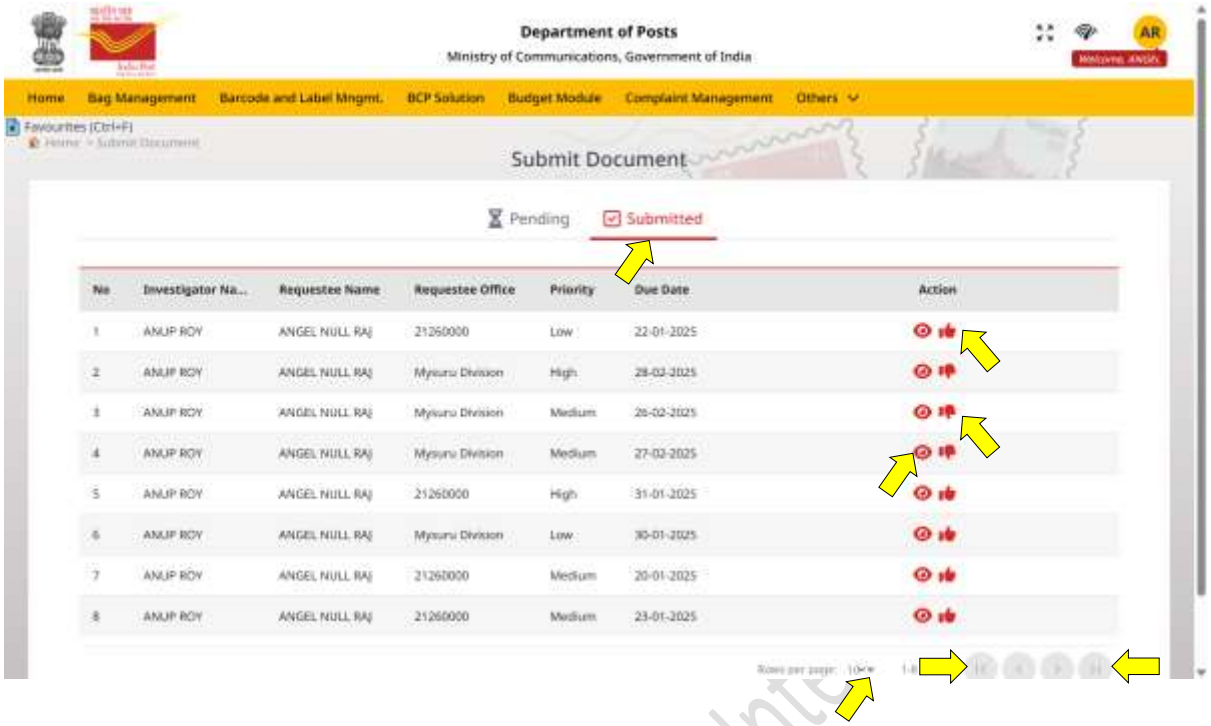
12.2.6.1 Pending



Under 'Pending' tab, all the scheduled requests for documents by the Investigator by following procedure **5.5.1 of this Operational Guide** will appear. In case no requests are pending to be processed, this tab shows text as "There are no records to display".

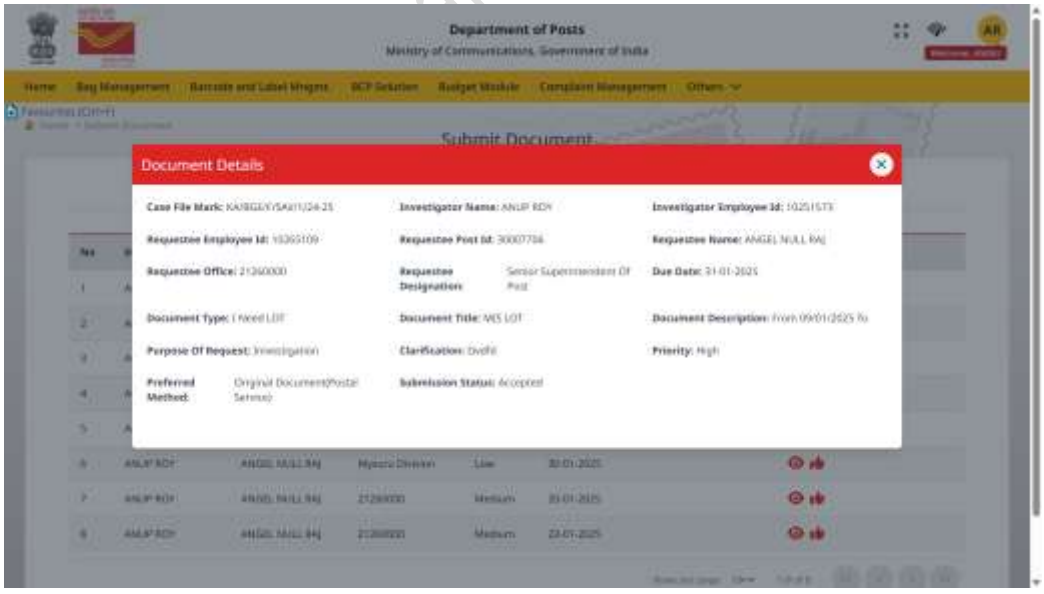
Disciplinary Authority / Approver will have option either to Approve / Reject the request.

12.2.6.2Submitted



Click on 'Submitted' tab. Under this tab, all the document requests scheduled by the investigator after approval or otherwise by the Disciplinary Authority / Approver will be shown here. Provision of 'Eye Ball', 'Thumps Up' (Approved) and 'Thumps Down' (Rejected) are available against each record (i.e. row data).

Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.



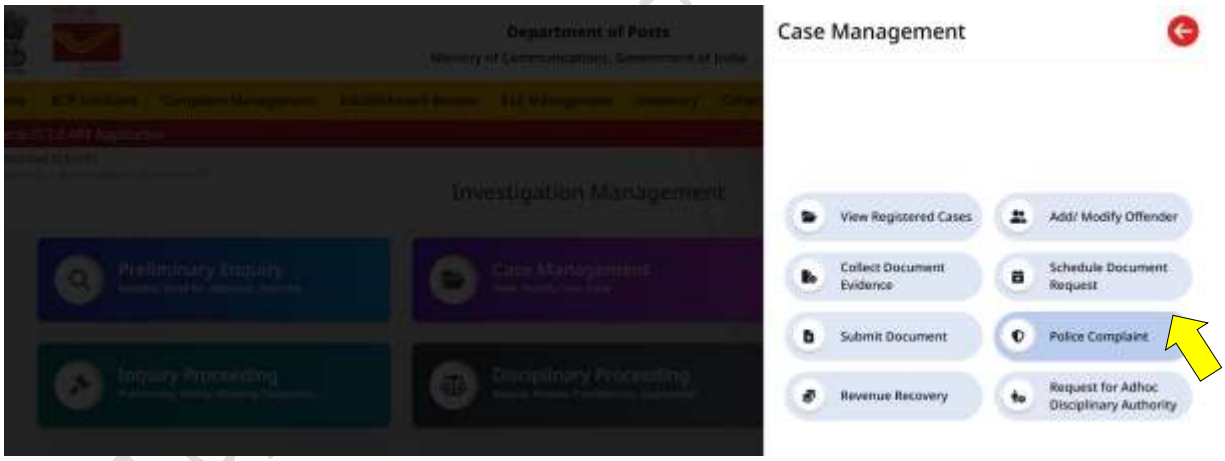
After clicking on 'Eye Ball' icon against the desired record, a pop-up window as shown above will appear.

12.2.7 Police Complaint

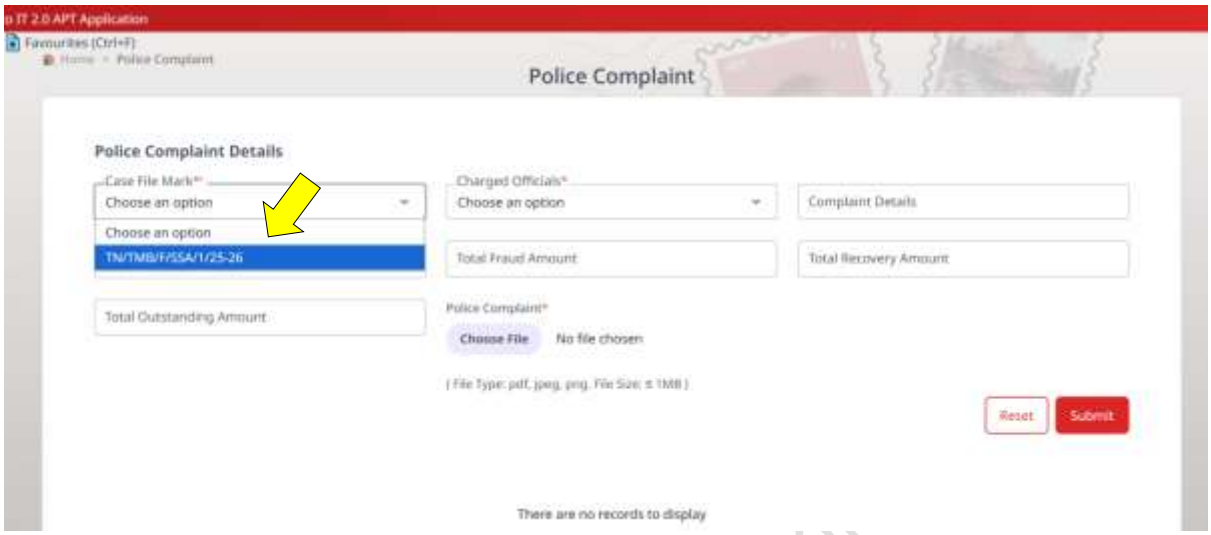
As per Rules and Guidelines:

- **General Financial Rules 2017, Rule 34 (Loss of Government Property due to fire, theft, fraud):**
  All losses above the value of ₹50,000 due to suspected fire, theft, fraud, etc., shall invariably be reported to the Police for investigation at the earliest.
- **Rule 176-A of Postal Manual Vol. V:**
  All cases of loss and fraud causing loss of Government property, where the amount involved is ₹50,000 or above, are to be reported to the Police and FIRs lodged immediately by the concerned Divisional Superintendents.
- **Rule 80(3) of Postal Manual Vol. III (Amended in 1989):**
  A case is considered to involve substantial public funds where the amount of loss exceeds ₹50,000.

The 'Police Complaint' option is dependent on the report. At least an Interim Report must be submitted by the competent authority. Based on the submitted report, the fraud amount data will be fetched through the Case File Mark selection.

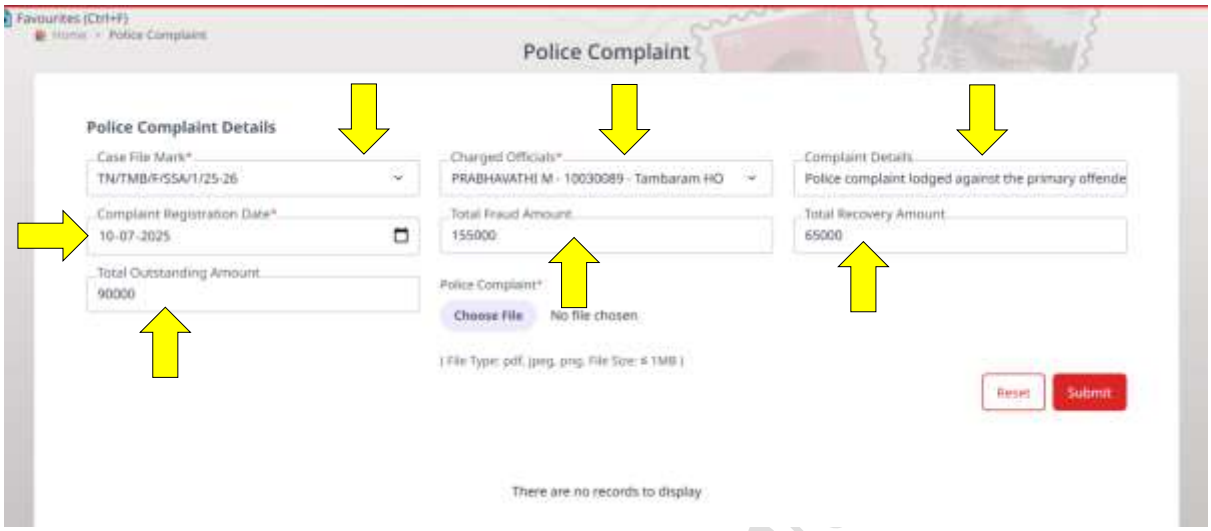


To update the police complaint details in the application, the user must click on the 'Police Complaint' option available under Case Management card.

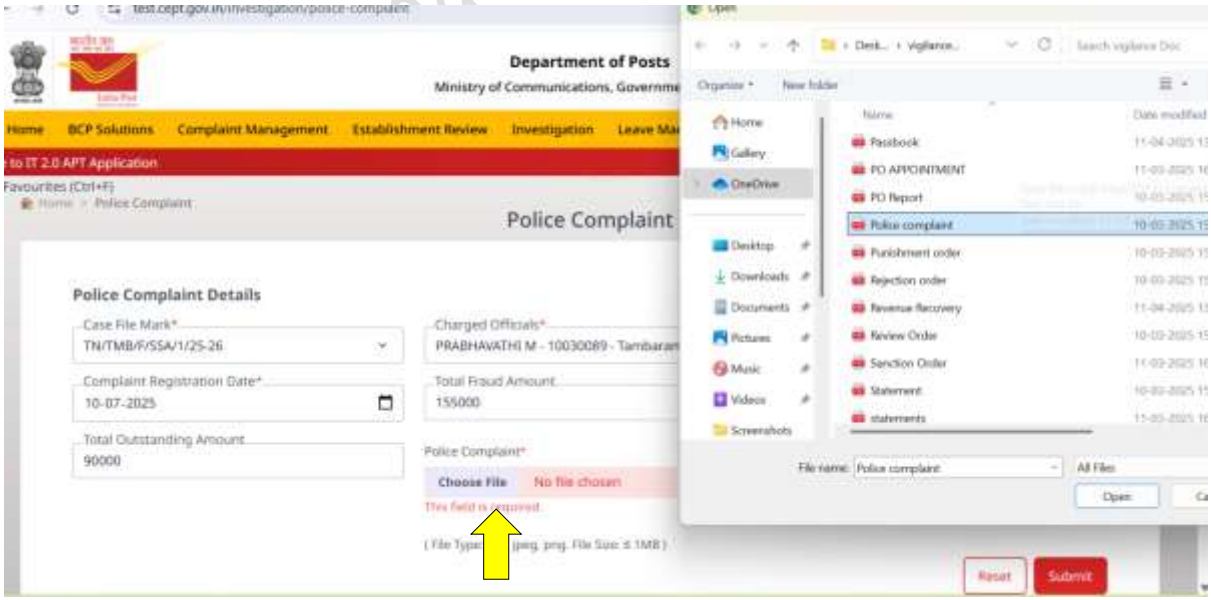


After clicking on the 'Police Complaint' option, the user must select the Case File Mark from the drop-down list.

Once the Case File Mark is selected, the application will display the total fraud amount, total recovery amount, and total outstanding amount.

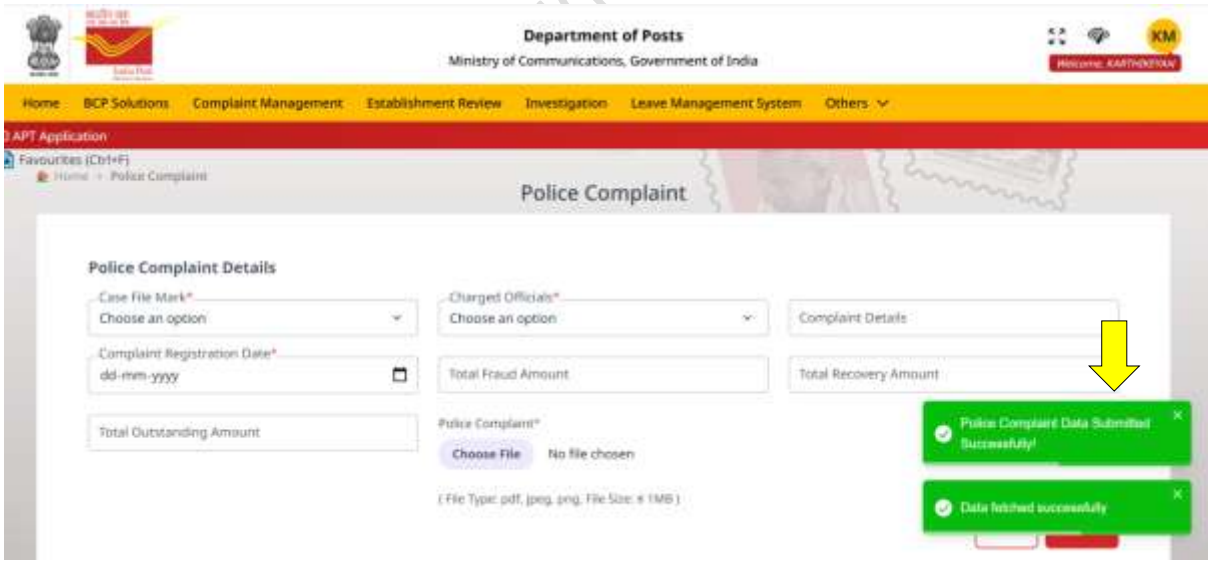


The name of the Charged Official will appear in the drop-down list based on the Case File Mark selection. Similarly, the complaint details and the complaint registration date will also appear on the screen.

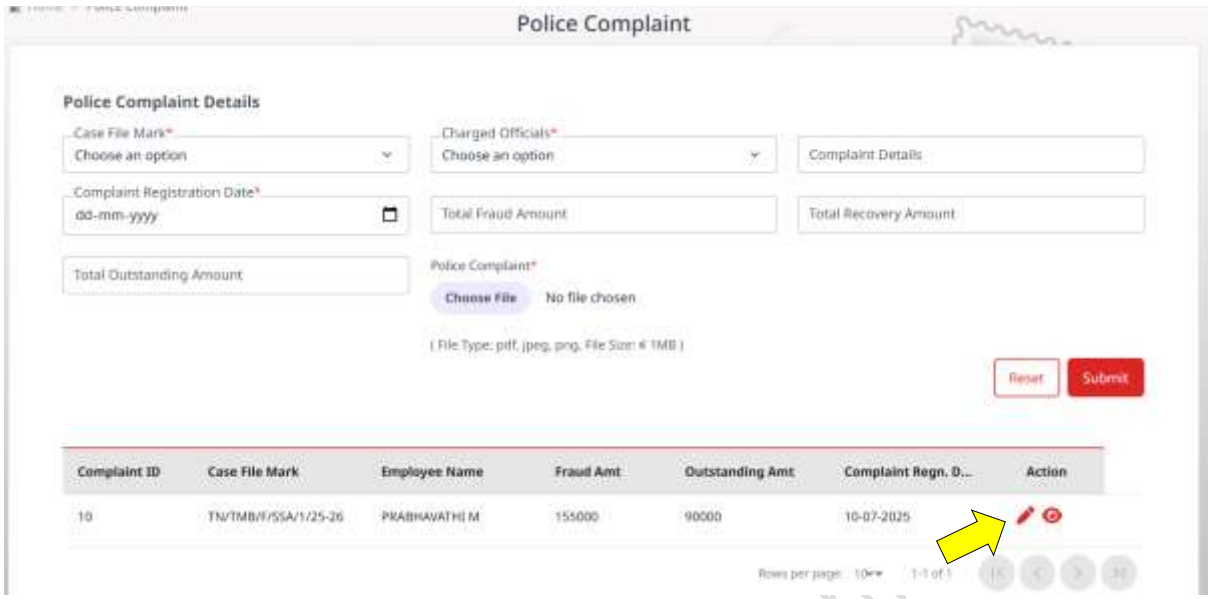


The user must upload the relevant police complaint copy using the 'Choose File' option.

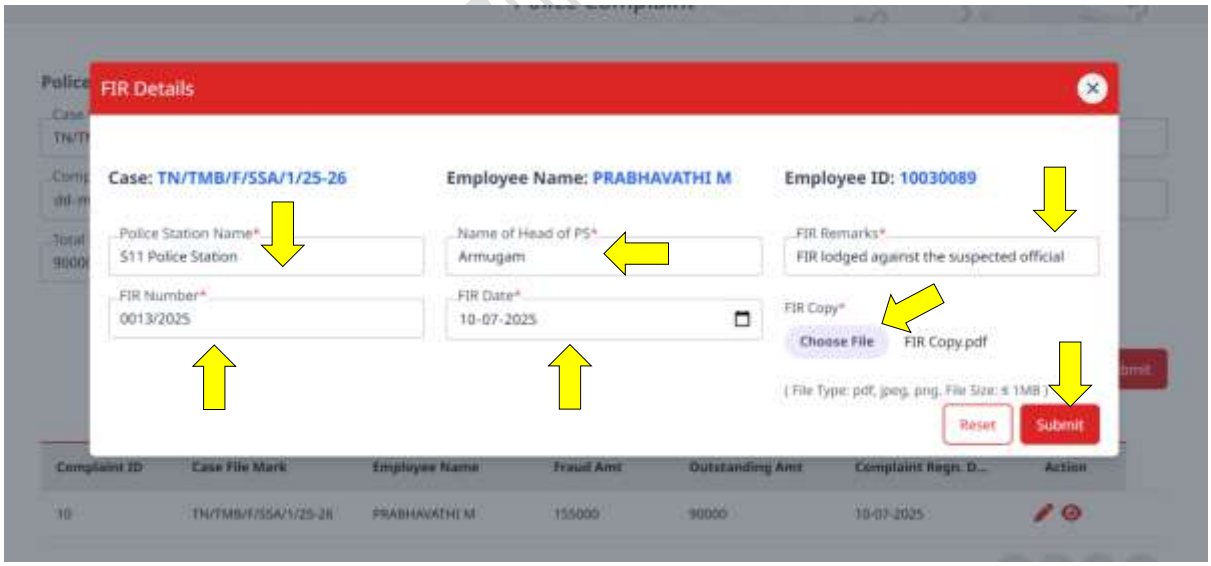
Once the all the data updated, click on Submit button.



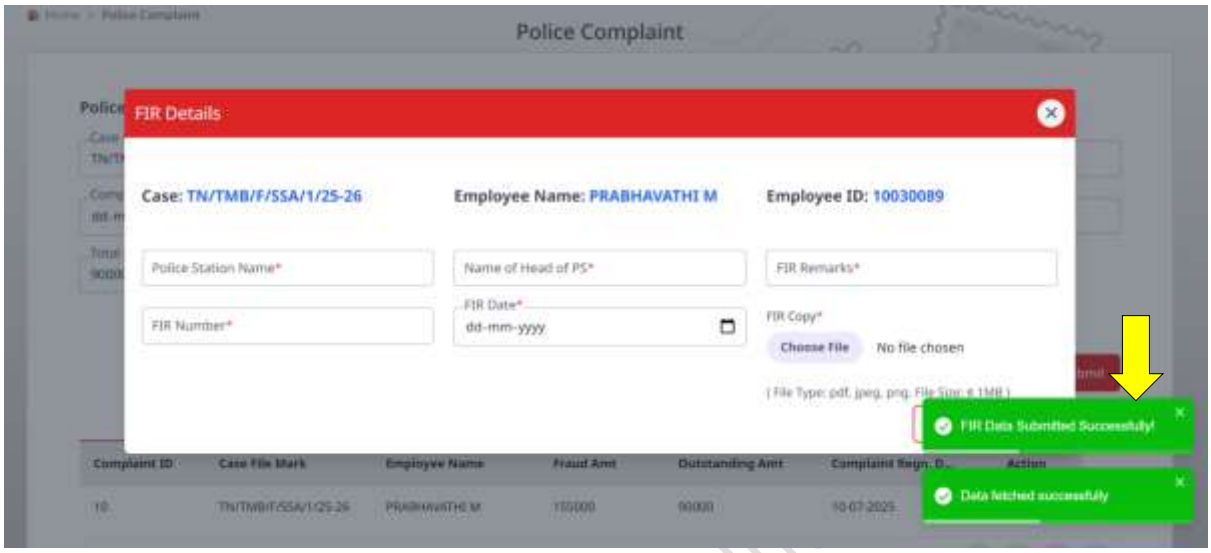
After clicking the 'Submit' button, a pop-up message will appear stating 'Police Complaint Data Submitted' along with 'Data Fetched Successfully.



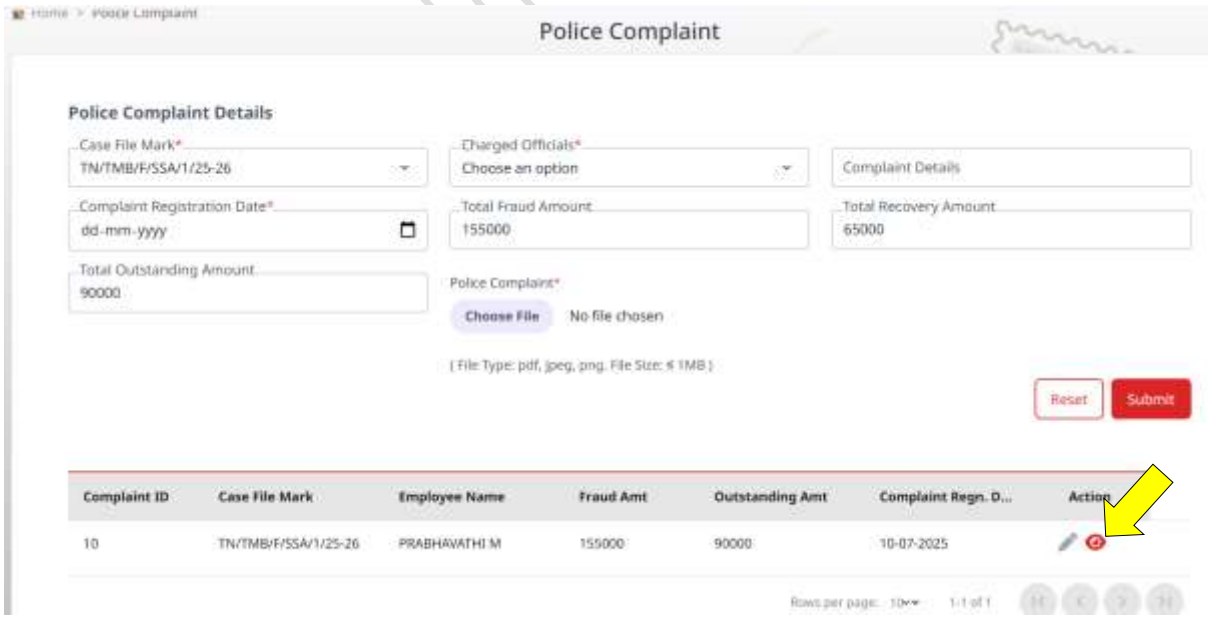
After submission, the police complaint data will appear below under the Action header with Pencil and Eye icons. To update the FIR particulars of the police complaint, the user must click on the Pencil icon.



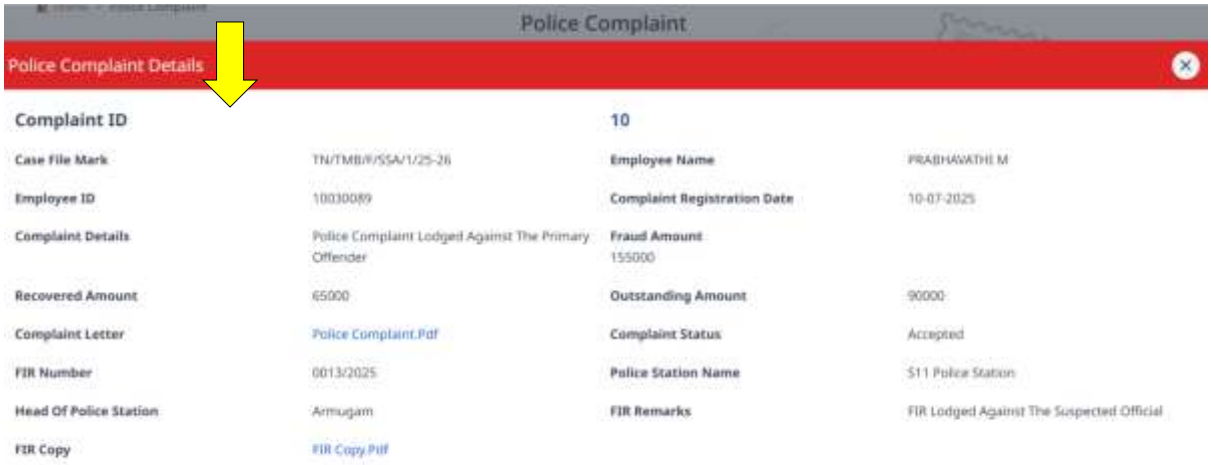
After clicking the Edit option (Pencil icon), the user must enter the Police Station Name, Name of the Head of the Police Station, FIR Remarks, FIR Number, and FIR Date. The FIR copy of the relevant case must also be attached using the 'Choose File' option. Once all the details are entered, the user must click the 'Submit' button."



Soon after clicking the 'Submit' button, a pop-up message will appear stating 'FIR Data Submitted Successfully' along with 'Data Fetched Successfully.'



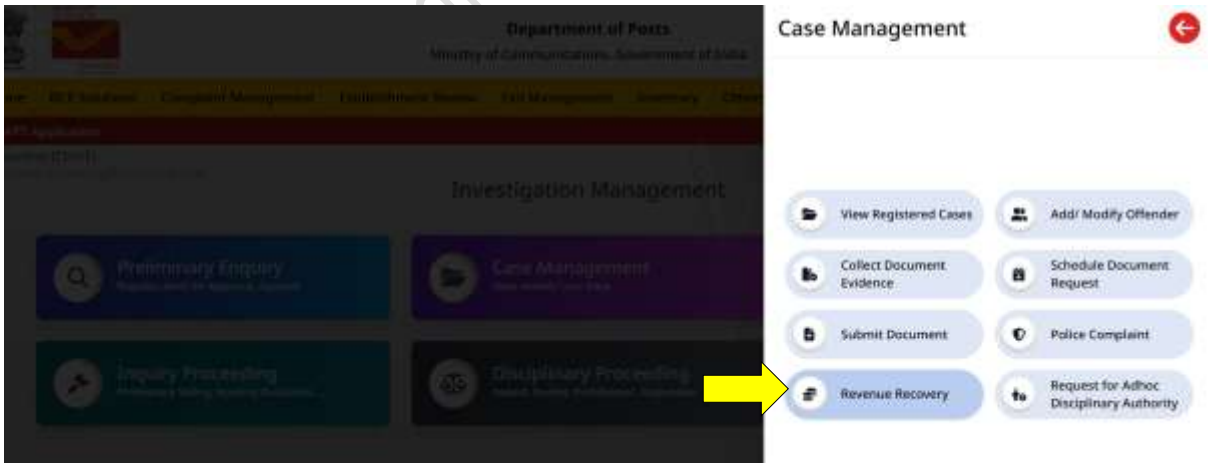
After updating the FIR particulars, the Pencil icon will be disabled. By clicking on the Eye icon, the user can view the updated data."



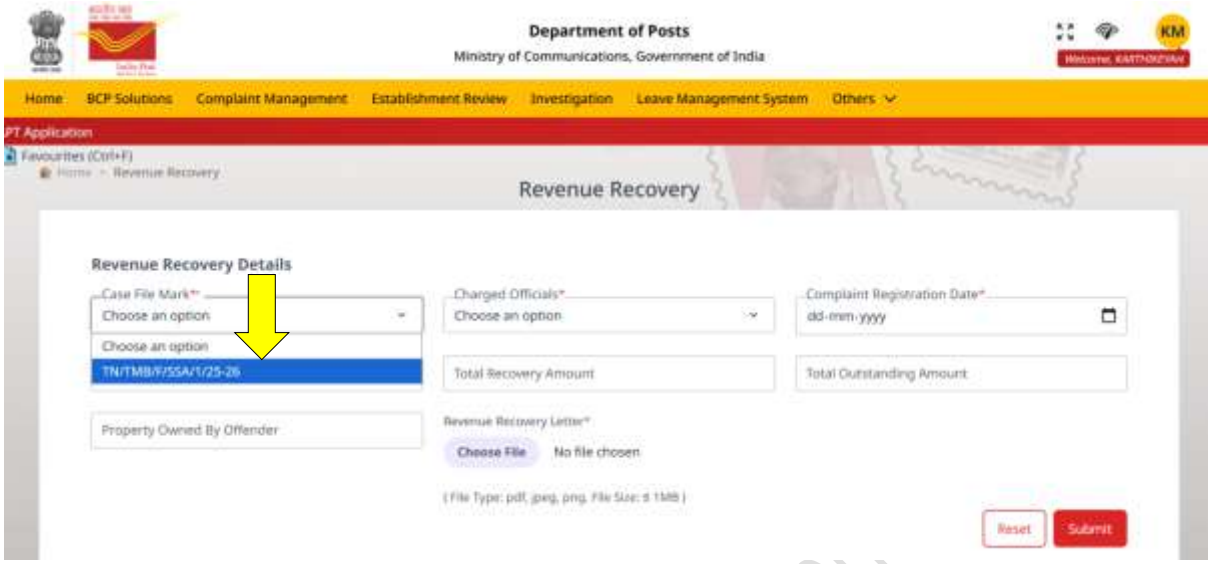
By clicking on the View icon, the user can see the police complaint details and download the attached copies related to the complaint.

12.2.8 Revenue Recovery

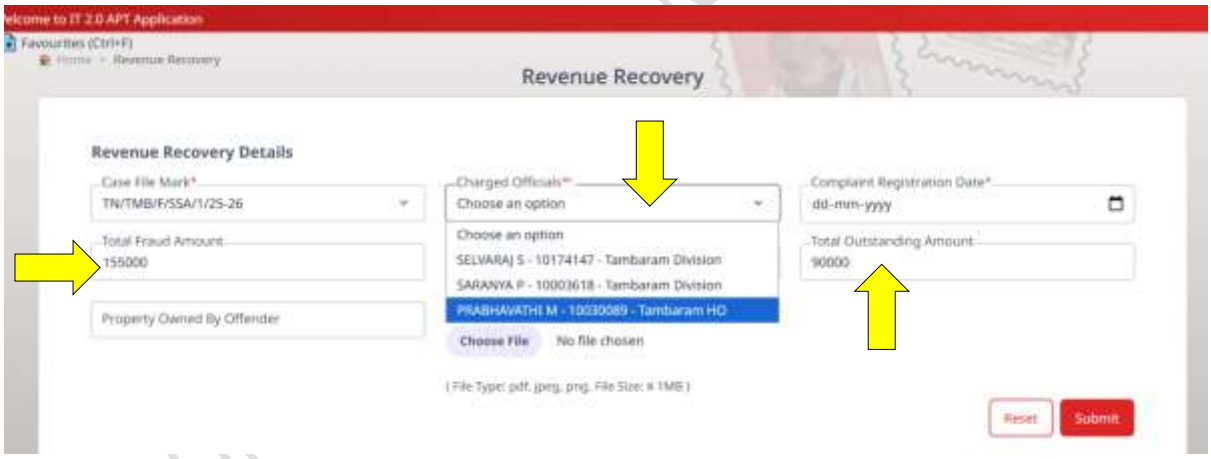
In cases of significant financial loss, revenue recovery authorities can take action to attach and sell the employee's movable or immovable property to recover the outstanding amount. Using this option, the competent authority can update the property particulars of the offender employee.



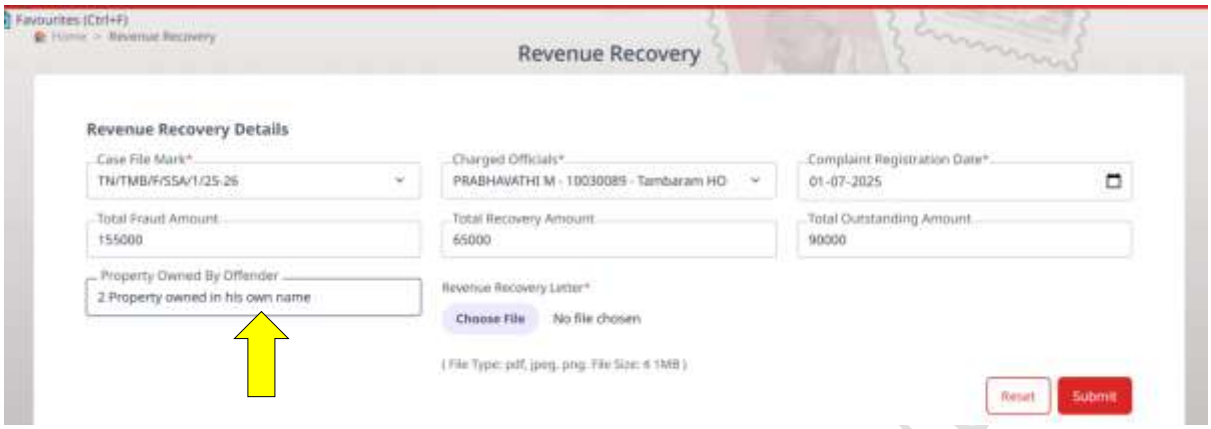
To update the details of properties owned by the offender, click on ‘Revenue Recovery’ option available under ‘Case Management’ card.



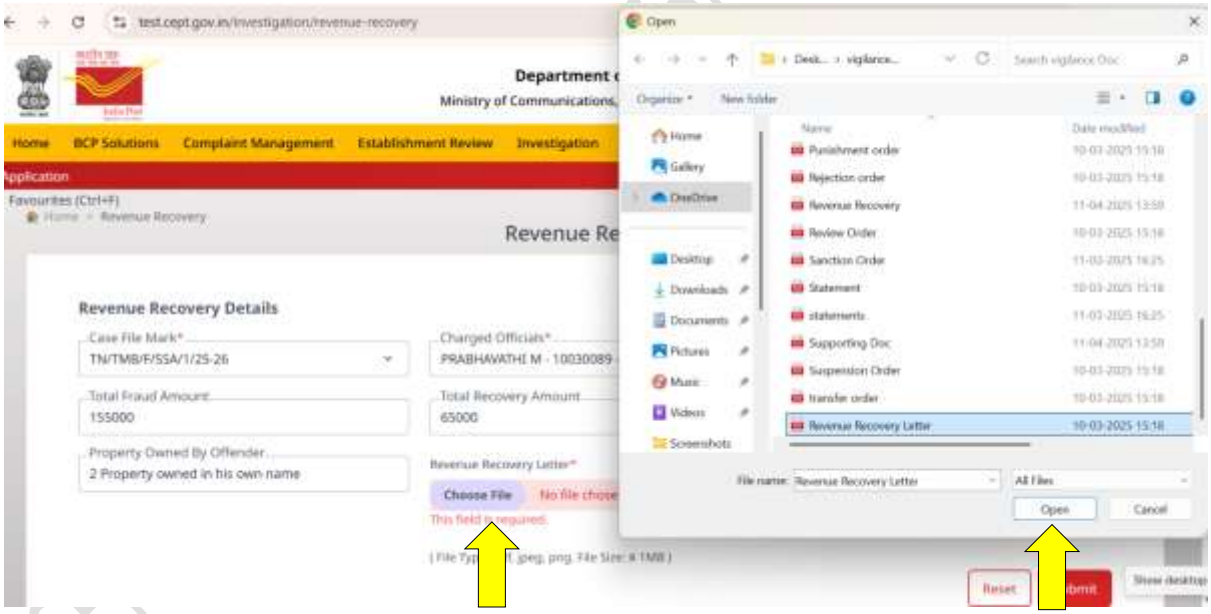
By using drop-down option the Case File Mark shall be selected.



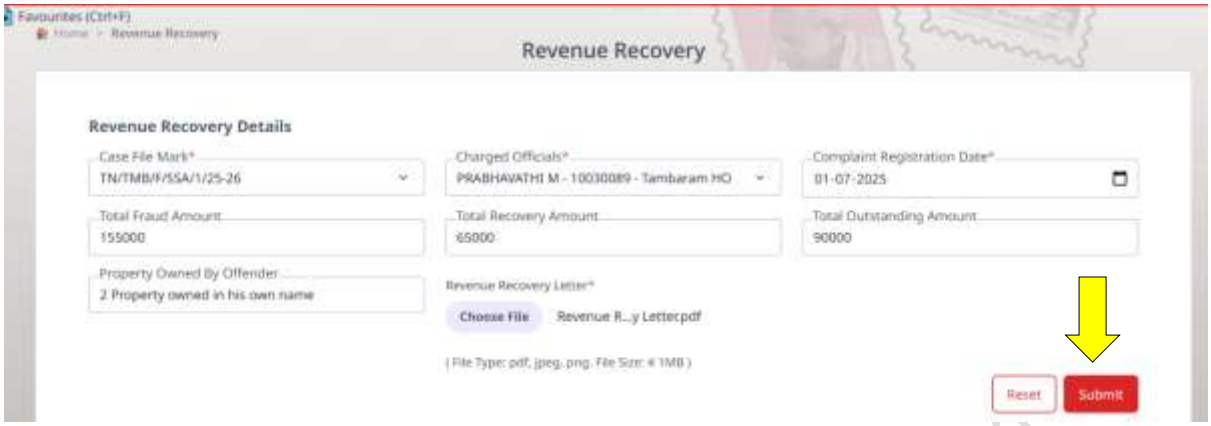
Based on the selected Case File Mark, the name of the charged official, total fraud amount, total recovery amount, and total outstanding amount will appear on the screen. The authority must then select the name of the charged official.



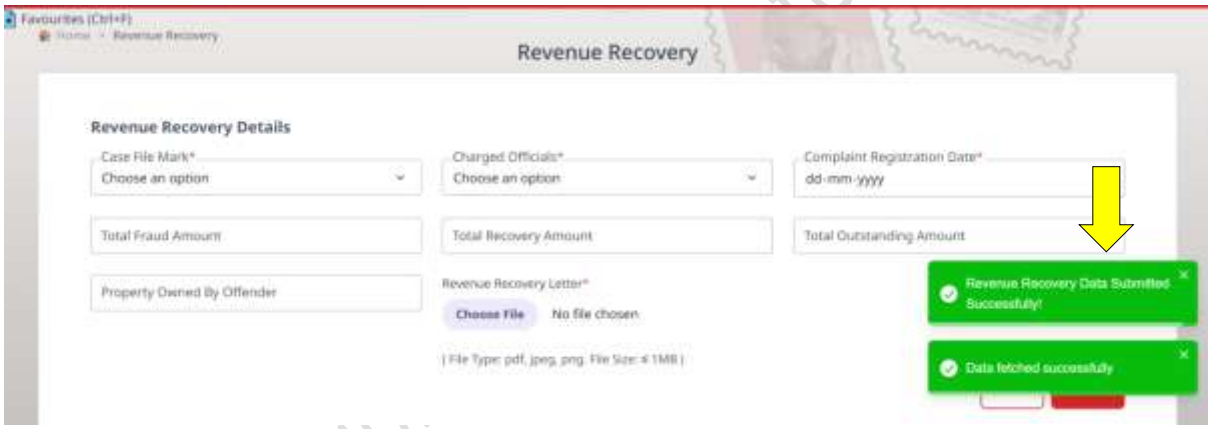
After selecting the name of the charged official, the user must update the 'Complaint Registration Date' and the details of 'Property Owned by Offender'.



The user must then upload the Revenue Recovery Letter issued by the competent authority using the 'Choose File' option



Once all the data has been updated and the Revenue Recovery Letter has been uploaded, the user must click the 'Submit' button.



Soon after clicking the 'Submit' button, a pop-up message will appear stating 'Revenue Recovery Data Submitted Successfully' along with 'Data Fetched Successfully.'

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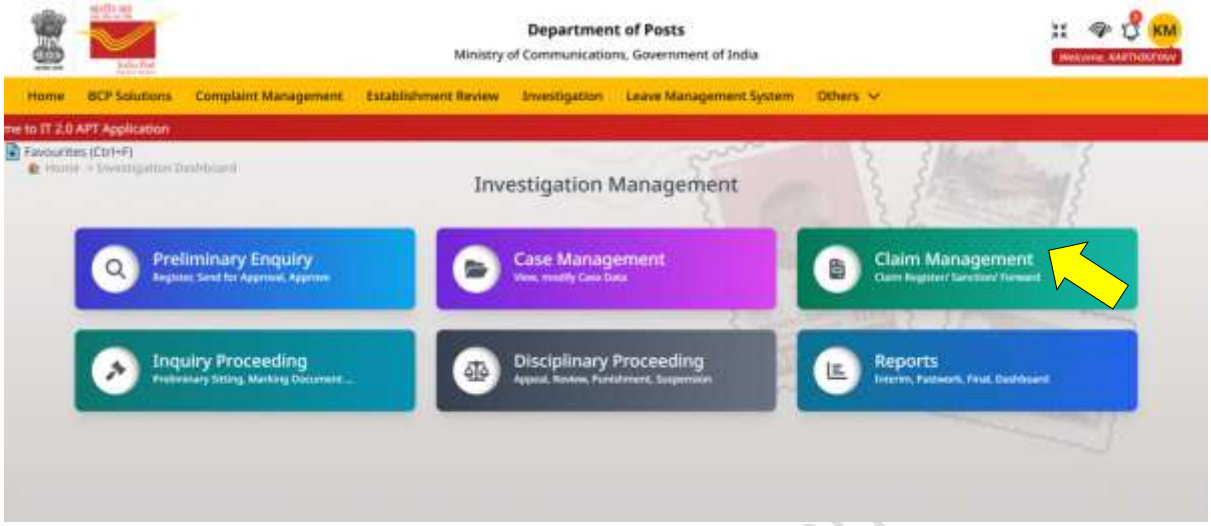
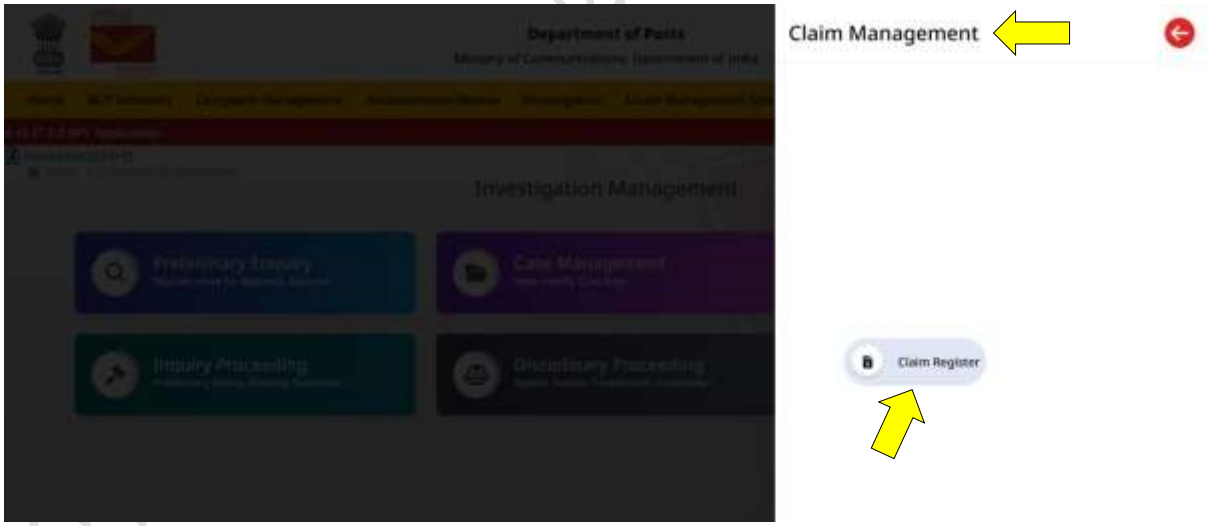
12.3 Claim Management

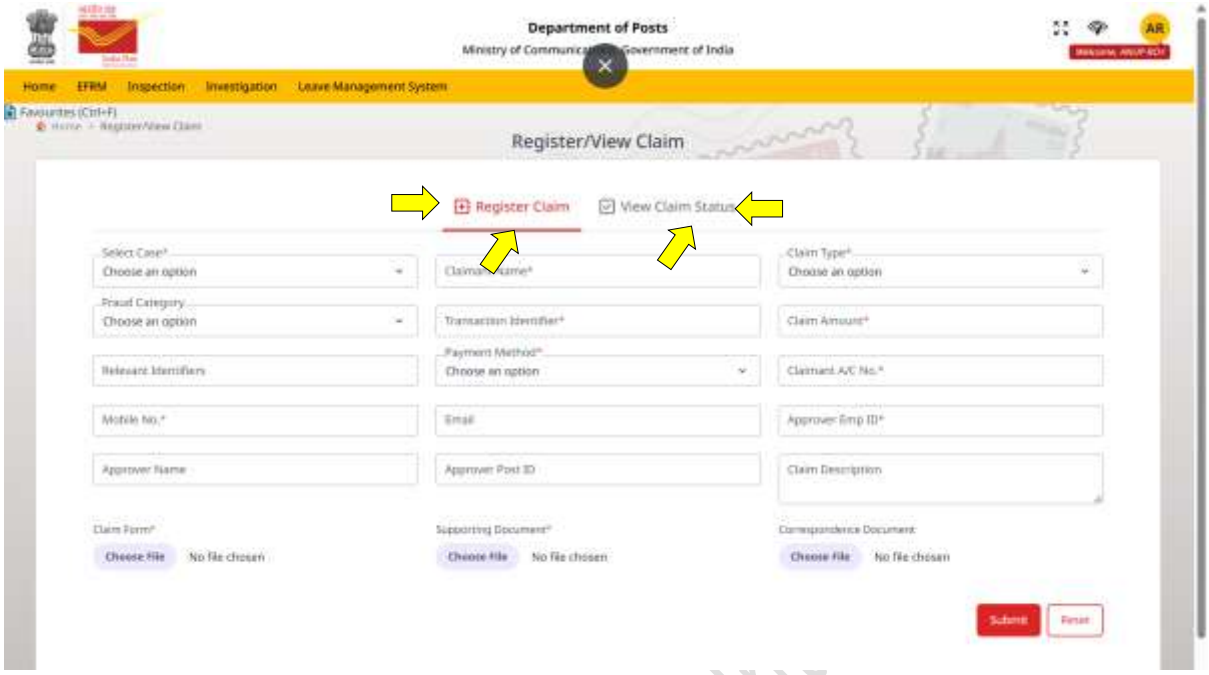


Click on 'Claim Management' sub card available under 'Investigation' card.



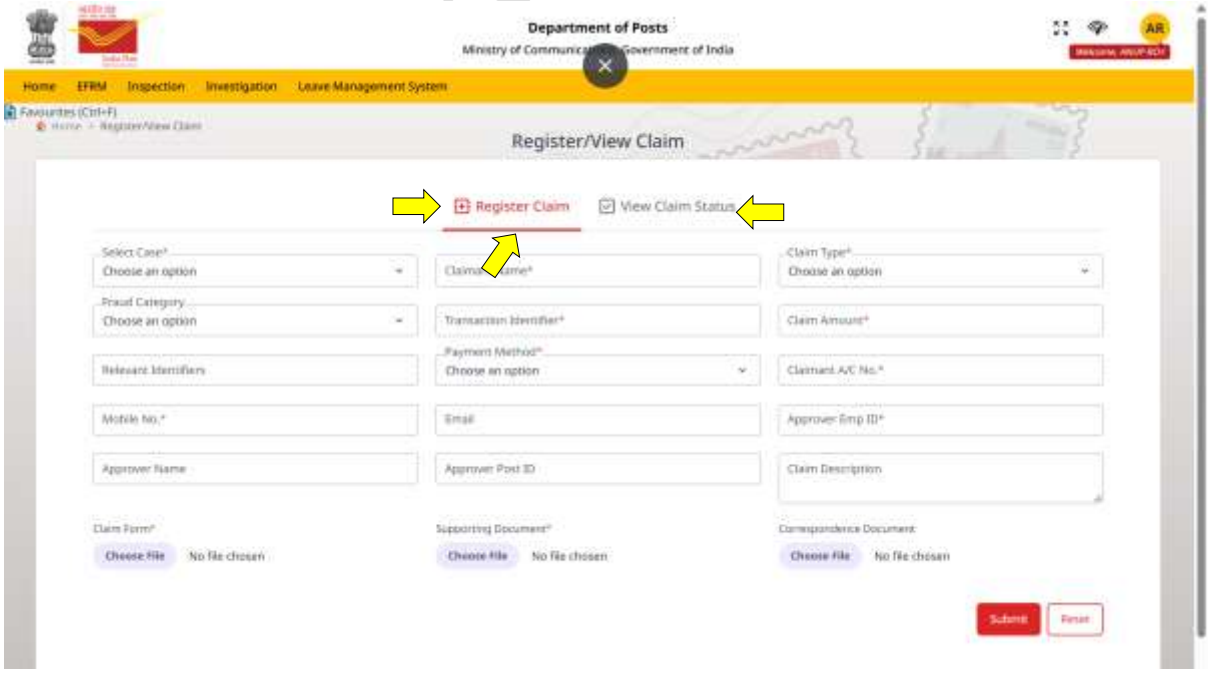
After clicking on 'Claim Management' sub card, in the side panel option 'Claim Register' will be shown. Click on this option.

12.3.1 Claim Register

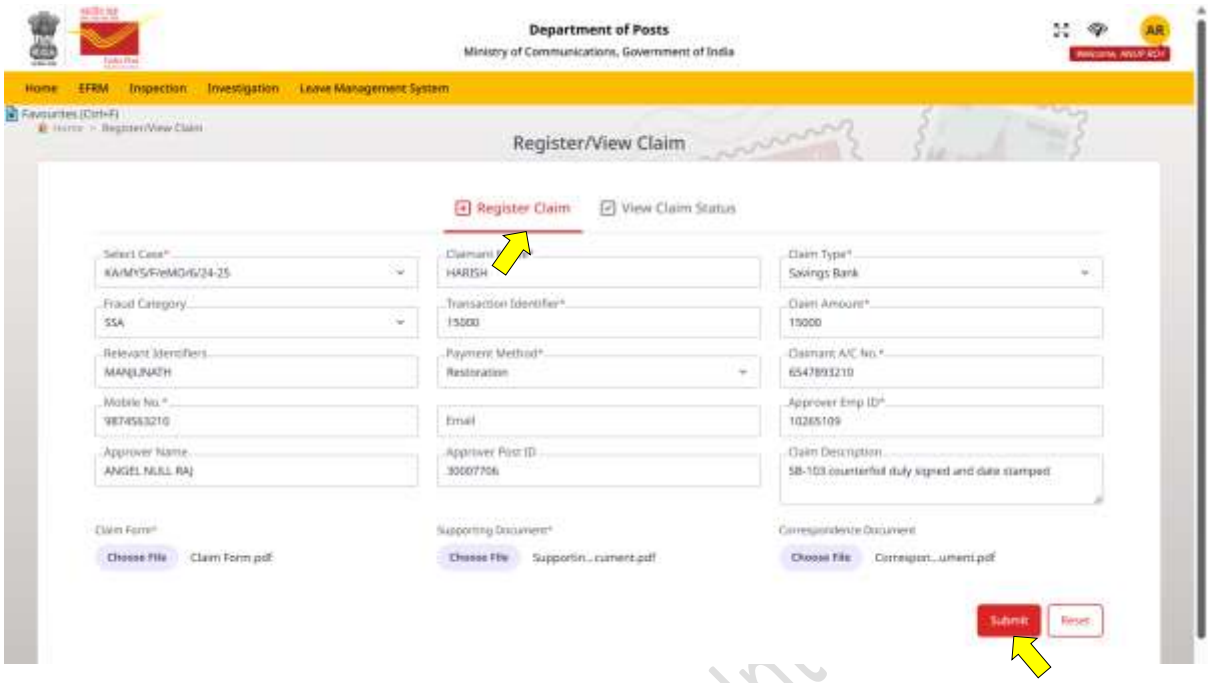


After clicking on 'Claim Register' page as shown above will appear with two tabs viz., **(1) Register Claim (2) View Claim Status**

12.3.1.1 Register Claim



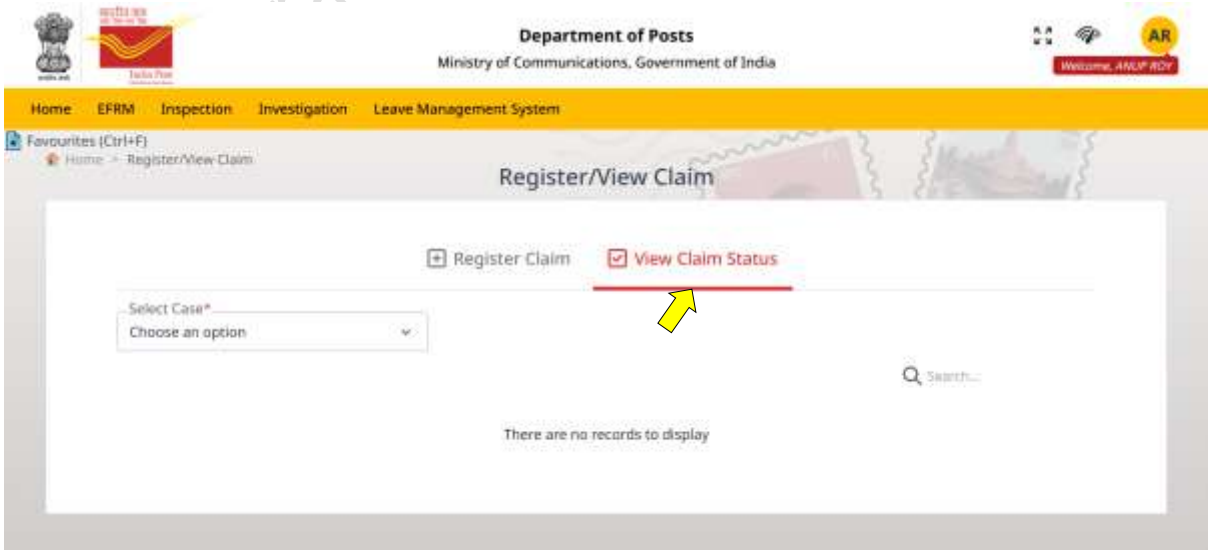
Clicking on 'Register Claim' tab shows page as shown above.



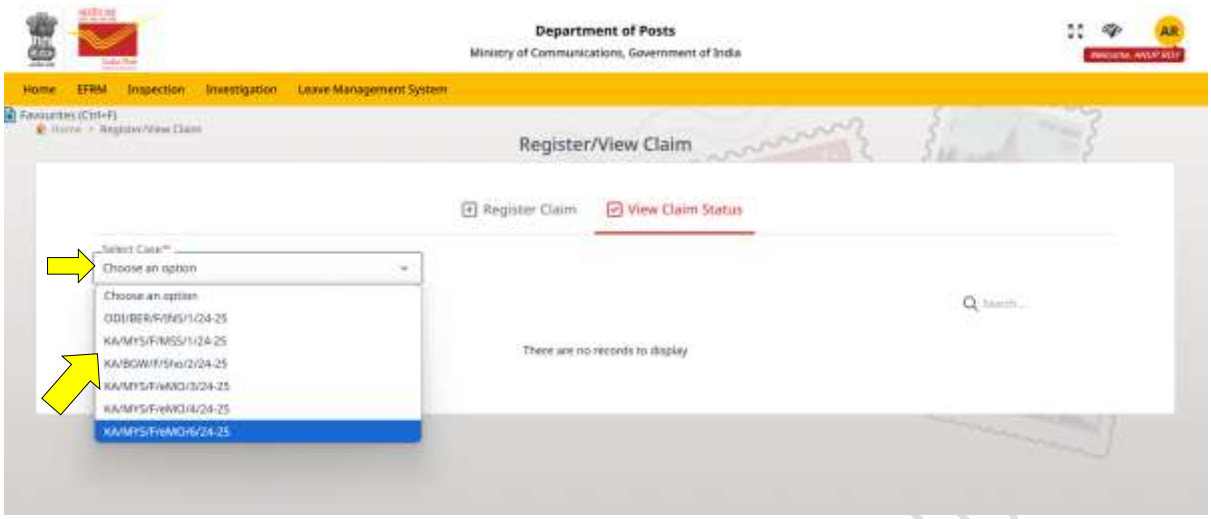
Under 'Register Claim' tab enter all necessary details and upload mandatory files and then click on "Submit" button.

After clicking on "Submit" button, flash pop-up message as shown above will appear in bottom right corner of the page.

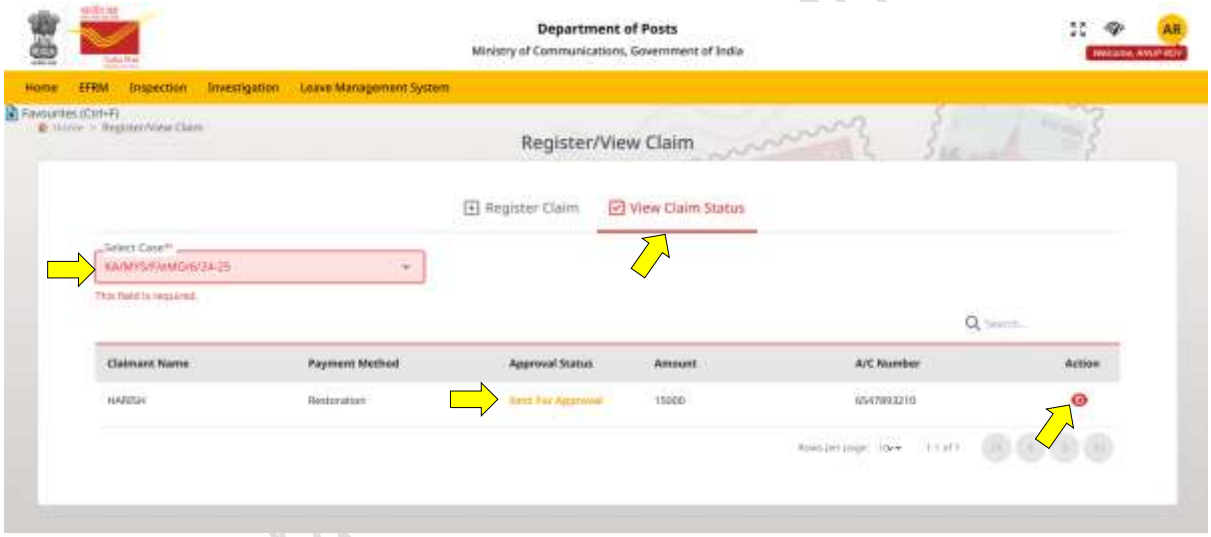
12.3.1.2View Claim Status



Click on 'View Claim Status' tab.

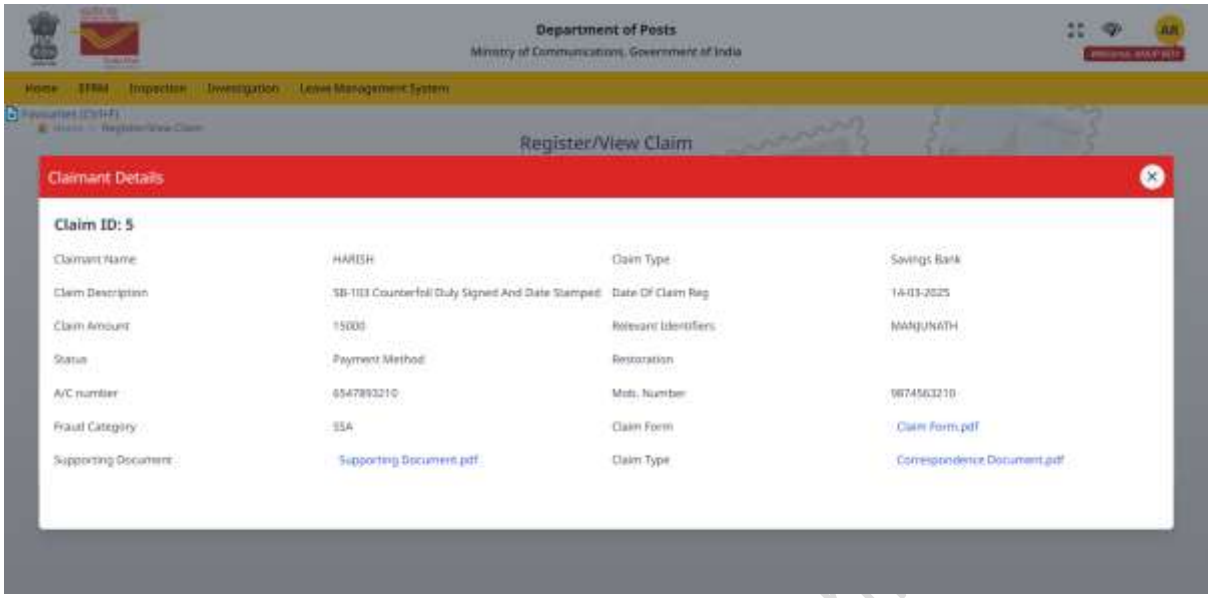


Select case ID from the drop-down list in 'Select Case' field.

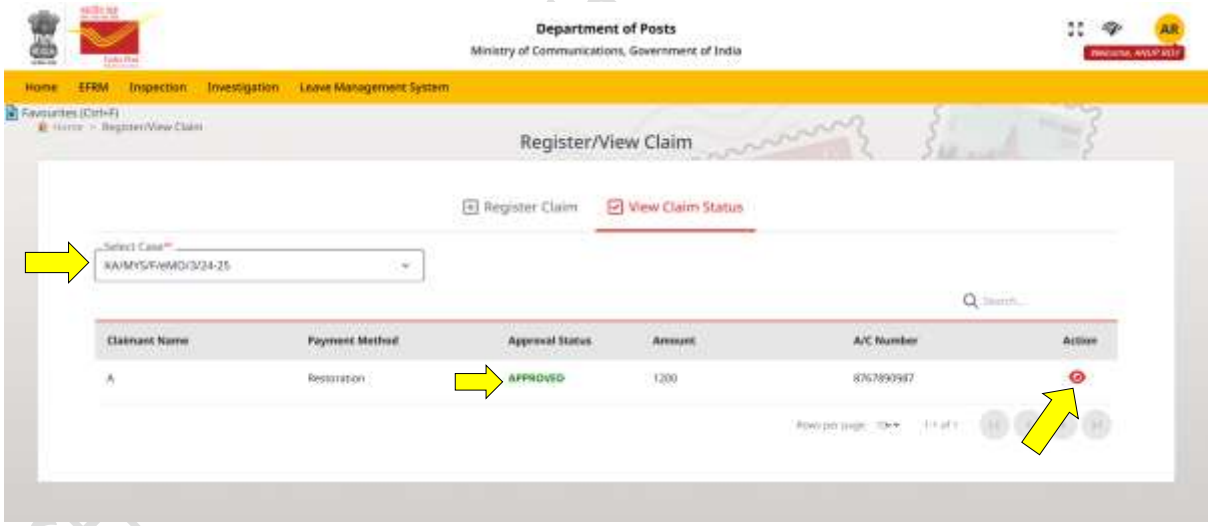


After selecting case ID, if any claim has been received in the selected case and sent for approval details of the same will be shown with 'Approval Status'. If Approval status is 'Sent for Approval' then claim has been sent for approval by the concerned competent authority.

'Eye Ball' (To view) icon is provided against each record (i.e. row data). Click on 'Eye Ball' icon of the desired record.



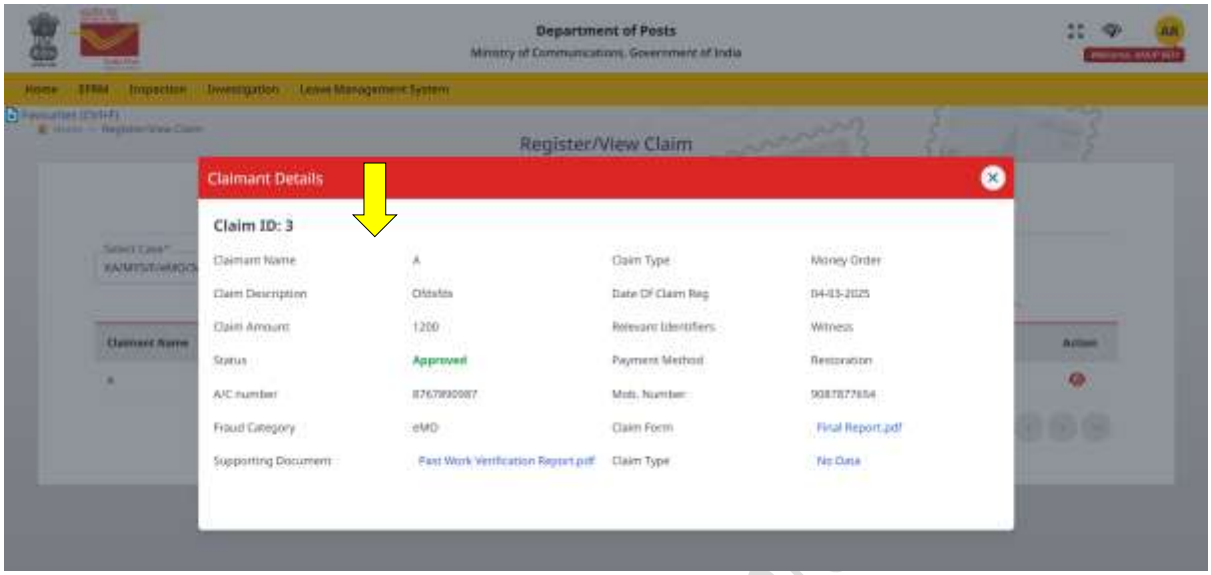
Upon clicking 'Eye Ball', details of the claim will be shown in a pop-up window as shown above.



After selecting case ID, if any claim has been received in the selected case and sent for approval details of the same will be shown with 'Approval Status'.

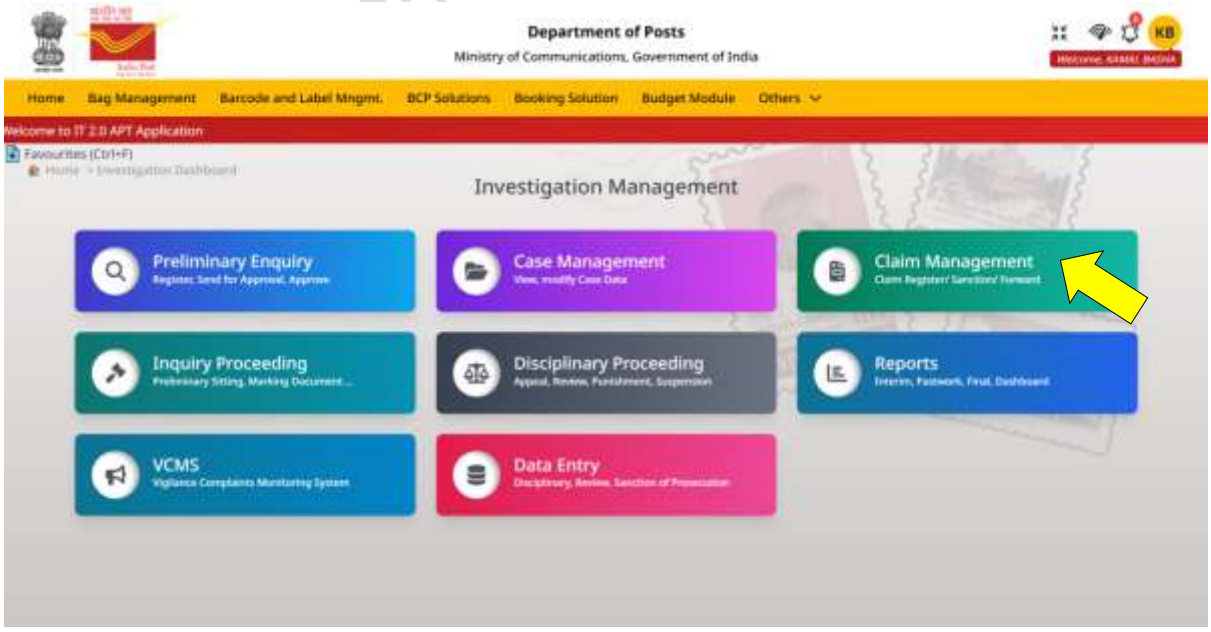
If Approval status is 'Approved' then claim has been Approved by the concerned competent authority.

'Eye Ball' (To view) icon is provided against each record (i.e. row data). Click on 'Eye Ball' icon of the desired record.



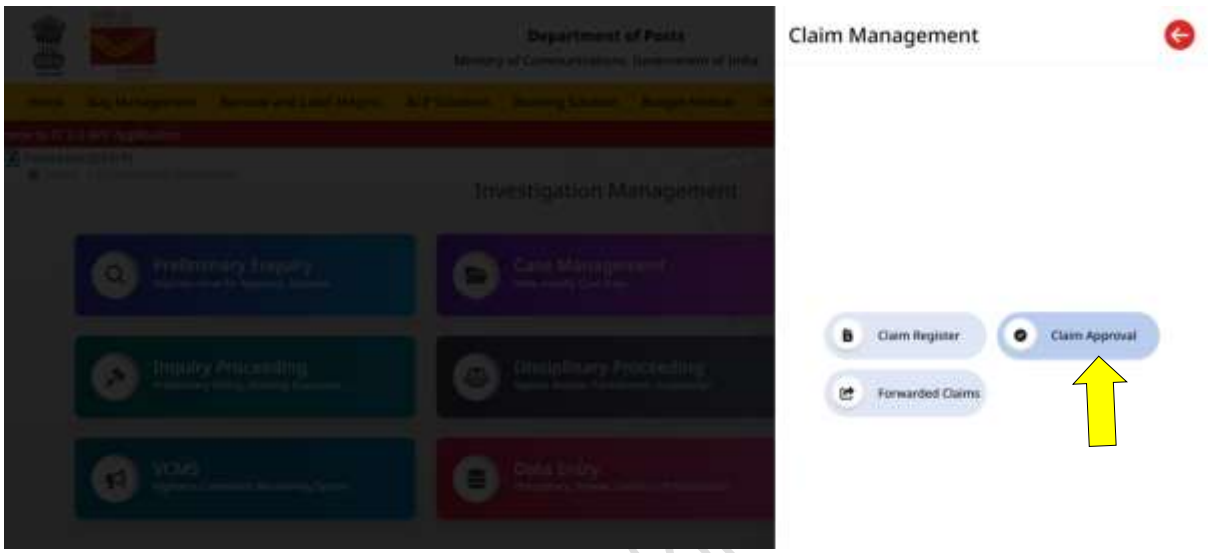
Upon clicking 'Eye Ball', details of the claim will be shown in a pop-up window as shown above.

12.3.2 Claim Approval

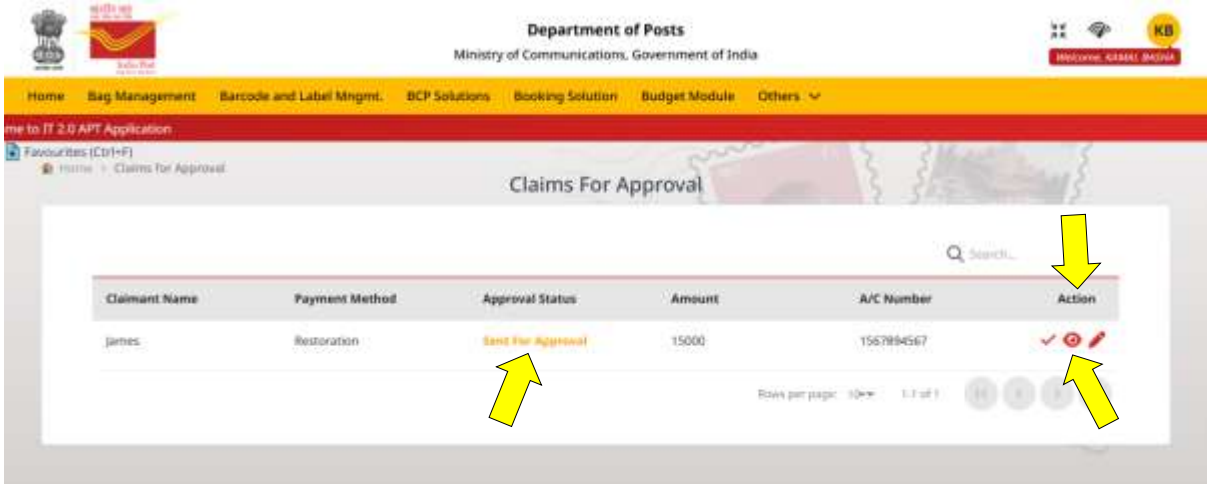


To approve the claim received the user needs to click on 'Claim Management' card.

12.3.2.1 Claim Approval

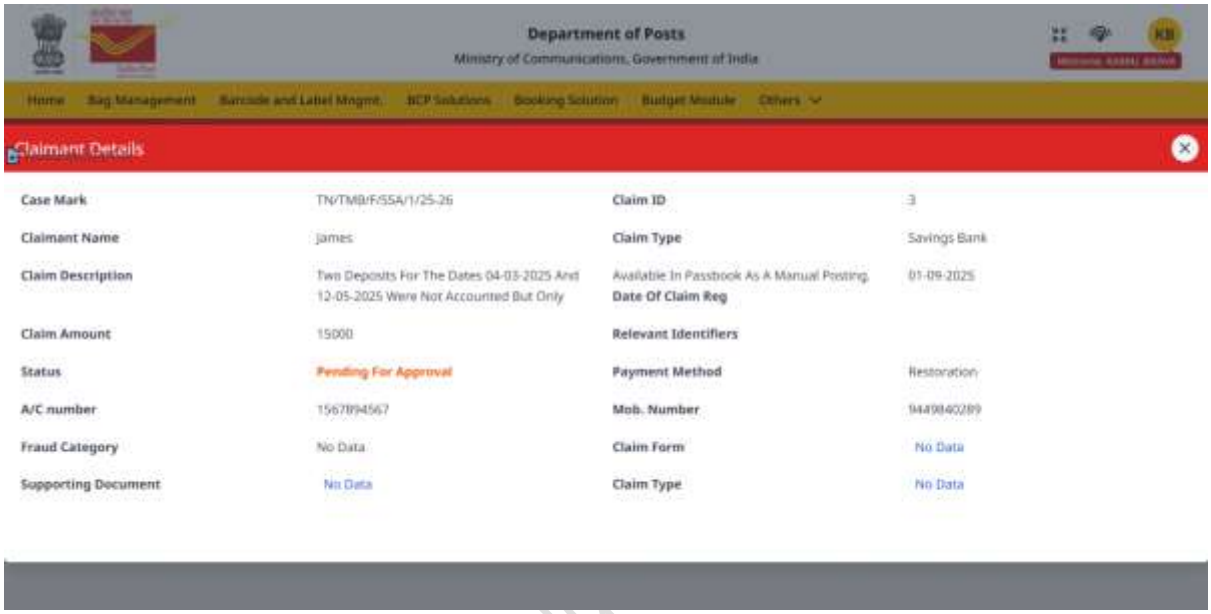


Click on the ‘Claim Approval’ option.

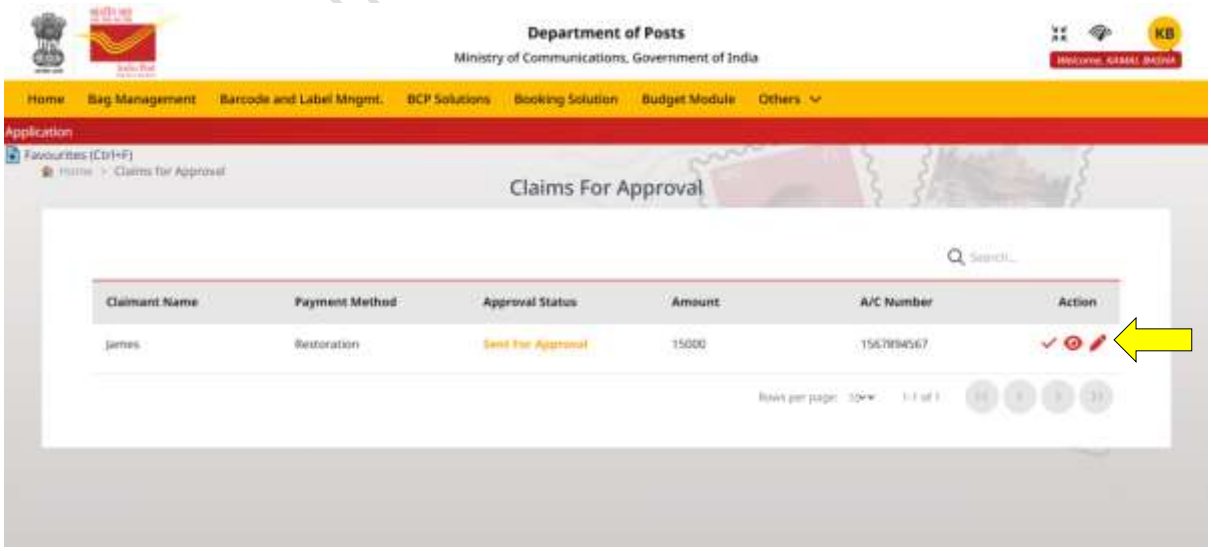


Upon selecting the **‘Claim Approval’** option, the system will display the list of claims pending approval, along with the **Approval Status** and **Action** headers. The **Action** header provides three icons: the **Tick Mark** icon to approve the claim, the **Eye** icon to

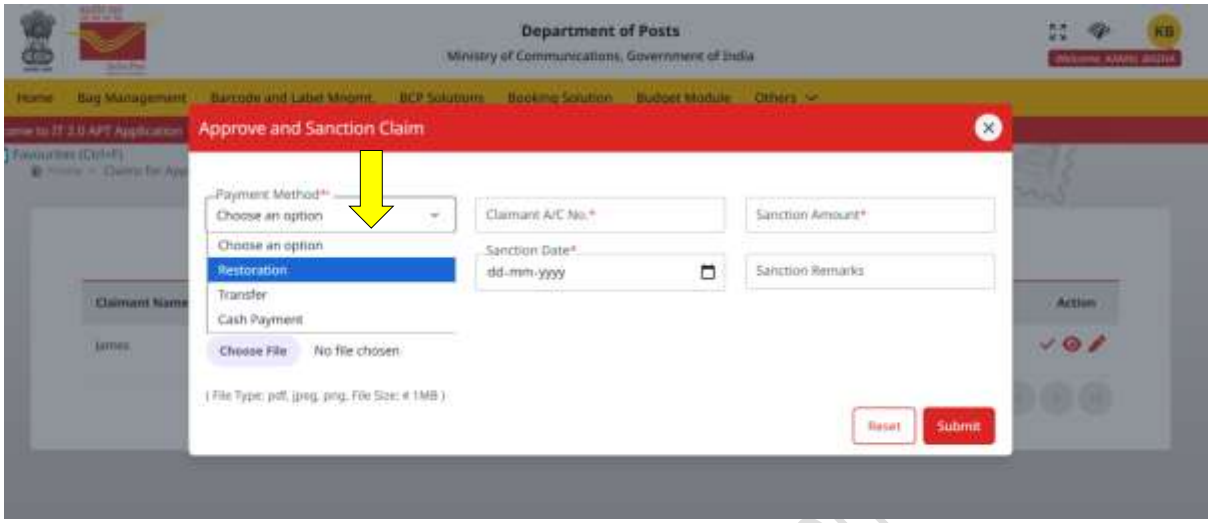
view claim details, and the **Pencil** icon to forward the claim request to the next competent authority.



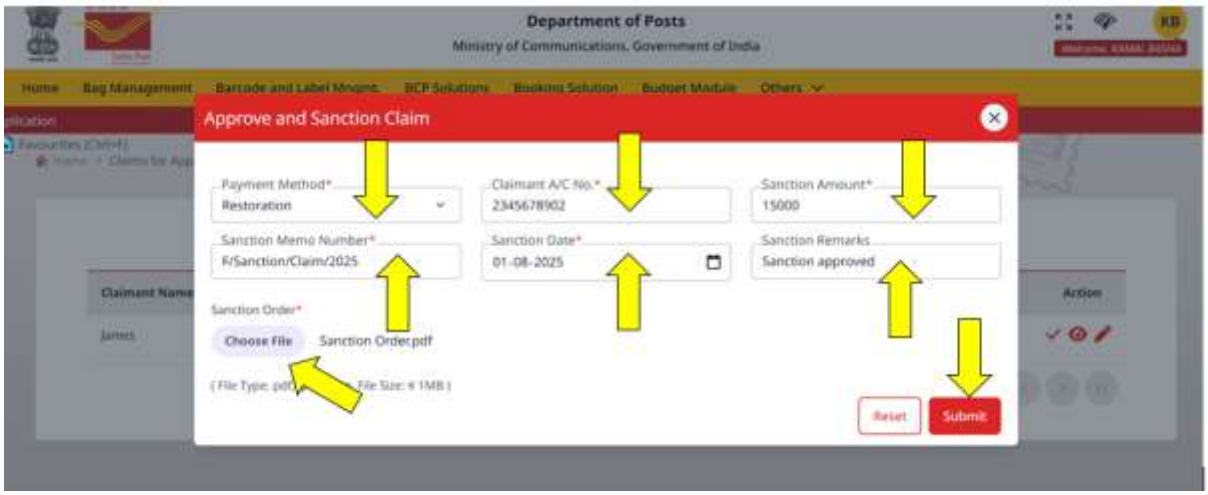
Once the user clicked on the eye icon, the above screen will appear for approver to examine.



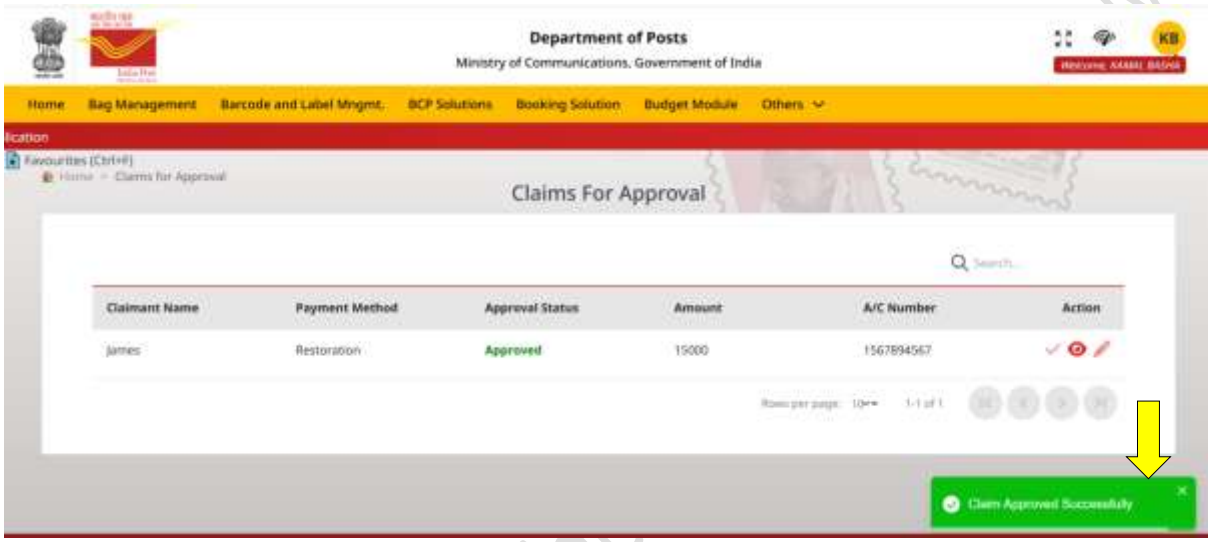
To approve the claim received, the user needs to click on pencil icon.



After clicking on pencil icon, the above page will appear. In the **'Approve and Sanction Claim'** screen, the user is required to select the appropriate **Payment Method** from the dropdown list, which includes **Restoration**, **Transfer**, and **Cash Payment**. The **Restoration** option is used for crediting the amount to the customer's Post Office Savings Account in which the misappropriation occurred. The **Transfer** option is used when the customer requests the misappropriated amount to be transferred to their Bank Account. The **Cash Payment** option is used when the misappropriated amount is to be paid directly in cash to the customer upon request.

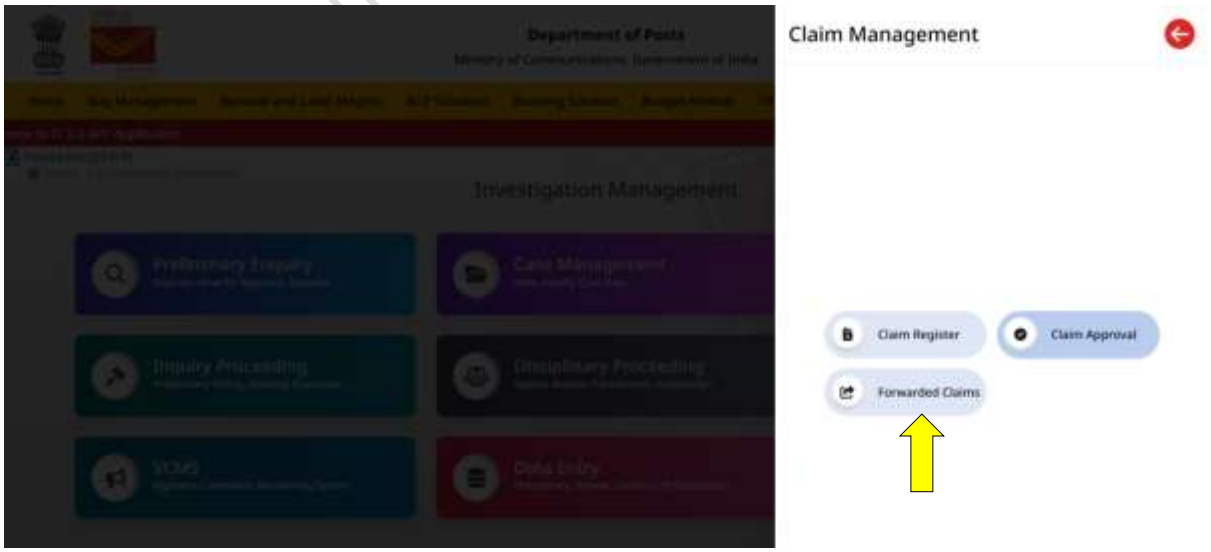


After selecting the **Payment Method** as **Restoration**, the user must enter the following details: **Claimant Account Number, Sanction Amount, Sanction Memo Number, Sanction Date, and Sanction Remarks** (if any). In addition, the **Sanction Order** must be uploaded to the system as a reference copy. Finally, the user should click on the **'Submit'** button to complete the process.

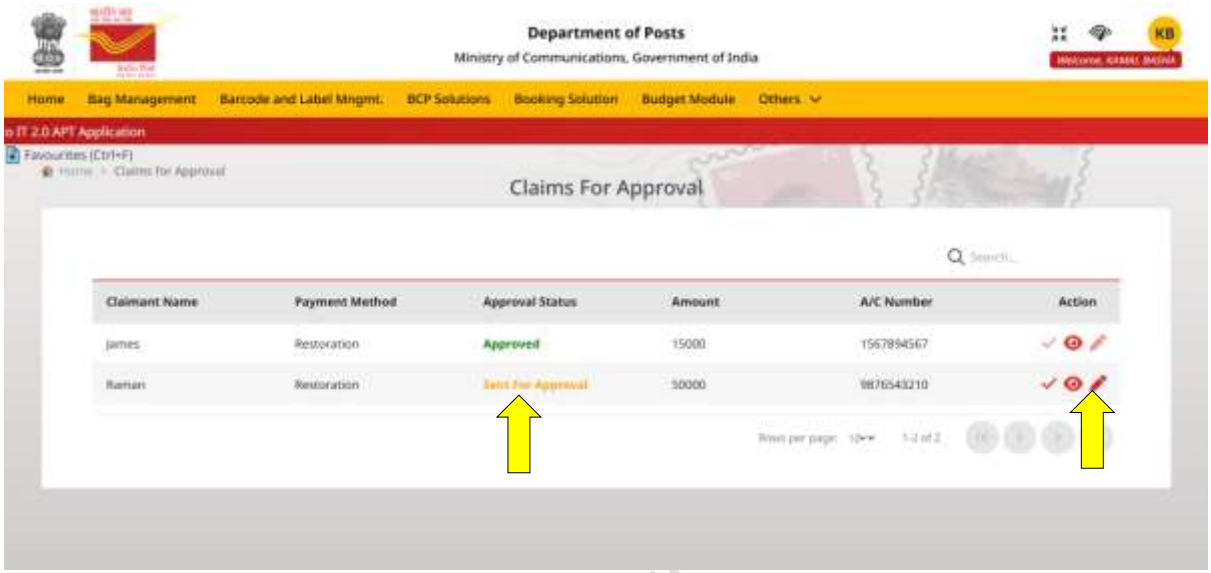


Once Submit button is clicked a pop-up message stating 'Claim Approved Successfully' will appear on the screen.

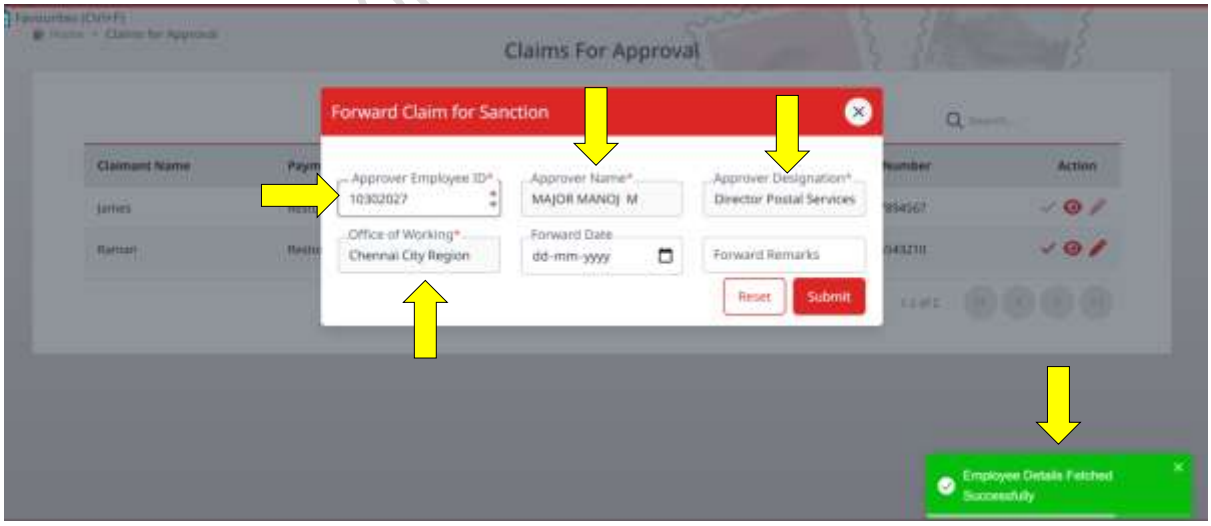
12.3.2.2 Forwarded Claims



In cases where the claim amount exceeds the prescribed approval limit of the approver or the Disciplinary Authority, the claim request must be forwarded to the next higher competent authority for approval. To forward the claim, the user should click on the **'Forwarded Claims'** option available in the **Case Management** screen.

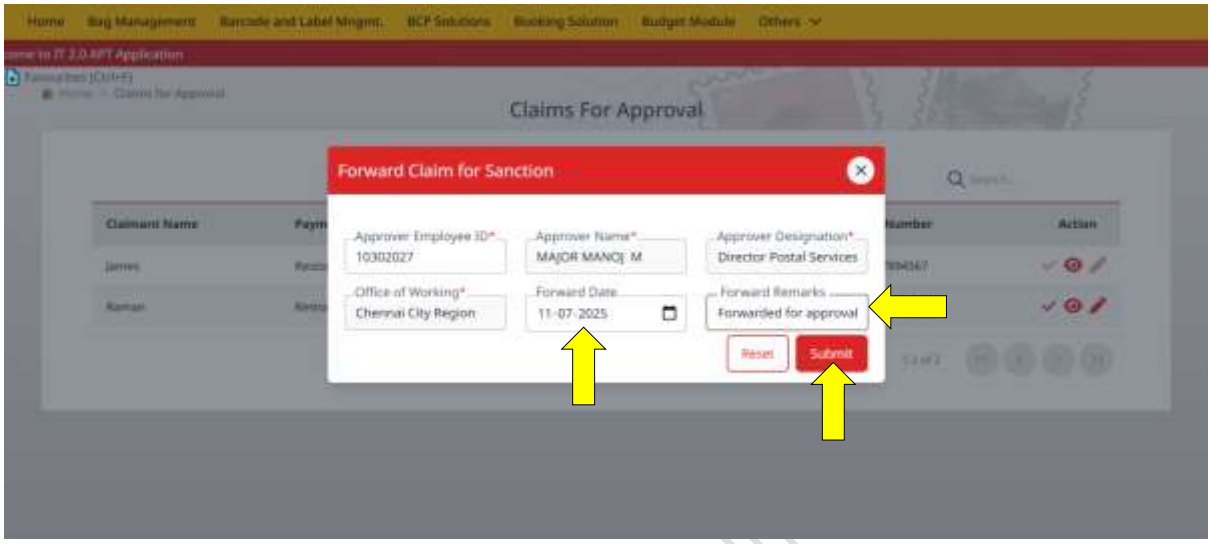


The **Approving Authority** must click on the **Pencil** icon corresponding to the claim request displayed with the status **'Sent for Approval'** under the **Approval Status** header.

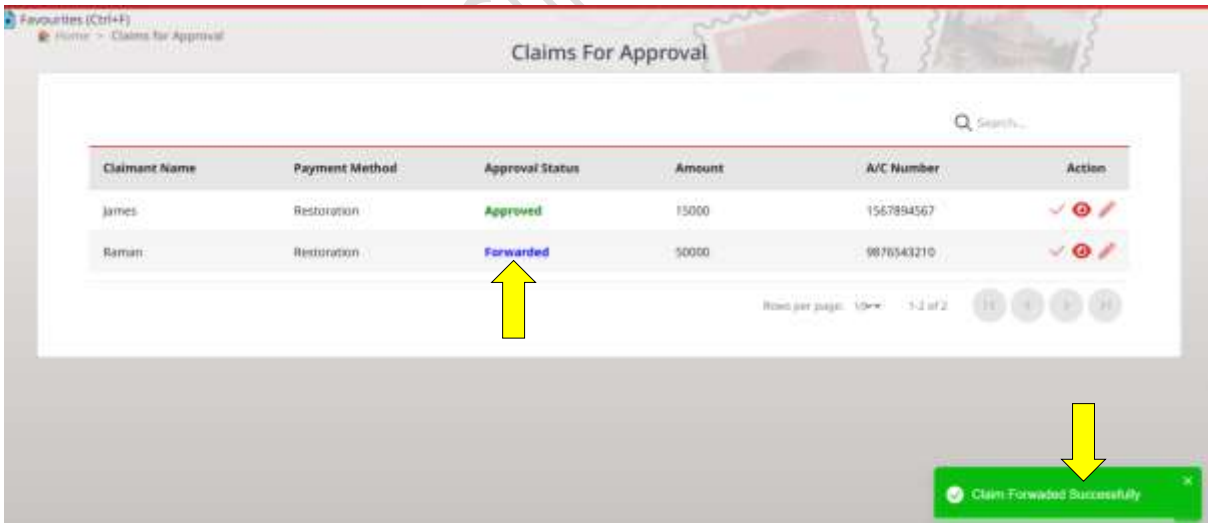


Upon clicking the **Pencil** icon, the **'Forward Claim for Sanction'** window will open. The user must enter the **Employee ID** of the next higher approver. Once the Employee ID is

entered, a pop-up message stating **'Employee Details Fetched Successfully'** will appear. The system will also fetch and display the **Name of the Approver, Designation,** and **Office of Posting**.



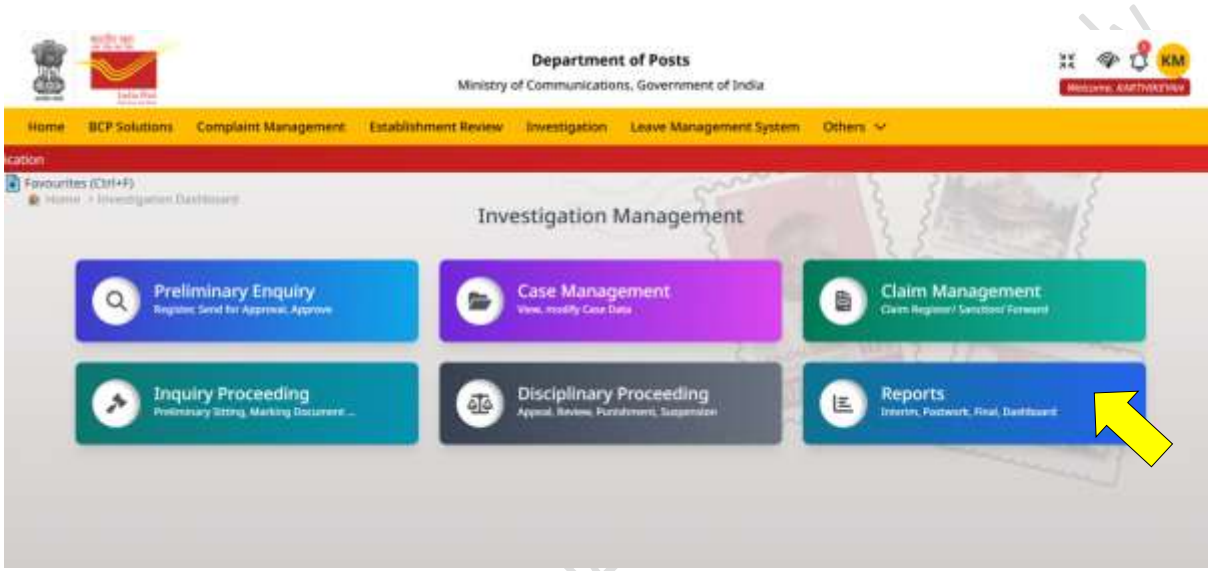
Next, the user must enter the **Forward Date** along with the **Forward Remarks**, and then click on the **'Submit'** button to complete the process.



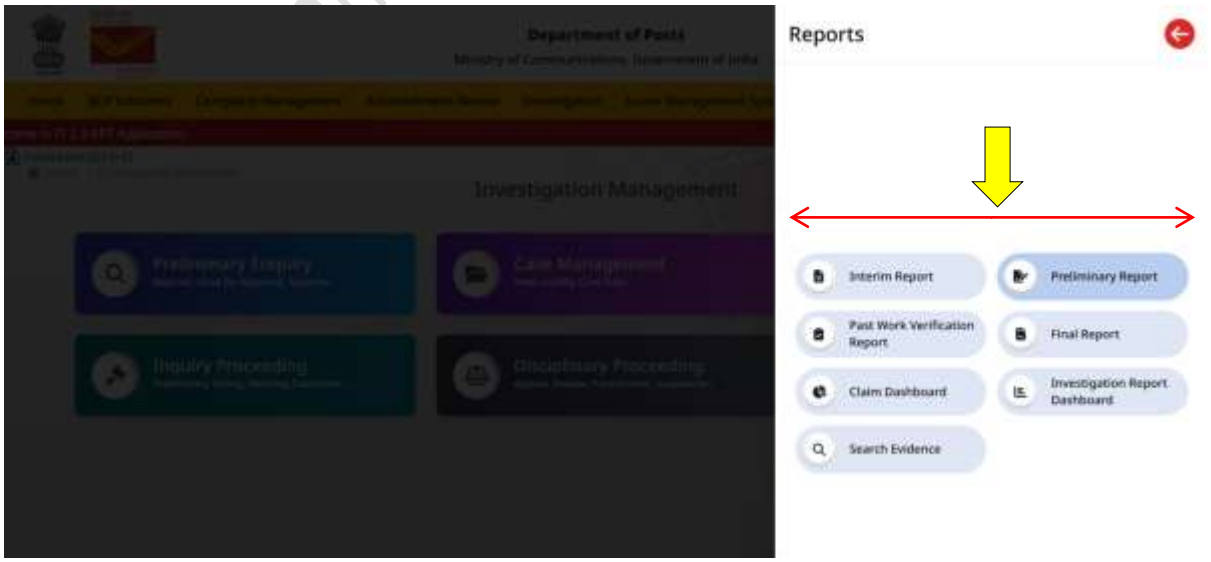
Immediately after clicking the **'Submit'** button, a pop-up message stating **'Claim Forwarded Successfully'** will appear on the screen. The **Approval Status** will change from **'Sent for Approval'** to **'Forwarded'**. The claim request will then be made available to the next higher competent authority specified in the **'Forward Claim for Sanction'** window.

12.4 Reports

The Reports sub-card allows the Investigator to submit various reports and generate the submitted reports in PDF format. Similarly, Disciplinary Authority can view the various submitted report by Investigator, comment on the reports, generates submitted report in PDF format.



In Investigation Management page, click on 'Reports' sub card to access the various reports related to Investigation and Vigilance.

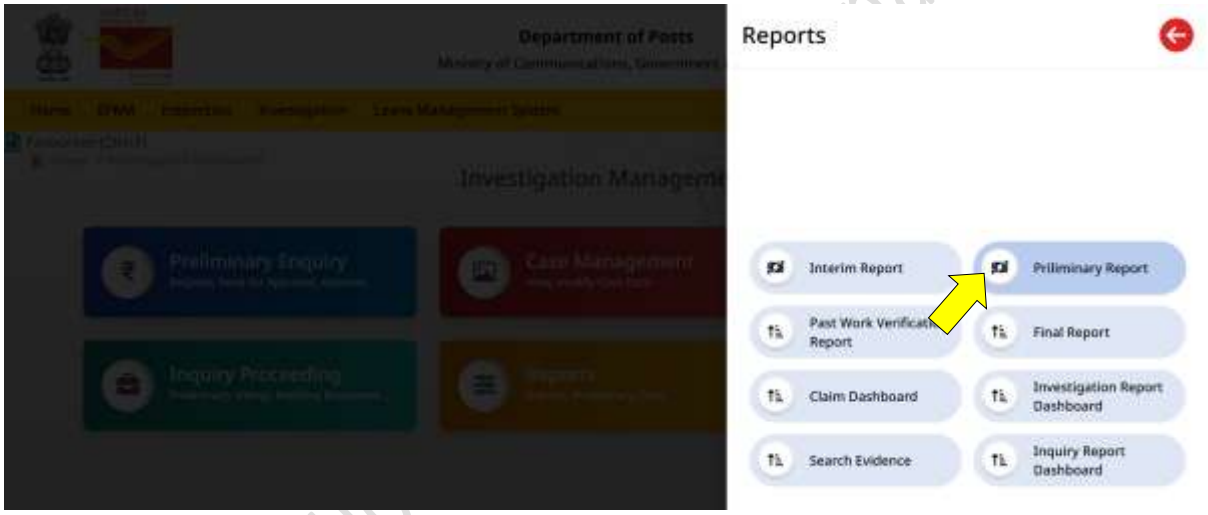


After clicking on 'Reports' sub cards, following side panel options are displayed.

- Interim Report
- Past Work Verification Report
- Claim Dashboard
- Search Evidence
- Preliminary Report
- Final Report
- Investigation Report Dashboard

12.4.1 Preliminary Report (Investigation Office Role)

After approval of Preliminary Enquiry case ID and its approval by the Approver as described in **4.1 & 4.3 of this Operational Guide**, Investigating Offices to use this option to prepare and submit Preliminary Report.



Click on 'Preliminary Report' option available under 'Reports' sub card.

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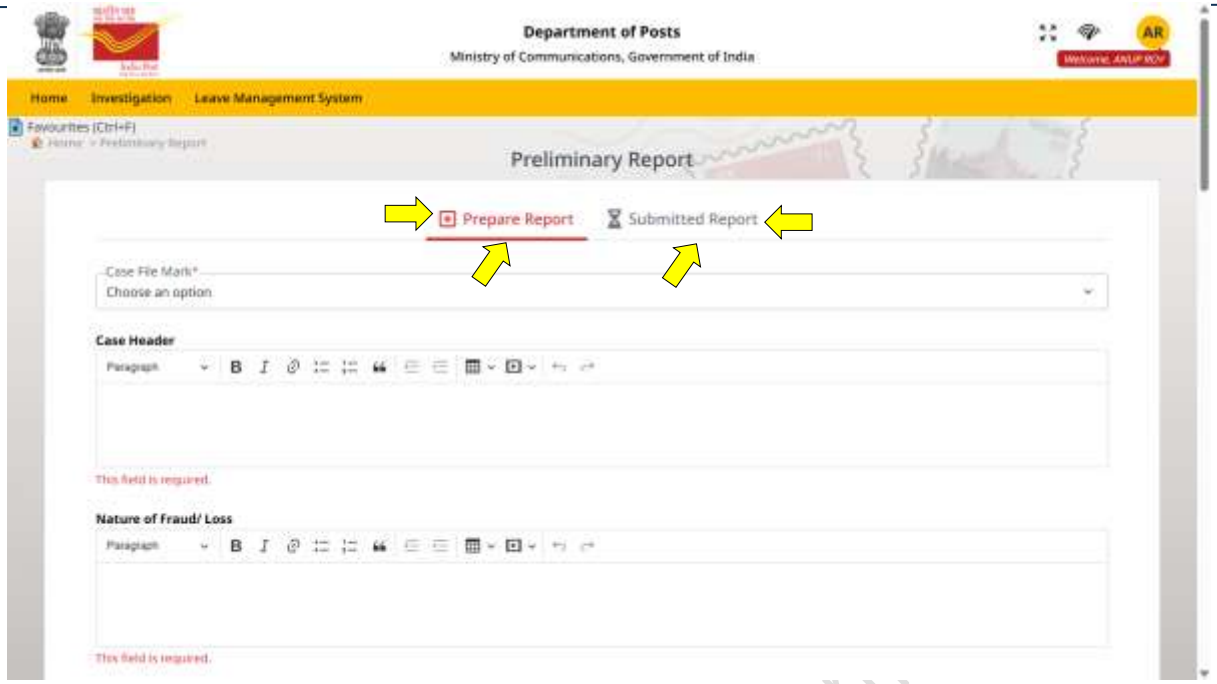
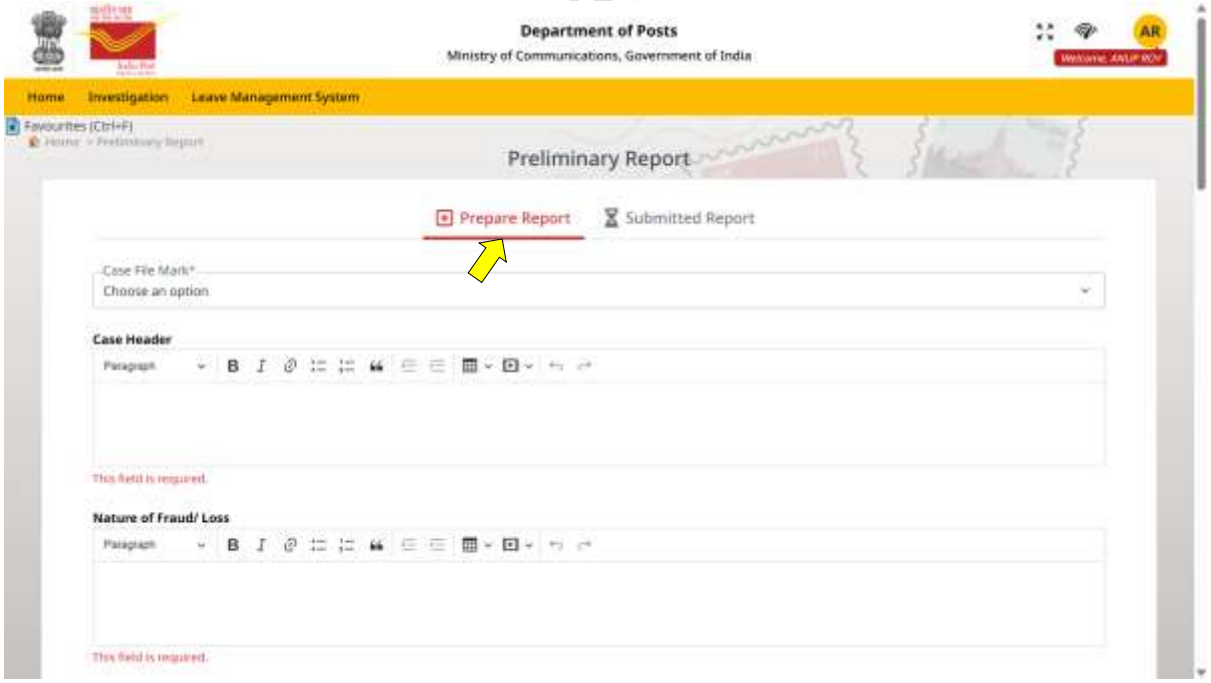


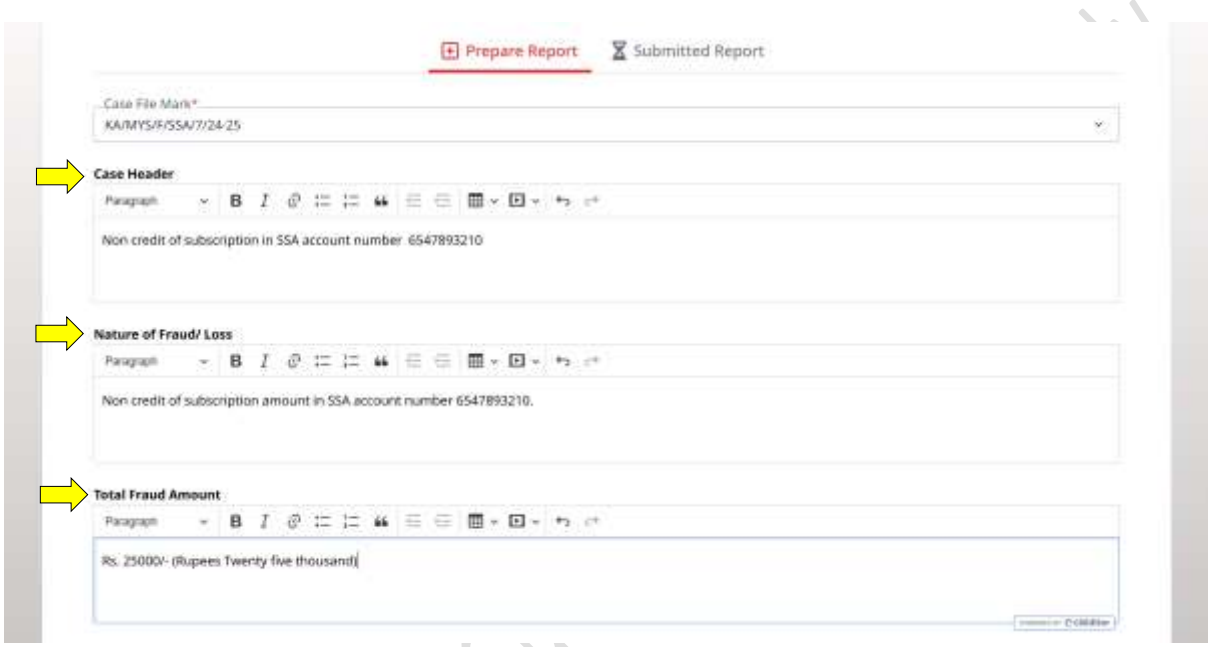
After clicking on 'Preliminary Report' option, page as shown above will appear with two tabs viz., **(1) Prepare Report (2) Submitted Report.**

12.4.1.1 Prepare Report



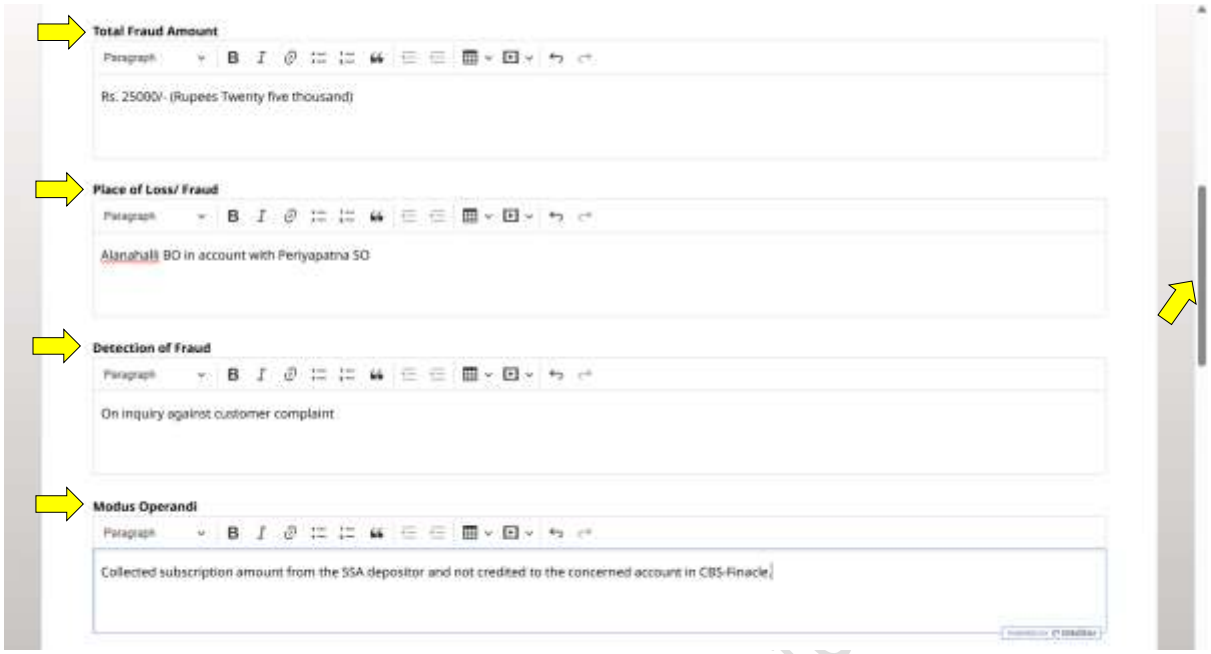
Under 'Prepare Report' tab, select Case File Mark from the drop-down list in 'Case File Mark' field.

If data under different headers are not saved previously, flash pop-up as shown above will appear after selection of case file mark, else saved data under different headers will be fetched.

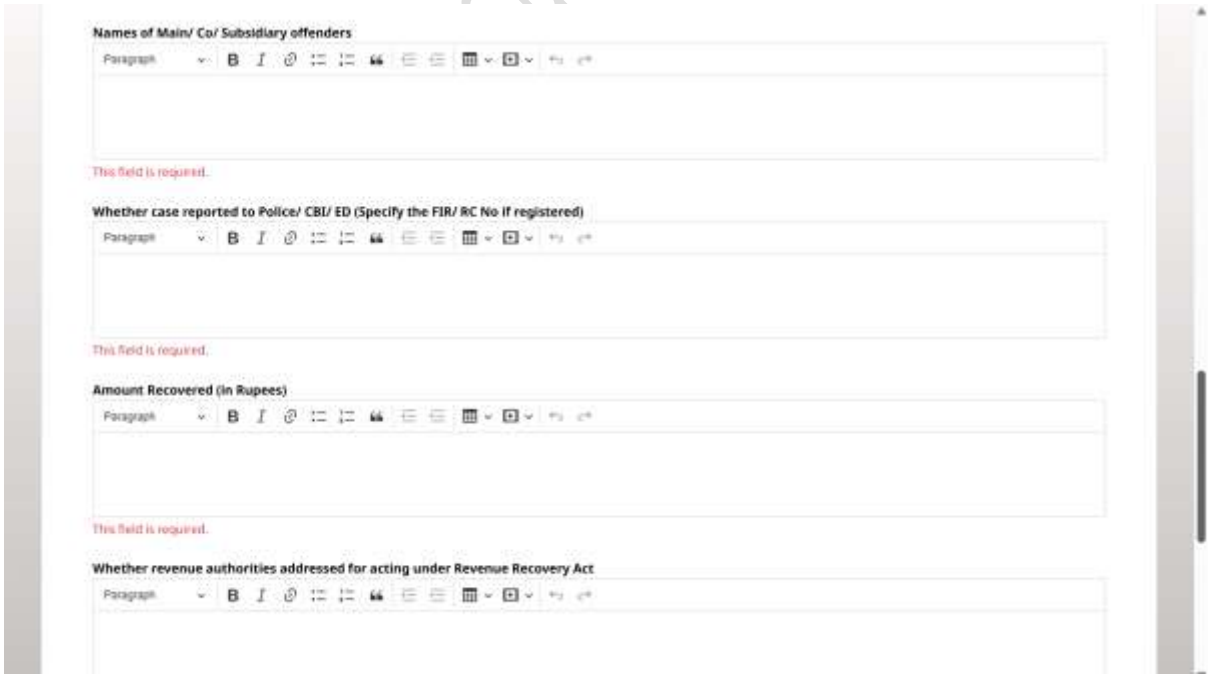


Enter suitable data, information under headers ‘Case Header’, ‘Nature of Fraud / Loss’, Total Fraud Amount’ and scroll down the page to view and fill-in more headers.

After scrolling down the page, more headers will be visible.



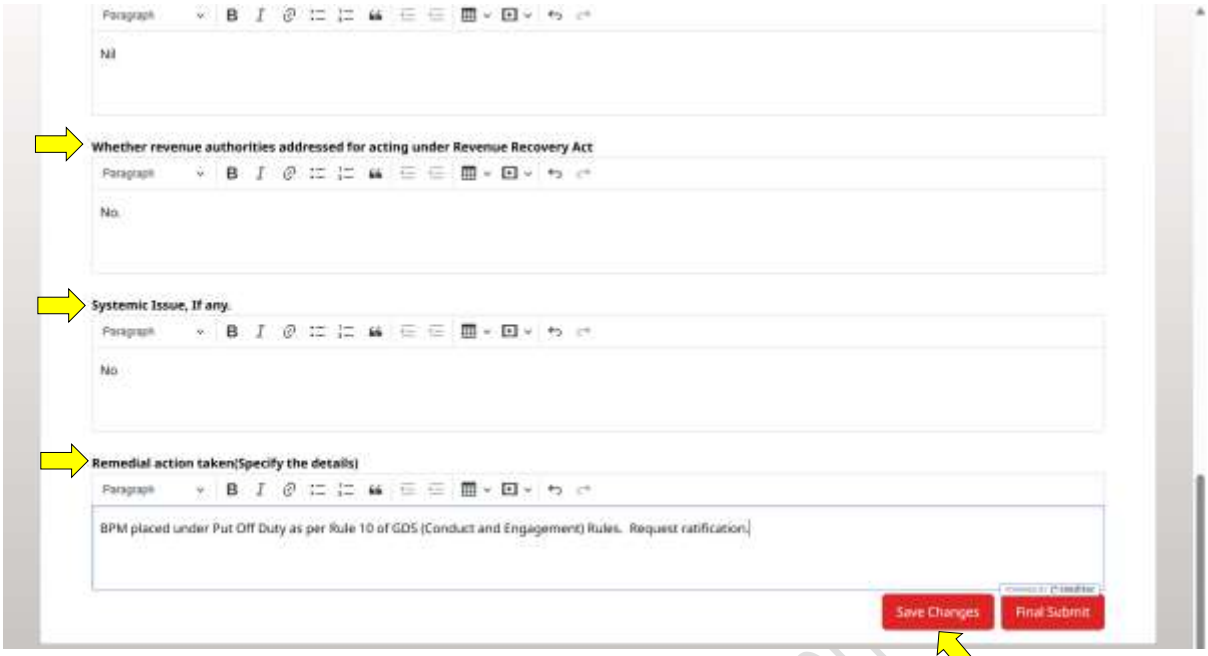
Enter suitable data, information under headers 'Case Header', 'Nature of Fraud / Loss', Total Fraud Amount' and scroll down the page to view and fill-in more headers.



After scrolling down the page, more headers will be visible.

Enter suitable data, information under headers 'Names of Main / Co / Subsidiary Offenders', 'Whether case reported to Police / CBI / ED (Specify the FIR / RC No. if registered)', 'Amount Recovered (in Rupees)', 'Whether revenue authorities addressed for acting under Revenue Recovery Act' and scroll down the page to view and fill-in more headers.

After scrolling down the page, more headers will be visible.



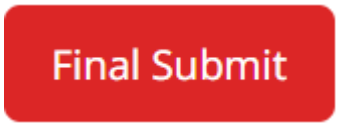
Enter suitable data, information under headers 'Systemic Issues, if any', 'Remedial action taken (Specify the details)'.

This tab has many headers to filled with data and information. To enable the Investigator to save changes at some intervals, provision of 'Save Changes' is made available.

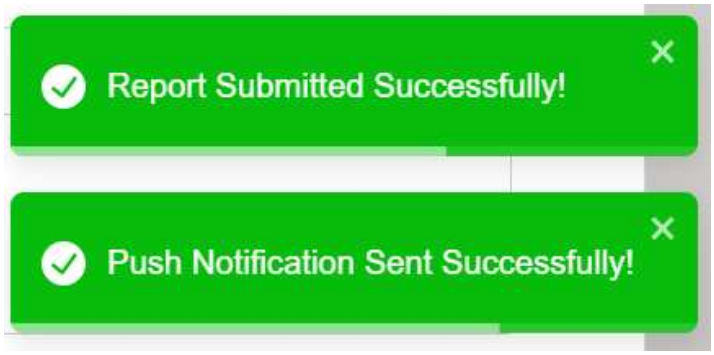
Under each header, various text formatting tools like Bold, Italic, Bullets, Insert table etc., are available.

Click on **"Save Changes"** button to save entered data at regular intervals.

When clicked on **"Save Changes"** button, flash pop-up message as shown above will appear in the bottom right corner of the screen.



After preparation of the report completely, click on **"Final Submit"** button.



After clicking on **"Final Submit"** button, two flash pop-up messages as shown above will appear in bottom right corner of the screen.

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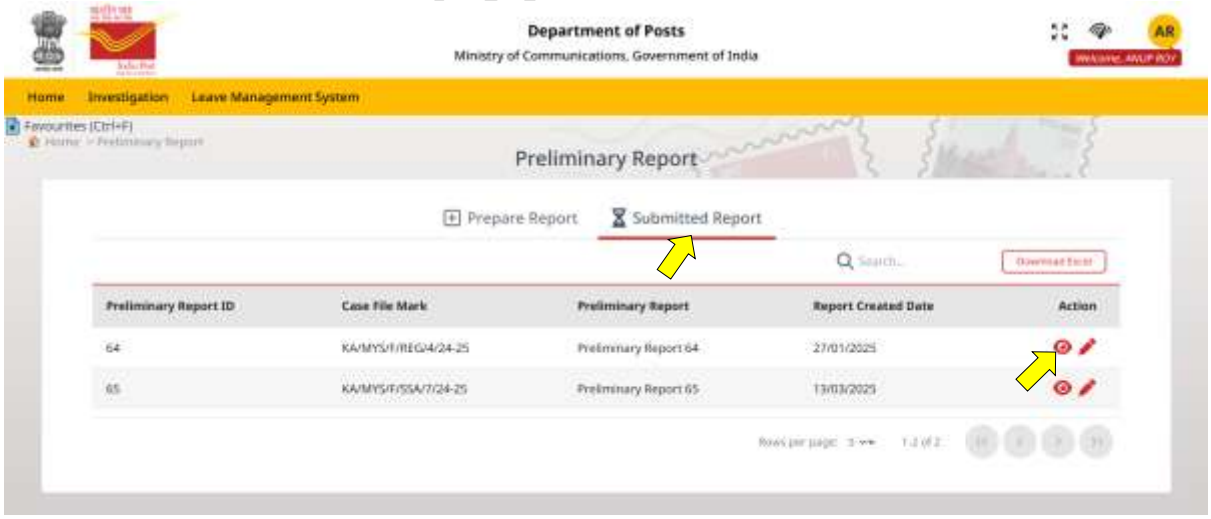
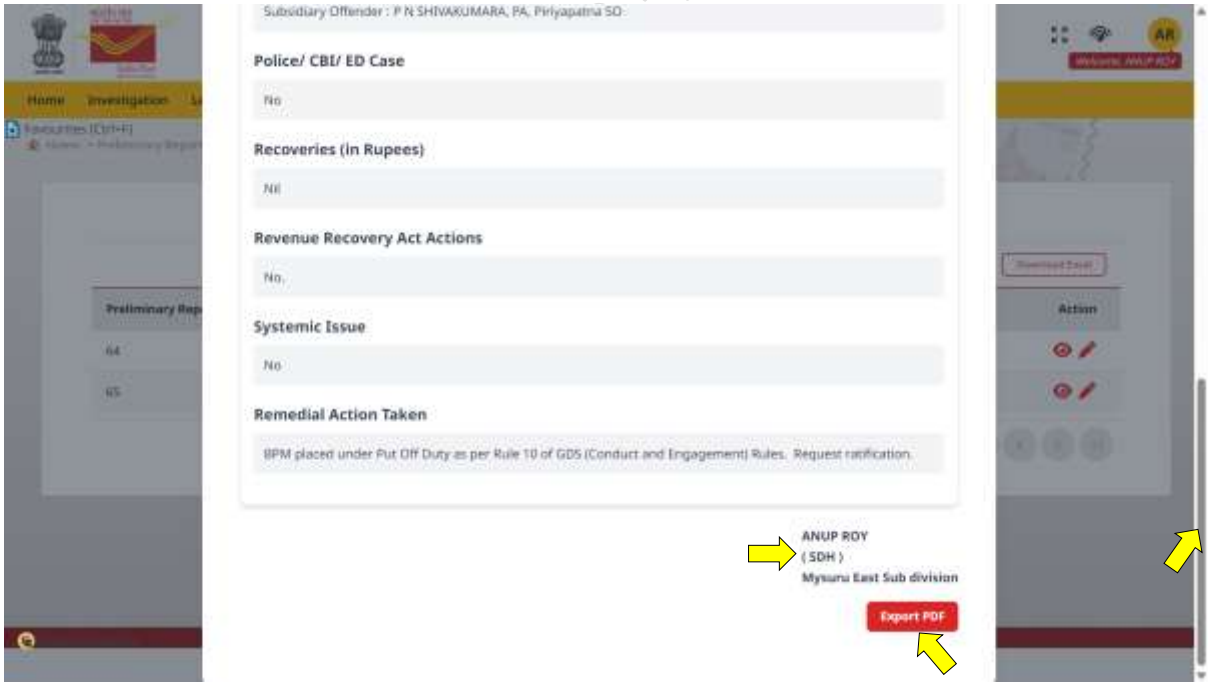
12.4.1.2Submitted Report (Investigation Officer)

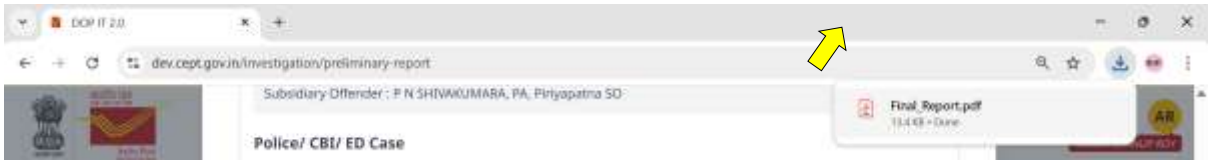


After clicking on "**Final Submit**" button, preliminary report prepared and submitted will appear under 'Submitted Report' tab. Provision of 'Eye Ball' (To view) and 'Pencil' (To Add Comment) icons are available against each record (i.e. row data).

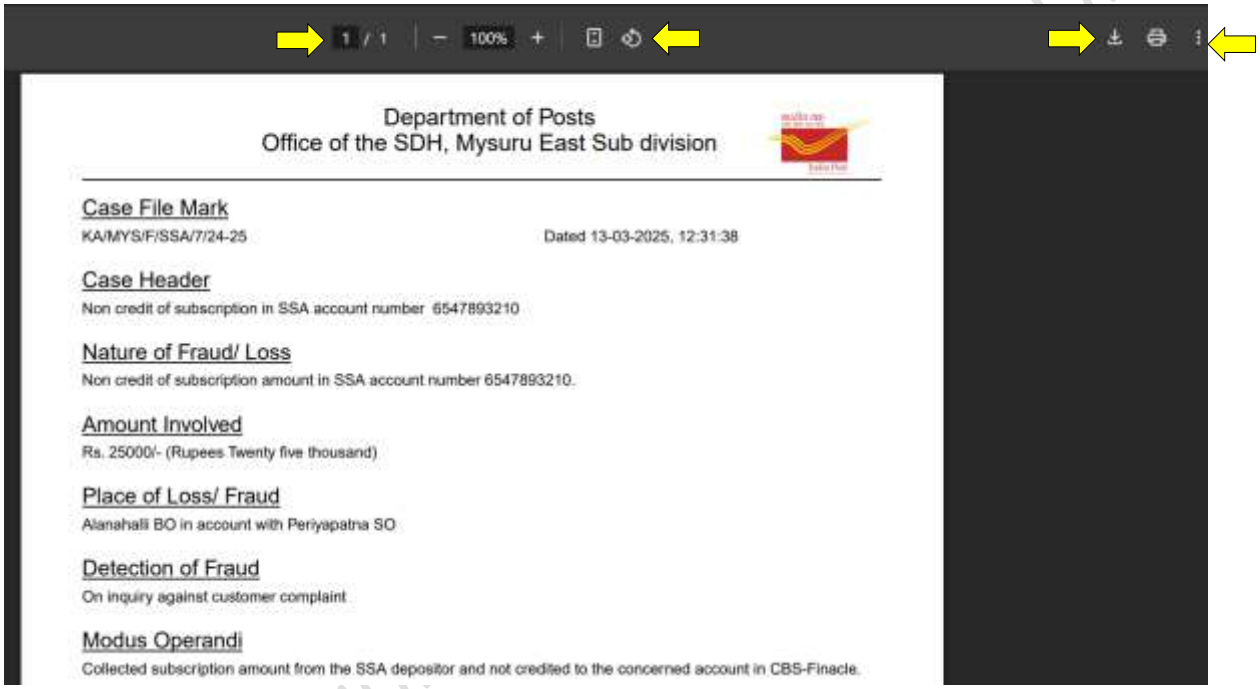
After clicking on 'Eye Ball' icon of the desired case ID, pop-up window as shown above will appear showing the details of prepared and submitted report as mentioned in **6.1.1 of this Operational Guide**. Scroll down to view more details of the report.



After scrolling down and reaching the end of pop-up window, name and designation of the Investigating Officer who submitted the report is shown with "**Export PDF**" button. Click on this button.



After clicking on this button, displayed report will be downloaded in PDF format as per browser settings.



Click on the downloaded PDF file to open and display the file in another tab of browser window with tools to save, print, zoom in, zoom out etc.,

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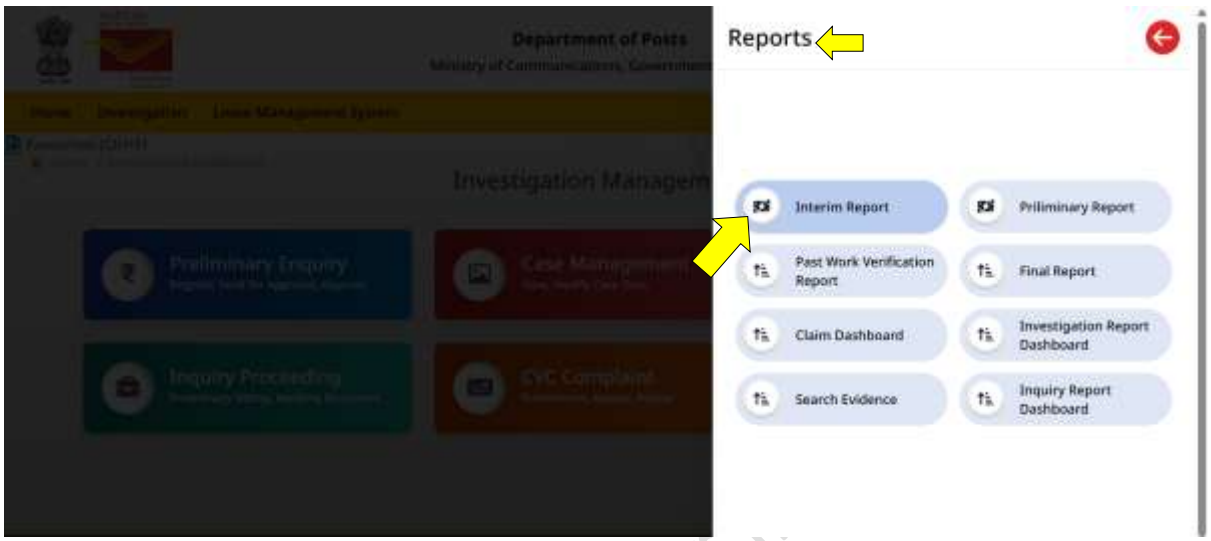
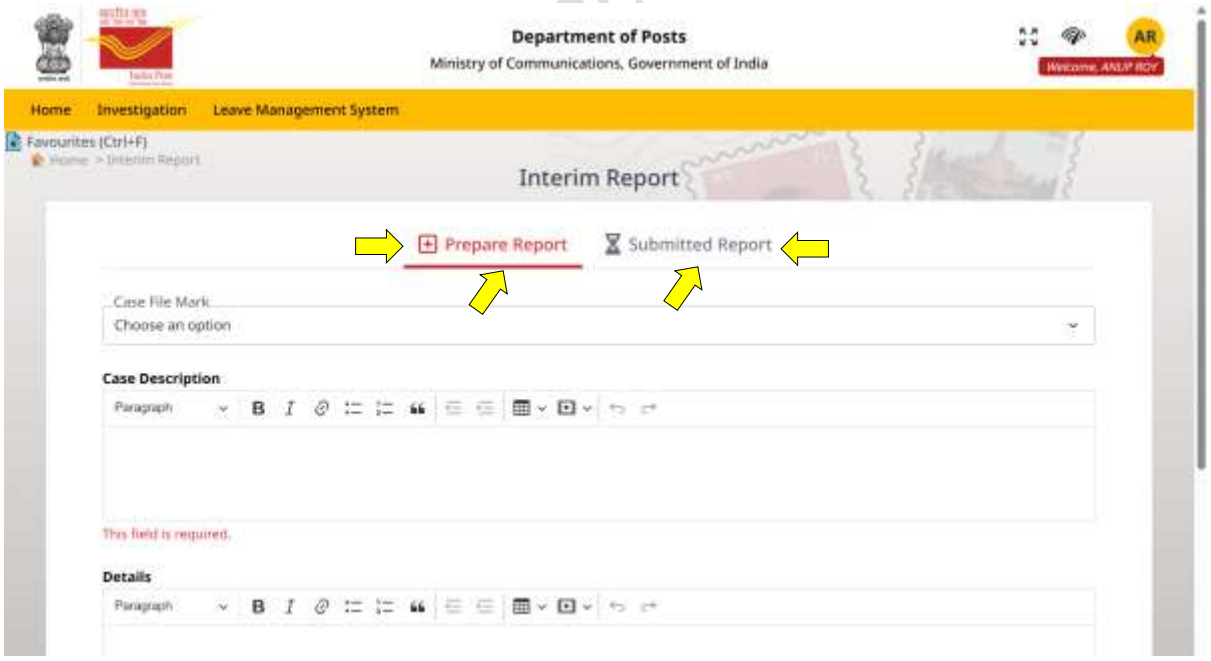
12.4.2 Interim Report (Investigating Officer Role)

After case registration and before submission of Final Report, Investigator may submit Interim Report any number of times as per requirement.

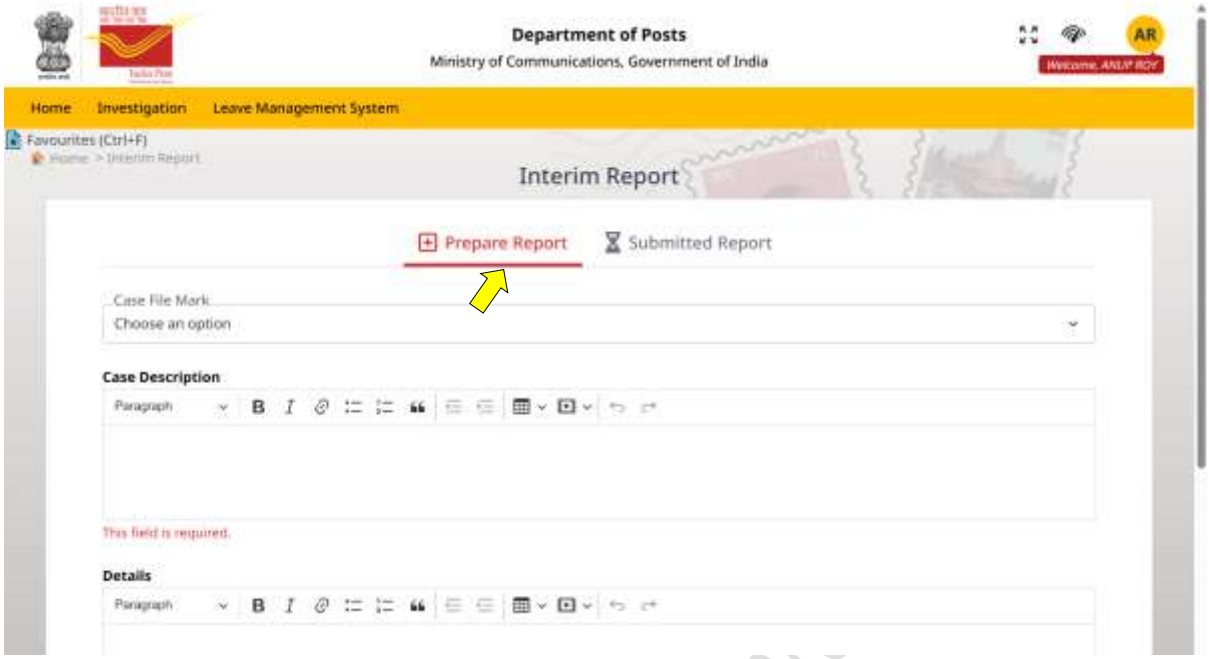


Click on 'Interim Report' option available under 'Reports' sub card.

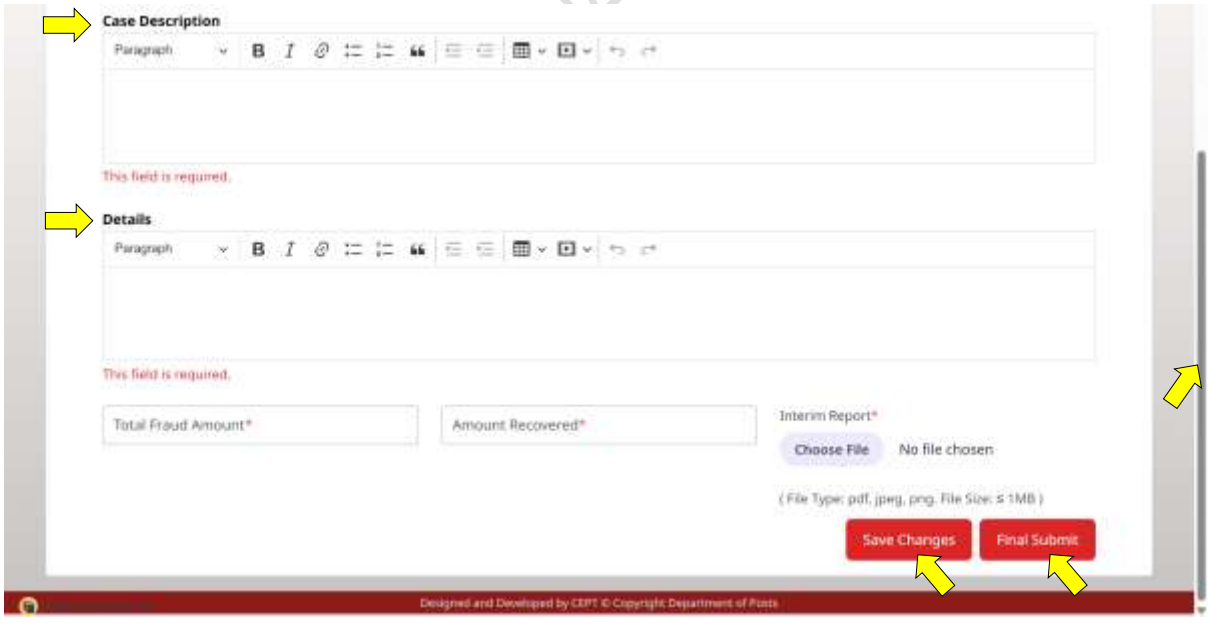


After clicking on 'Interim Report' option, page as shown above with two tabs viz., **(1) Prepare Report (2) Submitted Report** will appear.

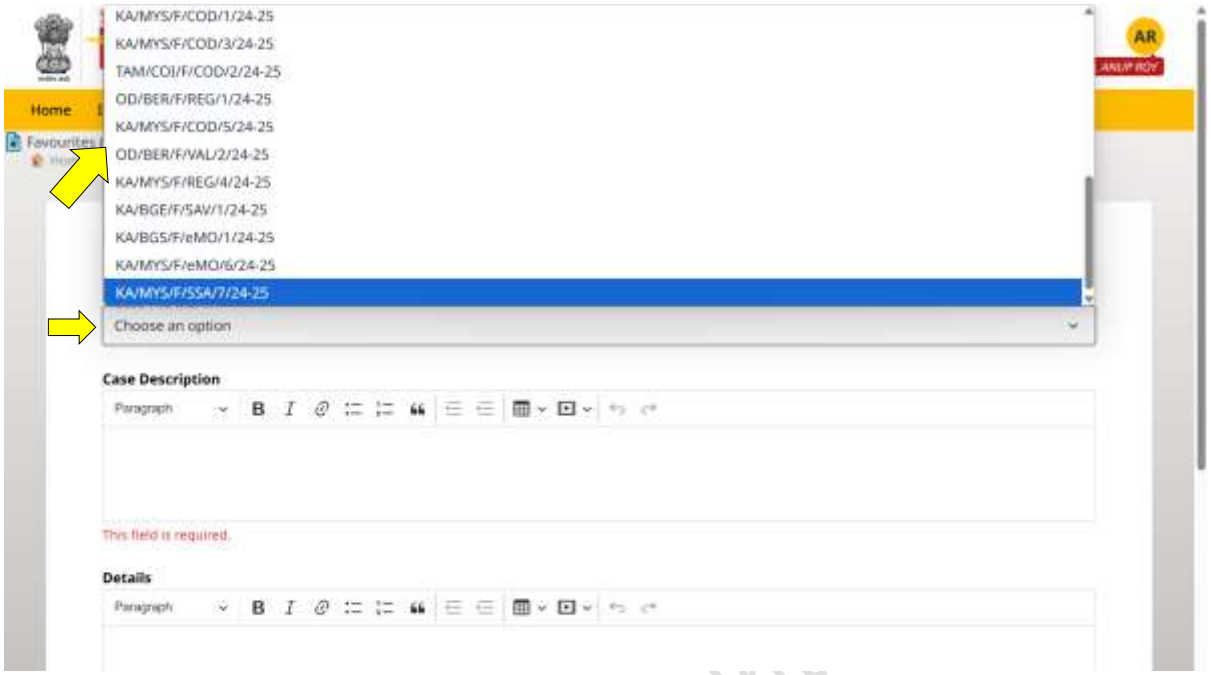
12.4.2.1 Prepare Report



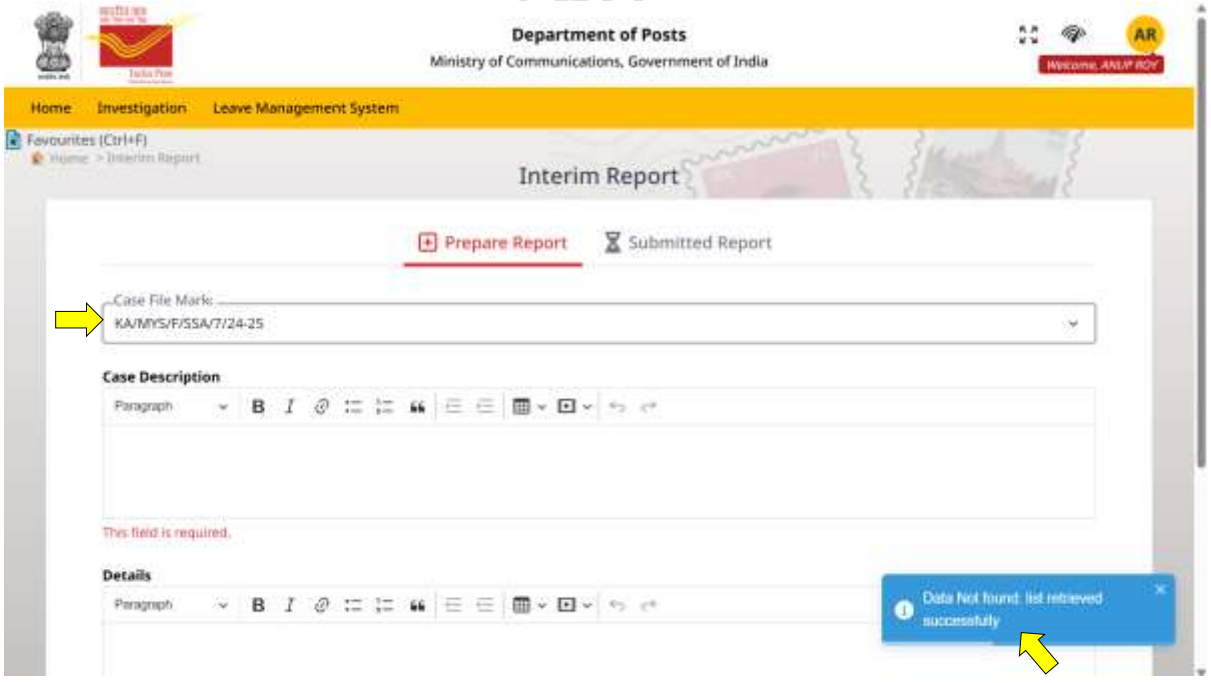
Under 'Prepare Report' tab, various headers are available.



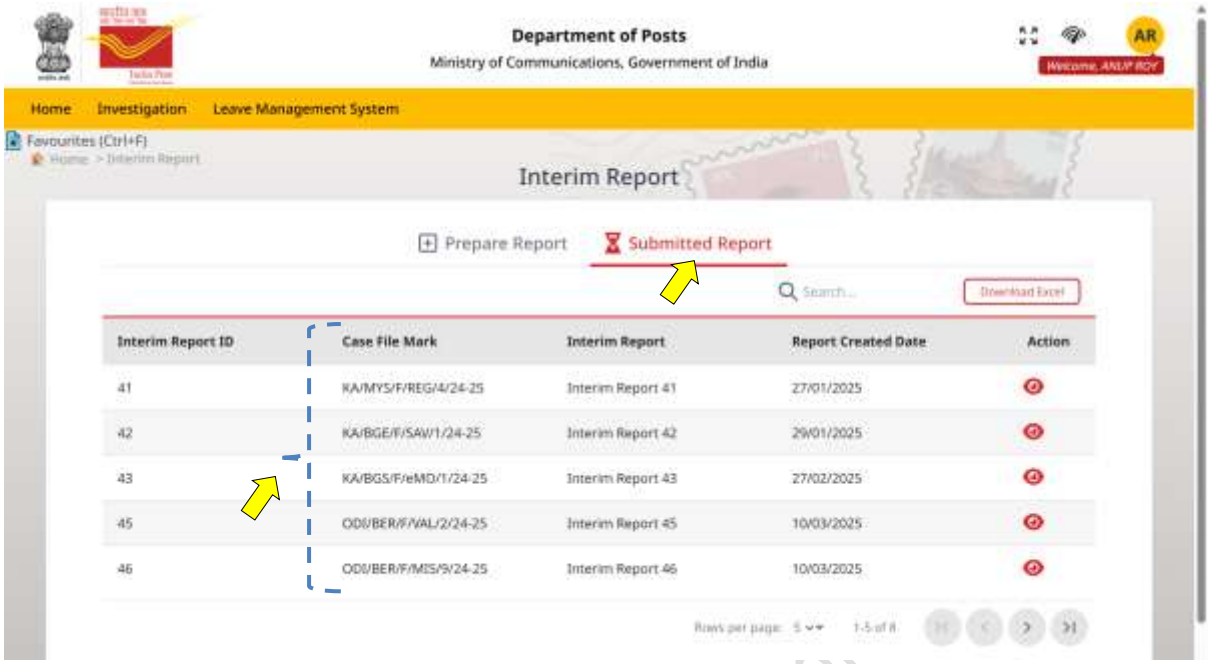
When scrolled down more headers will appear with 'Save Changes' & 'Final Submit' buttons.



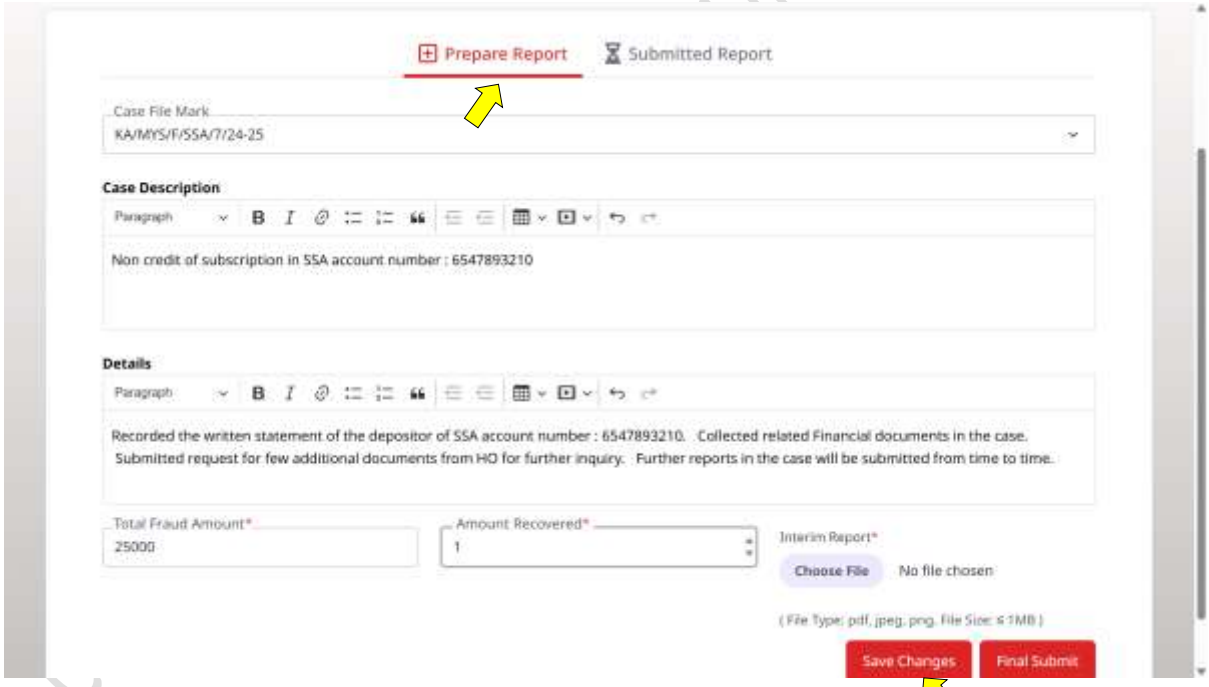
Select Case File Mark from the drop-down list in 'Case File Mark' field.



If data under different headers are not saved previously, flash pop-up as shown above will appear after selection of case file mark, else saved data under different headers will be fetched.



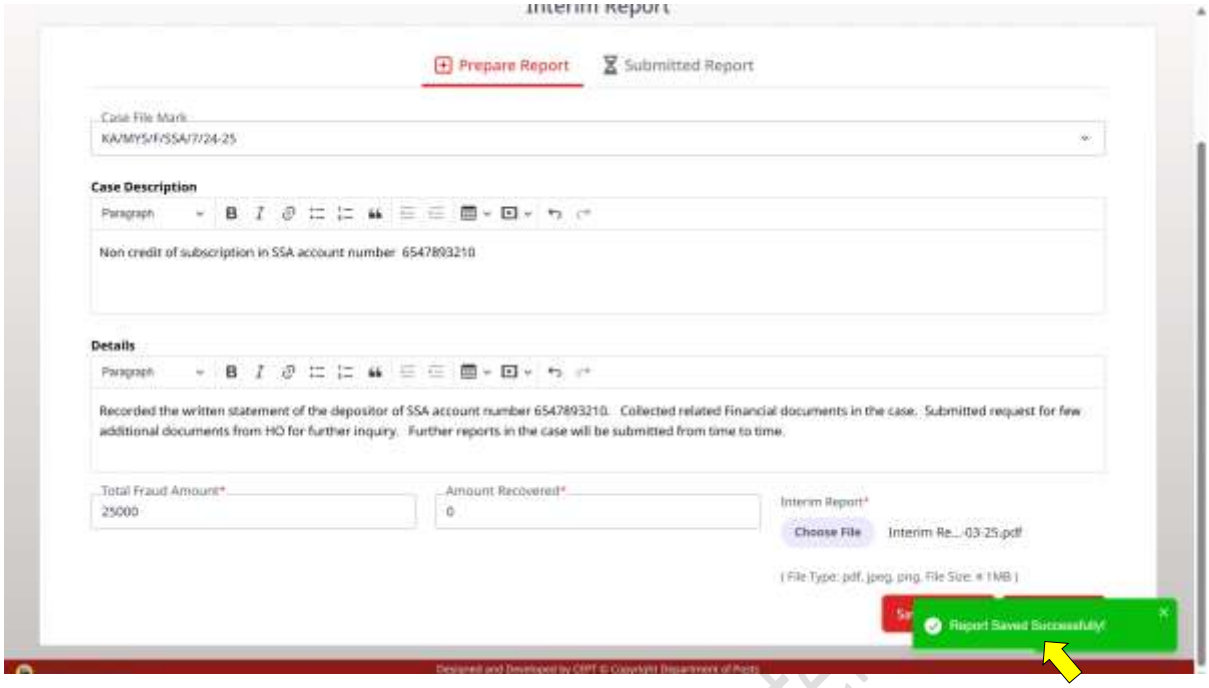
If no interim reports submitted for the case, under 'Submitted Report' tab, details will not be shown for the corresponding case file mark.



Enter suitable data, information under all the headers available. Enter total fraud amount and amount recovered. Select 'Interim Report' by clicking on 'Choose File' and browsing it from the concerned resource.

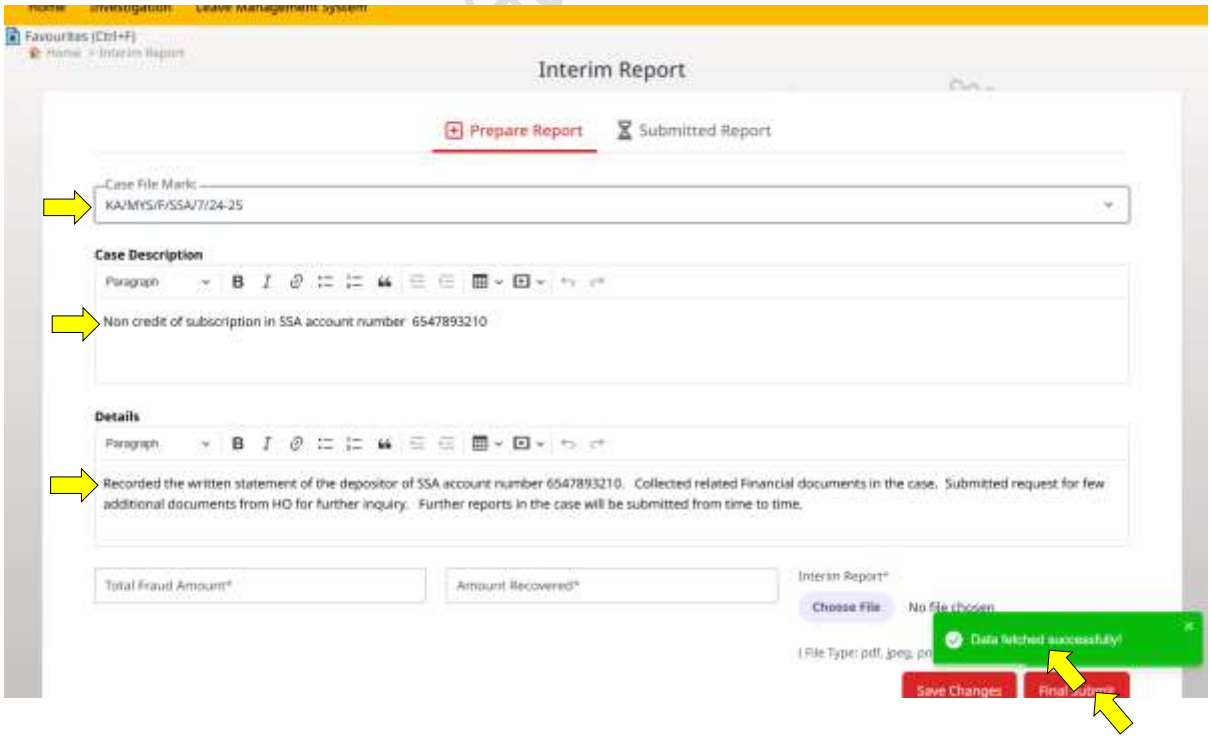
This tab has many headers which are to be filled with data and information. To enable the Investigator to save changes at regular intervals, provision of 'Save Changes' is made available.

Under each header, various text formatting tools like Bold, Italic, Bullets, Insert table etc., are available.

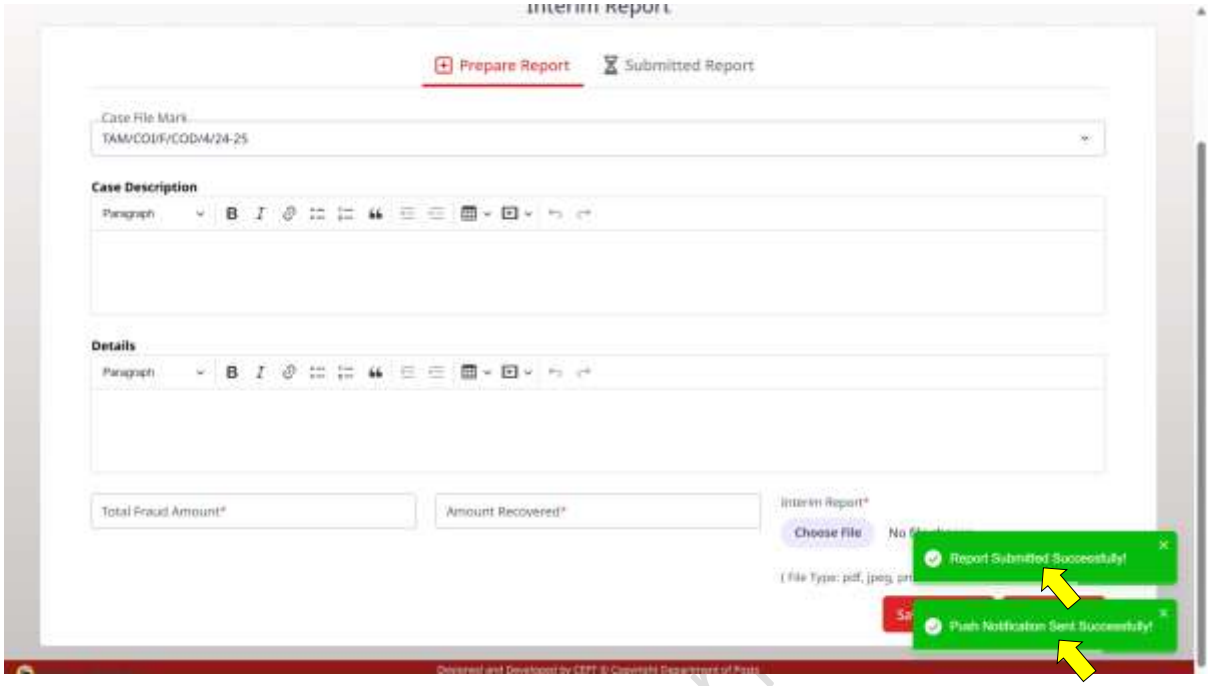


Click on **"Save Changes"** button to save entered data at regular intervals.

When clicked on **"Save Changes"** button, flash pop-up message as shown above will appear in the bottom right corner of the screen.



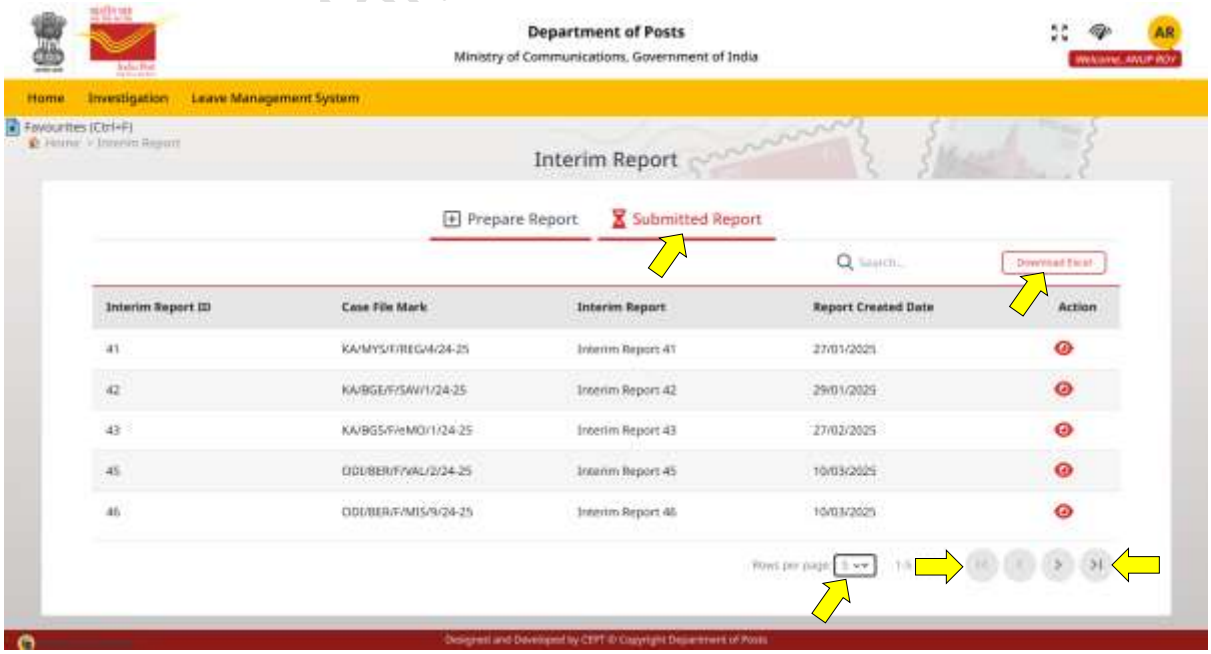
When it is not to prepare report completely, user can 'Save Changes' and subsequently, access this page and selects the case mark, all the previously entered and saved data will be fetched and flash pop-up message as shown above will appear.



After preparation of the report completely, click on **"Final Submit"** button.

After clicking on **"Final Submit"** button, two flash pop-up messages as shown above will appear in bottom right corner of the screen.

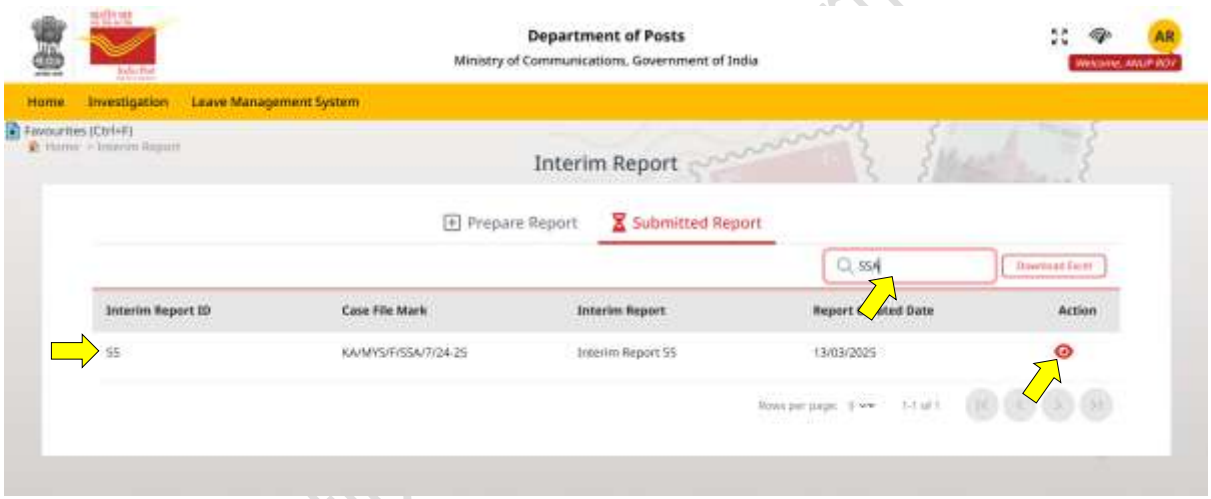
12.4.2.2Submitted Report



After clicking on "**Final Submit**" button, Interim report prepared and submitted will appear under 'Submitted Report' tab. Provision of 'Eye Ball' (To view) is available against each record (i.e. row data) under 'Action' column header.

1) Maximum 5 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

2) Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button. Downloaded excel file will show more details than the list displayed on the page.



Provision of searcher is also available. In the searcher field, key characters like case mark, Report created date, etc., may be entered. Then as per the key characters entered, data will be filtered and displayed. Click on 'Eye Ball' icon under 'Action' column header.

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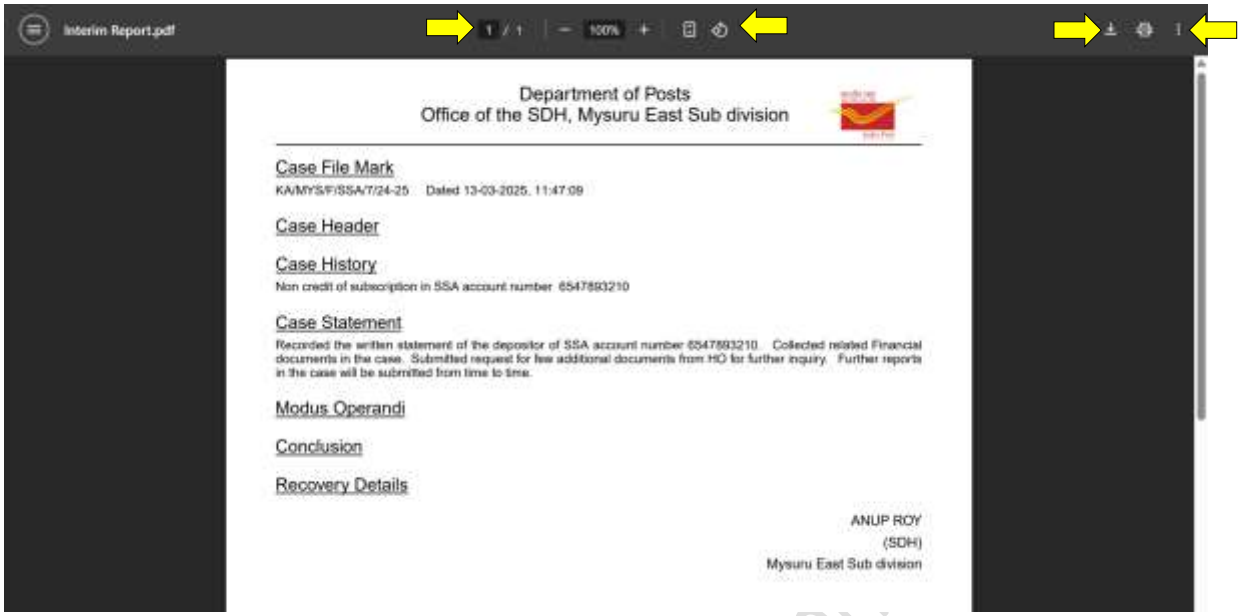
After clicking on 'Eye Ball' icon of the desired case ID, pop-up window as shown above will appear showing the details of prepared and submitted report as mentioned in **6.2.1 of this Operational Guide**. Scroll down to view more details of the report.

After scrolling down and reaching the end of pop-up window, name and designation of the Investigating Officer who submitted the report is shown with "**Export PDF"** button. Click on this button.

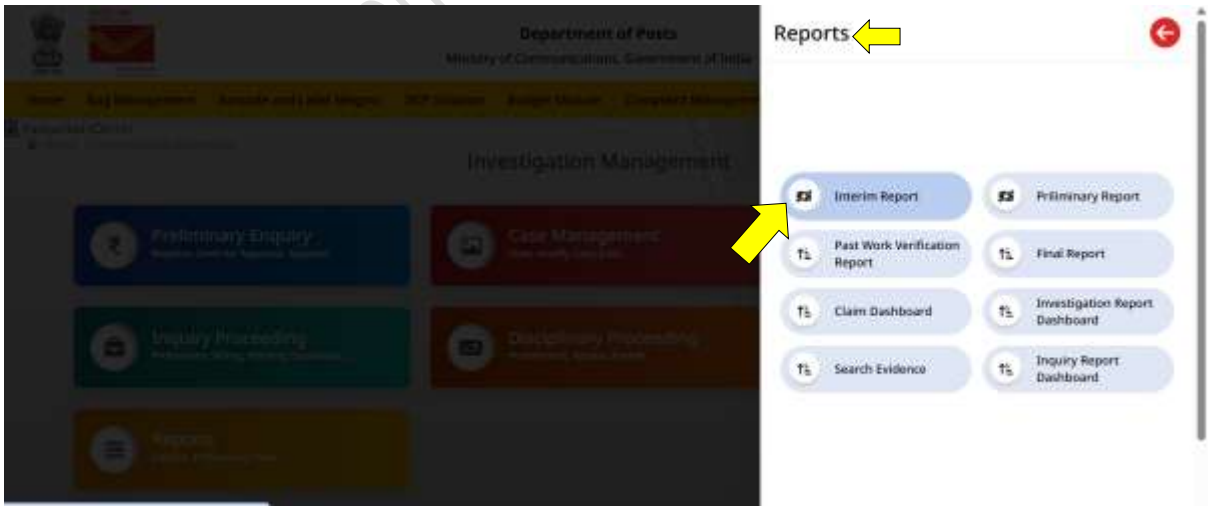
After clicking on this button, displayed report will be downloaded in PDF format as per browser settings.



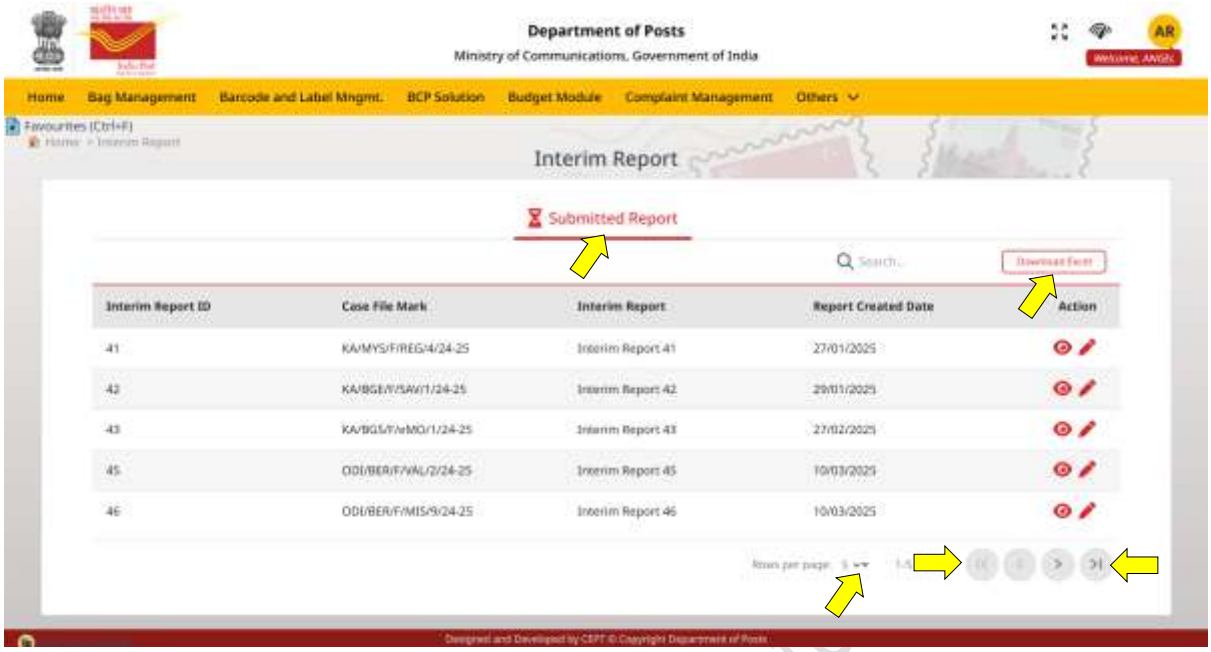
Click on the downloaded PDF file to open and display the file in another tab of browser window with tools to save, print, zoom in, zoom out etc.,

12.4.3 Interim Report (Disciplinary Authority Role)

Soon after submission of 'Interim Report' by the Investigator, it can be viewed by the concerned Disciplinary Authority.

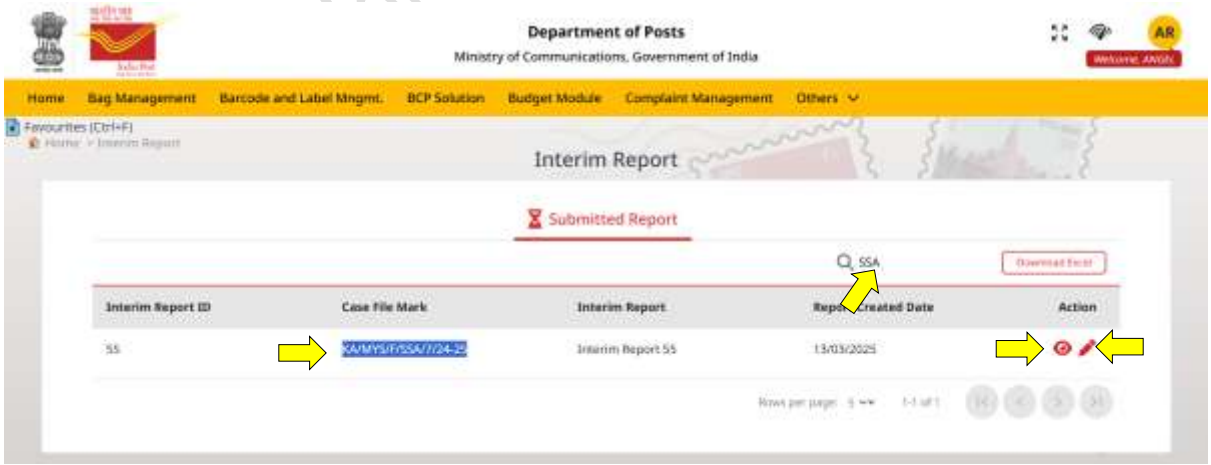


Click on 'Interim Report' option available under 'Reports' sub card.



After clicking on 'Interim Report' option, page as shown above will appear showing the list of submitted Interim reports by various Investigators under the jurisdiction of Disciplinary Authority.

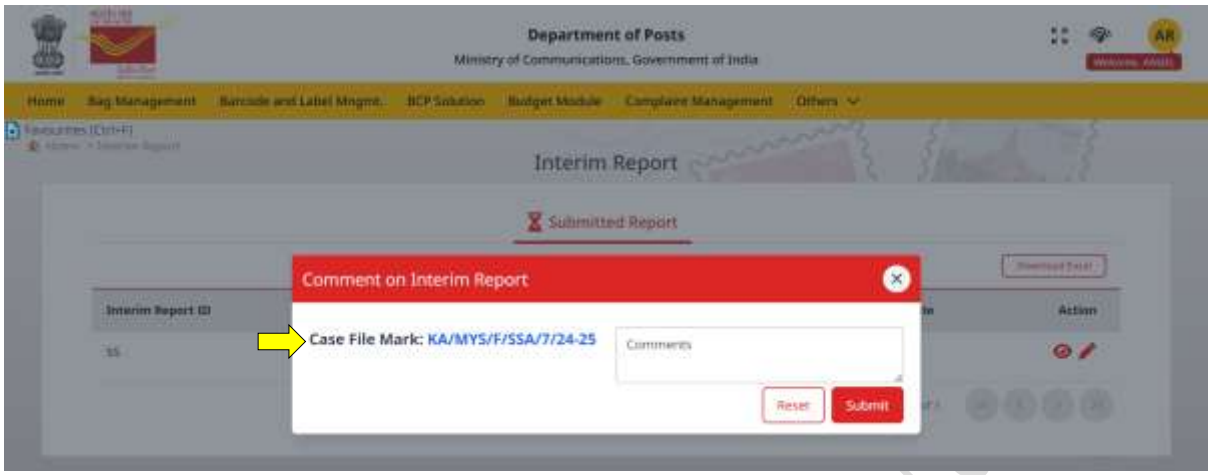
1) Maximum 5 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.
2) Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button. Downloaded excel file will show more details than the list displayed on the page.



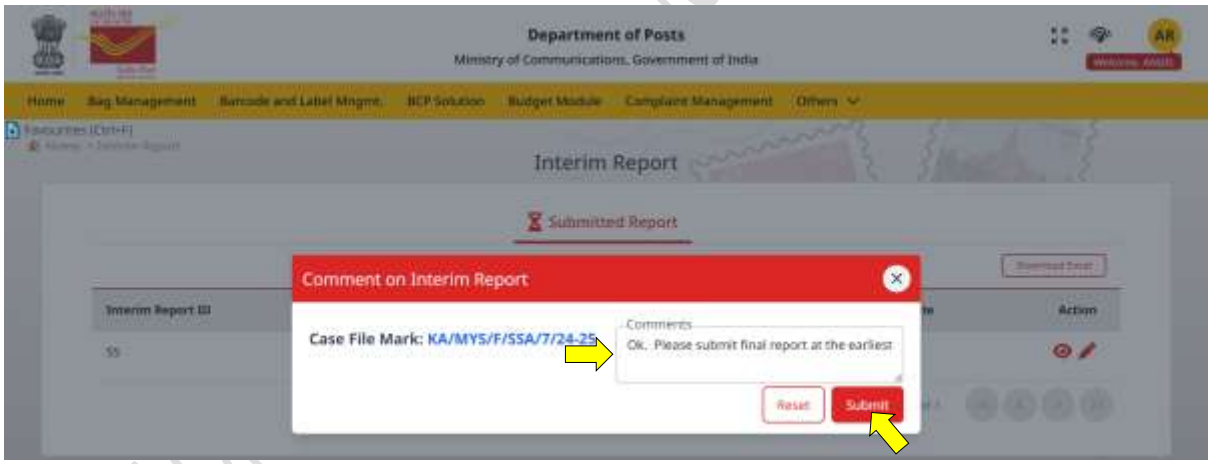
Provision of searcher is also available. In the searcher field, key characters like case mark, report created date etc., may be entered. Then as per the key characters entered, data will be filtered and displayed.

Under 'Action' column header, 'Eye Ball' (View) and 'Pencil' (Add Comment) are provided against each record (i.e. row data)

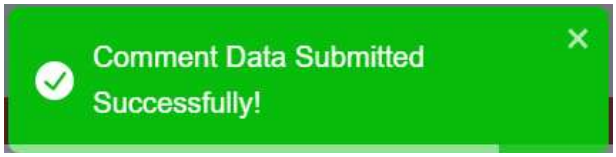
Clicking on eye ball icon will show similar report and option to 'Export to PDF' **as described in 6.2.2 of this Operational Guide**.



When clicked on 'Pencil' icon, a dialogue box as shown above with case file mark and provision to enter 'Comments' will appear with 'Reset' and 'Submit' buttons. Adding of comments on the submitted Interim Report in a case is optional.



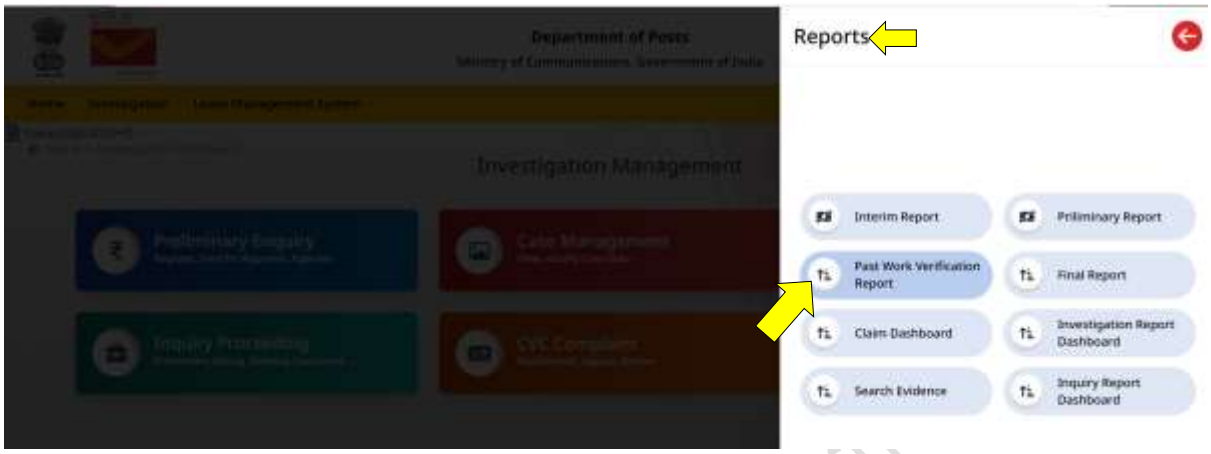
Enter suitable remarks in 'Comments' field and click on **"Submit"** button.



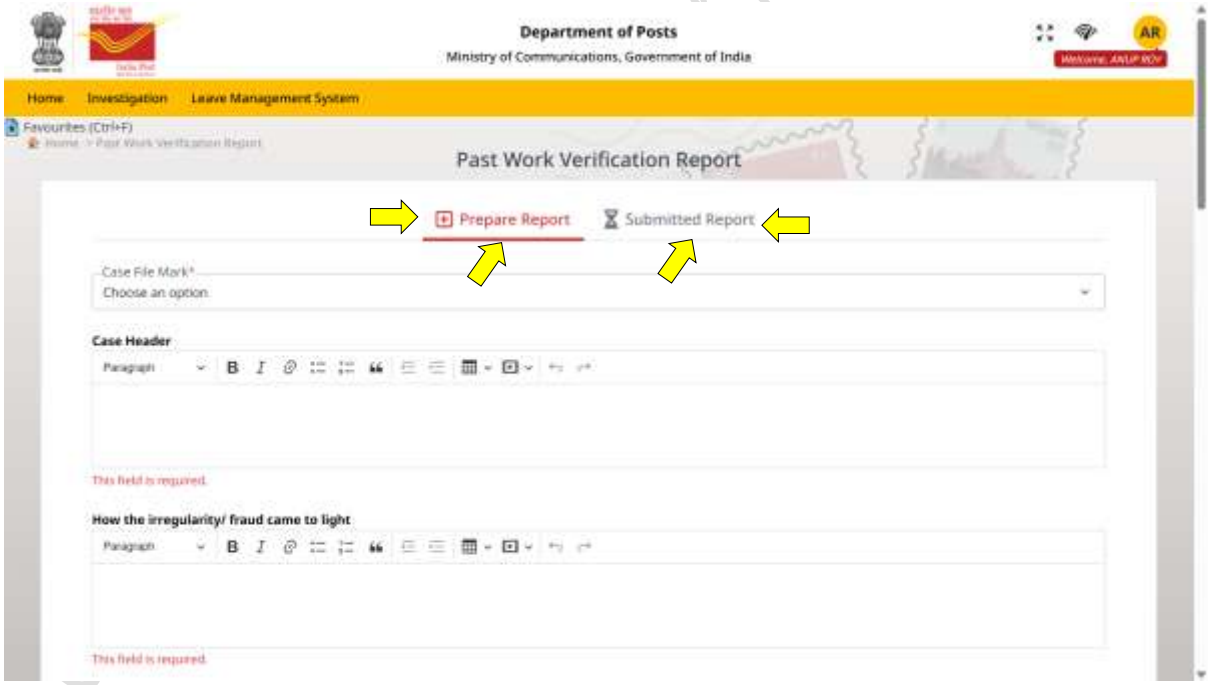
After clicking on "Submit" button, a flash pop-up as shown above will appear in the bottom right corner of the screen.

12.4.4 Past Work Verification Report (Investigation Officer Role)

Past Work Verification (hereinafter referred as PWV) can be prepared and submitted by Investigation Officer using this option.

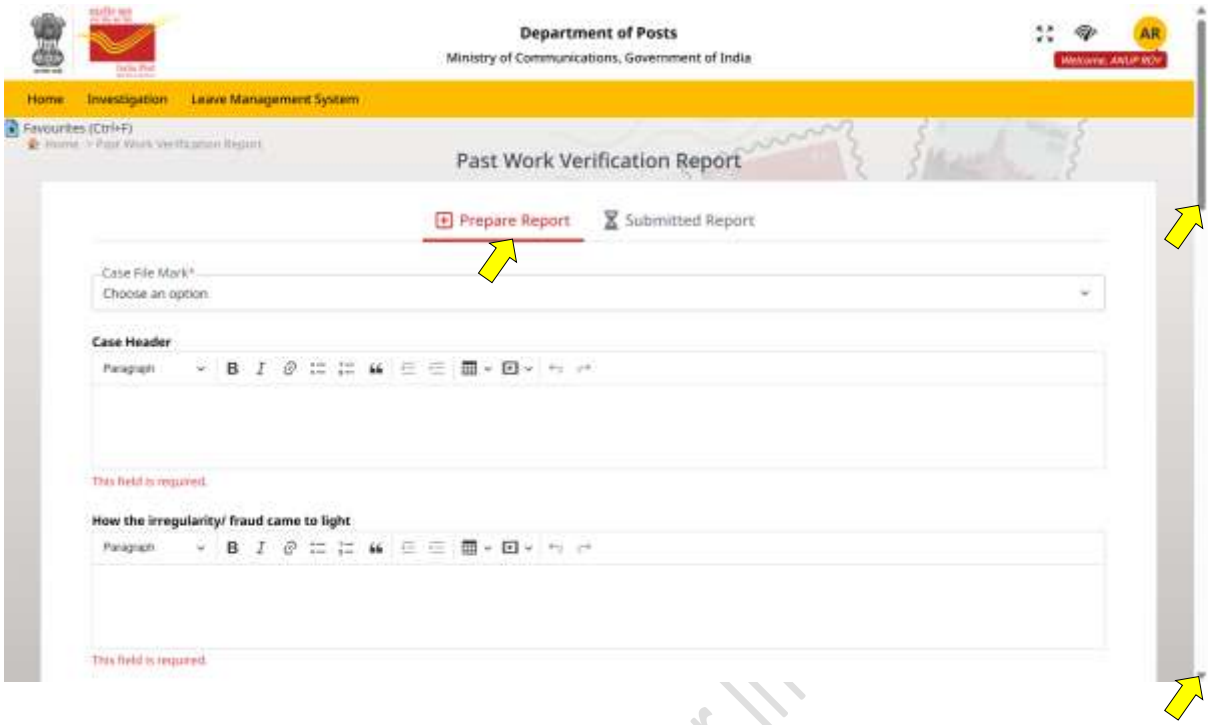


Click on 'Past Work Verification Report' option available under 'Reports' sub card.

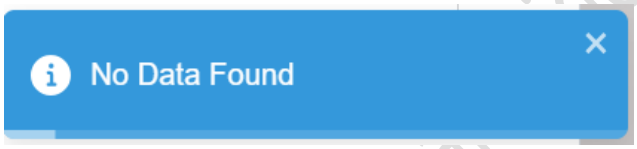


After clicking on 'Past Work Verification Report' option, page as shown above with two tabs viz., **(1) Prepare Report (2) Submitted Report** will appear.

12.4.4.1 Prepare Report



Under 'Prepare Report' tab, select Case File Mark from the drop-down list in 'Case File Mark' field.



If data under different headers are not saved previously, flash pop-up as shown above will appear after selection of case file mark, else saved data under different headers will be fetched.

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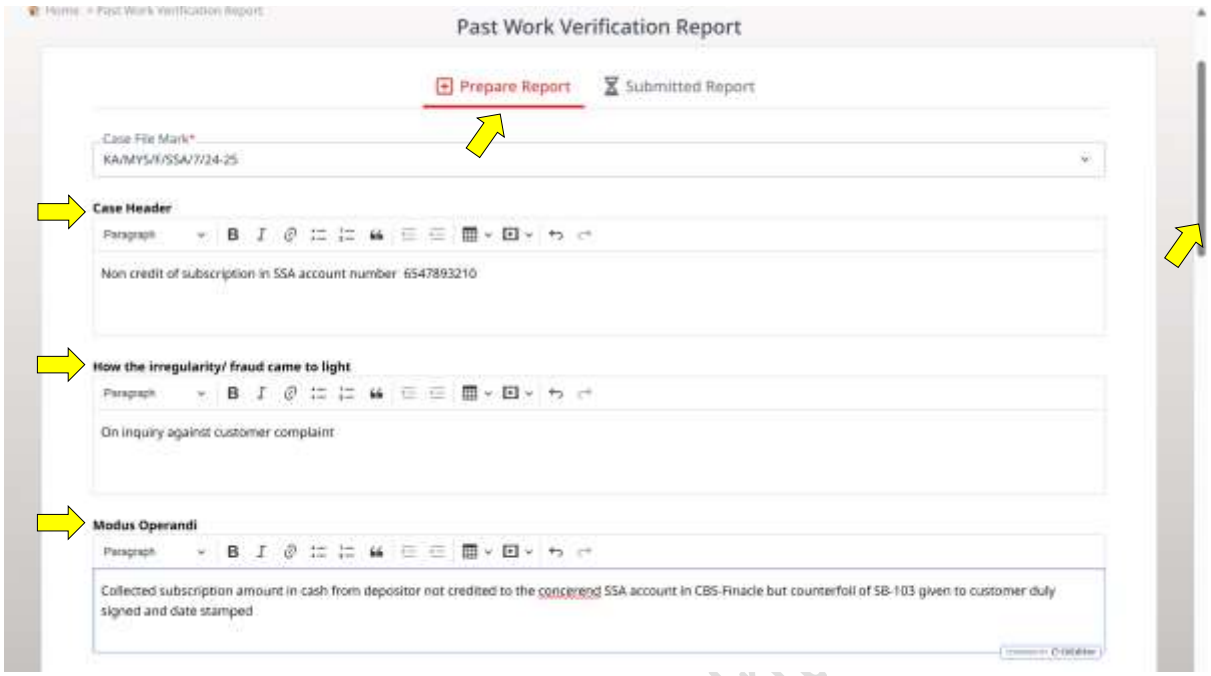
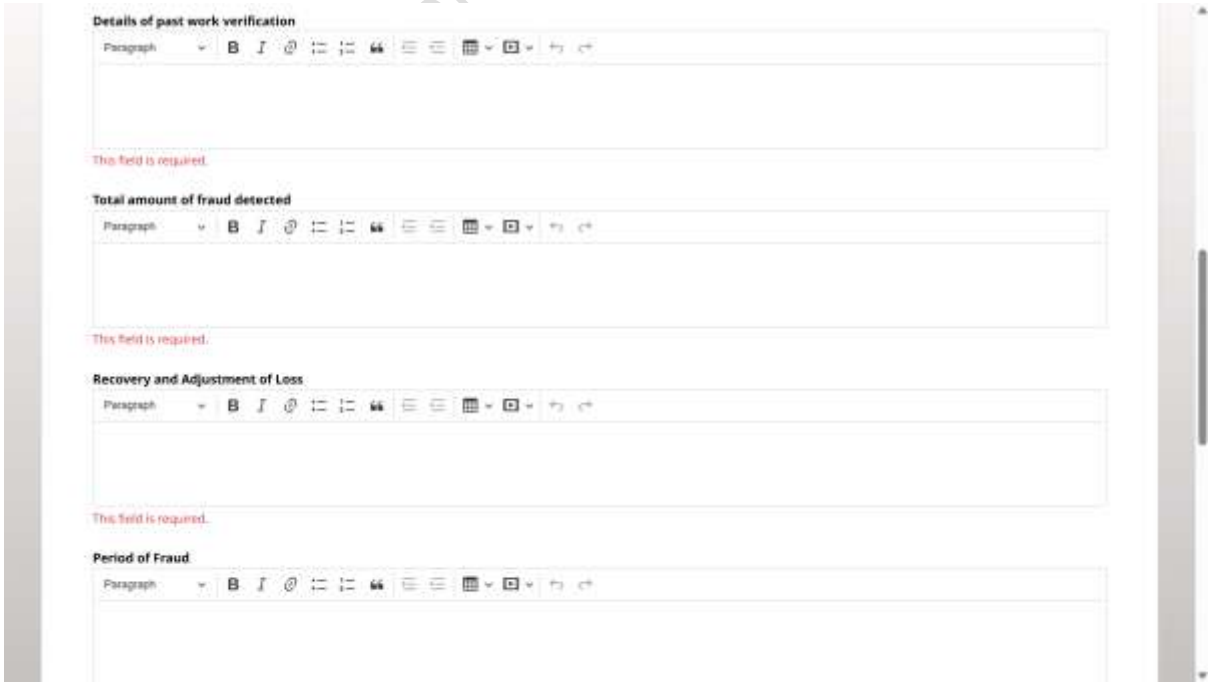
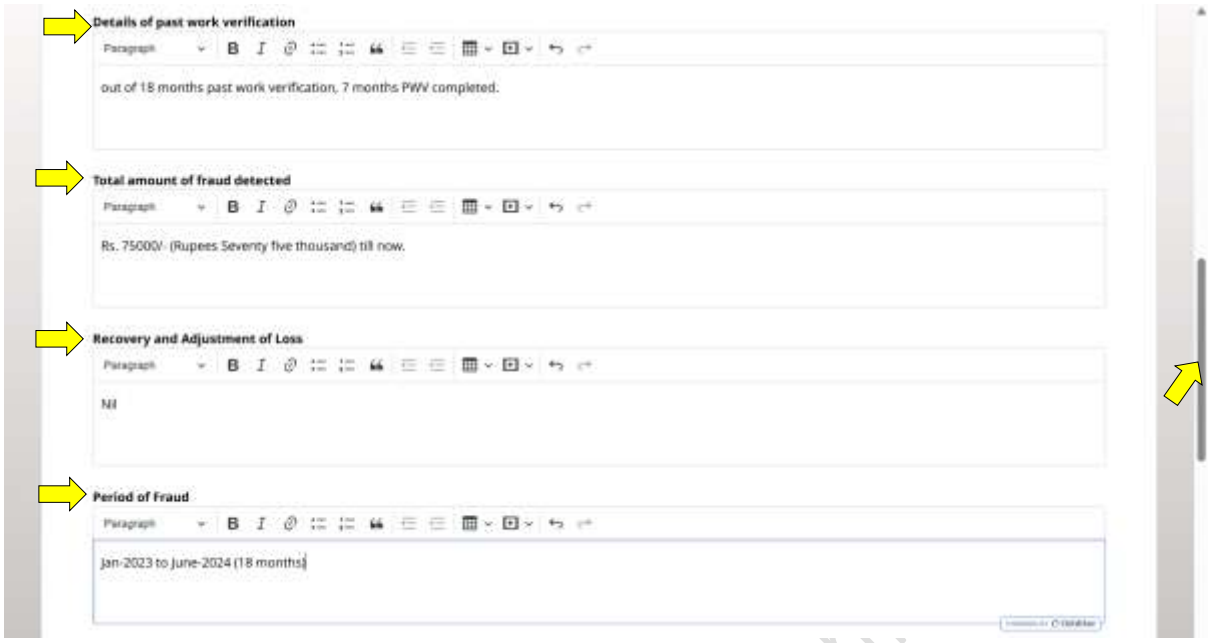


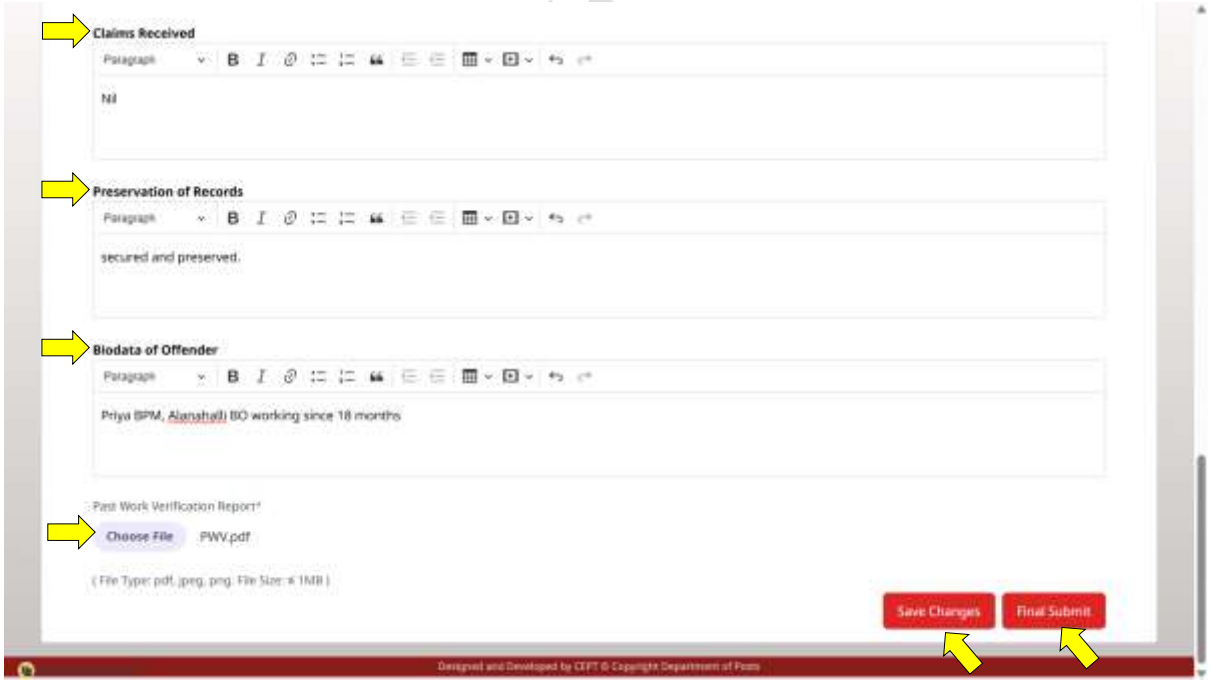
After selection of desired Case File Mark from the drop-down list in 'Case File Mark' field, enter suitable data, information under headers 'Case Header', 'How the irregularity / fraud came to light', 'Modus Operandi' and scroll down the page to view and fill-in more headers.



After scrolling down the page, more headers will be visible.



Enter suitable data, information under headers 'Details of past work verification', 'Total amount of fraud detected', Recovery and Adjustment of Loss', 'Period of fraud' and scroll down the page to view and fill-in more headers.



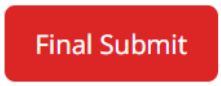
Enter suitable data, information under headers 'Claims Received', 'Preservation of Records', 'Biodata of Offender'. Click on 'Choose File' to browse and select Past Work Verification Report

This tab has many headers to filled with data and information. To enable the Investigator to save changes at some intervals, provision of 'Save Changes' is made available.

Under each header, various text formatting tools like Bold, Italic, Bullets, insert table etc., are available.

Click on **"Save Changes"** button to save entered data at regular intervals.

When clicked on **"Save Changes"** button, flash pop-up message as shown above will appear in the bottom right corner of the screen.



After preparation of the report completely, click on **"Final Submit"** button.

After clicking on **"Final Submit"** button, two flash pop-up messages as shown above will appear in bottom right corner of the screen.

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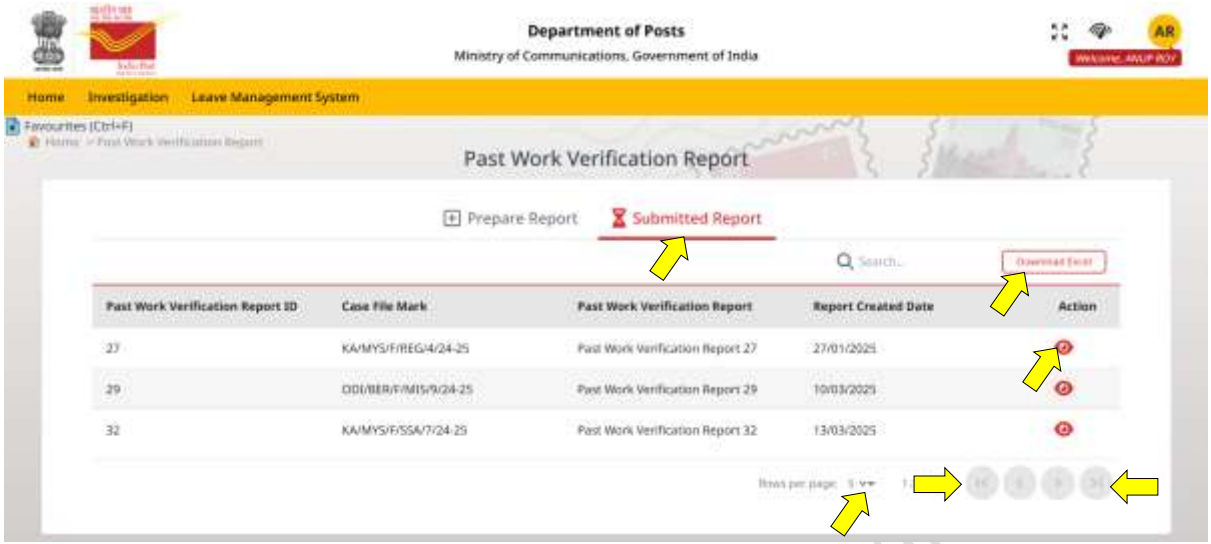
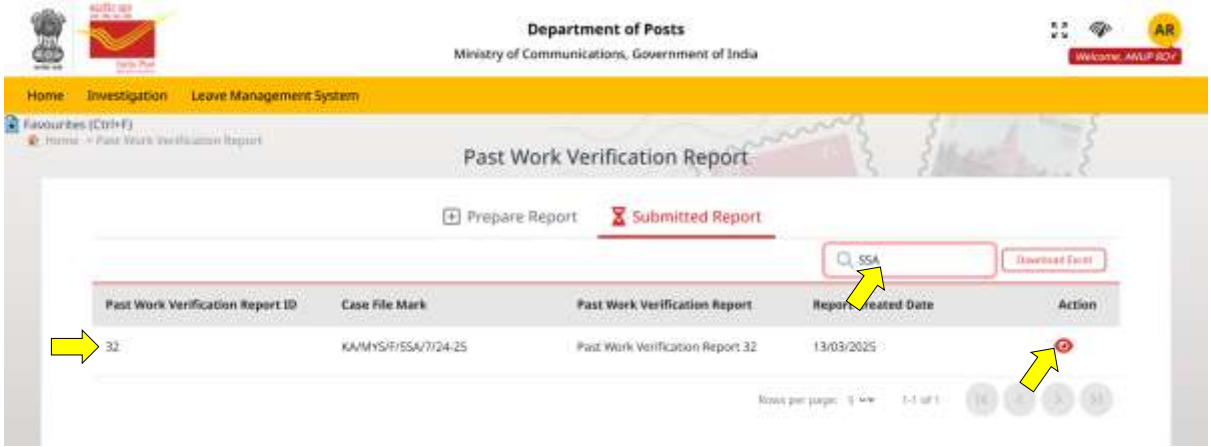
12.4.4.2Submitted Report



After clicking on "**Final Submit**" button, Past Work Verification report prepared and submitted will appear under 'Submitted Report' tab. Provision of 'Eye Ball' (To view) icon is available against each record (i.e. row data).

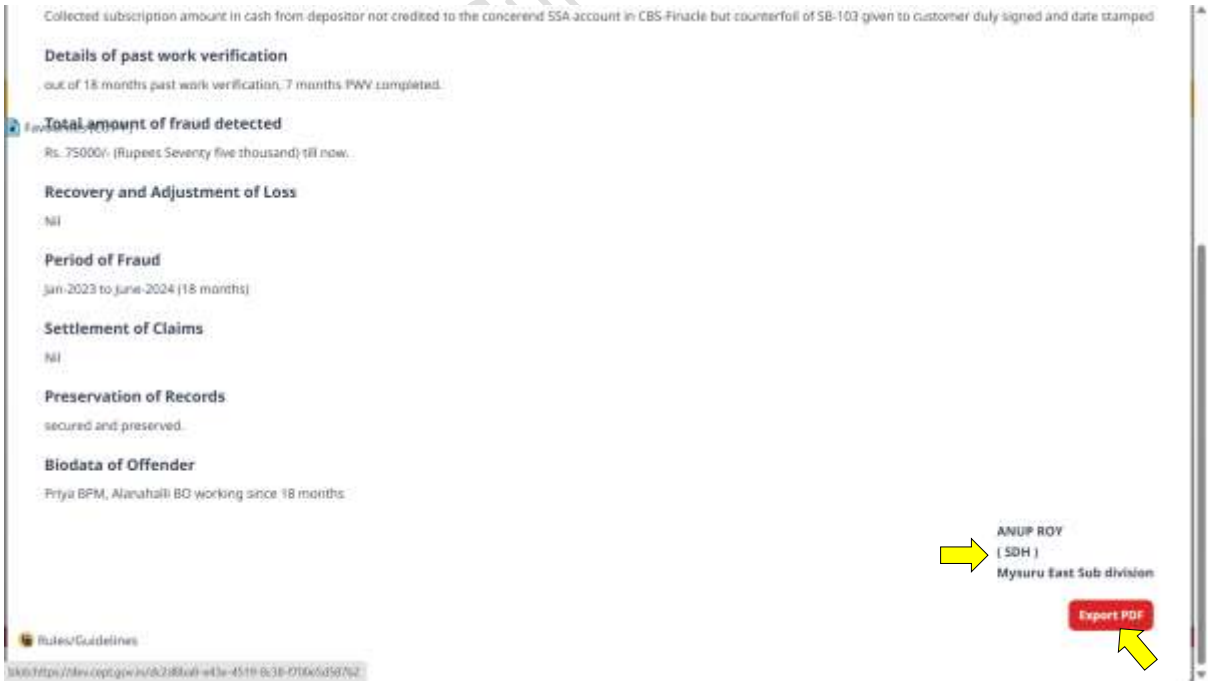
1) Maximum 5 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

2) Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button. Downloaded excel file will show more details than the list displayed on the page.



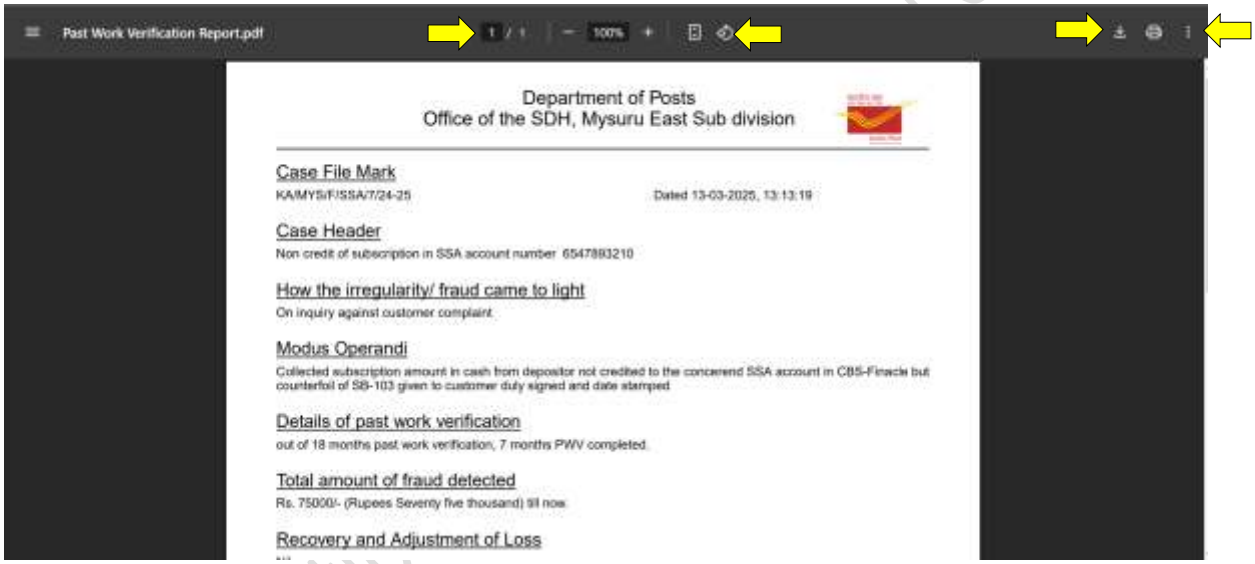
Provision of searcher is also available. In the searcher field, key characters like Case file mark, report created date, etc., may be entered. Then as per the key characters entered, data will be filtered and displayed.

After clicking on 'Eye Ball' icon of the desired case ID, pop-up window as shown above will appear showing the details of prepared and submitted Past Work Verification report as mentioned in **6.4.1 of this Operational Guide**. Scroll down to view more details of the report. Scroll down to view more details.



After scrolling down and reaching the end of pop-up window, name and designation of the Investigating Officer who submitted the report is shown with "**Export PDF"** button. Click on this button.

After clicking on this button, displayed report will be downloaded in PDF format as per browser settings.



Click on the downloaded PDF file to open and display the file in another tab of browser window with tools to save, print, zoom in, zoom out etc.,

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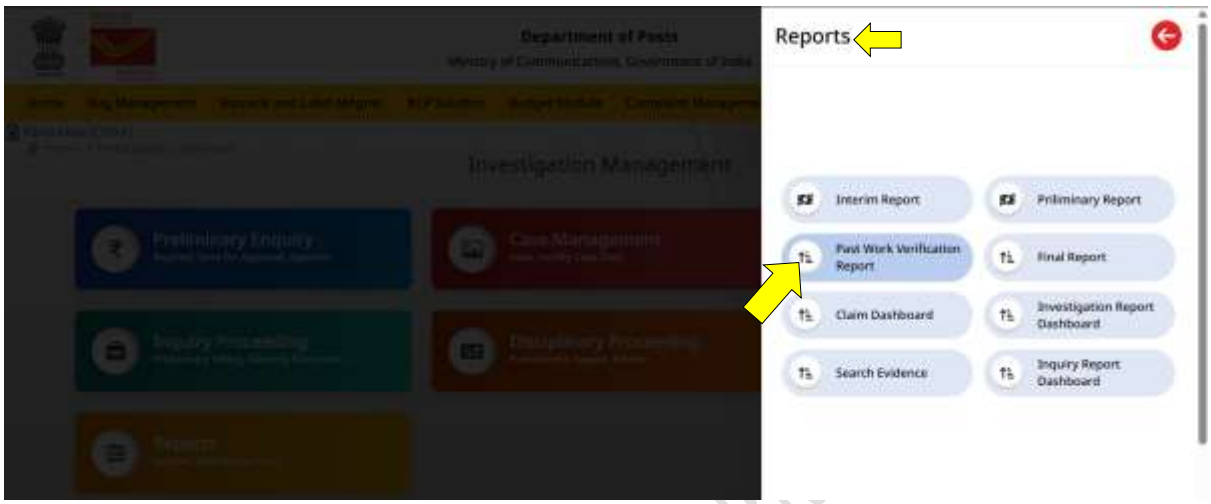
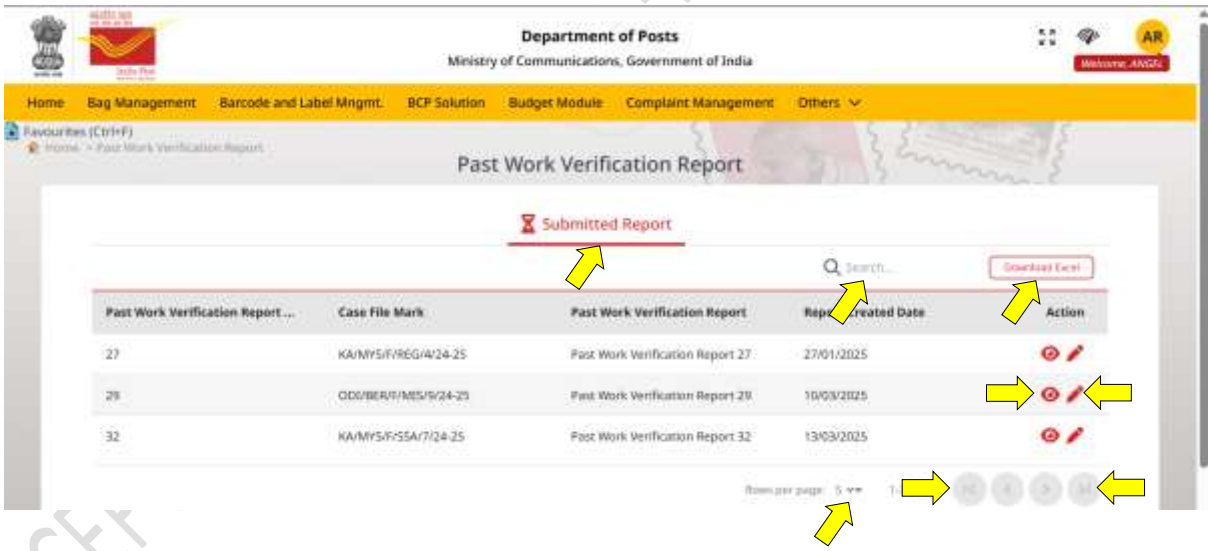
12.4.5 Past Work Verification Report (Disciplinary Authority Role)

Soon after submission of 'Past Work Verification Report' by the Investigator, it can be viewed by the concerned Disciplinary Authority.



Click on 'Past Work Verification Report' option available under 'Reports' sub card.



After clicking on 'Past Work Verification Report' option, page as shown above will appear showing the list of submitted Past Work Verification reports by various Investigators under the jurisdiction of Disciplinary Authority.

Under 'Action' column header, 'Eye Ball' (View) and 'Pencil' (Add Comment) are provided against each record (i.e. row data)

1) Maximum 5 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

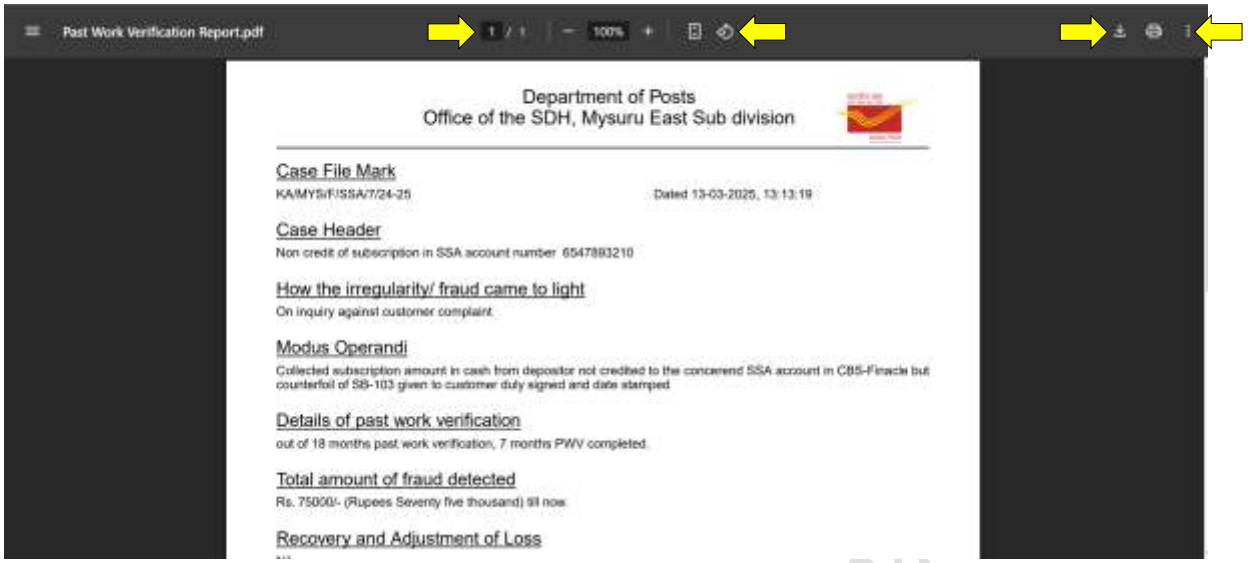
2) Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. Downloaded excel file will show more details than the list displayed on the page.

3) Provision of searcher is also available. In the searcher field, key characters like case mark, report created date etc., may be entered. Then as per the key characters entered, data will be filtered and displayed.

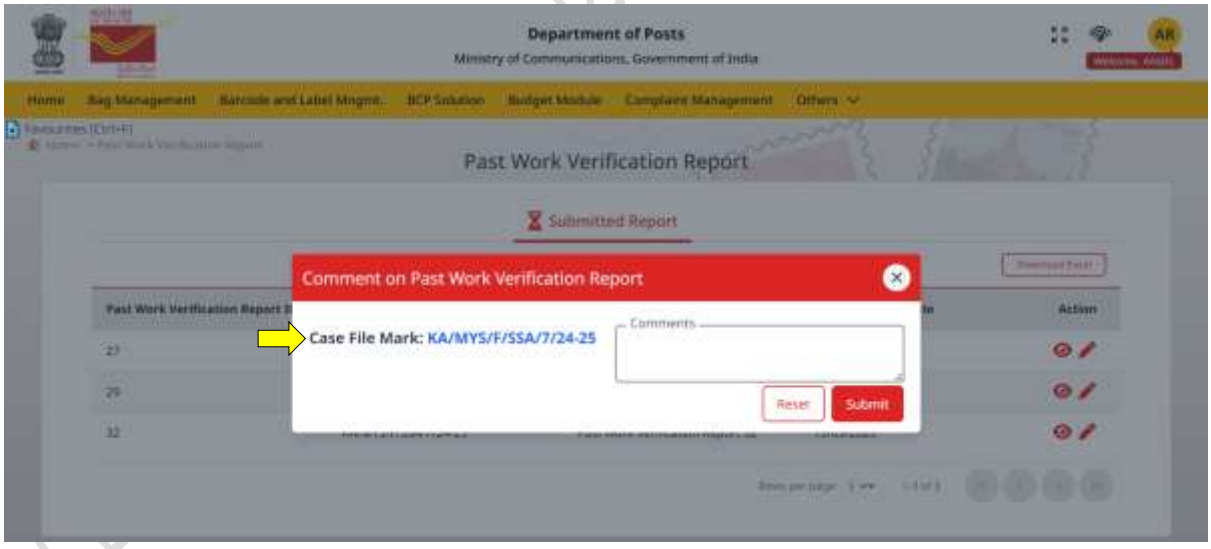
After clicking on ‘Eye Ball’ icon, pop-up window as shown above will be displayed showing the PWV report. Scroll down the pop-up window to view more details.

After scrolling down and reaching the end of pop-up window, name and designation of the Investigating Officer who submitted the report is shown with **"Export PDF"** button. Click on this button.

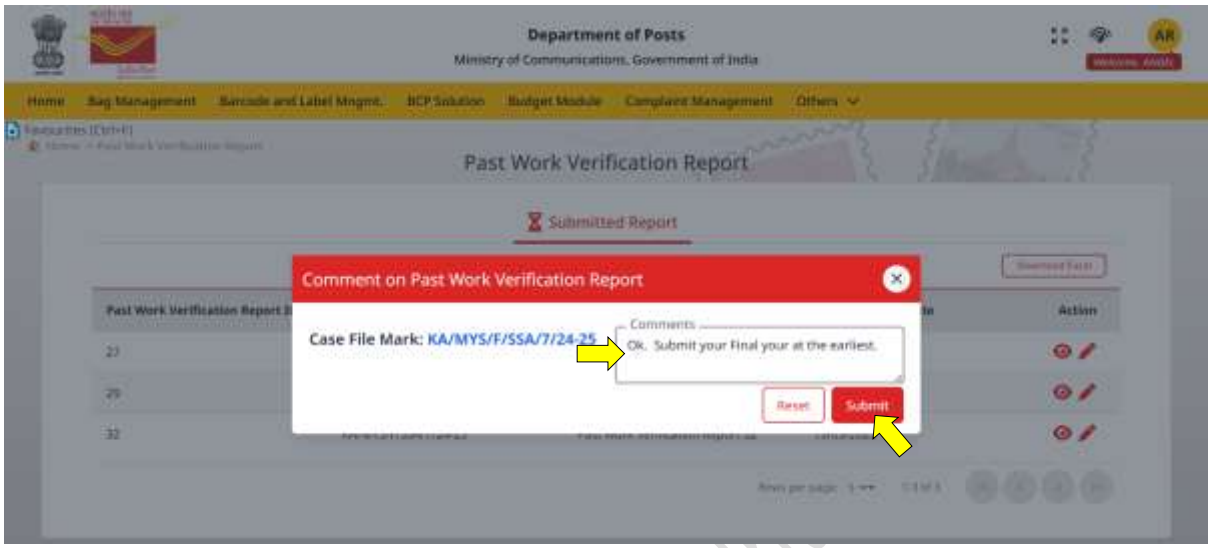
After clicking on this button, displayed report will be downloaded in PDF format as per browser settings.



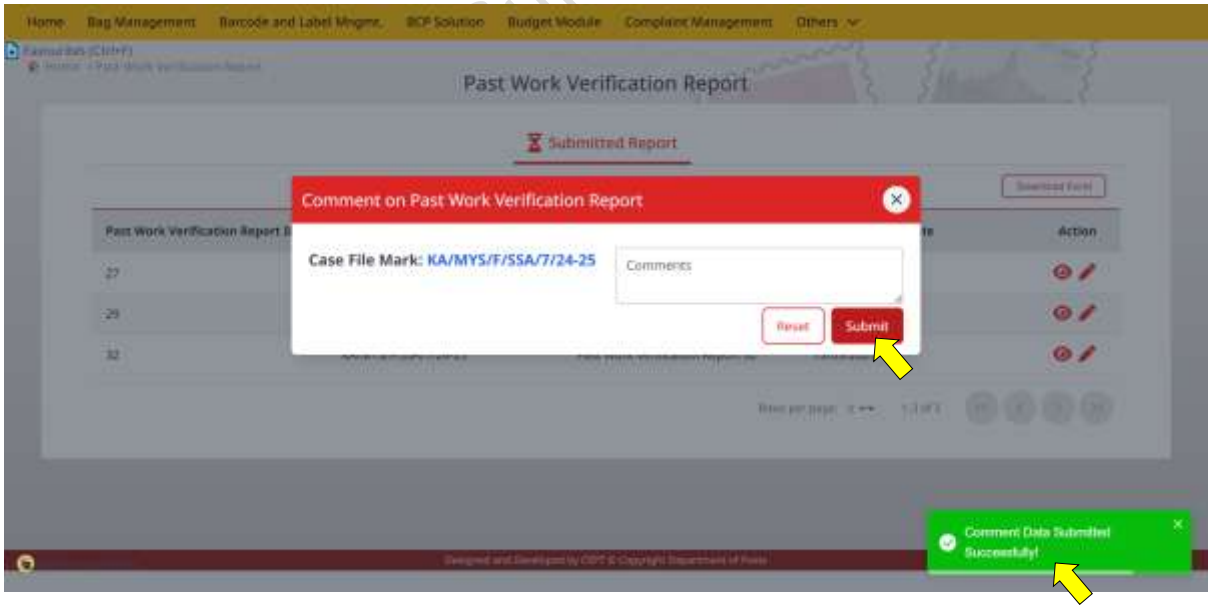
Click on the downloaded PDF file to open and display the file in another tab of browser window with tools to save, print, zoom in, zoom out etc.,



When clicked on ‘Pencil’ icon, a dialogue box as shown above with case file mark and provision to enter ‘Comments’ will appear with ‘Reset’ and ‘Submit’ buttons. Adding of comments on the submitted Past work verification Report in a case is optional.



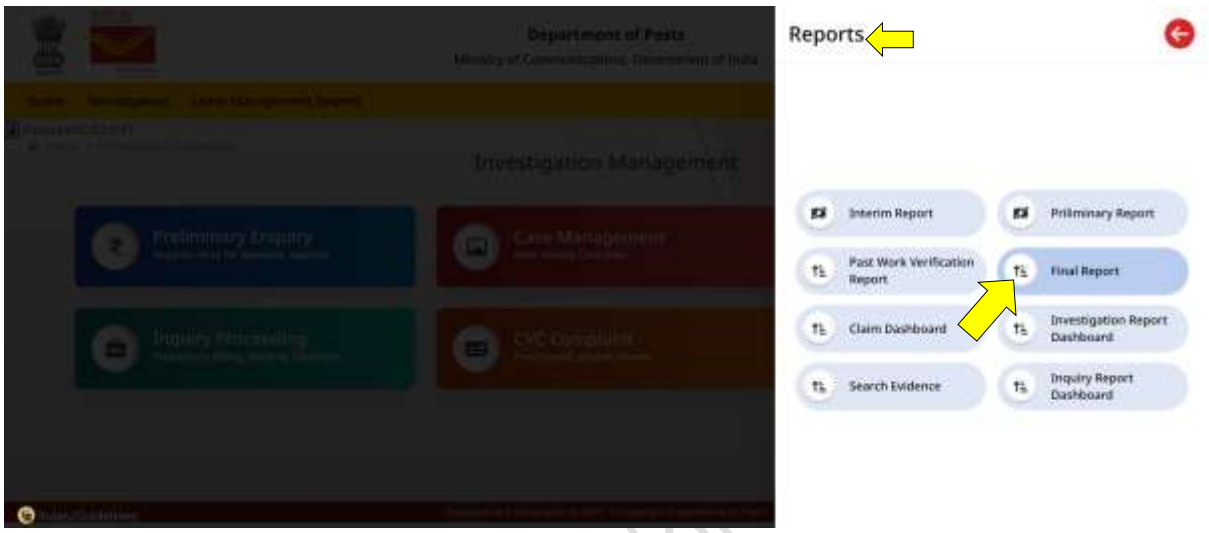
Enter suitable remarks in 'Comments' field and click on **"Submit"** button.



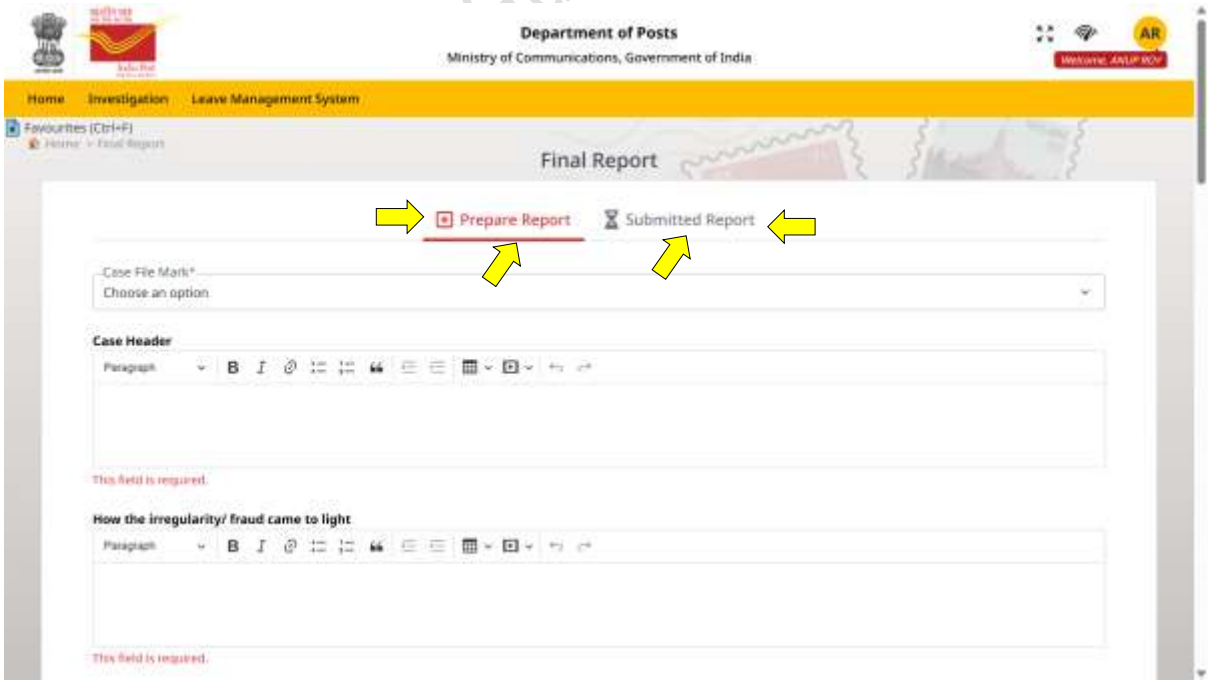
After clicking on "Submit" button, a flash pop-up as shown above will appear in the bottom right corner of the screen.

12.4.6 Final Report (Investigation Officer Role)

Final report needs to be submitted in every registered case to proceed with further vigilance and inquiry proceedings in the case. By using this option, Investigation Officer can prepare and submit a Final Report to the concerned Disciplinary Authority.

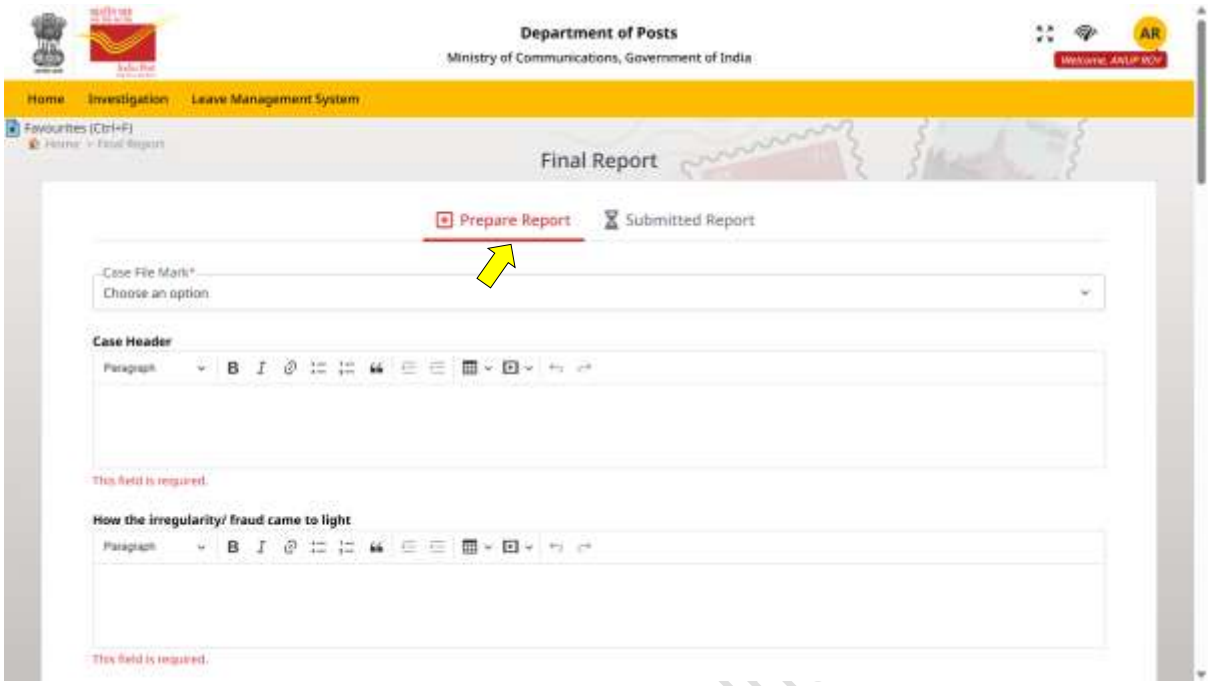


Click on 'Final Report' option available under 'Reports' sub card.

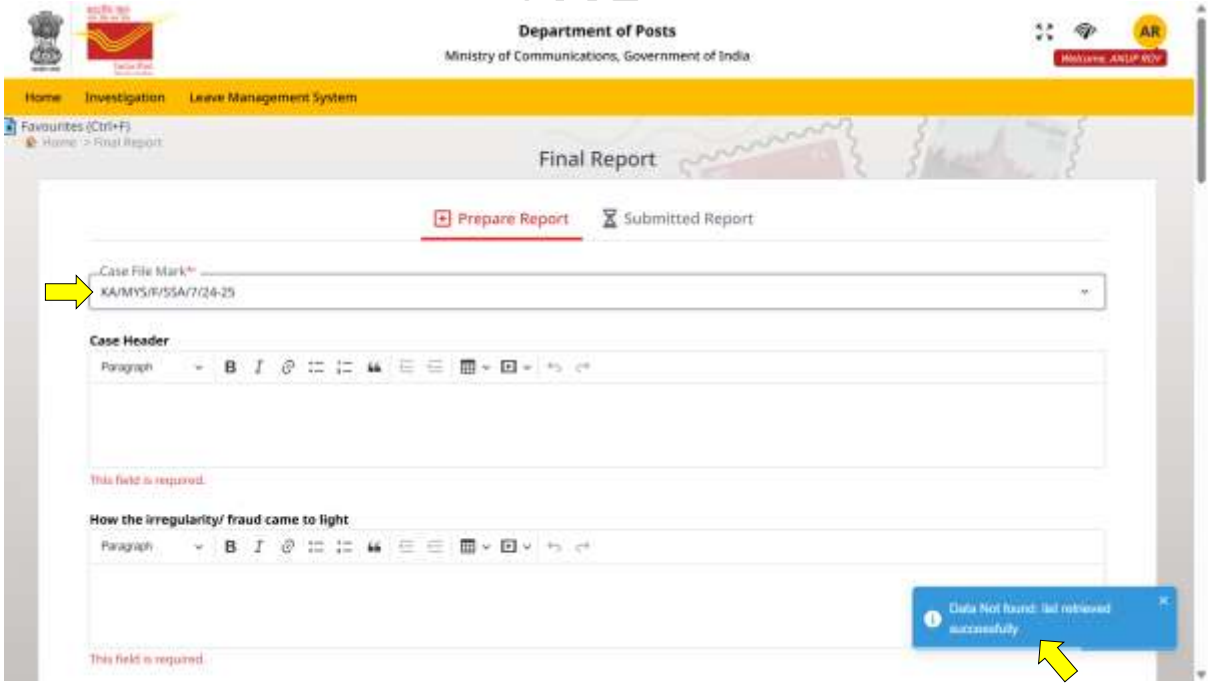


After clicking on 'Final Report' option, page as shown above with two tabs viz., **(1) Prepare Report (2) Submitted Report** will appear.

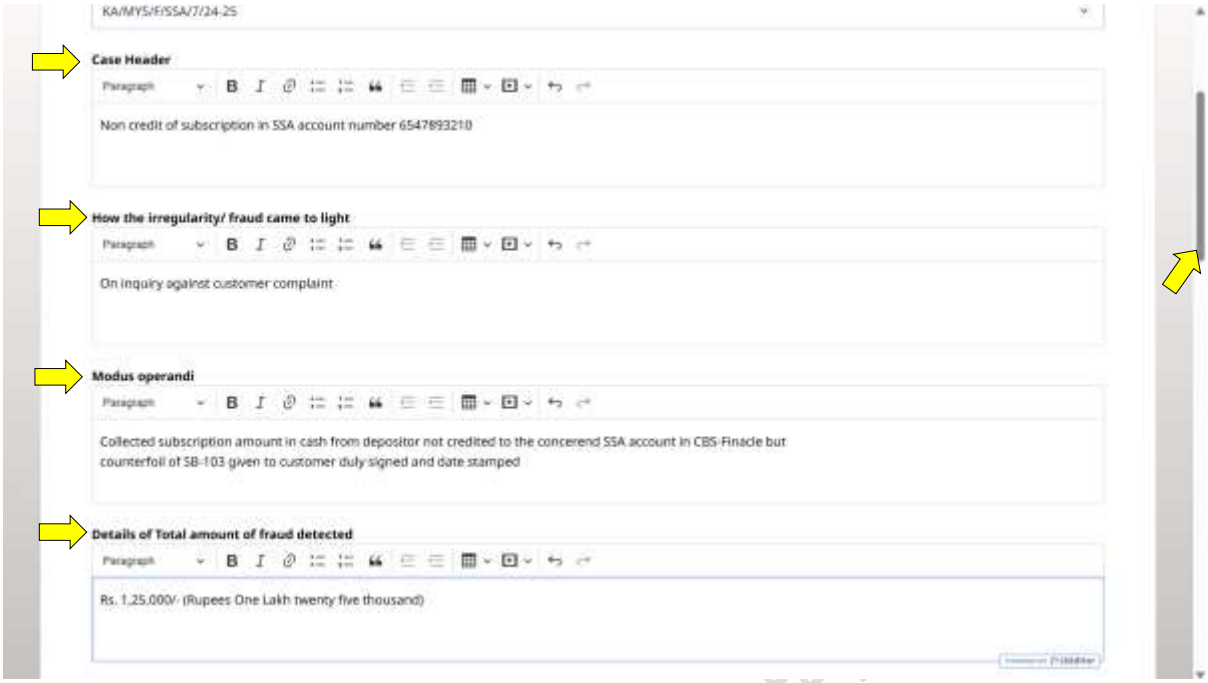
12.4.6.1 Prepare Report



Under 'Prepare Report' tab, select Case File Mark from the drop-down list in 'Case File Mark' field.

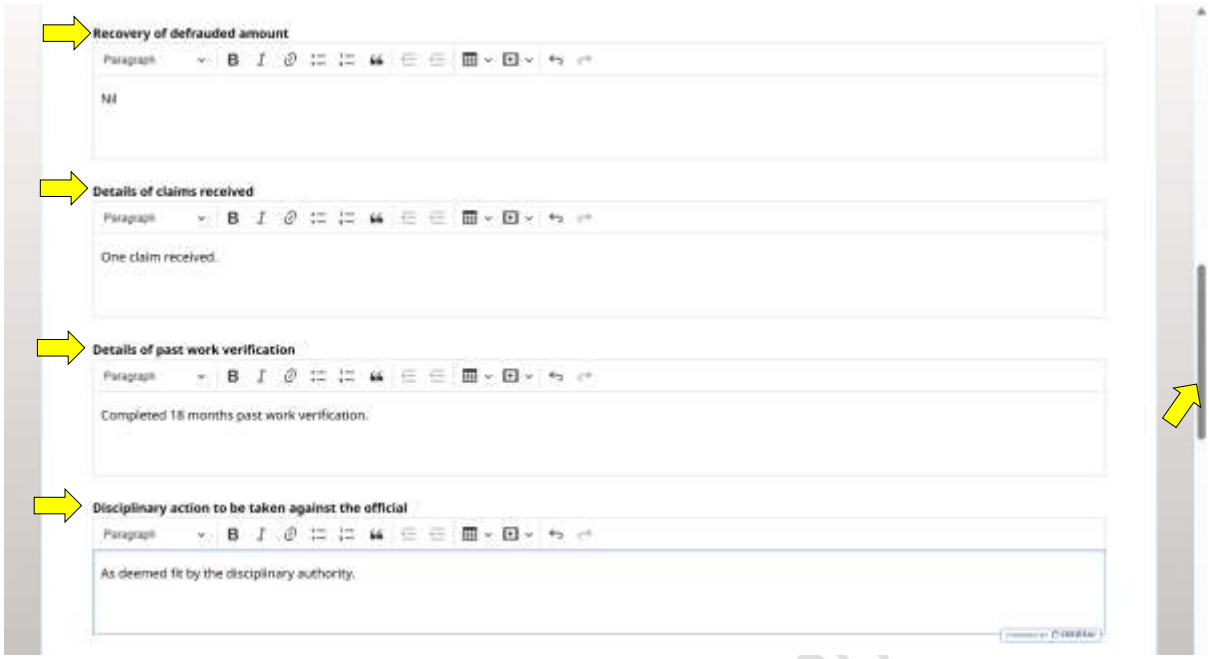


If data under different headers are not saved previously, flash pop-up as shown above will appear after selection of case file mark, else saved data under different headers will be fetched.

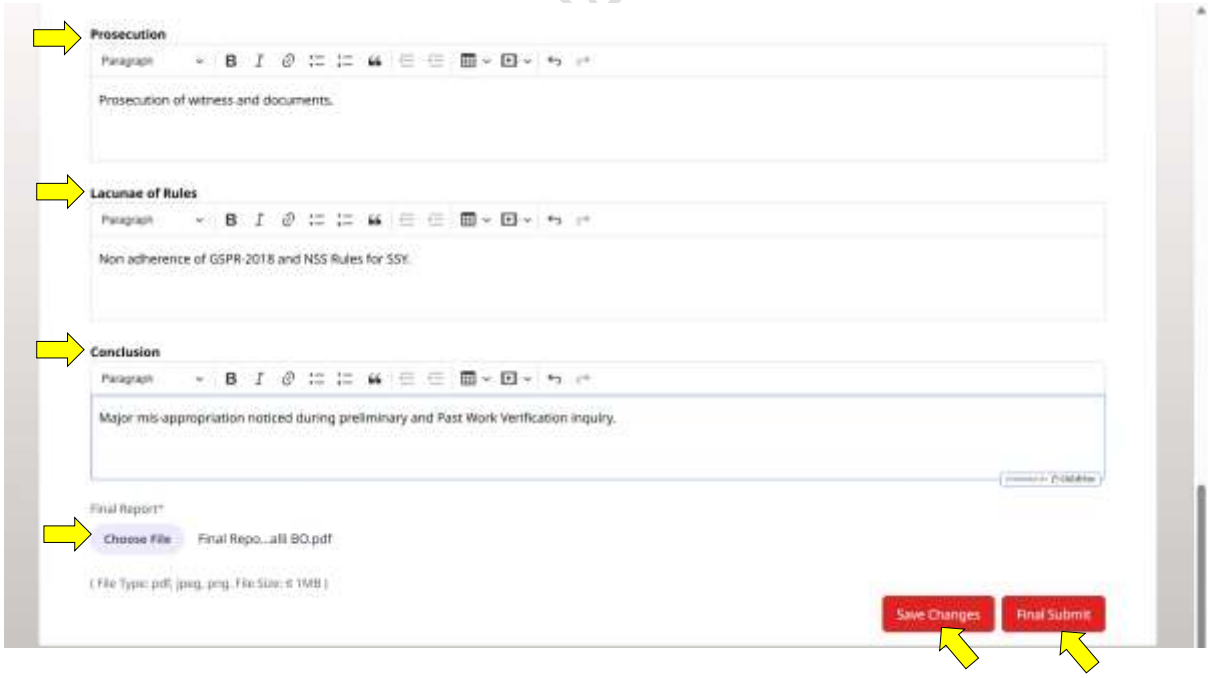


Enter suitable data, information under headers 'Case Header', 'How the irregularity / Fraud came to light', 'Modus Operandi', 'Details of Total amount of Fraud detected' and scroll down the page to view and fill-in more headers.

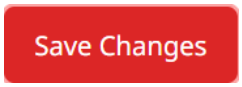
After scrolling down the page, more headers will be visible.



Enter suitable data, information under headers 'Recovery of defrauded amount', 'Details of claims received', 'Details of past work verification', 'Disciplinary action to be taken against the official' and scroll down the page to view and fill-in more headers.



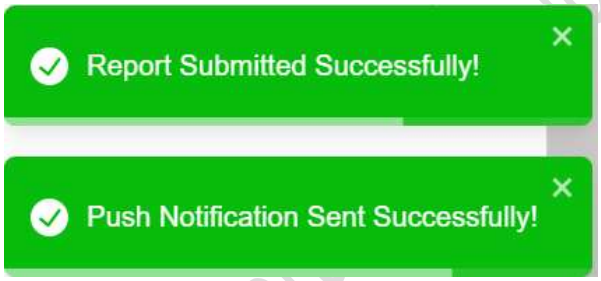
Enter suitable data, information under headers 'Prosecution', 'Lacuna of Rules', 'Conclusion'. Click on 'Choose File' to attach/upload supporting documents to the final report by browsing for the desired file from source where it exists.



Click on **"Save Changes"** button to save entered data at regular intervals.

When clicked on **"Save Changes"** button, flash pop-up message as shown above will appear in the bottom right corner of the screen.

After preparation of the report completely, click on **"Final Submit"** button.



After clicking on **"Final Submit"** button, two flash pop-up messages as shown above will appear in bottom right corner of the screen.

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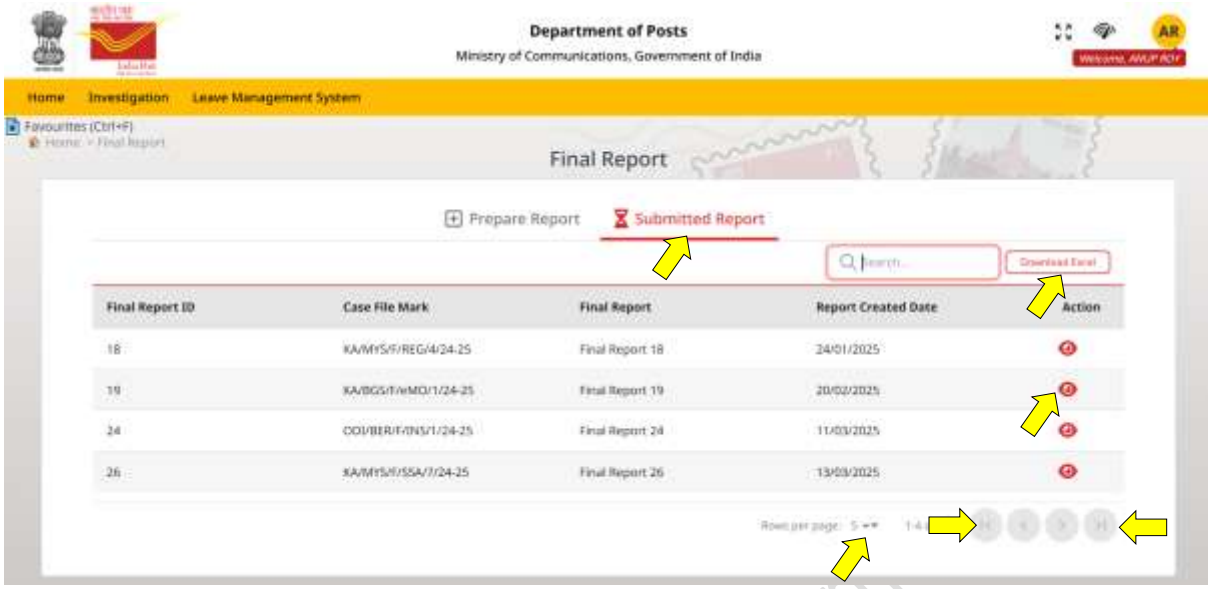
12.4.6.2Submitted Report

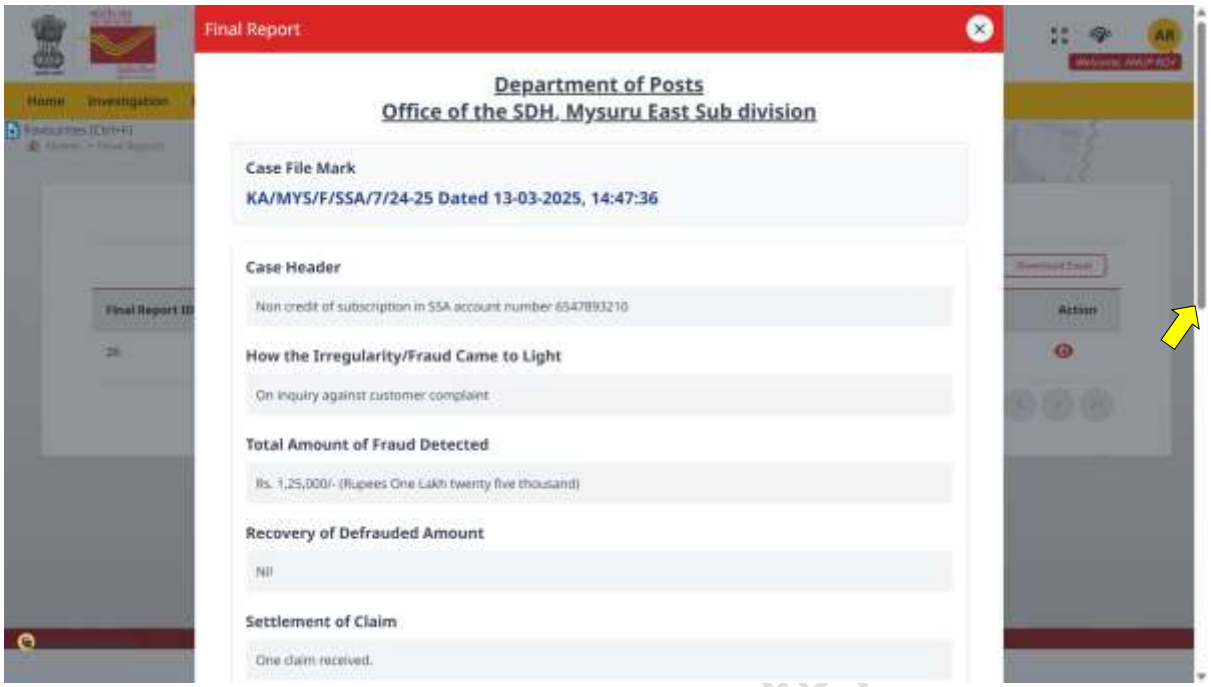


After clicking on "**Final Submit**" button, preliminary report prepared and submitted will appear under 'Submitted Report' tab. Provision of 'Eye Ball' (To view) icon available is available against each record (i.e. row data).

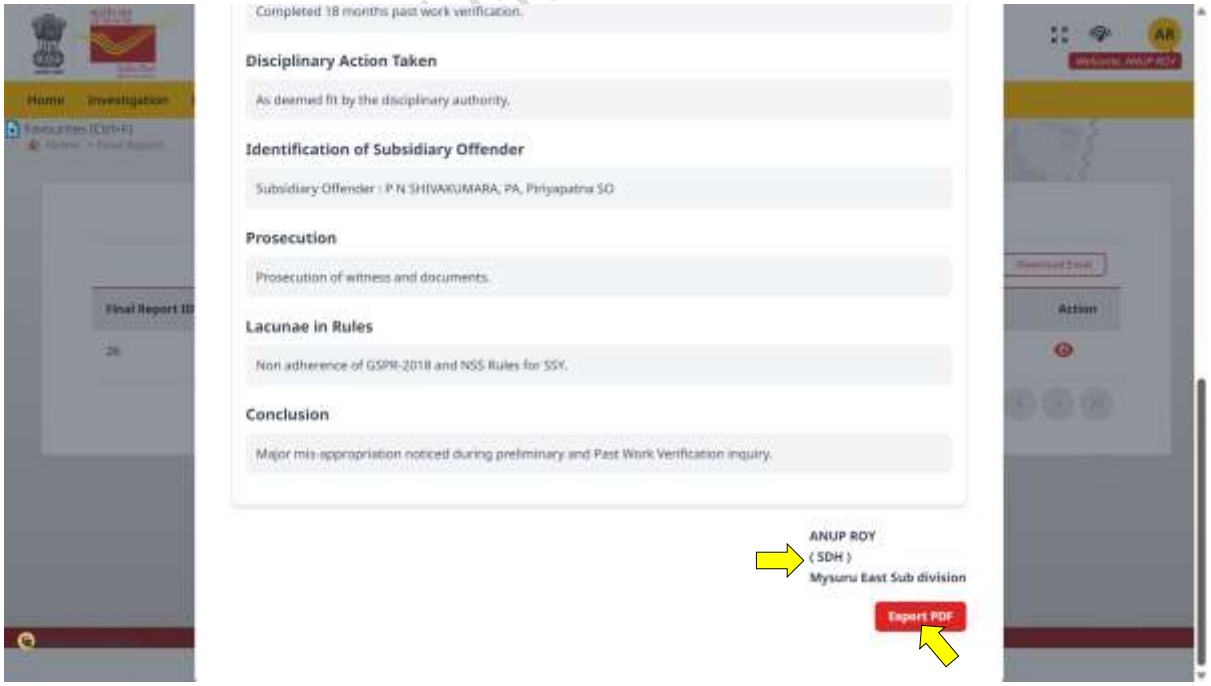
1) Maximum 5 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

2) Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button. Downloaded excel file will show more details than the list displayed on the page.

Provision of searcher is also available. In the searcher field, key characters like, case mark, case registered date etc., may be entered. Then as per the key characters entered, data will be filtered and displayed.

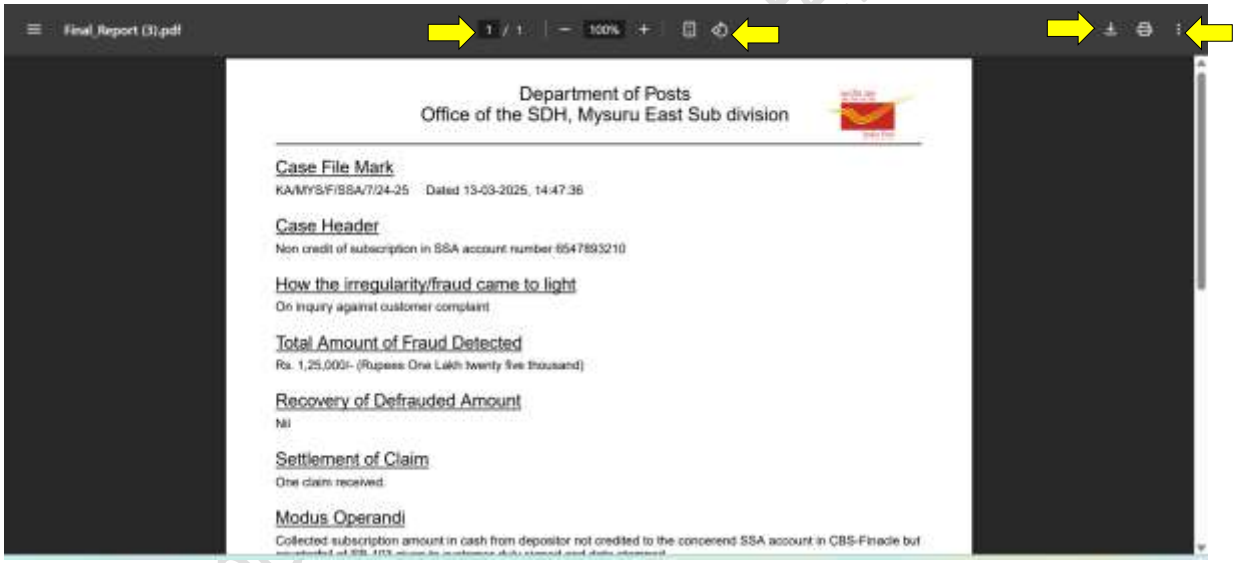


After clicking on 'Eye Ball' icon of the desired case ID, pop-up window as shown above will appear showing the details of prepared and submitted report as mentioned in **6.6.1 of this Operational Guide**. Scroll down to view more details of the report.



After scrolling down and reaching the end of pop-up window, name and designation of the Investigating Officer who submitted the report is shown with "**Export PDF"** button. Click on this button.

After clicking on this button, displayed report will be downloaded in PDF format as per browser settings.



Click on the downloaded PDF file to open and display the file in another tab of browser window with tools to save, print, zoom in, zoom out etc.,

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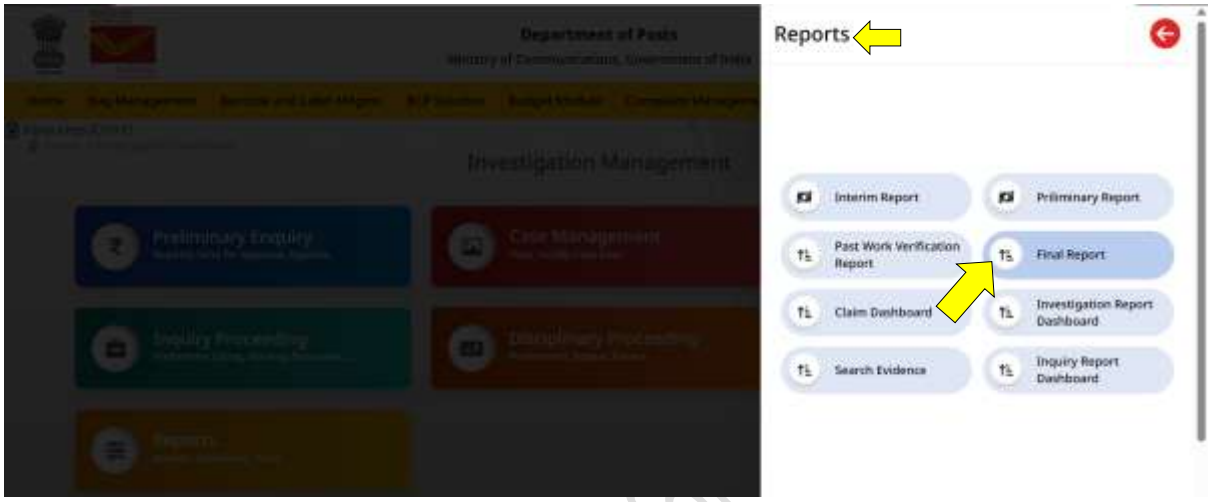
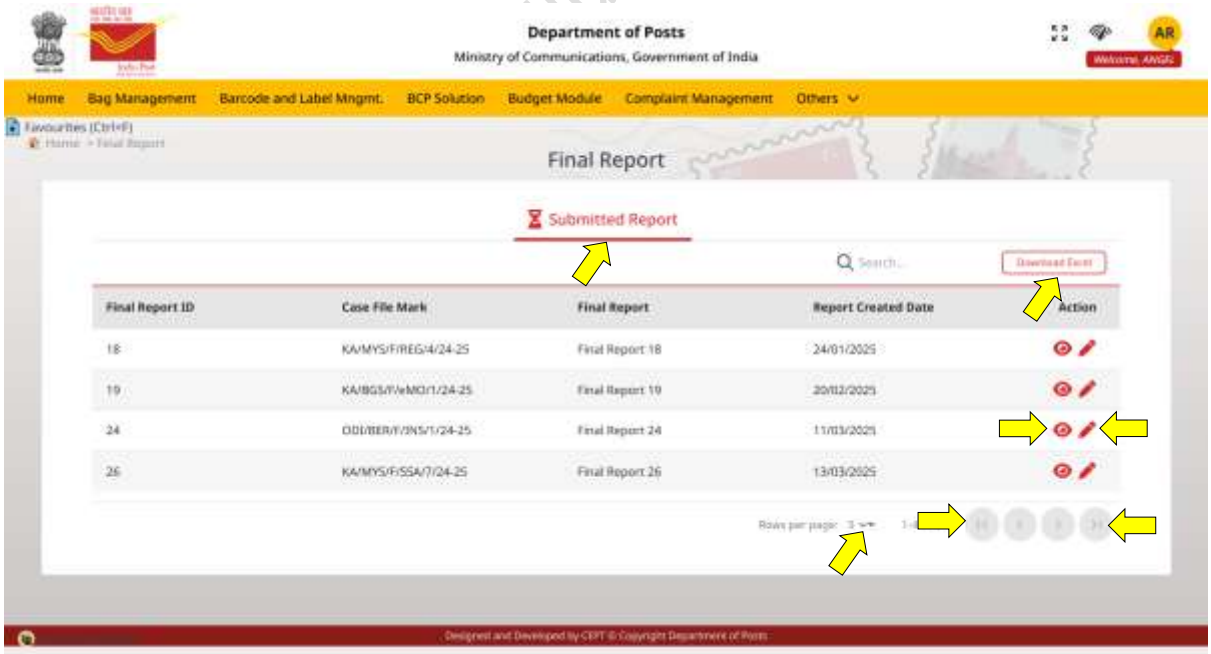
12.4.7 Final Report (Disciplinary Authority)

Soon after submission of 'Final Report' by the Investigator, it can be viewed by the concerned Disciplinary Authority.



Click on 'Final Report' option available under 'Reports' sub card.

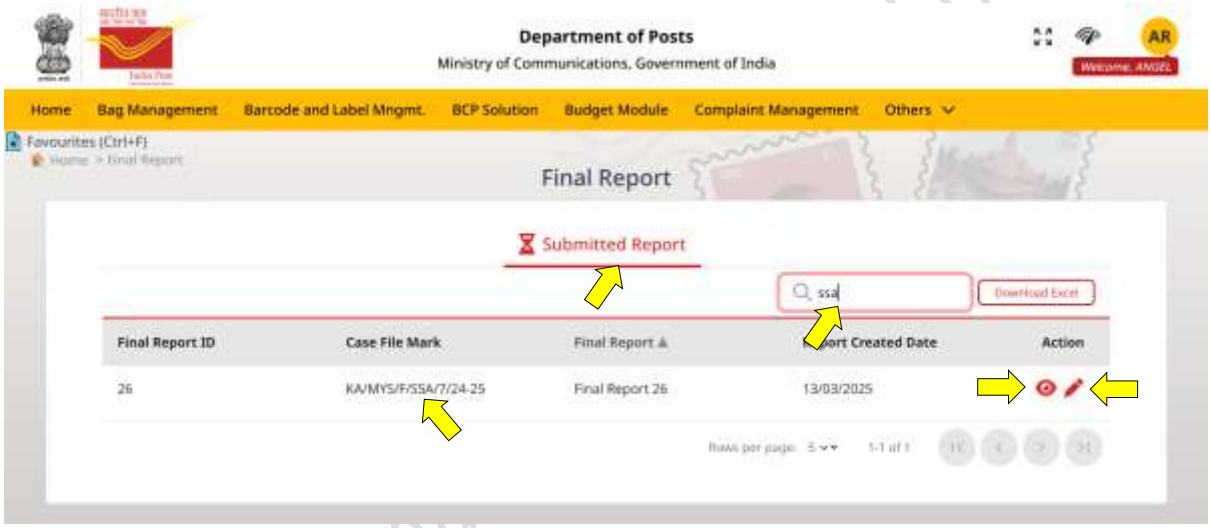


After clicking on 'Final report' option, page as shown above will appear showing the list of submitted Final reports by various Investigators under the jurisdiction of Disciplinary Authority.

Under 'Action' column header, 'Eye Ball' (View) and 'Pencil' (Add Comment) are provided against each record (i.e. row data)

1) Maximum 5 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.

2) Provision to download the entire data in Excel format is also available by clicking on "Download Excel" button. Downloaded excel file will show more details than the list displayed on the page.



Provision of searcher is also available. In the searcher field, key characters like case mark, report created date etc., may be entered. Then as per the key characters entered, data will be filtered and displayed.

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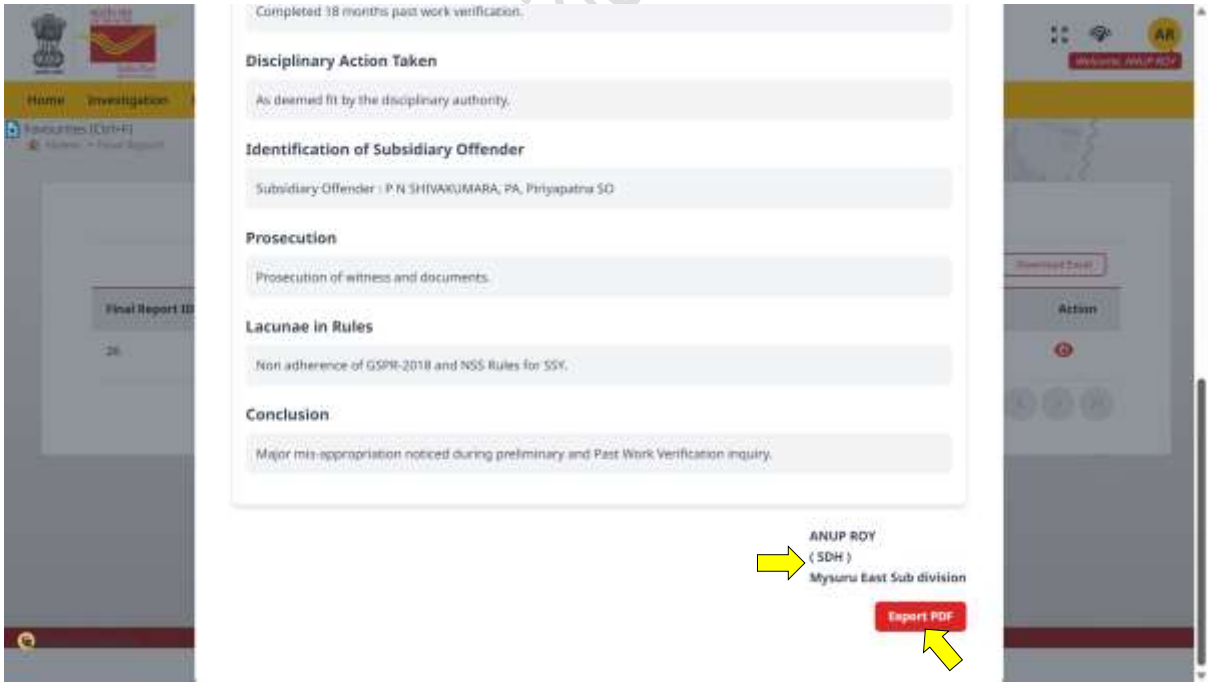
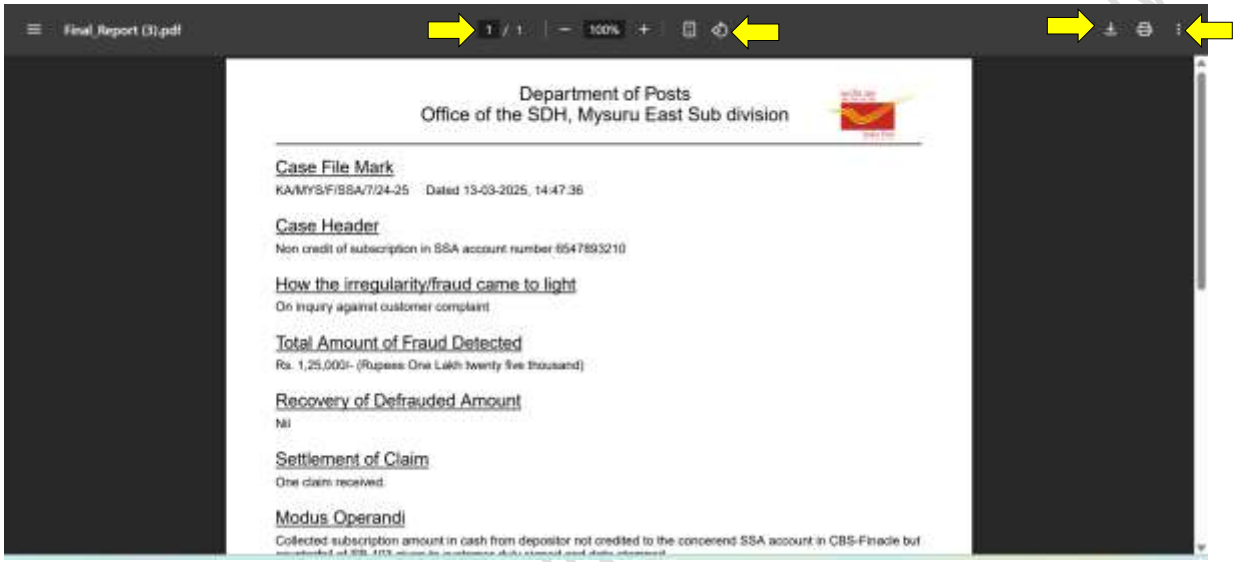
After clicking on 'Eye Ball' icon, pop-up window as shown above will be displayed showing the Final report. Scroll down the pop-up window to view more details.

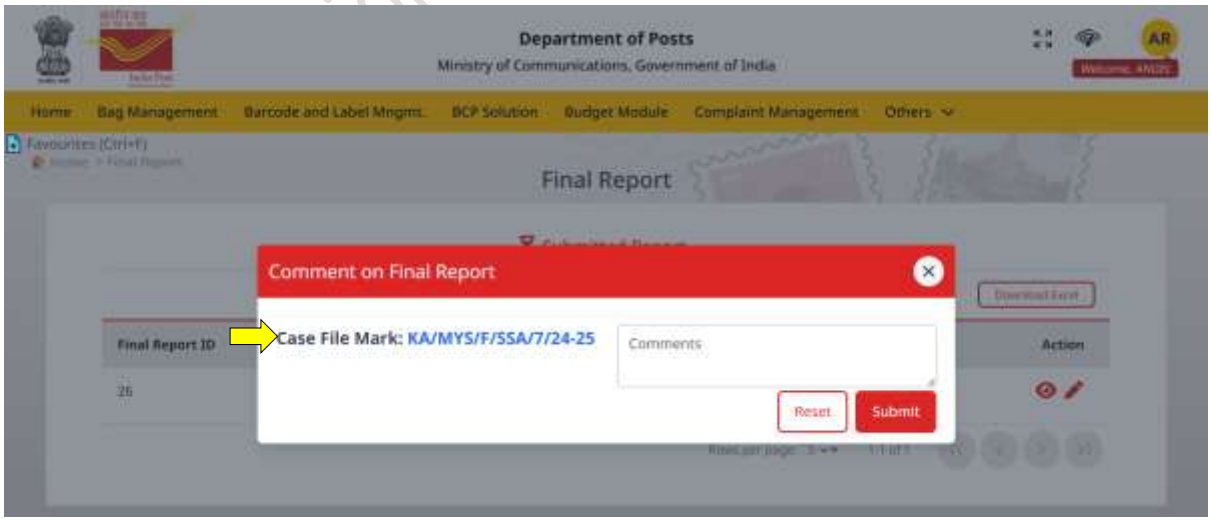


After scrolling down and reaching the end of pop-up window, name and designation of the Investigating Officer who submitted the report is shown with "**Export PDF**" button. Click on this button.

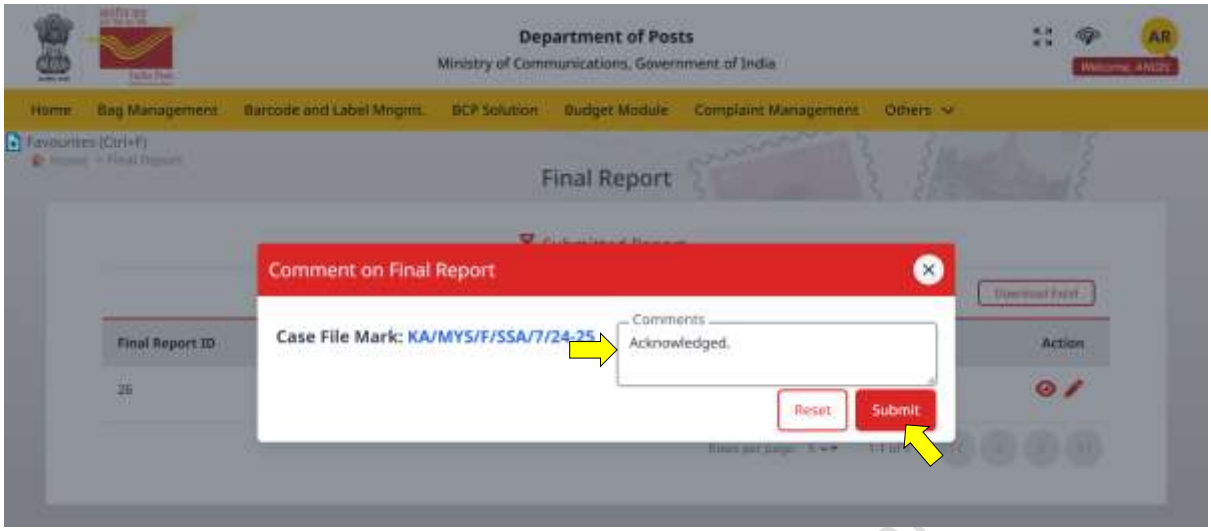
After clicking on this button, displayed report will be downloaded in PDF format as per browser settings.



Click on the downloaded PDF file to open and display the file in another tab of browser window with tools to save, print, zoom in, zoom out etc.,



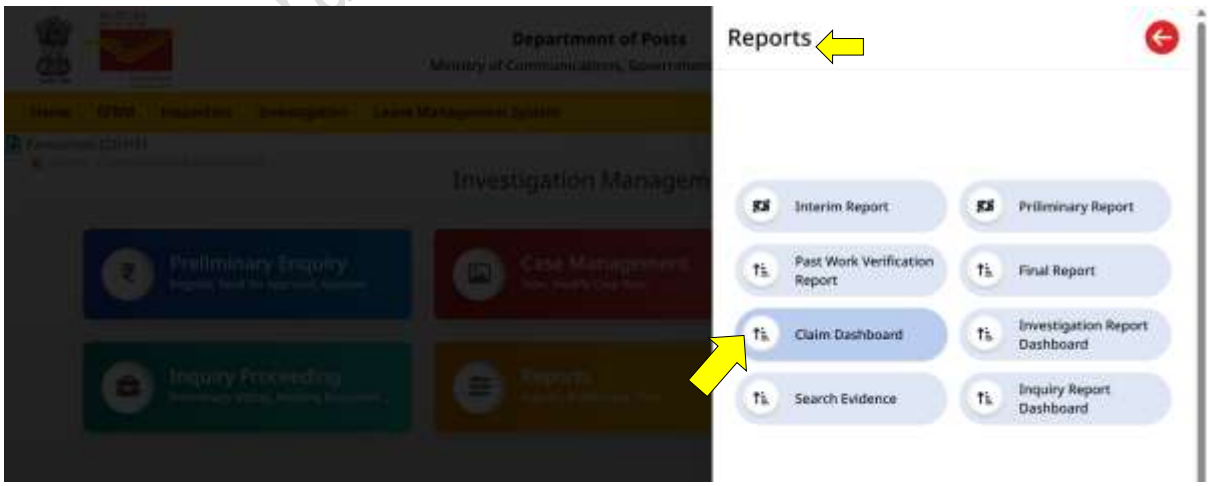
When clicked on ‘Pencil’ icon, a dialogue box as shown above with case file mark and provision to enter ‘Comments’ will appear with ‘Reset’ and ‘Submit’ buttons. Adding of comments on the submitted Final Report in a case is optional.



Enter suitable remarks in 'Comments' field and click on **"Submit"** button.

After clicking on "Submit" button, a flash pop-up as shown above will appear in the bottom right corner of the screen.

12.4.8 Claim Dashboard



Click on 'Claim Dashboard' option available under 'Reports' sub card.

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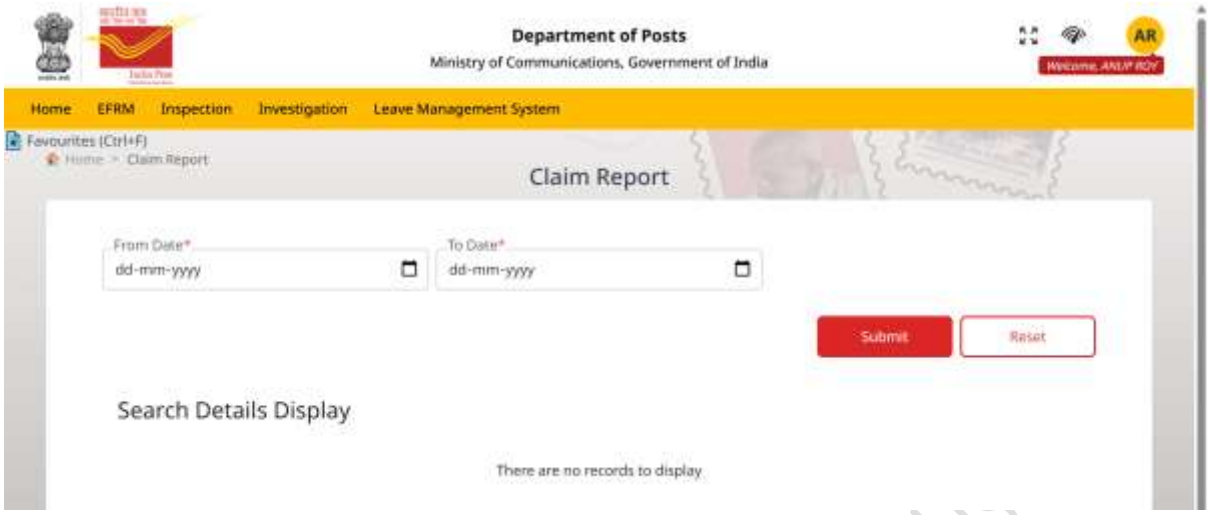
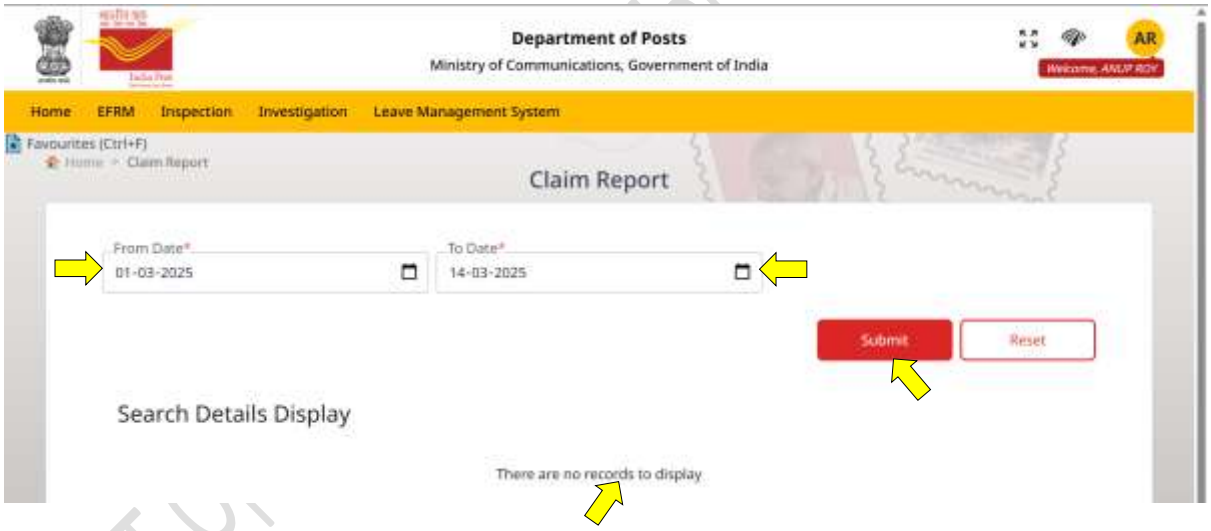
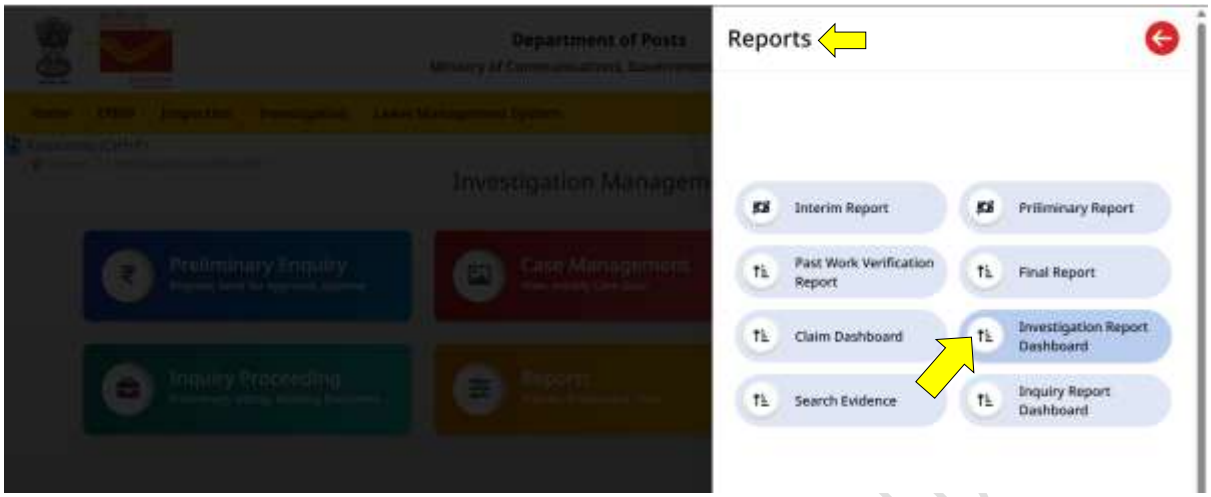


After clicking on 'Claim Dashboard' option, page as shown above will appear.



Select the from date and to date and click on "Submit" button. Then details of claims for the selected period will be displayed. If no records to display, text as "There are no records to display" will appear.

12.4.9 Investigation Dashboard



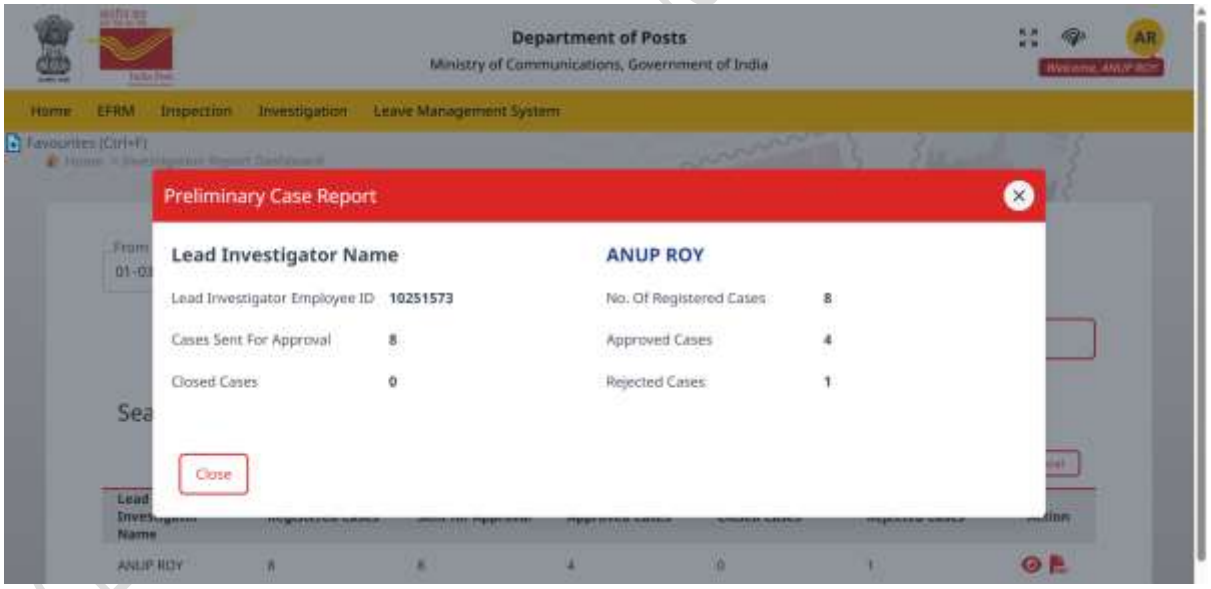
Click on 'Investigation Report Dashboard' option available under 'Reports' sub card.

After clicking on 'Investigation Dashboard' option, page as shown above will appear.

Select the from date and to date and click on "Submit" button. If no records to display, text as "There are no records to display" will appear.

Select the from date and to date and click on "Submit" button. Then details of Investigation Reports for the selected period will be displayed.

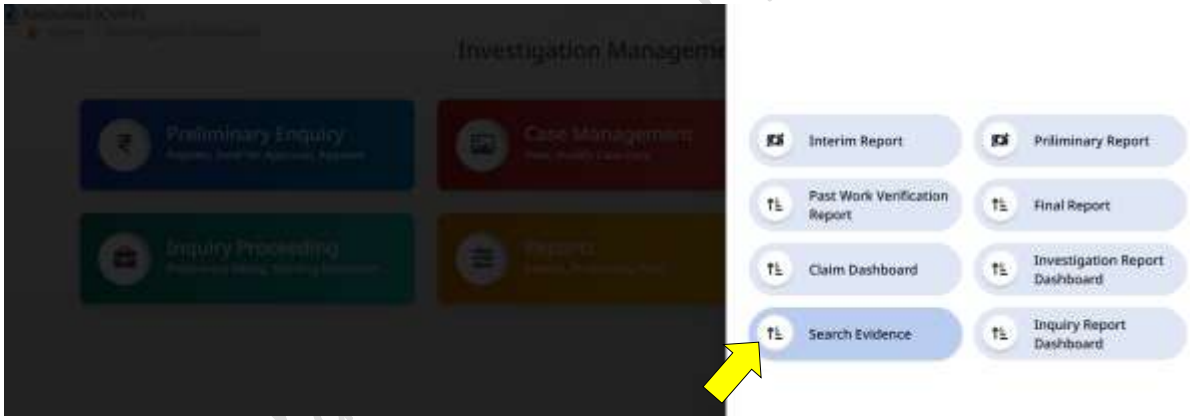
Under 'Action' column header, two icons viz., 'Eye Ball' (To View) and 'PDF' (To view report in PDF format) will be shown against each record (i.e. row data).



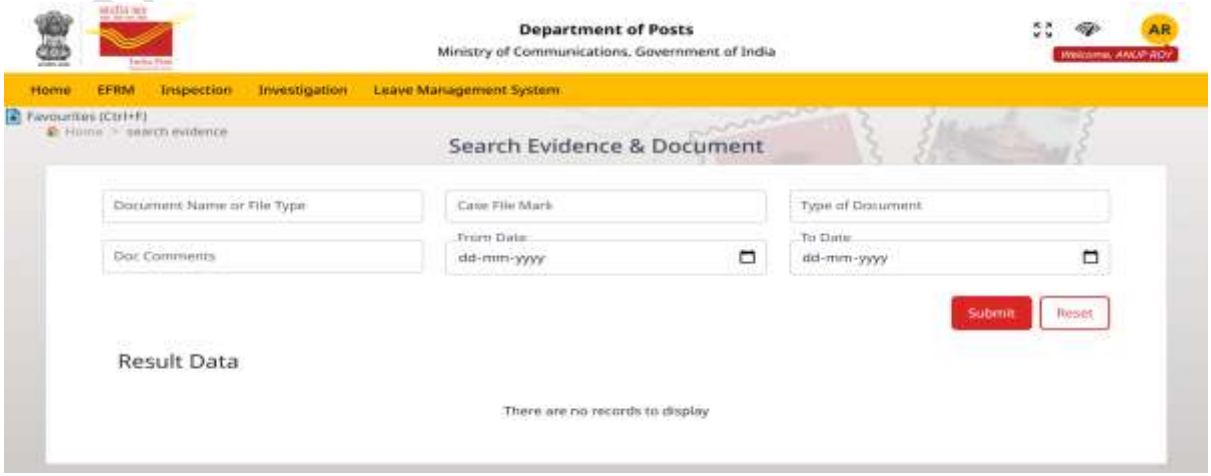
After clicking on 'Eye Ball' icon, pop-up window as shown above will be displayed.

If clicked on 'PDF' icon, report will be generated in PDF format and various tools to save, print, zoom in, zoom out etc., will also be shown.

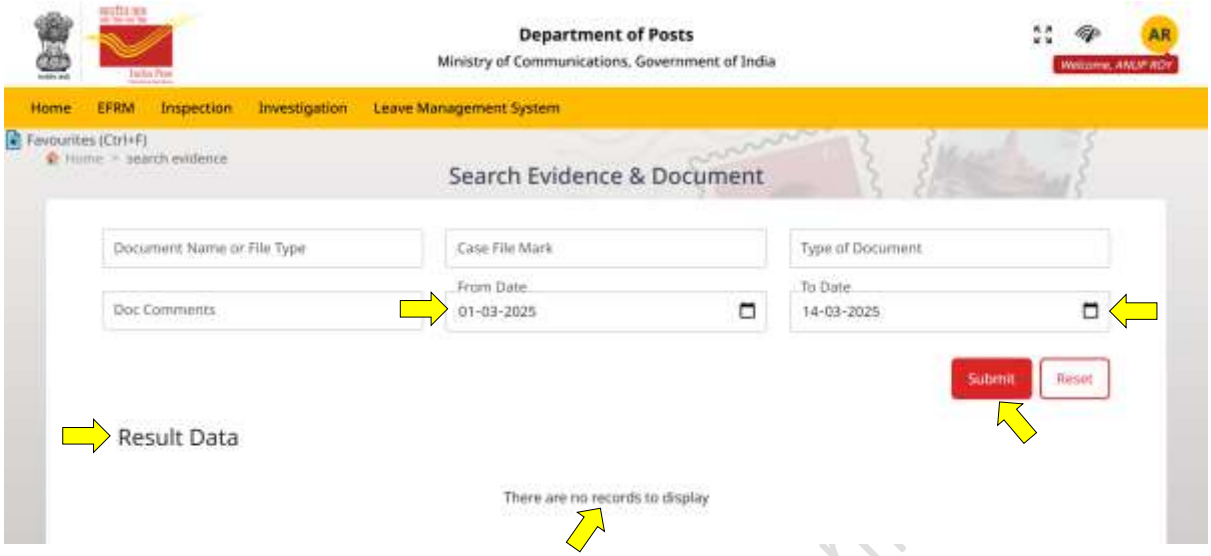
12.4.10 Search Evidence



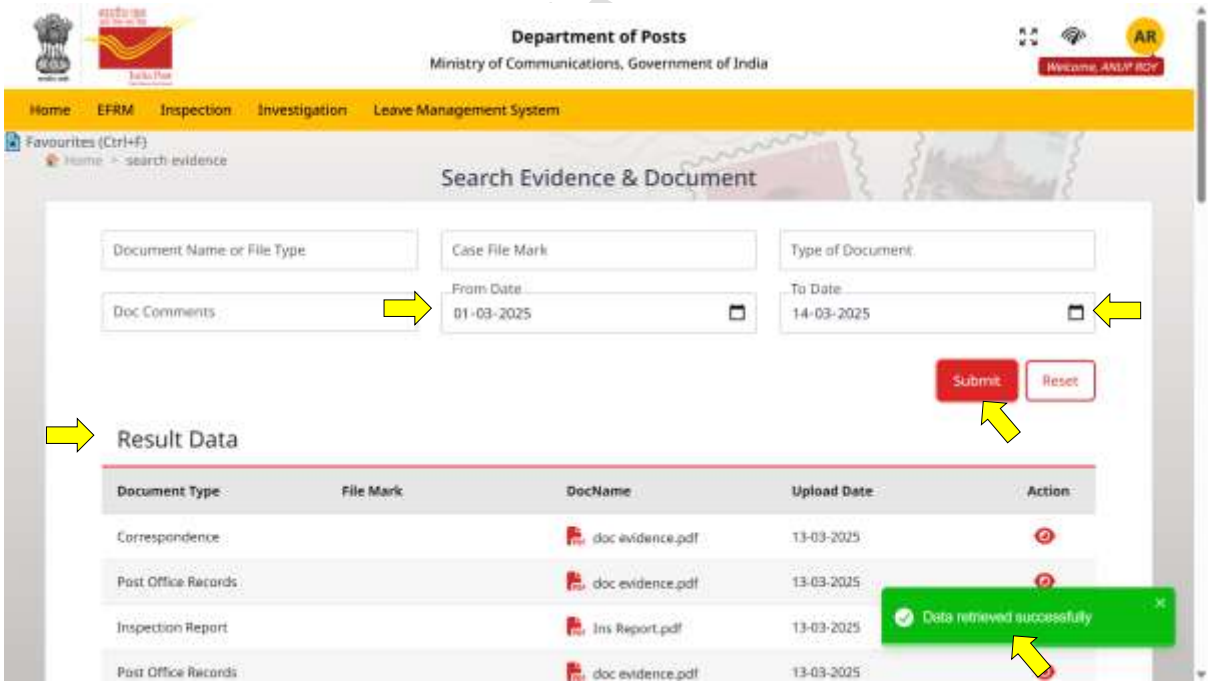
Click on 'Search Evidence' option available under 'Reports' sub card.



After clicking on 'Search Evidence' option, page as shown above will appear.



Enter / select criteria based on which result data is required. Enter from date and To date and click on "Submit" button.



After clicking on "Submit" button, result data based on the criteria entered and date range will be displayed along with a flash pop-up message as shown above.

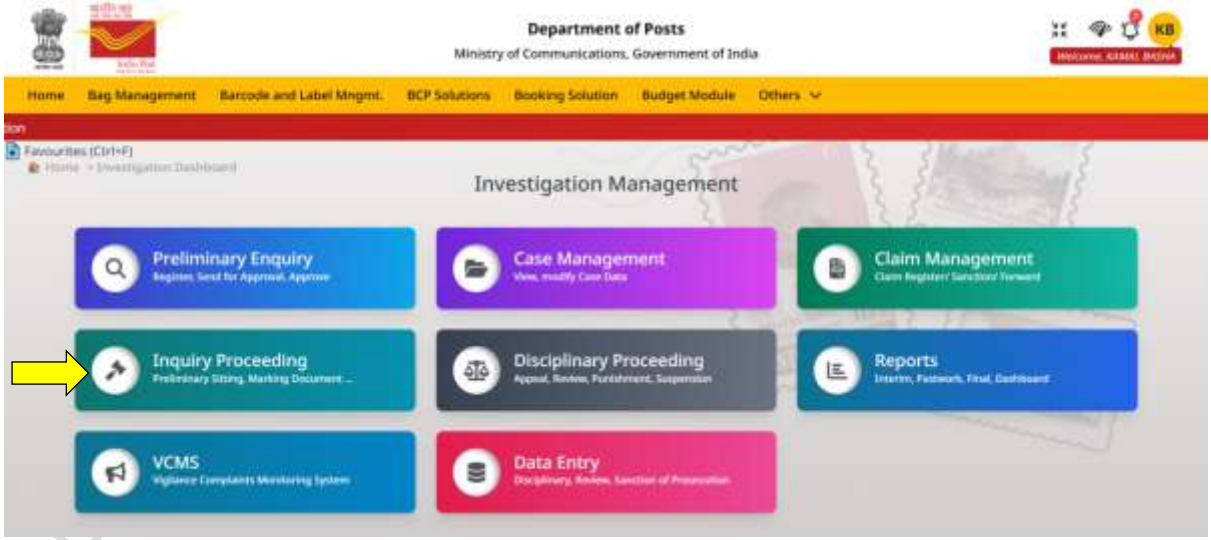
12.5 Vigilance

Vigilance plays a crucial role in ensuring transparency, accountability, and integrity within an organization. It is a proactive mechanism designed to prevent, detect, and address misconduct, corruption, and other unethical practices. Through a structured framework of disciplinary proceedings, appeals, and reviews, vigilance authorities oversee compliance with established rules and regulations, ensuring fair and just outcomes.

The vigilance system encompasses various processes such as suspension, disciplinary reviews, and appellate decisions, which are meticulously documented and monitored. By implementing stringent checks and balances, vigilance promotes ethical conduct, fosters a culture of responsibility, and safeguards the organization's credibility. The integration of digital platforms streamlines vigilance operations, enhancing efficiency and accessibility for stakeholders involved in investigation management and disciplinary actions.

A robust vigilance framework not only strengthens governance but also instills confidence among employees and stakeholders, reinforcing the organization's commitment to transparency and justice.

12.5.1 Inquiry Proceeding



After clicking on the 'Investigation' card, the system will display various sub-cards under the Investigation card. Click on the '**Inquiry Proceeding'** sub-card to proceed.

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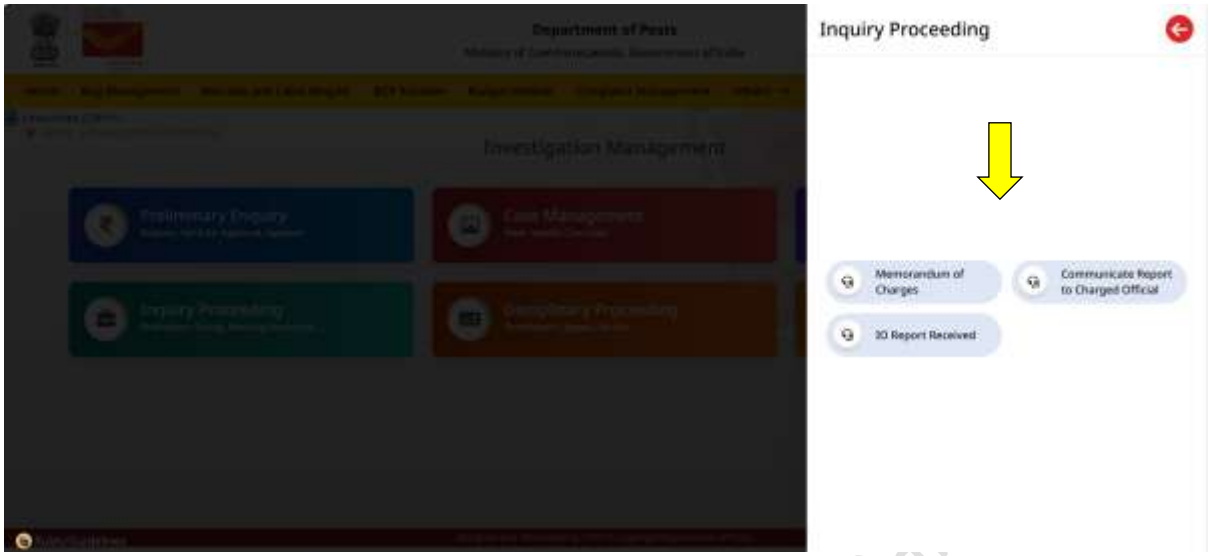
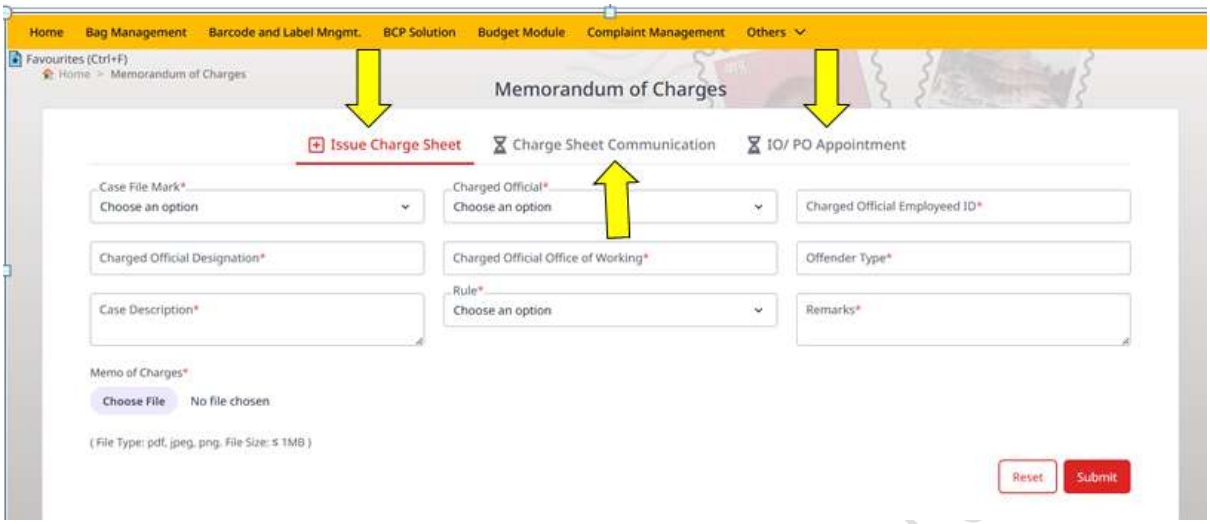


After clicking on the 'Inquiry Proceeding' sub-card, the following options will be displayed, as shown in the image above:

- **Memorandum of Charges**
- **Communicate Report to the Charged Official**
- **IO Report Received**

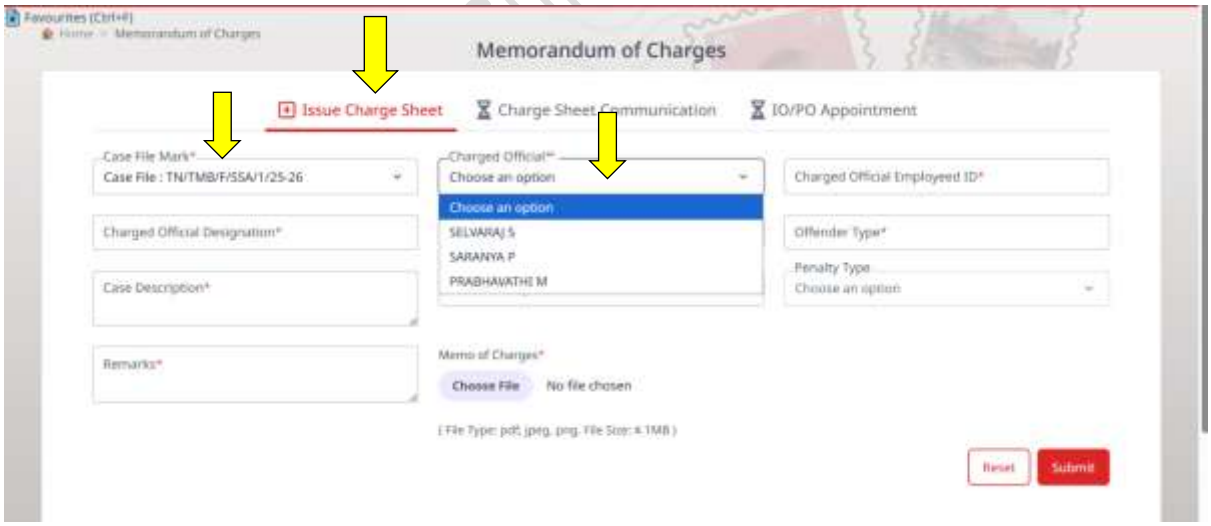
12.5.2 Memorandum of Charges

After clicking on the **'Inquiry Proceeding'** sub-card, various options will be displayed. From the list of options, select **'Memorandum of Charges'** to proceed. The system will then navigate to the **'Memorandum of Charges'** screen, as shown in the image above.

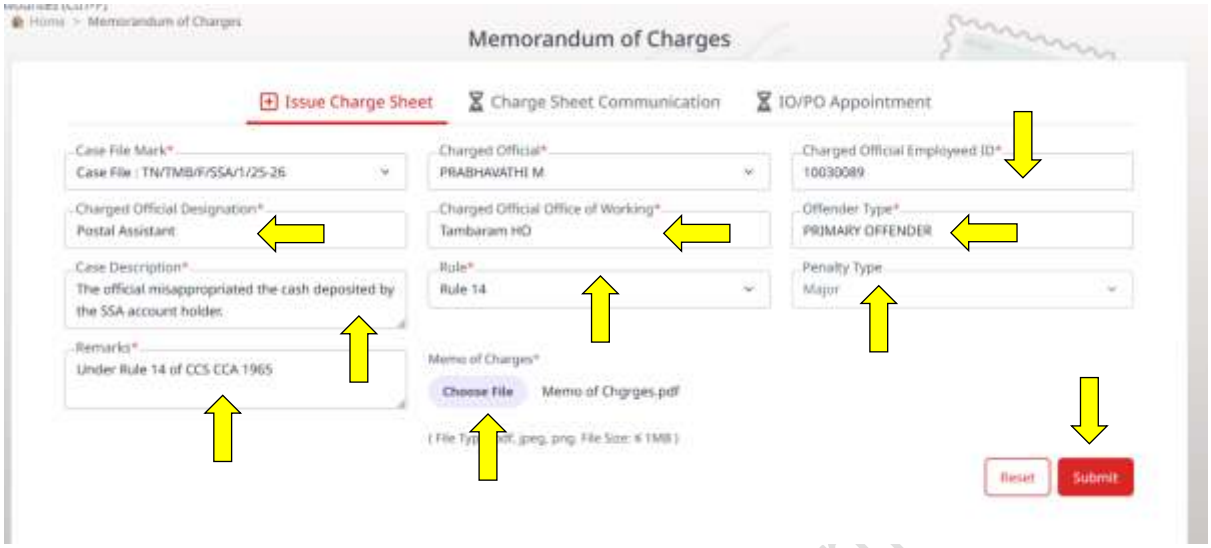


When you click on the **'Memorandum of Charges'** option, the **'Memorandum of Charges'** screen will appear. This screen is divided into three sections: **Issue Charge Sheet**, **Charge Sheet Communication**, and **IO/PO Appointment**. Each section has a specific role in the inquiry process, ensuring that charges are handled in a structured and systematic manner.

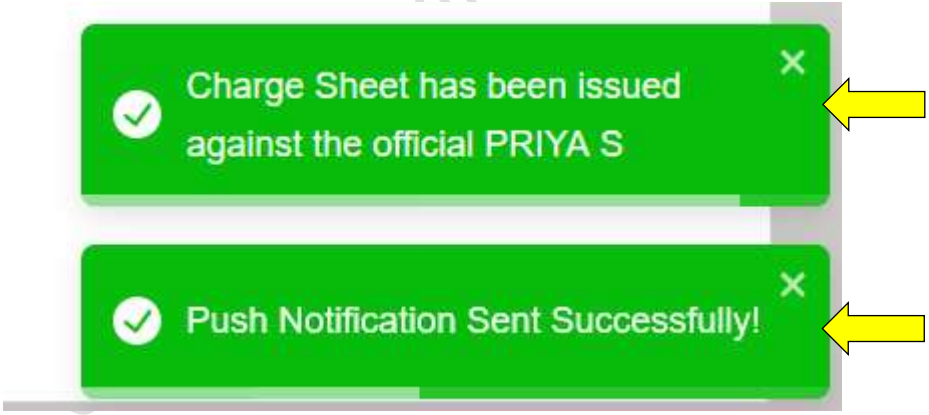
12.5.2.1 Issue Charge Sheet



In the **'Issue Charge Sheet'** tab under the **'Memorandum of Charges'** screen, users are required to enter details related to the case. To begin, click on the **'Case File Mark'** drop-down menu. The system will display a list of all pending cases. Select the required case, and the system will automatically populate key fields such as **Charged Official**, **Employee ID**, **Designation**, **Office of Working**, **Offender Type**, and **Case Description**, based on the registered case file. This automation ensures accuracy and consistency in the charge sheet issuance process.



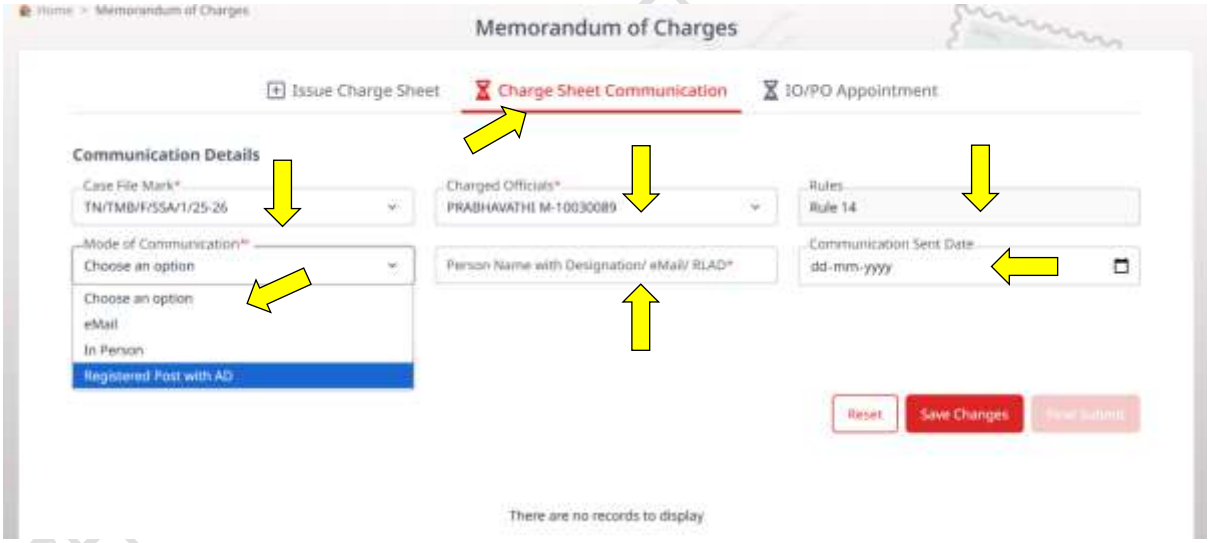
Next, select the **Rule Number** under which the investigation is proposed to be conducted. Upload the **Memo of Charges** document by clicking the **'Browse'** button, ensuring that the file meets the specified format and size requirements (PDF, JPEG, or PNG; up to 1 MB). Users may also enter **Remarks** for additional clarification. Once all mandatory fields, marked with a red asterisk (*), have been completed, click **'Submit'** to save the details or **'Reset'** to clear the form.



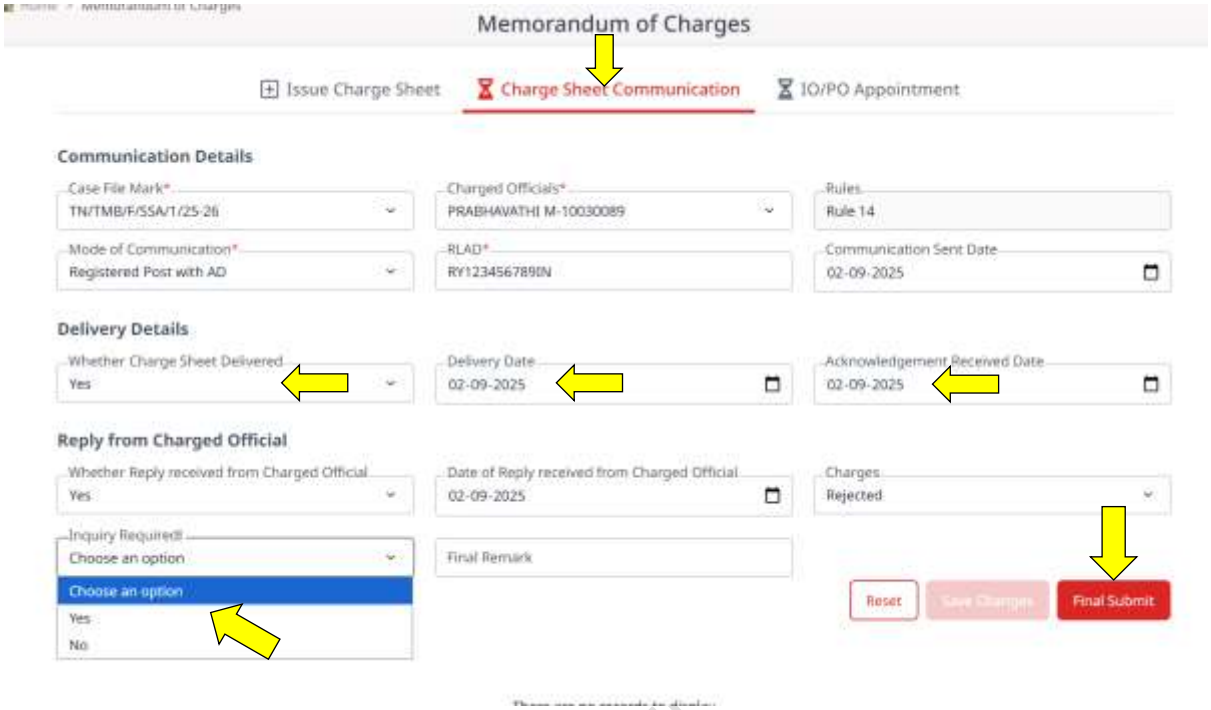
On clicking the **Submit** button, a pop-up message will appear at the bottom right corner of the screen, confirming to the Administrative user that "**Charge Sheet has been issued against the selected official.**"

12.5.2.2 Charge Sheet Communication

Upon completing the **'Issue of Charge Sheet'** process, the charge sheet must be formally communicated to the charged official. To record this action in the system, go to the **'Charge Sheet Communication'** section located under the **'Issue Charge Sheet'** tab of the **'Memorandum of Charges'** screen.



In the **'Charge Sheet Communication'** section, administrative users are required to enter details related to the communication of the issued charge sheet. Begin by selecting the **Case File Mark** from the drop-down menu. Based on the selected case, the system will automatically populate the **Charged Official's Name** and the applicable **Rules** under which the charge sheet has been issued. Next, select the **Mode of Communication** from the available options: **Email**, **In Person**, or **Registered Post with AD**. If **Registered Post with AD** is chosen, users must provide the **RLAD/Dispatch Number** for tracking purposes and specify the **Communication Sent Date** using the calendar option.



In the **Delivery Details** section of the **'Charge Sheet Communication'** tab, users must confirm whether the charge sheet has been delivered by selecting **Yes** or **No** from the drop-down menu. If **Yes** is selected, the user is required to provide the **Delivery Date** and the **Acknowledgment Received Date** using the calendar icon.

Additionally, in the **Reply from Charged Official** section, users must indicate whether a response has been received by selecting **Yes** or **No** from the drop-down menu. If 'Yes' is selected, the system will prompt the user to enter the **Date of Reply received from the Charged Official,** which can also be recorded using the calendar icon.

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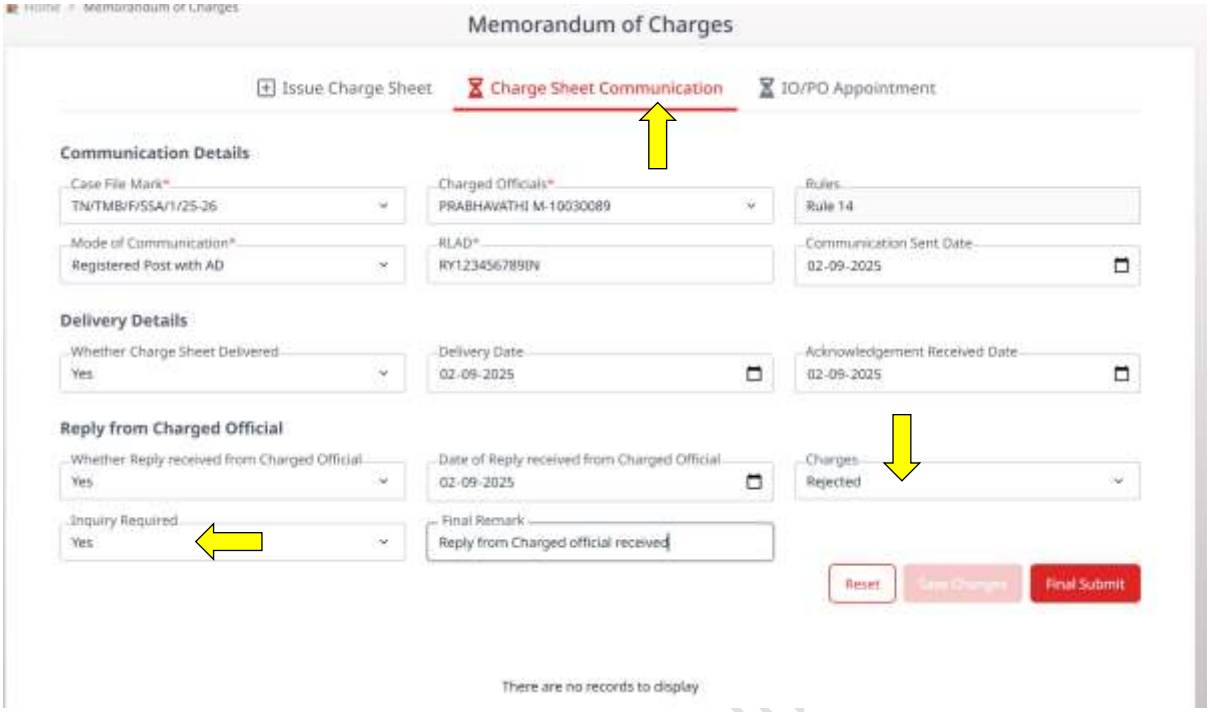
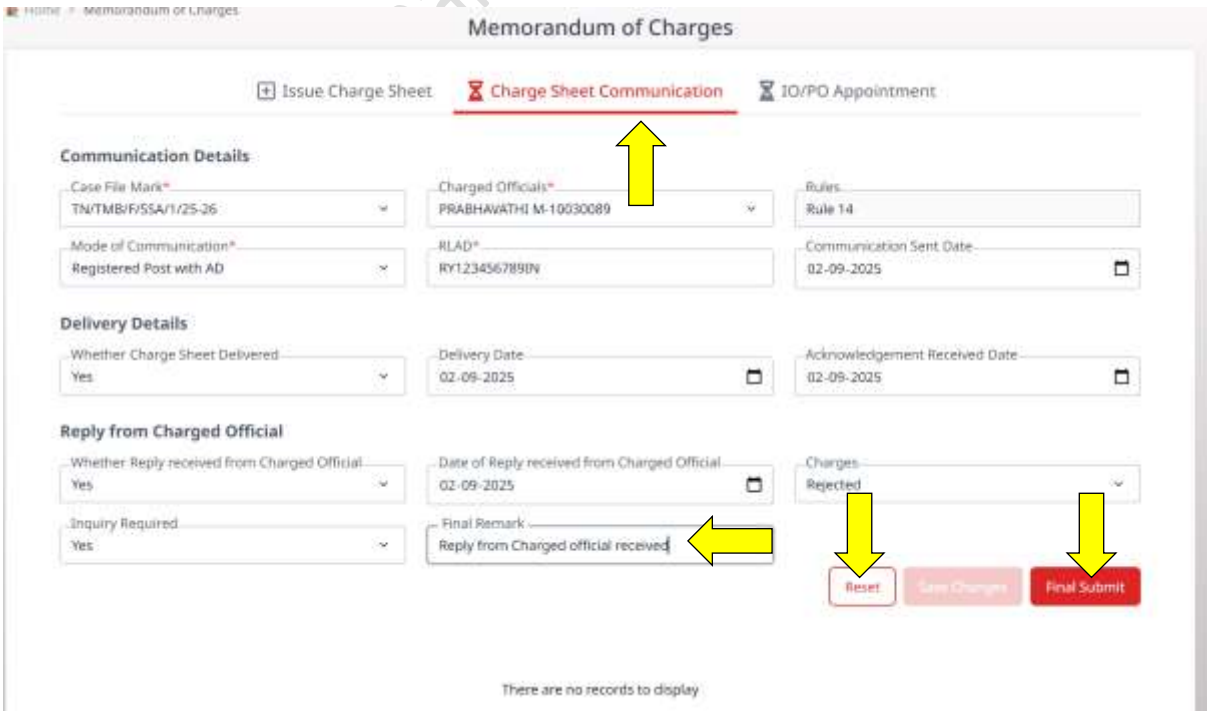
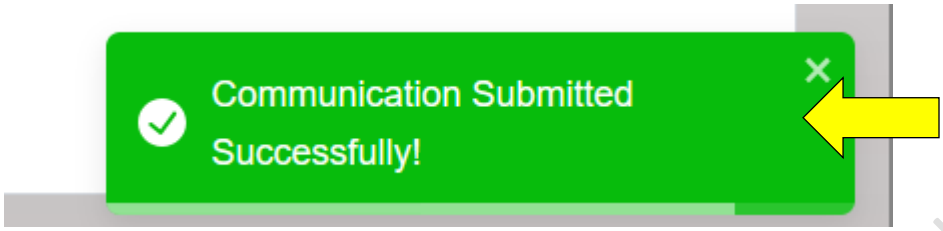


After capturing the reply from the charged official, the user must indicate whether the charges have been **accepted** or **rejected** by selecting the appropriate option from the **Charges** field drop-down menu. Subsequently, the user must specify whether an inquiry is required by selecting **Yes** or **No** from the **Inquiry Required** field drop-down.



After specifying the required details, users must enter the **Final Remarks** in the relevant field. Once all mandatory fields are completed, users can choose to temporarily save the entered details by clicking on **Save Changes** or finalize the process by clicking on **Final Submit**. If necessary, the **Reset** button can be used to clear all entered data.



Upon clicking the **Final Submit** button, a confirmation pop-up message will appear at the bottom right corner of the screen, notifying the user that the **Communication has been submitted successfully.**

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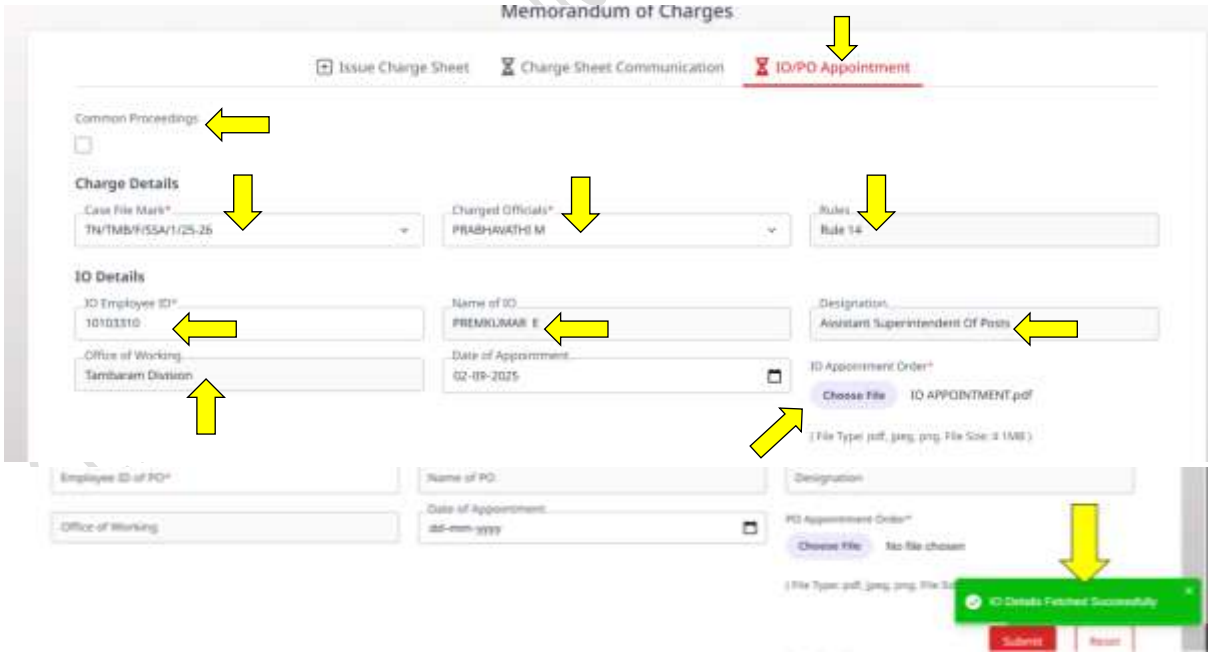
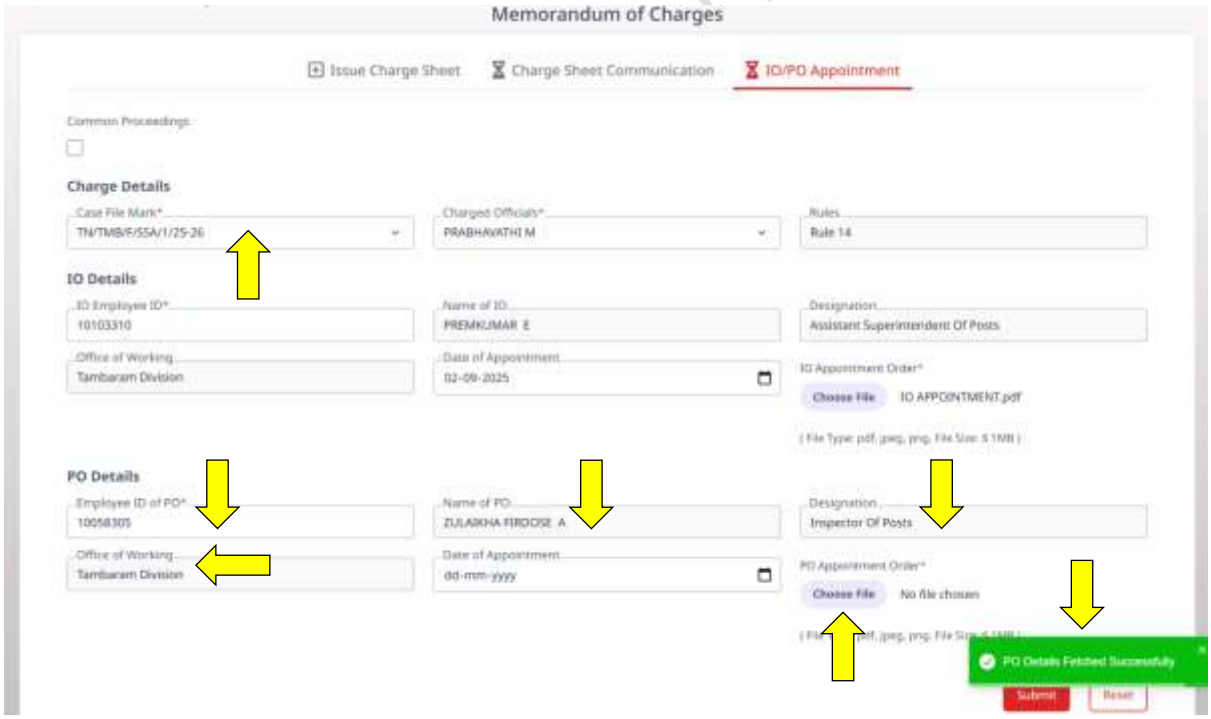
12.5.2.3Appointment of IO/PO



To appoint the **Inquiry Officer (IO)** or **Presenting Officer (PO)**, navigate to the **'IO/PO Appointment'** tab within the **'Memorandum of Charges'** section. In this tab, users have the option to initiate **Common Proceedings** by selecting the designated checkbox.

In the **'Charge Details'** segment, ensure the correct case file mark by clicking on the **'Case File Mark'** drop-down menu. The system will display all pending cases, from which the user can select the relevant one. Upon selection, the system will automatically populate details such as the **Charged Official** and the **applicable rules** related to the case.

Next, proceed to the **'IO Details'** section. Select the **IO Employee ID** from the drop-down menu, after which the system will automatically retrieve and display details such as **Name, Designation,** and **Office of Working.** Ensure that the **Date of Appointment** is correctly entered using the calendar icon. The **IO Appointment Order** must be uploaded in the prescribed format (**PDF, JPEG, PNG**) using the **'Browse'** button, ensuring the file size does not exceed **1 MB.** Once the details are successfully fetched, a confirmation pop-up message will appear at the bottom right, stating **"IO Details Fetched Successfully."**



Similarly, in the **'PO Details'** section, enter the **PO Employee ID**, and the system will automatically populate relevant details such as **Name, Designation,** and **Office of Working.** The **Date of Appointment** must be entered using the calendar icon, and the **PO Appointment Order** must be uploaded while adhering to the same file format and size requirements. Ensure that all mandatory fields are completed before proceeding.

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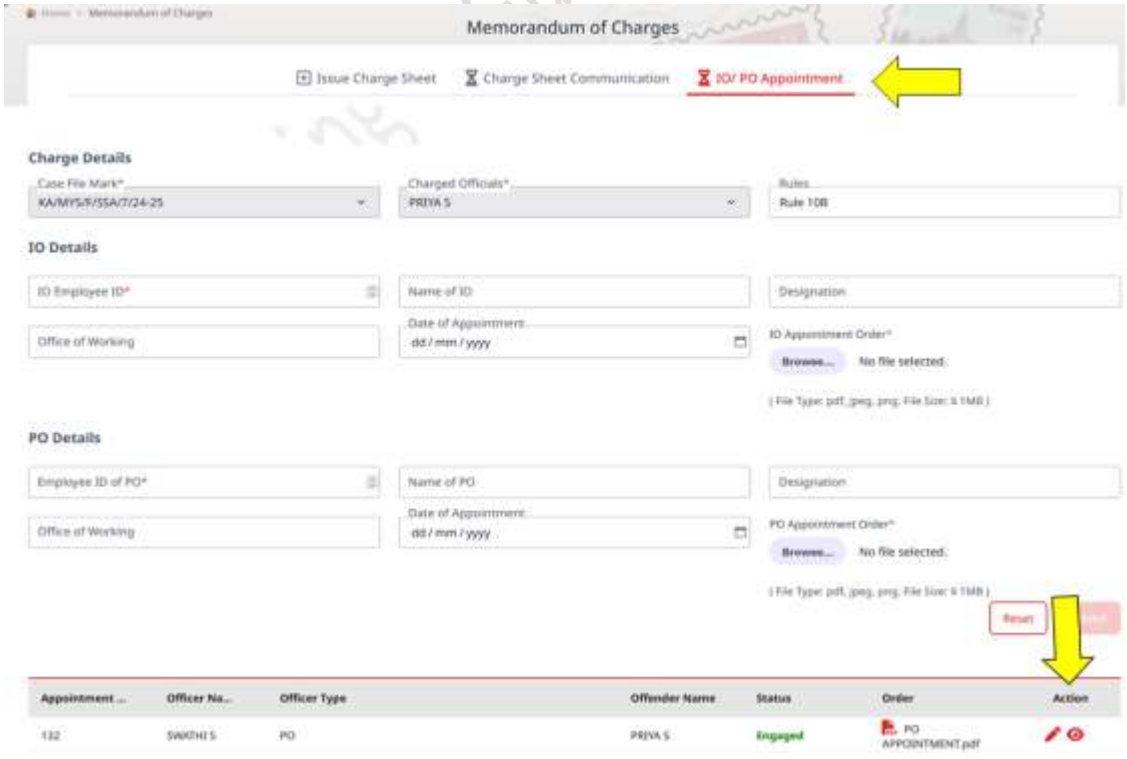
After verifying all required details, the user can either click the **'Reset'** button to clear the entries or the **'Submit'** button to finalize the appointment process. Upon submission, confirmation messages such as **"IO/PO Submitted Successfully"** and **"Push Notification Sent Successfully"** will be displayed, indicating the successful completion of the appointment

12.5.2.4 Modify IO/PO

The **"IO/PO Appointment"** functionality also allows the **competent authority** to modify or change the I**nvestigating Officer (IO)** or **Presenting Officer (PO)** associated with a specific **Memorandum of Charges.**



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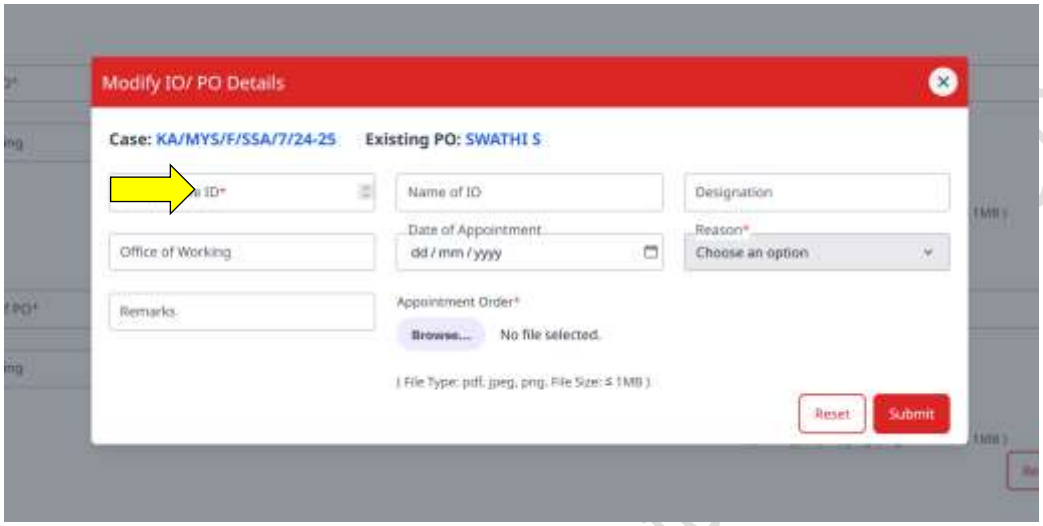
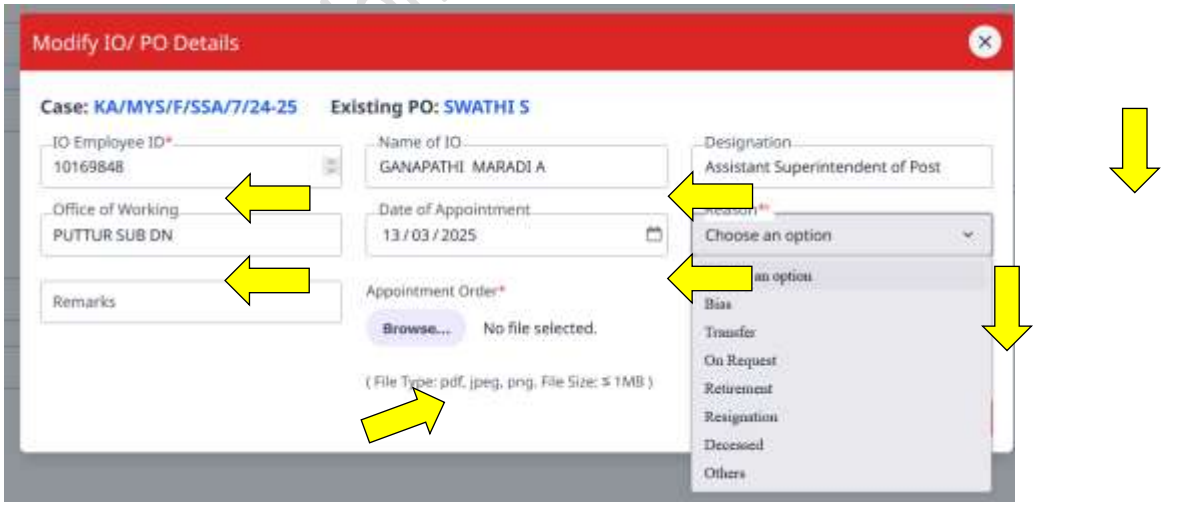
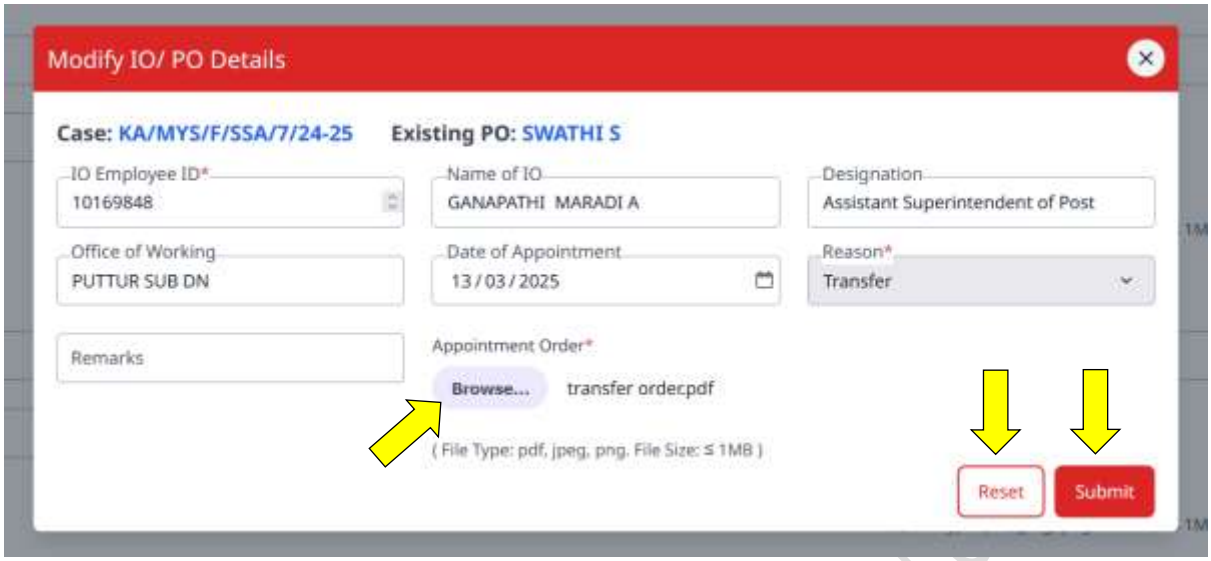
When a case is selected from the **'Case File Mark'** drop-down menu, the system automatically retrieves and displays the existing IO/PO details, provided they have already been recorded. If the details are available, users can modify them by clicking on the **"Edit"** button available under **'Action'** header, as shown in the reference images.



Upon clicking the **"Edit"** icon, the **"Modify IO/PO Details"** window will open. Users must enter the **Employee ID**, after which fields such as **Name of IO, Designation,** and **Office of Working** will be automatically fetched. The **Date of Appointment** must be entered using the calendar icon.



Users must then select a **Reason for Modification** from the drop-down list, which includes options such as **Bias, Transfer, On Request, Retirement, Resignation, Deceased,** and **Others.** Additionally, remarks can be provided to justify the modification or add relevant context.



The updated **Appointment Order** file must be uploaded in one of the accepted formats (**PDF, JPEG, or PNG**) using the **"Browse"** button. After verifying the modifications, users can either **reset the entries** by clicking the **"Reset"** button or **save the changes** by clicking **"Submit."**

Upon successful modification, confirmation messages such as **"IO/PO Modified Successfully"** and **"Push Notification Sent Successfully"** will be displayed.

❖ If IO/PO details already exist for the case, the system will prompt the user with an informational message to modify the existing records if necessary.

Note:

The **Disciplinary Authority** must perform the **"Issue of Charge Sheet"** and **"Communication of Charge Sheet"** steps for the **Subsidiary** or **Co-Offender.** However, there is **no need** to appoint a separate IO/PO, as the **same officers** assigned to the originally charged official will automatically reflect for all other charged officials linked to the same case.

The appointment details for **all accused or charged officials** can be viewed in the reference screenshot provided

12.5.3 Schedule of Inquiry

Scheduling an inquiry is essential for **ensuring fairness, transparency, and timely resolution** of disciplinary cases. It allows for proper examination of evidence, prevents unnecessary delays, and ensures compliance with legal and organizational regulations. A well-structured inquiry process upholds **accountability, organizational integrity, and public trust.**

After the **IO/PO appointment**, the responsibility for conducting the inquiry rests with the **Inquiry Officer (IO) / Presenting Officer (PO)**. The IO must log in to the application using their credentials and initiate the inquiry process.

This screen serves as the **central dashboard** for managing investigations under the **India Post.** It provides various modules for handling **case inquiries, proceedings, reports, and claims**. To initiate the proceeding of a case, click on the **'Inquiry Proceeding'** card.

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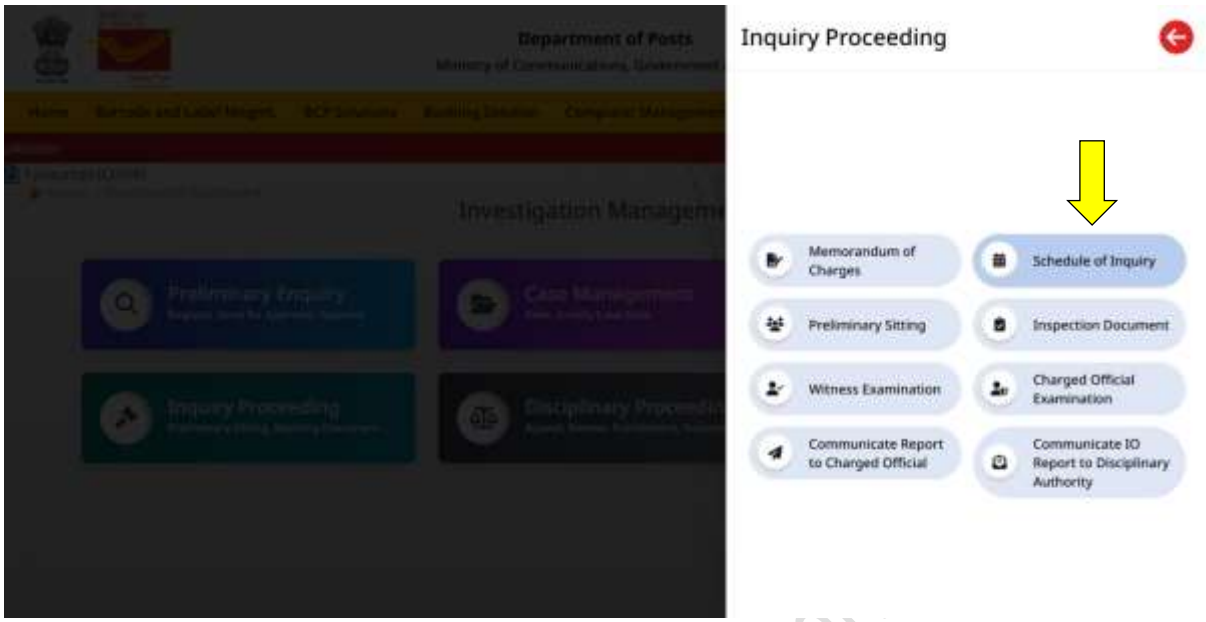

This screen provides access to various **inquiry proceedings** and enables users to **schedule inquiries, conduct examinations, and communicate reports** effectively.

The inquiry proceeding consists of the following steps:

- Schedule of Inquiry
- Preliminary Sitting
- Inspection Document
- Witness Examination
- Charged Official Examination
- Communicate Report to Charged Official
- Communicate IO Report to Disciplinary Authority

12.5.3.1 Schedule Inquiry

As the first step in initiating inquiry proceedings, the **Inquiry Officer (IO)** must click on the **'Schedule of Inquiry'** option.

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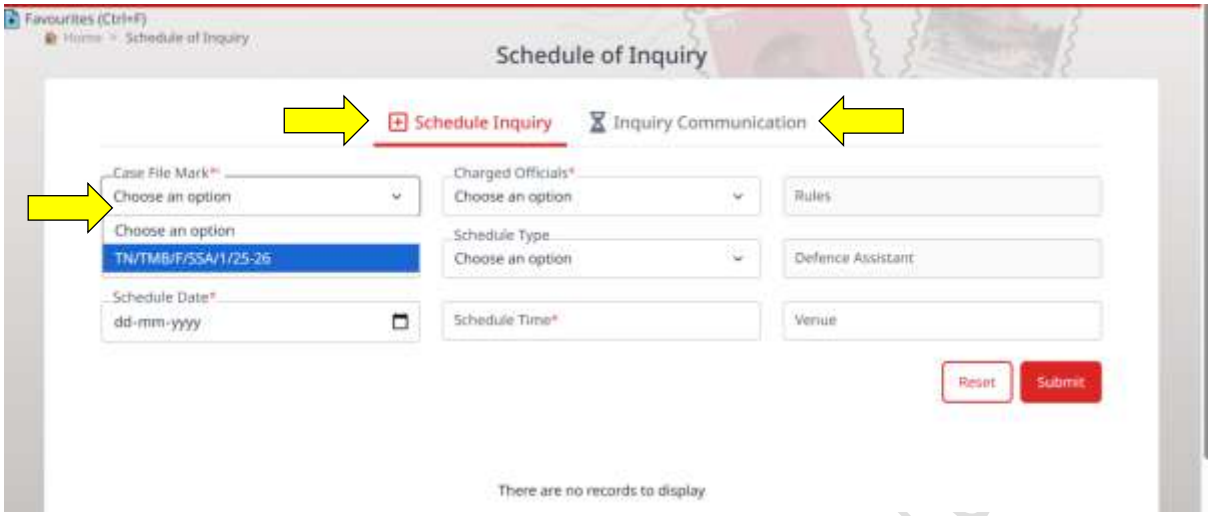
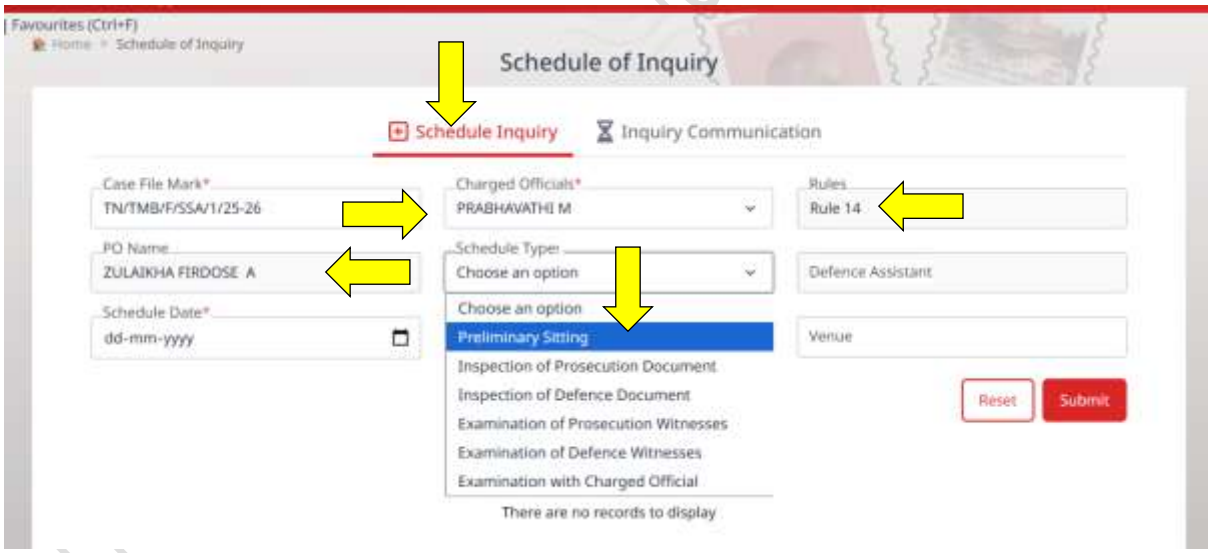
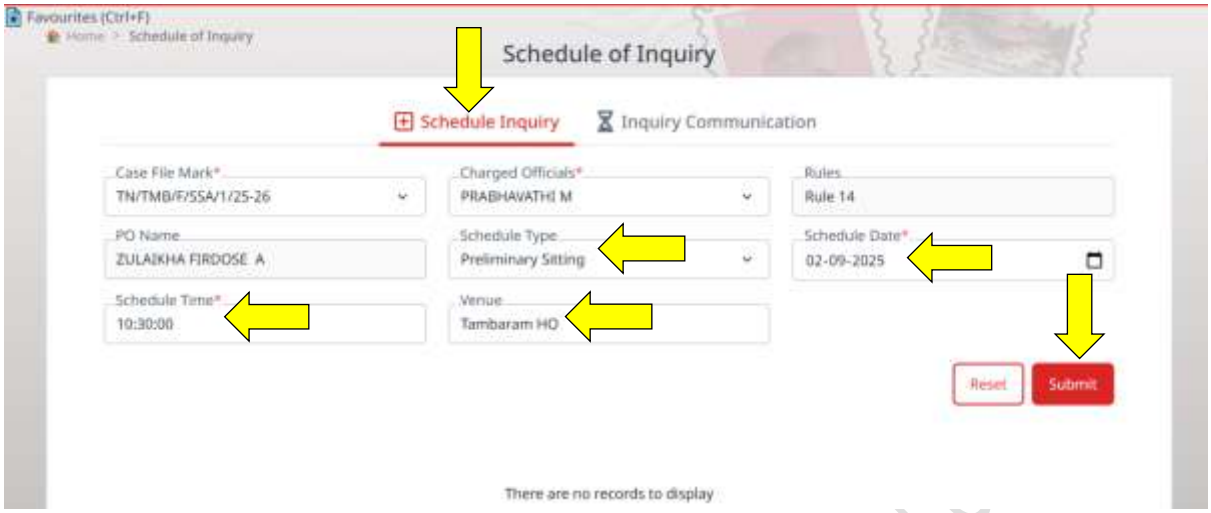


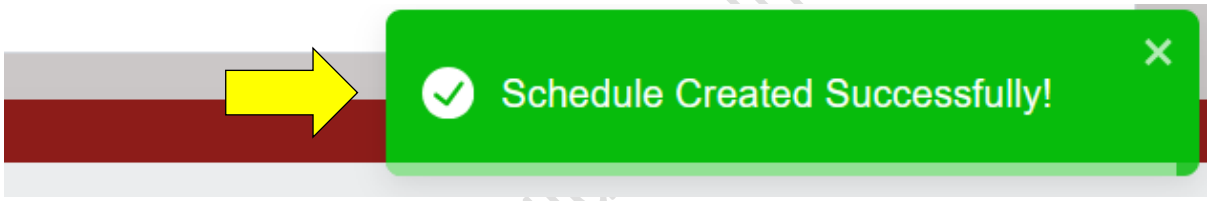
In the **Schedule of Inquiry** screen, there are two tabs: **Schedule Inquiry** and **Inquiry Communication**. The **Inquiry Officer (IO)** must click on the **Case File Mark** drop-down and select the case allotted to them. The drop-down list will display only the case file marks assigned to the concerned IO.



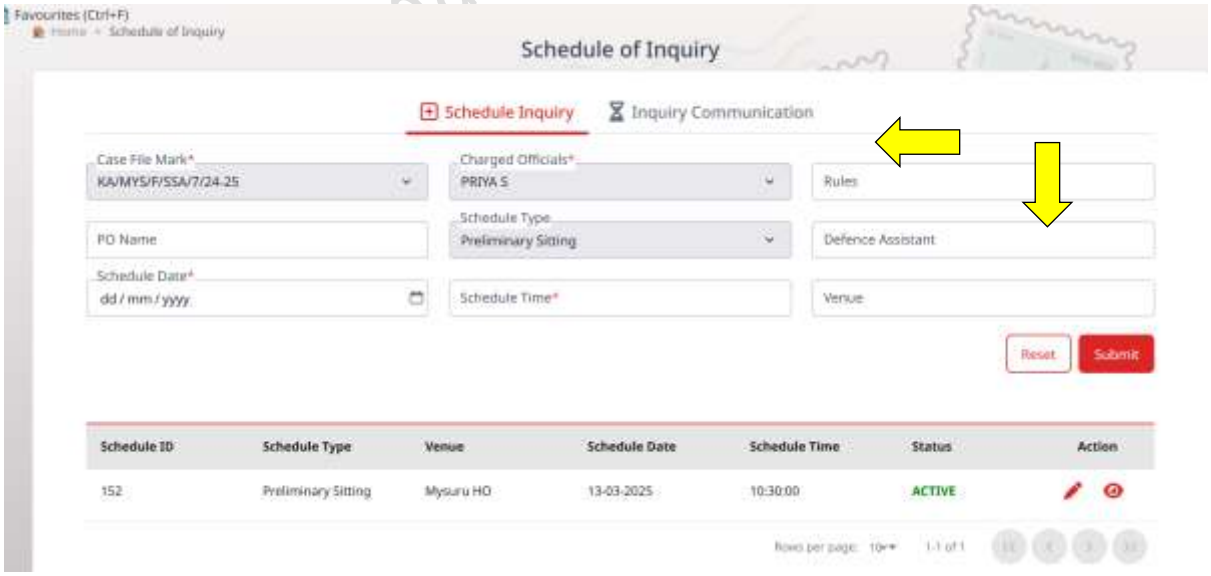
Upon selection of the Case File Mark from the drop-down list, the name of the Charged Official, the rule under which the charge sheet has been framed, and the name of the Presenting Officer shall be auto-populated. Thereafter, the Inquiry Officer is required to select 'Preliminary Sitting' from the drop-down list available under the header of Schedule Type.



On selecting the 'Preliminary Sitting' from the 'Schedule Type', enter the 'Schedule Date', 'Schedule Time' and 'Venue'. Click on **'Submit'** button.

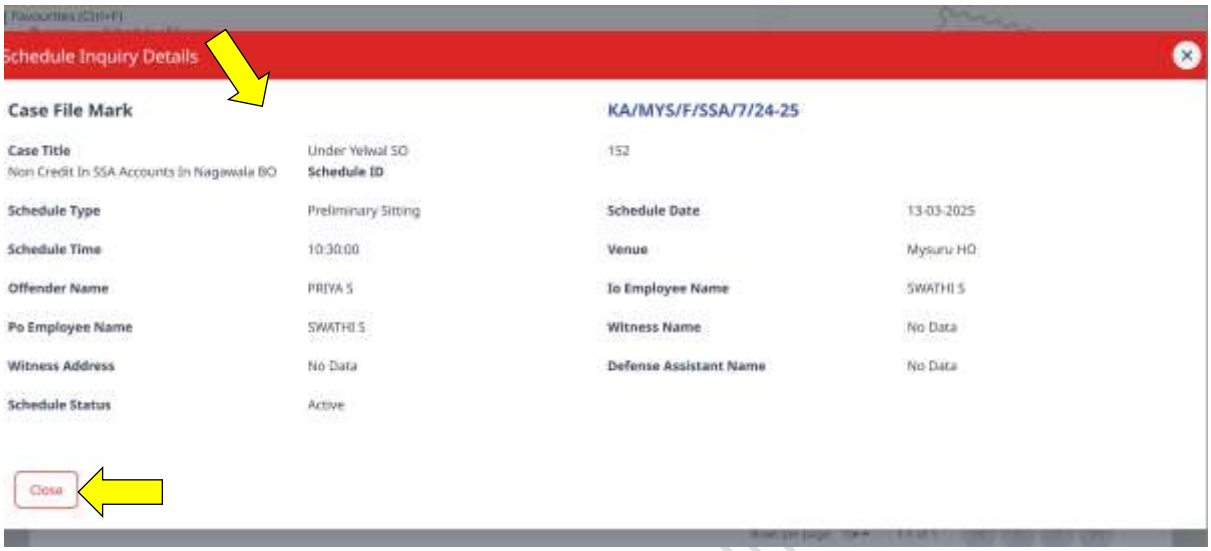


On clicking **'Submit'** button, a message will pop up **'Schedule Created Successfully'.**

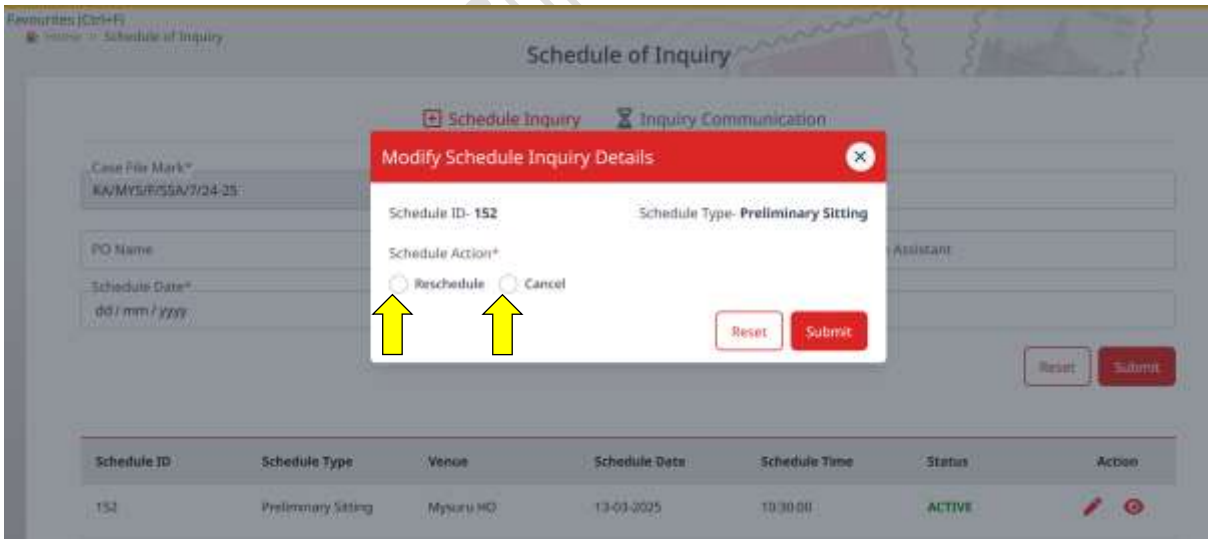


After successfully submitting the schedule, click 'Reset' button to reset all fields and select the case from 'Case File Mark'. Else click on back and revisit the page to see the

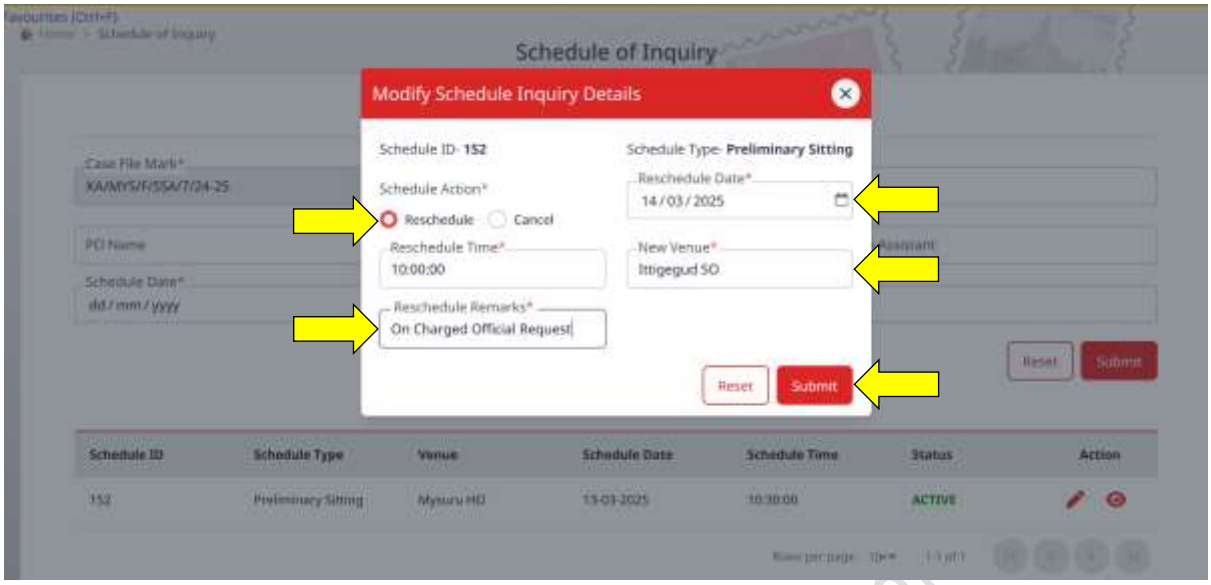
summary of the scheduled enquiry is displayed with a schedule ID. Action buttons (Edit) and (View) are provided to make necessary changes in the schedule. Click on **'View'** button to see the detailed summary of the schedule.



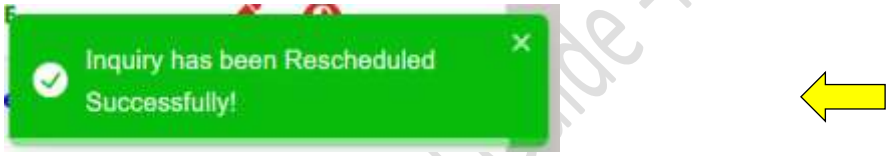
The summary of the Schedule created can be seen as above. Click on 'Close' button to close the page.



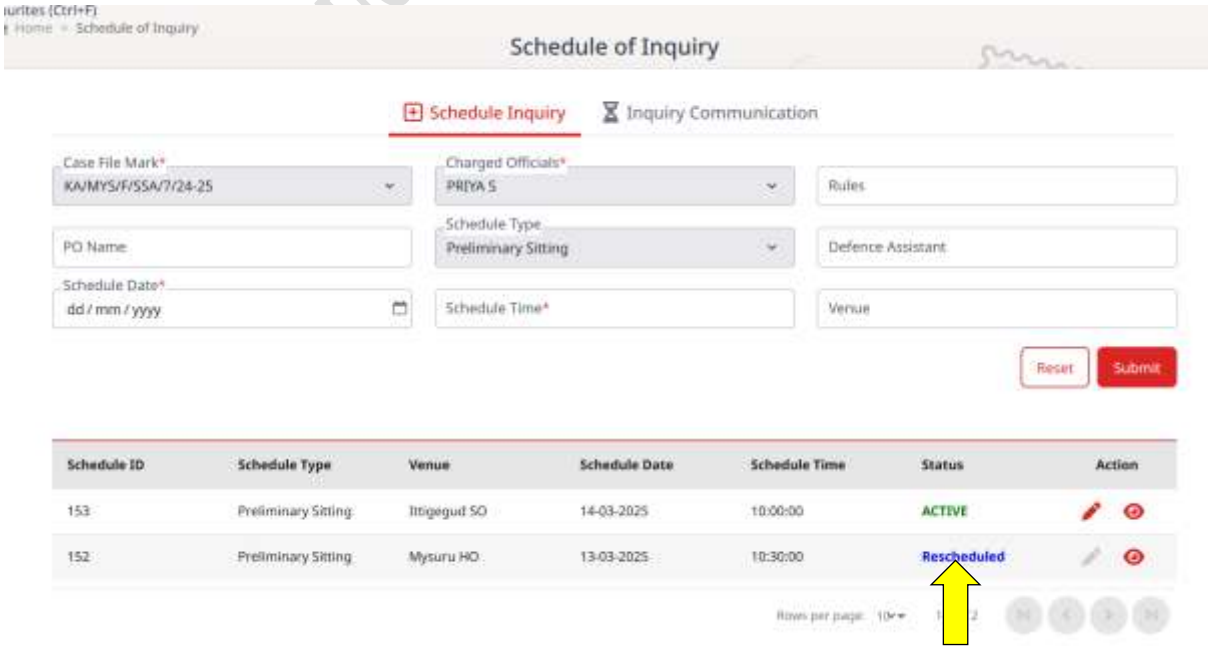
On clicking 'Edit' button, a pop up window is shown with two options for a created schedule. Either the schedule can be cancelled by clicking 'Cancel' or Rescheduled by clicking 'Reschedule' option. Click on 'Reschedule' to make any modifications in the schedule.



On selecting 'Reschedule' radio button, enter the Rescheduled date, if Preliminary Sitting is to be done on other than the already scheduled date. Enter the **'Reschedule Time'** and **'Venue'.** Only time and venue can also be scheduled keeping the date same. Enter the 'Reschedule Remarks' and click on 'Submit' button.

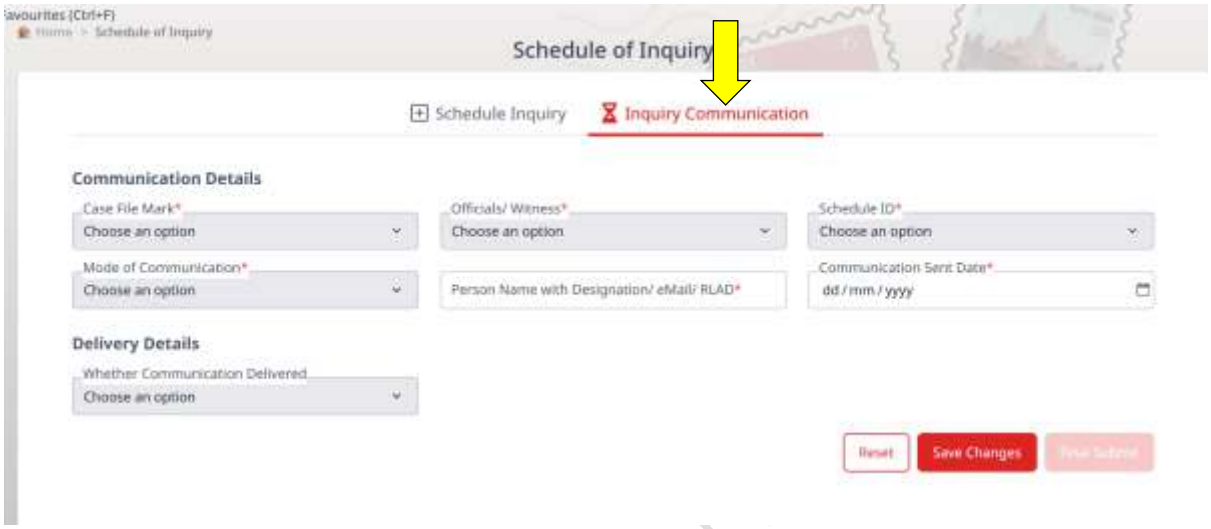


On clicking **'Submit'** button, sitting will be rescheduled and system will pop up a message **'Inquiry has been Rescheduled Successfully'**.

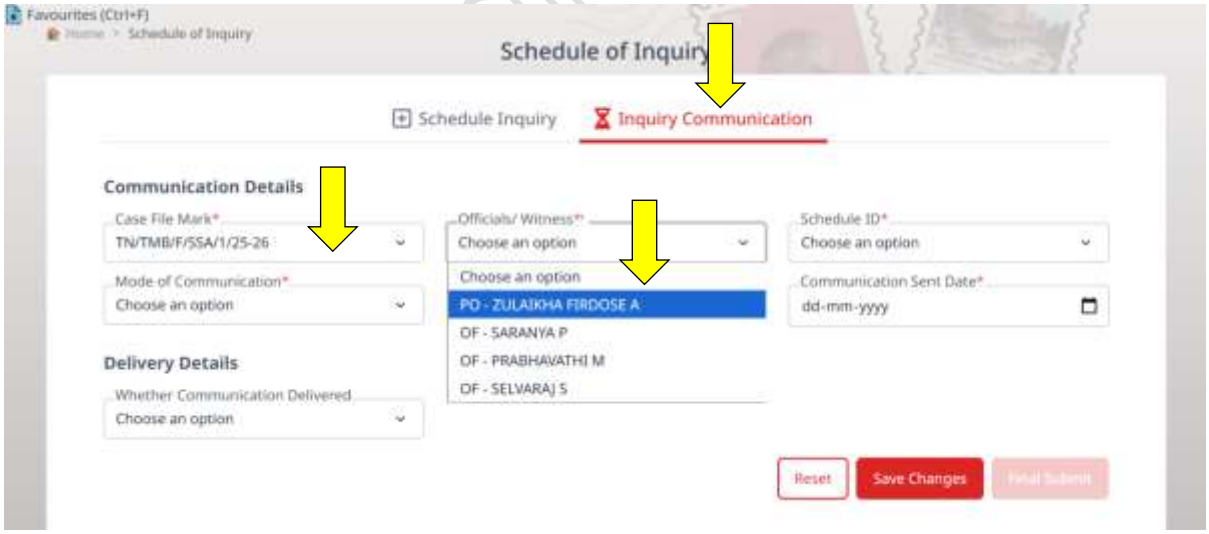


Revisit the page or click on 'Reset' button and choose the case from the **'Case File Mark'**. Scheduled entries will be displayed; rescheduled entry will have a new Schedule ID. New schedule ID will be shown **'Active'** and status of earlier one will be shown 'Rescheduled'.

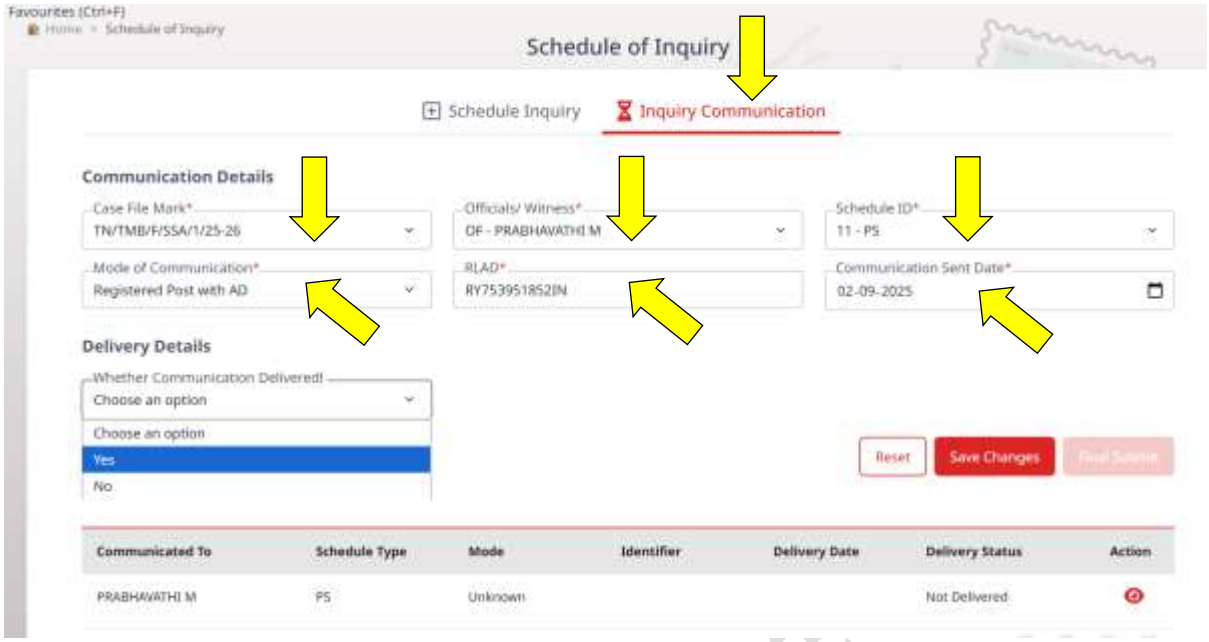
12.5.3.2 Inquiry Communication



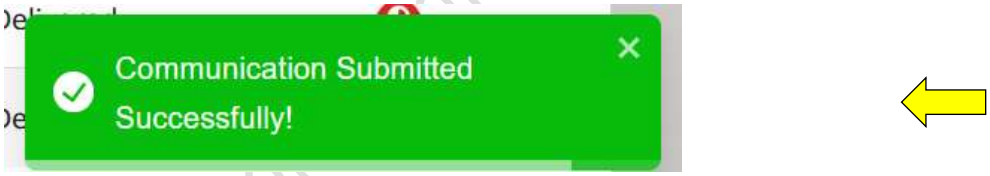
After the Preliminary Sitting is scheduled, click on 'Inquiry Communication' tab to update the 'Communication Details'. This step is done confirming the information has been communicated successfully to the officials concerned.



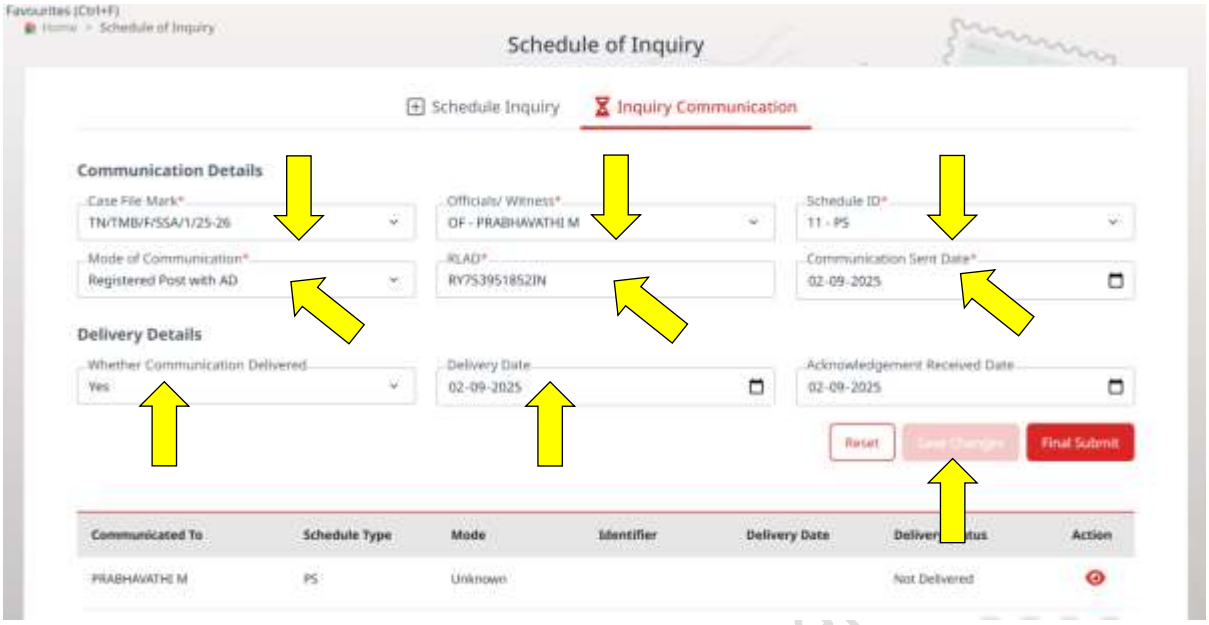
Choose a 'Case File' from the 'Case File Mark' head. Select the Officials/Witness of which the schedule must be entered. The PO and Offender names will be available in the drop down list.



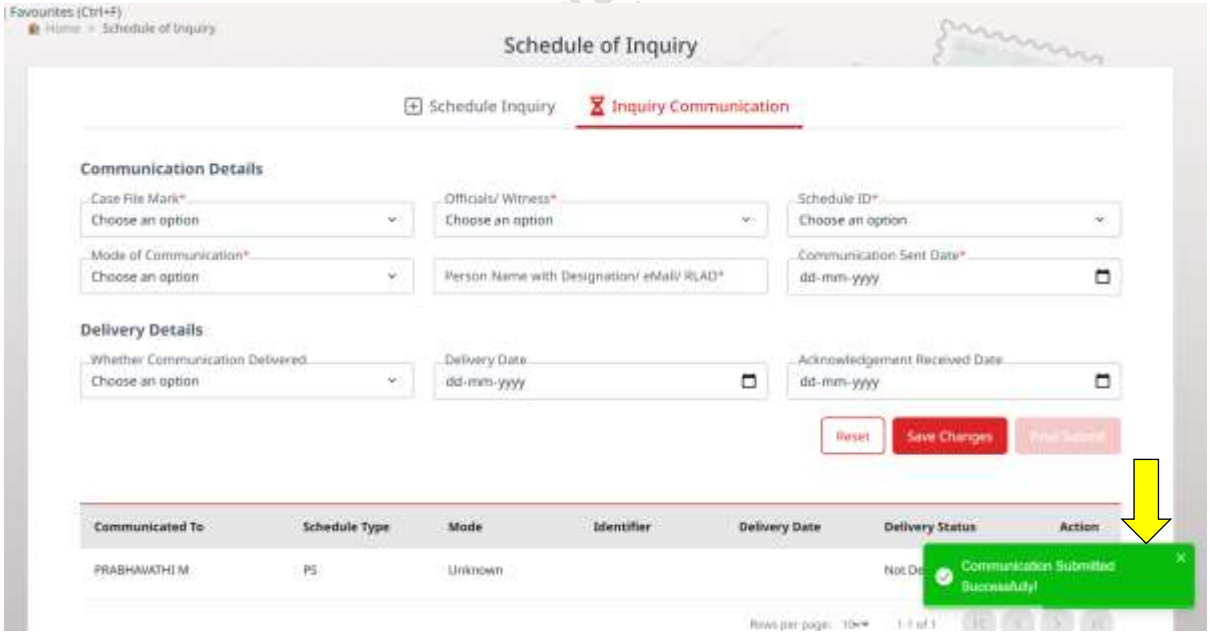
On choosing Official name , Schedule ID is field is filled automatically. Select the 'Mode of Communication', three options are provided under mode of communication. Registered Post with AD, Email and By Hand. If User selects Registered Post with AD, enter the registration number in the 'RLAD' field, RLAD booking date in the 'Communication Sent Date'. Click on 'Save Changes'



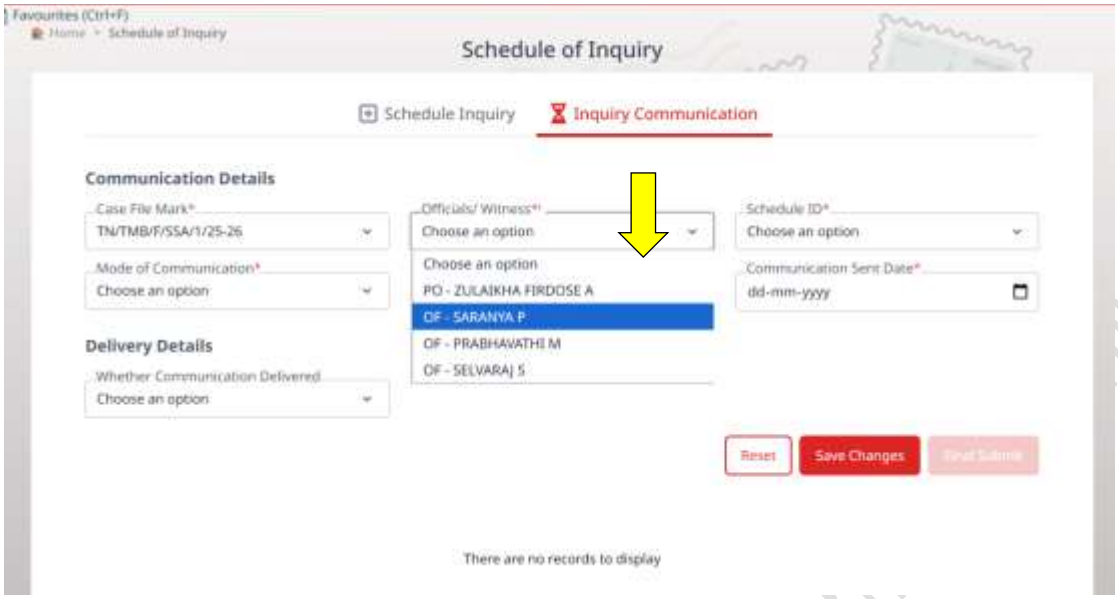
On clicking 'Save Changes', system pops up message, **'Communication Submitted Successfully'**



Delivery Details of the RLAD can be updated on confirmation of delivery. Select 'Whether Communication Delivered', 'Delivery Date' and 'Acknowledgement Received Date'. Click on **'Save Changes'**.

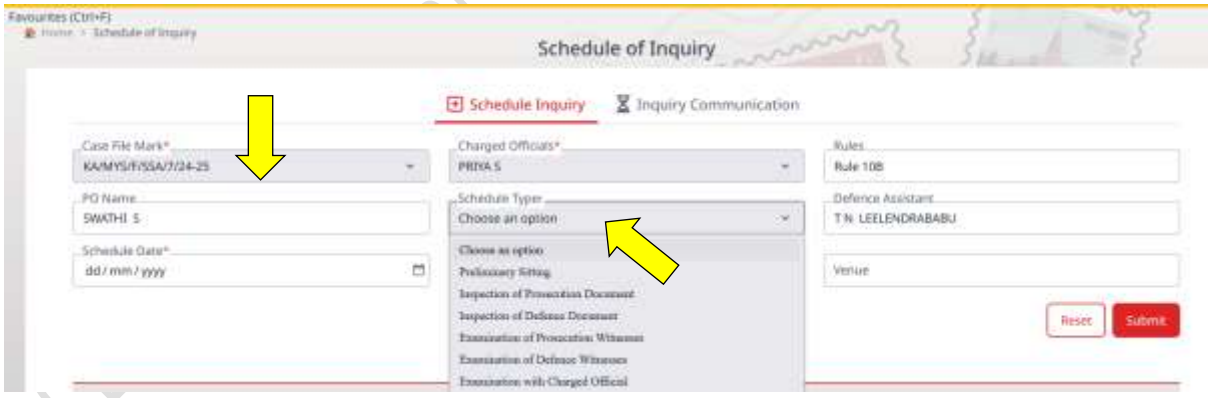


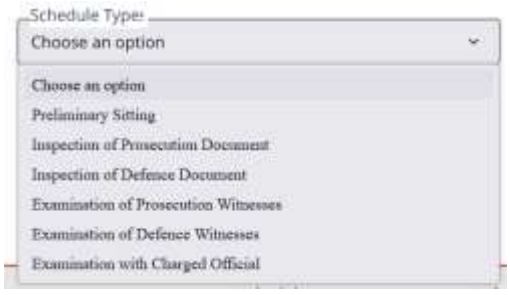
After updating all the relevant fields the user needs to click on Final Submit button. Soon after clicking on submit button a pop-up message stating that 'Communication Submitted Successfully' will appear on the screen.



By following 'Schedule Inquiry' and 'Enquiry Communication' steps the IO can schedule of inquiry for 'Subsidiary Offender' and 'Presenting Officer' too.

12.5.3.3Schedule of Inquiry/Inquiry Communication for remaining Schedule Type





'Schedule of Inquiry' and 'Inquiry Communication' are having the following 'Schedule Types' viz.

- Preliminary Sitting
- Inspection of Prosecution Document
- Inspection of Defence Document
- Examination of Prosecution Witnesses
- Examination of Defence Witnesses
- Examination with Charged Official

For all the above 'Schedule Type' the 'Schedule of Inquiry' and 'Inquiry Communication' need to be done before initiating the respective proceedings. The workflow for 'Schedule of Inquiry' and 'Inquiry Communication' is already explained in this operation guide.

12.5.4 Preliminary Sitting

The next step after scheduling the enquiry is 'Preliminary Sitting', click on 'Inquiry Proceeding' sub card to access the options to continue with proceedings.

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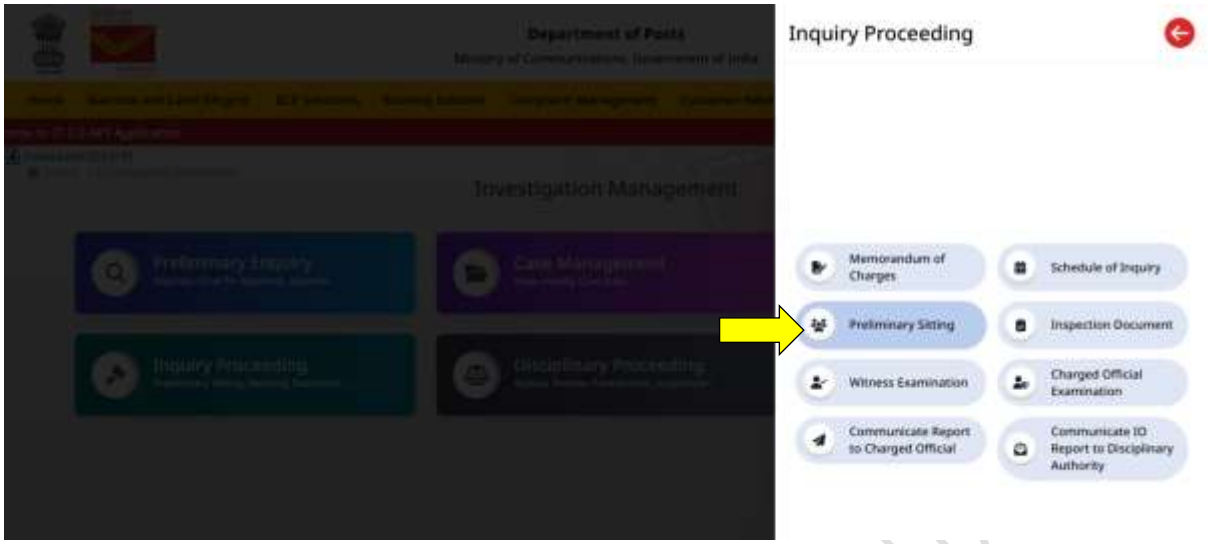
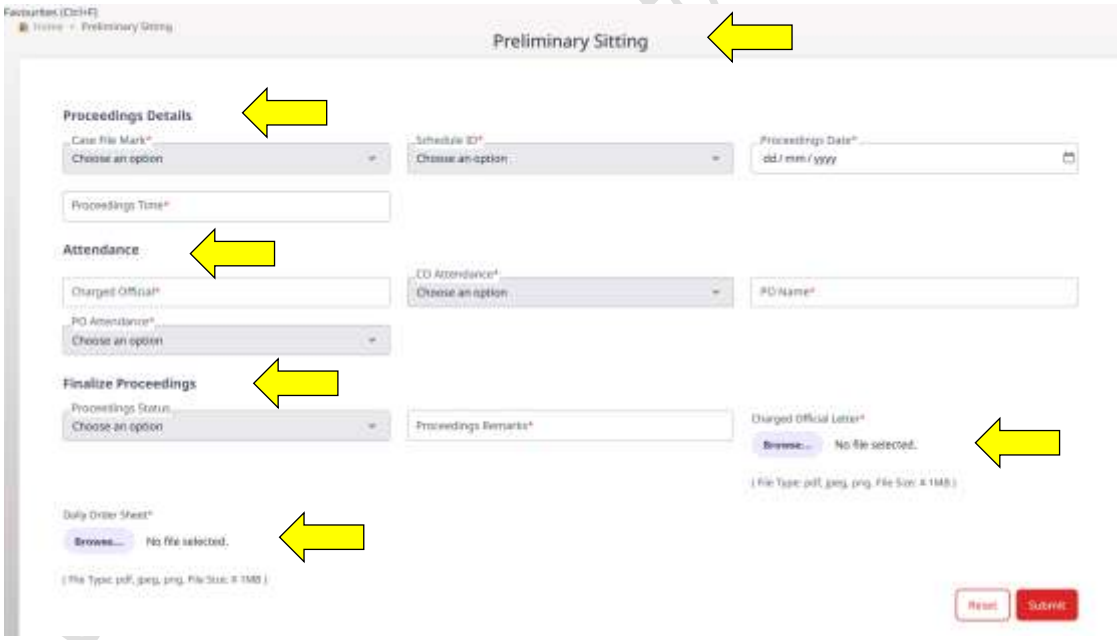
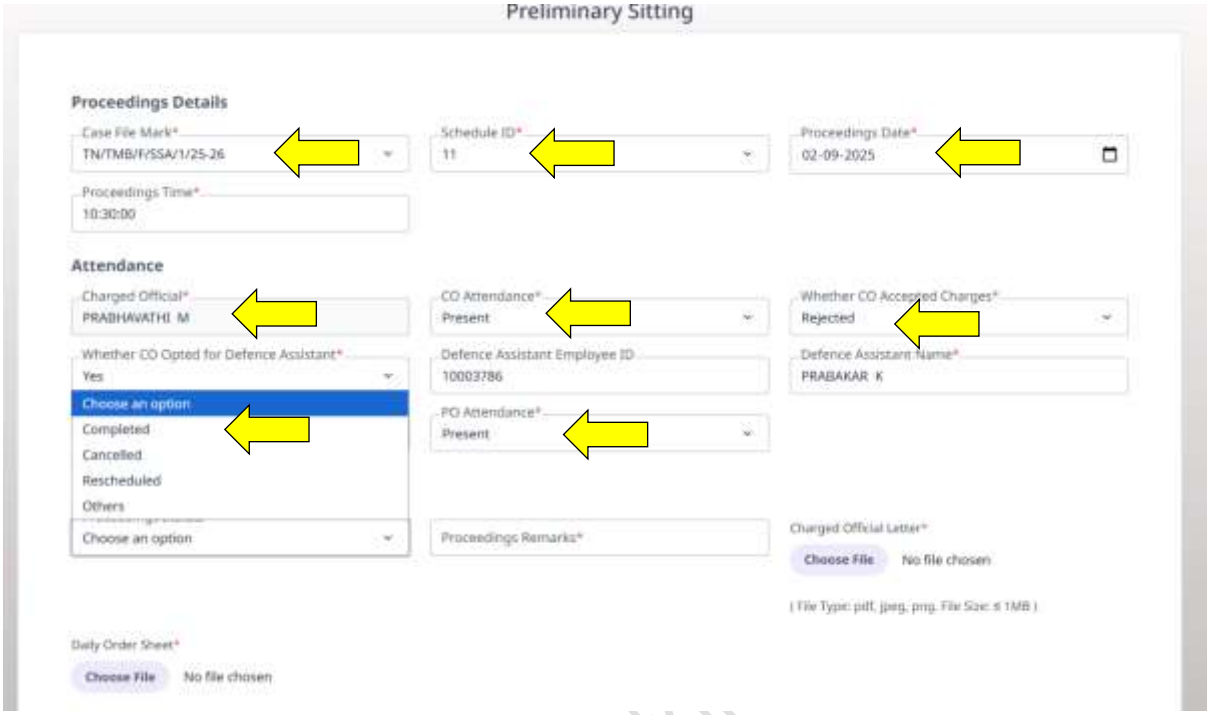


On clicking **'Inquiry Proceeding',** options will be displayed on the side bar. Click on **'Preliminary Sitting'** option.



When the IO clicks on the 'Preliminary Sitting' option, the system will display a page where the IO needs to update the 'Proceedings Details', record 'Attendance', and finalize the proceedings. The IO is also required to upload the relevant documents on this page.



The IO needs to select the case from the drop-down list under the **'Case File Mark'** field, upon which the corresponding **Schedule ID** will be fetched automatically. The **Proceedings Date** (as scheduled earlier) and the **Proceedings Time** must then be entered. Attendance is to be recorded for the **Charged Official (CO)**, **Presenting Officer (PO)**, and **Defence Assistant**, if any. For the CO, the attendance status must be selected as either **'Present'** or **'Absent'**. Under the field **'Whether CO Accepted Charges'**, the appropriate option is to be selected. If the CO rejects the charges, the option **'Rejected'** must be chosen, whereas if the CO accepts the charges, the option **'Accepted'** must be selected and the case should be dealt with accordingly. In cases where the CO has opted for a Defence Assistant, the IO should select **'Yes'** and enter the **Employee ID** along with the **Name** of the Defence Assistant. Finally, the attendance of the **Presenting Officer (PO)** must also be captured.

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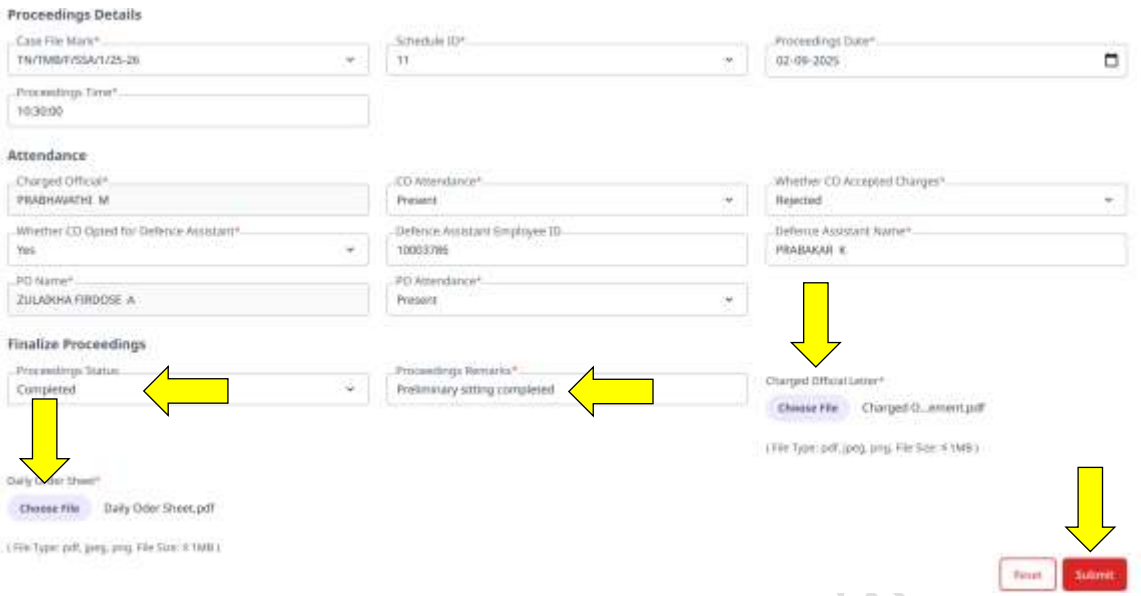
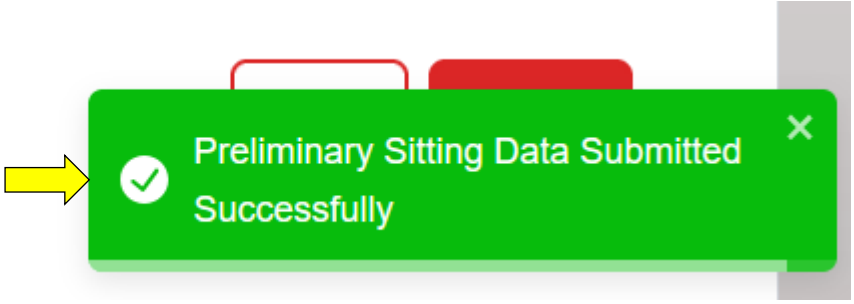


In the **Finalize Proceedings** section, the IO must select the status of the proceedings from the drop-down list under the **'Proceeding Status'** field. The **'Proceedings Remarks'** should then be entered in the space provided. The IO is also required to upload the **Charged Official Letter** and the **Daily Order Sheet** to complete the process.

In the **Finalize Proceedings** section, uploading of the **Charged Official Letter** and the **Daily Order Sheet** has been made mandatory. If the Charged Official accepts the charges framed against them, the **Charged Official Letter** must be obtained and uploaded. However, if the Charged Official denies or rejects the charges, no such letter will be provided. The **Daily Order Sheet** is a mandatory record that must be prepared for every sitting, containing the details of the enquiry or activities that occurred on that day. It should also bear the signatures of all officials present during the sitting or enquiry. After completing these steps, click on the **'Submit'** button to finalize the process.



On clicking **'Submit'** system will pop up a message 'Preliminary Sitting Data Submitted Successfully'.

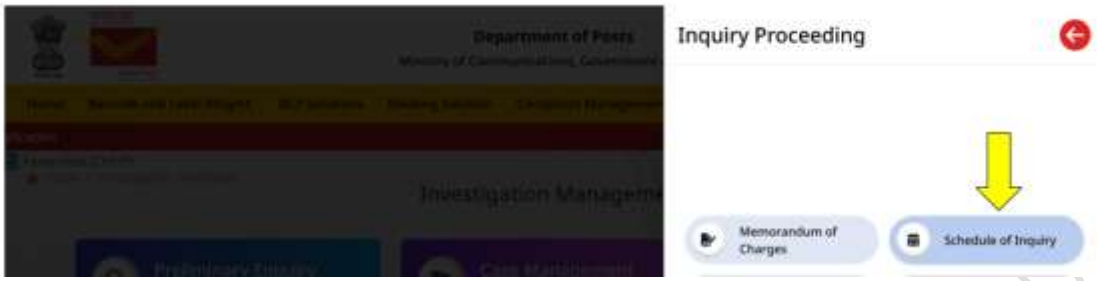
Upon successful submission of the 'Preliminary Sitting', the system will display the **Schedule ID Summary**. To access the details, click on the **View** action button provided.

The Proceedings details data can be seen as above.

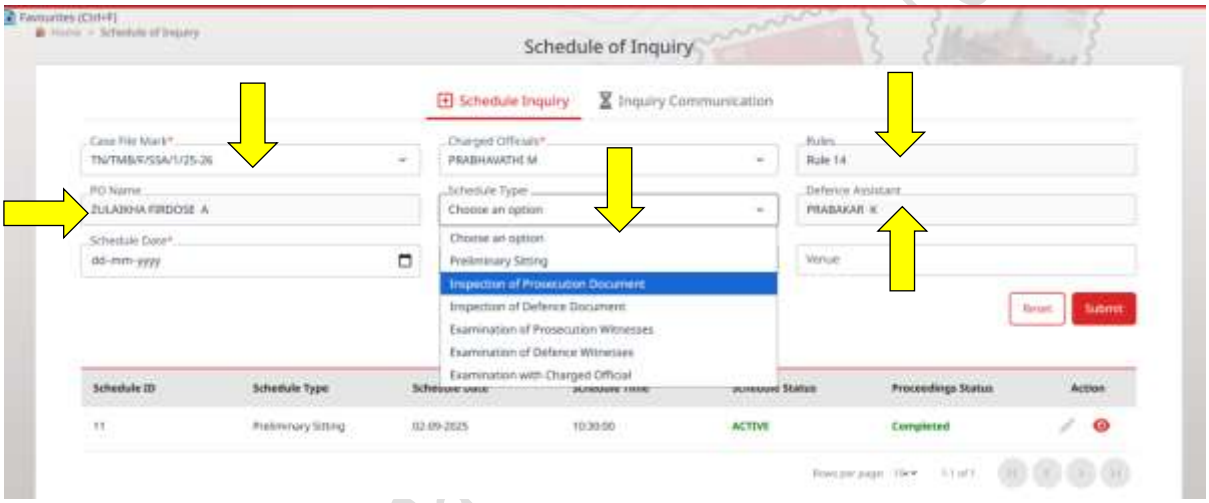
12.5.5 Inspection of Prosecution Document

As mentioned earlier, before initiating the **Inspection of Prosecution Document**, the **Schedule of Inquiry** has to be performed by the concerned **Investigating Authority**.

After completion of the **Preliminary Sitting**, the **Inspection of the Prosecution Document** has to be carried out. To access the document, click on the **Inquiry Proceeding** sub-card.



To carry out the **Inspection of the Prosecution Document**, a **Schedule** must first be created. For this purpose, click on **Schedule of Inquiry.**



Clicking on **Schedule Inquiry** opens a new form that is specifically designed for scheduling an inquiry session related to a case. Along with the **Schedule Inquiry** option, the **Inquiry Communication** tab is also provided to record the details of communication. To proceed, select a **Case File** from the drop-down list of **Case File Mark**. Upon selection, the **Charged Official's Name** will be fetched automatically. The applicable **Rule** under which the charges are framed will be displayed in the **Rules** field, and the **Presenting Officer (PO) Name** will also be auto-fetched. Thereafter, select the **Inspection of Prosecution Document** option from the **Schedule Type** drop-down list."

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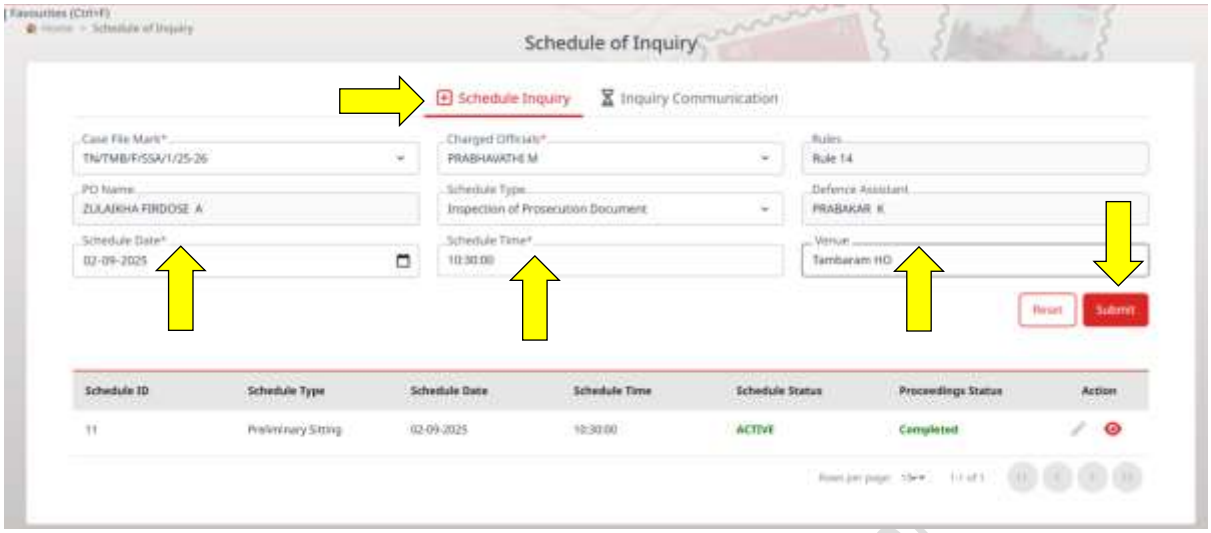
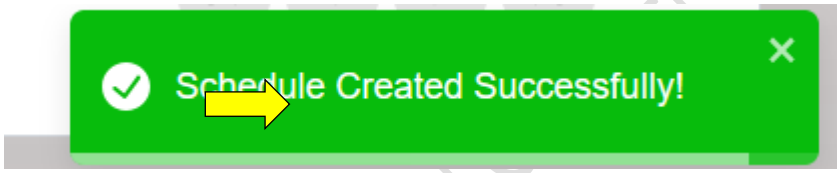


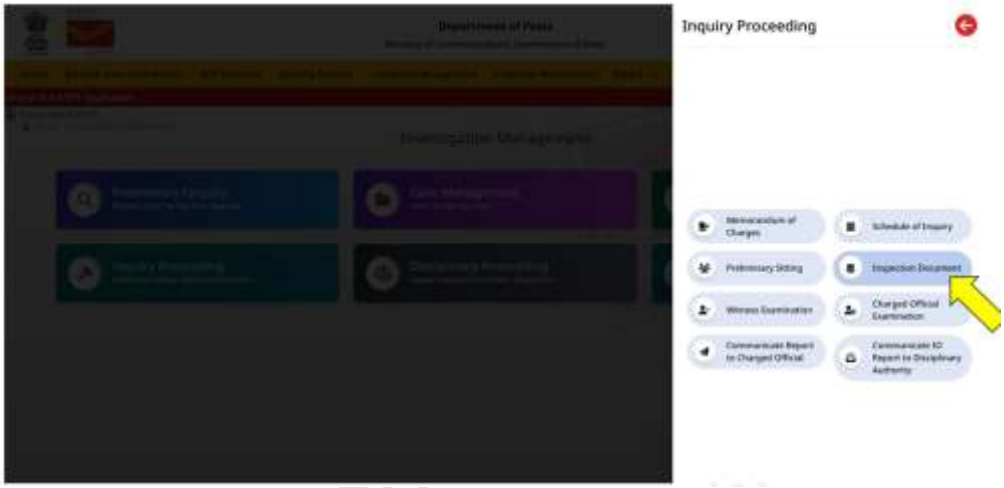
Upon selecting **Inspection of Prosecution Document** from the **Schedule Type**, enter the **Schedule Date**, **Schedule Time**, and **Venue**. Once all details are filled, click on the **Submit** button.



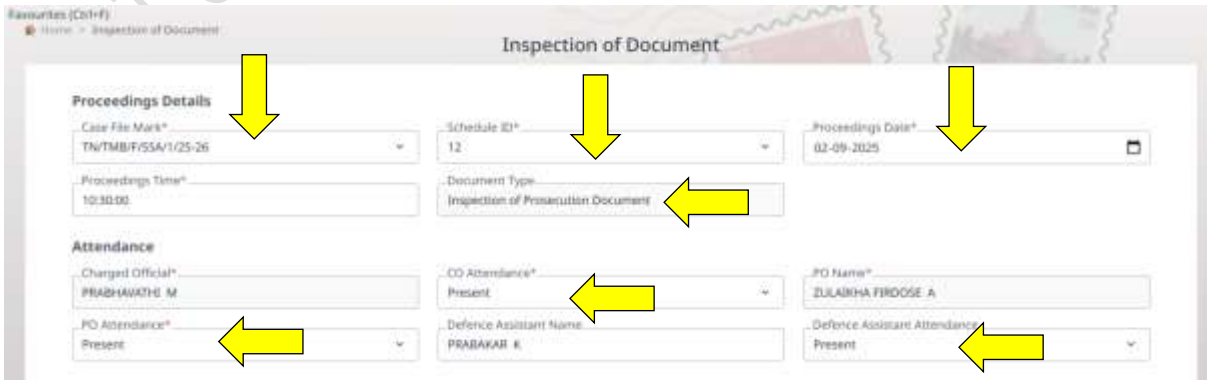
Upon clicking the **Submit** button, a pop-up message will appear stating '**Schedule Created Successfully**'.

After successfully submitting the schedule, click the **Reset** button to clear all fields and select the case again from **Case File Mark**. Alternatively, click **Back** and revisit the page to view the summary of the scheduled inquiry, which will display the **Schedule ID**, **Schedule Type**, **Proceeding Status**, and action buttons (**Edit** and **View**) for making necessary changes. Click on the **View** button to see the detailed summary of the schedule."

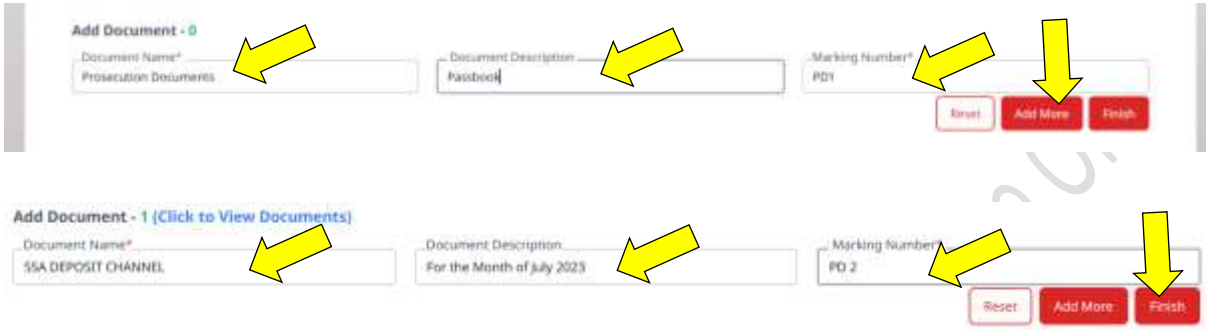
The next step after 'Preliminary Sitting' the enquiry is 'Inspection Document', click on 'Inquiry Proceeding' sub card to access the options to continue with proceedings.



On clicking **Inquiry Proceedings**, the sidebar will open displaying additional options. Click on **Inspection Document**.

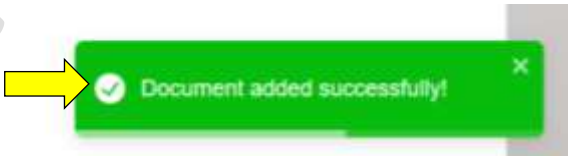


Select the **Case** from the drop-down list under **Case File Mark**. Upon selecting the case, the **Schedule ID** will be fetched automatically. Enter the **Proceedings Date** as scheduled earlier, along with the **Proceedings Time**. The application also provides a provision to mark the attendance of the **Charged Official (CO)**, **Presenting Officer (PO)**, and **Defence Assistant**, which should be updated accordingly.

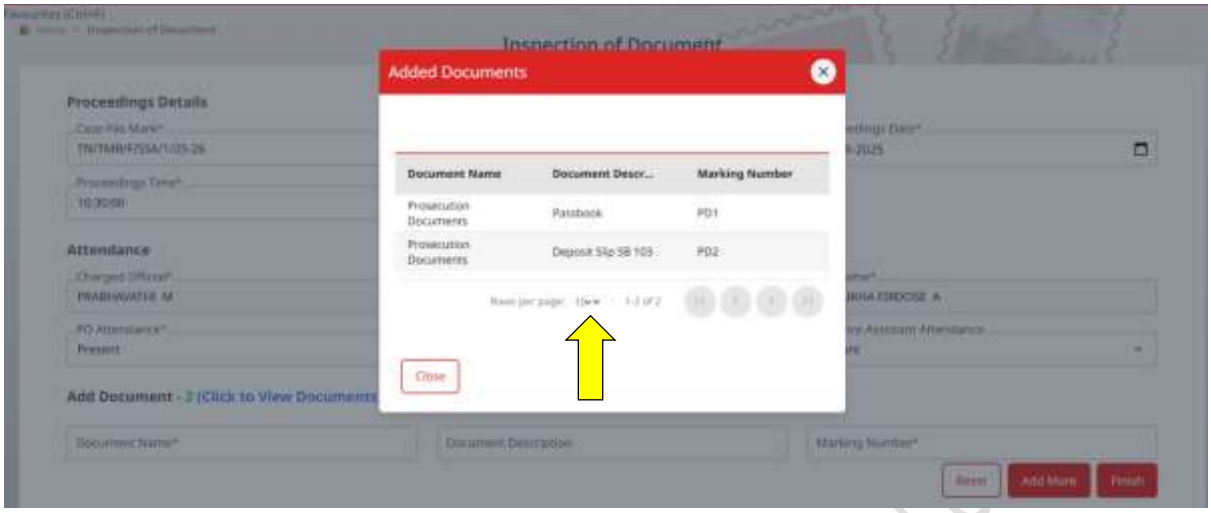


Enter the name of the document available for inspection in the **Document Name** field. If applicable, provide a description in the **Document Description** field. Enter the **Marking Number** of the document in the field provided. If more than one document is to be added, click on **Add More**."

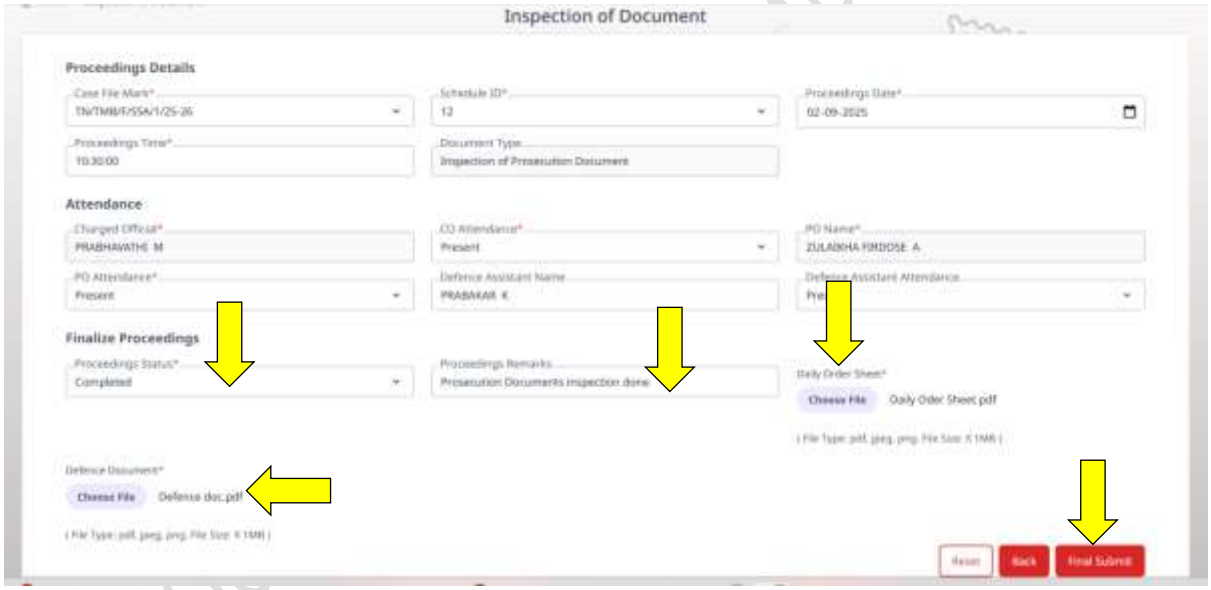
On clicking **'Add More'** button a pop up message will be displayed **'Document added successfully'.**



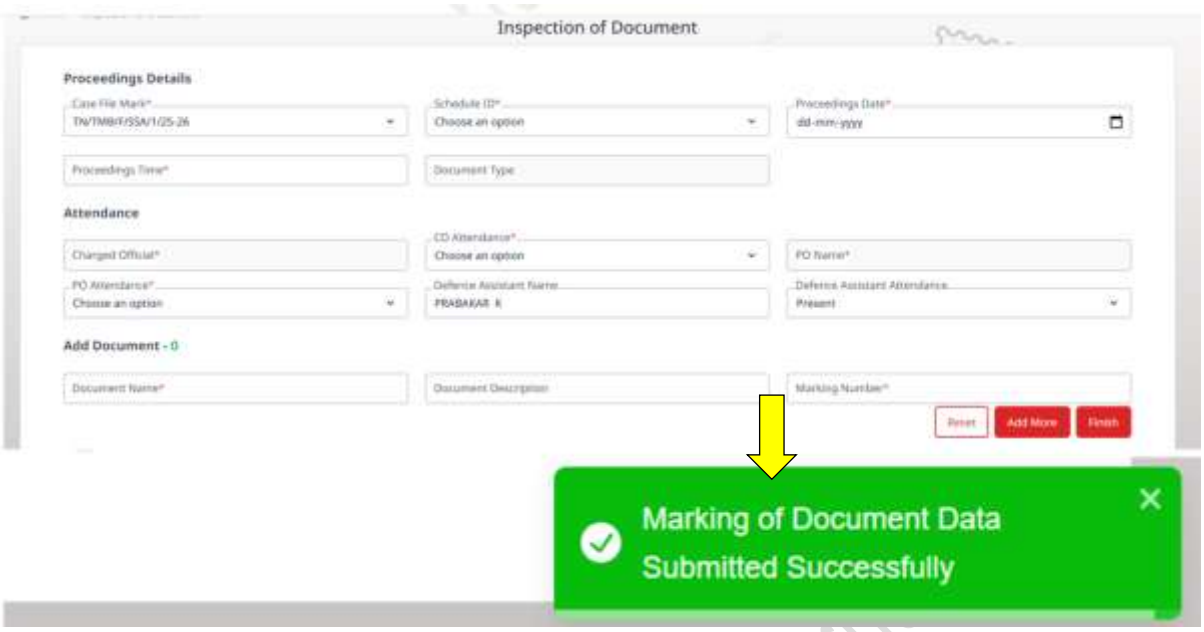
By clicking on the **Click to View Documents** hyperlink available next to the **Add Document** sub-heading, the user can view the details of all the documents.



Click ‘Close’ button to close the window.



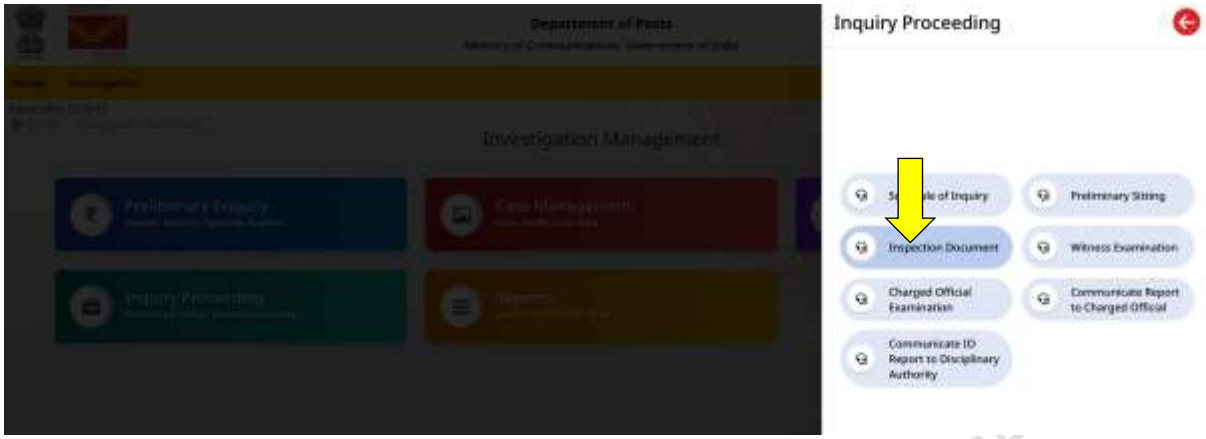
After adding the inspection documents, in the **Finalize Proceedings** section, select the status of the proceedings from the drop-down list under the **Proceeding Status** header. Enter the **Proceedings Remarks** in the field provided. Upload the **Daily Order Sheet** and **Defence Document**, and then click on the **Final Submit** button.



On clicking 'Final Submit', a message will pop up **'Marking of Document Data Submitted Successfully'**.

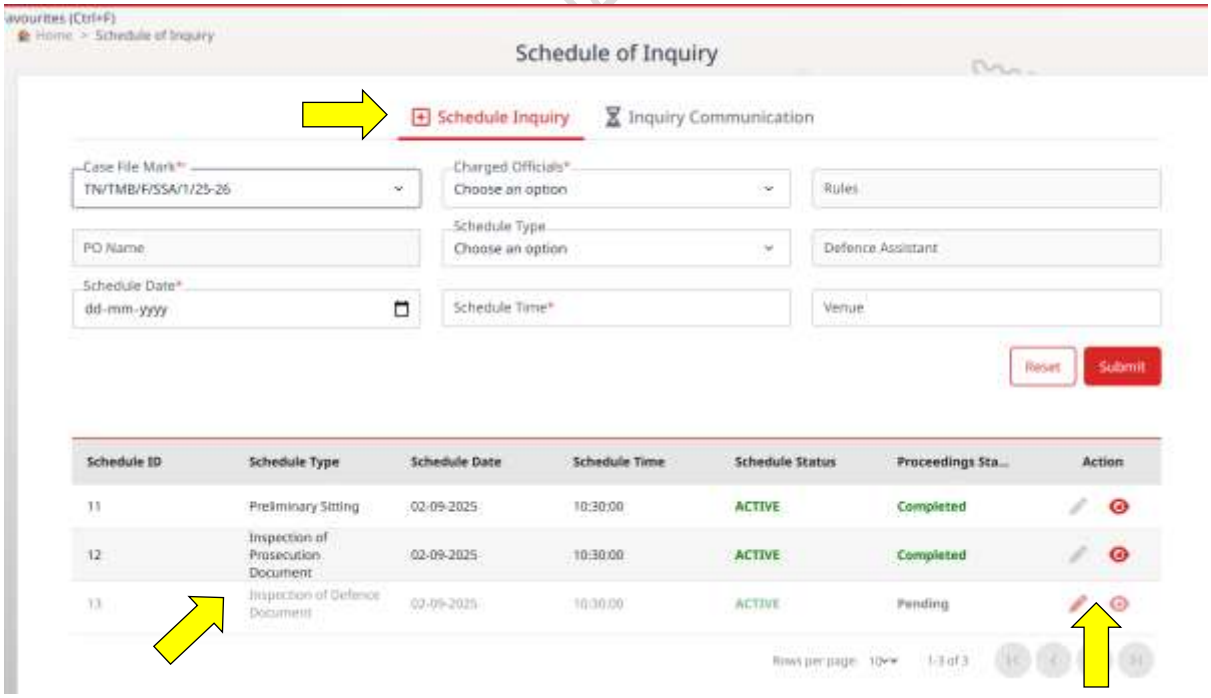
12.5.6 Inspection of Defence Document

Upon revisiting the **Inspection Document** option, the **Defence Document** can be entered. For this purpose, the user needs to click on the **Inquiry Proceeding** sub-card.

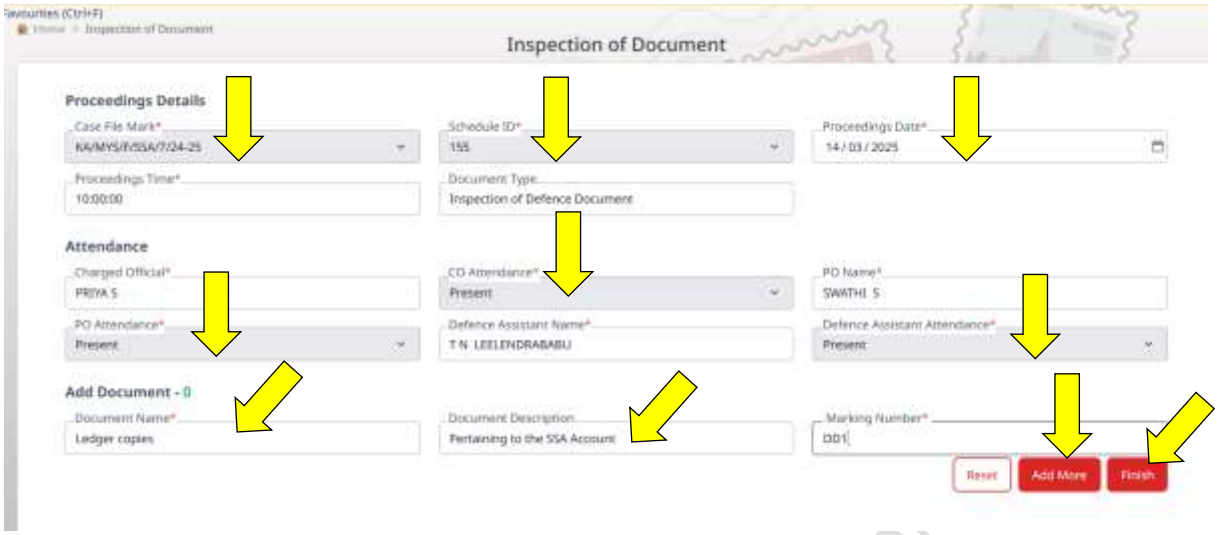


On clicking the **Inquiry Proceeding** sub-card, options will be displayed in the sidebar. Click on the **Inspection Document** option. Both **Prosecution Document** and **Defence Document** inspections are carried out using the **Inspection Document** option.

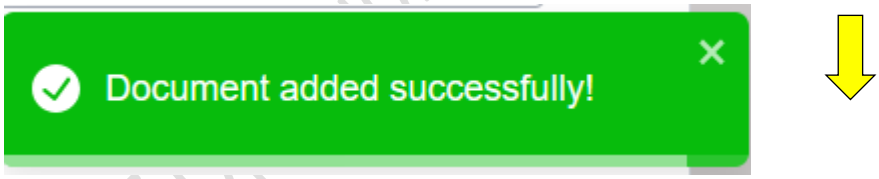
As mentioned earlier, before initiating the **Inspection of Defence Document**, the **Schedule of Inquiry** has to be performed by the concerned **Investigating Authority.**



After the schedule for the **Defence Document** is created, the details will appear on the **Schedule of Inquiry** page for reference. These details can be viewed or edited as required.

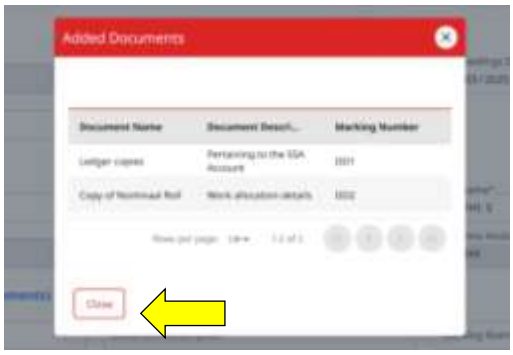


Select the **Case** from the drop-down list under **Case File Mark**. Upon selection, the **Schedule ID** will be fetched automatically. Enter the **Proceedings Date** as scheduled earlier, along with the **Proceedings Time**. The application provides a provision to mark the attendance of the **Charged Official (CO)**, **Presenting Officer (PO)**, and **Defence Assistant** in the respective fields. Enter the name of the document available for inspection in the **Document Name** field, provide a description if applicable in the **Document Description** field, and enter the **Marking Number** of the Defence Document in the field provided. If more than one document is to be added, click on **Add More.**

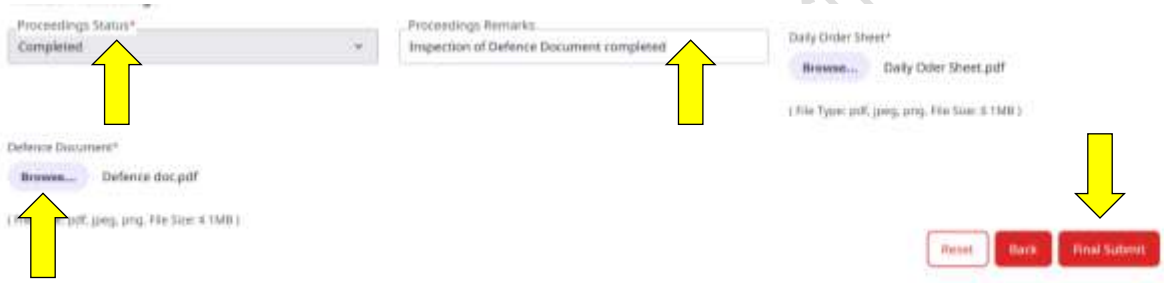


After clicking on the **Add More** button, a pop-up message will appear stating '**Document added successfully**'.

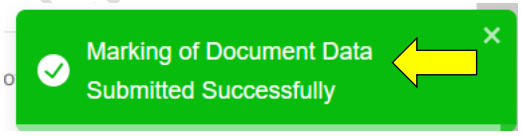
By clicking on the **Click to View Documents** hyperlink available next to the **Add Document** sub-heading, the user can view the details of all the documents.



Click on **Documents** to view the updated documents. Then, click the **Close** button to close the window.



Select the **Proceedings Status** and enter the **Proceedings Remarks**. Upload the **Daily Order Sheet** and **Defence Document** by clicking on the **Browse** option, and then click on the **Final Submit** button.



Upon clicking the **Final Submit** button, a pop-up message will appear stating '**Marking of Document Data Submitted Successfully**'.

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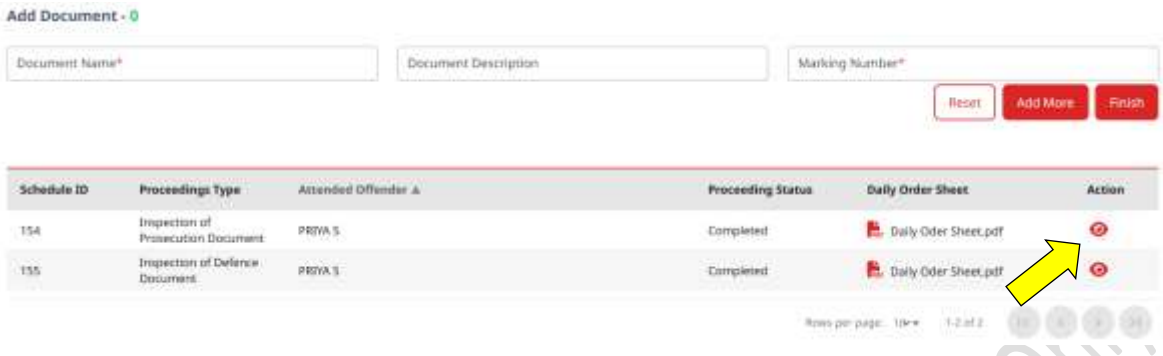
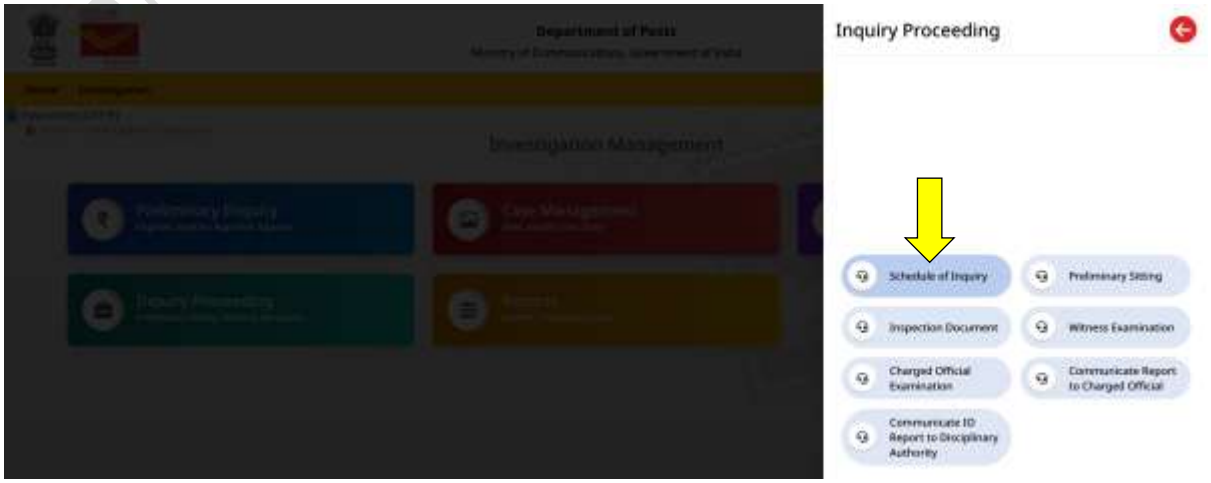


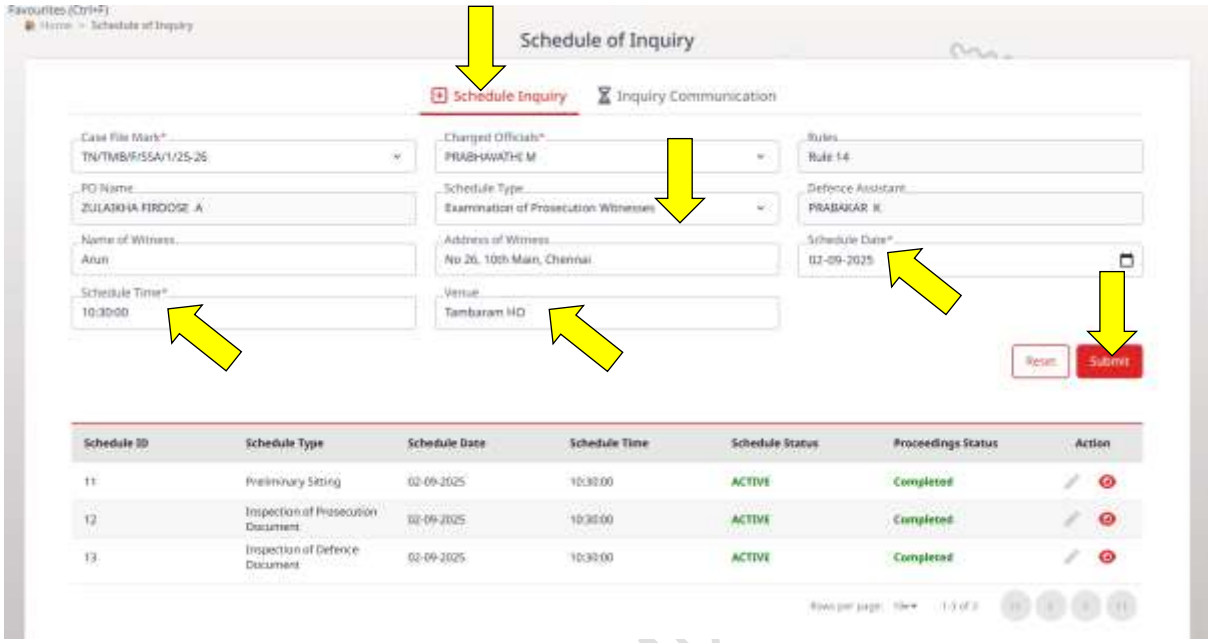
The uploaded **Daily Order Sheet** can be viewed by clicking the **Action** button provided against the corresponding PDF.

12.5.7 Examination of Prosecution Witnesses

After the inspection of the **Defence Document**, the **Examination of Prosecution Witness** should be carried out. For this purpose, click on the **Inquiry Proceeding** sub-card.

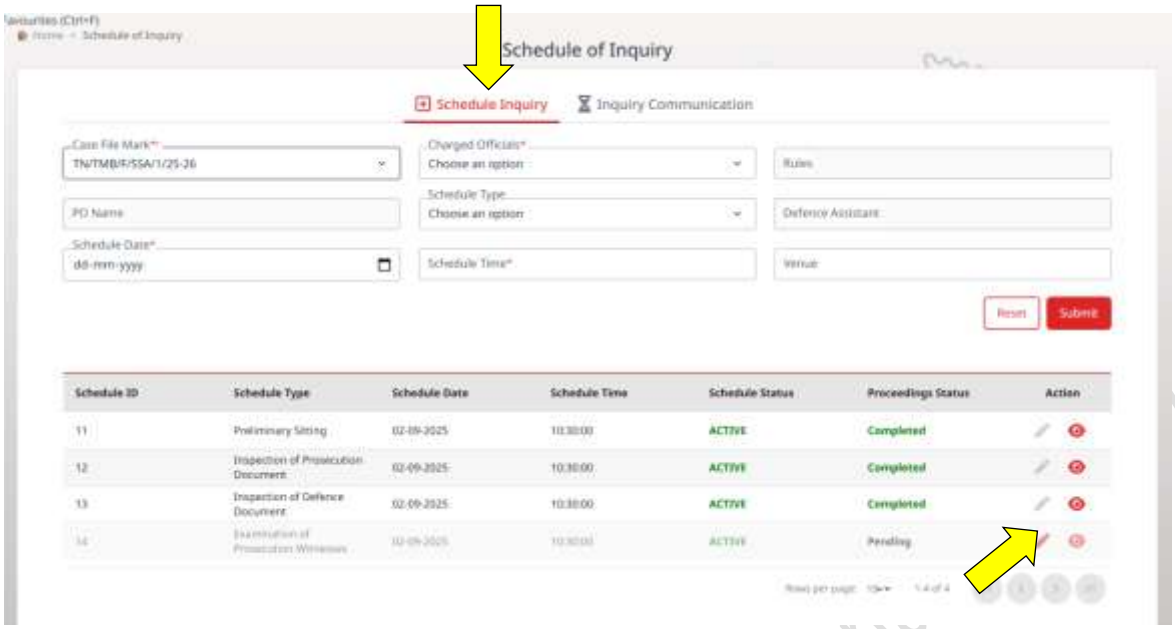


On clicking the **Inquiry Proceeding** sub-card, select the **Schedule of Inquiry** option from the sidebar.



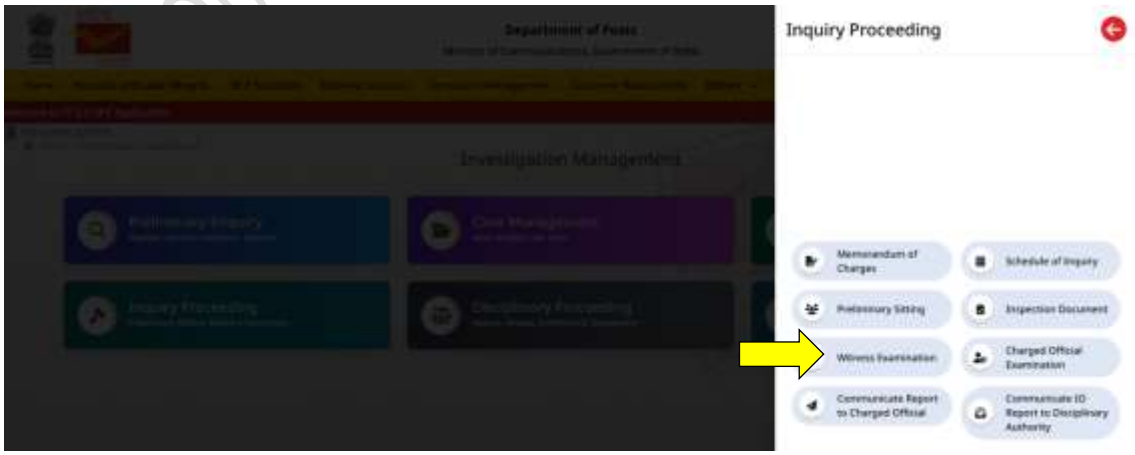
Create and communicate a schedule for the **Examination of Prosecution Witness**. Every proceeding must be scheduled. Select a **Case** from the **Case File Mark**, choose the **Schedule Type** as **Examination of Prosecution Witness**, and enter the **Schedule Date**, **Schedule Time**, and **Venue**. Finally, click on the **Submit** button.

Upon clicking the **Submit** button, the schedule will be created, and a pop-up message will appear stating '**Schedule Created Successfully**'.

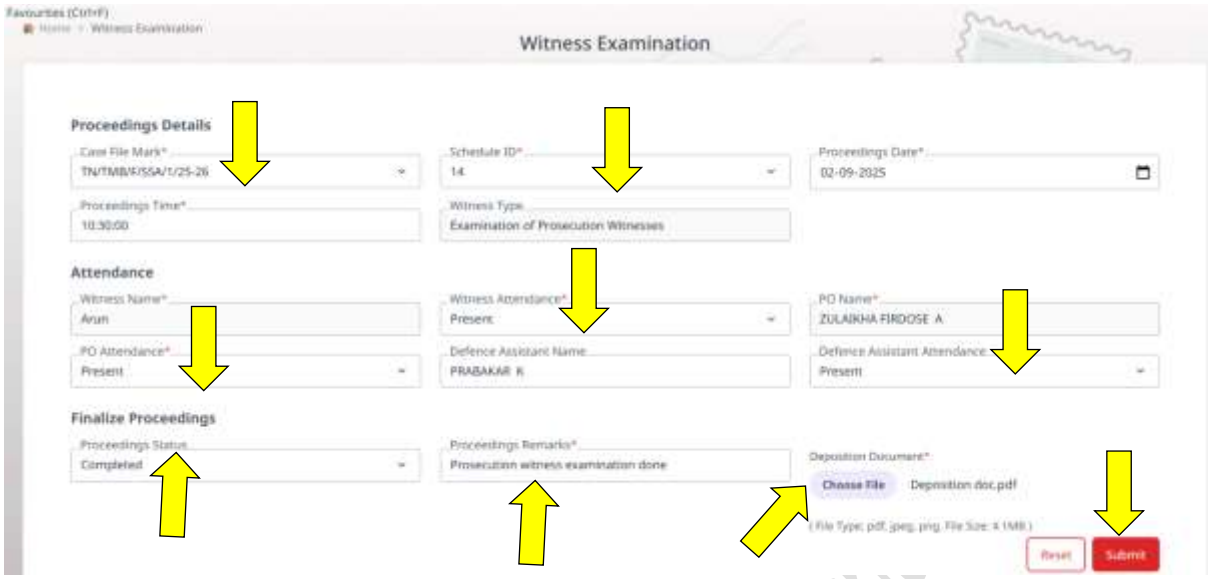


The schedule will be displayed with an **Active** status, and action buttons will be provided to **View** or **Reschedule/Cancel** the schedule.

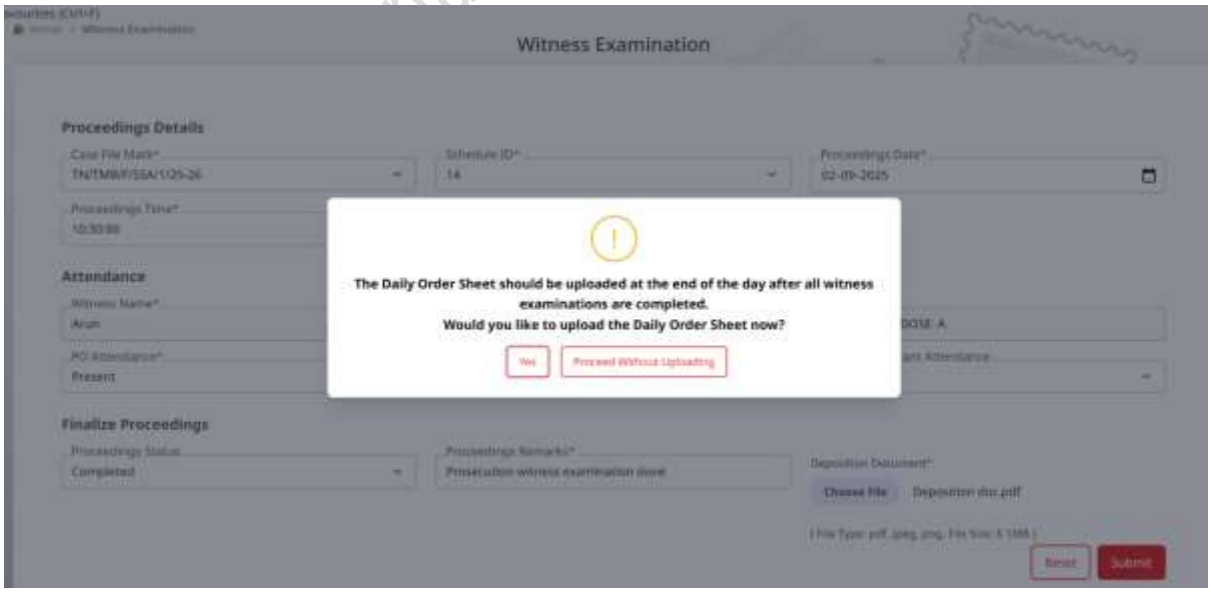
Click on the **Inquiry Proceeding** sub-card.



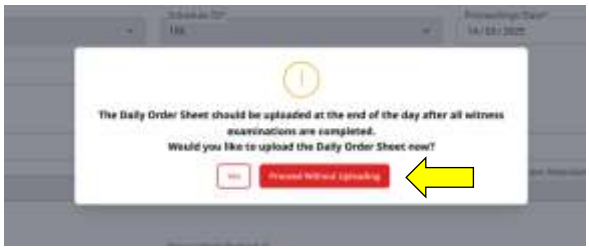
On clicking the **Inquiry Proceeding** sub-card, options will be displayed in the sidebar. Click on the **Witness Examination** option.



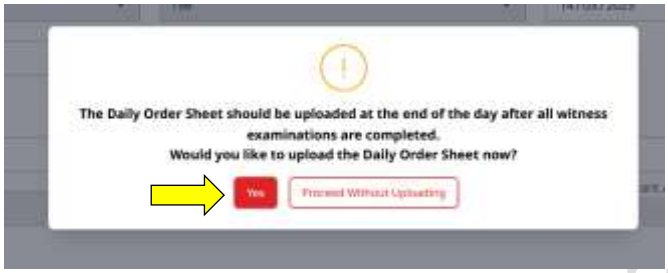
Select the **Case** from the drop-down list under **Case File Mark**. Upon selection, the **Schedule ID** will be fetched automatically. Enter the **Proceedings Date** as scheduled earlier, along with the **Proceedings Time**. Provision is made to record the attendance of the **Charged Official (CO)**, **Presenting Officer (PO)**, and **Defence Assistant**, if applicable. In the **Finalize Proceedings** section, select the **Proceeding Status** from the drop-down list, enter the **Proceedings Remarks** in the field provided, upload the **Deposition Document**, and then click on the **Submit** button.



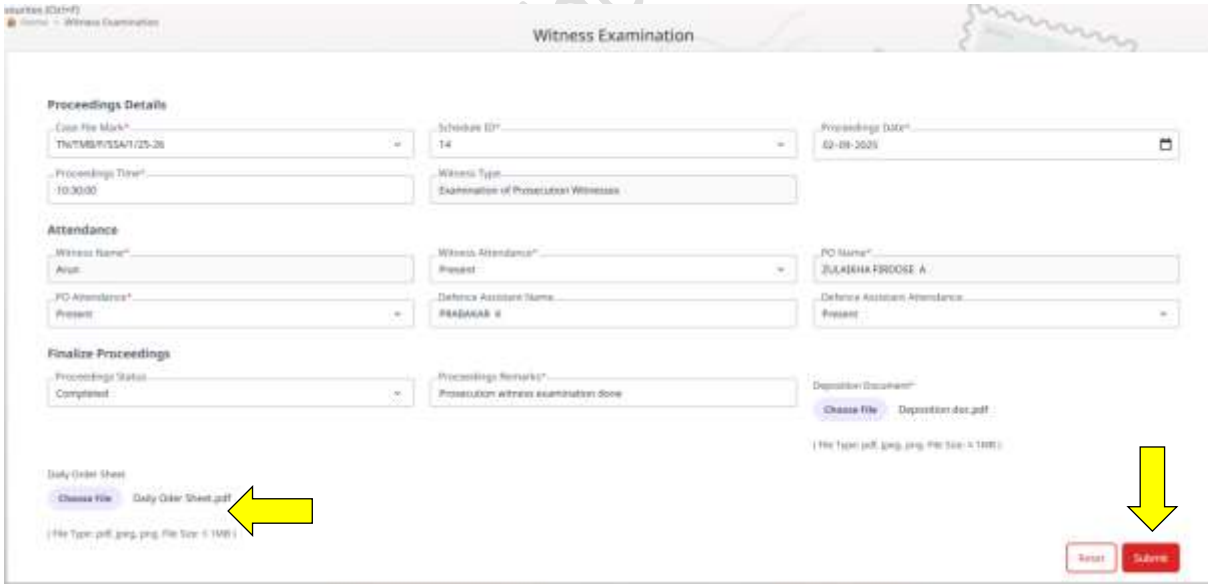
On clicking 'Submit', system will ask for confirmation by a pop up window proving **'Yes'** and **'Proceed without Uploading'** button.



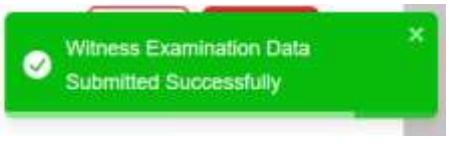
Click on the **Proceed Without Uploading** button (as indicated by the arrow) to submit the entry without uploading the **Daily Order Sheet**.



Click on the **Yes** button to upload the **Daily Order Sheet** immediately.



Click on **'Submit'** button.

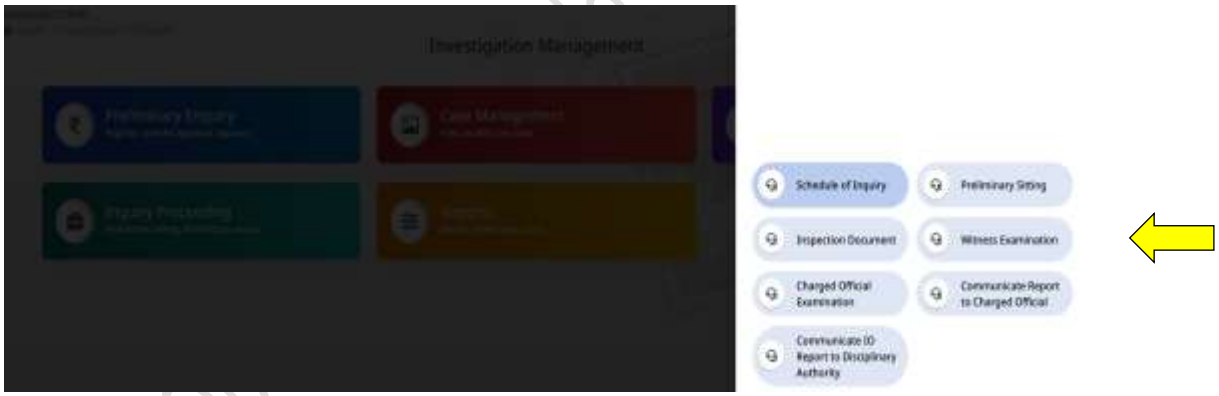


for Internal Use Only

On clicking the **Submit** button, a pop-up message will be displayed confirming that the **Daily Order Sheet** has been uploaded successfully.

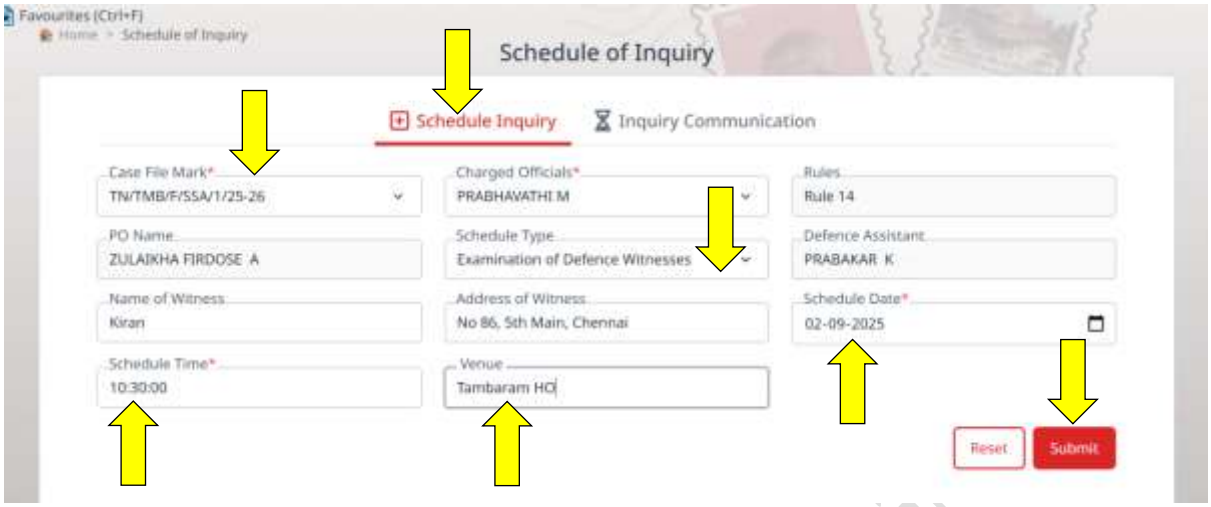
12.5.8 Examination of Defence Witnesses

Once the **Examination of Prosecution Witness** is completed, the proceedings move to the next stage, which is the **Examination of Defence Witness**. This stage can be accessed through the **Inquiry Proceeding** sub-card.

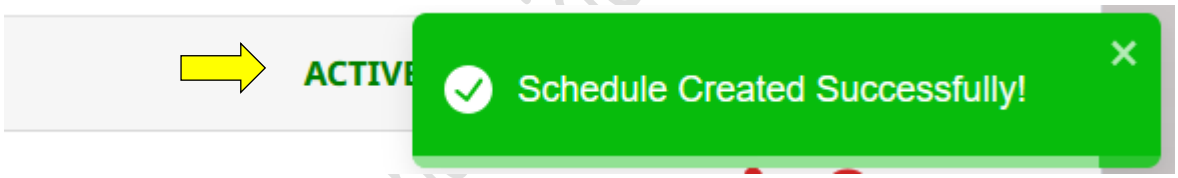


On clicking **Inquiry Proceeding**, select the **Schedule of Inquiry** sub-card to proceed with the **Examination of Defence Witness**.

CERT Operational Guide - for Internal Use Only

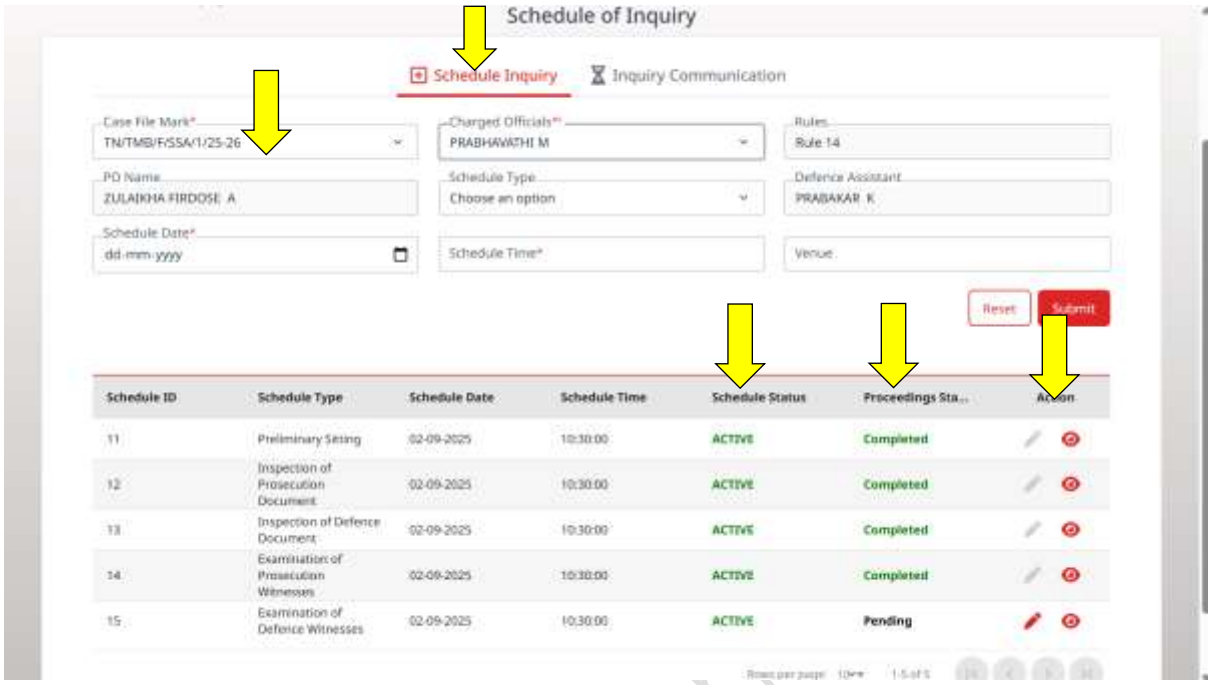


Create a schedule for the **Examination of Defence Witnesses**. Every proceeding must be scheduled. To do this, select a case from the **Case File Mark**, choose the schedule type **Examination of Defence Witnesses**, and enter the **Schedule Date**, **Schedule Time**, and **Venue**. Finally, click on **Submit**.



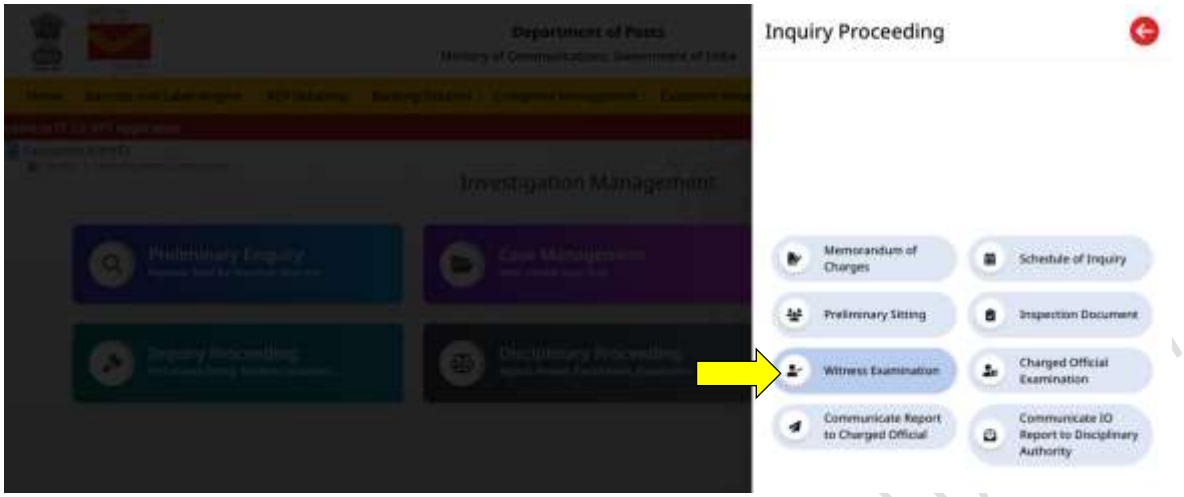
On clicking **Submit**, the schedule is created and a pop-up message **'Schedule Created Successfully'** is displayed.

CEPT Operational Guide - for Internal

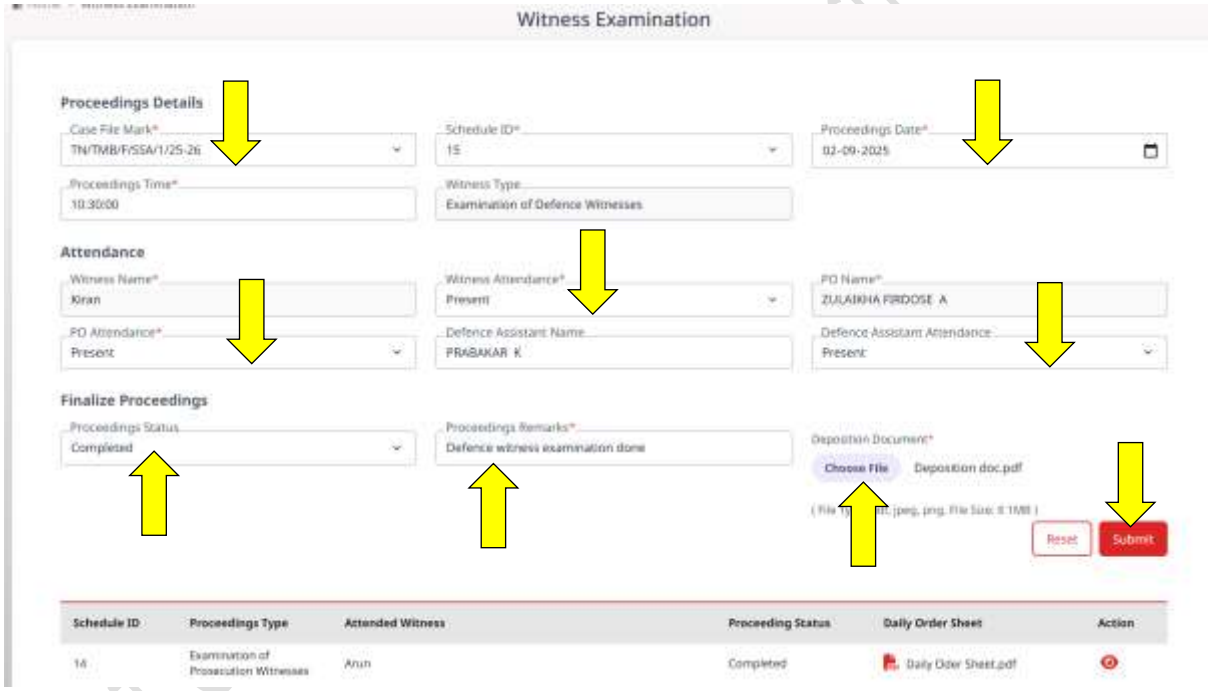


Upon creation of a schedule, a **Schedule ID** is generated and the status is displayed as **Active**. If the schedule is rescheduled, the status will change to **Rescheduled**. To reschedule or cancel a schedule, click the **Edit** button. To view the schedule details, click the **View** button.

After the creation of the schedule, click on the **Inquiry Proceeding** sub-card once again to continue with the process.



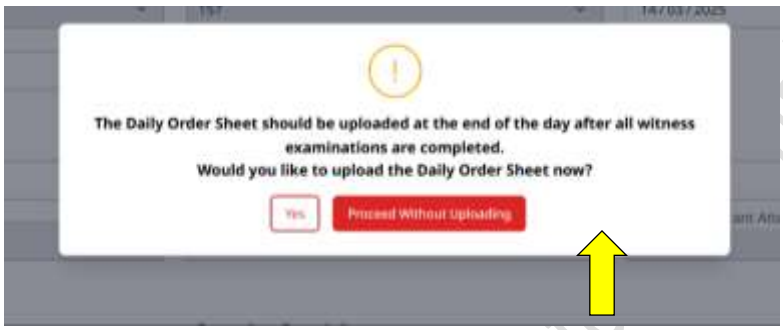
Select the **Witness Examination** option from the sub-card to proceed.



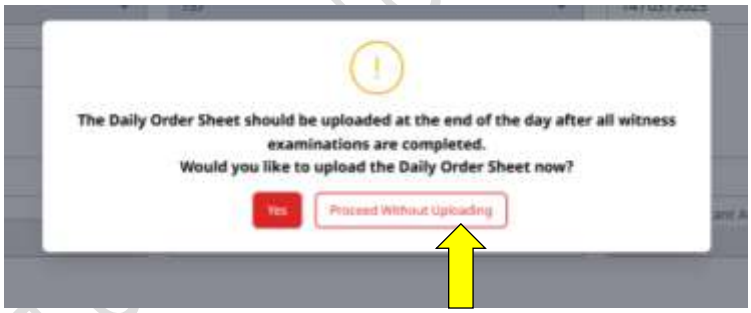
Select the case from the drop-down list under the **Case File Mark** head. Upon selecting the case, the **Schedule ID** is automatically fetched. Enter the **Proceedings Date** (as scheduled earlier) and the **Proceedings Time**.

A provision is available to record the attendance of the **Witness**, **Presenting Officer (PO)**, and the **Defence Assistant (DA)**. In the **Finalize Proceedings** section, select the appropriate status of the proceedings from the drop-down list under **Proceeding Status**. Enter the **Proceedings Remarks** in the field provided, upload the **Deposition Document**, and click on **Submit** to complete the process.

On clicking **Submit**, the system displays a confirmation pop-up window with two options: **Yes** and **Proceed Without Uploading**.



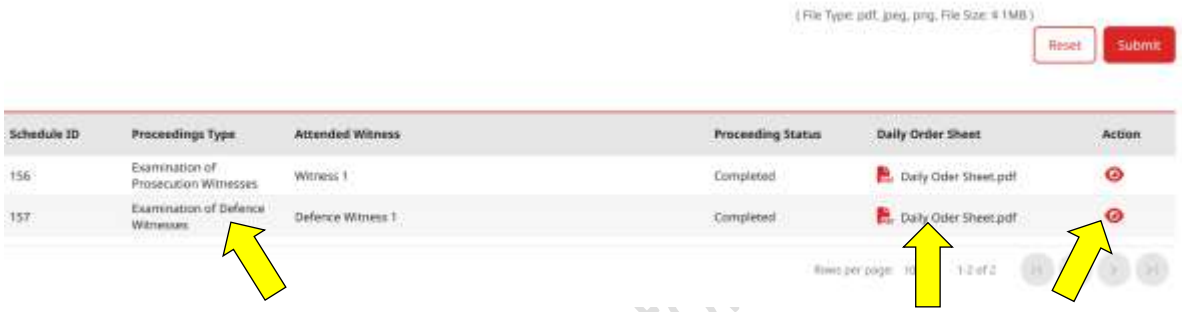
Click on **Proceed Without Uploading** to submit the proceedings without uploading the **Daily Order Sheet**.



Click **'Yes'** button to upload Daily Order Sheet.

Once the **Daily Order Sheet** is attached, the user must click on **Submit** to complete the process.

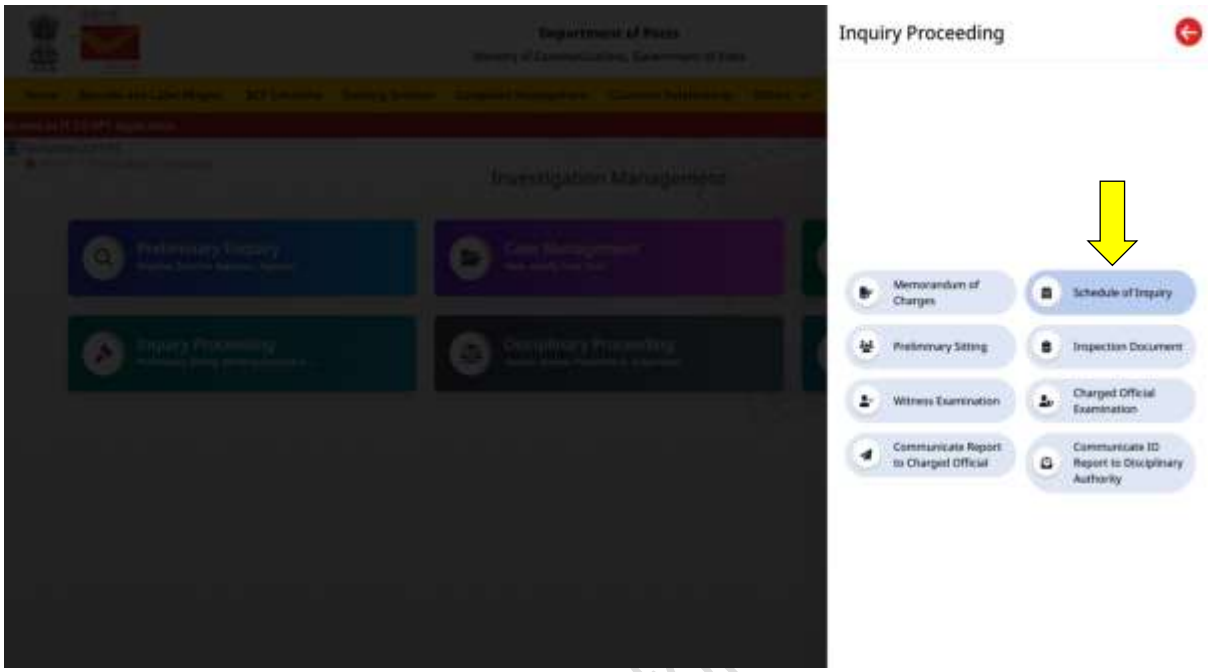
On clicking **Submit**, a pop-up message is displayed stating **'Witness Examination Data Submitted Successfully'**.



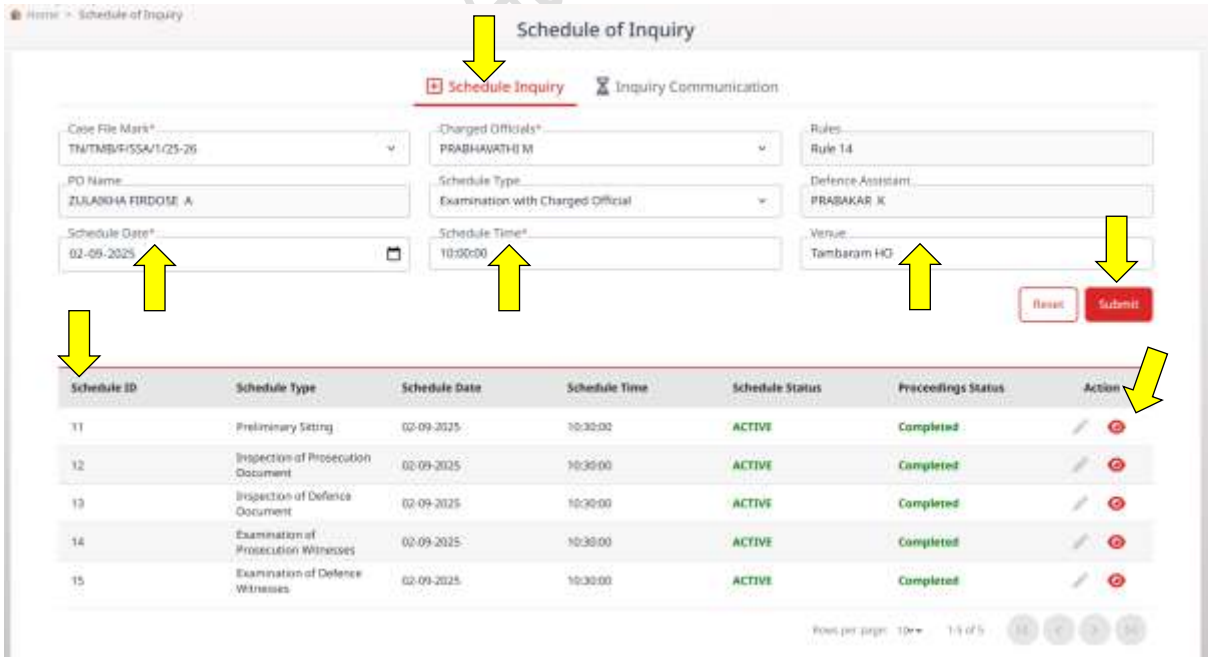
The status of completion for the **Examination of Prosecution Witness** and **Examination of Defence Witness** is displayed just below the **Submit** button. Alongside, options are provided to download the attached **Order Sheets** and to access the **Action** header for viewing the details of the proceedings.

12.5.9 Charged Official Examination

After the **Examination of Defence Witness**, the next step in the proceedings is the **Examination of the Charged Official**. To proceed, click on the **Inquiry Proceeding** sub-card.



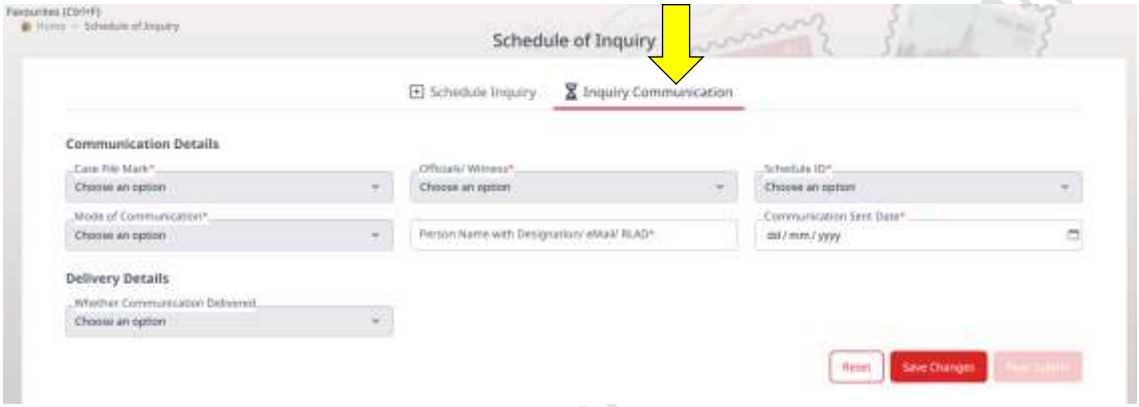
After clicking on the **Inquiry Proceeding** card, select the **Schedule of Inquiry** option to proceed with the **Examination of the Charged Official**.



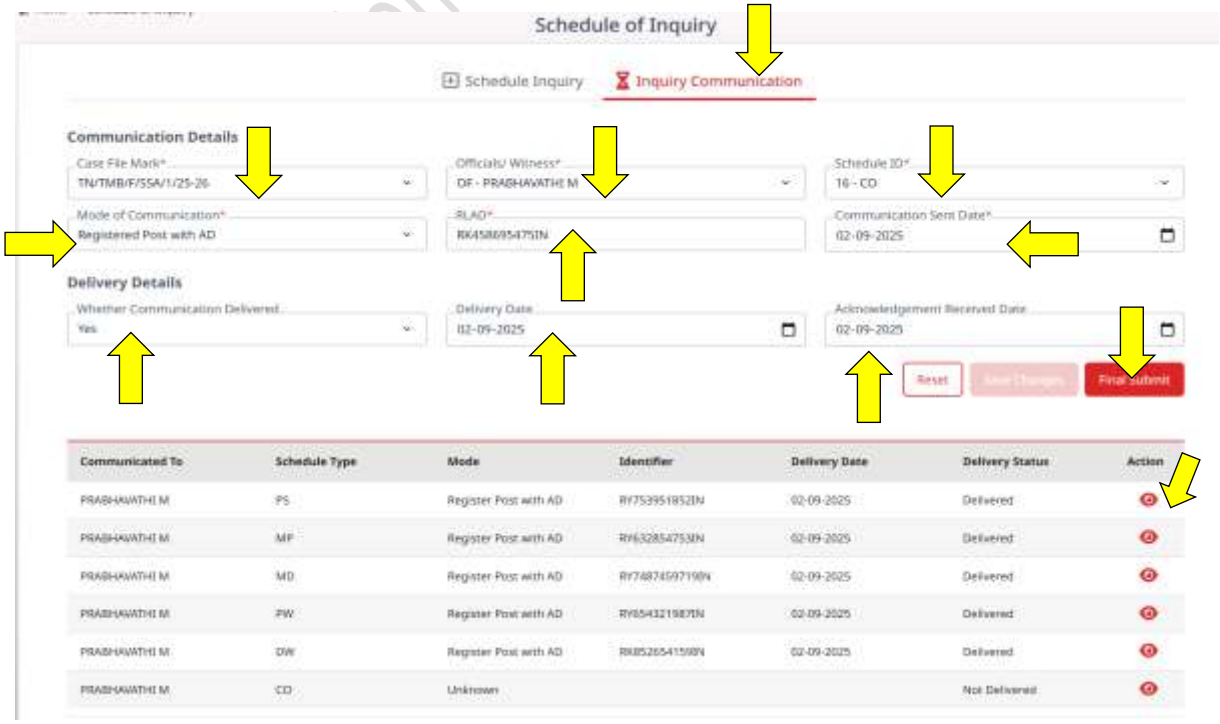
Create a schedule for the **Examination of the Charged Official**. Every proceeding must be scheduled. To do this, select a case from the **Case File Mark**, choose the schedule type **Examination of Charged Official**, and enter the **Schedule Date**, **Schedule Time**,

and **Venue**. Click on **Submit** to save the schedule. The current status of the case is displayed just below the **Submit** button.

On clicking Submit button, a pop up message stating **'Schedule Created Successfully'** will appear.



After the schedule is created, click on 'Inquiry Communication' tab to update the 'Communication Details'. This step is done confirming the information has been communicated successfully to the officials concerned.

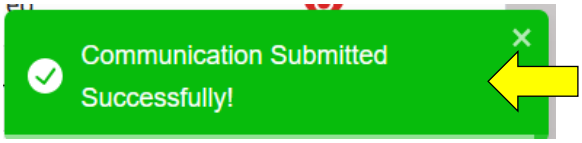


Select a **Case File** from the **Case File Mark** dropdown. Then, choose the concerned Official/Witness for whom the schedule needs to be entered. Upon selecting the Official's name, the **Schedule ID** field will be auto-populated. Next, select the **Mode of Communication**. Three options are available:

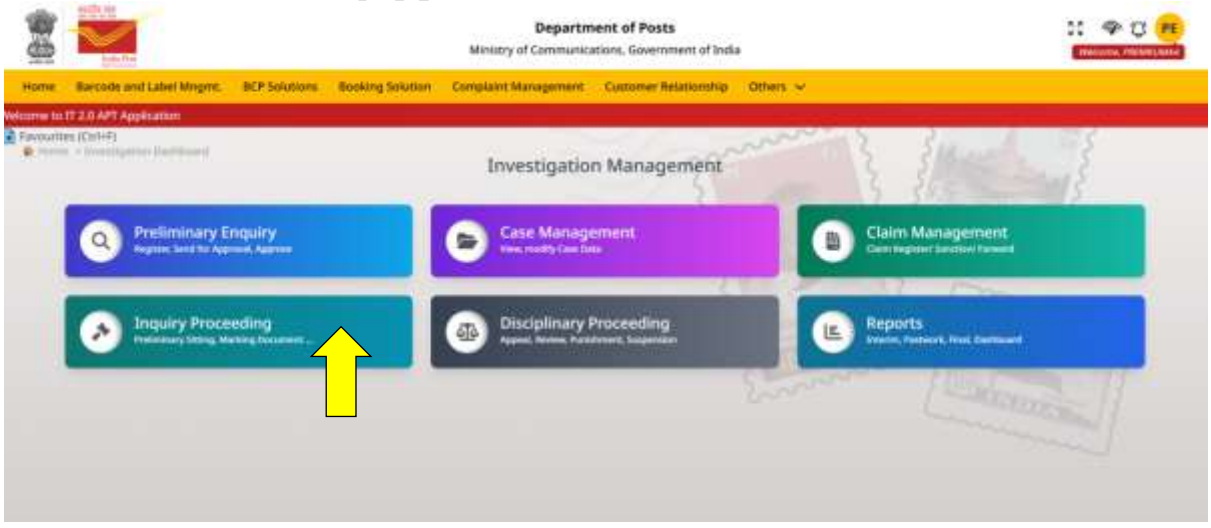
- Registered Post with AD
- Email
- By Hand

If the user selects **Registered Post with AD**, enter the registration number in the **RLAD** field and the booking date in the **Communication Sent Date** field. Finally, click on **Save Changes**.

This page also displays the details of communications sent to the concerned officials in relation to the selected case.



On clicking 'Save Changes', system pops up message, **'Communication Submitted Successfully'.**



After creating the schedule for the **Charged Official's Examination** and sending the **communication**, the user must click on the **Inquiry Proceeding** sub-card available under the **Investigation** card.

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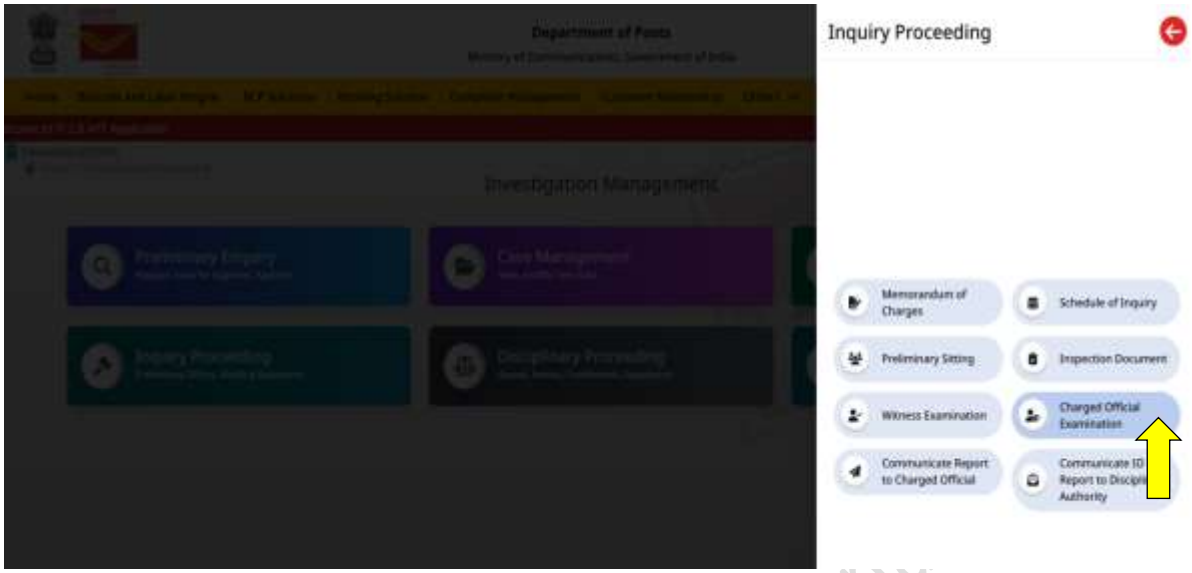
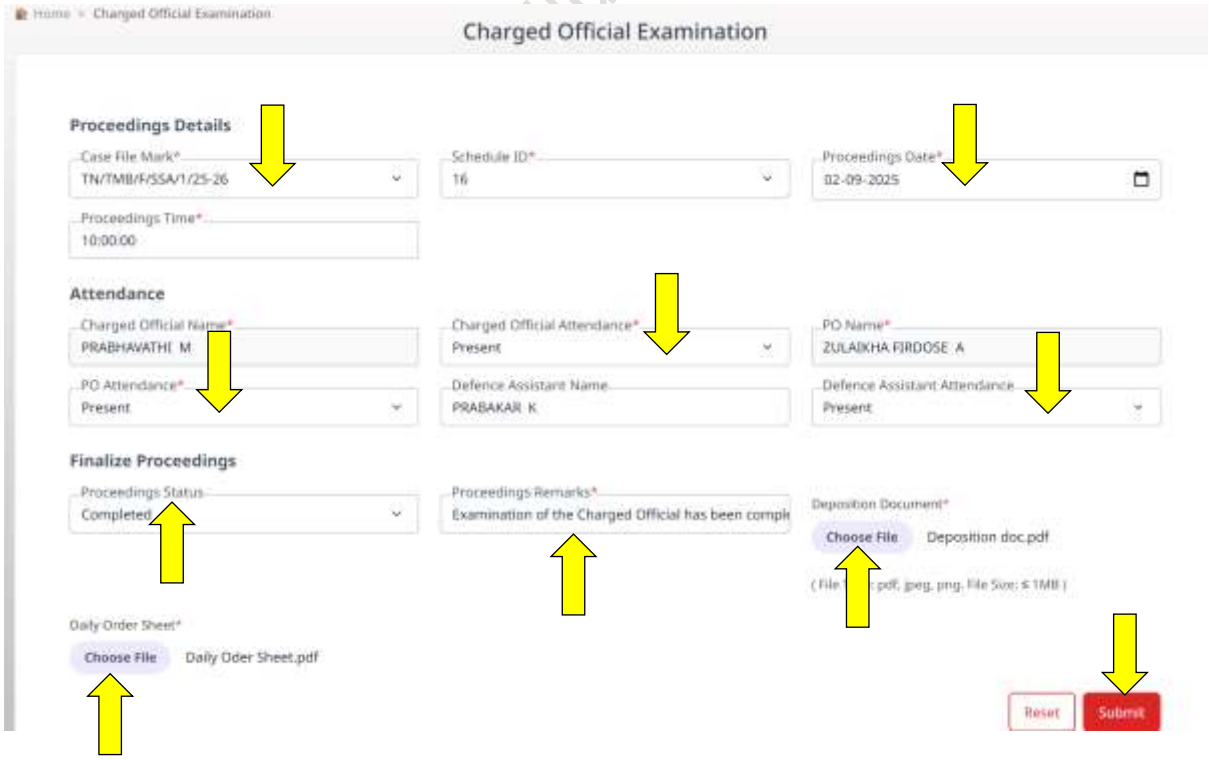
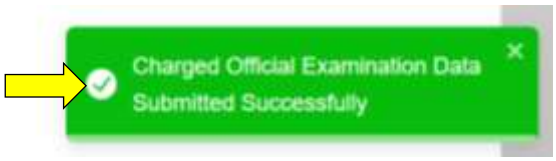


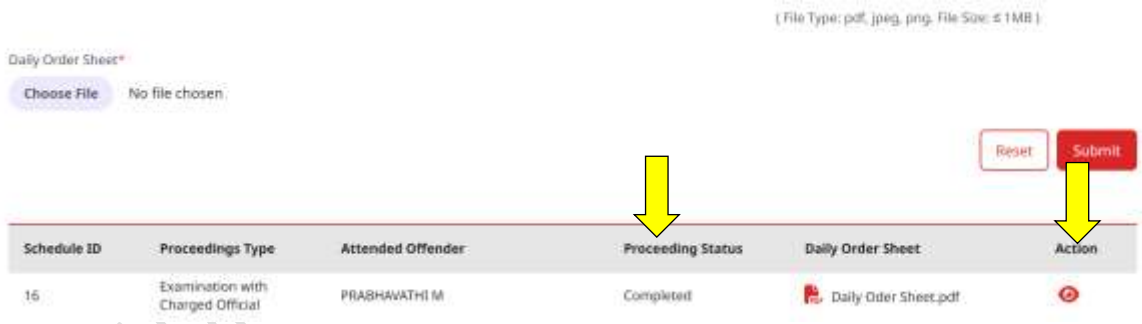
Select the **Charged Official Examination** option from the **sidebar** in the **Inquiry Proceeding** screen.



Select the **Case** from the dropdown list under the **Case File Mark** head. Once the case is selected, the **Schedule ID** will be auto-fetched. Enter the **Proceedings Date** as scheduled earlier along with the **Proceedings Time**. A provision is available to record the attendance of the **Charged Official (CO)**, **Presenting Officer (PO)**, and **Defence Assistant** (if any). In the **Finalize Proceedings** section, select the status of the proceedings from the dropdown list under the **Proceeding Status** head, enter the required details in the **Proceedings Remarks** field, and upload the **Deposition Document**. Finally, click on the **Submit** button.



On clicking the **Submit** button, a pop-up message will be displayed stating **"Charged Official Examination Data Submitted Successfully."**



The current status of the proceedings can be viewed by re-selecting the respective **Case File Mark**, which is available just below the **Submit** button. Using the **Action** header, the case data can also be viewed in detail. This completes the process of the **Charged Official Examination** in relation to the case.

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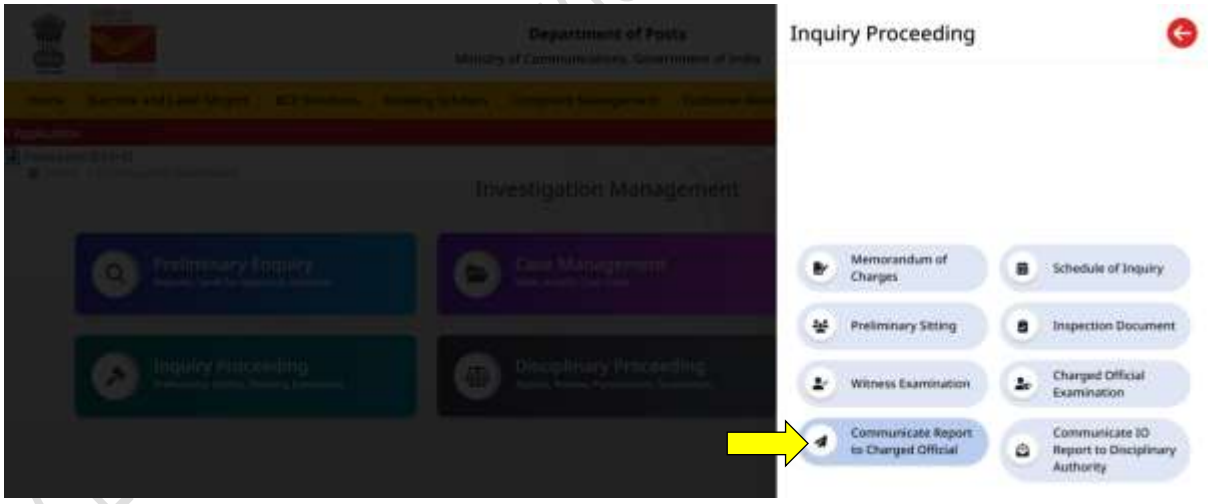
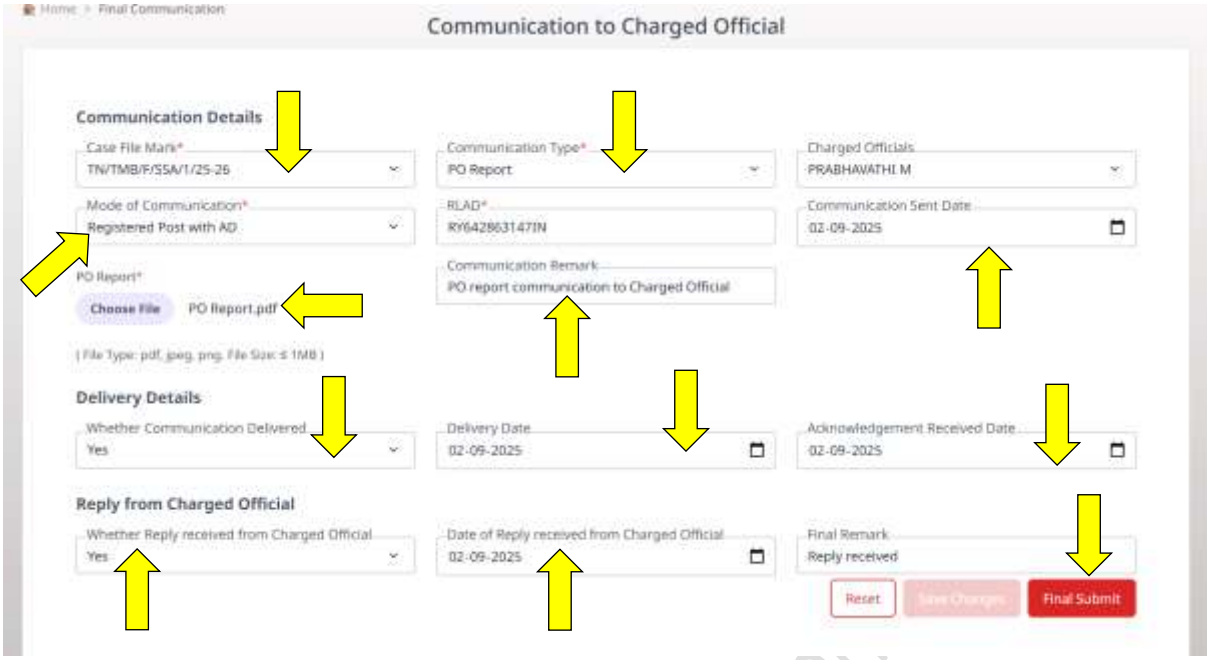
12.5.10 Communication of IO Report to the Charged Official

To communicate the Inquiry Officer (IO) report to the Charged Official, the IO needs to click on **'Inquiry Proceeding'** under the **'Investigation Management'** screen.

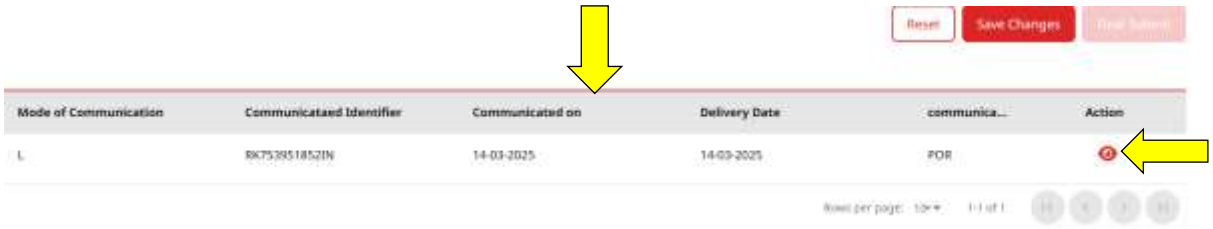


In the **'Inquiry Proceeding'** screen, the IO must select the **'Communicate Report to Charged Official'** option.



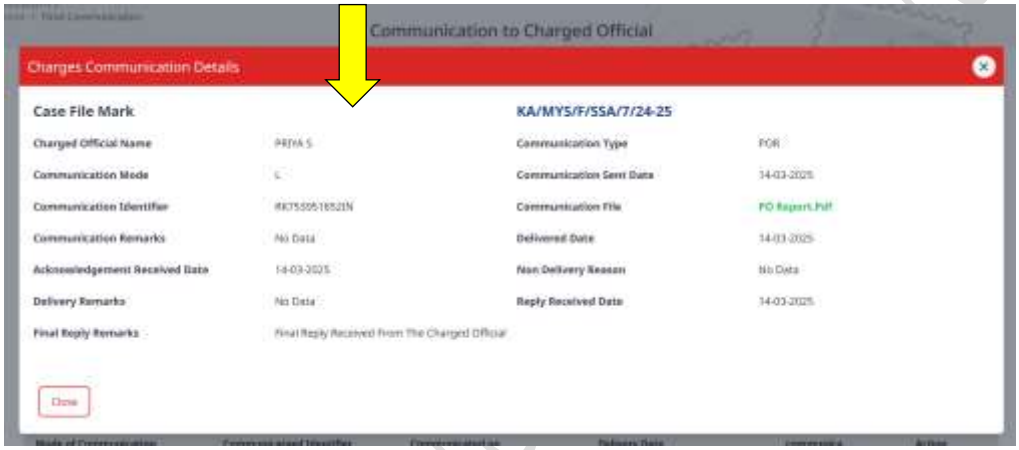
Upon clicking **'Communicate Report to Charged Official'**, the Inquiry Officer (IO) must first select the **Case File Mark** and then choose **PO Report** from the drop-down list. The IO should select the **Charged Official's name** and specify the **Mode of Communication**, such as RLAD or email, along with the necessary correspondence details. The **Communication Sent Date** must be entered, and the **PO Report** should be uploaded using the Browse option. On the same screen, under **Delivery Details**, the IO must update whether the communication was delivered, the delivery date, and the acknowledgment received date. Once the delivery details are updated, the IO needs to enter the reply particulars received from the Charged Official. Under the **Reply from Charged Official** section, the IO must indicate whether a reply was received, record the **Date of Reply Received**, and provide the **Final Remarks**. Finally click on **Submit** button.

Finally, after completing all the fields, the IO must click on the **'Final Submit'** button. Upon submission, a pop-up message stating **"Communication Submitted Successfully"** will appear on the screen.



The submitted data can be accessed by revisiting the same page and selecting the respective **'Case File Mark'** and **'Charged Official'** name. The submitted data will be displayed below the **'Final Submit'** button.

Using the **'Action'** button, the user can view the particulars of the **'Case ID'**.



12.5.11 Communication of IO Report to Disciplinary Authority

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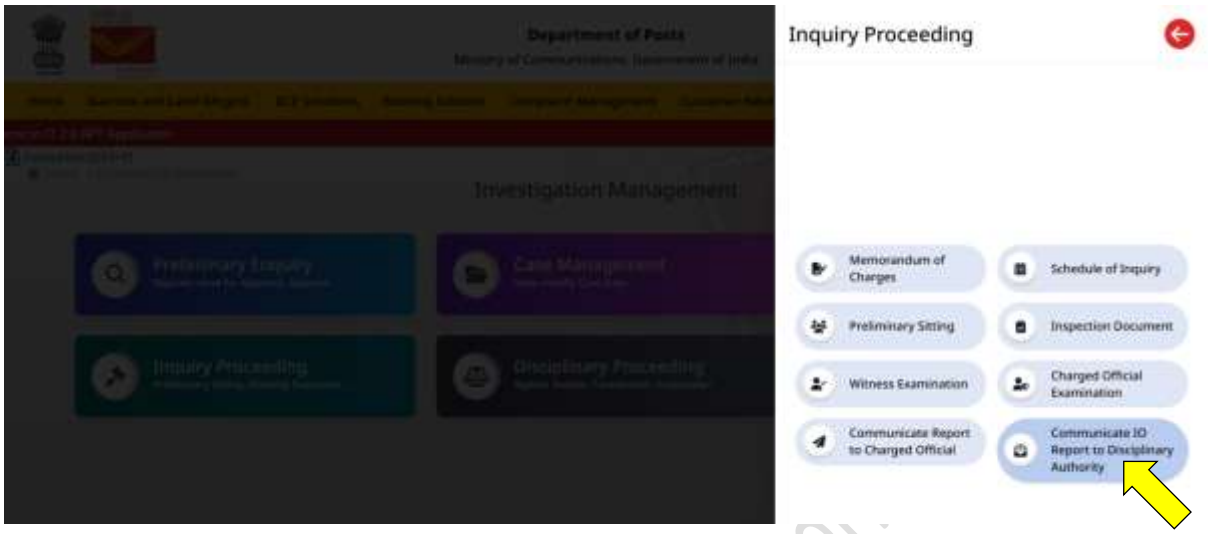
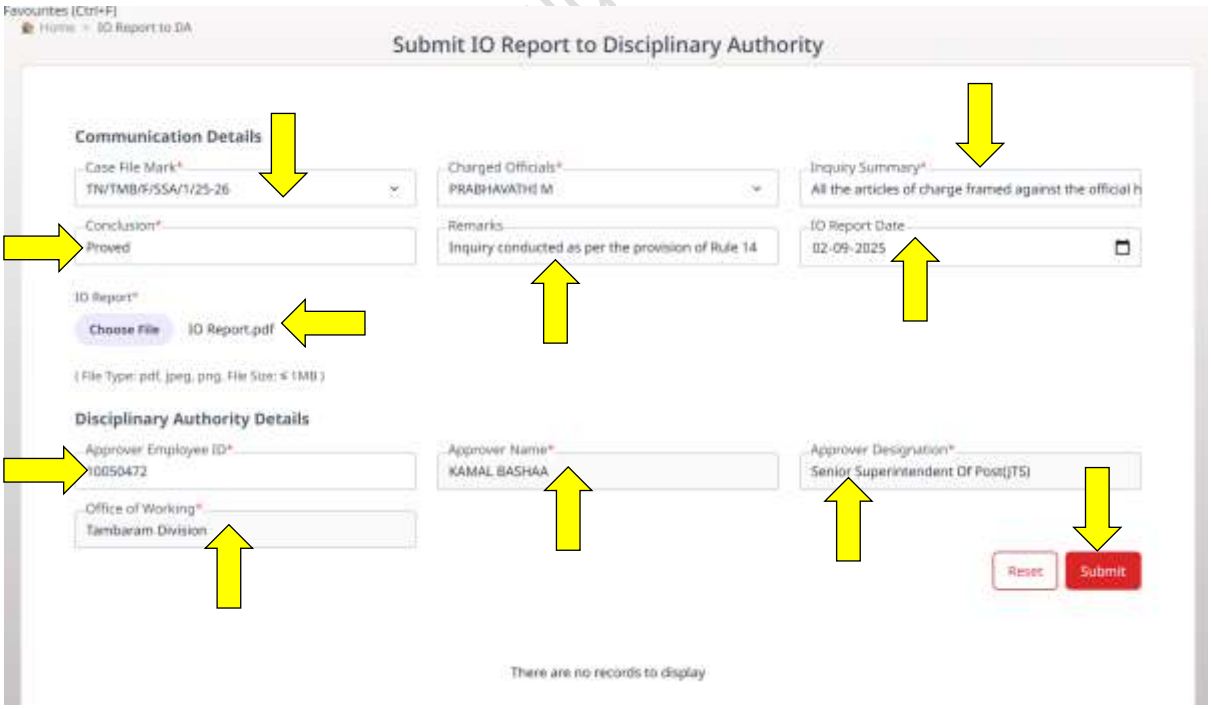
To communicate the Inquiry Report to the Disciplinary Authority, the Inquiry Officer (IO) needs to click on the **'Inquiry Proceeding'** option.

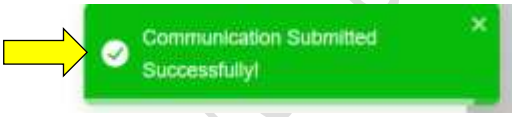


In the **'Inquiry Proceeding'** screen, the IO must select **'Communicate IO Report to Disciplinary Authority'**.



In the **'Submit IO Report to Disciplinary Authority'** screen, the Inquiry Officer (IO) must first select the **Case File Mark** and the **Charged Official's name** from the drop-

down lists. The IO is then required to update the **Inquiry Summary** and **Conclusion** fields, enter suitable information in the **Remarks** field, select the **IO Report Date**, and upload the **Inquiry Report** using the browse option. In the **'Disciplinary Authority Details'** section, the IO must enter the **Approved Employee ID**, upon which the **Approver Name**, **Approver Designation**, and **Office of Working** will automatically populate in their respective fields. Finally, the IO must click on the **'Submit'** button to complete the process.

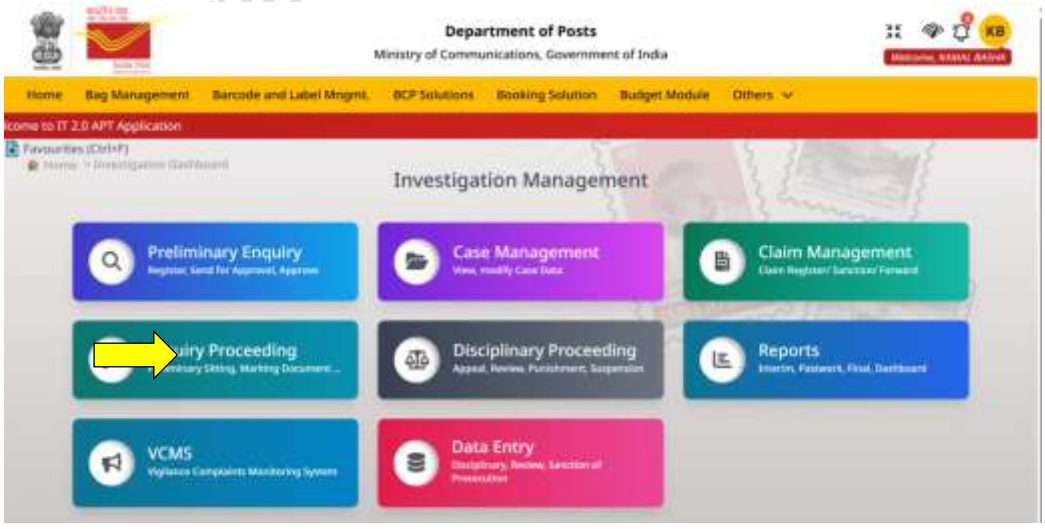


Upon clicking on the **'Submit'** button, a pop-up message stating **"Communication Submitted Successfully"** will appear on the screen.

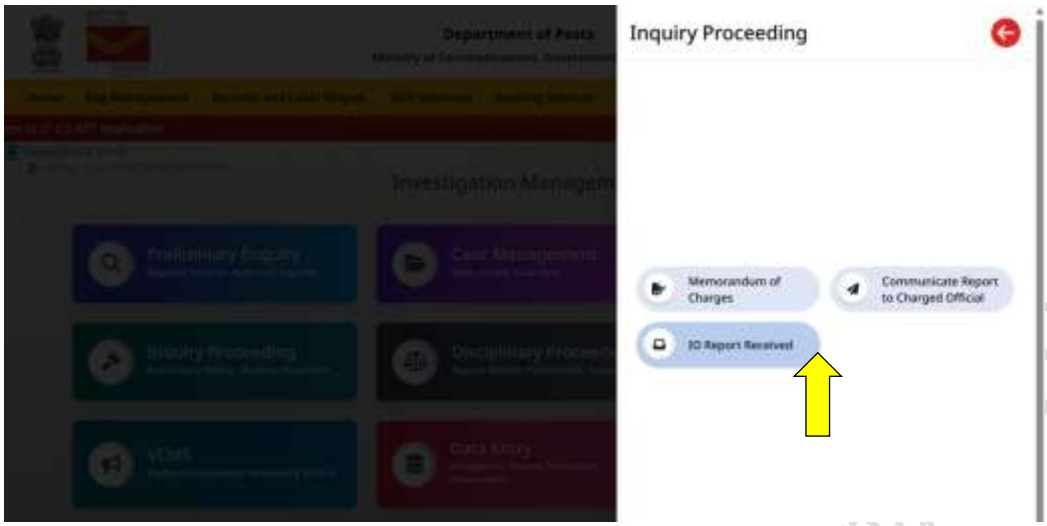
The submitted data can be accessed by revisiting the same page and selecting the respective **'Case File Mark'** and **'Charged Official'** name. The submitted data will be displayed below the **'Final Submit'** button.

Using the **'Action'** button, the user can view the particulars of the **'Case ID'**.

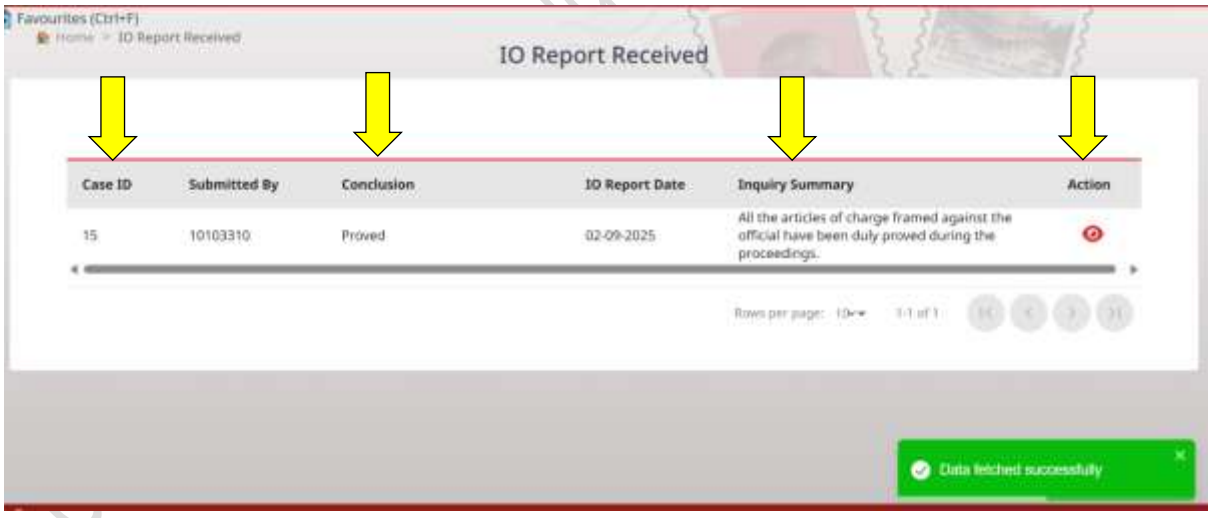
12.5.12 Inquiry Officer Report Received



Once the Inquiry Officer (IO) submits the **IO Report** to the **Disciplinary Authority (DA)**, the DA can access the report through the **'Inquiry Proceeding' card**.



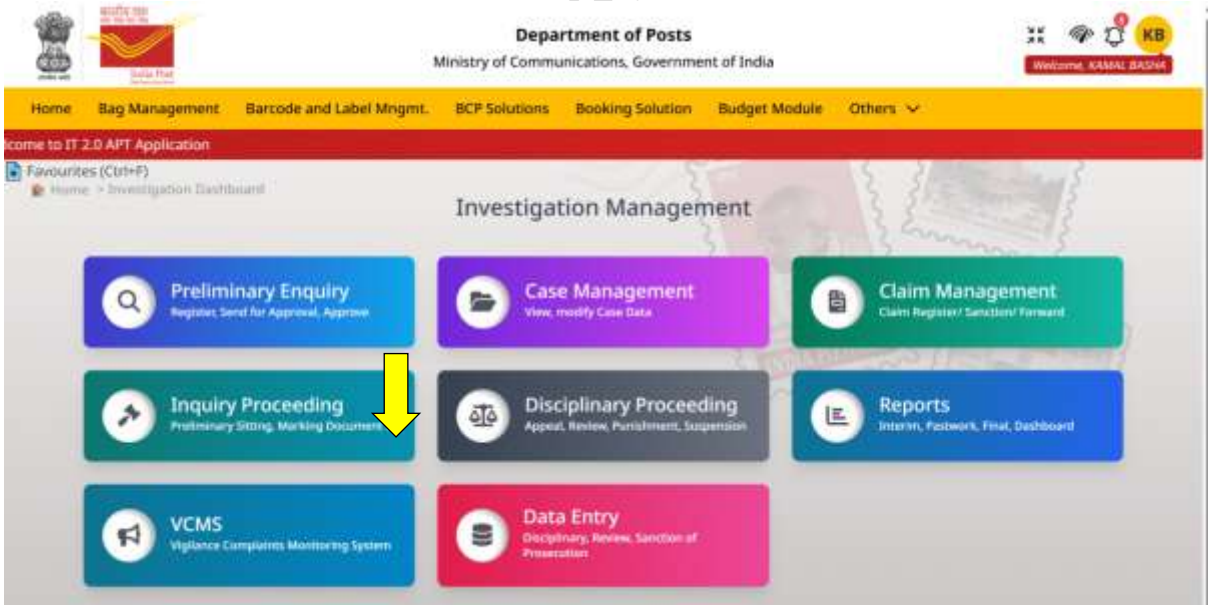
The **Disciplinary Authority (DA)** needs to click on the **'IO Report Received'** option.



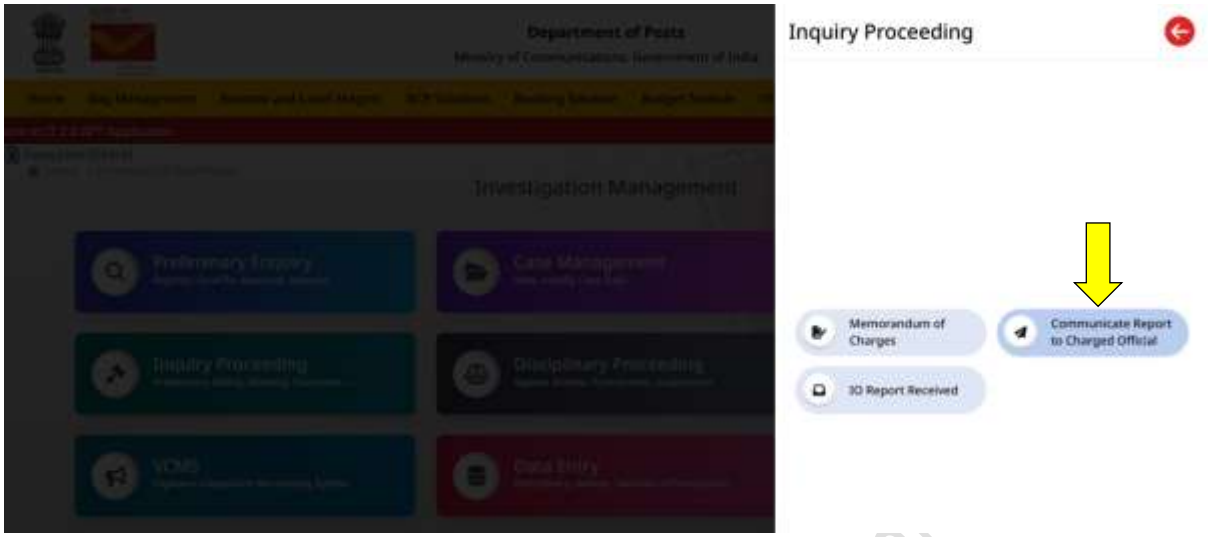
Upon clicking on the **'IO Report Received'** option, the **Inquiry Report data** will be displayed along with the **Case ID**, **Submitted By**, **Conclusion**, **IO Report Date**, and **Inquiry Summary**. A **View** option will also be available under the **Action** header for detailed review.

By using the **View** option available under the **Action** header, the user can access the detailed **IO Report**. The same report in **PDF** format can also be downloaded using the **'IO Report'** option.

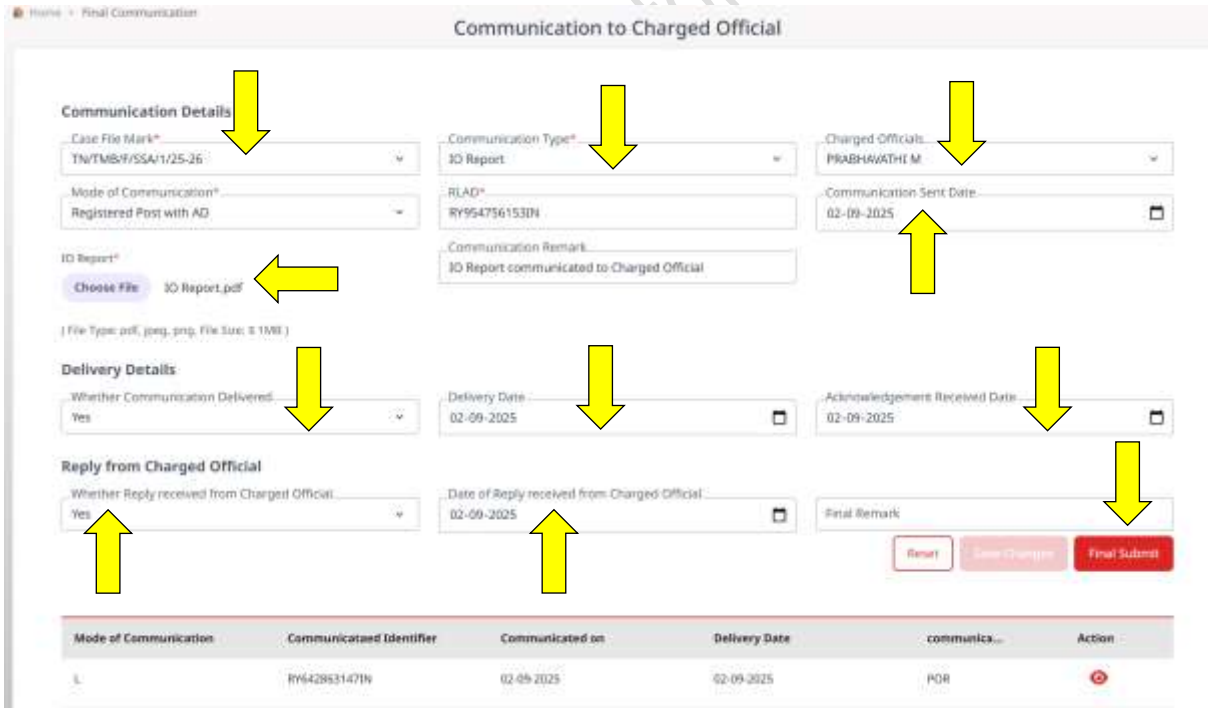
12.5.13 Communicate Report to Charged Official By DA



The concerned Disciplinary Authority shall click on Inquiry Proceeding card and will communicate the final report to the Charged Official.



After clicking on Inquiry Proceeding card, the user needs to click on the 'Communicate Report to Charged Official' option to proceed with the action.



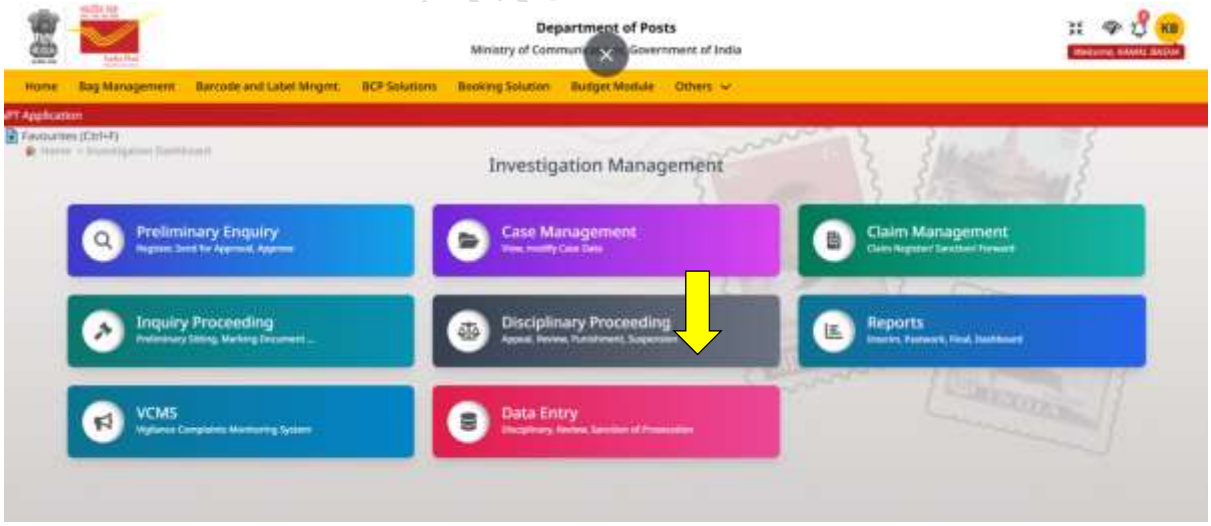
After clicking on the Communicate Report to Charged Official option, the user must select the Case File Mark, Communication Type, Charged Official Name, and Mode of Communication from the respective drop-down lists. The Communication Sent Date

and any Communication Remarks also need to be entered. In addition, the IO Report must be uploaded using the Choose File option under the IO Report section.

Once the IO Report has been dispatched to the Charged Official, the Disciplinary Authority (DA) is required to update the Delivery Details, such as Whether Communication Delivered, Delivery Date, and Acknowledgment Received Date. The DA may also record the Reply from the Charged Official, including the Date of Reply and any Final Remarks. After updating all the necessary information, the DA must click on the Final Submit button to complete the process.

Once the user clicks on Final Submit button a pop-up message stating **'Communication Submitted Successfully'** will appear on the screen.

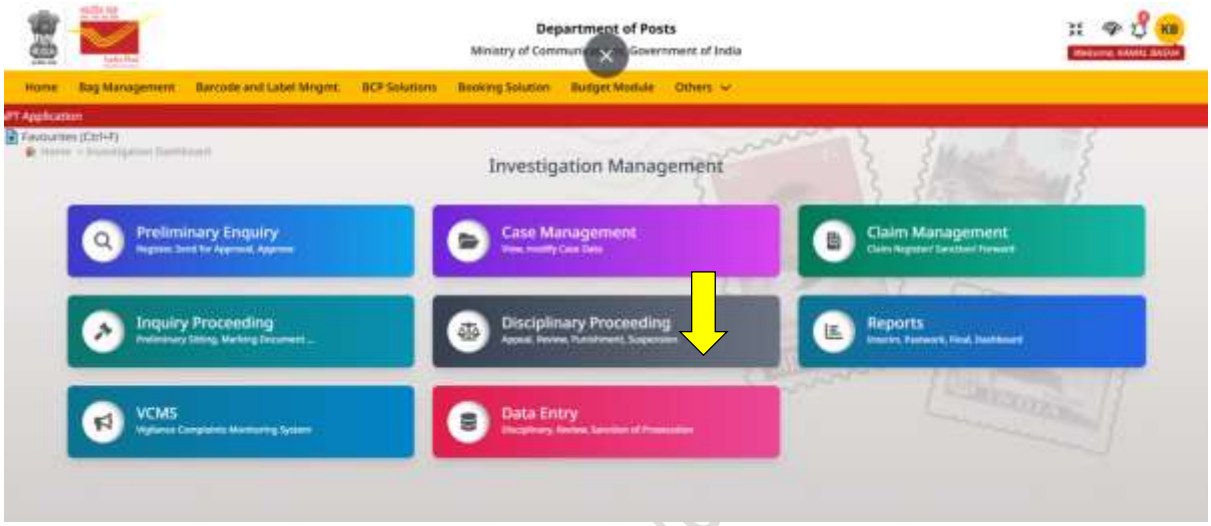
12.5.14 Penalties (Punishment)



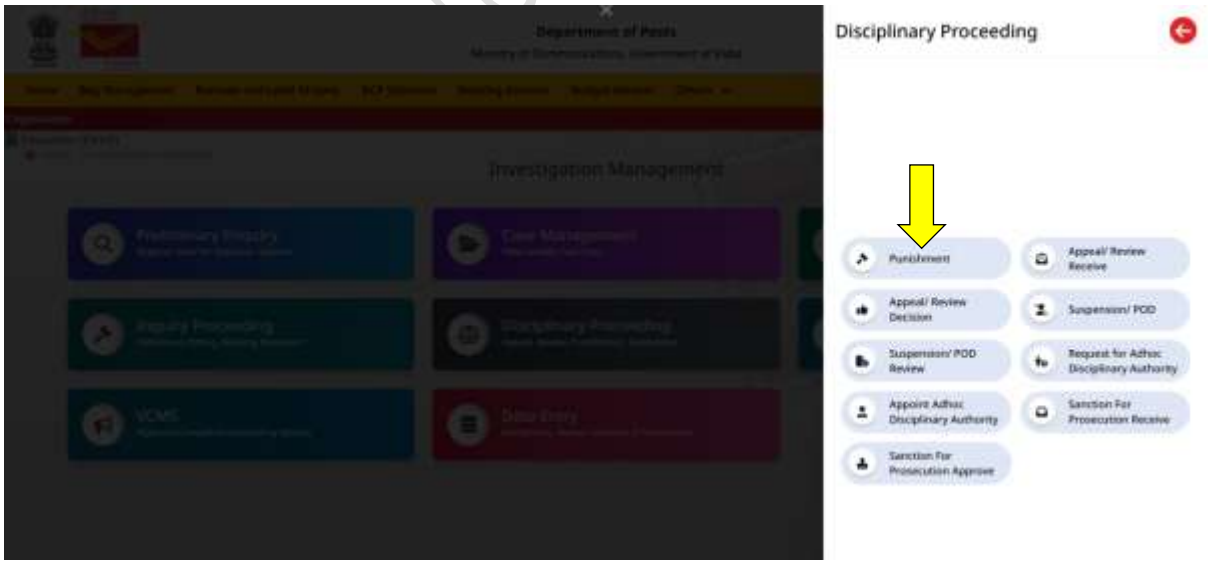
The punishment orders issued by the **Disciplinary Authority** shall be communicated to the Government servant, who will also receive a copy of the findings on each article of charge.

To issue punishment orders, the Disciplinary Authority must:

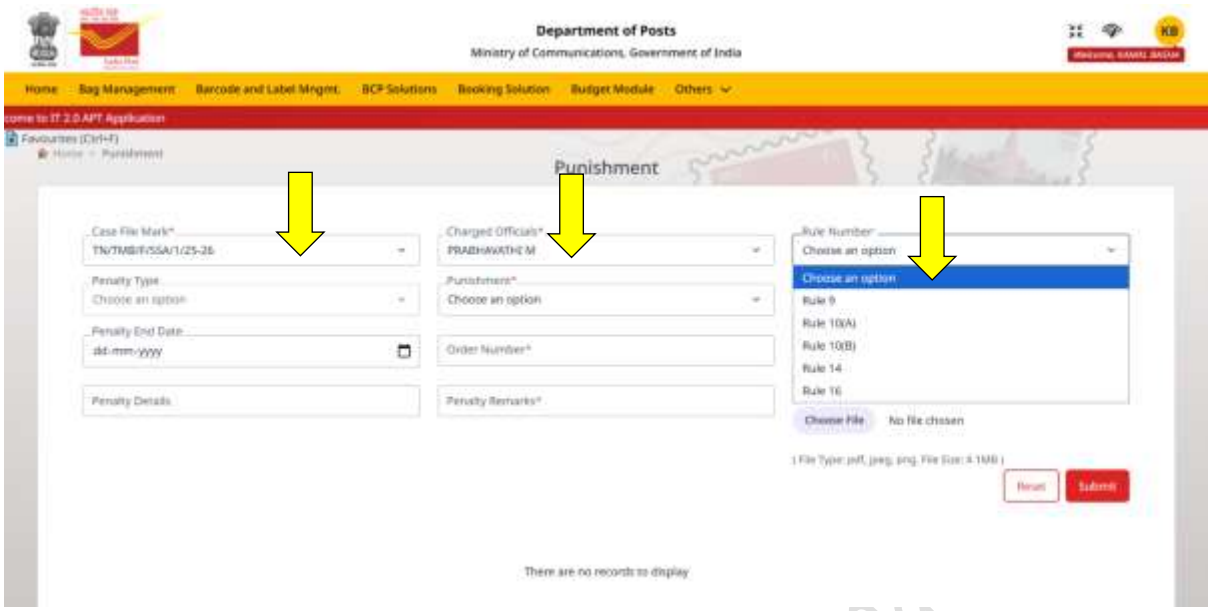
1. Click on the **'Investigation'** main card.
2. In the **Investigation Management** screen, select the **'Disciplinary Proceeding'** sub-card.
3. In the **Disciplinary Proceeding** page, click on the '**Punishment'** option.



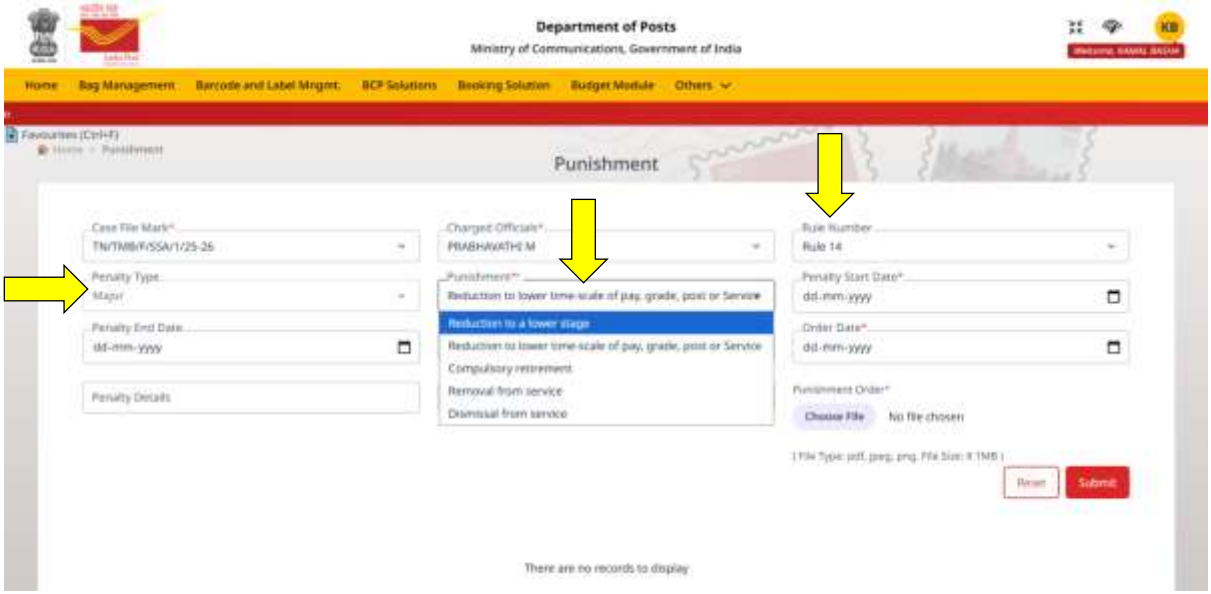
In the investigation Management screen, the authority needs to click on 'Disciplinary Proceeding' sub card.



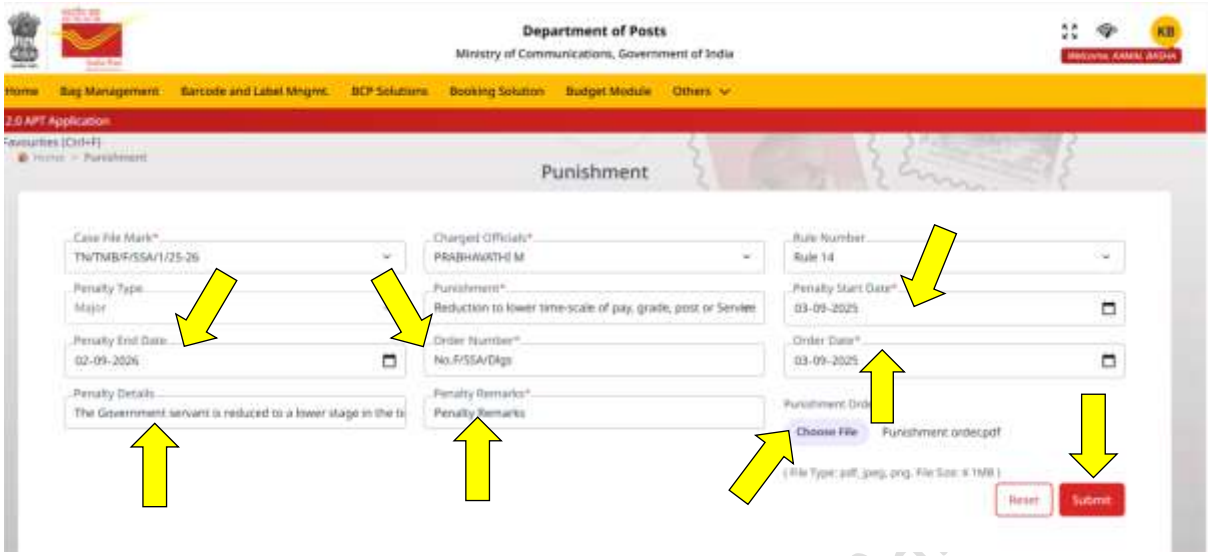
In the Disciplinary Proceeding page the authority needs to click on 'Punishment' option.



In the **Punishment** screen, the **Competent Authority** needs to select the **Case File Mark** and then choose the **Name of the Charged Official** from the drop-down list for whom the punishment is to be issued. Next, the **Rule Number** against which the punishment is being imposed must be selected.



Next the appropriate **Rule Number** must be selected based on the punishment to be ordered. Once the **Rule Number** is selected, the corresponding **Penalty Type** will appear. The **Punishment Particulars** then need to be chosen from the drop-down list under the **Punishment** field. The list of punishments available will depend on the **Penalty Type**, whether **Minor** or **Major** penalty.



After selecting the **Punishment**, the authority needs to enter the **Penalty Start Date**, **Penalty End Date**, **Order Number**, **Order Date**, relevant **Penalty Details**, and **Penalty Remarks**. This must be followed by uploading the **Punishment Order** using the **Browse** option. Finally, click on the **Submit** button to complete the process.

Upon clicking **'Submit'**, a pop-up message stating **"Punishment Data Submitted Successfully"** and **"Data Fetched Successfully"** will appear on the screen.

To view or edit the issued punishment order, the user must:

1. Revisit the same page.
2. Select the '**Case File Mark'** along with the '**Charged Official'** name.

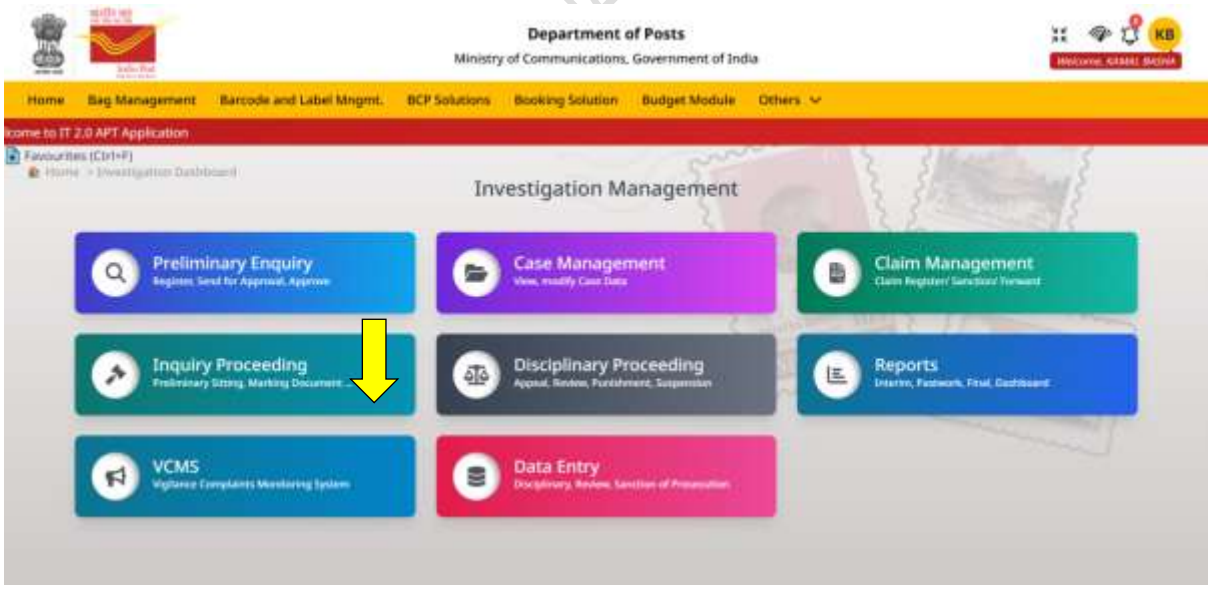
3. The submitted data will appear below the **'Submit'** button.
4. Using the icons under the **'Action'** section, the user can view or edit the issued punishment order.

12.5.15 Suspension / POD

A government servant may be placed under suspension by the appointing authority, a subordinate authority, the disciplinary authority, or any other authority empowered by the President through a general or special order if:

1. Disciplinary proceedings are contemplated or pending against them.
2. They are reasonably believed to be engaged in activities prejudicial to the security of the State.
3. They are under investigation, inquiry, or trial for a criminal offense.

For a departmental employee, suspension will be issued under Rule 10 of the CCS (CCA) Rules, 1965. For a Gramin Dak Sevak, Put Off Duty (POD) will be issued under Rule 12 of the GDS (Conduct and Engagement) Rules, 2020.



To place an official under '**Suspension/POD**,' the authority needs to click on the '**Disciplinary Proceeding'** card.

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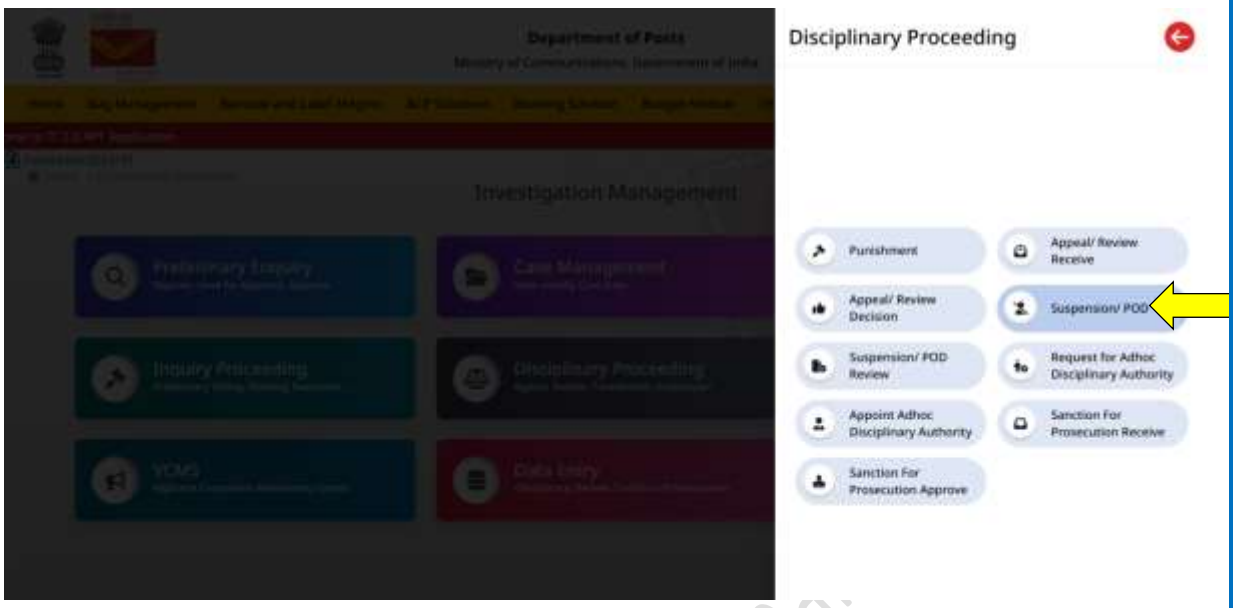
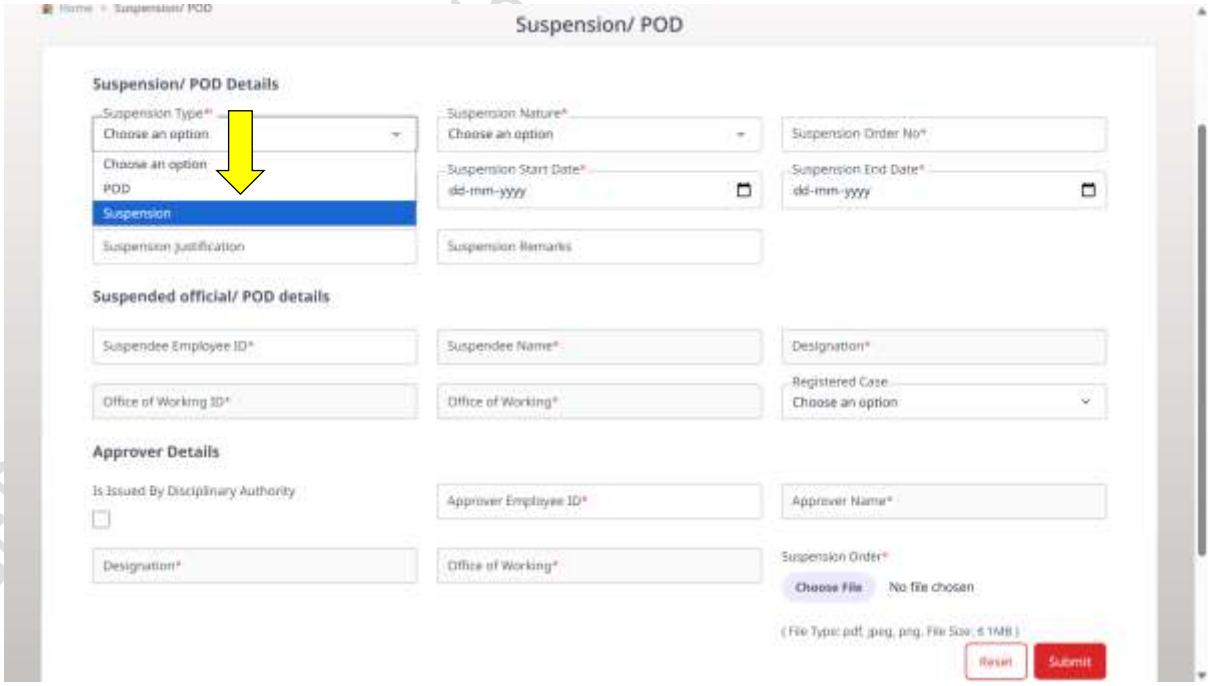
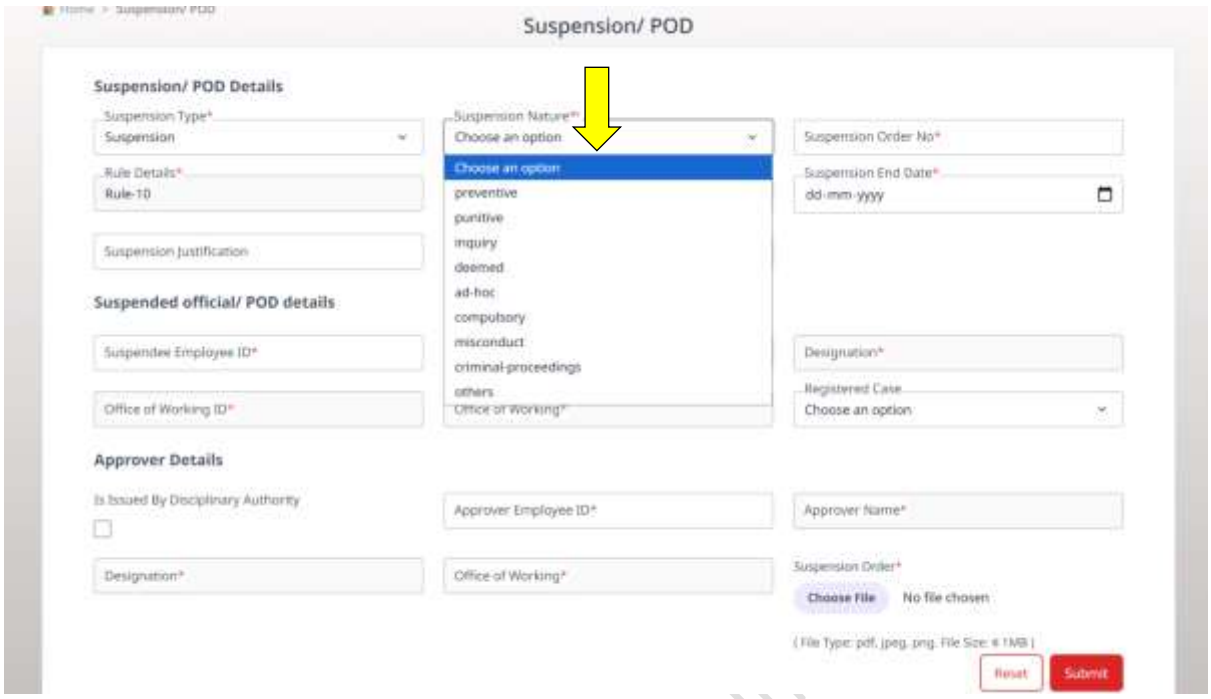


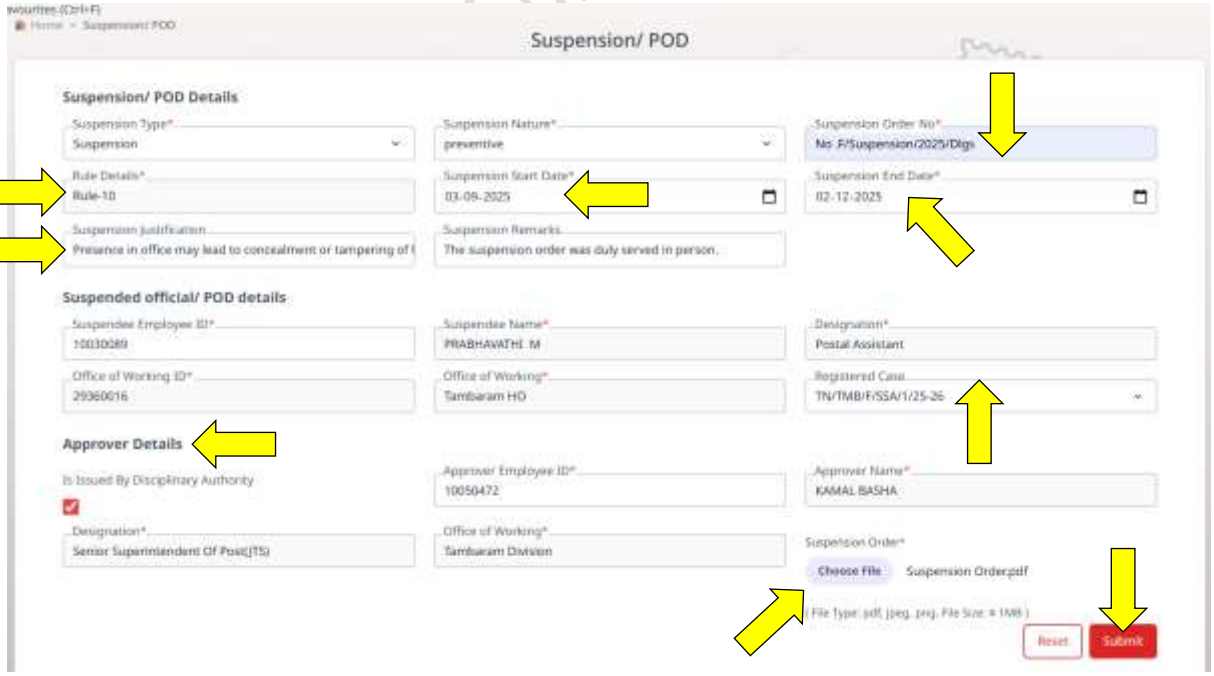
Under the '**Disciplinary Proceeding'** card, they must select the '**Suspension/POD'** option.



The authority needs to choose either '**POD' or 'Suspension'** from the '**Suspension Type'** drop-down list.



The appropriate **'Suspension Nature'** must be selected from the drop-down list. This field contains options such as '**Preventive,' 'Punitive,' 'Inquiry,' 'Deemed,' 'Ad-hoc,' 'Compulsory,' 'Misconduct,' 'Criminal Proceedings,'** and **'Others**.'



The competent authority must provide the '**Suspension Order No'** in the respective field. The rule number will be displayed under '**Rule Details'** based on the selected

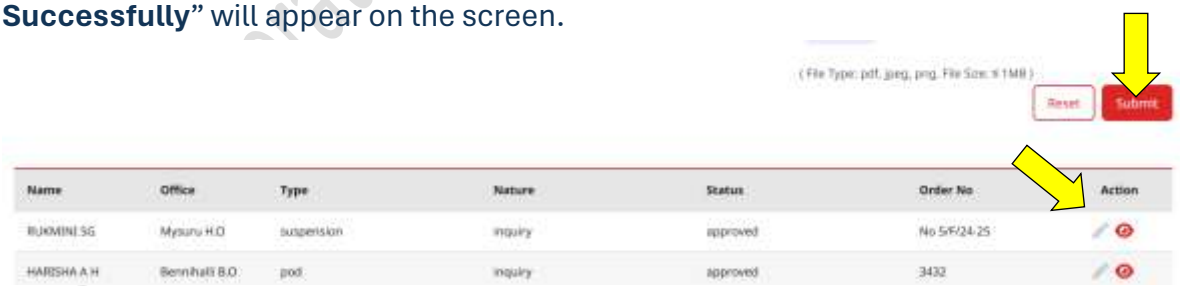
'**Suspension Type**.' Additionally, the authority must update the **'Suspension Start Date,' 'Suspension End Date,' 'Suspension Justification,'** and **'Suspension Remarks.'**

In the '**Suspended Official/POD Details'** section, the authority must enter the '**Suspendee Employee ID**.' Based on this ID, the '**Suspendee Name,' 'Designation,' 'Office of Working ID,'** and **'Office of Working'** will automatically appear on the screen. The authority must then select the '**Registered Case'** from the drop-down list.

Next, the authority needs to enter the **'Approver Employee ID**.' Upon entering this ID, the '**Approver Name,' 'Designation,'** and **'Office of Working'** will be displayed by default.

The system provides an option to upload the '**Suspension Order**.' The authority can browse and upload the relevant document. Finally, they must click the '**Submit'** button.

Upon clicking '**Submit,**' a pop-up message stating "**Suspension Data Submitted Successfully**" will appear on the screen.



To view the submitted suspension/POD details, the user must revisit the same page and select the '**Suspension/POD'** option. The submitted data will then be displayed below the '**Submit'** button. Using the icons under the '**Action**' column, the user can view the suspension or POD order.

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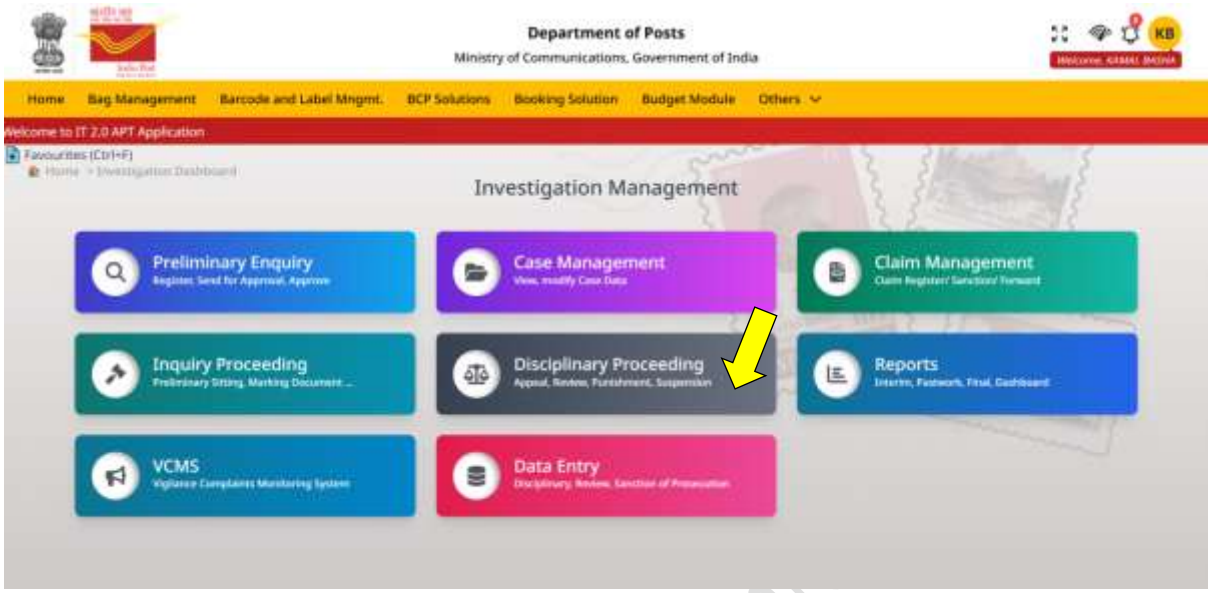
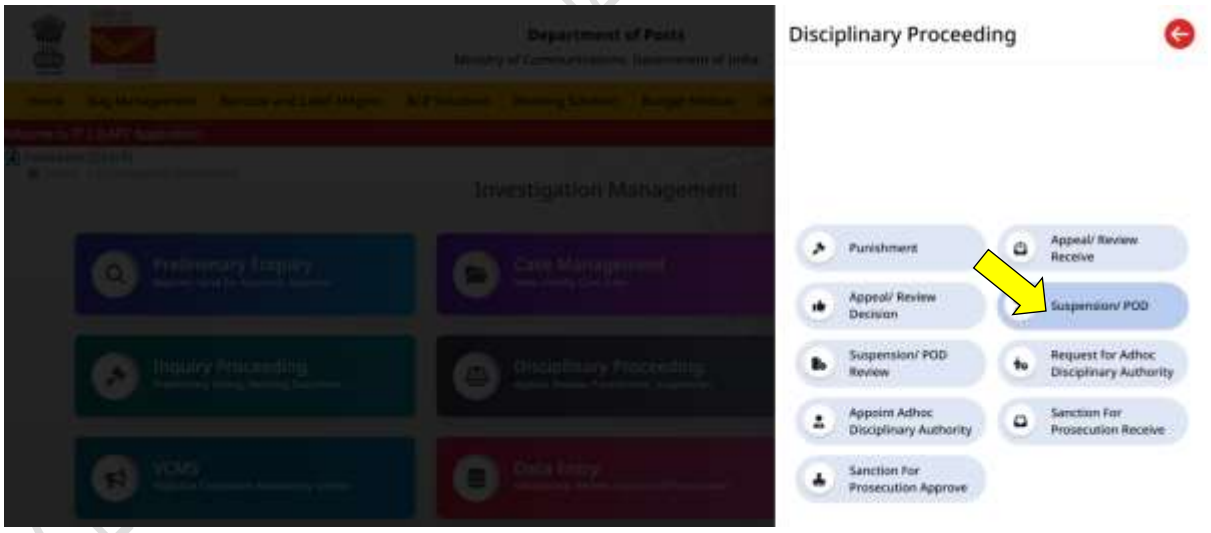
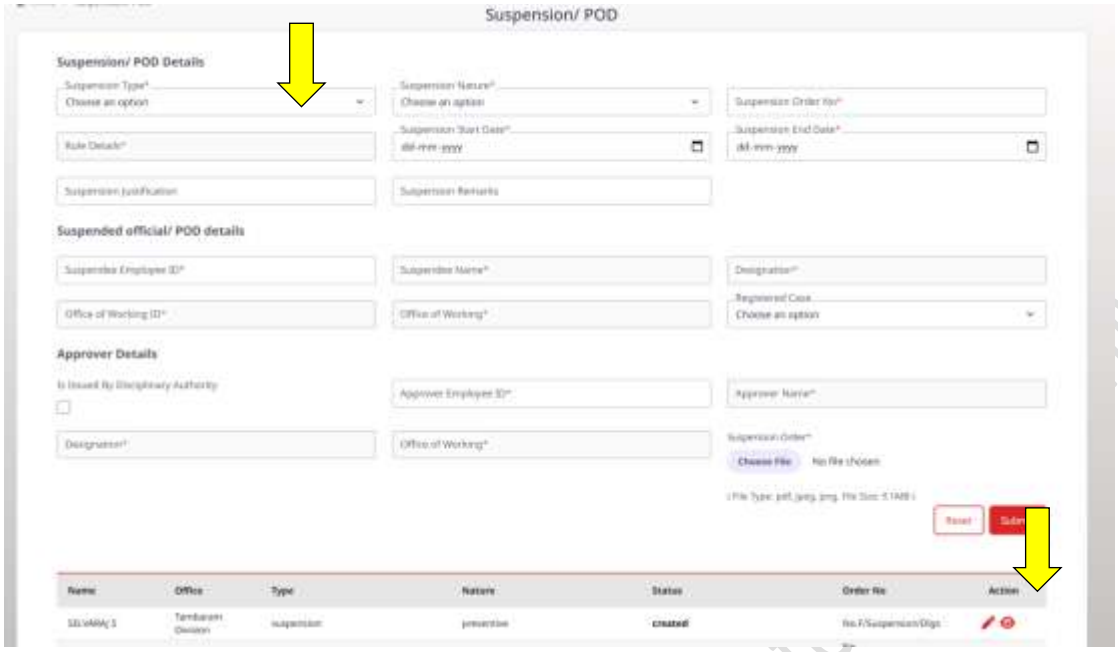
12.5.16 Suspension / POD Approve/Reject



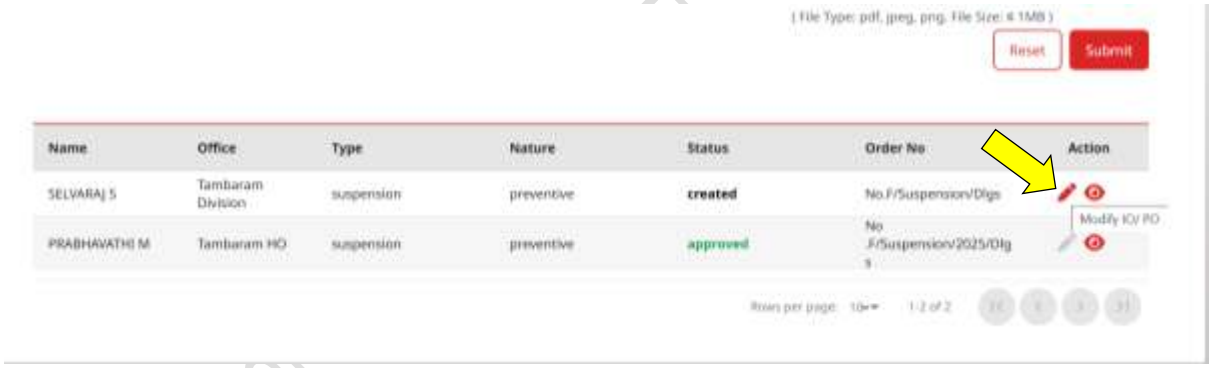
To perform **Suspension Modification** or **Approval**, the user needs to click on the **Disciplinary Proceeding** card.



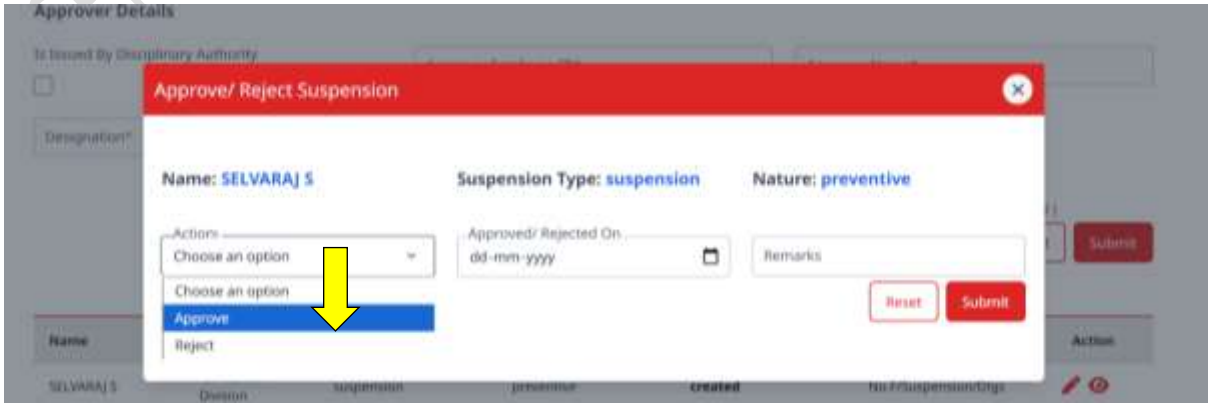
In the **Disciplinary Proceeding** card, click on the **Suspension/POD** option.



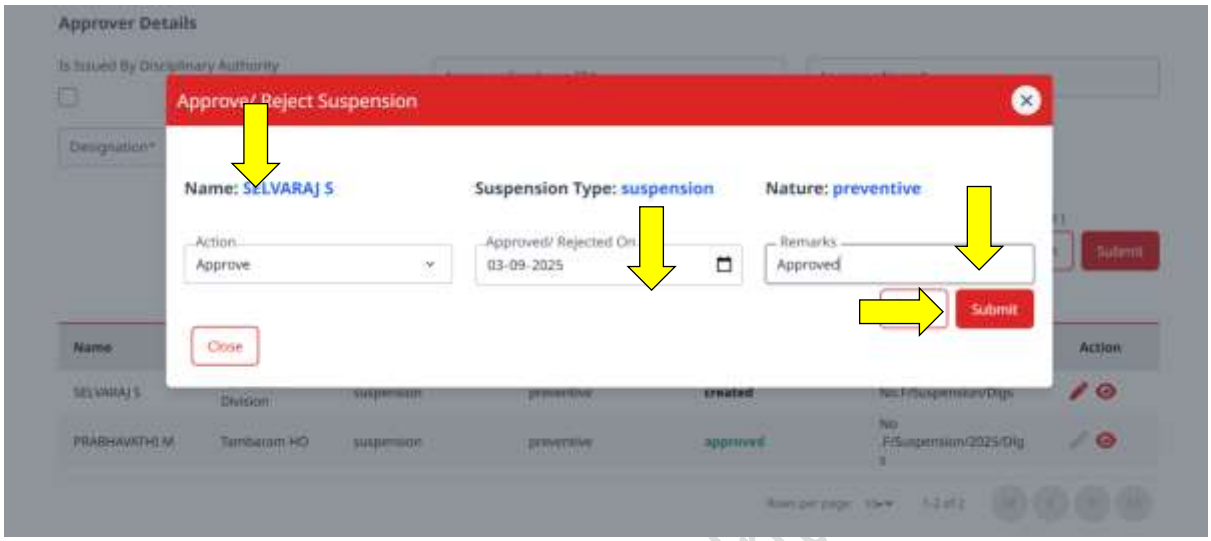
After visiting the **Suspension/POD** page, the user can see the available records. The **Eye icon** is used for **View**, and the **Pencil icon** is used for **Modification**.



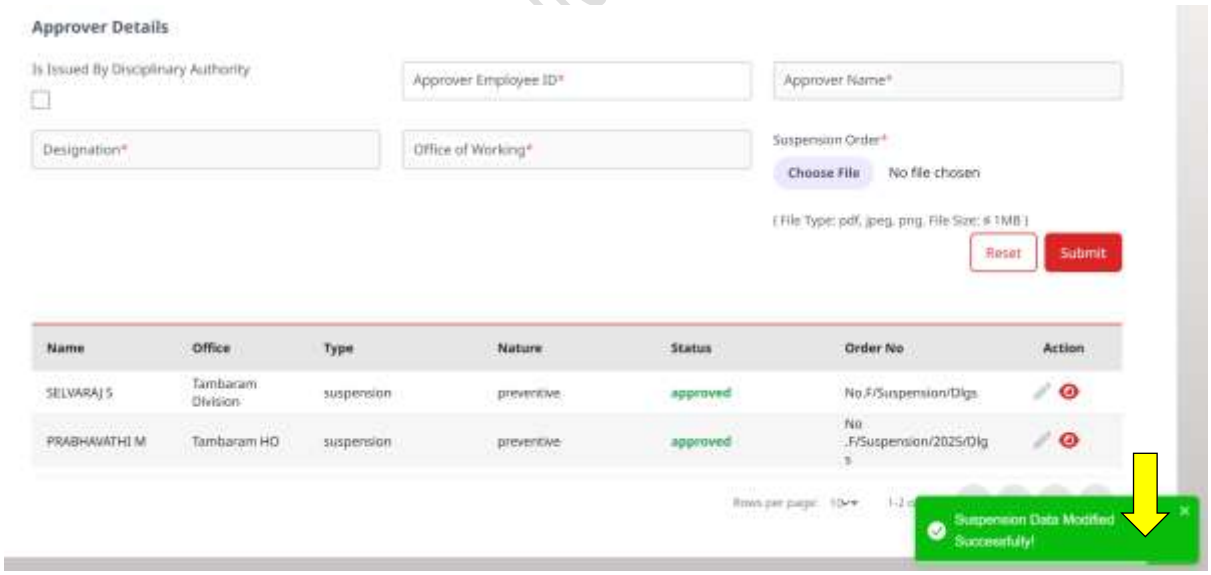
To **Modify**, **Approve**, or **Reject** a suspension, the user needs to click on the **Pencil icon**.



Once the **Pencil icon** is clicked, a small window will appear with a drop-down option to **Approve** or **Reject** the **Suspension**.

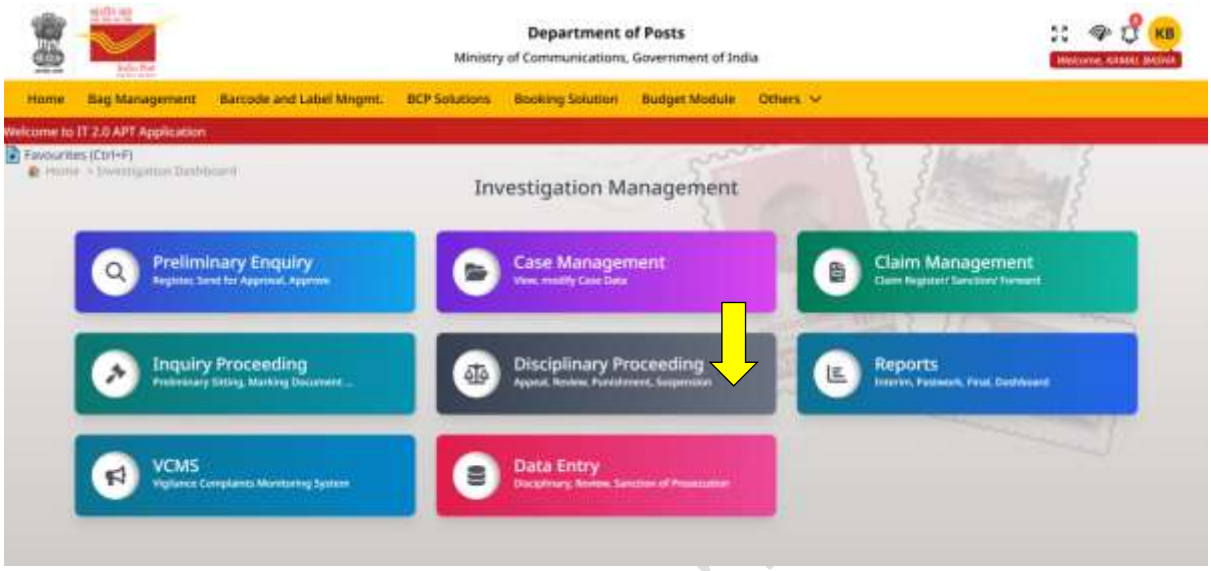


The approver needs to select the **Action** (**Approve/Reject**), update the **Approved/Rejected Date**, enter suitable **Remarks**, and finally click on the **Submit** button.

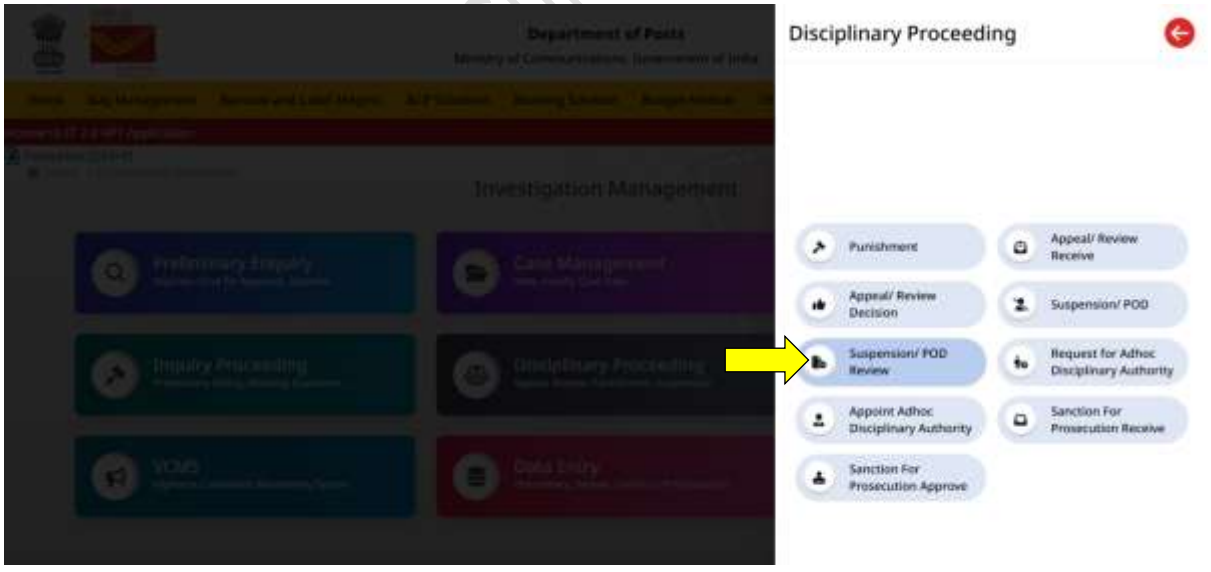


Once Submit button is clicked the above message stating ‘Suspension Data Modified
Once the **Submit** button is clicked, a message stating **“Suspension Data Modified Successfully”** will appear.

12.5.17 Suspension / POD Review



To review a '**Suspension' or 'POD**,' the competent authority needs to click on the 'Disciplinary Proceeding' card in the **Investigation Management** screen.

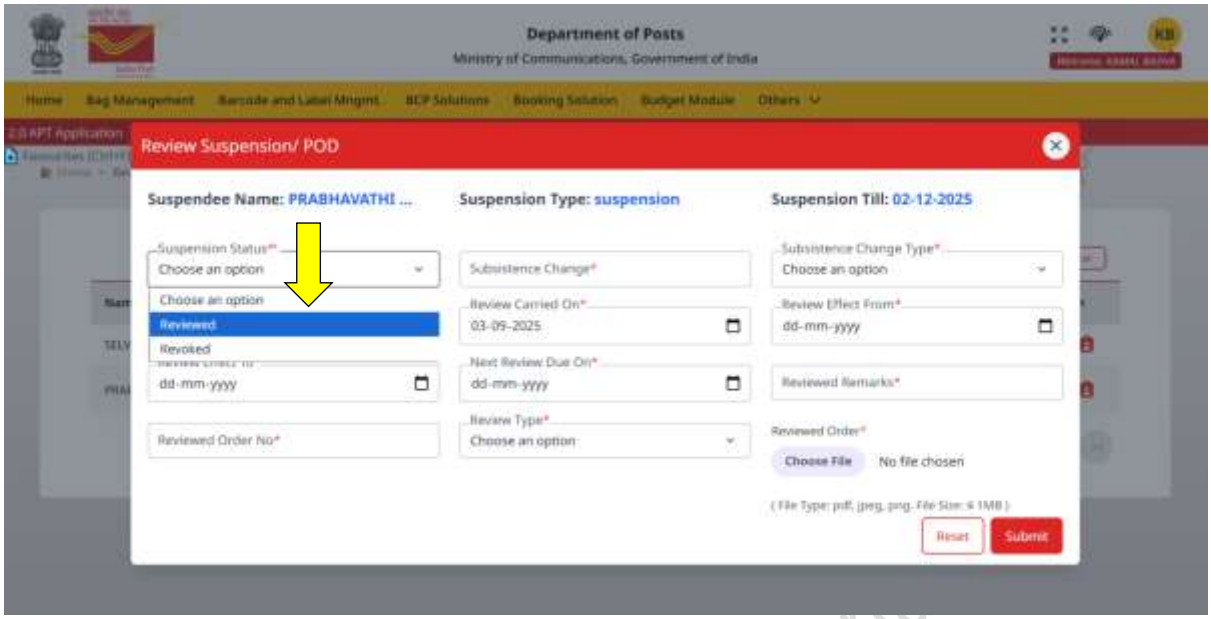


Next, click on the **'Suspension / POD Review'** option in the **Disciplinary Proceeding** screen.

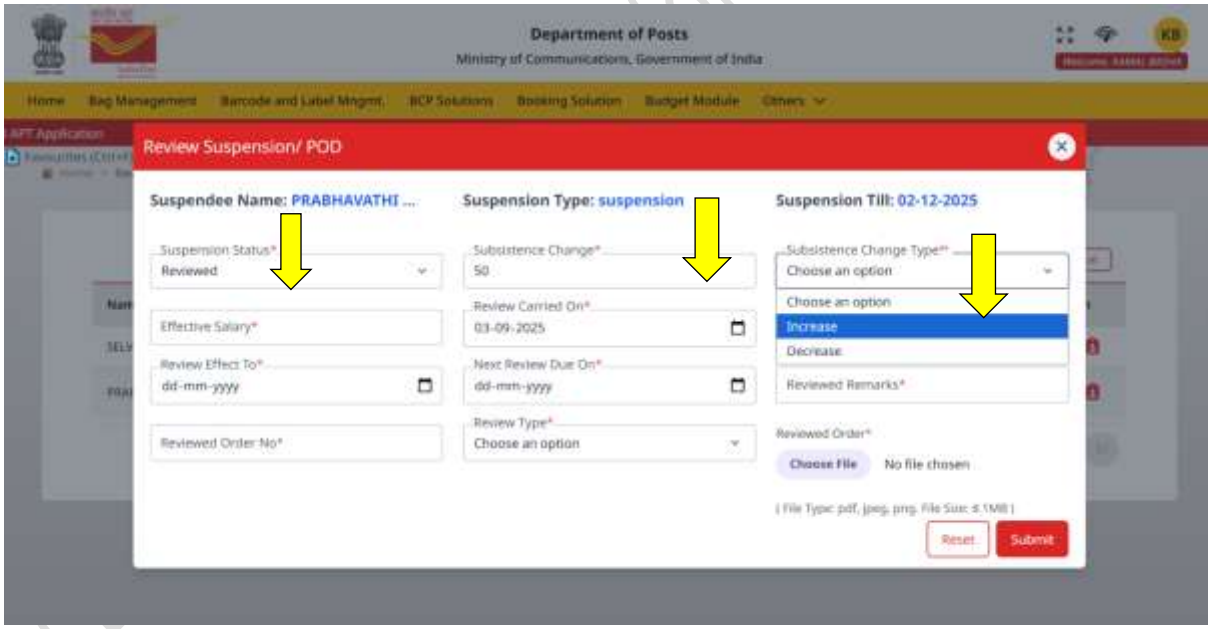
All cases under **Suspension** or **POD** will be displayed on the screen. The competent authority can view case details by clicking the **'View'** option under the **'Action'** column.

12.5.17.1 Suspension Review

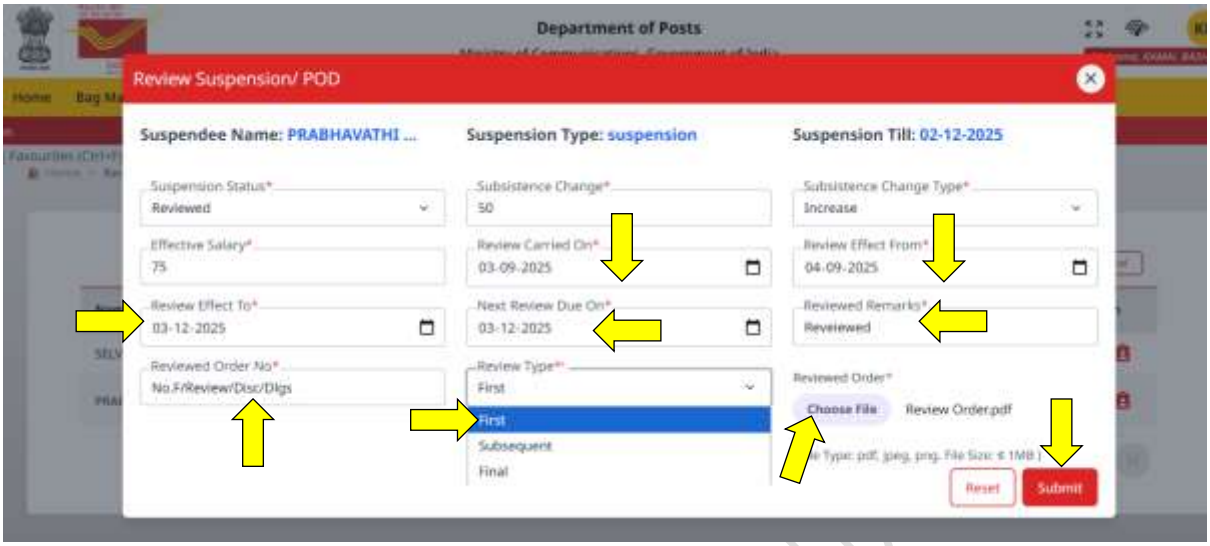
Click on the **Edit** option represented by the **Pencil icon** under the **Action** header.



After clicking **'Edit,'** the **'Review Suspension'** page will appear. Select **'Suspension Status'** as **'Reviewed'** from the drop down list.



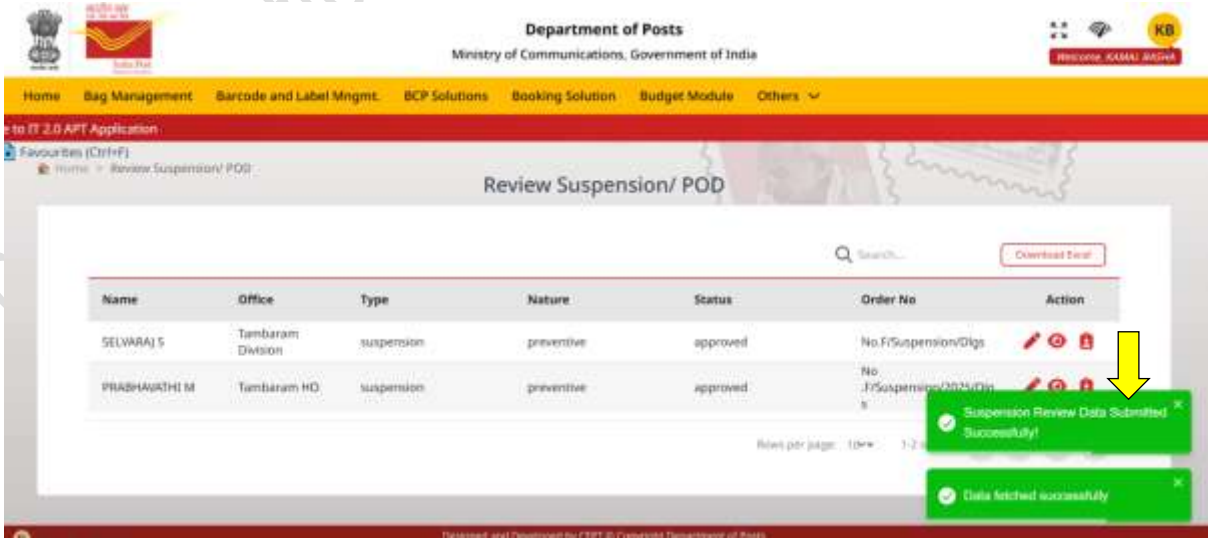
Select the **'Subsistence Change Type'** as either **'Increase'** or **'Decrease'** from the drop-down list. Update the percentage of revised subsistence allowance in the **'Subsistence Change'** field.



Update the following fields:

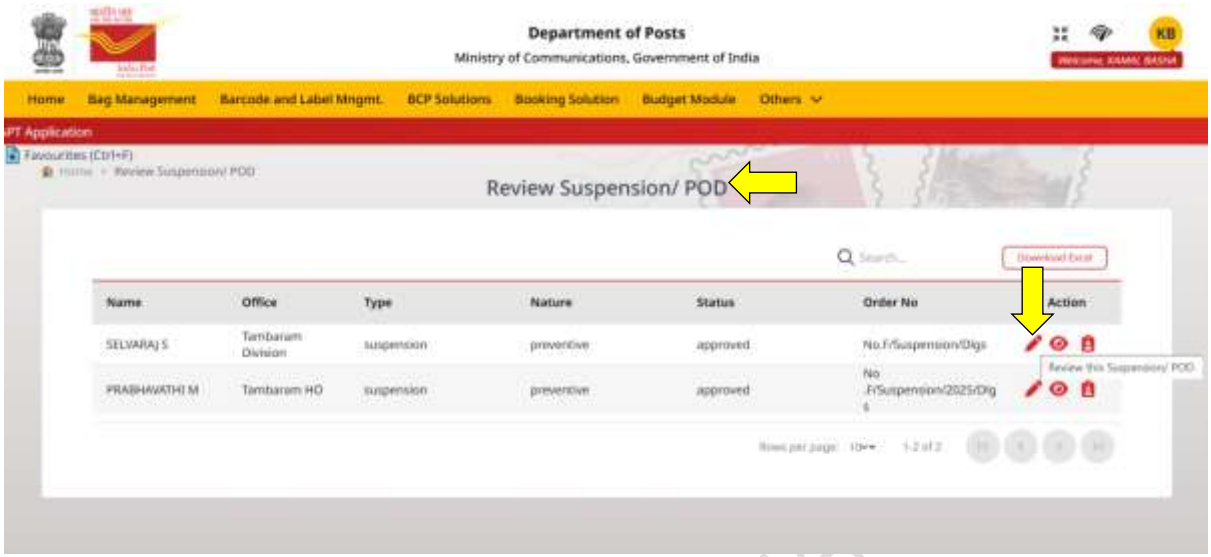
- ❖ **'Reviewed Carried On' date**
- ❖ **'Review Effect From' date**
- ❖ **'Review Effect To' date**
- ❖ **'Next Review Due On' date**
- ❖ **'Review Remarks'**
- ❖ **'Review Order No'**

Select the **Review Type** from the drop-down list as **First, Subsequent, or Final**, as per the requirement. However, the Review Effect To date will be automatically set to 90 days from the Review Effect From date. Upload the Review Order using the **browse** option. Finally, click the '**Submit'** button

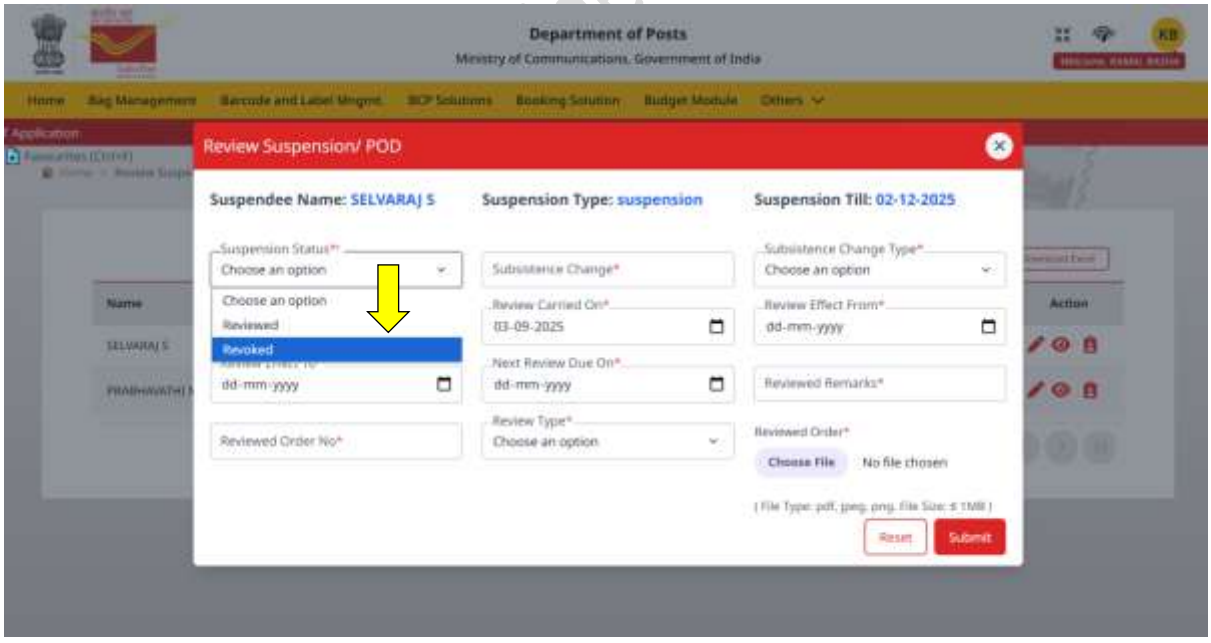


Upon clicking **'Submit,'** a pop-up message stating **"Suspension Review Data Submitted Successfully"** will appear on the screen.

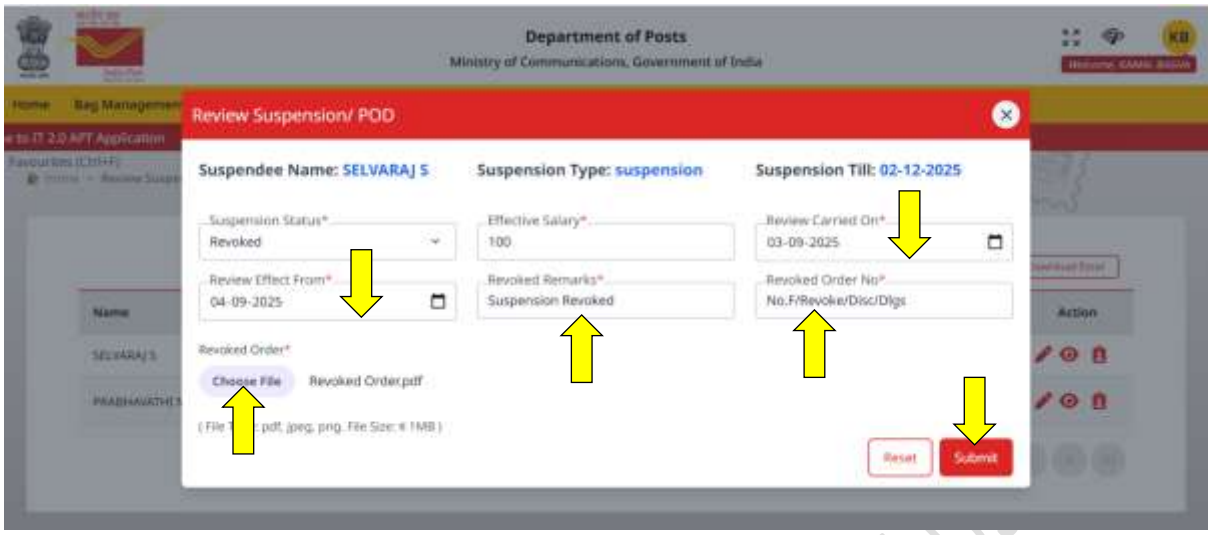
12.5.17.2 Suspension Revoke



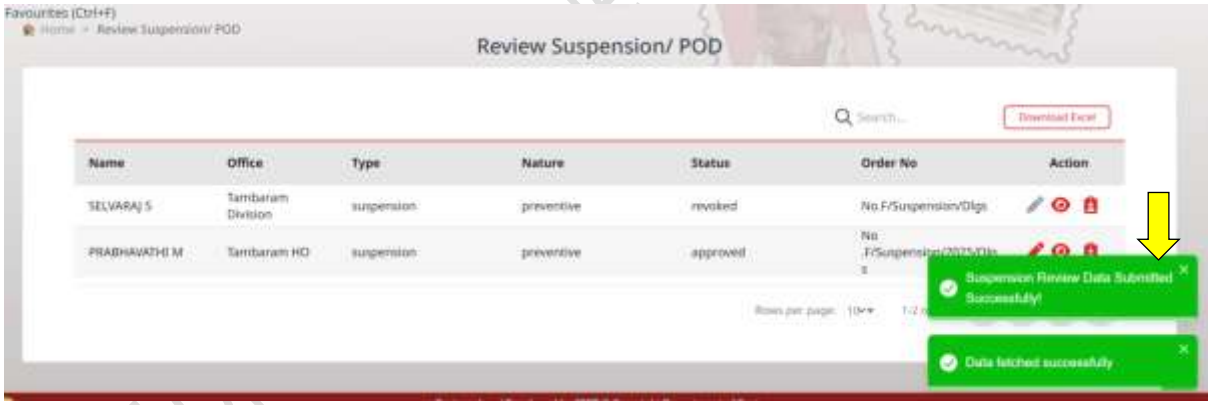
Similarly to Revoke the Suspension the competent authority will click on the **Edit** option represented by the **Pencil icon** under the **Action** header.



After clicking **'Edit,'** the **'Review Suspension'** page will appear. Select **'Suspension Status'** as **'Revoked'** from the drop down list.

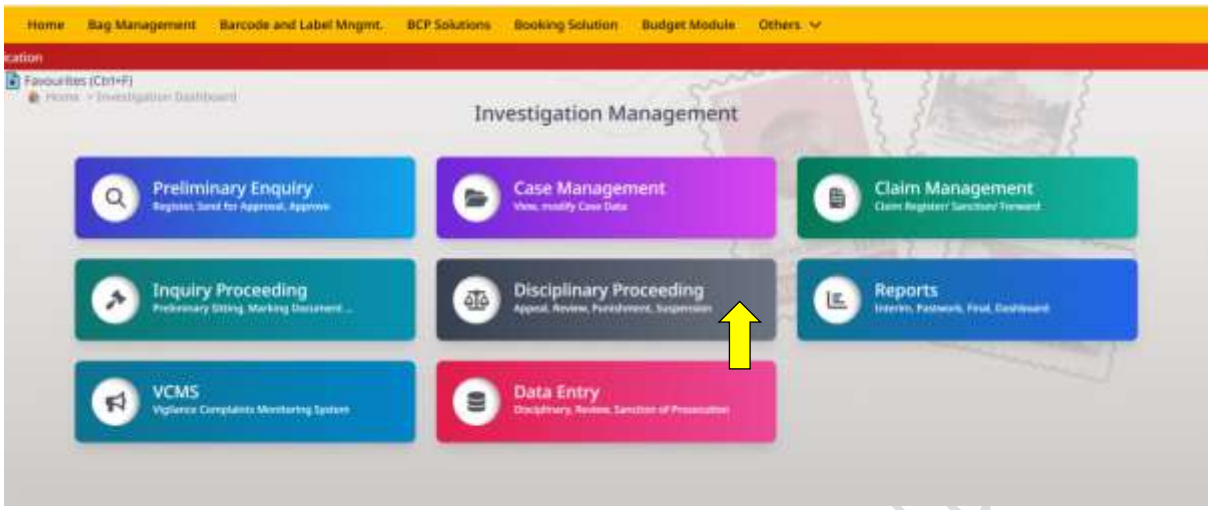


After selecting the **Suspension Status** as **Revoked**, update the **Review Carried On Date** and **Effect From Date**, enter suitable **Remarks**, and provide the **Revoked Order No** along with the **Revoked Order** upload using the **Choose File** option. Finally, click on the **Submit** button.

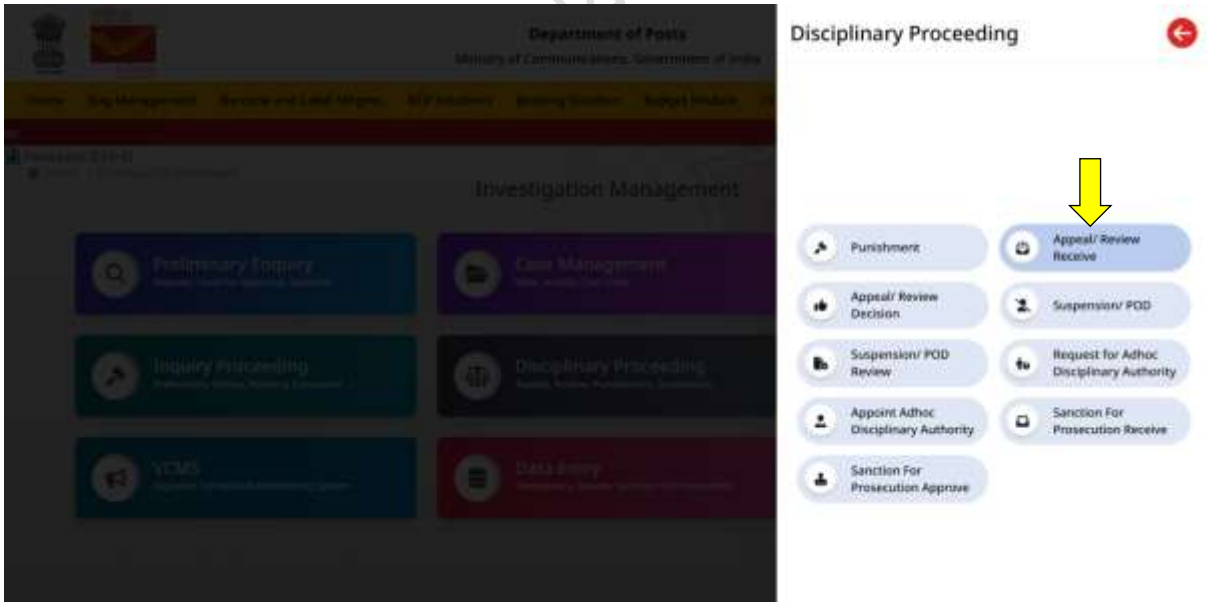


Upon clicking **'Submit,'** a pop-up message stating **"Suspension Review Data Submitted Successfully"** will appear on the screen.

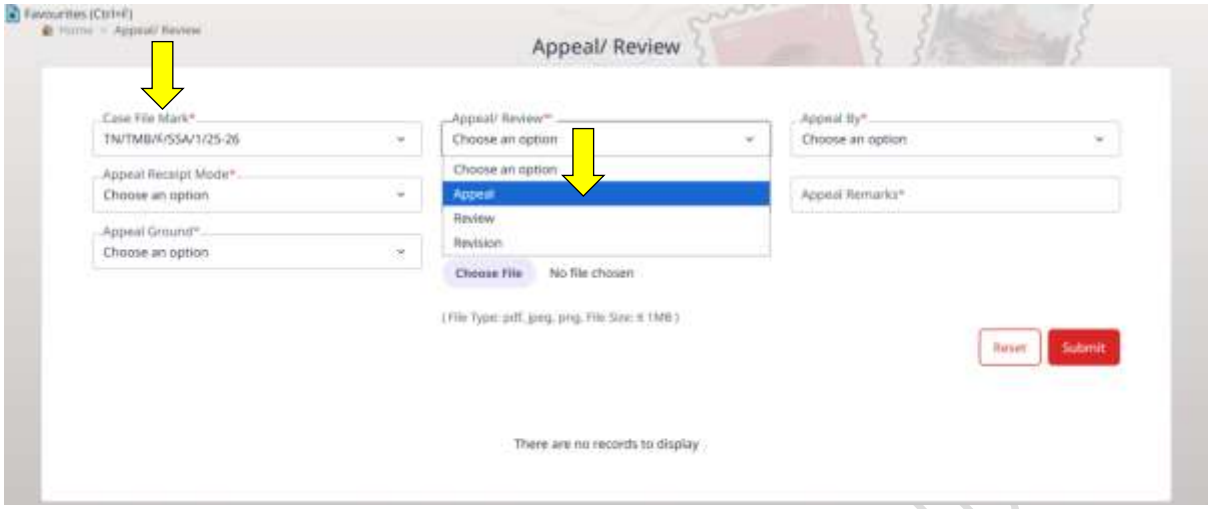
12.5.18 Appeal / Review Receive



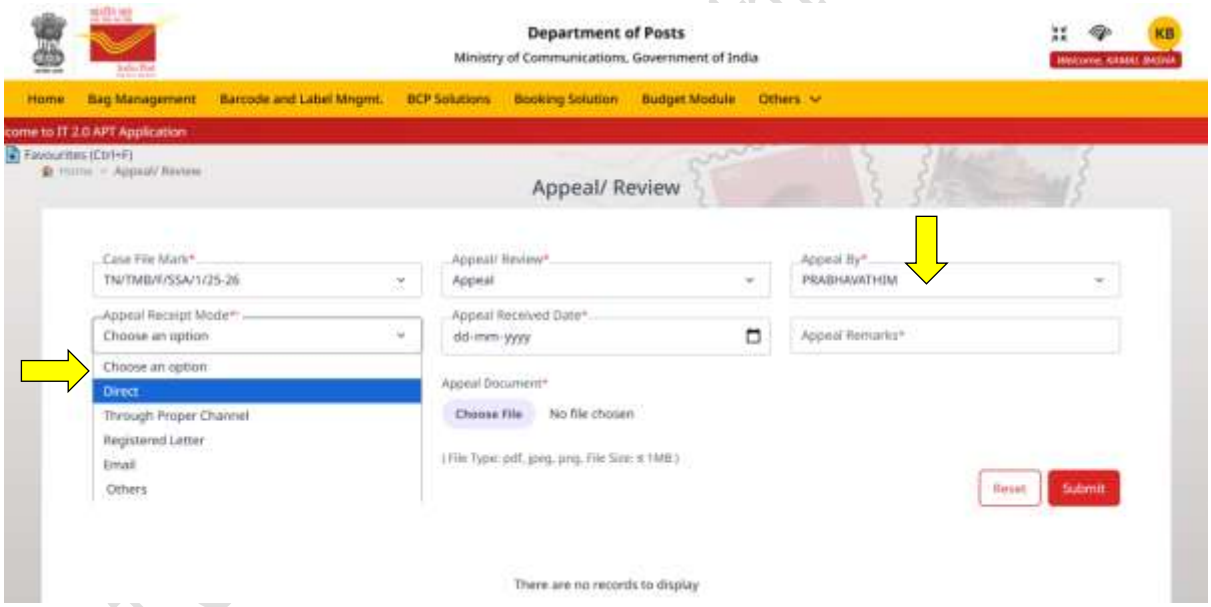
To access the **'Appeal'** or **'Review Receive'** option, the authority must click on the **'Disciplinary Proceeding'** card in the **Investigation Management** screen.



Next, click on the **'Appeal / Review Receive'** option in the **Disciplinary Proceeding** screen.



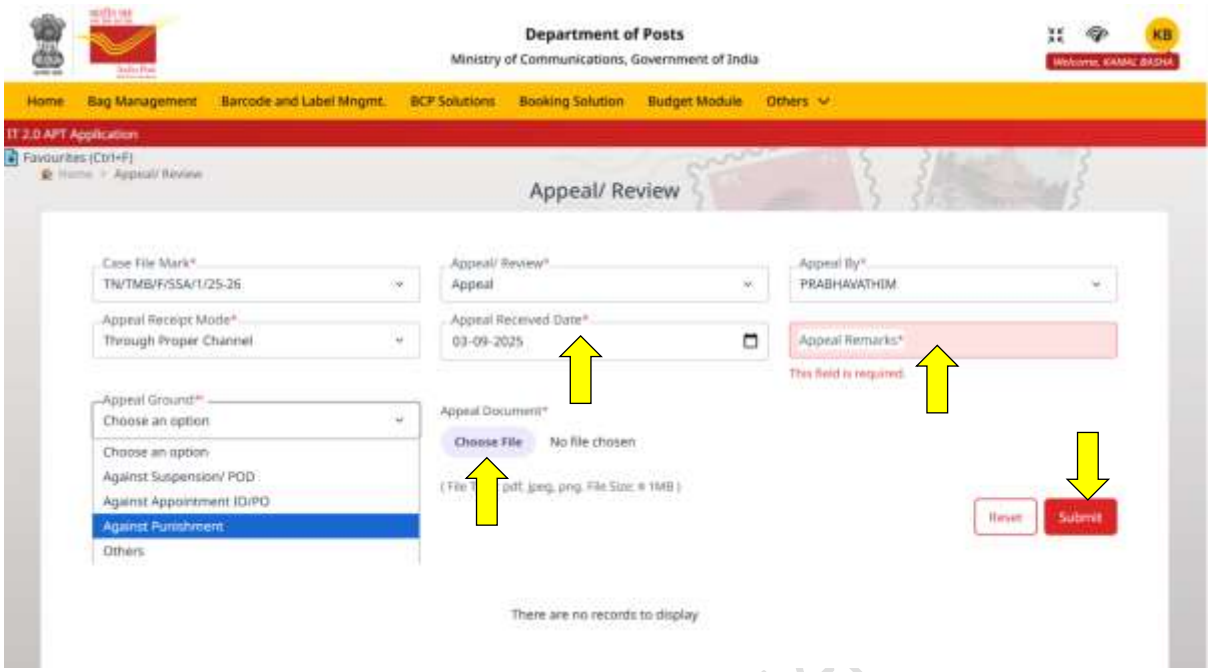
Select **'Case File Mark'** and choose an option such as **'Appeal,' 'Review,'** or **'Revision'** from the **'Appeal / Review'** field.



Select the official who raised the appeal from the 'Appeal By' field. Choose the 'Appeal Receipt Mode' from the drop-down list:

- Direct
- Through Proper Channel
- Registered Letter
- Email
- Others

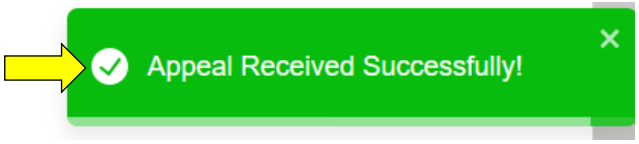
Update the 'Appeal Received Date' and enter appropriate remarks in the 'Appeal Remarks' field.



Select the **'Appeal Ground'** from the drop-down list:

- **Against Suspension / POD**
- **Against Appointment of IO/PO**
- **Against Punishment**
- **Others**

Upload the **'Appeal Document'** using the Browse option. Click on the **'Submit'** button.

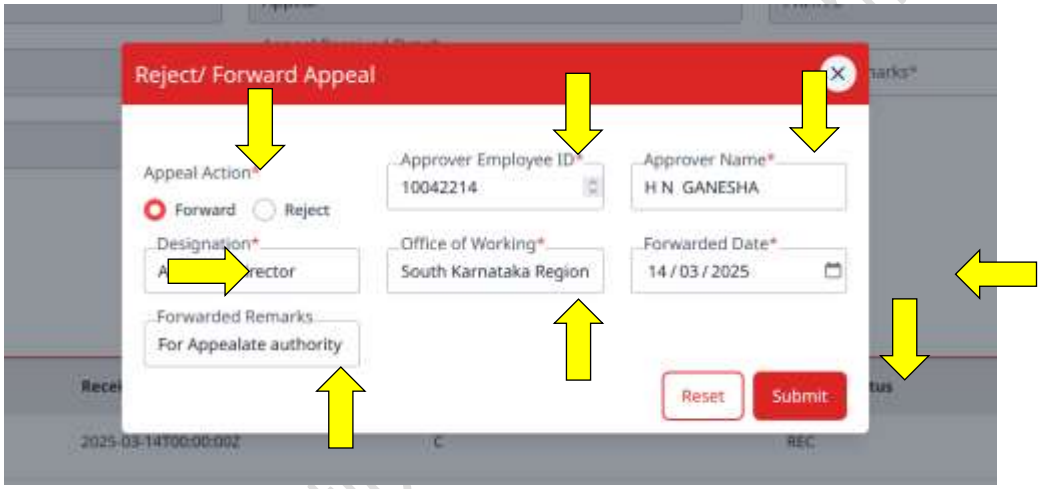


Upon clicking **'Submit,'** a pop-up message stating **"Appeal Received Successfully"** will appear on the screen.

To **Edit** or **View** a submitted appeal, the competent authority must click on the icons available under the **'Action'** header.

Clicking 'Edit' will open a '**Reject/Forward Appeal'** pop-up window. This window provides '**Appeal Action'** options with radio buttons:

- **Forward**
- **Reject**



To forward the **appeal** to the **Appellate Authority**:

1. Click on the '**Forward**' radio button.
2. Enter the '**Approver Employee ID'** in the respective field.
3. The system will automatically display '**Approver Name,' 'Designation,'** and **'Office of Working.'**
4. Enter the '**Forwarded Date'** and '**Forwarded Remarks**.'
5. Click on '**Submit.**'

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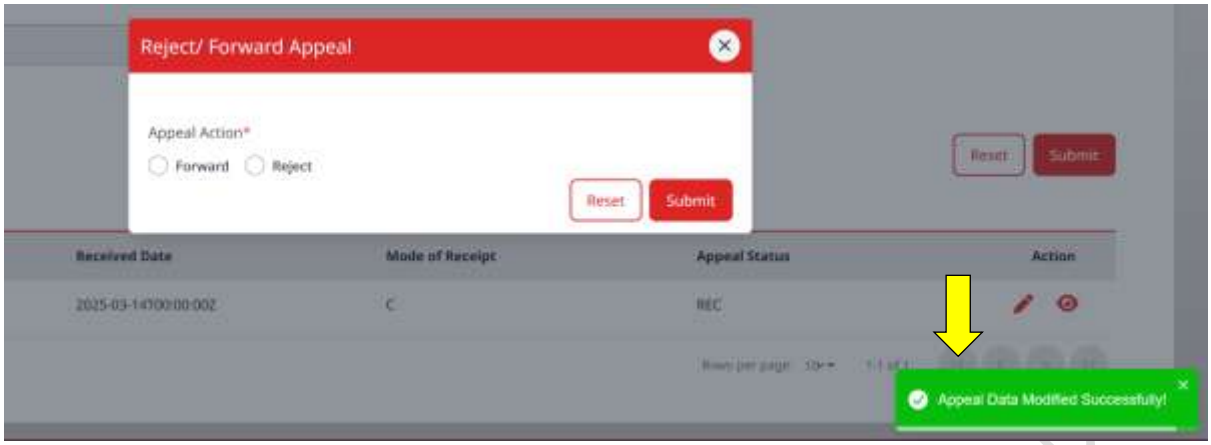
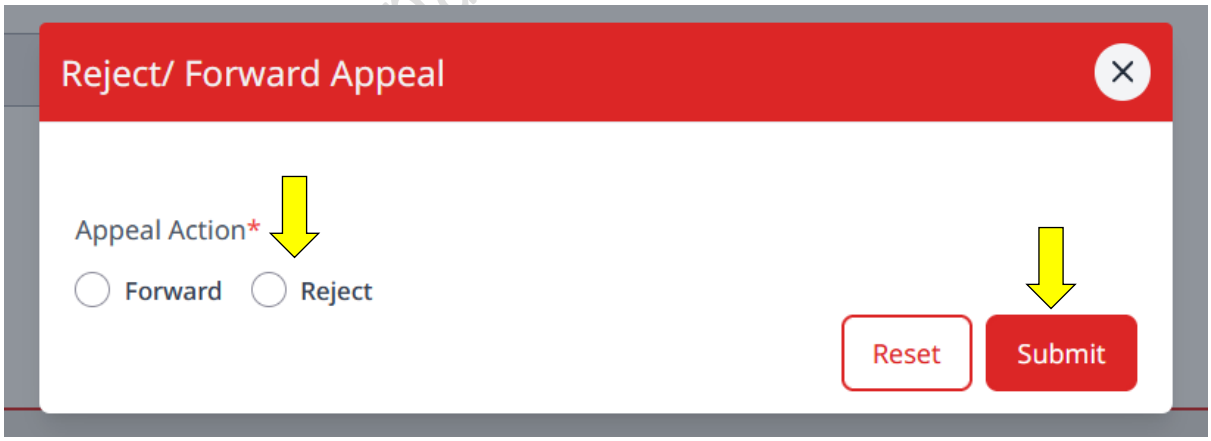


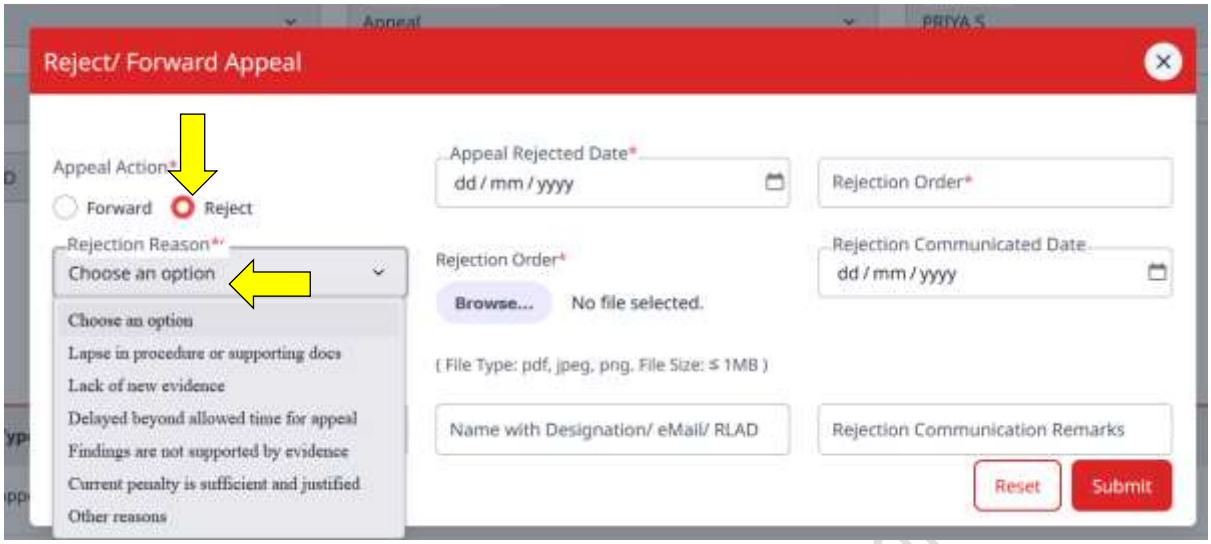
Upon clicking **'Submit**,' a pop-up message stating "**Appeal Data Modified Successfully"** will appear on the screen.

Once forwarded, the **'Edit'** option under the **'Action'** header will be disabled (grayed out), and the authority will only be able to **'View'** the information using the **'View'** button.



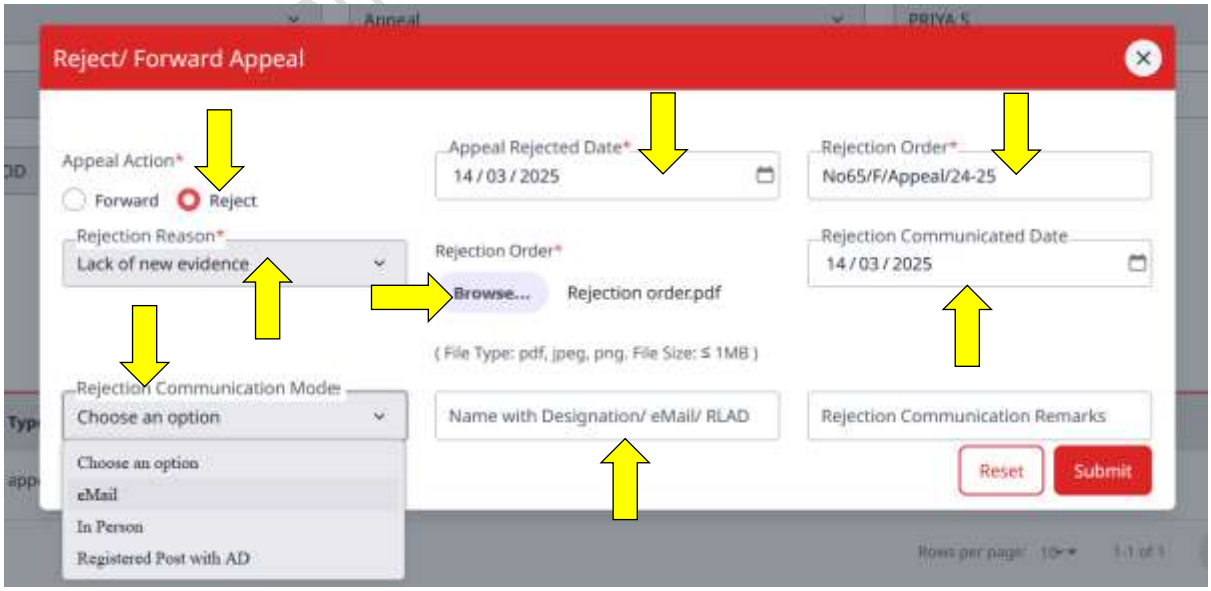
If the appeal has been rejected from the disciplinary authority for not complying the condition for appeal then '**Reject**' radio button needs to be clicked.

- Enter remarks in the **'Rejection Communication Remarks'** field.
- Click on '**Submit**.'



If the **disciplinary authority rejects** the appeal due to non-compliance with appeal conditions. Click on the '**Reject'** radio button. Select the '**Rejection Reason'** from the drop-down list:

- **Lapse in procedure or supporting documents**
- **Lack of new evidence**
- **Delayed beyond allowed time for appeal**
- **Findings are not supported by evidence**
- **Current penalty is sufficient and justified**
- **Other reasons**

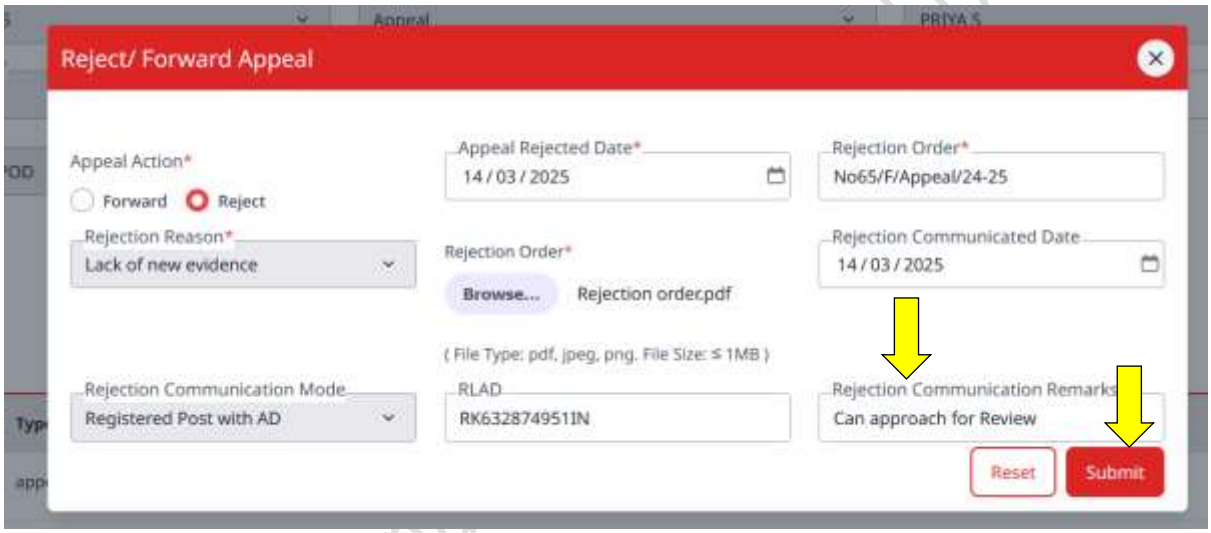


- Upload the '**Rejection Order'** using the Browse option.
- Update the **'Appeal Rejected Date**.'
- Select the '**Rejection Communication Mode'**

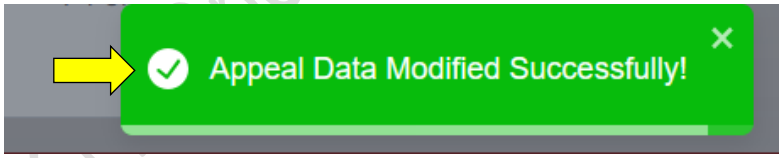
  - **Email**
  - **In Person**
  - **Registered Post with AD**

- Update the correspondence field:

  - For **'In Person'** mode, provide **Name with Designation**.
  - For '**Email'** mode, enter the **Email ID**.
  - For '**Registered Post with AD'** mode, enter **RLAD.**



Enter remarks in the **'Rejection Communication Remarks'** field. Click on '**Submit.'**



Upon clicking '**Submit**,' a pop-up message stating **"Appeal Data Modified Successfully"** will appear on the screen.

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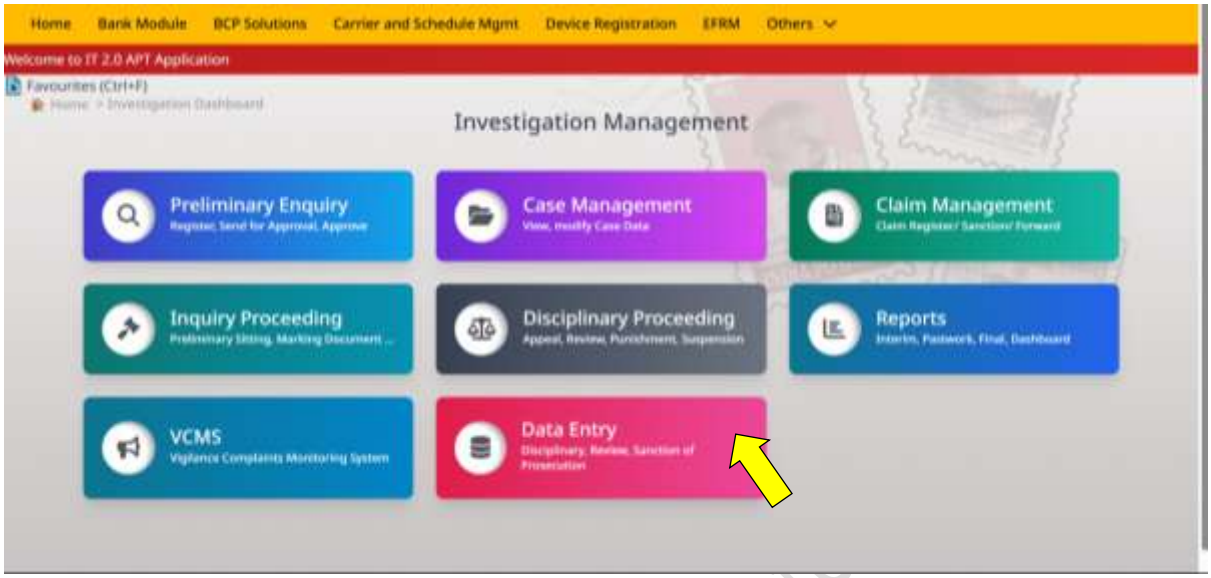
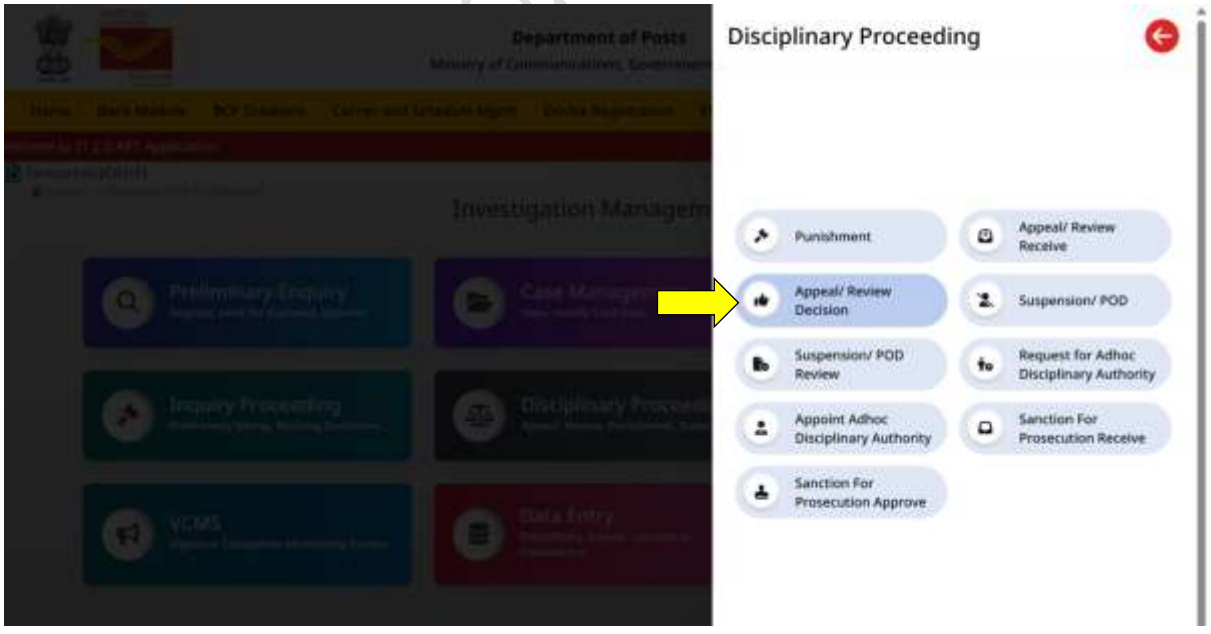
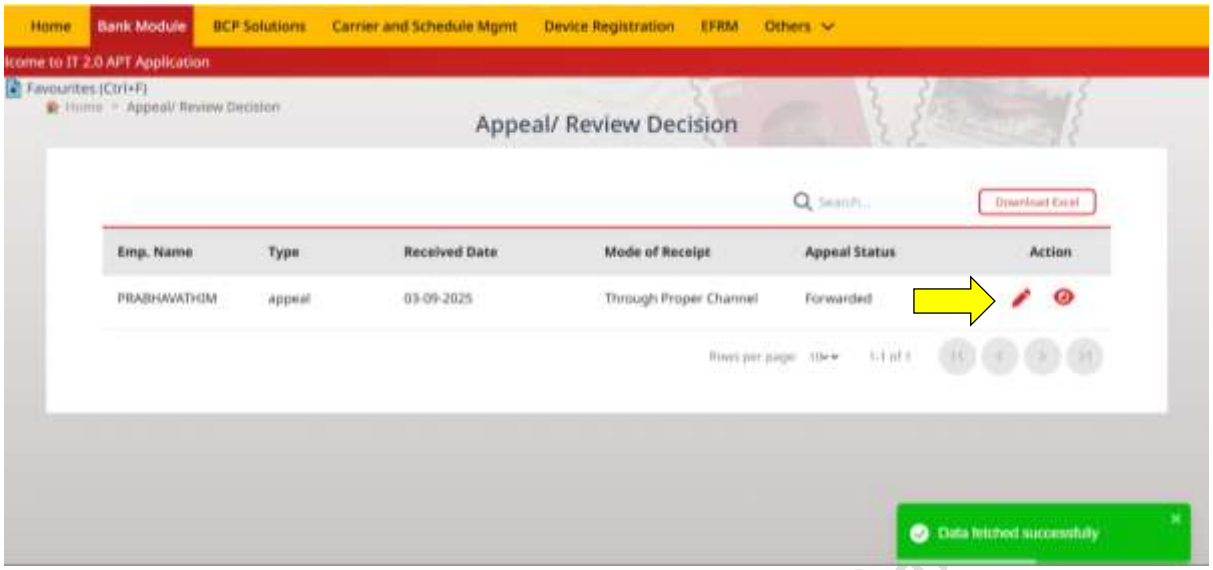
12.5.19 Appeal / Review Decision (By Appellate /Reviewing Authority)



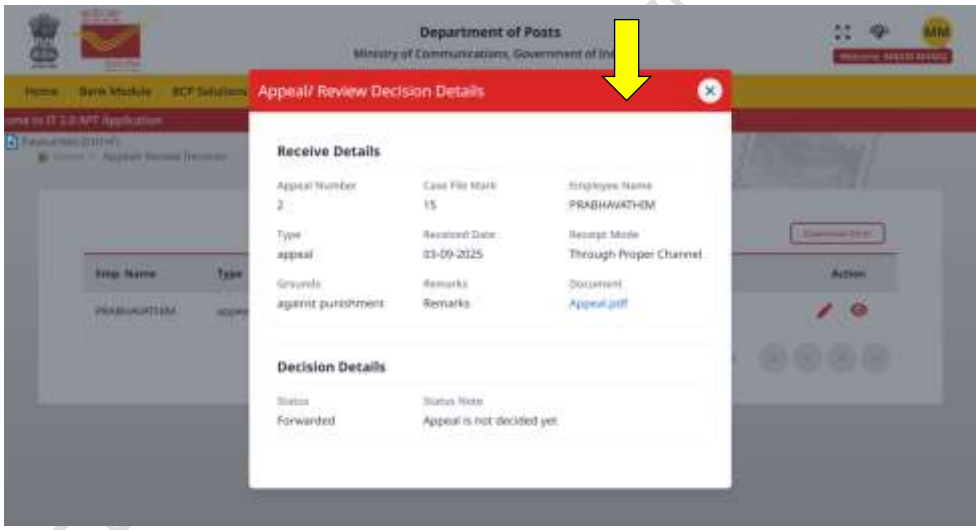
To process an **'Appeal / Review Decision'**, the Appellate or Reviewing Authority must click on the '**Disciplinary Proceeding'** card under the Investigation Management screen.



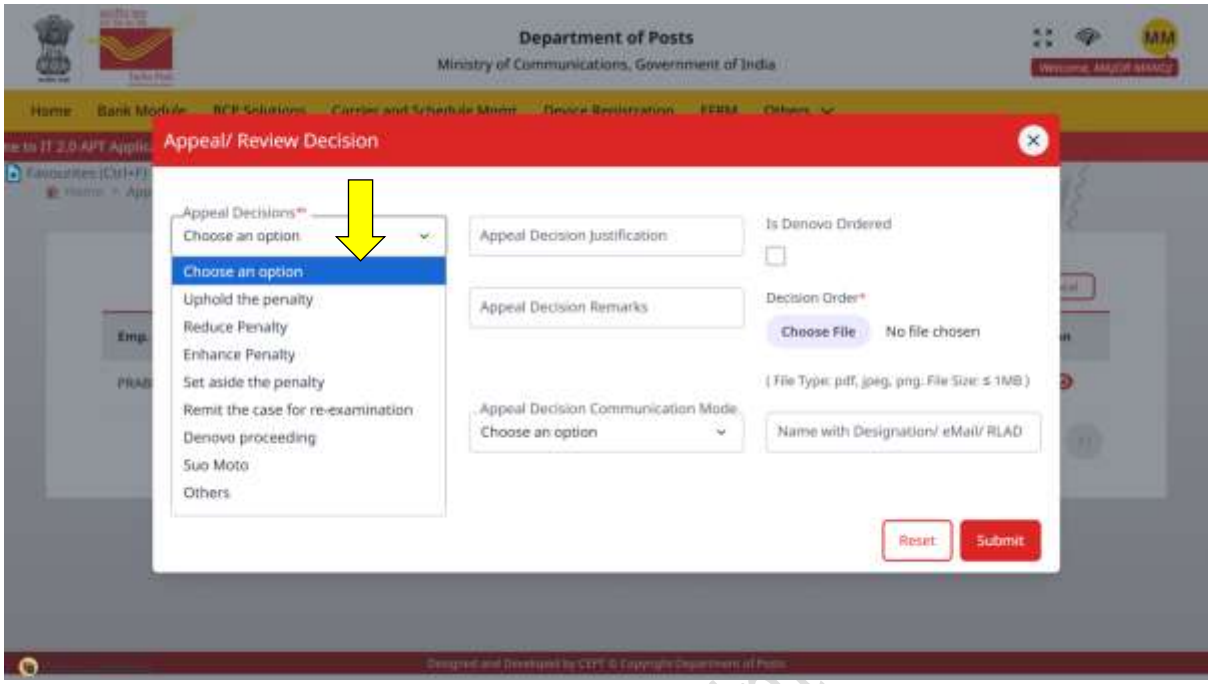
Next, click on the '**Appeal / Review Decision'** option in the Disciplinary Proceeding screen.



On the '**Appeal / Review Decision'** screen, all related appeal cases will be displayed. To view or edit an appeal request, the competent authority must click on the '**Edit**' option under the '**Action'** header.



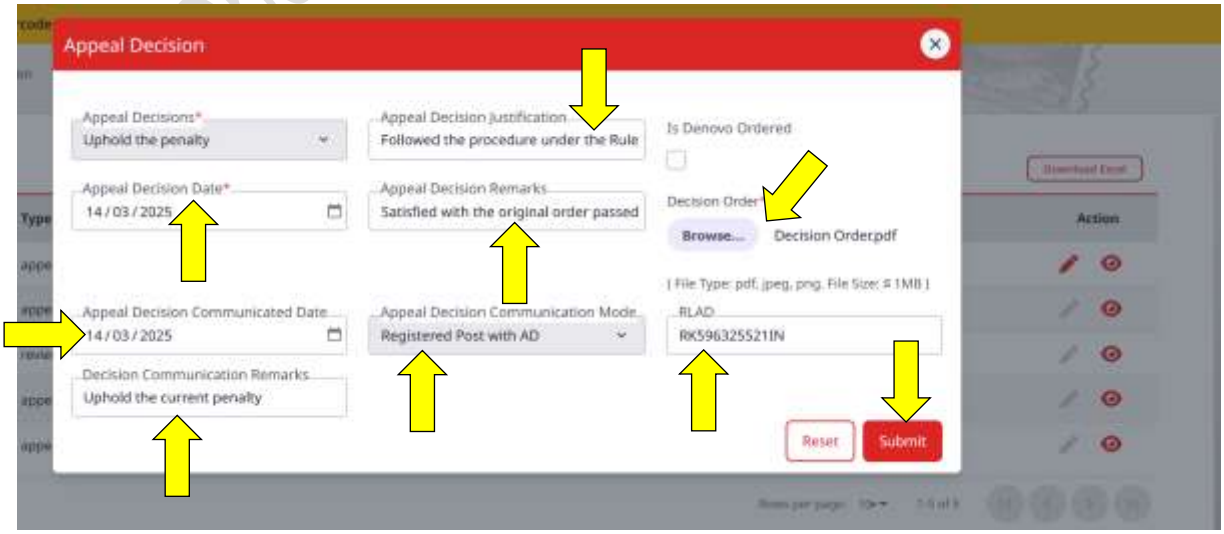
By clicking the **Eye** icon, the user can view the appeal particulars.



In the '**Appeal Decision'** screen, the Appellate or Reviewing Authority must:

Select an appropriate option under '**Appeal Decisions'**:

- **Upload the penalty**
- **Reduce Penalty**
- **Enhance Penalty**
- **Set aside the penalty**
- **Remit the case for re-examination**
- **Denovo proceeding**
- **Suo Moto**
- **Others**



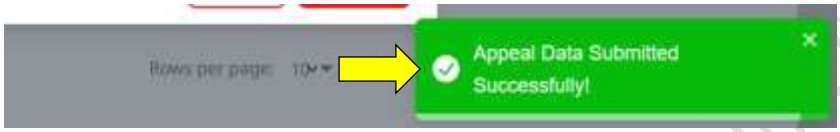
Provide the following details in the respective fields:

- **'Appeal Decision Justification'** remarks
- **'Appeal Decision Date'**
- **'Appeal Decision Remarks'**
- Upload the **'Decision Order'**

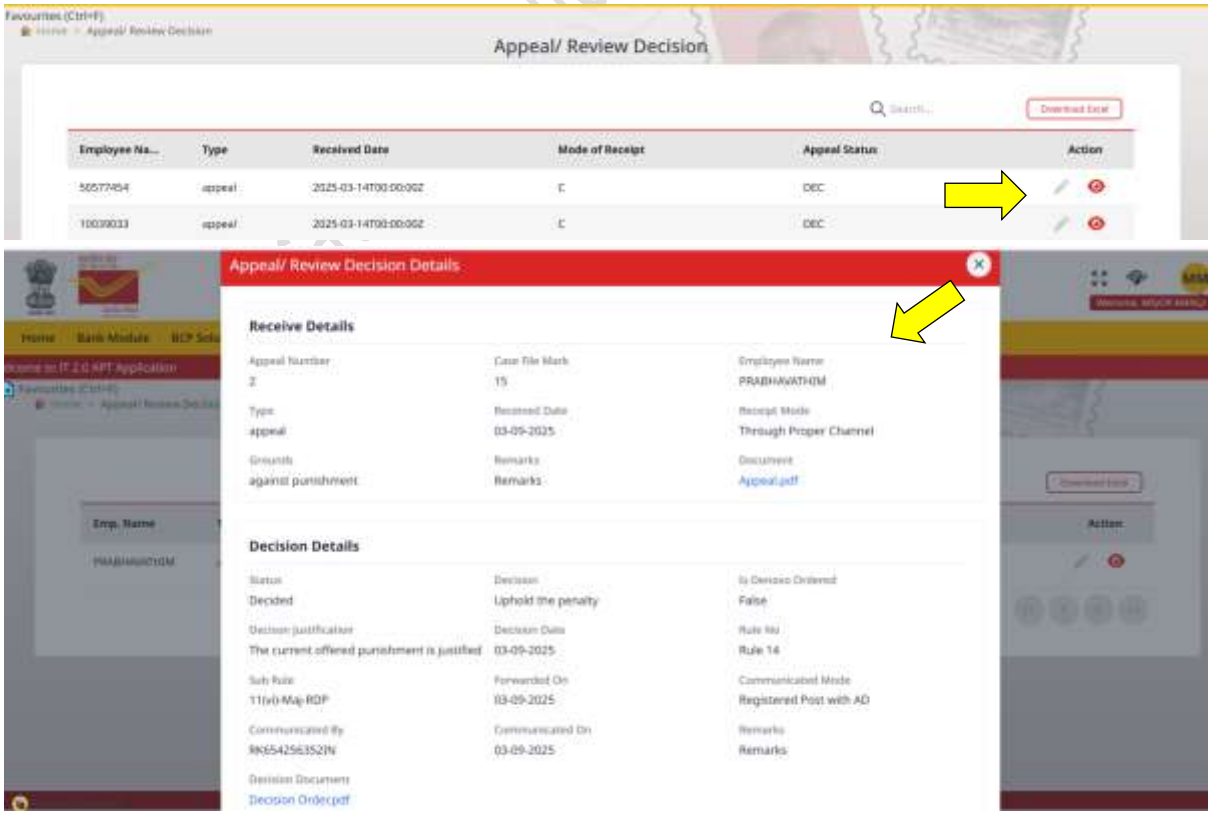
Enter communication details:

- **'Appeal Decision Communication Date'**
- **'Appeal Decision Communication Mode'** (select from the available options)
- Provide relevant details and update **'Decision Communication Remarks'**

Finally click on the **'Submit'** button.



Upon clicking **'Submit,'** a pop-up message stating **"Appeal Data Submitted Successfully"** will appear on the screen.



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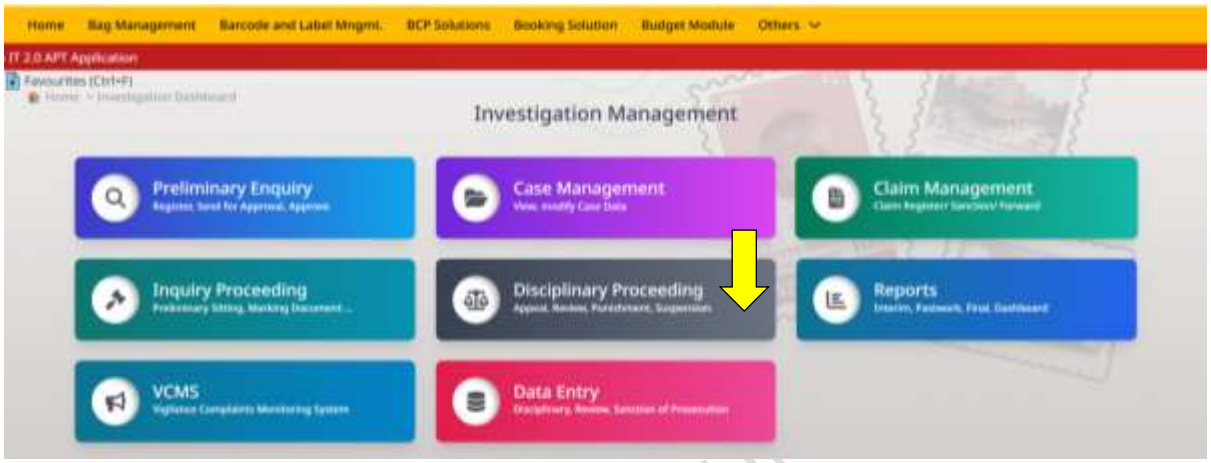
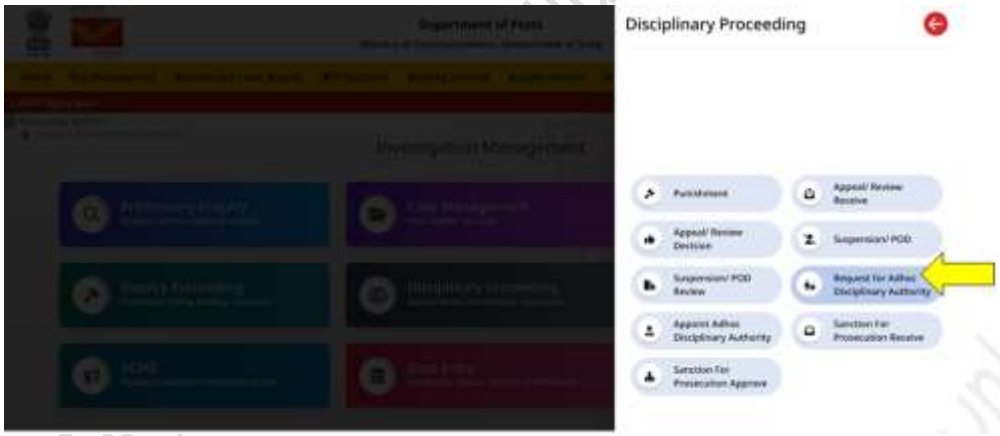
Once the Appeal or Review is processed, the **'Edit'** option under the **'Action'** header will be disabled, and further modifications to that appeal case will no longer be possible and using '**Eye**' icon the user can view the appeal decision information.

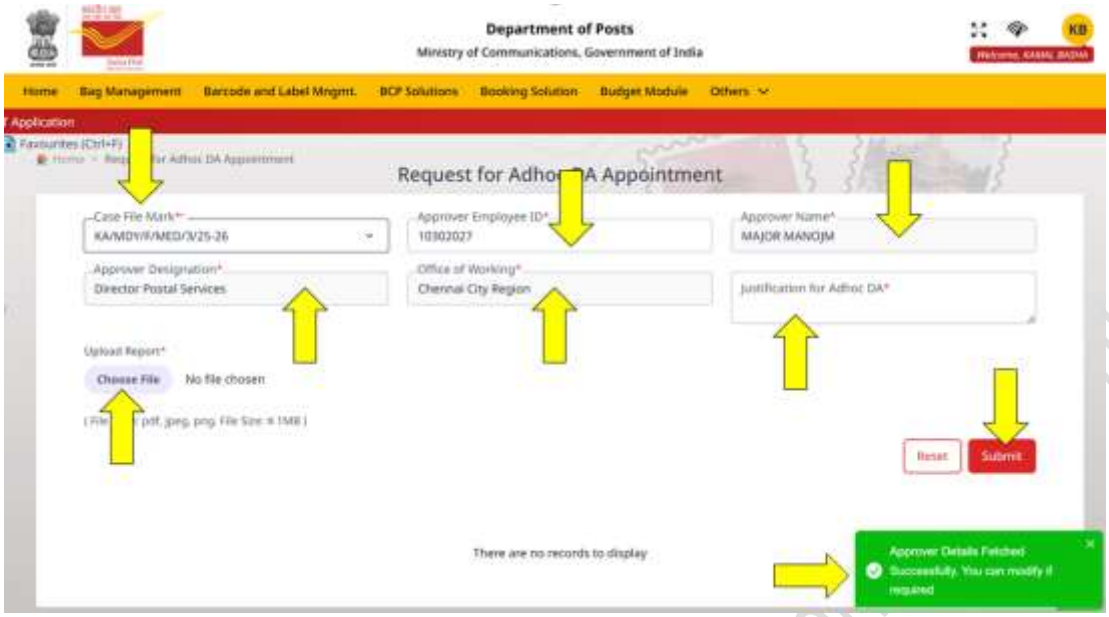
12.5.20 Request for Adhoc Disciplinary Authority



To request Adhoc Disciplinary appointment the user needs to click on Disciplinary Proceeding card.



Under Disciplinary Proceeding screen, select 'Request for Adhoc Disciplinary Authority' option.



To update the approver details, select **Case File Mark** from the drop-down list. The **Approver Employee ID** will be displayed by default in the respective field; however, if it is required to change the Approver Employee ID, the same may be done by manually entering the correct Employee ID. Based on the entered Employee ID, the system will automatically populate the employee's name, designation, and office of working. The **Justification for Adhoc Disciplinary Authority** shall be entered in the field provided, and the relevant supporting document shall be uploaded under the **Upload Report** option by selecting the appropriate file. After completing these steps, click the **Submit** button. Upon submission, a pop-up message will be displayed stating: **"Approver Details Fetched Successfully. You can modify if required".**

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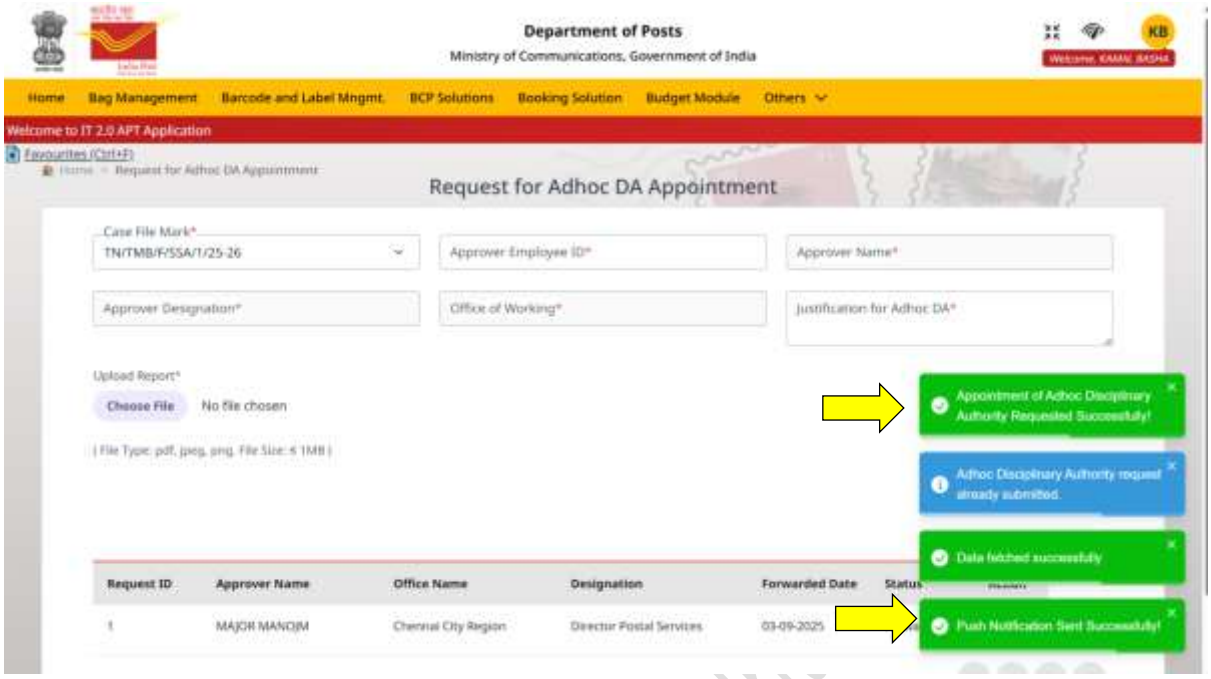
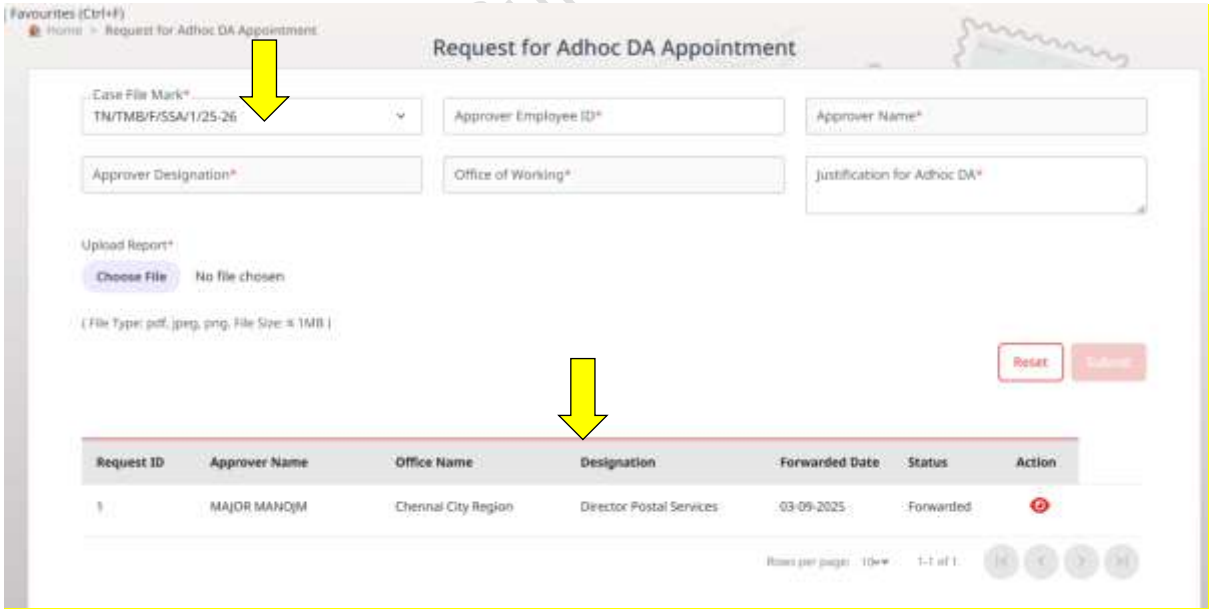
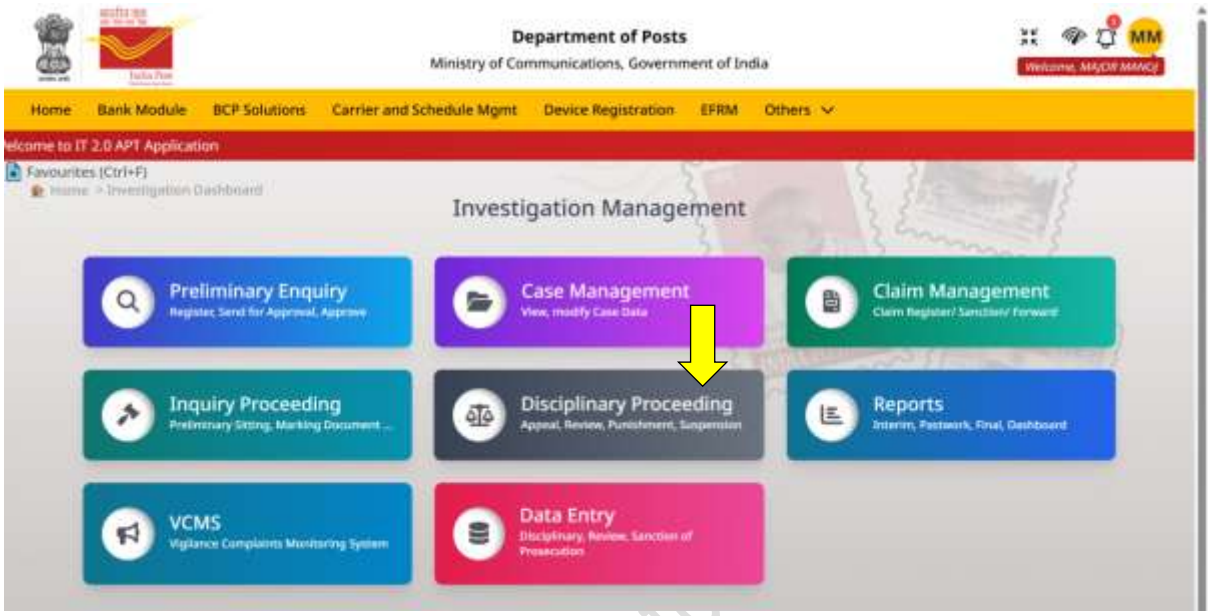


After clicking the **Submit** button, a pop-up message stating "Appointment of Adhoc Disciplinary Authority Requested Successfully" will be displayed, along with a confirmation message "Push Notification Sent Successfully."

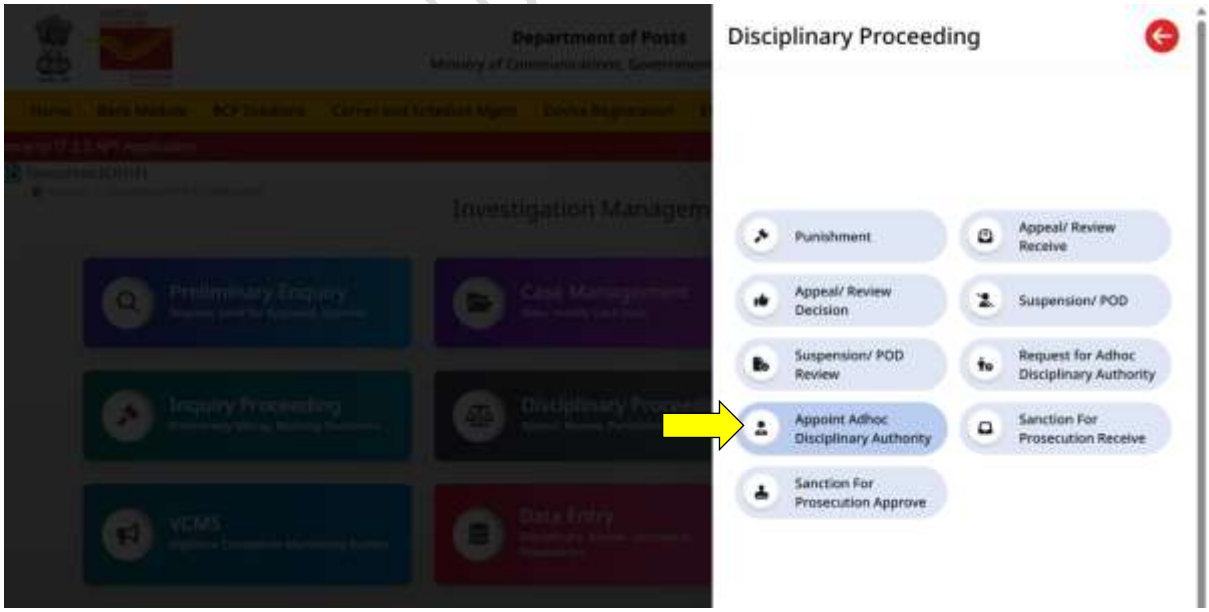


The requested data can be viewed on the screen below the **Submit** button by either refreshing the page or re-selecting the **Case File Mark** option.

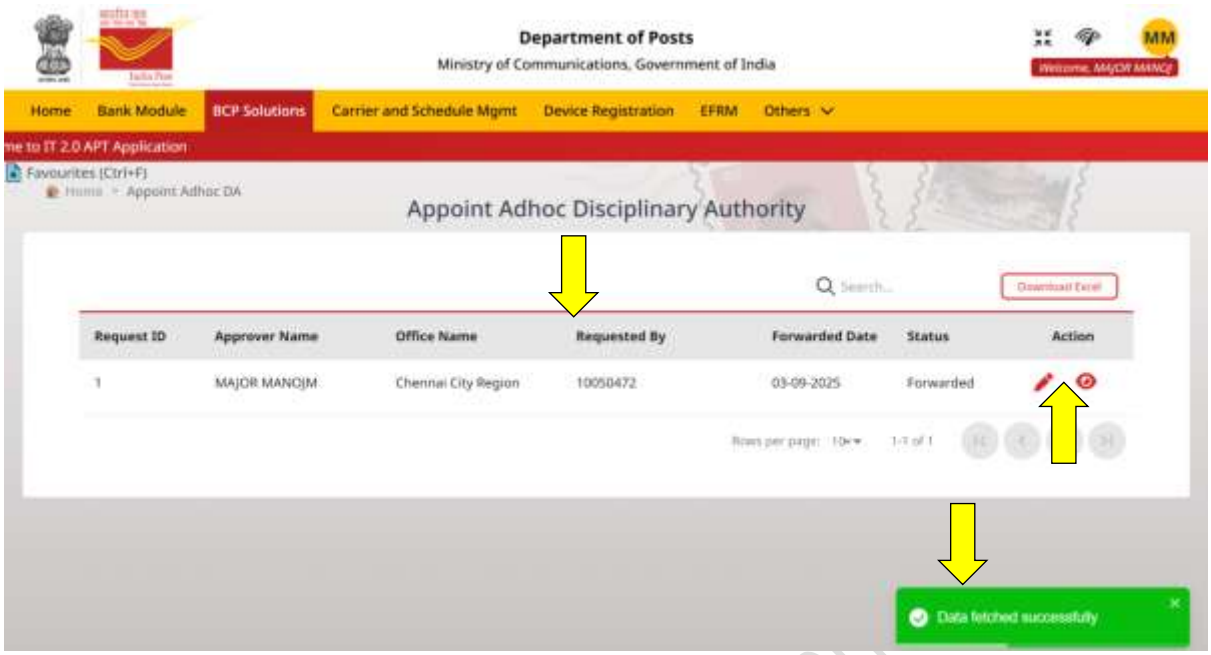
12.5.21 Appoint Adhoc Disciplinary Authority



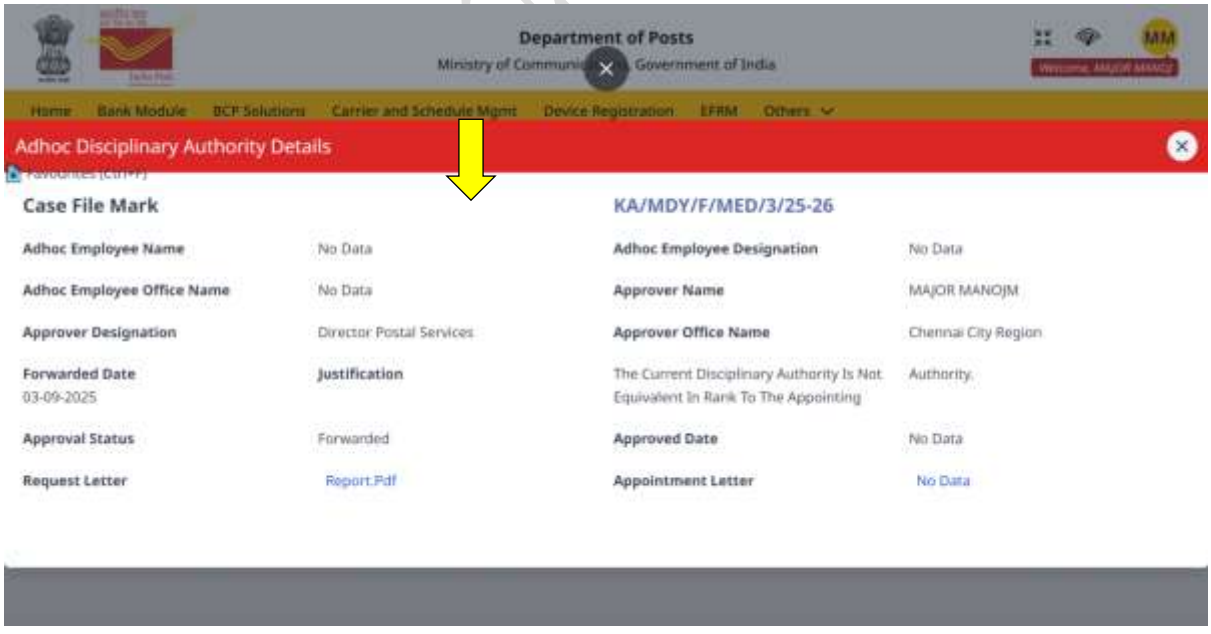
To approve the appointment of Adhoc Authority the supervisor needs to click on 'Disciplinary Proceeding' card.



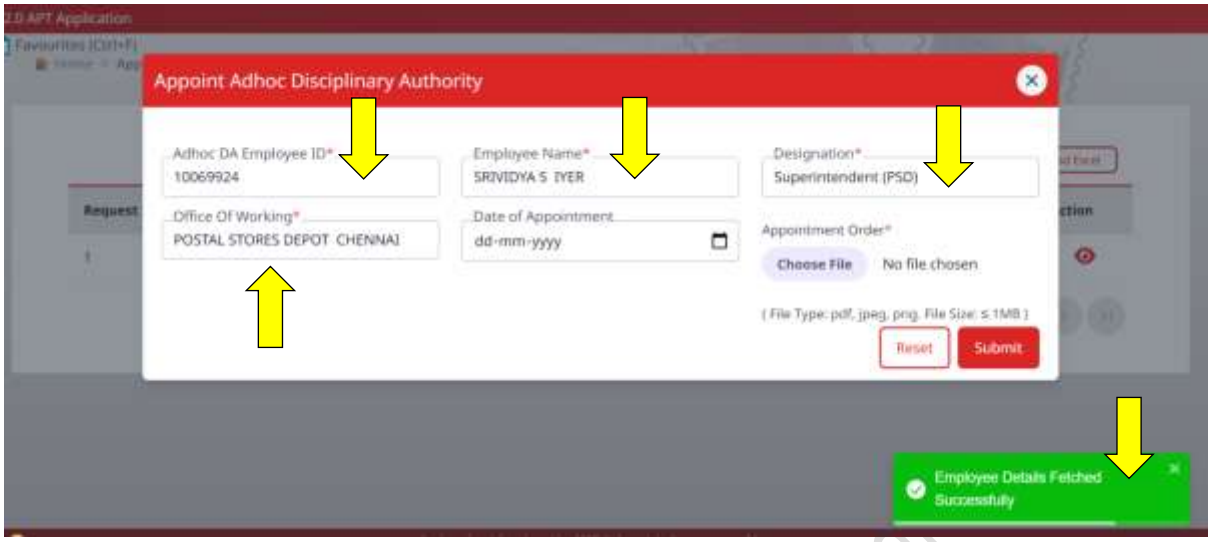
Under **Disciplinary proceeding** panel, click on **'Appoint Adhoc Disciplinary Authority'** option



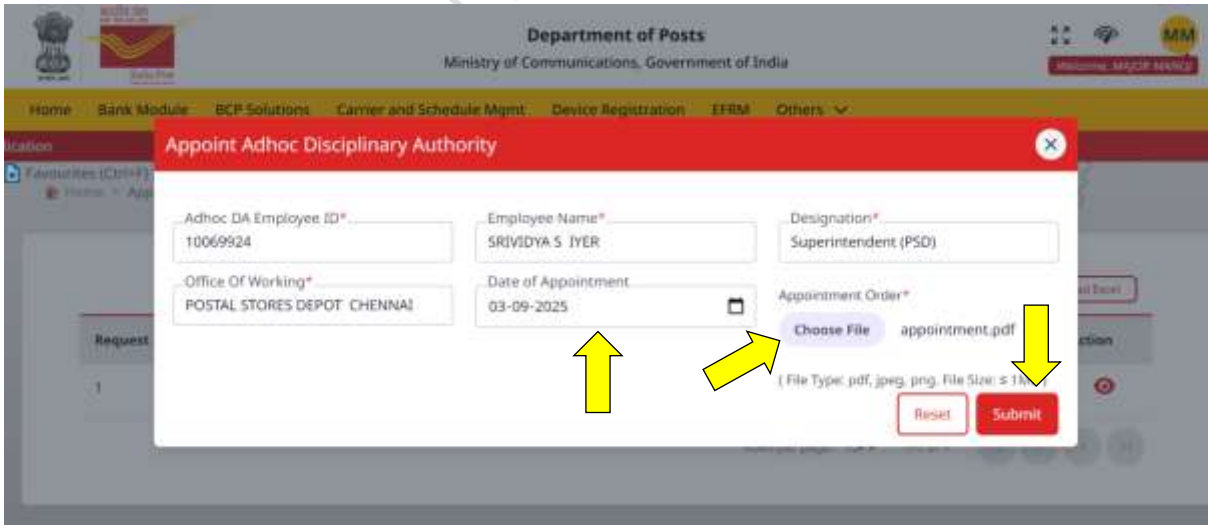
Once the page is accessed, the request for appointment of Adhoc Disciplinary Authority will be available for scrutiny and approval. A pop-up message "**Data Fetched Successfully"** will also be displayed. The Supervisor can view the request by clicking the **Eye** icon and can edit the request by clicking the **Pencil** icon available under the **Action** header.



Immediately after clicking the **Eye** icon, the relevant data for the selected Case File Mark will be displayed.



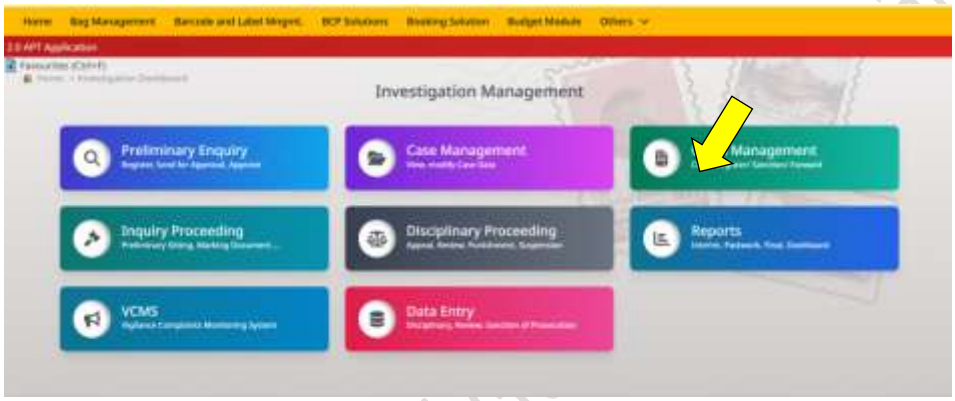
To approve the appointment of Adhoc Disciplinary Authority, the Supervisor must click on the **Edit** icon. The relevant page will then be displayed for the Supervisor. On this page, the Supervisor must enter the **Adhoc Disciplinary Authority Employee ID**. Based on the entered Employee ID, the **Employee Name**, **Designation**, and **Office of Working** will be automatically populated in the respective fields, and a pop-up message stating "Employee details fetched successfully" will be displayed.



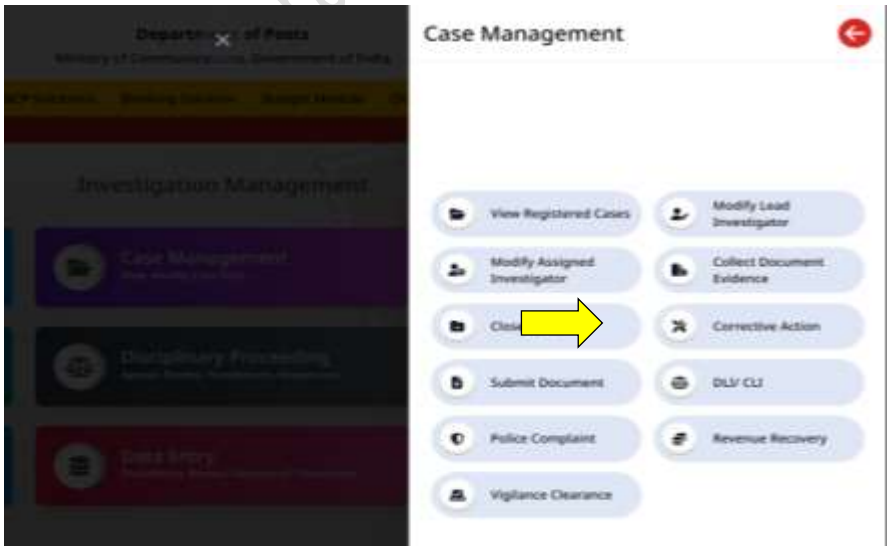
The Supervisor must enter the **Date of Appointment** and upload the **Appointment Order** using the **Choose File** option. Finally, the Supervisor must click the **Submit** button to complete the process.

Immediately after clicking the **Submit** button, a pop-up message stating "Adhoc Disciplinary Appointed Successfully" will be displayed on the screen.

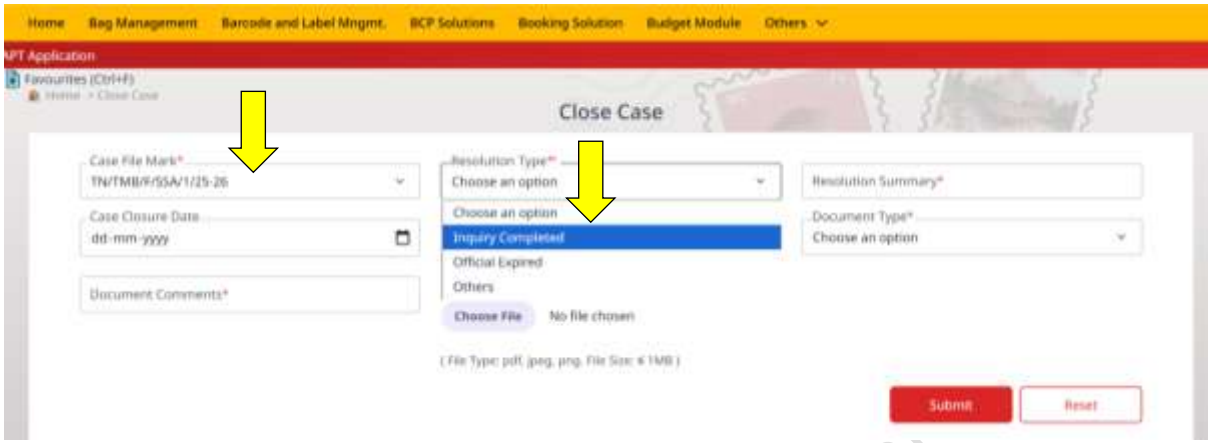
12.5.22 Close Case



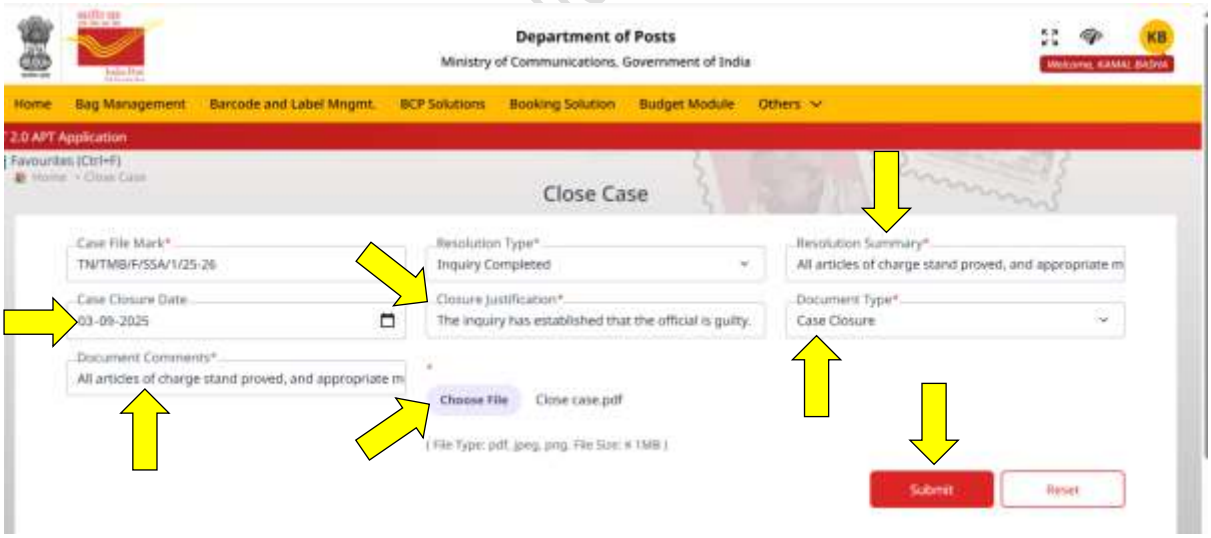
To update the disciplinary case status to **Closed**, the competent authority shall click on **Case Management** sub card available under the **Investigation Management**.



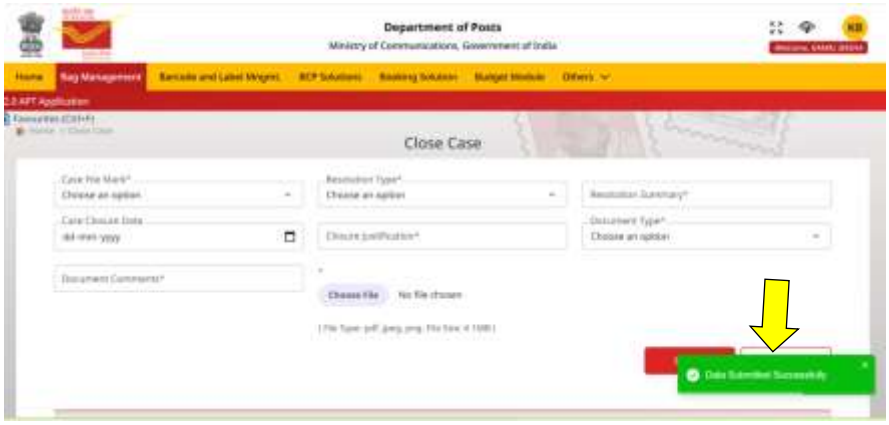
Under the **Case Management** panel, the competent authority shall click on the **Close Case** option.



In the **Close Case** screen, the authority needs to select the required **Case File Mark** from the drop-down list, which is to be closed. The authority then needs to select the **Resolution Type** from the drop-down list by choosing one of the available options, such as **Inquiry Completed**, **Official Expired**, or **Others**.



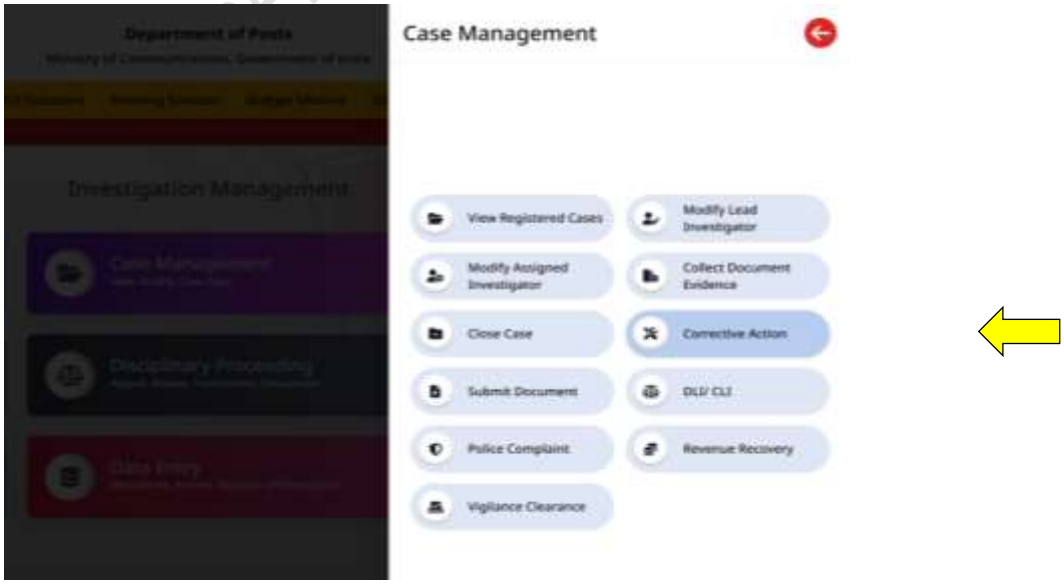
The **Resolution Summary** must be entered in the respective field. The **Case Closure Date**, **Closure Justification**, and **Document Type** must be selected from the drop-down lists, and any **Document Comments** must be entered in the relevant fields. The **Close Case Document** must also be uploaded. Finally, the authority needs to click the **Submit** button to complete the process.



Immediately after clicking the **Submit** button, a pop-up message stating "**Data Submitted Successfully**" will be displayed.

12.5.23 Corrective Action

To mark the Corrective Action on particular case the competent authority shall click on **Case Management** sub card available under the **Investigation Management**.



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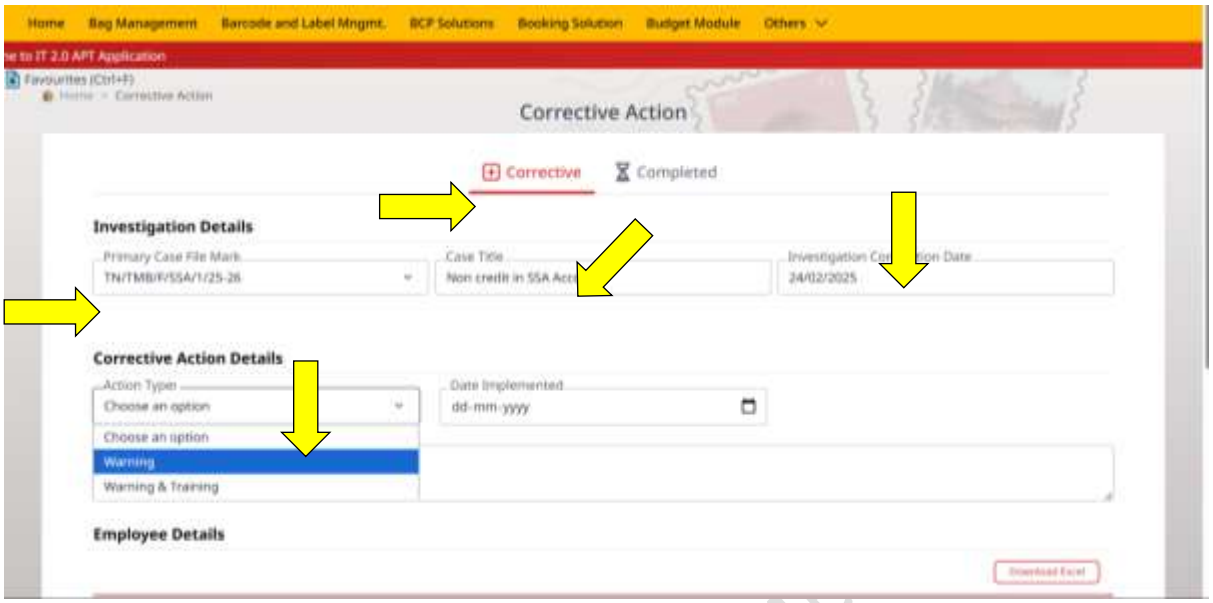
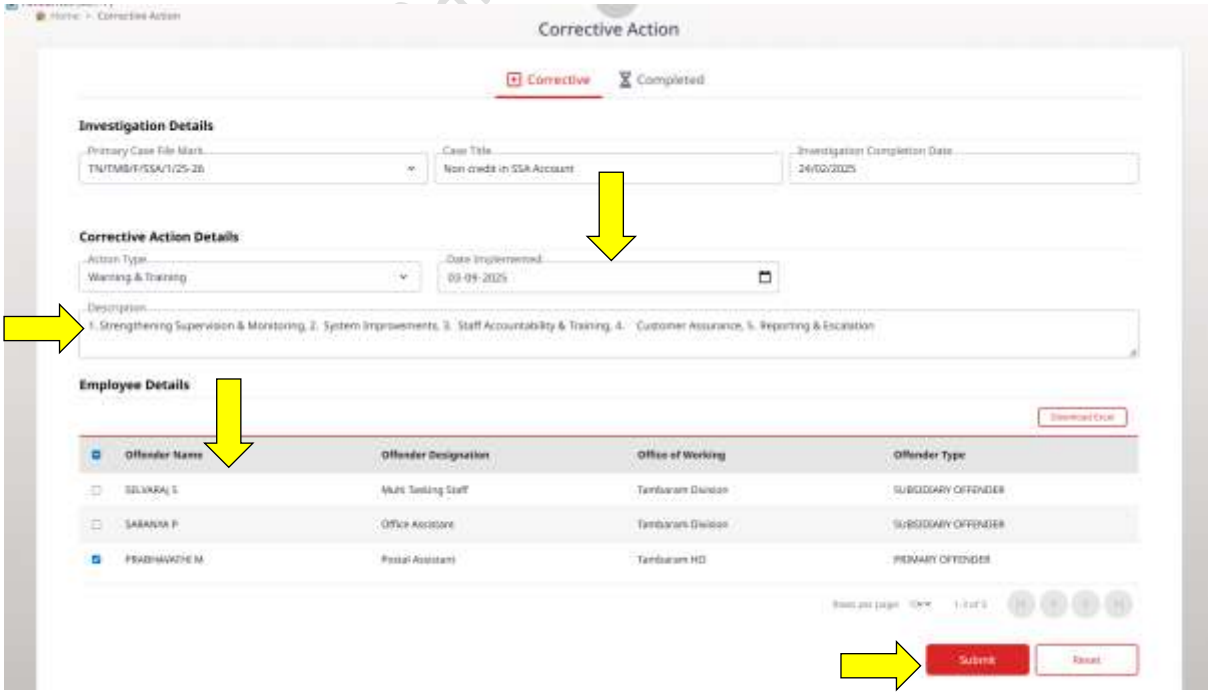
In the **Case Management** screen, the authority needs to click on the **Corrective Action** option.



In the **Corrective Action** screen, the competent authority needs to select the **Case File Mark** from the drop-down list. Based on the selected Case File Mark, the **Case Title** will be displayed. The authority then needs to enter the **Investigation Completion Date** and select the **Corrective Action Details** under header **Action Type** from the available drop-down options, such as **Warning**, **Warning & Training**, etc.



After updating the **Action Type**, the competent authority shall enter the **Date of Implementation** and provide the **Corrective Action Description** in the relevant fields. Simultaneously, the authority must select the employee(s) by clicking the check box against the name of each employee for whom the corrective action is being updated. Finally, the authority shall click the **Submit** button to complete the process.

12.5.24 Data Entry

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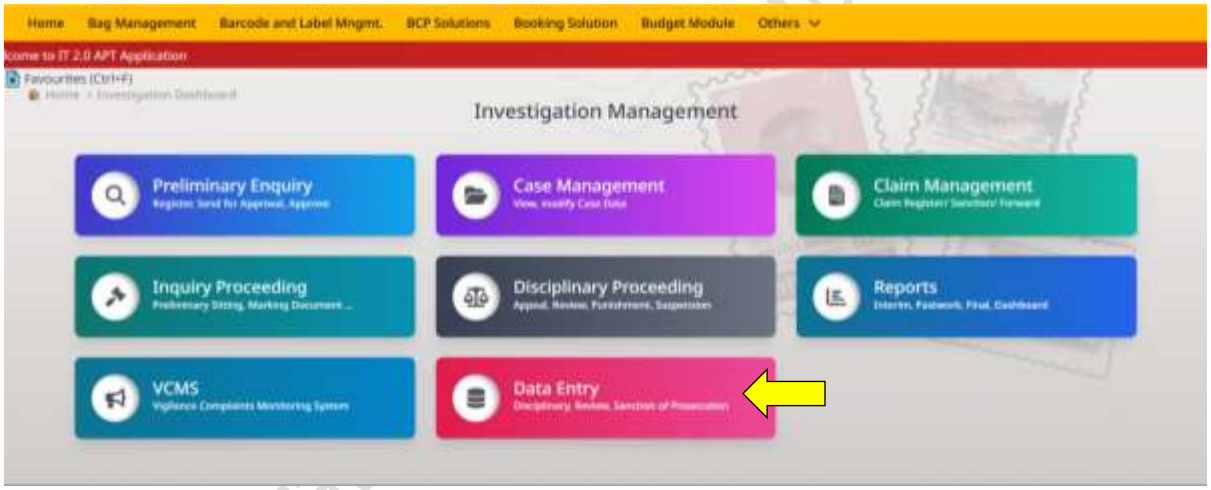
The Data Entry option in the Investigation Management Card allows users to update ongoing case information at various stages in the APT 2.0 application. Once updated, all subsequent handling of disciplinary cases will be managed within APT 2.0.



To update an ongoing cases in APT 2.0, the concerned user needs to click on the '**Data Entry'** card in the Investigation Management screen.

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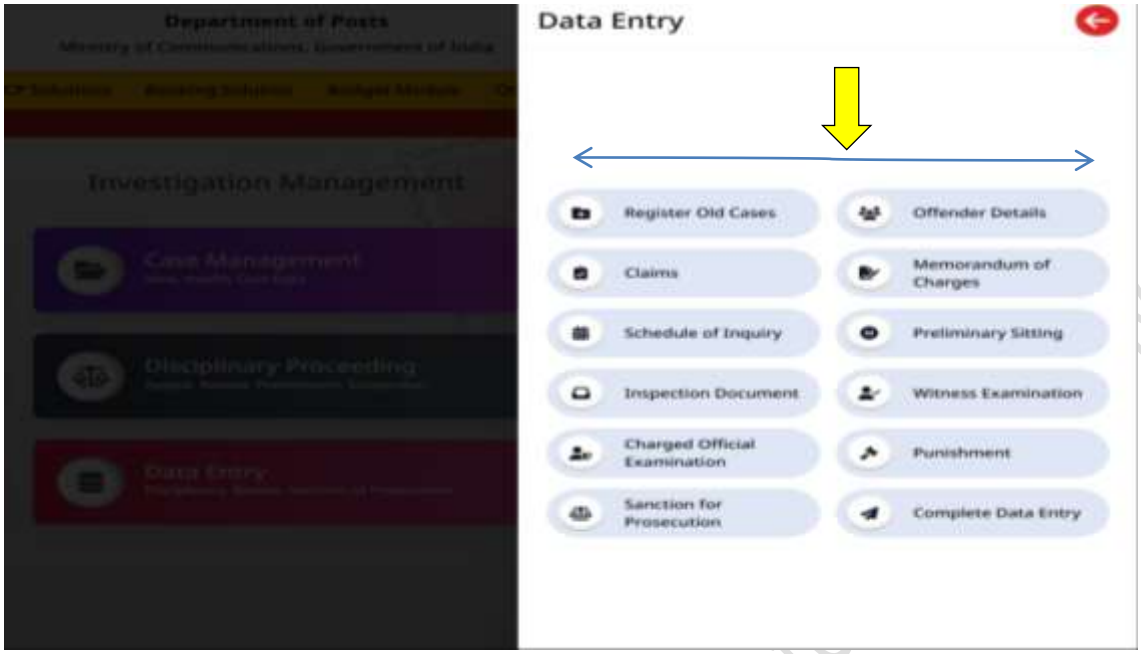

After clicking the **Data Entry** card, the following options will appear on the side panel:

1. Register Old Cases
2. Offender Details
3. Claims
4. Memorandum of Charges
5. Schedule of Inquiry
6. Preliminary Sitting
7. Inspection Document
8. Witness Examination
9. Charged Official Examination
10. Punishment
11. Sanction for Prosecution
12. Complete Data Entry

The user can begin data entry for a case at any stage of the disciplinary process. Once all case information is up to date and ready to be continued on the online platform (APT 2.0), the user must click the **'Complete Data Entry'** option. After this, the case will be available in the relevant modules, such as **Preliminary Inquiry, Case Management, Inquiry Proceedings, Disciplinary Proceedings, Claim Management, and Reports**.

CEPT Operational Guide - for Int

13 Leave Management System

Efficient leave management in government offices ensures fairness and transparency, boosts employee morale, and supports work-life balance. It reduces stress, maintains smooth workflow, and contributes to both personal well-being and organizational growth. APT 2.0 provides a Leave Management System to support these aims in the department.

This document explains the Leave Management System applicable to Administrative Offices only. Individual employee leave-related processes and activities initiated by operational units are handled through the Employee Self Service (ESS) module. The workflows and procedures related to ESS can be found in the respective ESS Operational Guide. This document focuses only on the processes related to approvals, reports, and procedures available at the administrative office level.

The following processes are available in the Administrative Offices Leave Management System:

1. Approve Leave
2. Leave Arrangement
3. Employee Leave Report
4. Absentee Statement

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5. Leave for Subordinates
6. Bulk Leave for Subordinates
7. Suo Moto Cancel Leave
8. Leave Credit Report
9. Fitness Certificate – Upload Status
10. View Substitute Report
11. Leave Mapping
12. Leave Balance Bulk Update
13. View Staff on Leave

Note:1.The following kind of leave must be **enabled by the DDO** of the respective head. Otherwise, these leaves cannot be applied by the concerned eligible employee.

Sl No	Male	Female
1	Paternity Leave	Maternity Leave
2	PL-Child Adoption	Miscarriage/Abortion
3	Special Disability Leave	Special Disability Leave
4	-	ML-Child Adoption

The following **roles** must be assigned to the respective users to enable them to update the **leave balances** of the above-mentioned leave categories

Module	Role
Leave Management System	H O Accountant(Leave balance updated) HO Accountant
Leave Management System	H O Postmaster(leave balance approve) HO Postmaster

Note: 2.The 'Tour' and 'Training' options are temporarily available under the Approve Leave card in LMS for arrangement approvals only. These two leave types will be shifted to other modules in the future

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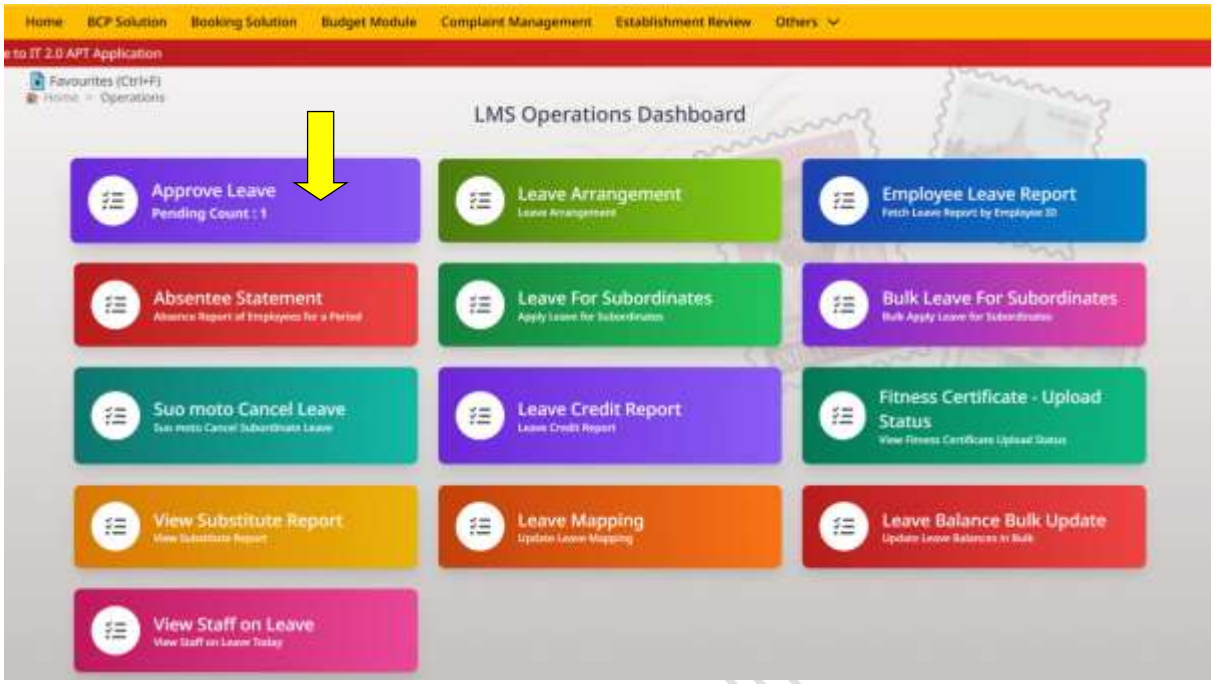
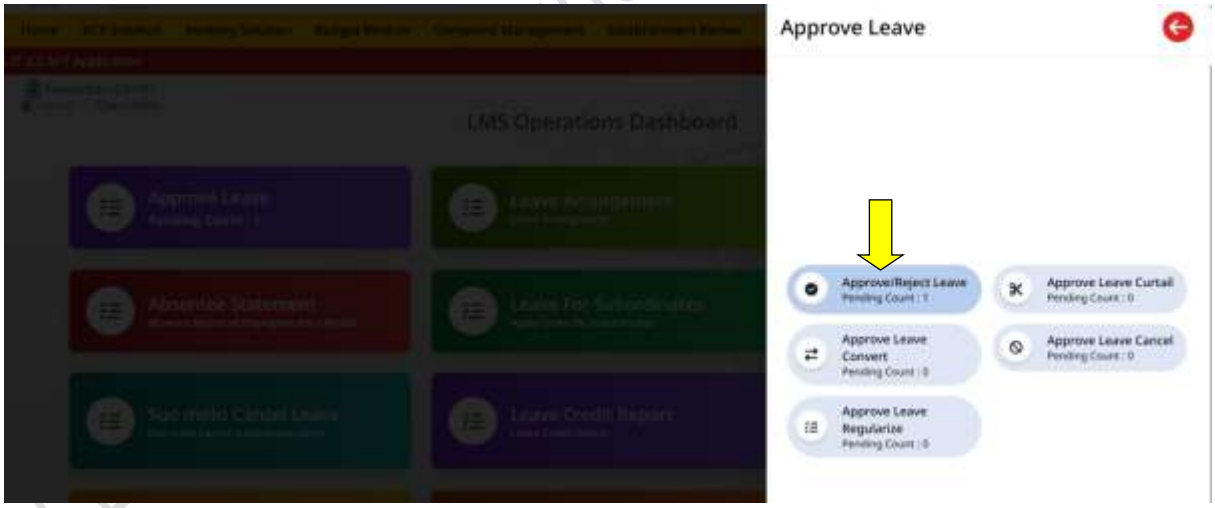
13.1 Approve Leave



After clicking on Leave Management System card, LMS Operations Dashboard will be opened as shown above. Click on Approve Leave card.



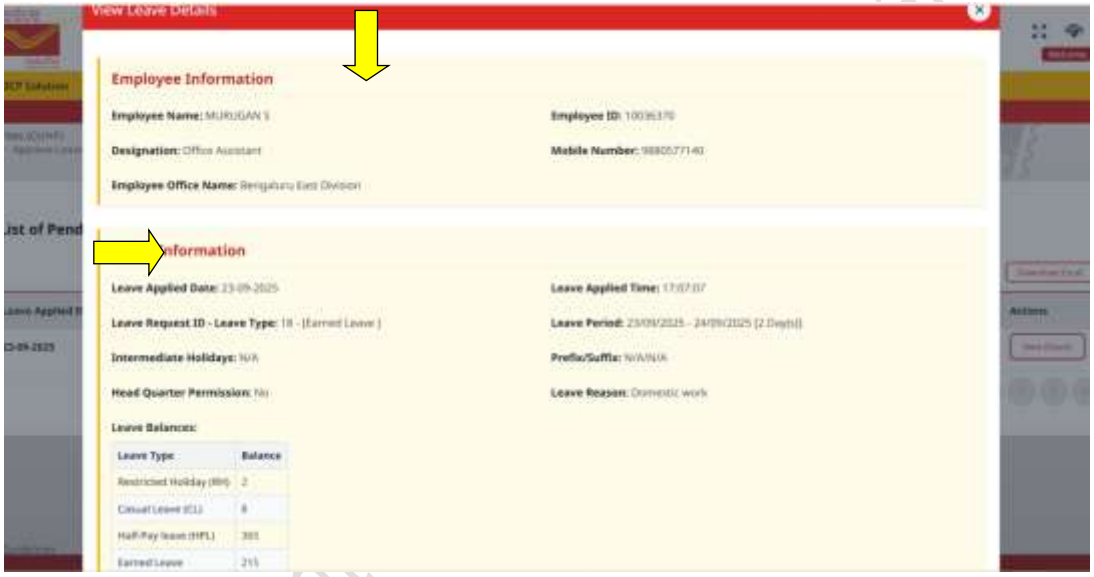
On Clicking on Approve Leave card following Options displayed

- Approve/Reject Leave
- Approve Leave Curtail
- Approve Leave Convert
- Approve Leave Cancel
- Approve Leave Regularize

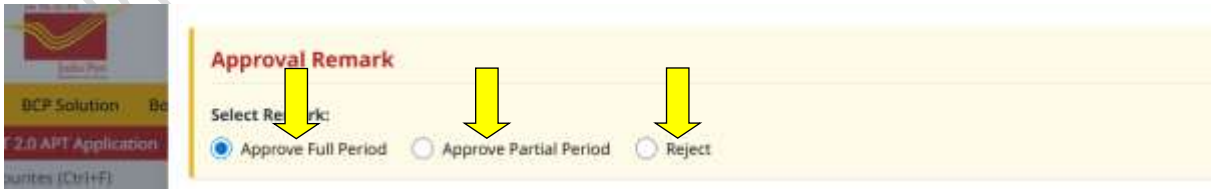
A. Approve/Reject Leave

After clicking on **Approve/Reject Leave**, the list of pending leave requests will be displayed as shown below.

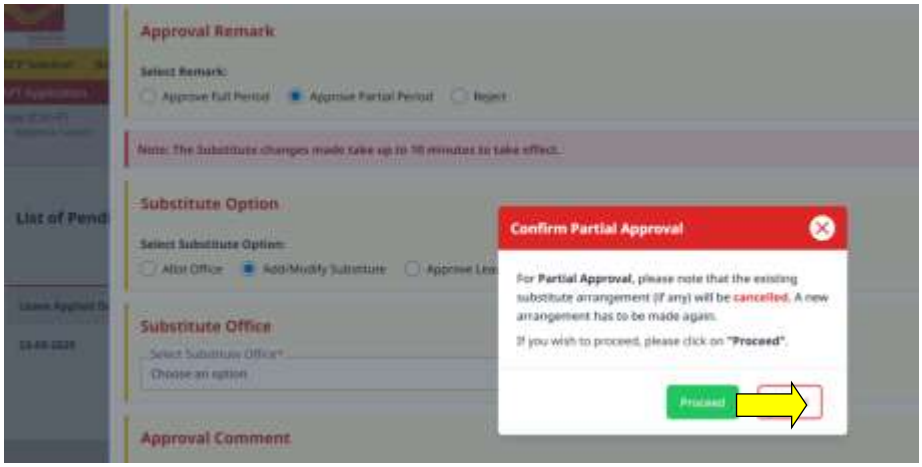
Click on **View Details** button available under '**Action**' header.



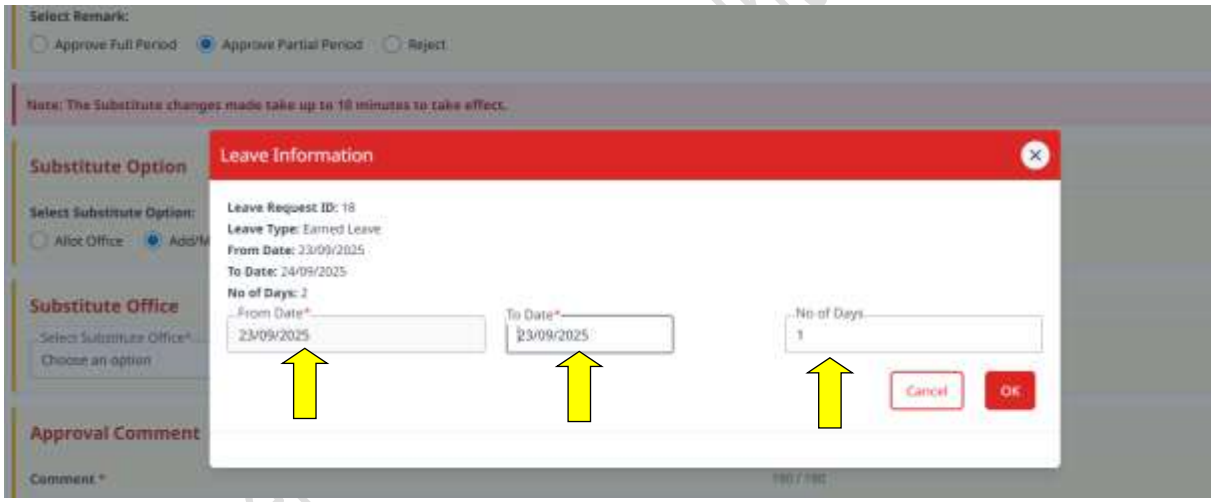
On clicking the **View Details** button, the user will be able to see the **employee details, leave request details, leave applied date and time, leave type, leave period, intermediate holidays, headquarter permission, leave reason, and leave balances**.



In the Approval Remark header, three options with radio buttons are provided: **Approve Full Period, Approve Partial Period,** and **Reject**. To approve the leave, click on the Approve radio button and proceed further.



If the approver clicks on '**Approve Partial Period'**, a pop-up message will be displayed: "**For Partial Approval, please note that the existing substitute arrangement (if any) will be cancelled. A new arrangement has to be made again. If you wish to proceed, please click on Proceed**".



After clicking on the Proceed button, the Leave Information window will appear. The approver must enter the **From Date, To Date**, and the **number of days** for which the leave is approved partially, and then click on the **OK** button.

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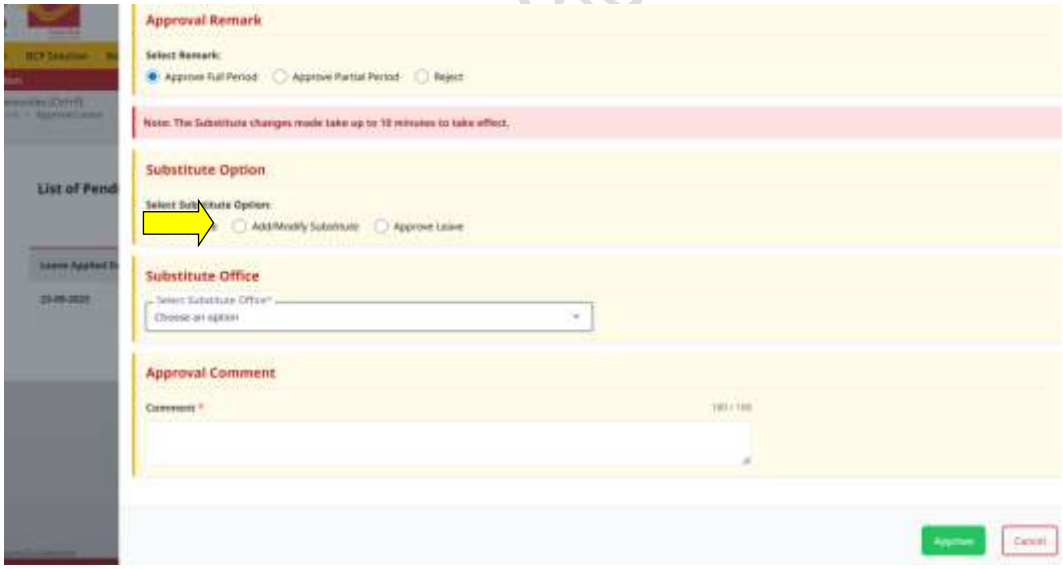
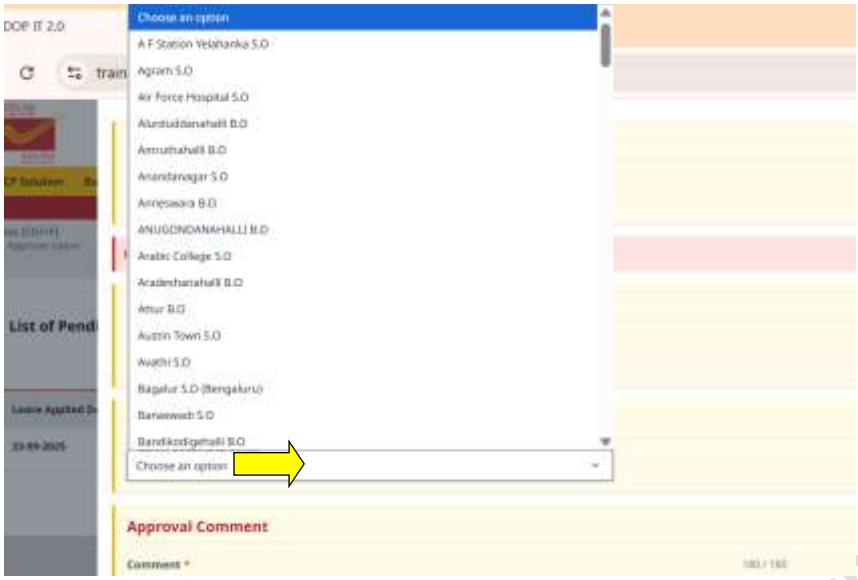
If the approver wants to reject the leave request, they must click on the **Reject** radio button, enter the approver's comments in the **Comment** field, and finally click on the Reject button to complete the process.

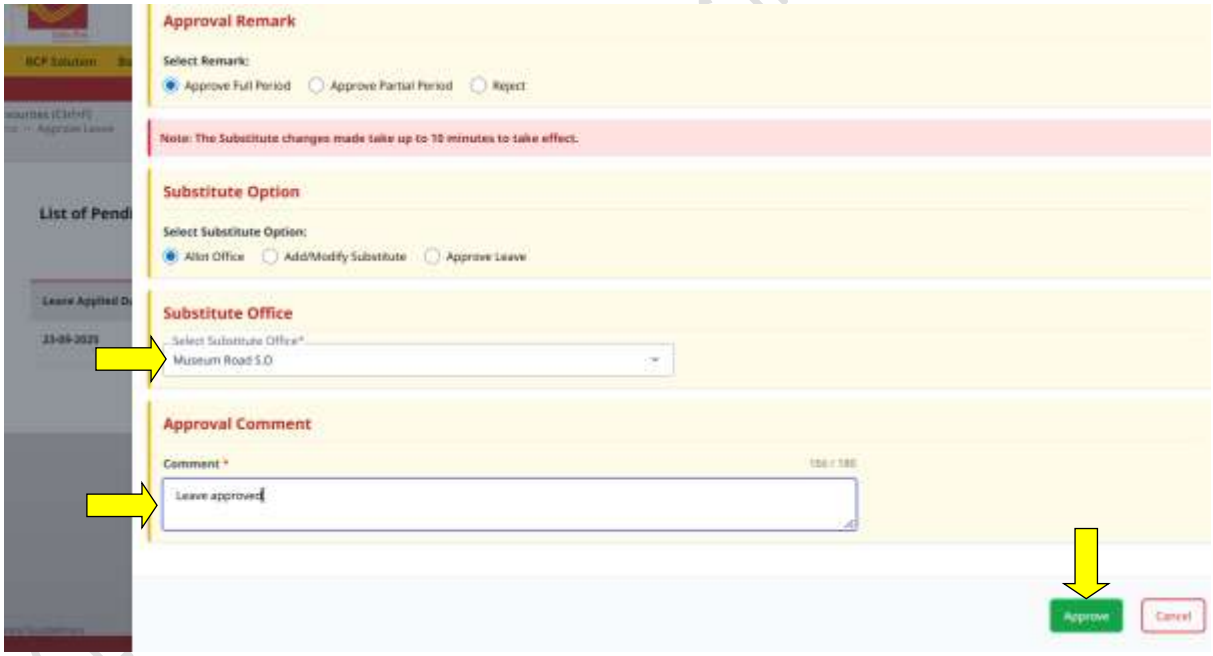
On clicking the Reject button, the message "**Leave Rejected Successfully**" will be displayed.



If the approver approves the leave by selecting '**Approve Full Period**' under the **'Approval Remarks'** option, they must then choose a suitable Substitute option. Under the Substitute option, three radio buttons are available: **Allot Office, Add/Modify Substitute, and Approve Leave**. The approver should click on '**Allot Office'.**



Immediately after clicking on '**Allot Office'**, the list of offices available under the division will be displayed for selection.



After selecting the office from the drop-down list under the Substitute Office header, the approver must enter the approval comment in the Comment field and then click on the **'Approve'** button.

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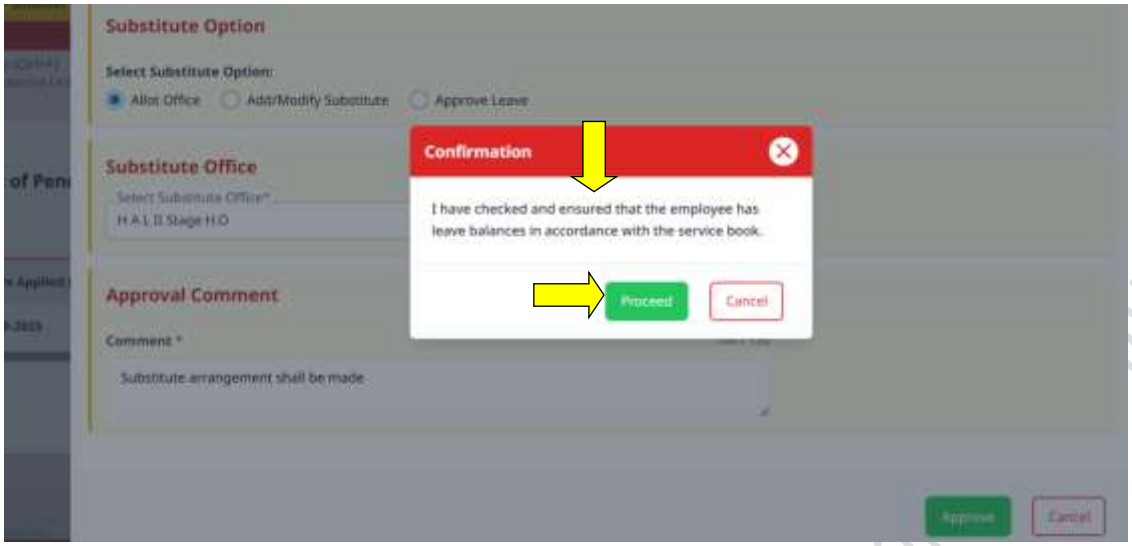
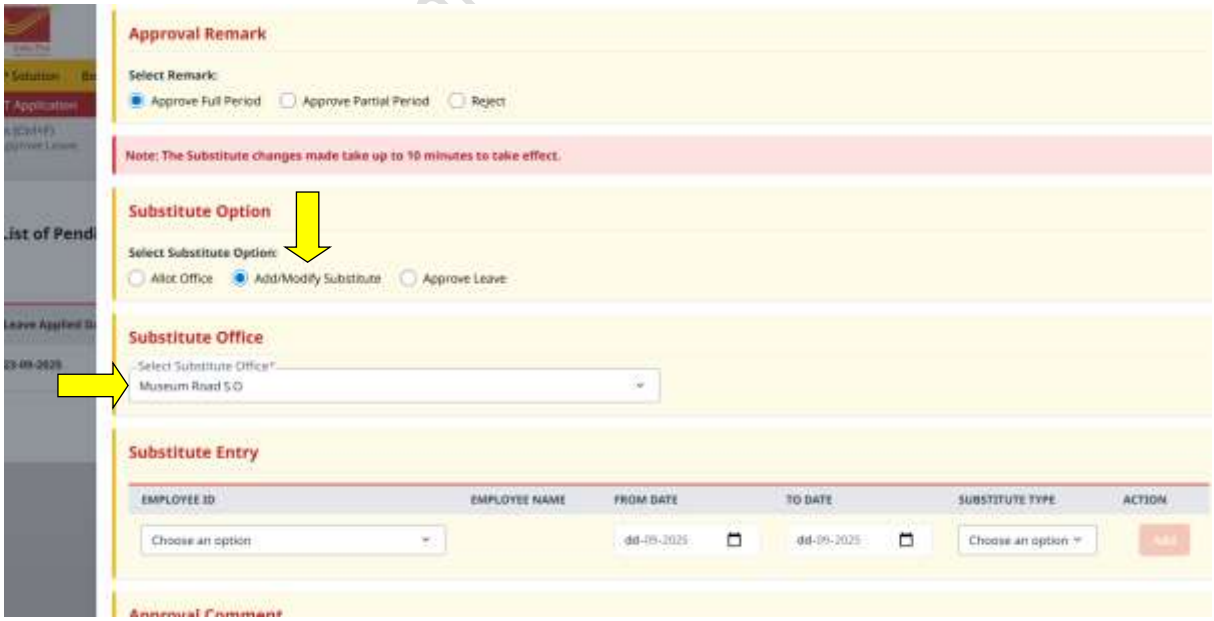
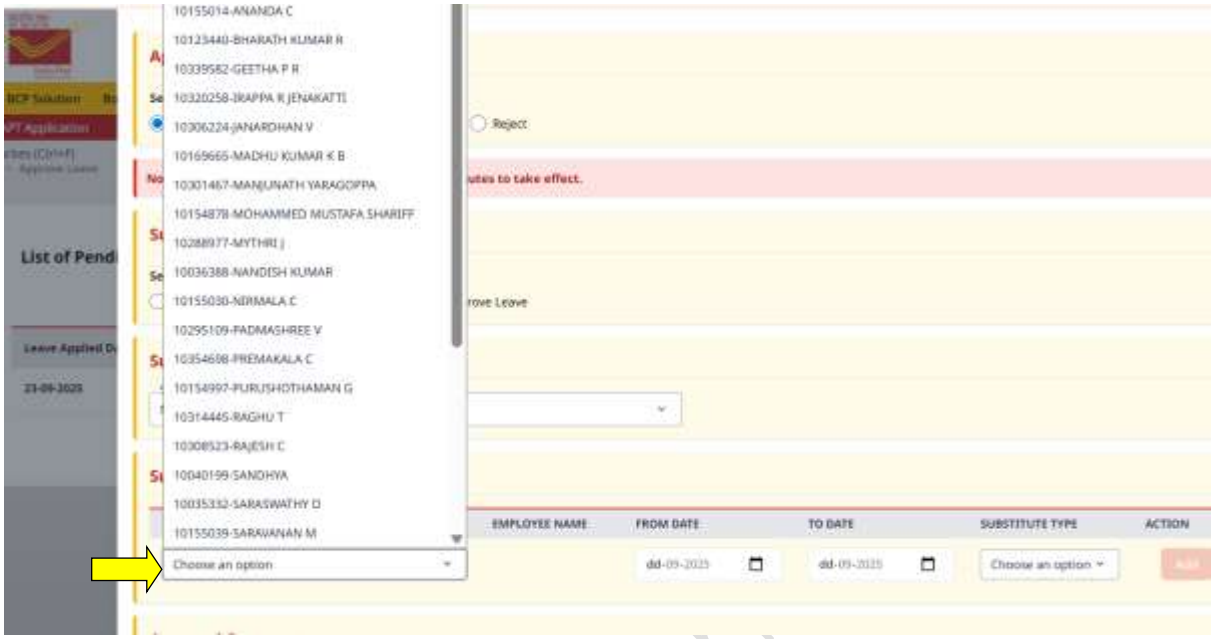


Immediately after clicking the Approve button, a confirmation message stating "**I have checked and ensured that the employee has leave balances in accordance with the service book**" will appear on the screen, along with Proceed and Cancel buttons.

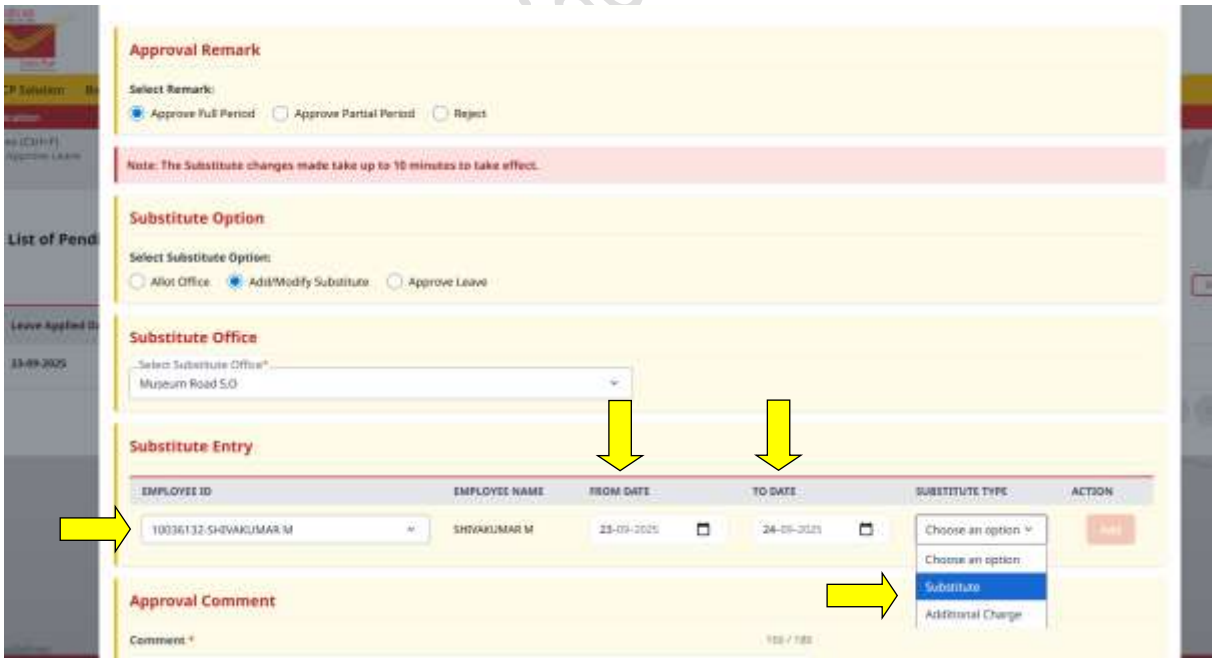
Immediately after clicking the Proceed button, a pop-up message stating "**Substitute data is empty or invalid and Leave Approved Successfully"** will appear..



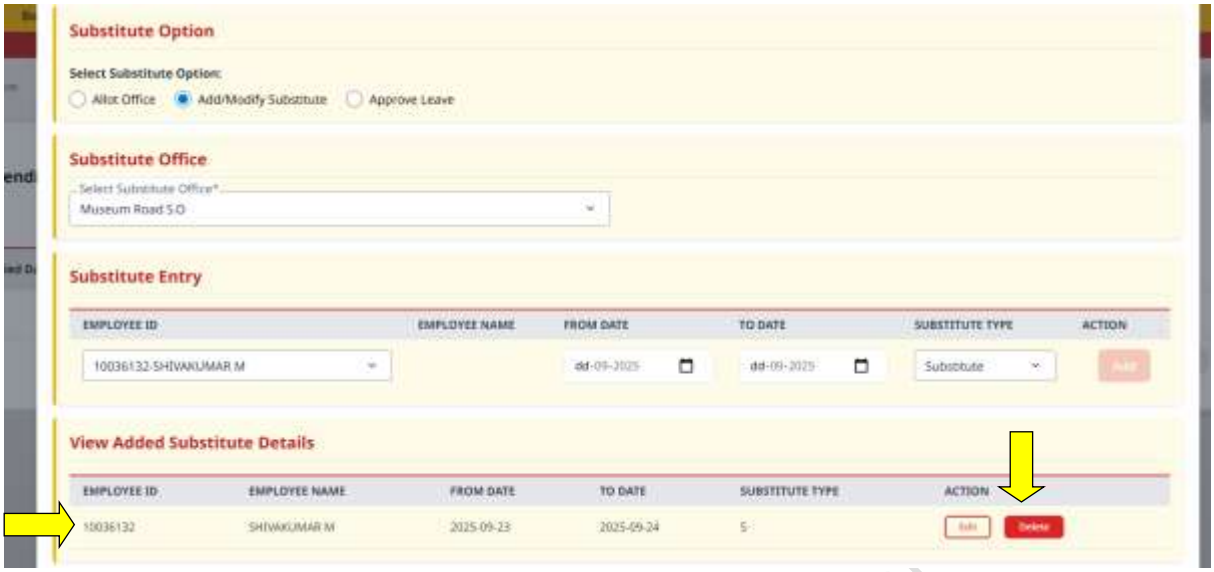
While approving leave, if the approver selects the **'Add/Modify Substitute'** radio button, they must first select the office for which the substitute arrangement is to be made, and then choose the substitute from the drop-down list.



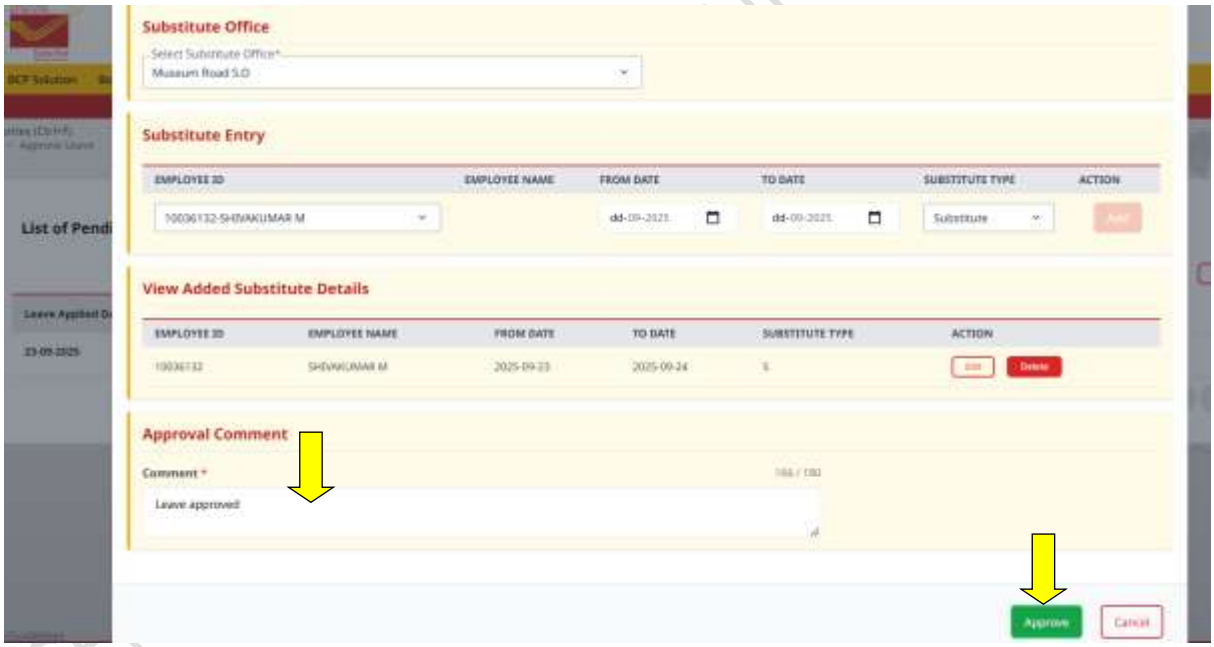
The substitute employee drop-down list will display all employee names along with their employee IDs for the approver to select.



After selecting the employee as a substitute, the approver must enter the **From Date** and **To Date,** choose the required substitute type from the drop-down list (such as **'Substitute' or 'Additional Charge'**), and then click the **Add** button.



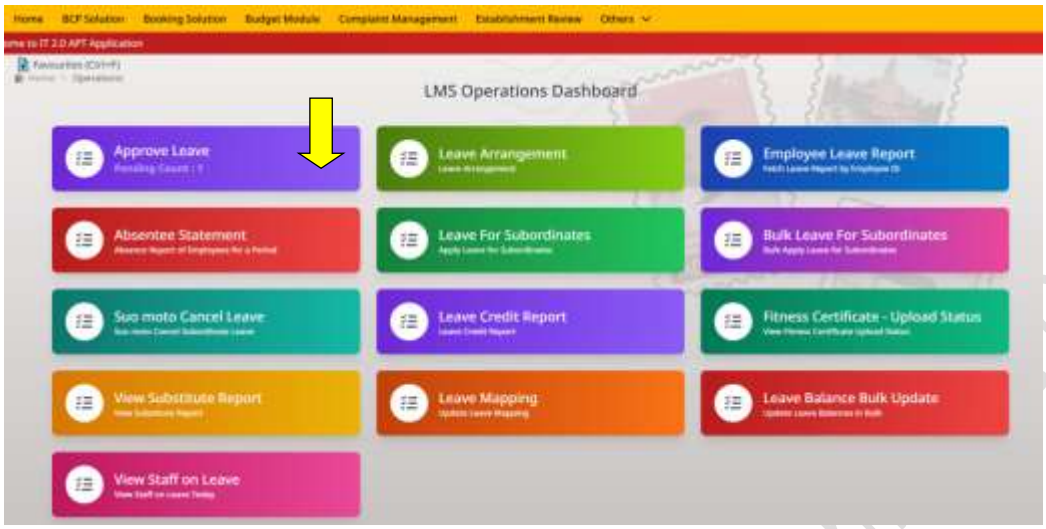
Once the **Add** button is clicked, the selected employee's data will appear below for reference. The approver can edit or delete the identified employee, if needed, using the **Edit** and **Delete** buttons available under the **Action** header.



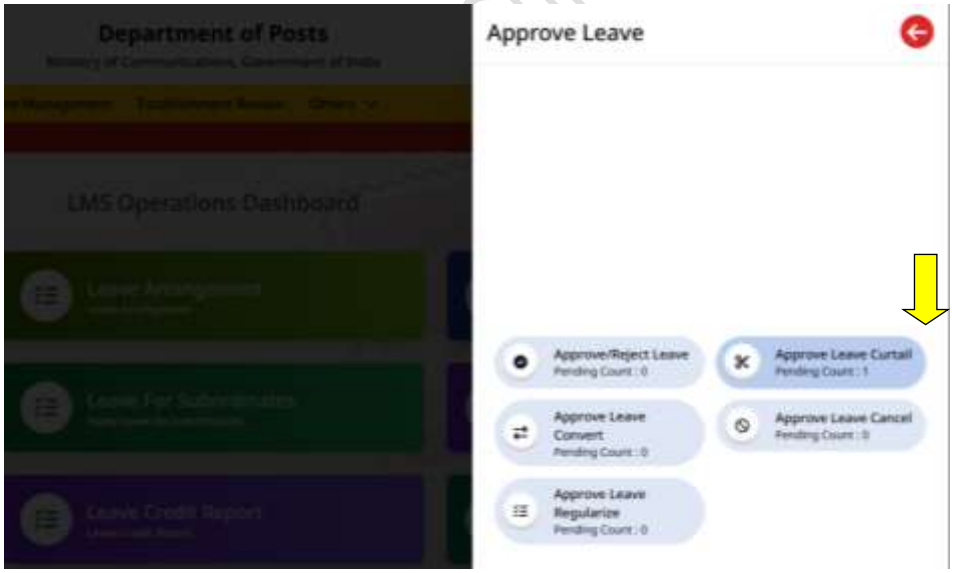
Once the substitute has been selected, the approver must provide an approval comment and then click on the **'Approve'** button.

Immediately after clicking the '**Approve' button**, a pop-up message stating **"Leave Approved Successfully"** will appear on the screen.

B. Approve Leave Curtail

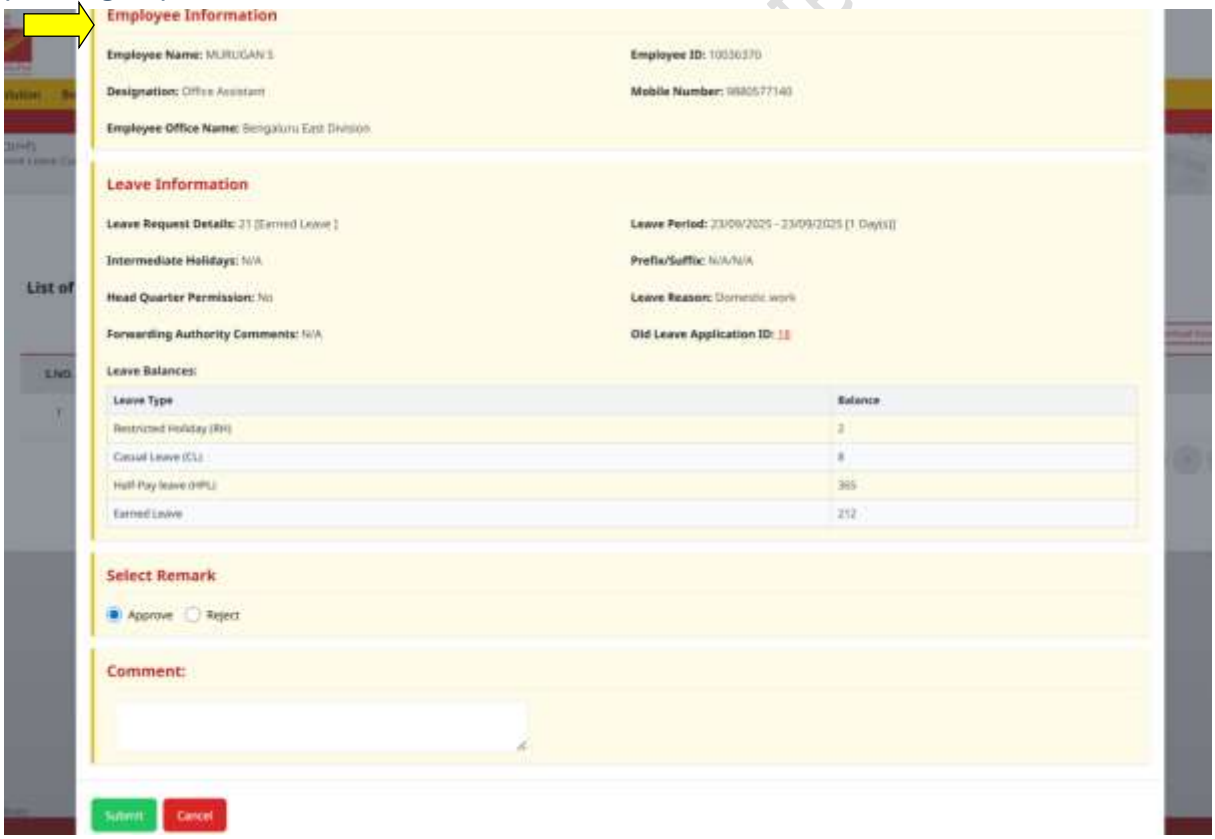


To access the "Approve Leave Curtail" option, the approver must click on the Approve Leave sub-card in the LMS Dashboard.



Click on the "Approve Leave Curtail" option available under the "Approve Leave" sub-card.

After clicking on the "Approve Leave Curtail" option, a page displaying the list of pending leave curtail requests will appear. A "View Details" button is available against each request. To process a request, click on the "View Details" button of the respective pending request.



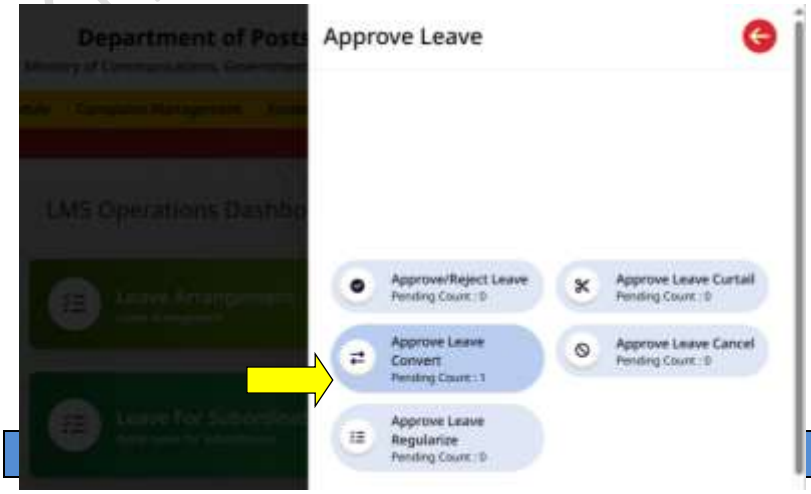
After clicking on the "View Details" button, a pop-up window will appear displaying the details of the leave request, as shown in the above screen.

Select the Remark as “Approve,” enter the comments, and then click the Submit button.

After clicking the **Submit** button, a pop-up message stating "**Leave Approved Successfully"** will be displayed.

C. Approve Leave Convert

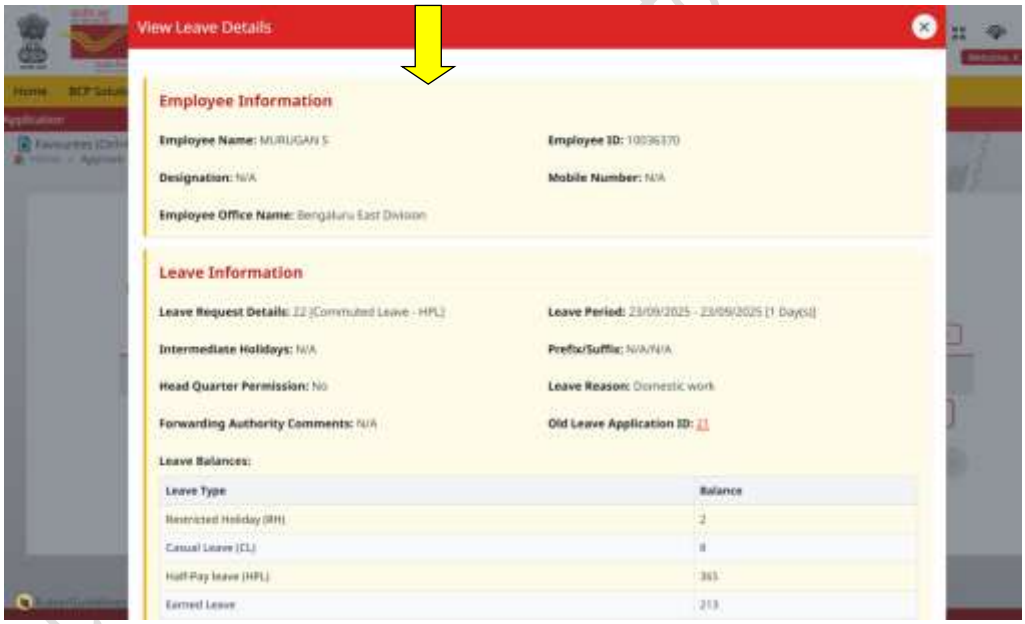
To access the “Approve Leave Convert” option, the approver must click on the Approve Leave sub-card in the LMS Dashboard.



Click on “Approve Leave Convert” option available under “Approve Leave”.

SCEPT Guide -for Internal Use Only

Using “Approve Leave Convert” option Approving authority can approve the requests pertaining to leave converted by the employees in respect of sanctioned and availed leave. Against each row data, “View Details” button is made available. To process click on “View Details” of a pending request



After clicking on “View Details” button, pop-up window showing details of leave request will appear as shown in above screen.

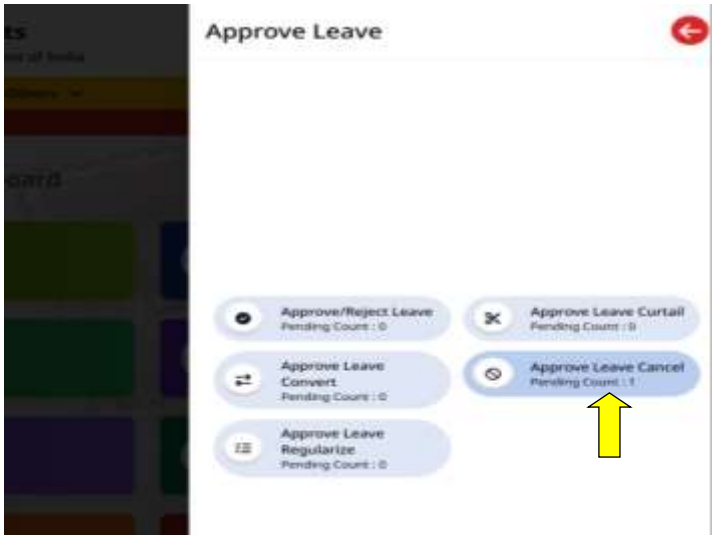
Select remarks and Approve or Reject as the case may be, enter suitable comments and click on “Submit” button.

After clicking on “Submit” button, pop-up message “Leave Approved Successfully” will be shown as above.

D. Approve Leave Cancel

To access the “Approve Leave Cancel” option, the approver must click on the Approve Leave sub-card in the LMS Dashboard.

Guide -for Internal Use Only



Click on “Approve Leave Cancel” option available under “Approve Leave” card.

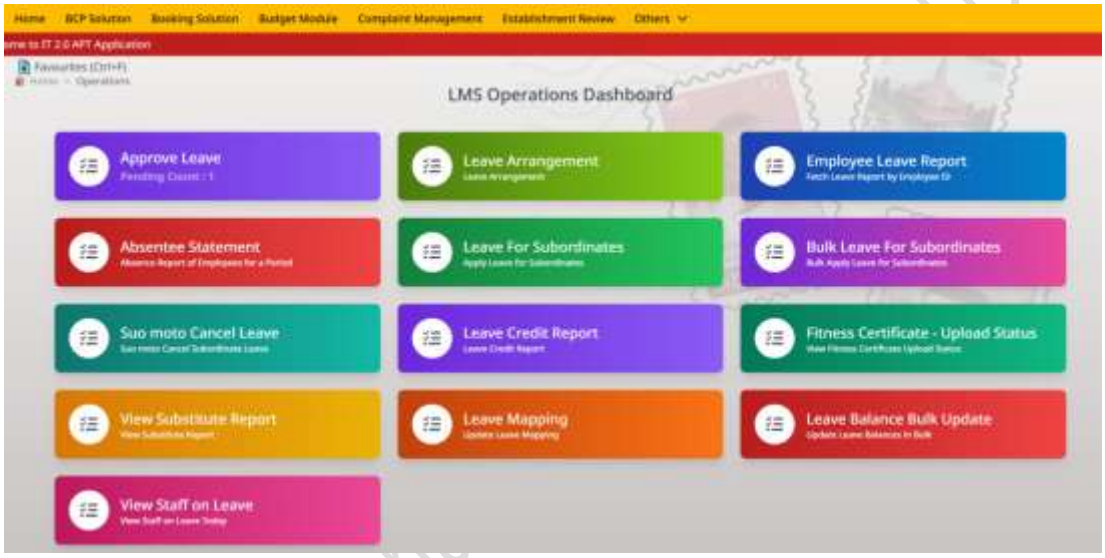
After clicking on the “Approve Leave Cancel” option, the approving authority can approve or reject requests related to leave cancellations submitted by employees after approval. A “View Details” button is available against each request. The data can also be downloaded in CSV or Excel format. To process a request, click on the “View Details” button of the respective pending request.

Internal Use Only

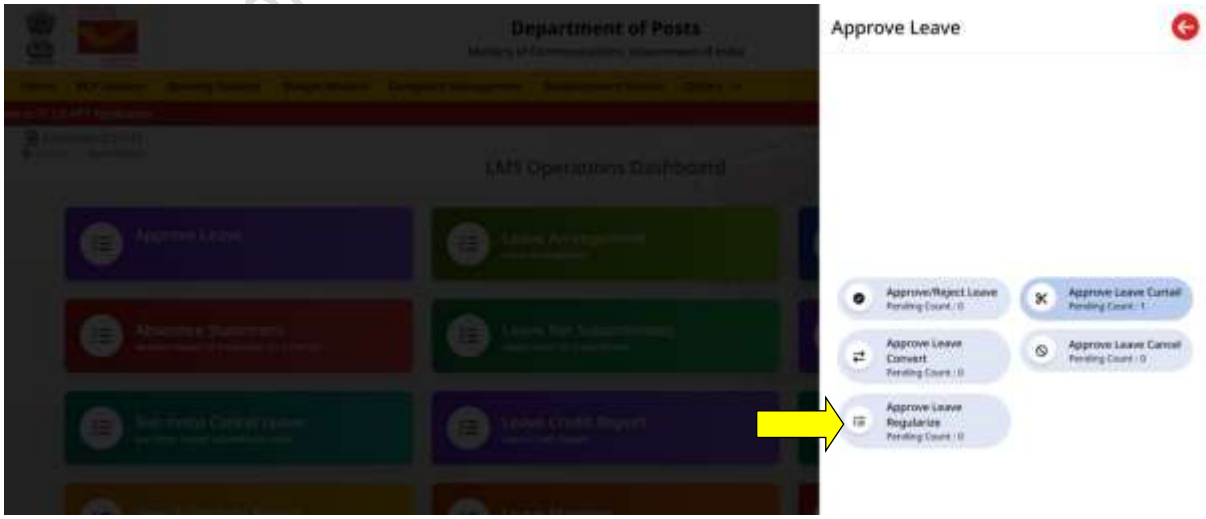
After clicking the “View Details” button, a pop-up window displaying the details of the leave request will appear, along with Approve and Reject buttons. The approver must click the ‘Approve’ button.

After clicking the “Approve” button, a pop-up message stating "Approved Leave Cancel After Approve Successfully" will appear, as shown above.

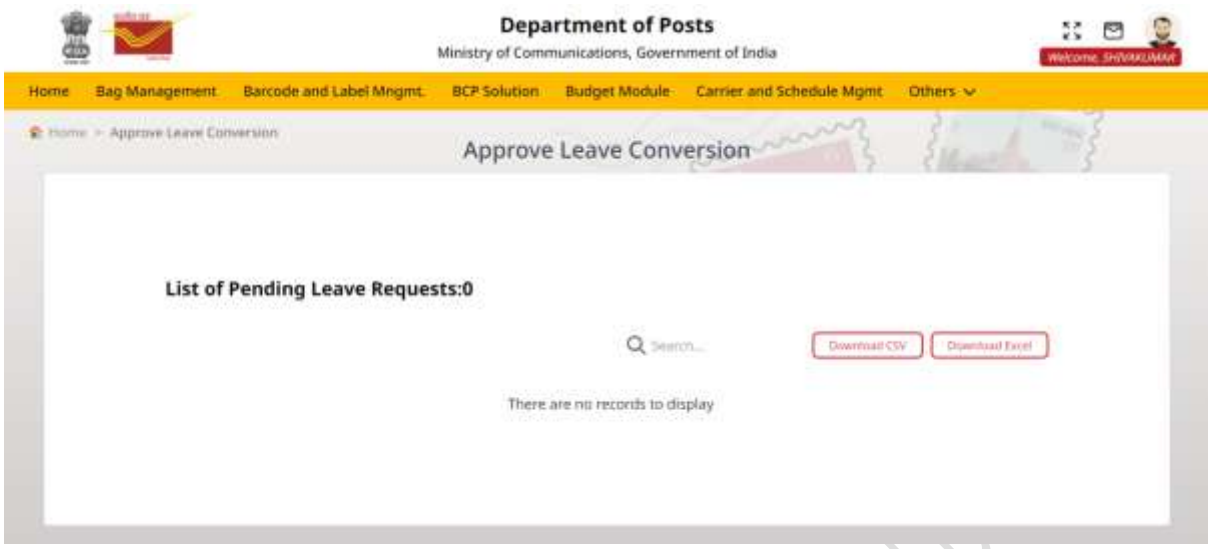
E. Approve Leave Regularize



To access the “Approve Leave Regularize” option, the approver must click on the Approve Leave sub-card in the LMS Dashboard



Click on “Approve Leave Regularize” option available under “Approve Leave” card.



After clicking on the "Approve Leave Regularize" option, pending requests for leave regularization will appear for processing. Select the leave request and approve it for leave regularization.

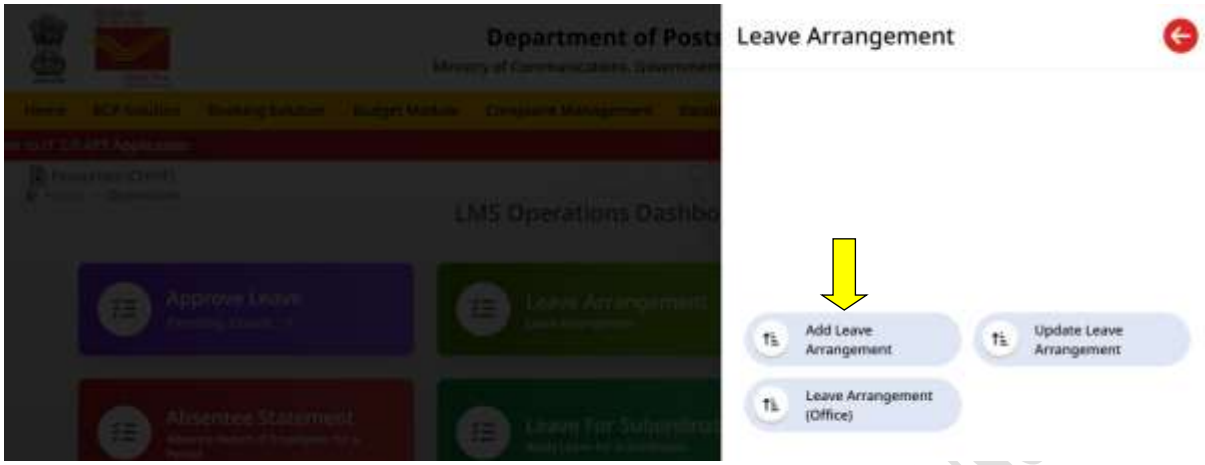
If no requests are pending, the page will display the message: "There are no records to display."

13.2 Leave Arrangement

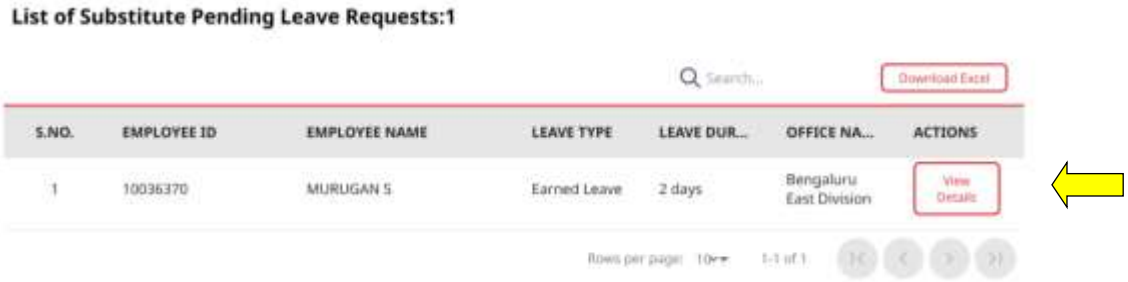
Click on the Leave Arrangement sub-card to access the options: '**Add Leave Arrangement,' 'Update Leave Arrangement,'** and **'Leave Arrangement (Office)**.'

The approver needs to click on the 'Leave Arrangement' card available under the LMS Operations Dashboard.

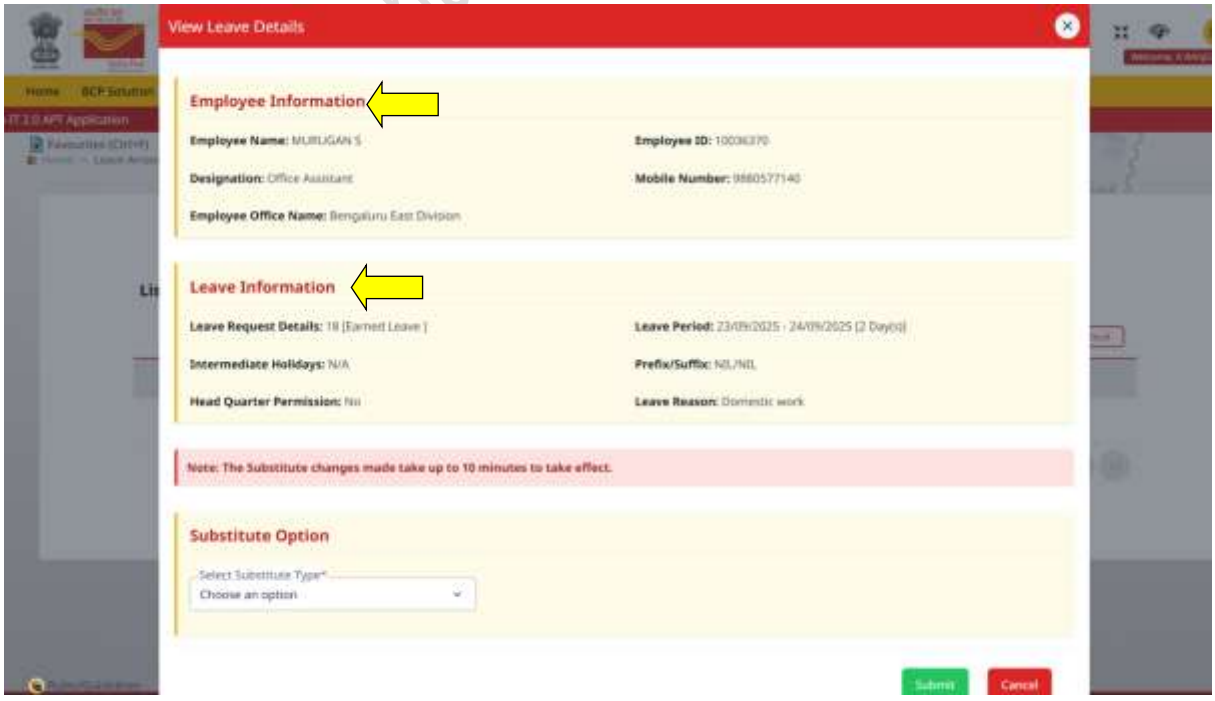
A. Add Leave Arrangement



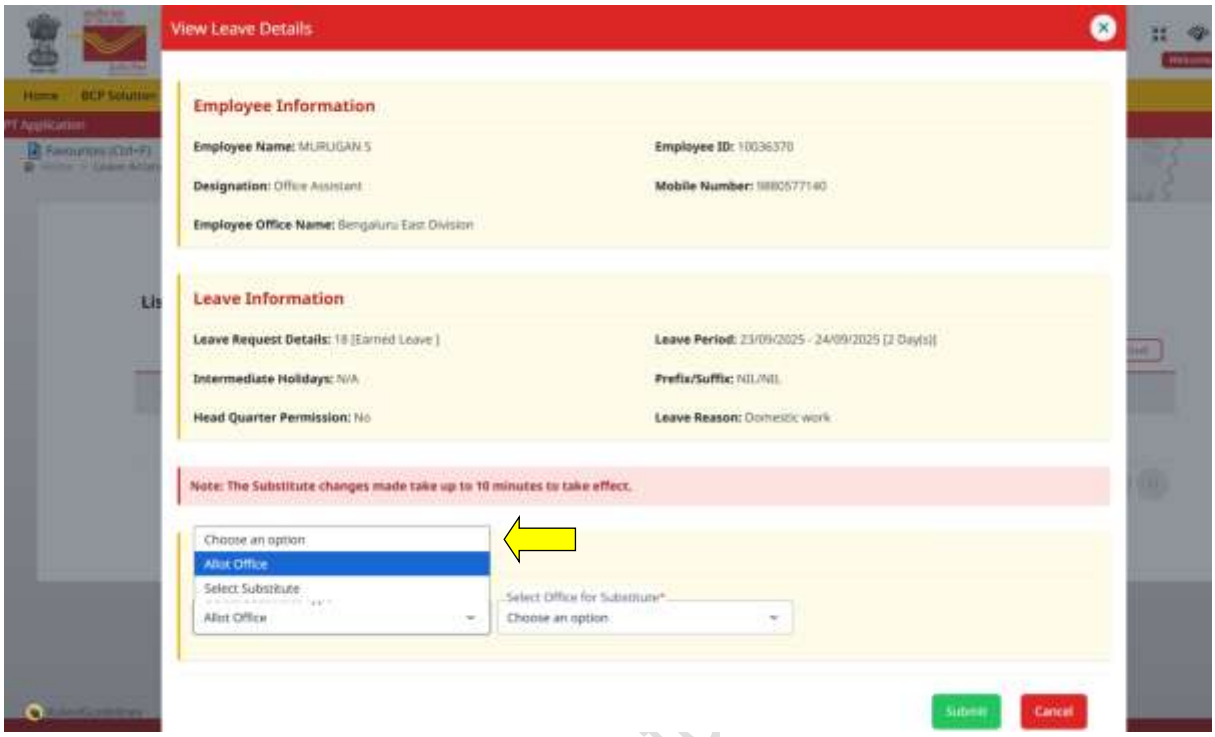
Under the Leave Arrangement card, the approver needs to select the '**Add Leave Arrangement**' option.



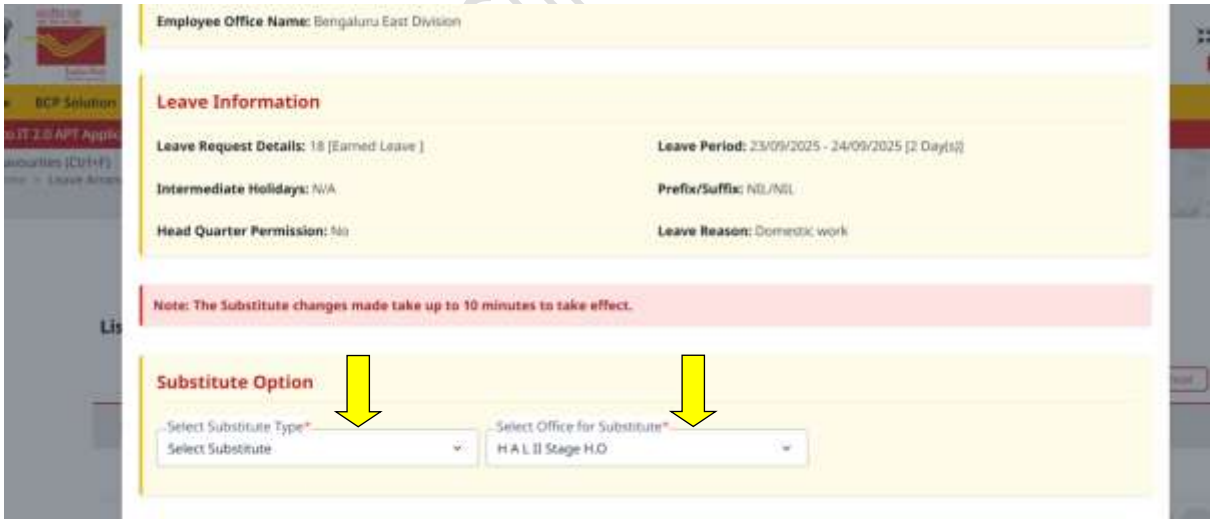
After clicking on the '**Add Leave Arrangement'** option, the screen will display a list of substitute pending leave requests. The user must then click on the '**View Details'** option available under the Action header.



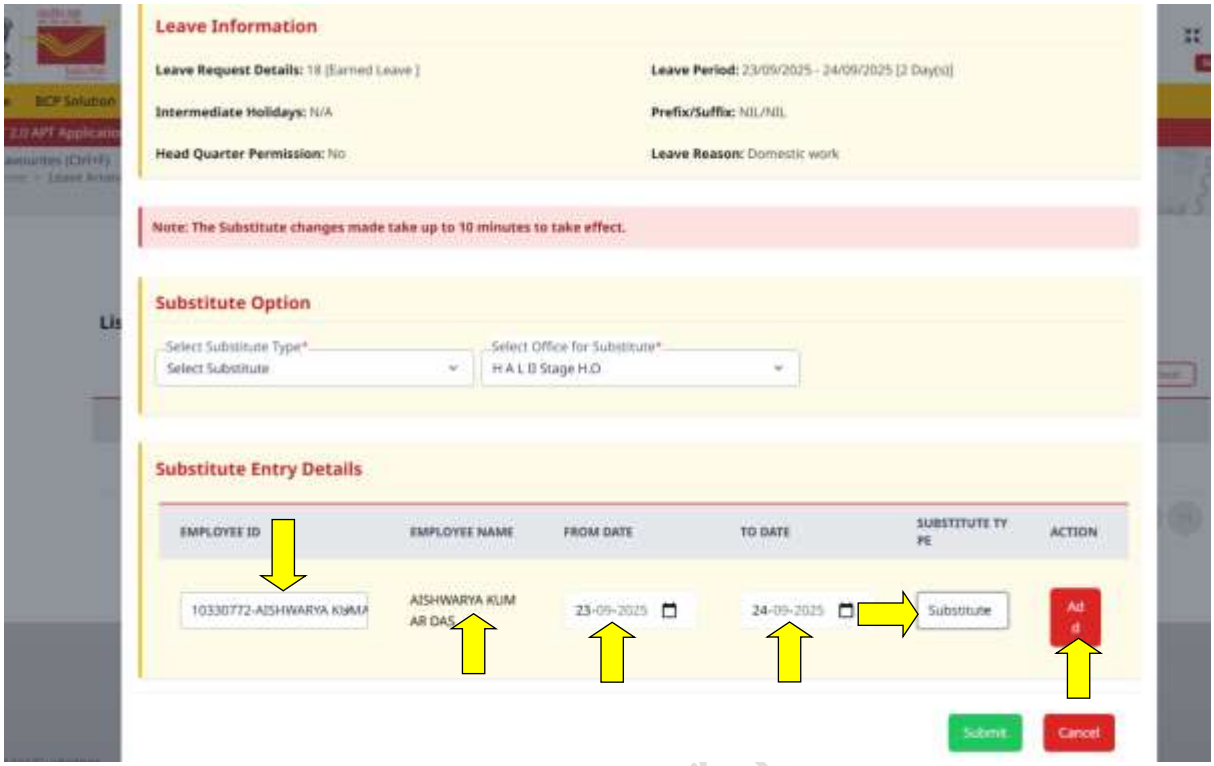
The View Details screen displays the employee information and leave information, along with the Substitute option.



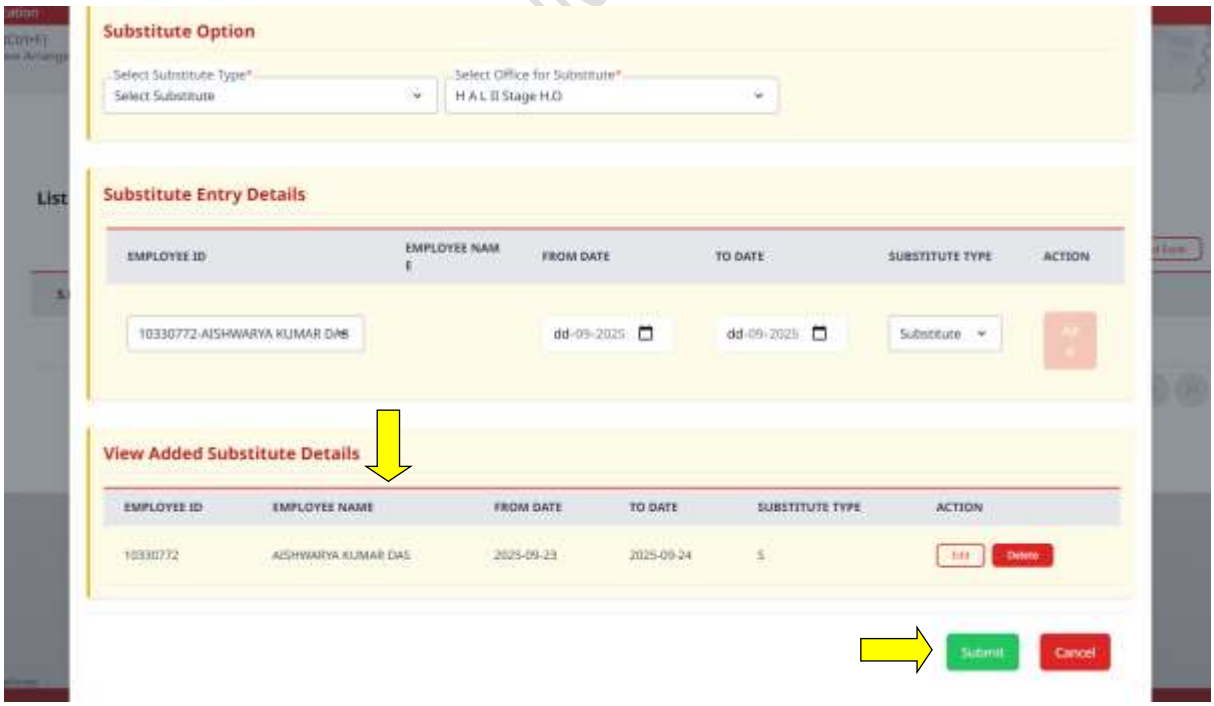
The approver needs to click on the Substitute option. As soon as it is clicked, a drop-down list will appear displaying the 'Allot Office' and 'Select Substitute' options.



After selecting the substitute, the approver must select the office from which the substitute arrangement is to be made.



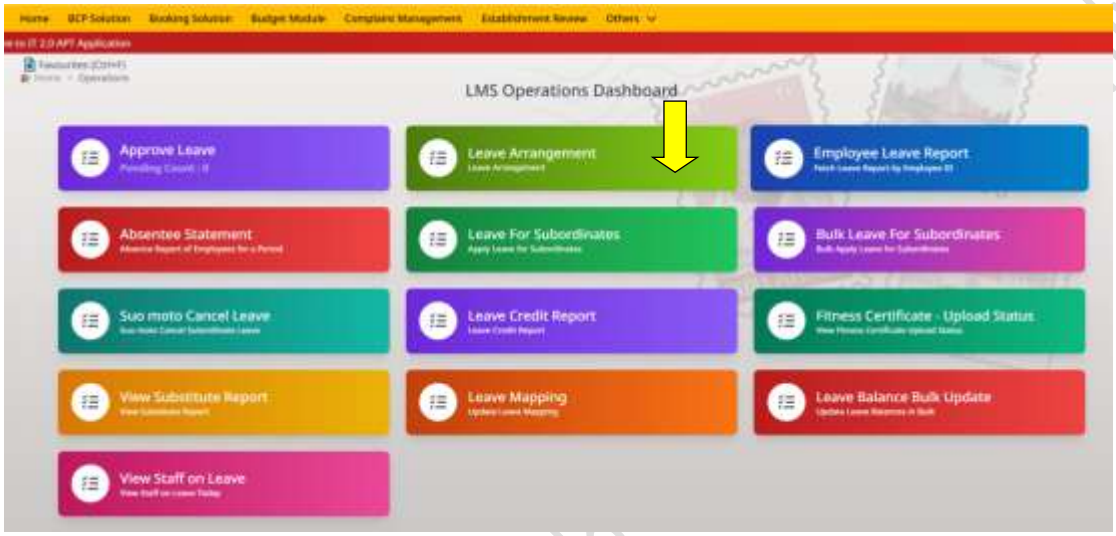
Under the Substitute Entry Details header, the employee must be selected, and the From Date and To Date fields must be updated. Under the Substitute Type header, select 'Substitute' from the dropdown list. Finally, click on the Add button.



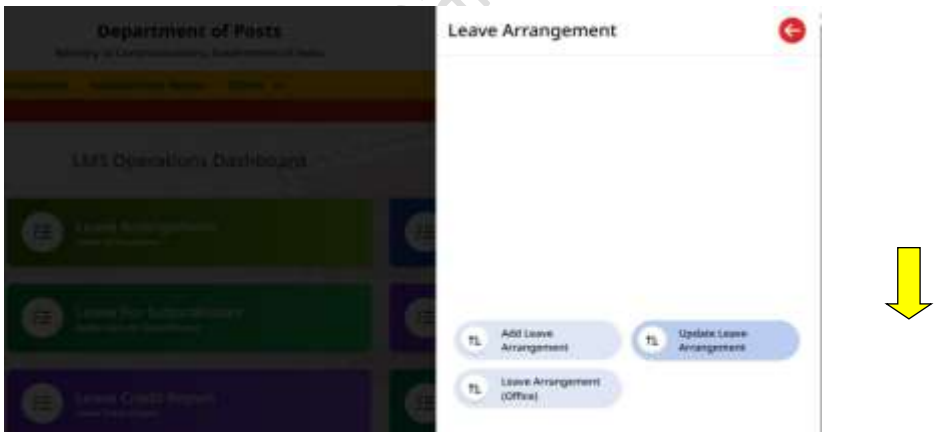
Once the 'Add' button is clicked, the entered data will appear just below the Substitute Entry Details section, along with Edit and Delete options. Finally, the approver needs to click on the Submit button to complete the process.

B. Update Leave Arrangement

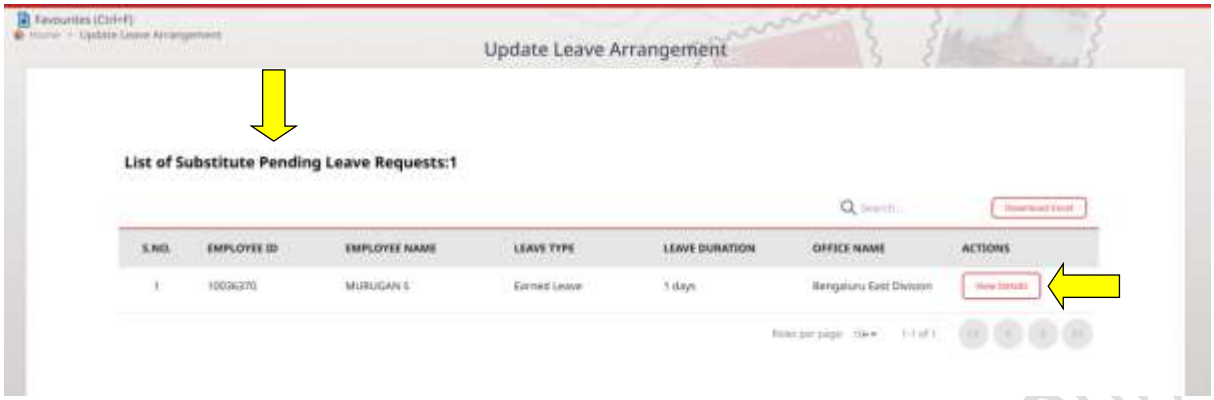
This option is used to update the leave arrangement of the employee.



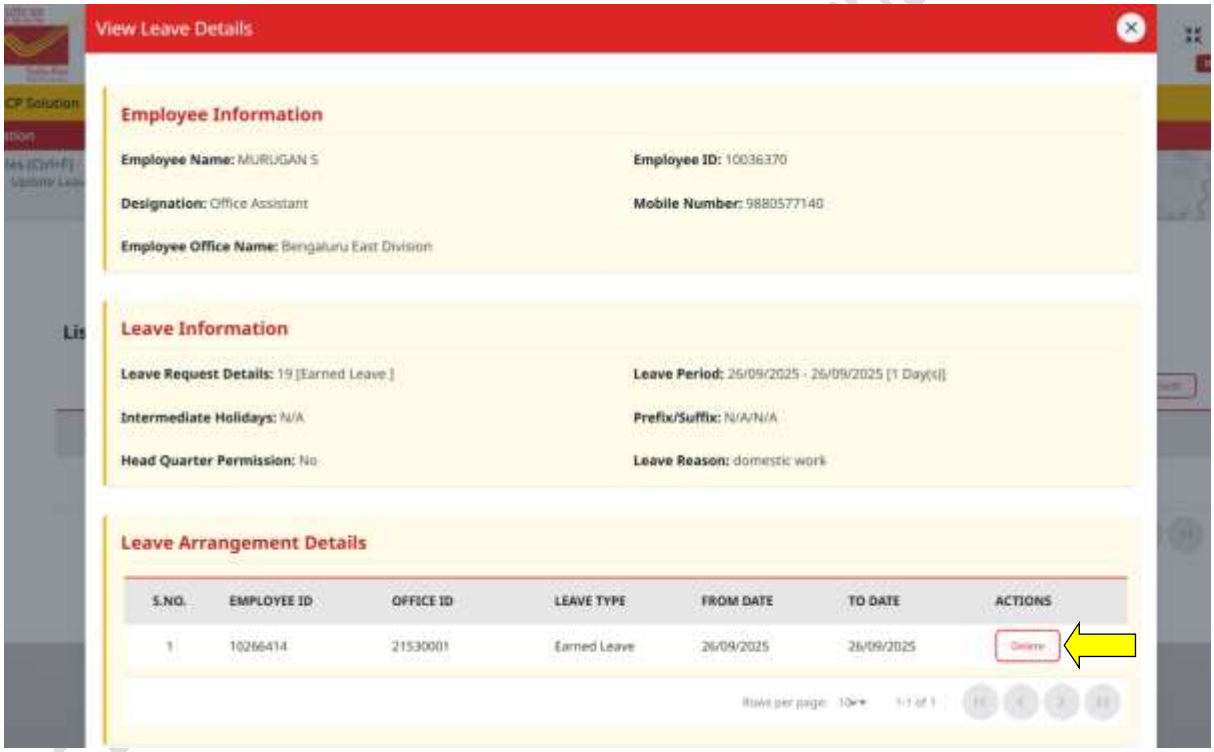
Click on '**Leave Arrangement'** sub card to access the leave management screen.



Under Leave Management card click on '**Update Leave Arrangement'** option.

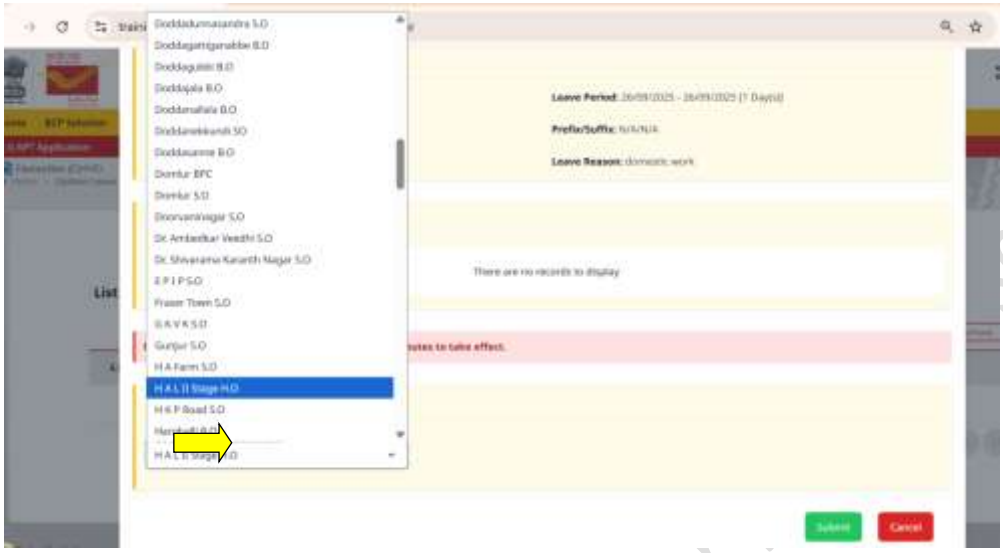


Upon clicking '**Update Leave Arrangement**,' the screen displaying the list of substitutes' pending leave requests will appear. Click on the '**View Details'** button available under the **Action** tab.



Based on the requirement, the current arrangement can be deleted by clicking the '**Delete**' button available under the '**Action**' column

Soon after clicking on Delete button a pop-up message stating '**Substitute Data Deleted Successfully'** will appear on the screen.



To make new leave arrangement the user need to select the **Office Name** from the drop-down.

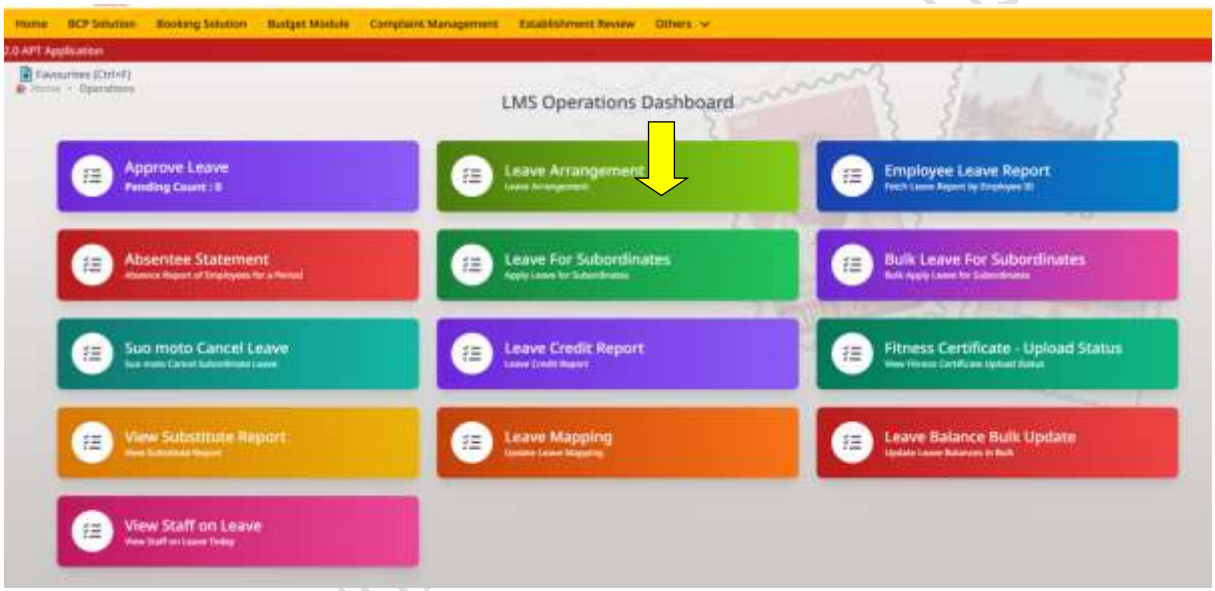
Select the employee name, and select **From date** and **TO date** and choose the substitute type. And then Click on **Add** button

After adding the Substitute click on **Submit** button.

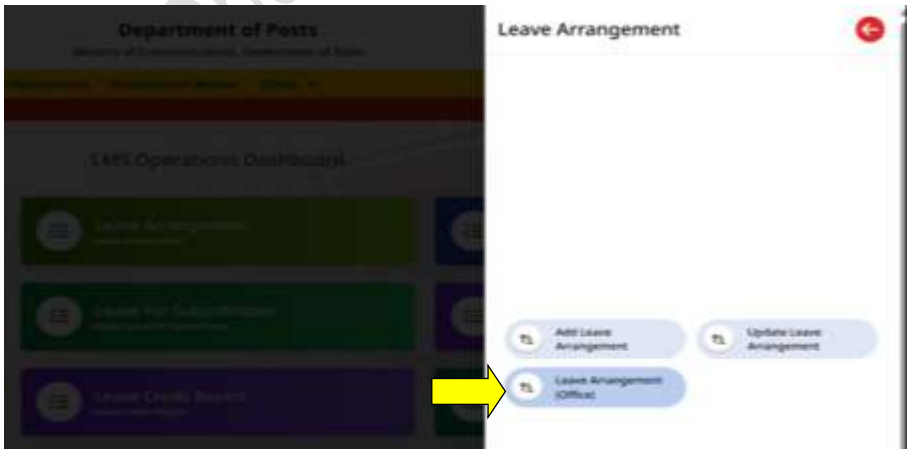
On clicking on submit button, a pop-up message stating "**Substitute Added Successfully"** message will be displayed as above.

C. Leave Arrangement (Office)

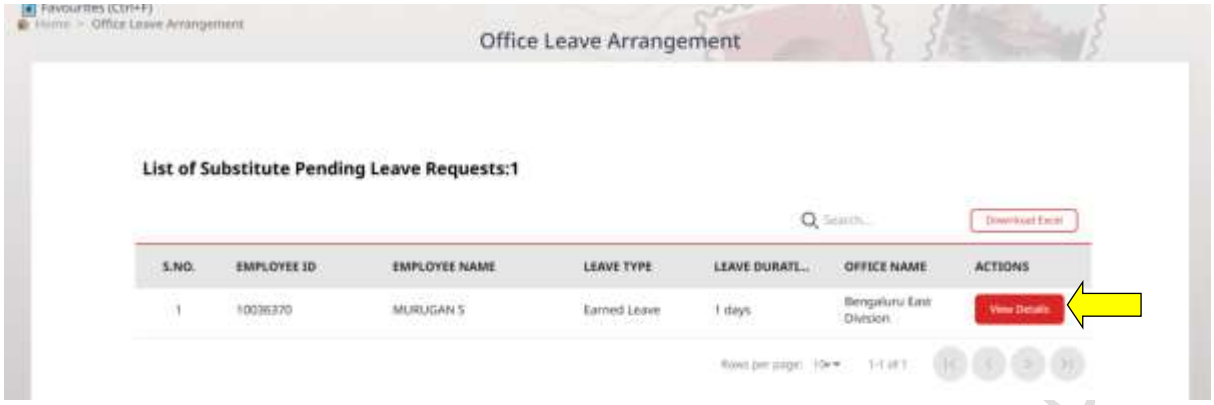
The 'Leave Arrangement (Office)' option is used to manage leave arrangements under office-level arrangements.



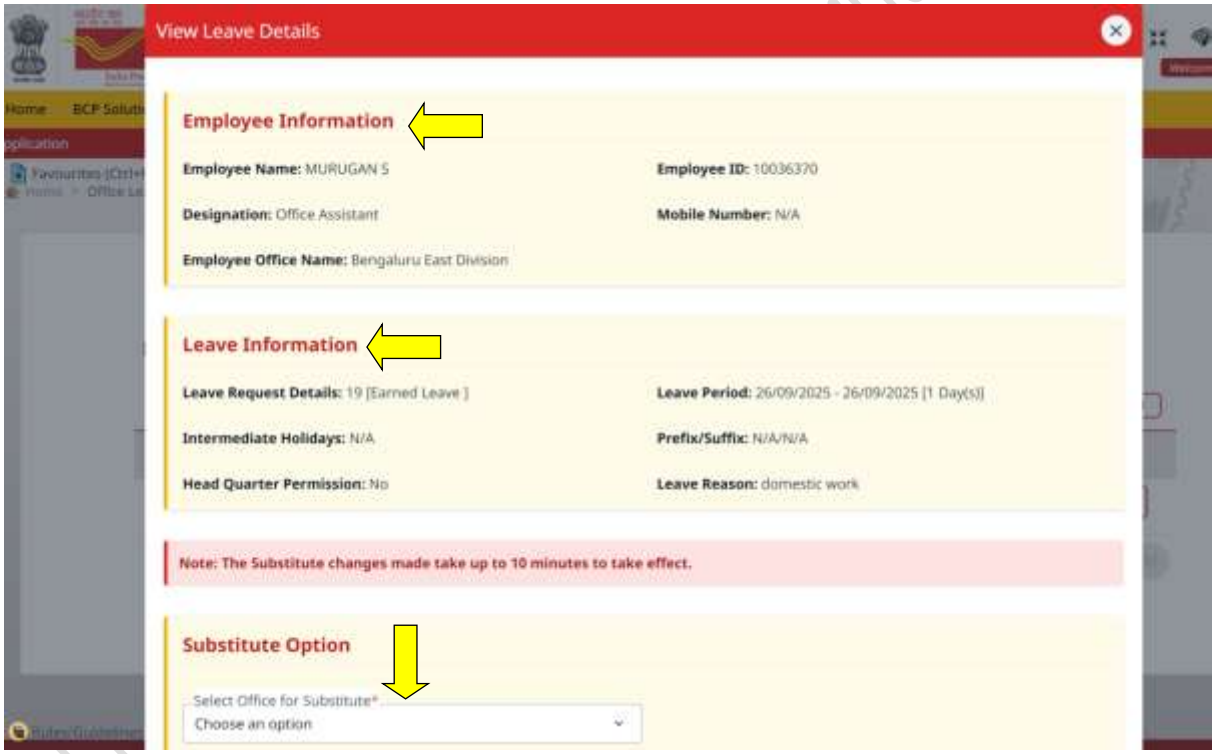
Click on Leave Arrangement sub card.



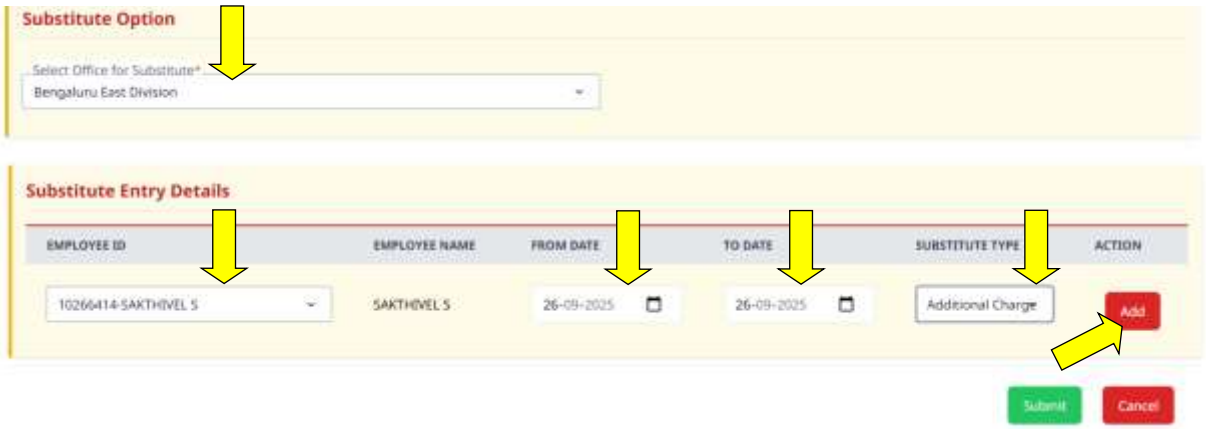
Under the Leave Arrangement screen click on **'Leave Arrangement (Office)'** card.



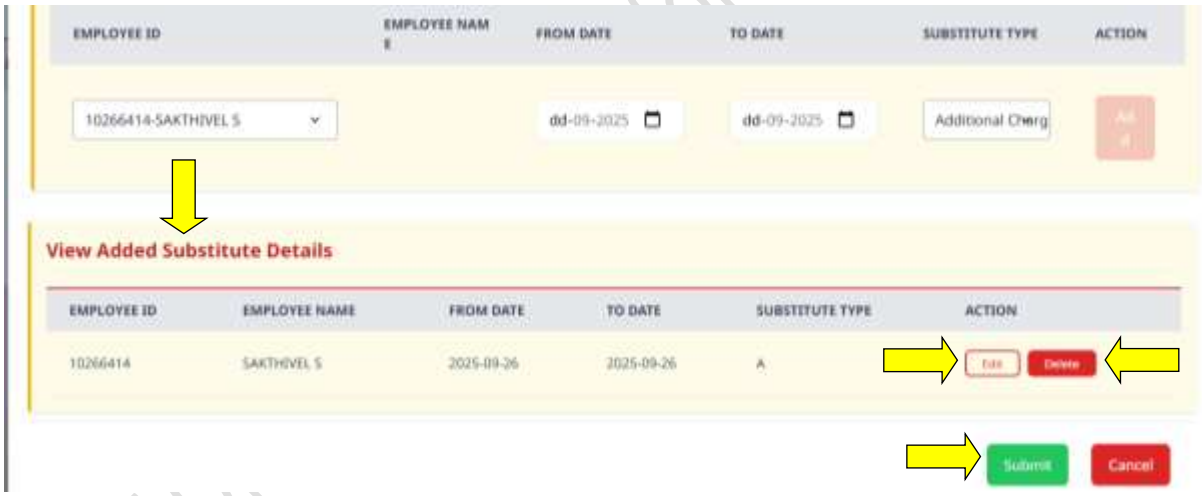
Upon clicking the '**Leave Arrangement (Office)**' option, the list of substitute pending leave requests will be displayed. Click on the '**View Details'** button.



After clicking on "**View Details**" button, a pop-up window as shown above will appear by showing employee information and leave information along with Substitute option. Then user needs to select office from the drop-down list.



After selecting the **office** for the substitute (Own Office), the user must select the **employee** to be assigned as substitute from the drop-down list, specify the **From Date** and **To Date**, select '**Additional Charge'** under Substitute Type, and then click the '**Add'** button.

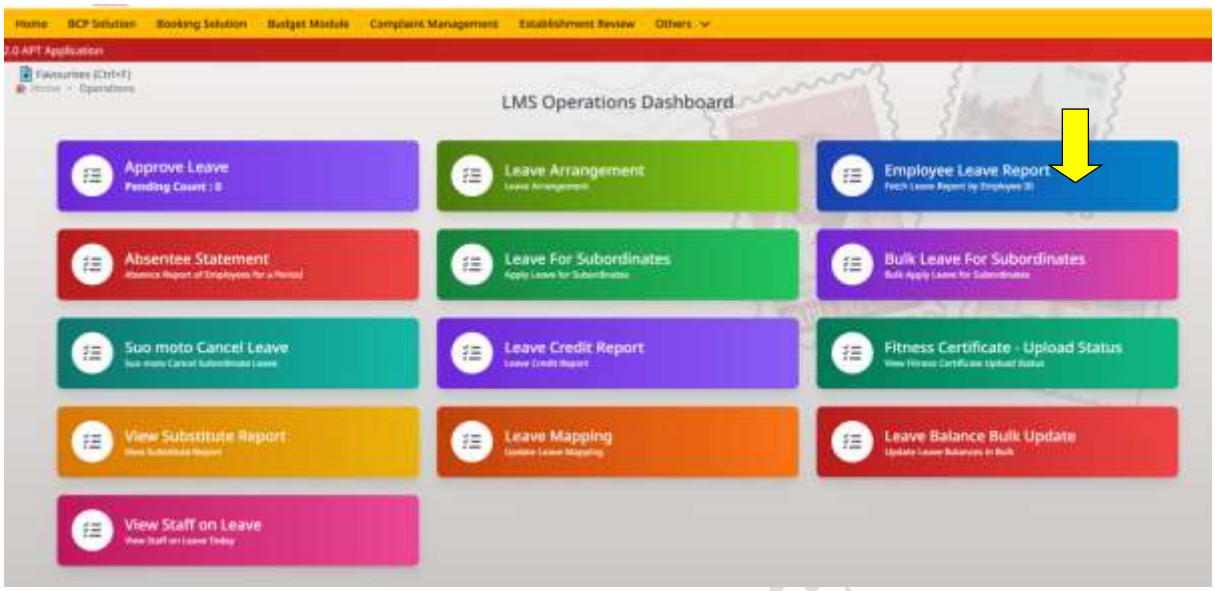


Once the '**Add**' button is clicked, the arranged employee's data will appear just below the button under the '**View Added Substitute Details'** header. The user has the option to **Edit** or **Delete** the arrangement if necessary. Finally, the user needs to click on the '**Submit'** button to complete the process.

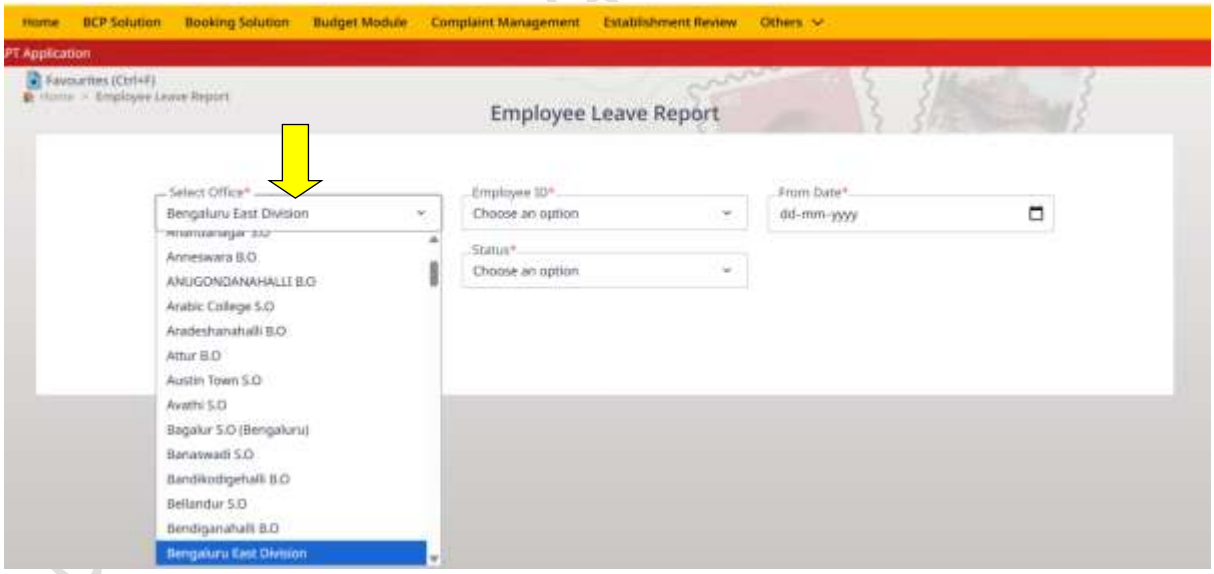
After clicking on "Submit" button, pop-up message **"Substitute Details Saved Successfully"** will appear as shown above.

13.3 Employee Leave Report

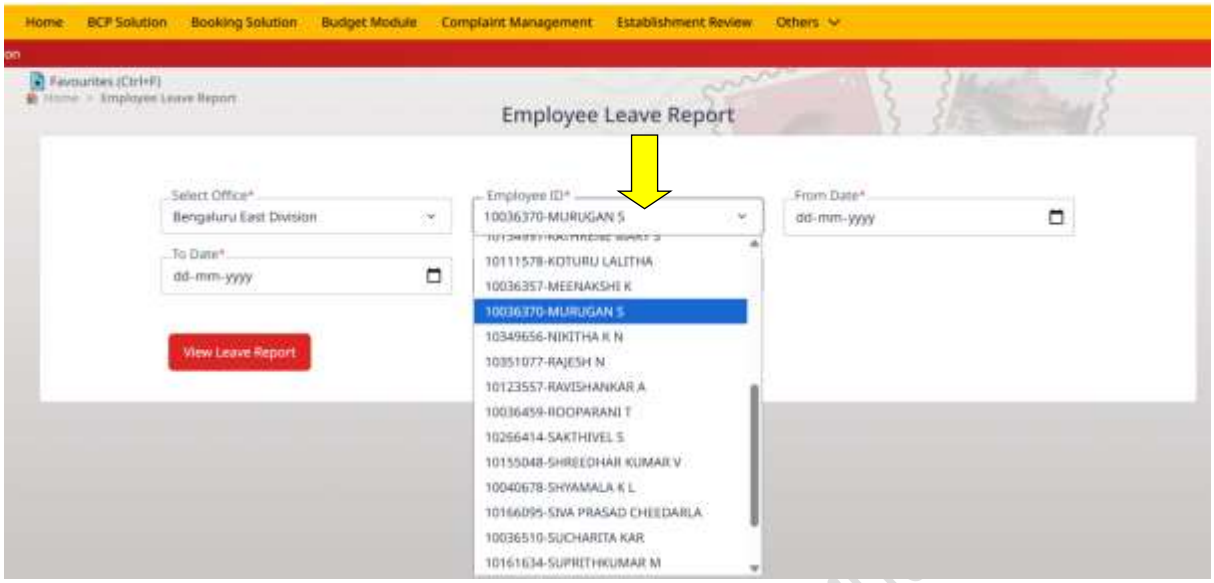
In this option Approving authority can view the Employee Leave Report.



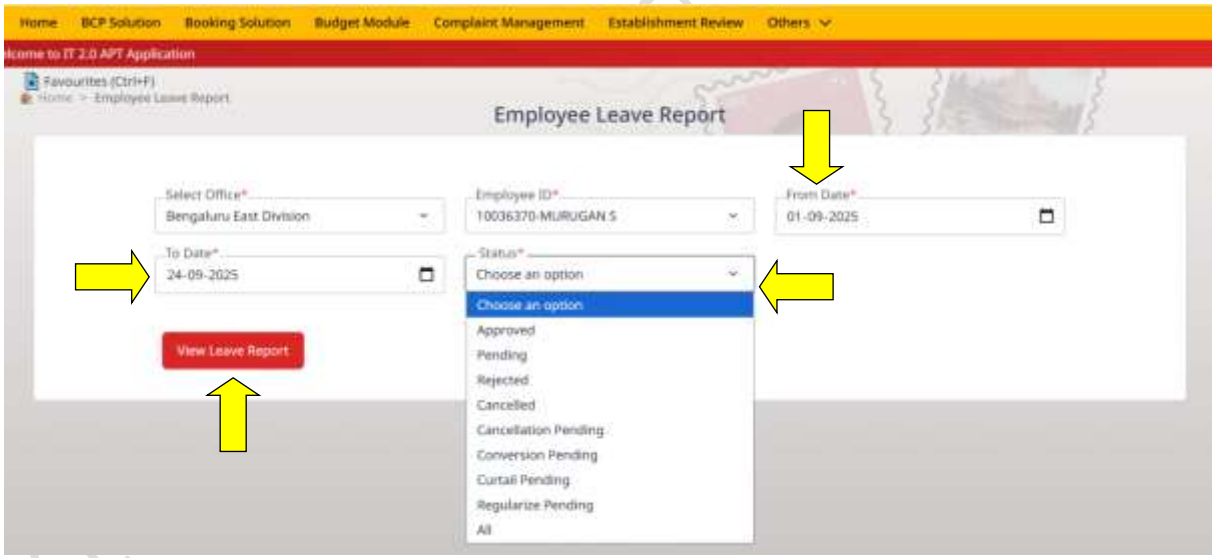
Click on Employee Leave Report Sub Card.



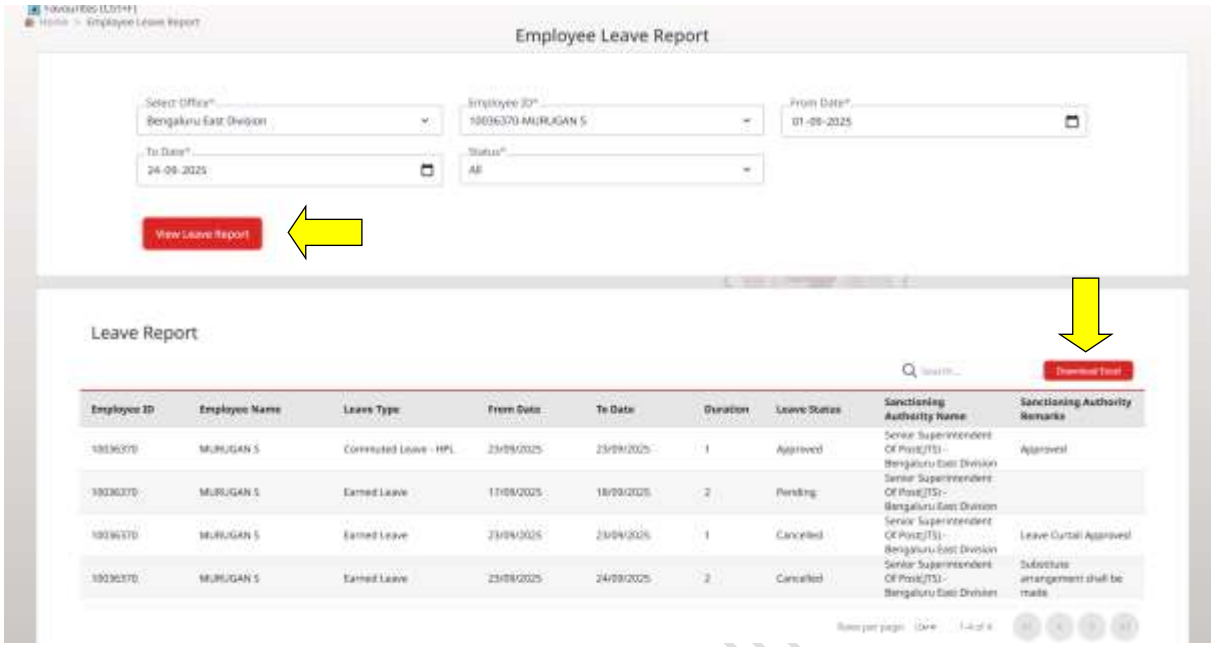
On the Employee Leave Report screen, the user needs to select the office for which they want to view or print the leave report.



After selecting the office, choose the **Employee ID or Name** from the drop-down list for whom you want to check the leave particulars



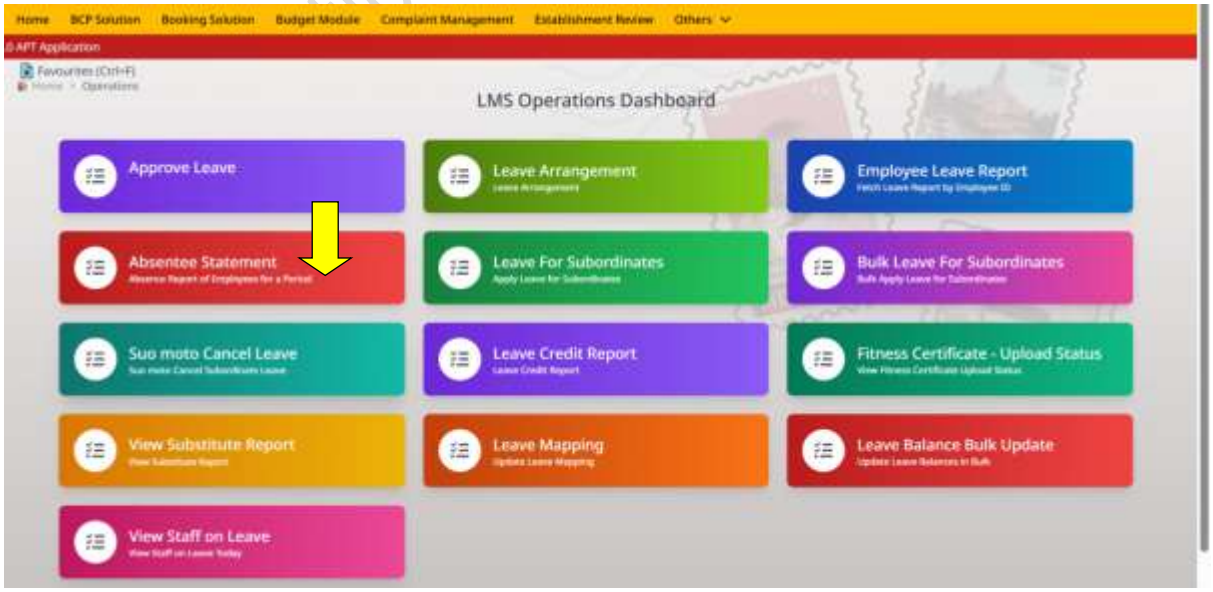
Select the leave period from the calendar by entering the **From Date** and **To Date**. Then, choose the required leave type from the **Status** drop-down list. The drop-down list displays various leave types such as '**Approved,' 'Pending,' 'Rejected,' 'Cancelled,' 'Cancellation Pending,' 'Conversion Pending,' 'Curtail Pending,' and 'Regularize Pending**.' You can also select the **'All'** option to view leave particulars of all categories. Finally click on '**View Leave Report'** button.



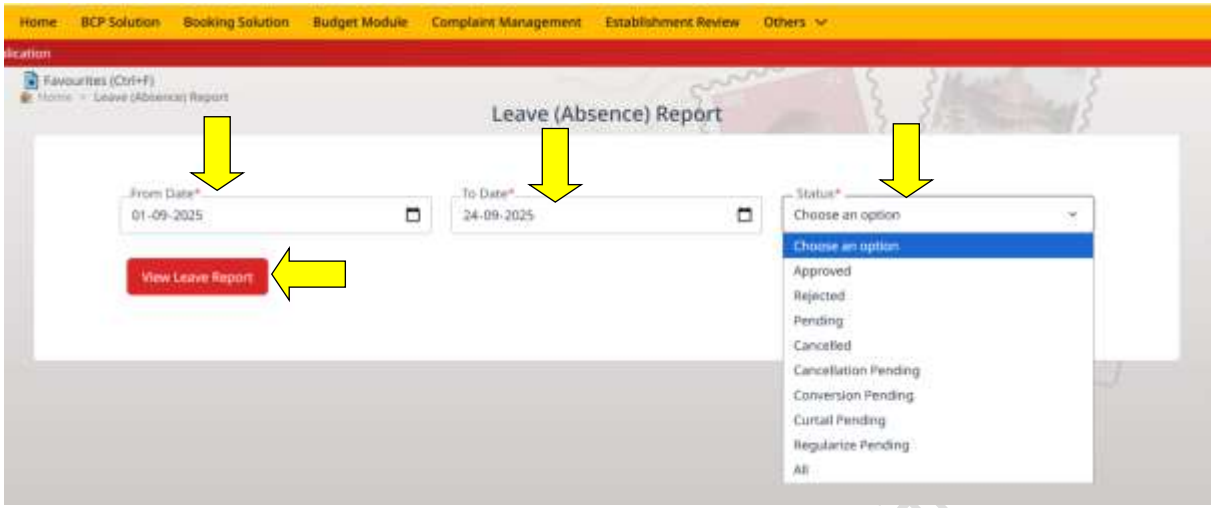
After clicking the **'View Leave Report'** button, the leave report will appear on the screen. It can be downloaded in **Excel** format.

13.4 Absentee Statement

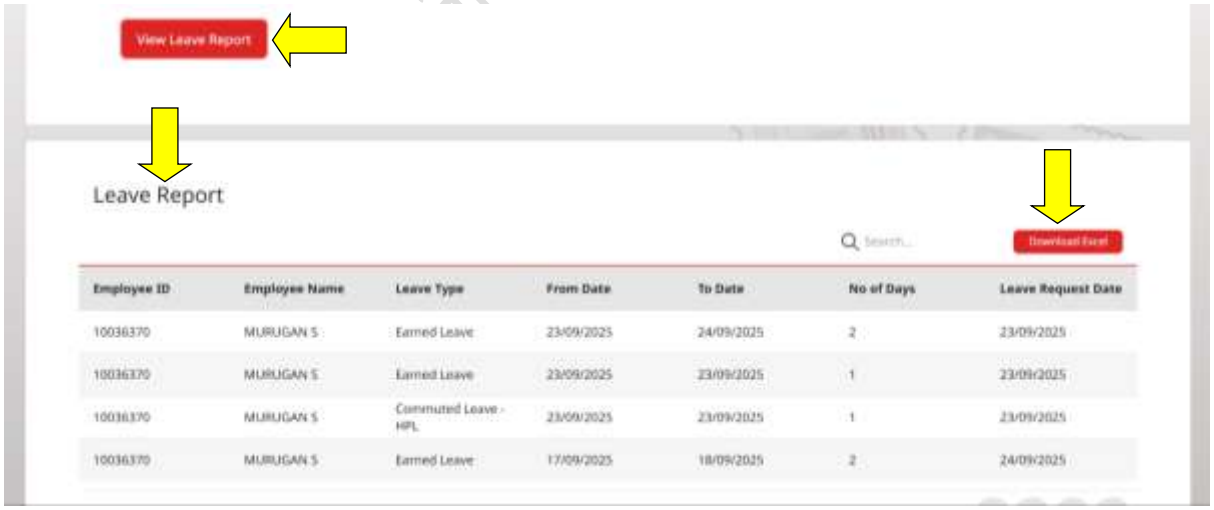
The Absentee Statement option can be used to view an employee's Absence Report.



On clicking on Absentee statement, Leave (Absence) Report page will be opened.



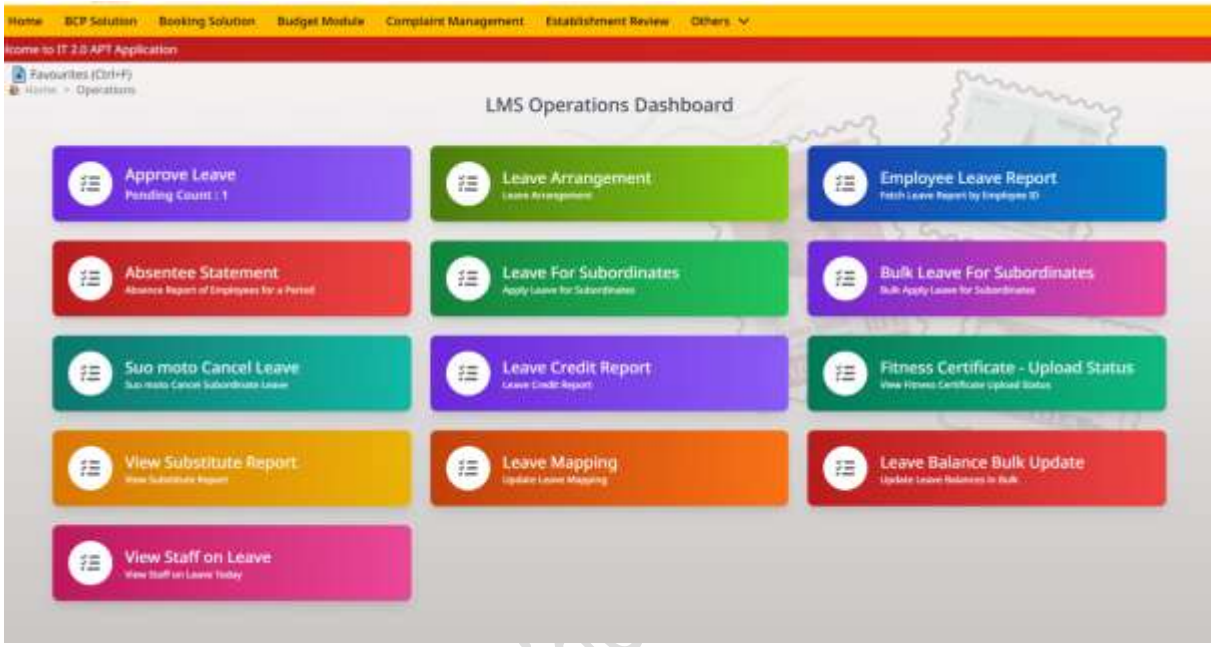
Select the absence period from the calendar by entering the **From Date** and **To Date**. Then, choose the required leave type from the **Status** drop-down list. The drop-down list displays various leave types such as '**Approved,' 'Pending,' 'Rejected,' 'Cancelled,' 'Cancellation Pending,' 'Conversion Pending,' 'Curtail Pending,' and 'Regularize Pending**.' You can also select the '**All**' option to view leave particulars of all categories. Finally click on '**View Leave Report**' button.



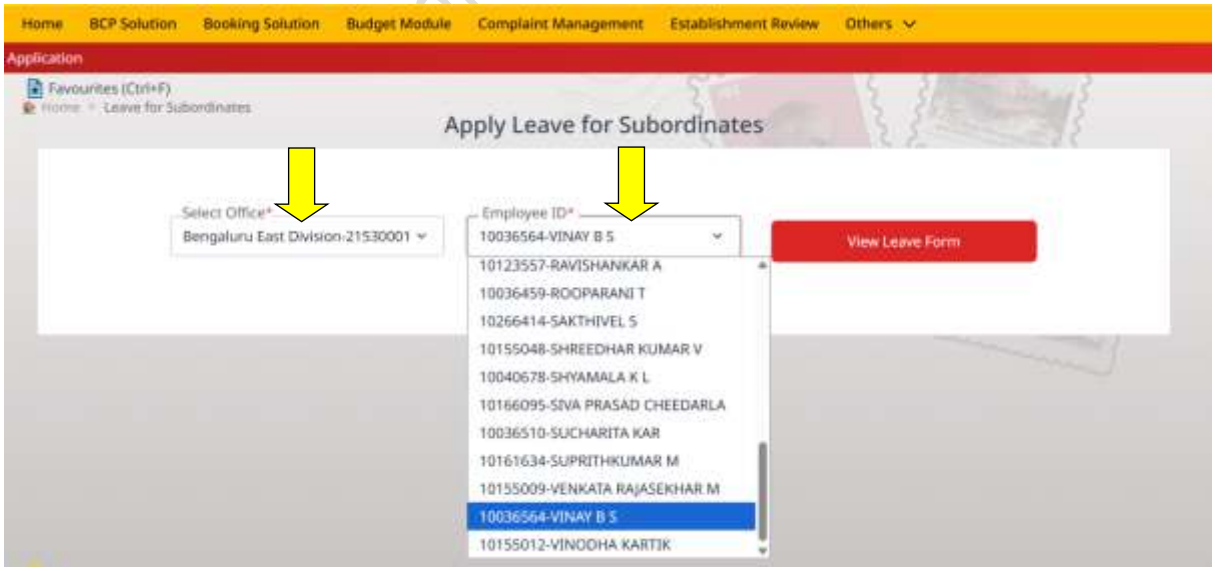
After clicking the '**View Leave Report**' button, the absence report will appear on the screen. It can be downloaded in **Excel** format.

13.5 Leave for Subordinate

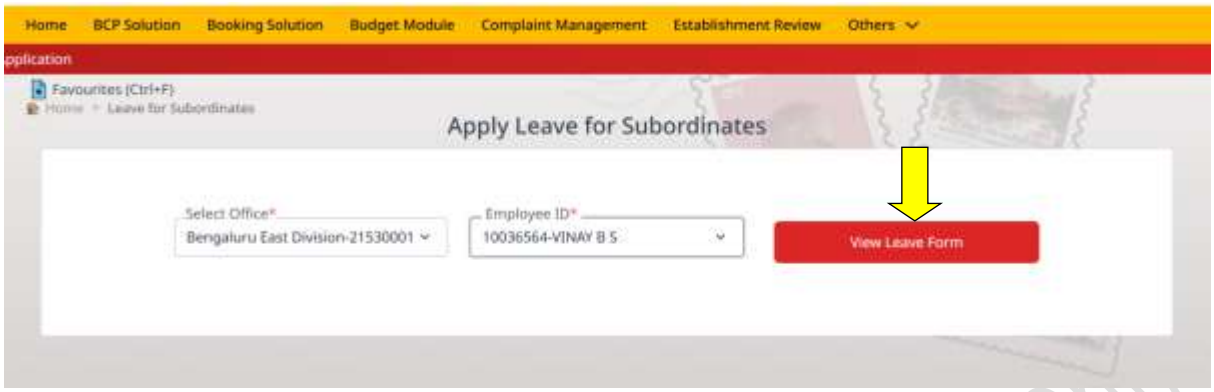
Using this option, the Head of Office can apply for leave on behalf of their subordinate employees when the employee is unable to apply for leave themselves.



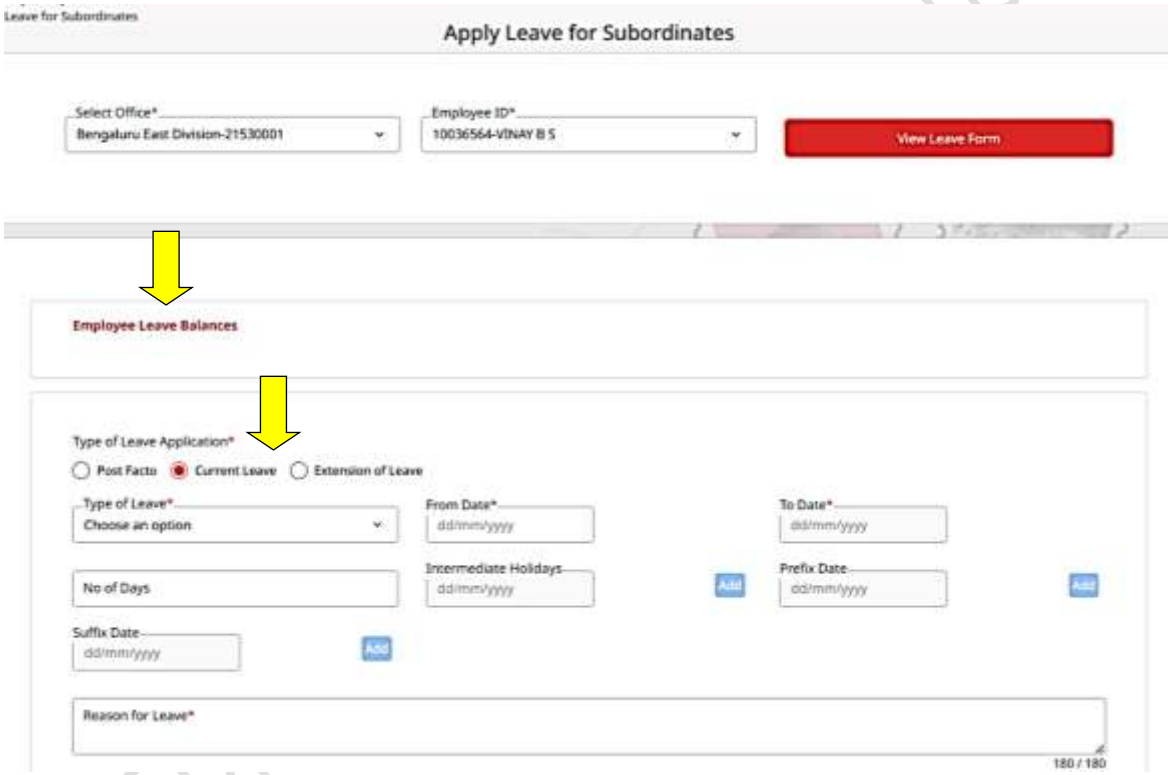
Click on the '**Leave For Subordinates'** sub card.



To apply leave for subordinates, select the office from the drop-down list, and then select the employee name from the Employee ID option on whose behalf the leave needs to be applied.



After selecting the employee ID click on the '**View Form'** button.



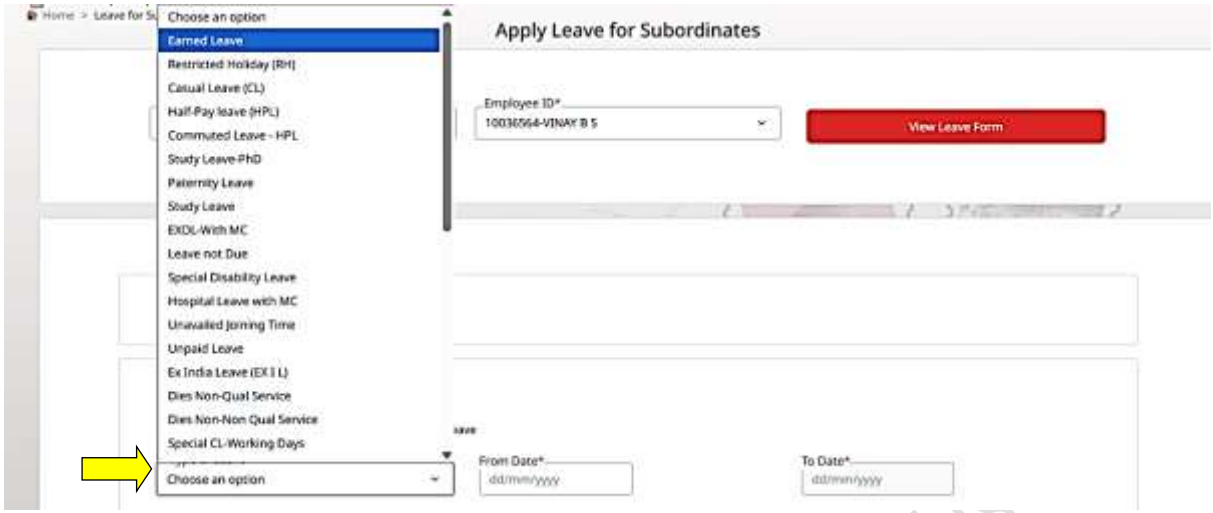
In the Leave Form, the Supervisor must select the appropriate Leave Type from the following options:

Post Facto – Used to apply for leave that has already been utilized.

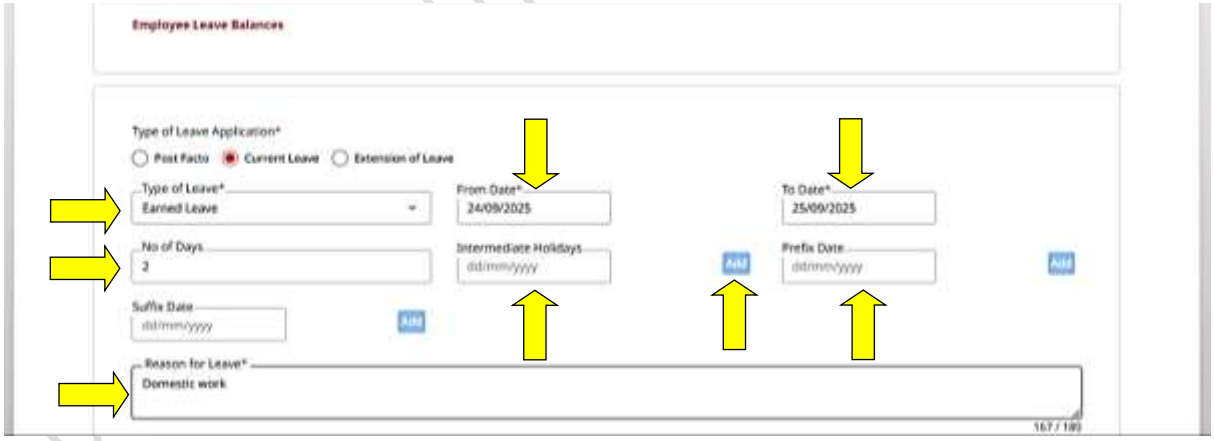
Current Leave – Used to apply for leave effective from the present date onwards.

Extension of Leave – Used to extend an already sanctioned leave for an additional period.

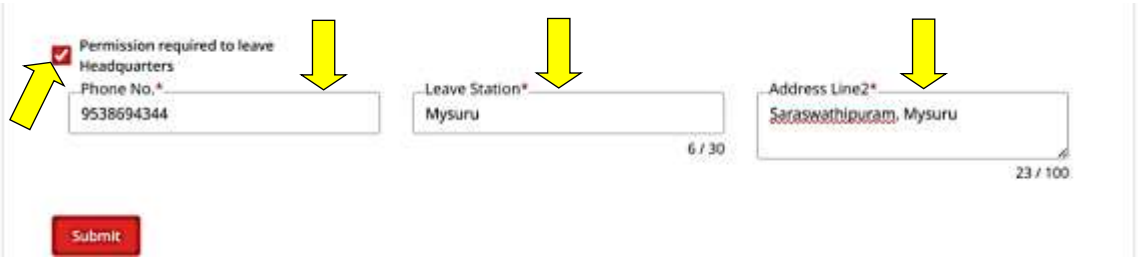
In this case, the user is applying for the Current Leave option.



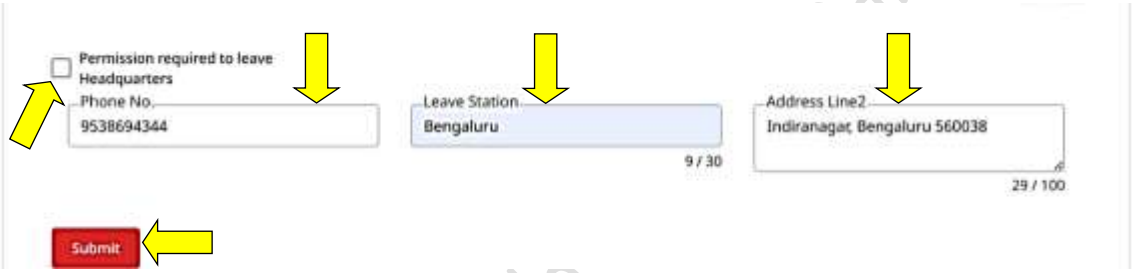
The user must then select the required **Leave Type** from the drop-down list. Various types of leave are available in the form, such as **Earned Leave**, **Restricted Holiday**, **Casual Leave**, **Half Pay Leave**, **Commuted Leave**, **Study Leave – PhD**, **Paternity Leave**, **Study Leave**, **EXOL – With MC**, **Leave Not Due**, **Special Disability Leave**, **Hospital Leave with MC**, **Unavailed Joining Time**, **Unpaid Leave**, **Ex-India Leave (EXIL)**, **Dies Non – Qualifying Service**, **Dies Non – Non-Qualifying Service**, and **Special CL – Working Day**, among others.



After selecting the **Leave Type**, the user must select the **From Date** and **To Date**. Based on the selected dates, the system will automatically display the number of days of leave applied in the respective field. The user must also provide details, if applicable, for **Intermediate Holidays**, **Prefix Date**, and **Suffix Date**. If any additional fields are required, the user can click on the **Add** button available next to the above-mentioned fields. A brief description must be entered in the **Reason for Leave** field.



After filling in the leave-related particulars, the user must select the check box **'Permission required to leave Headquarters'** if the official will not be available within the Headquarters limits. In such cases, the user must also provide the **Leave Station** and **Address** in the respective fields.



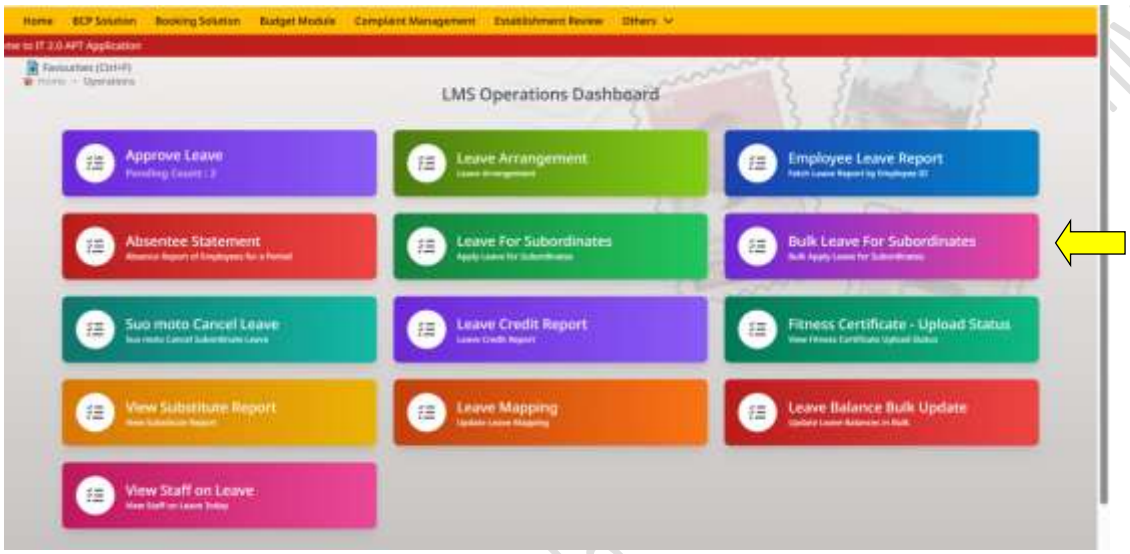
If the employee, on whose behalf the leave is being applied, remains within the Headquarters limits during the leave period, the check box must not be selected. However, the user must provide the **Phone Number**, **Leave Station**, and **Address** in the respective fields for information. Finally shall click on '**Submit'** button.

Soon after clicking the Submit button a pop-up message stating '**Leave Application Submitted Successfully**' will appear on the screen.

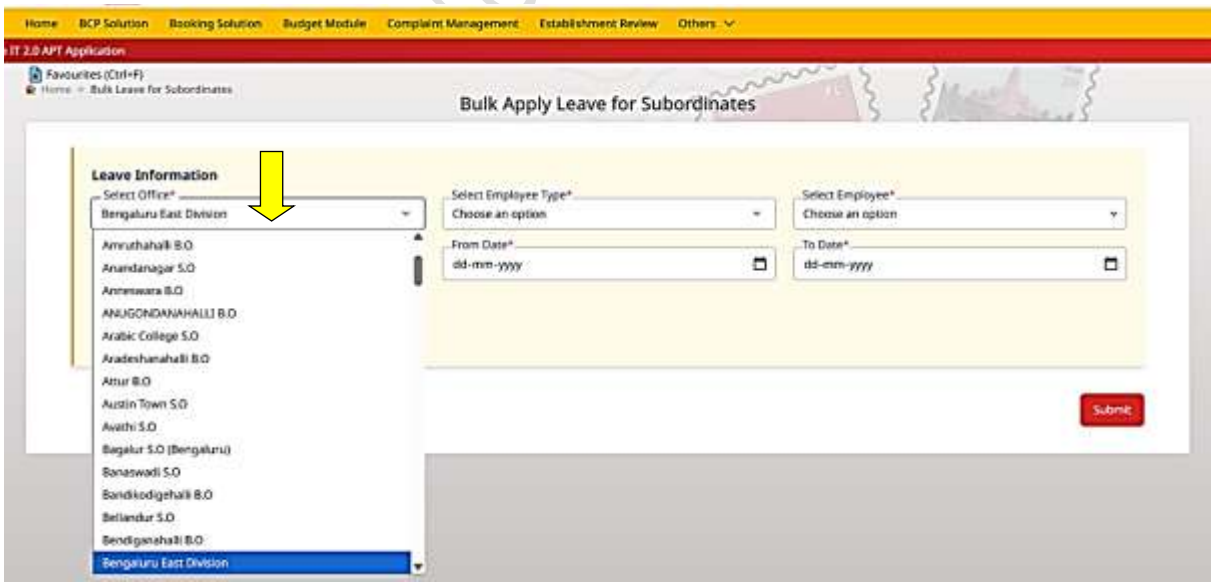
Operational Guide For Official Use Only

13.6 Bulk Leave For Subordinates

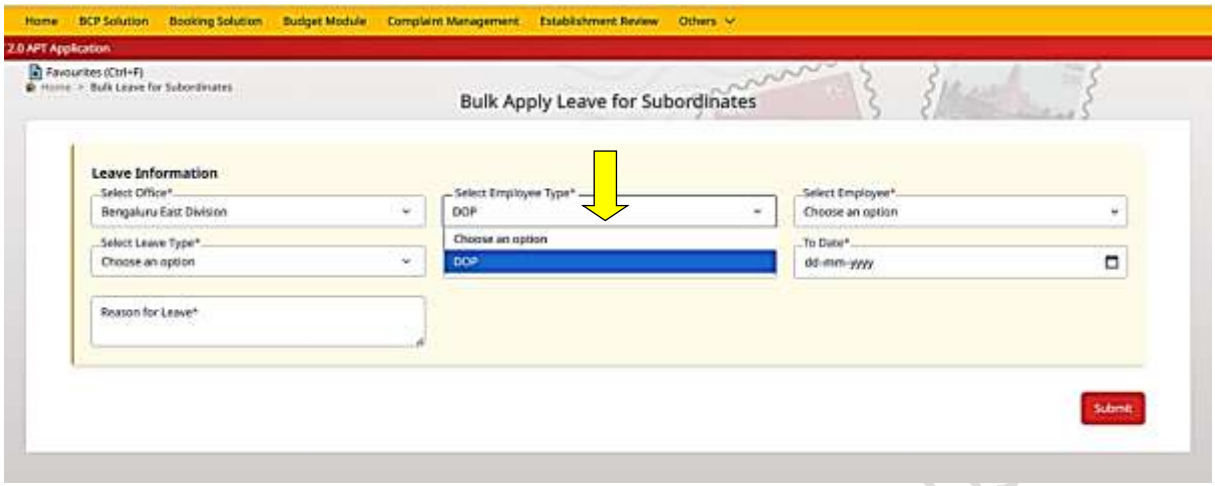
The **Bulk Leave for Subordinates** option is used by the **Administrative Offices** in cases where employees under their jurisdiction are found absent from duty. In such situations, the administrative authorities must mark their absence using the appropriate category, such as **Dies Non – Non Qualifying Service**, **Unauthorized Absence**, or **Strike**.



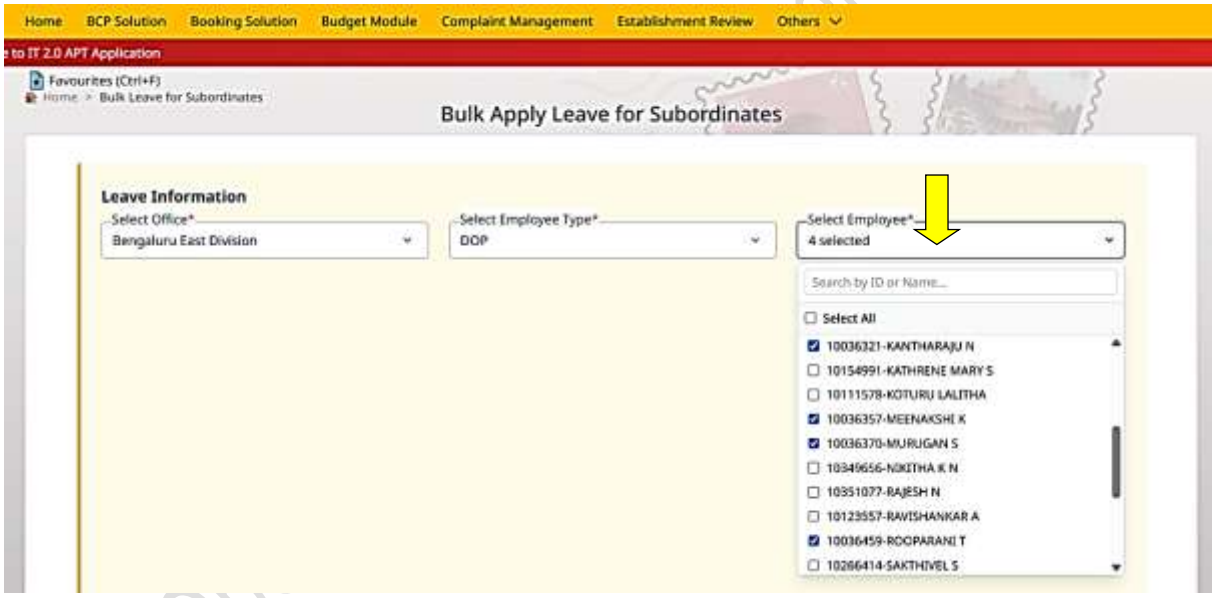
Click on the **'Bulk Leave for Subordinates'** sub-card.



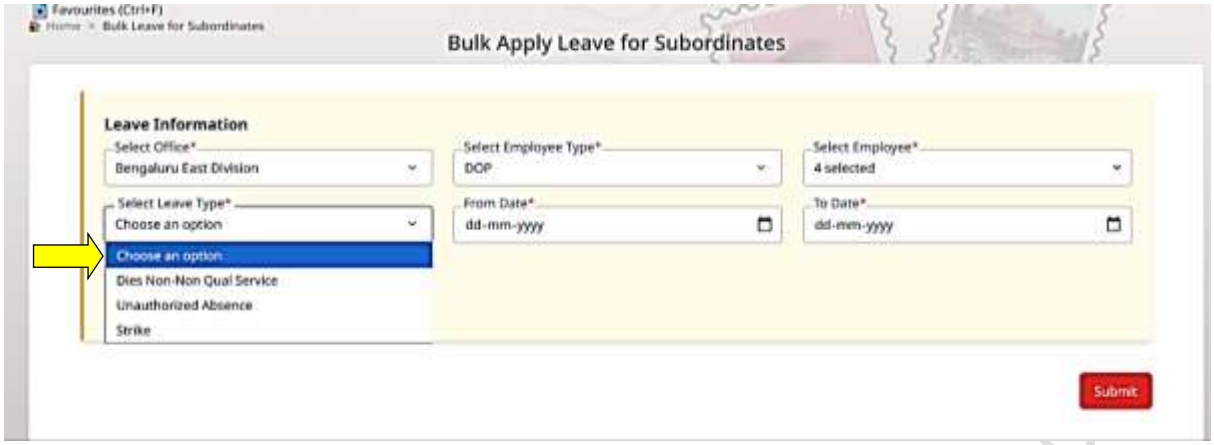
To apply bulk leave for subordinates, select the **office** from the drop-down list.



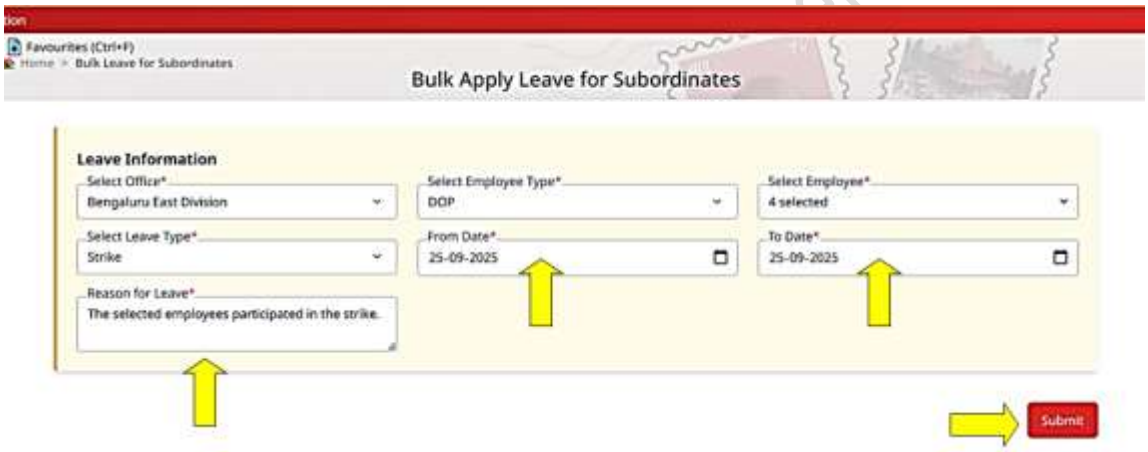
After selecting the office, select **'DOP'** from the **Employee Type** header.



Select the employees from the drop-down list and mark the check box next to the names of the employees for whom leave is to be applied.



Then, select the appropriate **Leave Type** from the drop-down list, such as **'Dies Non – Qualifying Service'**, **'Unauthorized Absence'**, or **'Strike'**.

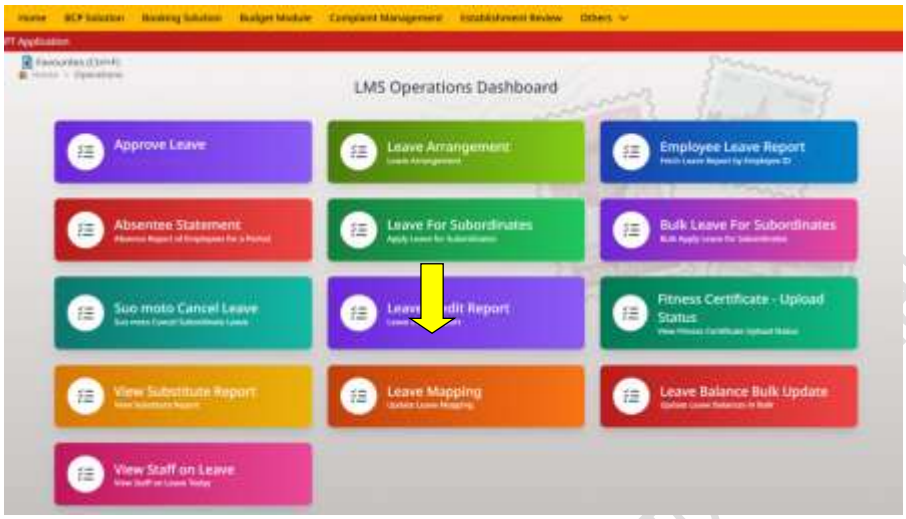


Enter the **From Date** and **To Date** for the leave period, provide the **Reason for Leave** in the respective field, and click on the **'Submit'** button.

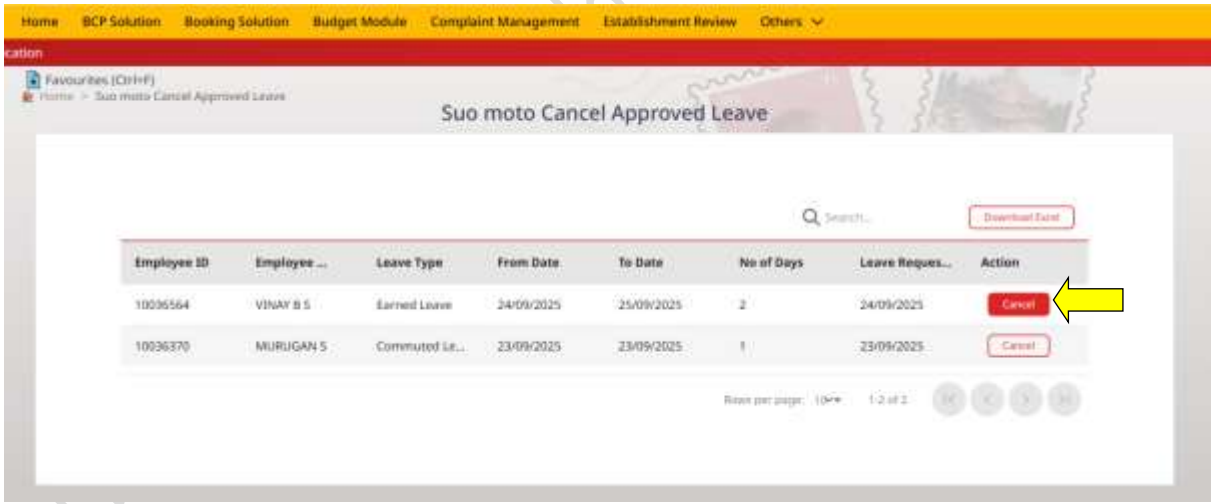
Immediately after clicking the **'Submit'** button, a pop-up message stating **'Leave Application Submitted Successfully'** will appear.

13.7 Suo moto Cancel Leave

The **"Suo moto cancel leave**" refers to an employer or authority independently revoking an employee's approved leave, often due to an operational emergency or policy violation.



Click on '**Suo moto Cancel Leave**' sub card.



After clicking on the **'Suo Moto Cancel Leave'** sub-card, leave (for the current and future periods) that has already been sanctioned by the authority but not yet availed will be displayed. These leaves can be cancelled **suo-moto** (without a leave cancellation request from the employee). A **'Cancel'** button is provided against each entry for this purpose.

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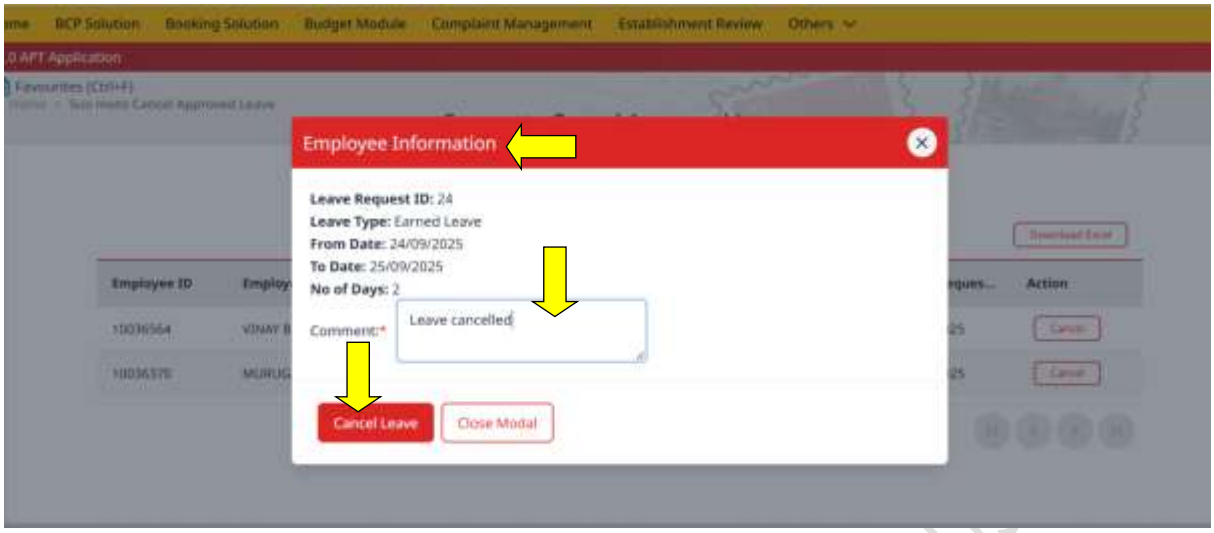
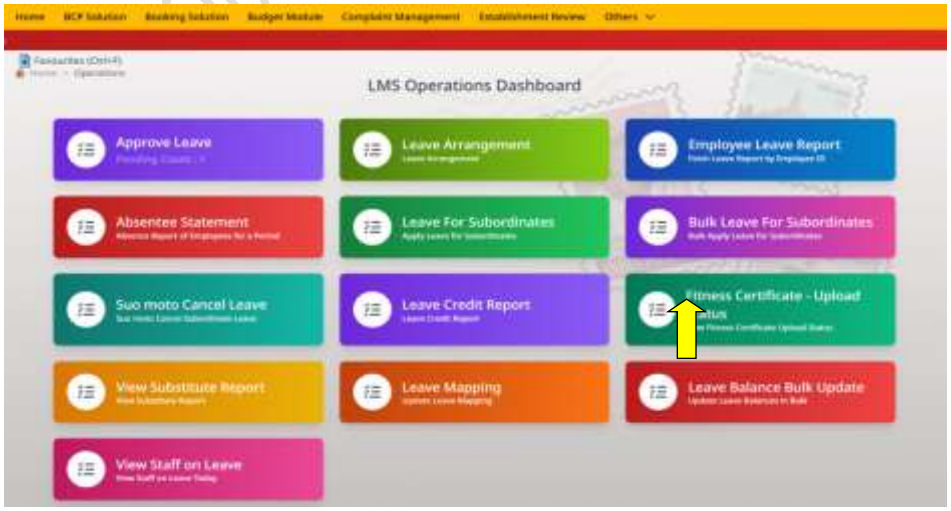


Upon clicking the **'Cancel'** button for the corresponding leave entry (current or future period) that has been sanctioned but not yet availed, a pop-up window will appear. The competent authority must provide a suitable **comment** and then click on the **'Cancel Leave'** button."

Immediately after clicking the **'Cancel Leave'** button, a pop-up message stating **'Leave Cancelled Successfully'** will appear on the screen.

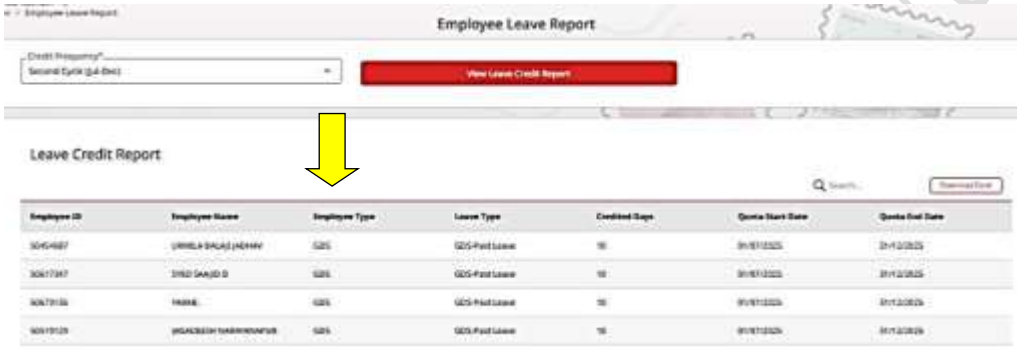
13.8 Leave Credit Report

Using this option, the approving authority can view the **Leave Credit Reports** credited on a **half-yearly basis** for employees under their jurisdiction, covering the periods **January–June** and **July–December**.



Click on the 'Leave Credit Report' sub card

After clicking on the **Leave Credit Report** sub-card, select the period from the drop-down list under the **Credit Frequency** header, choosing either **First Cycle (Jan–Jun)** or **Second Cycle (Jul–Dec)**. Then click on **'View Leave Report'** button.

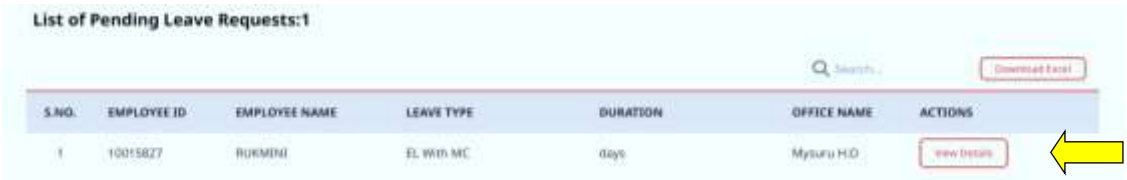


After clicking on **'View Leave Report'** button the Leave Credit Report will appear on the screen as above. The same can be downloaded in **Excel** format.

13.9 Fitness Certificate Upload Status

Using this option, the **Leave Approving Authority** can view the status of the **Fitness Certificate** uploaded by the employee and can also **download** the certificate.

Click on '**Fitness Certificate Upload Status'** sub card.



Upon clicking the **Fitness Certificate Upload Status** sub-card, the **Fitness Upload Status** screen will open, displaying a list of pending leave requests. Click on **'View Details'**.

Upon clicking the **View Details** button, a pop-up screen will open displaying the leave details. The uploaded **Fitness Certificate** can be viewed on this screen. To download the certificate, click on the **'Download Files'** hyperlink.

Upon download a pop-up message stating 'File downloaded successfully' will appear.

13.10 View Substitute Report

Using this option, the **Approving Authority** can view the details of the **substitute arrangements** provided for leave.

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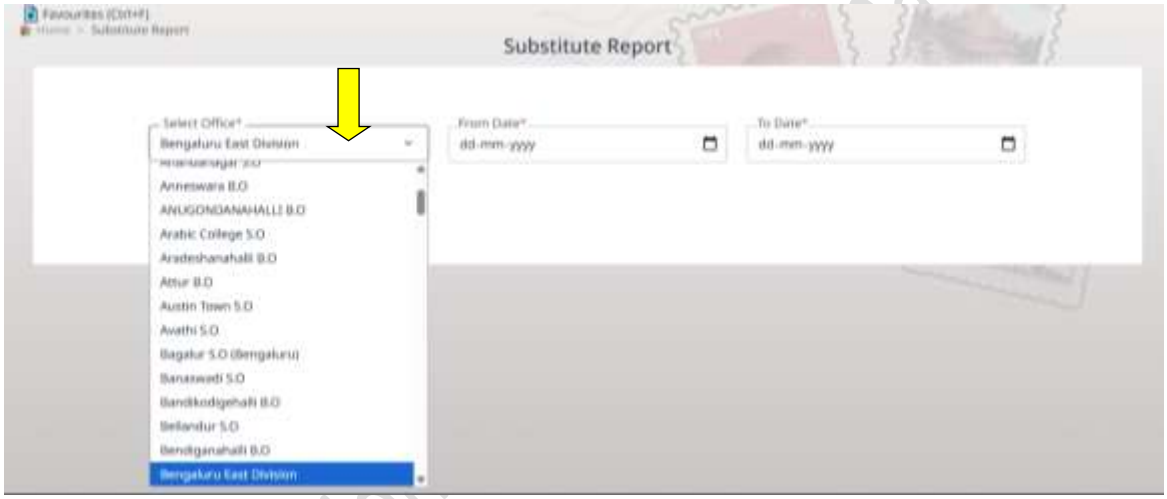
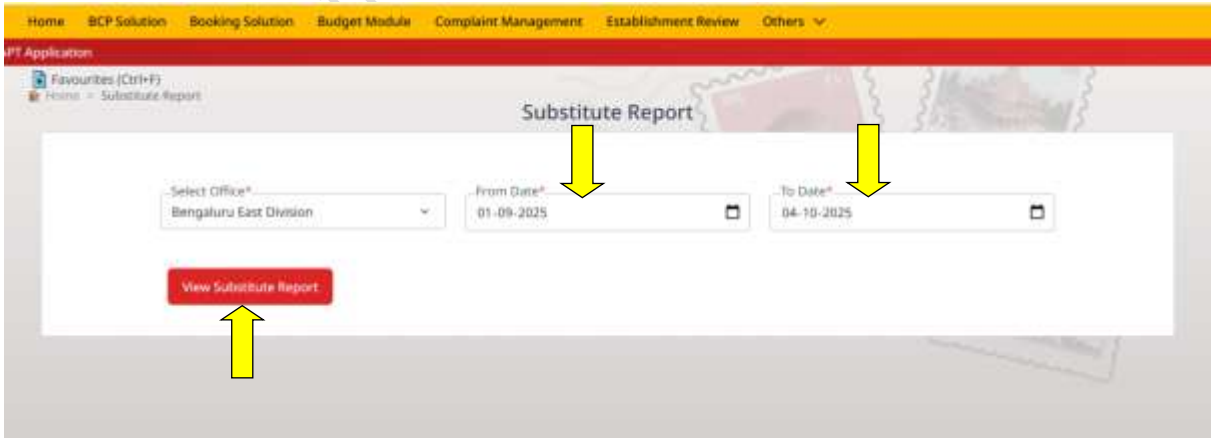
Click on the '**View Substitute Report'** sub-card.

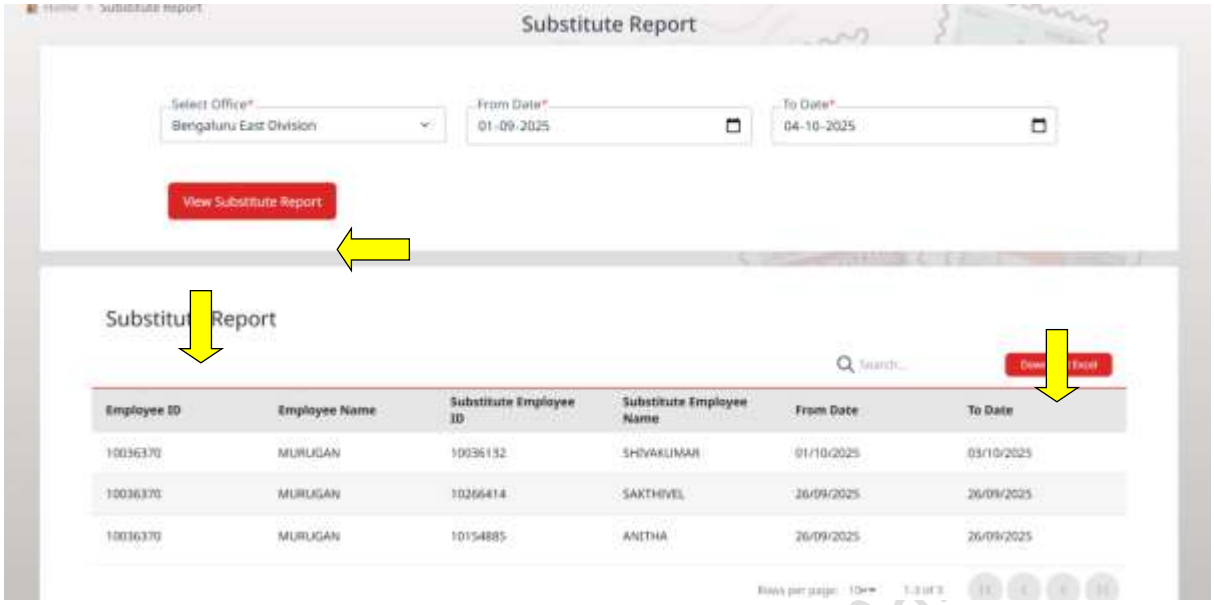
After clicking on the '**View Substitute Report'** sub-card, the Substitute Report page will open.



Select the Office Name from the drop-down list.



Enter the **From Date** and **To Date**, and then click on the '**View Substitute Report'** button.



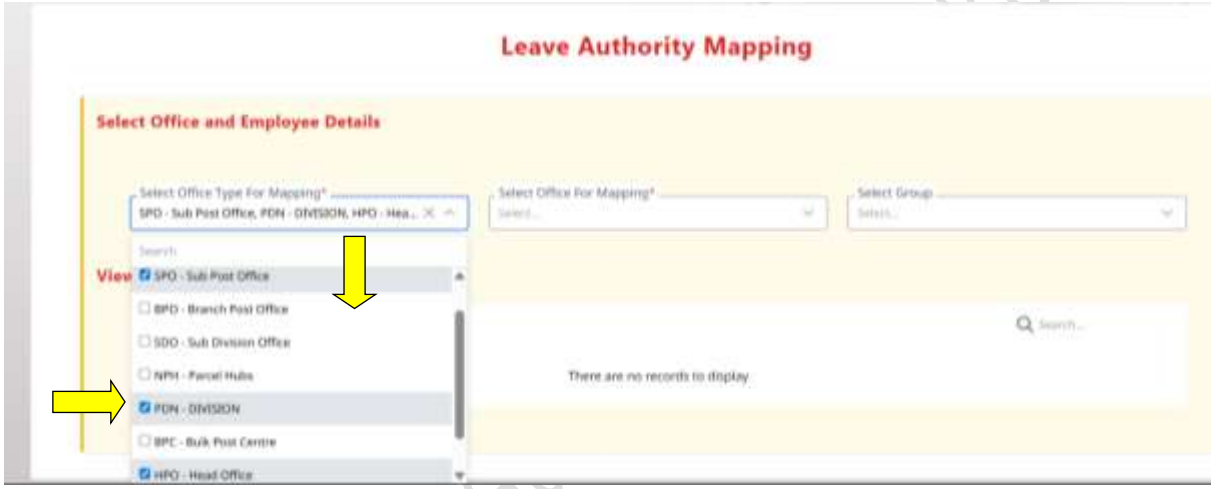
After clicking on '**View Substitute Report'**, the report will be displayed containing all the substitute arrangement details, along with an option to download it in **Excel** file format.

13.11 Leave Mapping

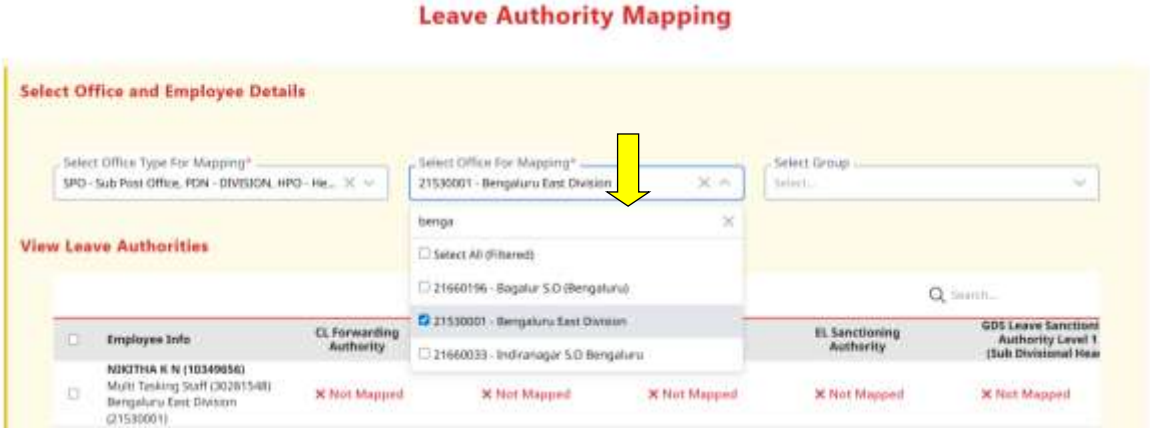
Using the '**Leave Mapping'** card, the user can map the leave sanctioning authorities to the employees. This is an important step—without this authority mapping, employees will not be able to apply for leave. This option allows the user to map the **CL** and **EL** leave sanctioning authorities for DoP employees, as well as for **GDS leave.**

Click on the **'Leave Mapping'** card.

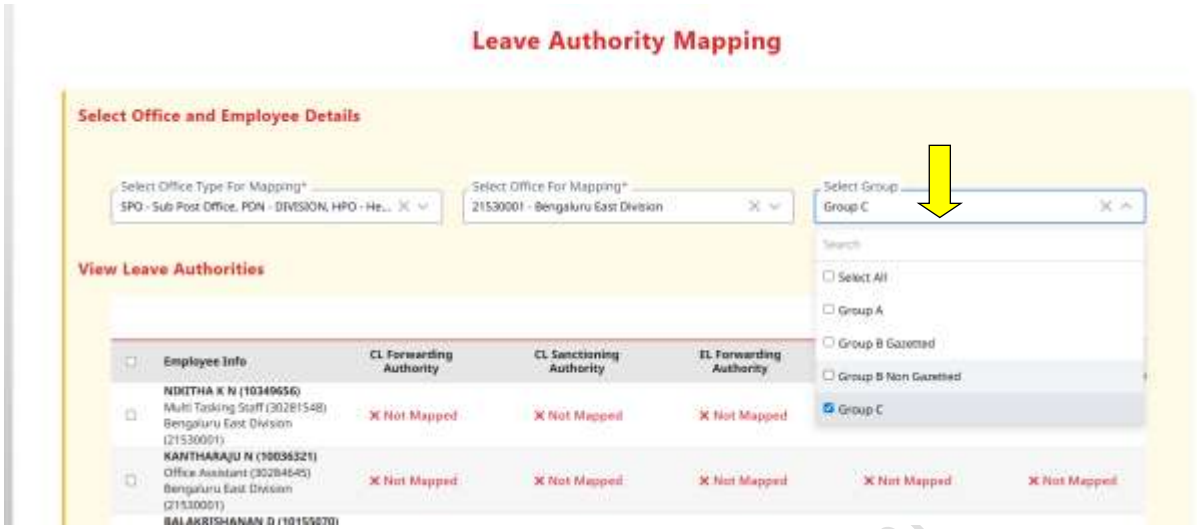
Under **'Leave Mapping'** screen click on **'View & Assign Leave Mapping'** option.



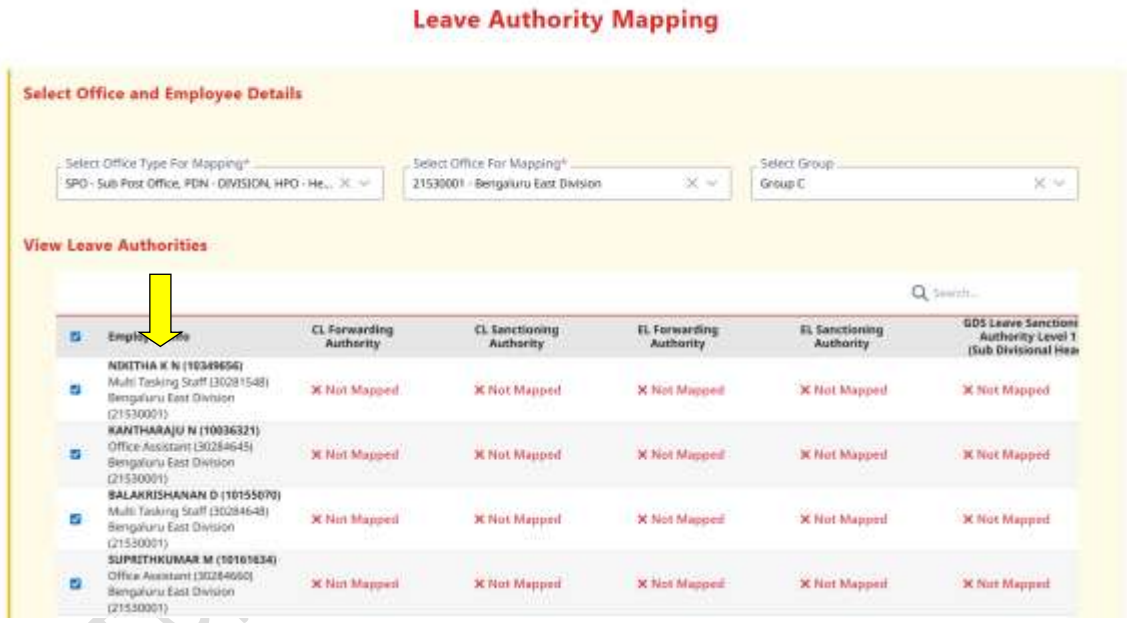
After clicking on the **'View & Assign Leave Mapping'** option, the mapping screen appears. The user must then select the office category from the drop-down list under **'Office Type'**. This 'Office Type' refers to the office where the employee is available for leave mapping



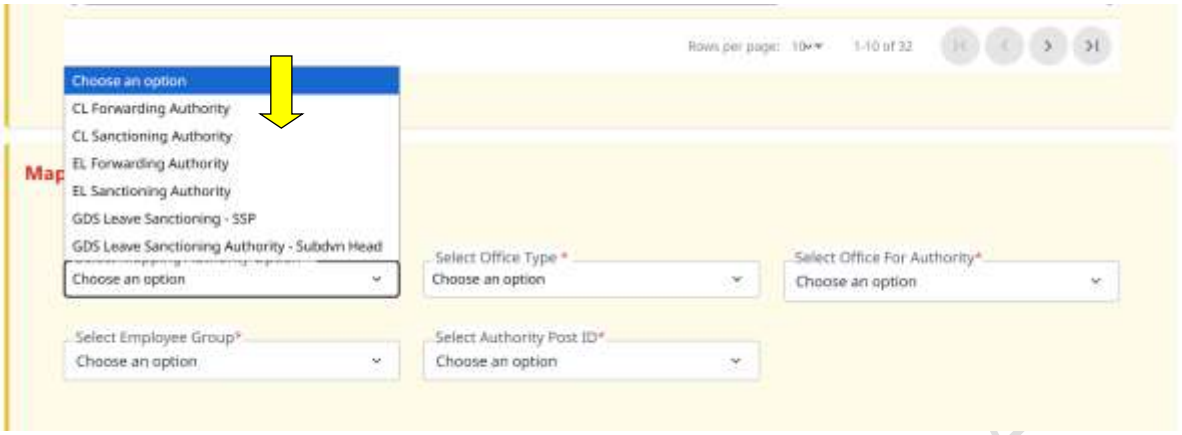
After selecting the Office Type, select the Office Name where the employee is currently available.



Next, select the employee cadre or group so that all employees in the selected group can be mapped at once.



After selecting the employee group, the related employee categories will appear below on the screen for selection. This screen also displays the current mapping status. The user must select the respective employees for whom the leave mapping is to be performed.



After selecting the employee name, the leave mapping authority must be mapped. To do this, the user needs to select the leave sanctioning authority from the drop-down list. This list consists of:

- CL Forwarding Authority
- CL Sanctioning Authority
- EL Forwarding Authority
- EL Sanctioning Authority
- GDS Leave Sanctioning Authority – SSP (for BPMs)
- GDS Leave Sanctioning Authority – Subdvn Head (for employees other than BPMs)

After selecting the sanctioning authority, select the Office Type where the selected authority is currently available.

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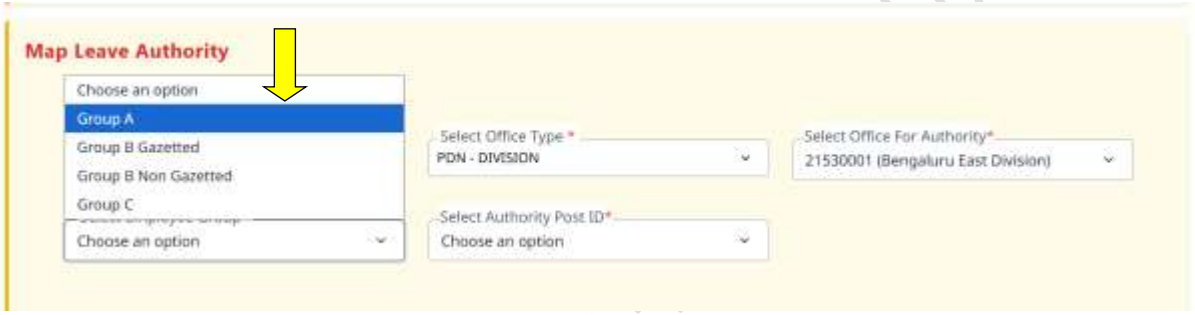
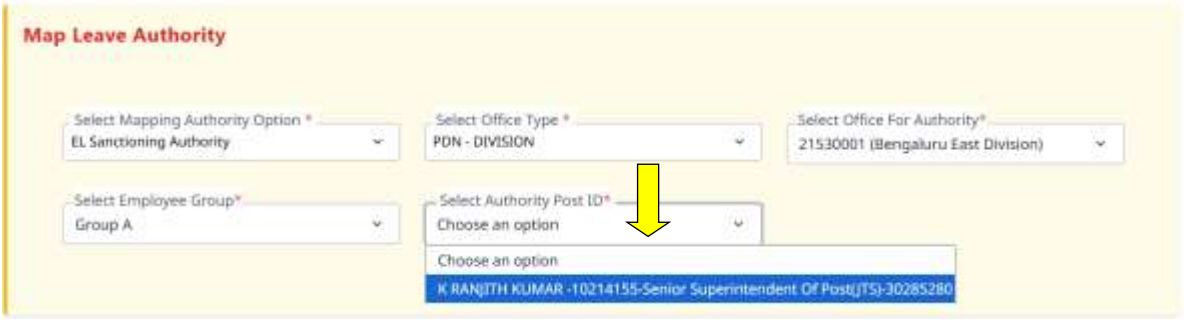
Next, select the office where the authority is currently posted from the drop-down list.



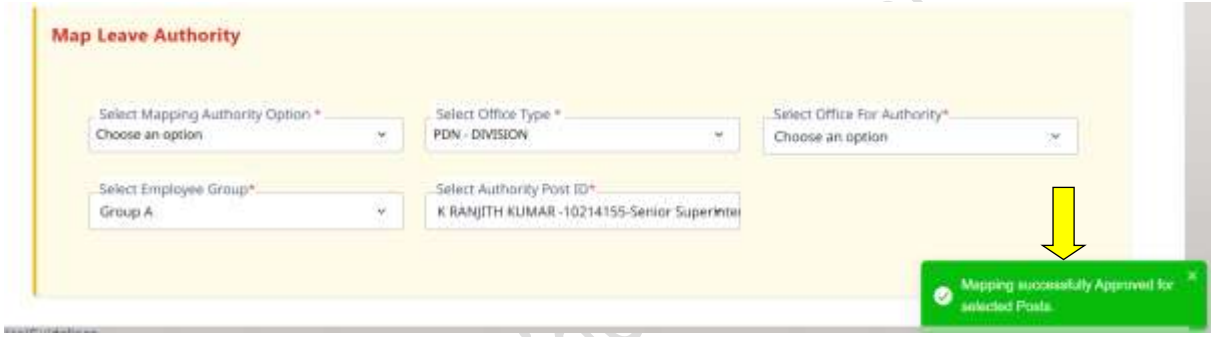
Next, select the leave mapping authority group based on the requirement. This group consists of:

- Group A
- Group B Gazetted
- Group B Non-Gazetted
- Group C



After selecting the group of the leave mapping authority, select the Designation or Post ID from the drop-down list.

Once all the relevant data is filled in the **'Map Leave Authority'** tab, click on the **'Map Authority'** button.

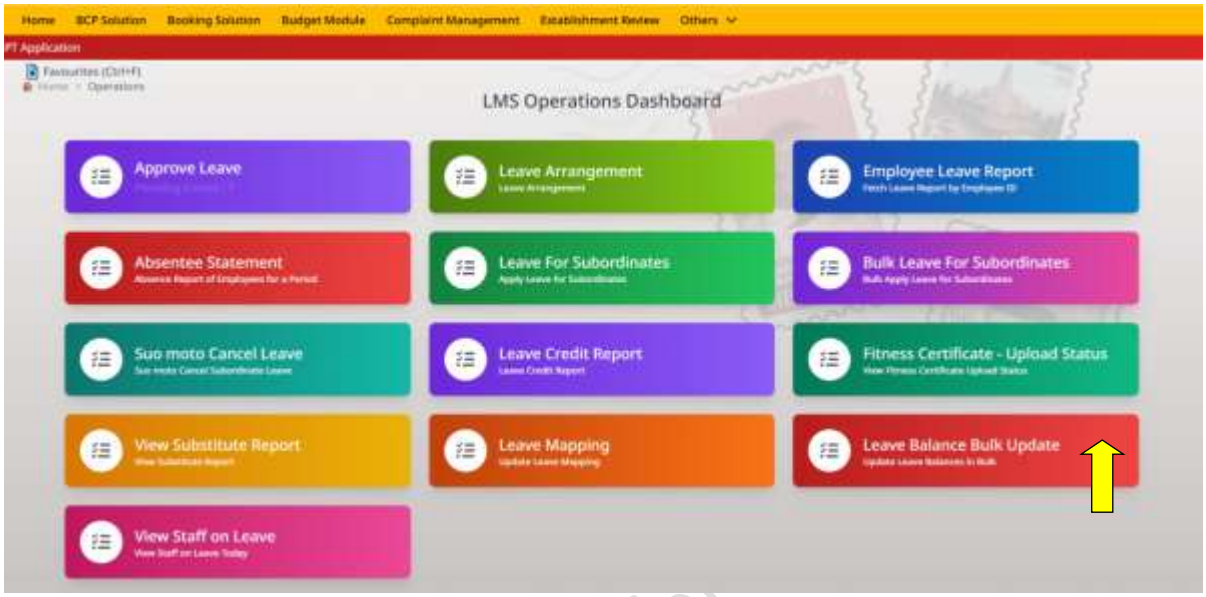


Immediately after clicking the 'Map Authority' button, a pop-up message stating **'Mapping successfully approved for selected posts'** will appear.

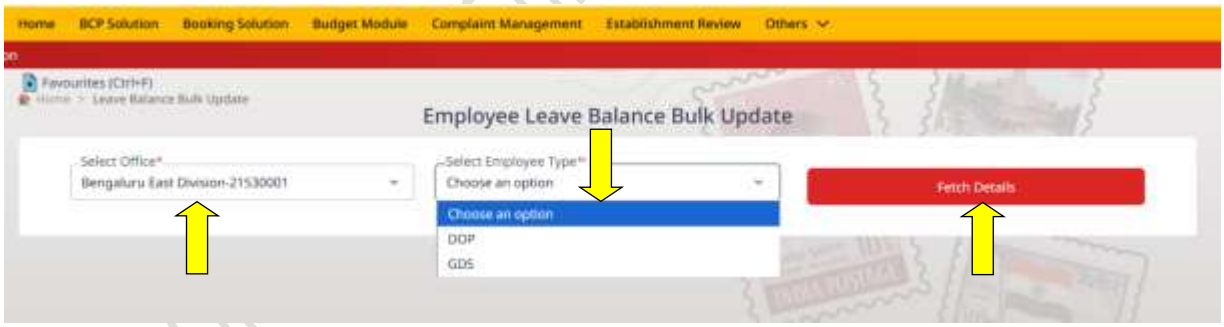
The leave authority mapping status can be viewed by accessing the 'Apply Leave' option under ESS in the employee login.

13.12 Leave Balance Bulk Update

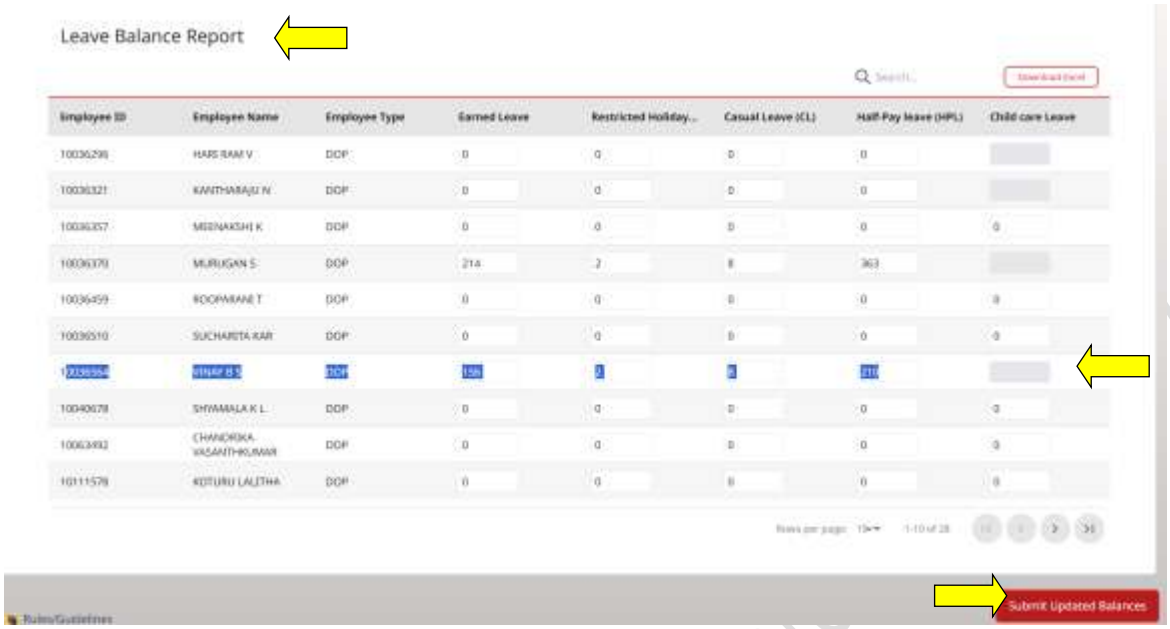
Using this option the concerned authority can update the employees various types of leave balance in bulk.



Click on the '**Leave Balance Bulk Update**' card.



After clicking on the 'Leave Balance Bulk Update' card, the screen appears. The user must select the Office Name of the employee from the drop-down list and then select the Employee Type from the drop-down list, which consists of **DoP** and **GDS**. After selecting the appropriate employee type, the user must click on the '**Fetch Details'** button.

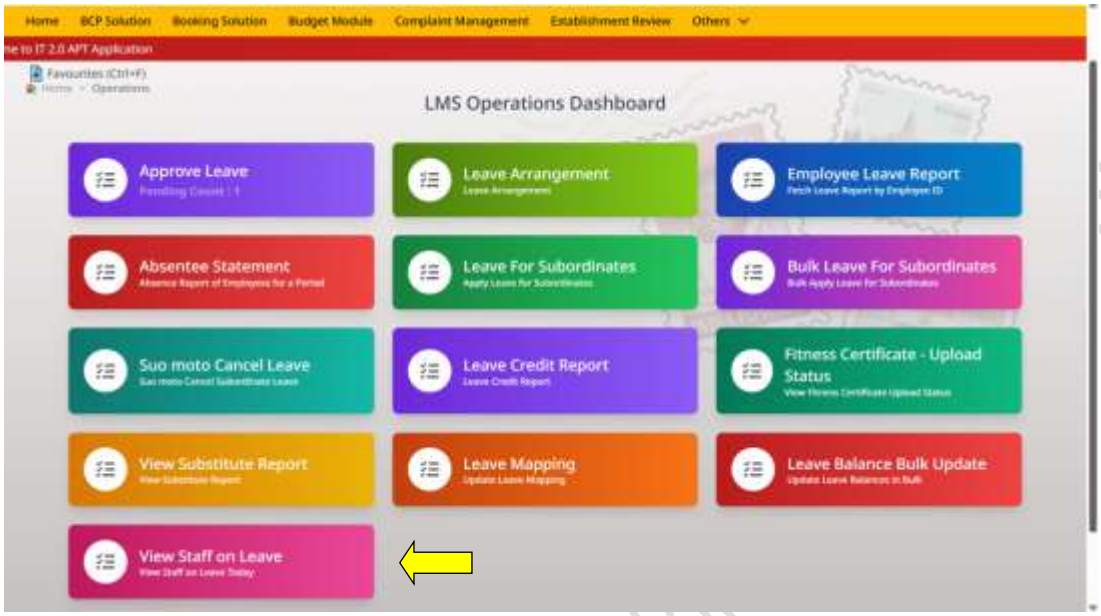


After clicking on the 'Fetch Details' button, the leave balance screen appears, displaying all employee particulars along with the EL, RH, CL, HPL, and CCL leave categories. Initially, these leave fields will be blank, and the authority must update the leave balances for each employee in the respective categories. Once the leave balances are updated for all employees, the authority must click on the 'Submit Updated Balances' button to complete the process. This data can also be downloaded in Excel file format.

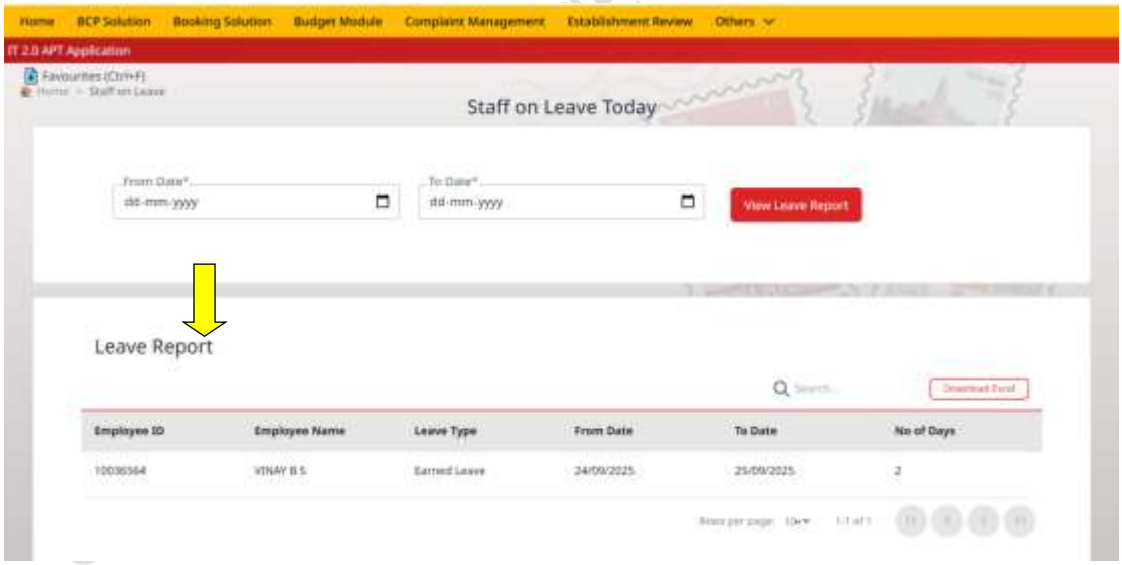
Soon after clicking on 'Submit Updated Balances' button a pop-up message stating '**Leave balances updated successfully'** will appear on the screen.

13.13 View Staff on Leave

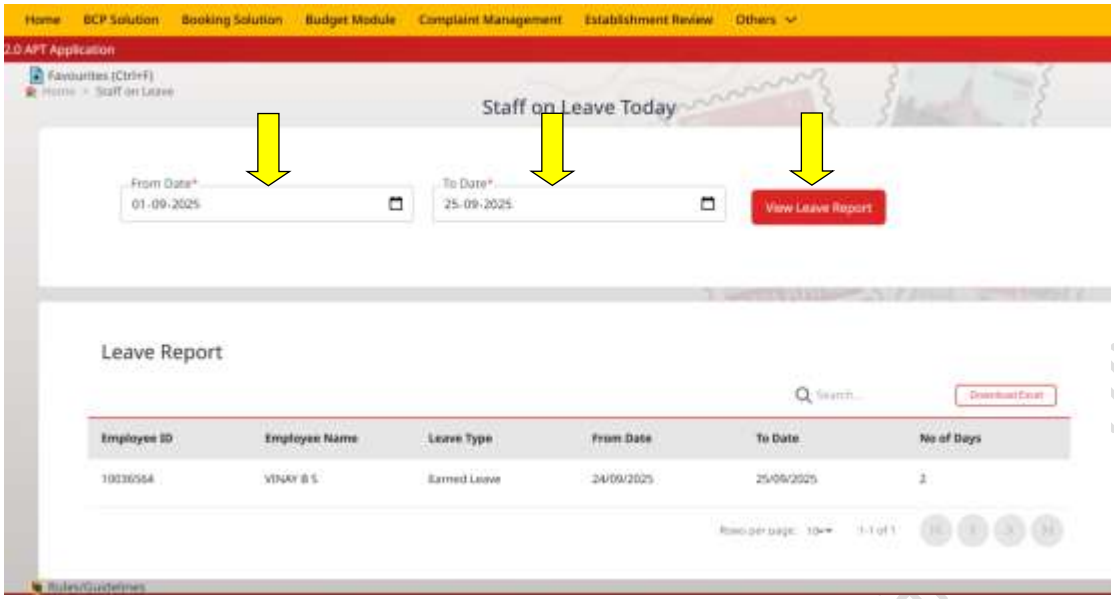
Using this option the authority can view the employees currently on leave as well as the employee leave details.



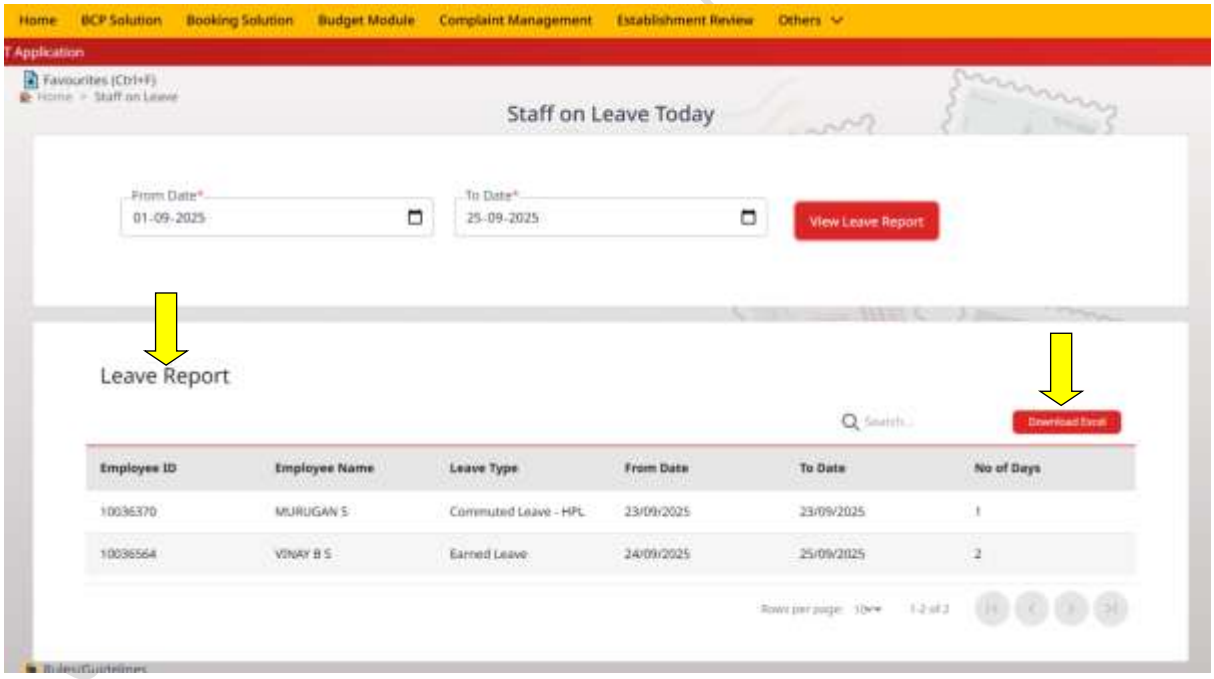
Click on the 'View Staff on Leave' card.



After clicking on the '**View Staff on Leave'** card, the screen displays the details of employees who are currently on leave. By default, this information appears without selecting any leave period.



There is also an option to select a specific period. The user must select the **From Date** and **To Date**, and then click on the **'View Leave Report'** button.

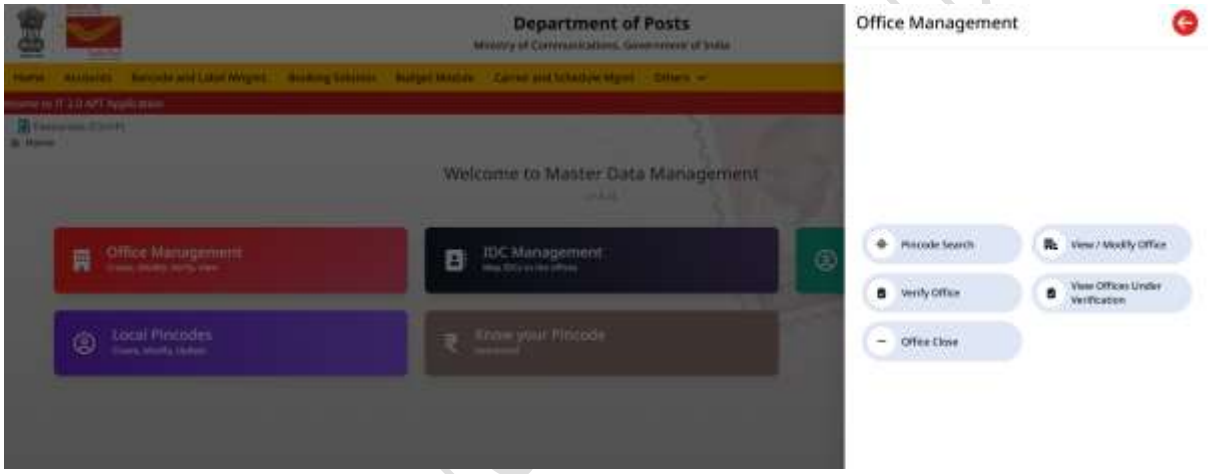


Once the **'View Leave Report'** button is clicked, the details of the employees leave particulars for the selected period will appear on the screen. The same may be downloaded in **Excel** file format.

14 Master Data Management

In this section ,maintenance of master data of pincode, office, Holiday and IDCs by Administrative offices is explained,

14.1 Office Management

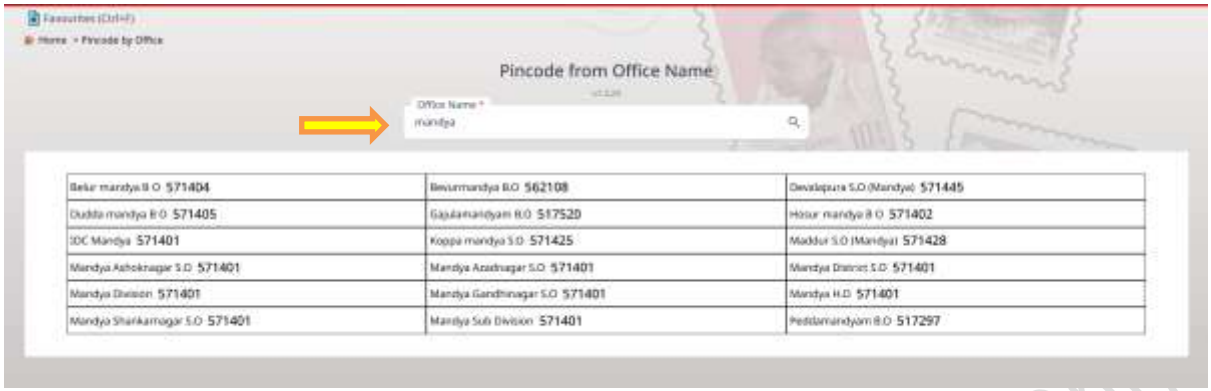


Upon clicking “Office Management” sub card, Administrative office will get following options:

1. Pincode Search
2. View/Modify Office
3. Verify Office
4. View Offices under Verification
5. Close Office-CEPT

14.1.1 Pincode Search

Upon clicking “Pincode search” option, it will redirect to “Pincode search from office name” screen. Enter keywords in “Office name” dialogue box or enter name of the office and click on “Search” .



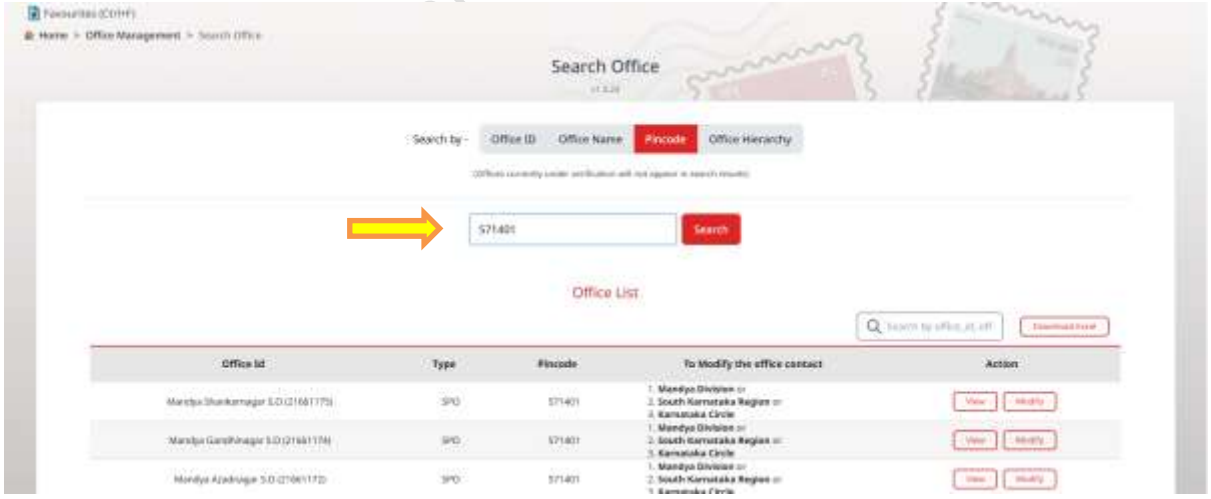
Upon entering keywords in “Office name” dialogue box or entering the name of the office , it will displays all offices and its pincode.

14.1.2 Office Creation/ Deletion/Hierarchy Mapping-CEPT

Office Creation, Office Deletion and Office Hierarchy Mapping will be done by CEPT on request raised through support desk.
Template for Office Creation, Office Deletion and Office Hierarchy Mapping is available at below link under “other” sub section.

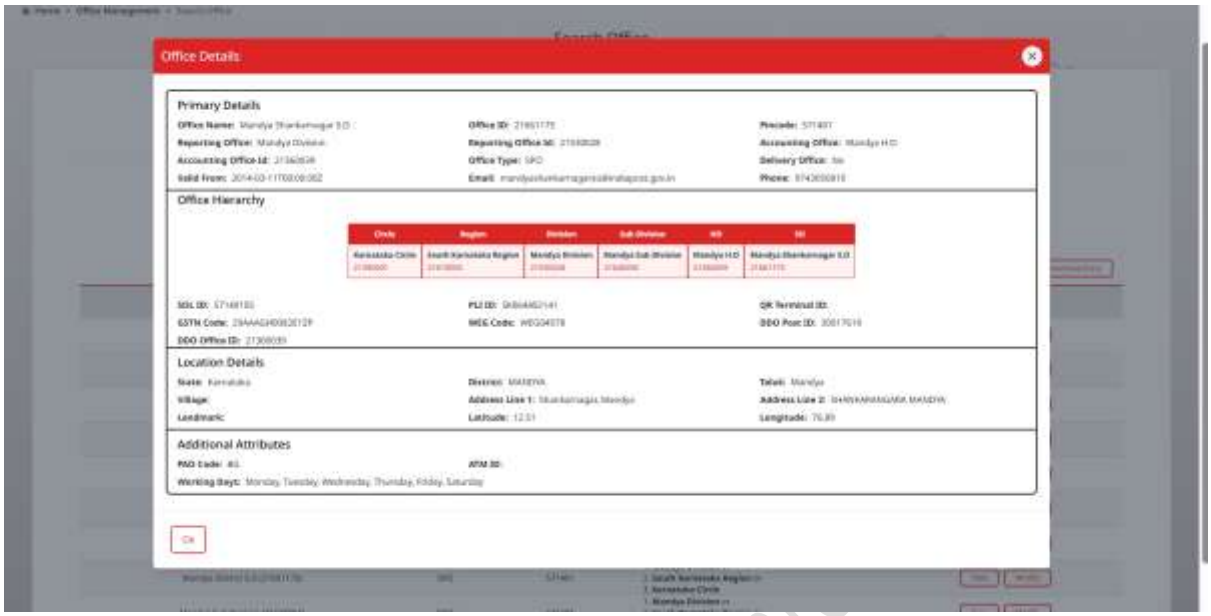
https://drive.google.com/drive/folders/1WaR6Zz4jtQGzStDQxcqL_1VkT1kYRSjD

14.1.3 View/Modify Office

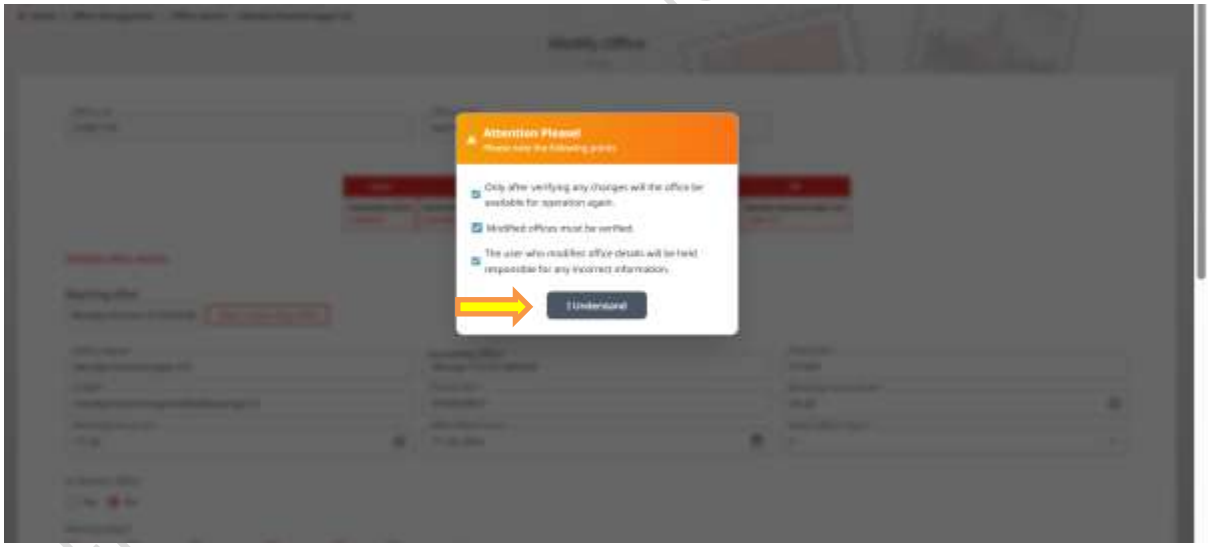


Upon clicking “View/Modify” Office option it will redirect to “search office” screen. Enter the search criteria and click on “Search” button. It will displays the office list. Click on “View” button available in front of office name to view the “Office Details”.
Click on “Modify” button available in front of office name for modification of office details.

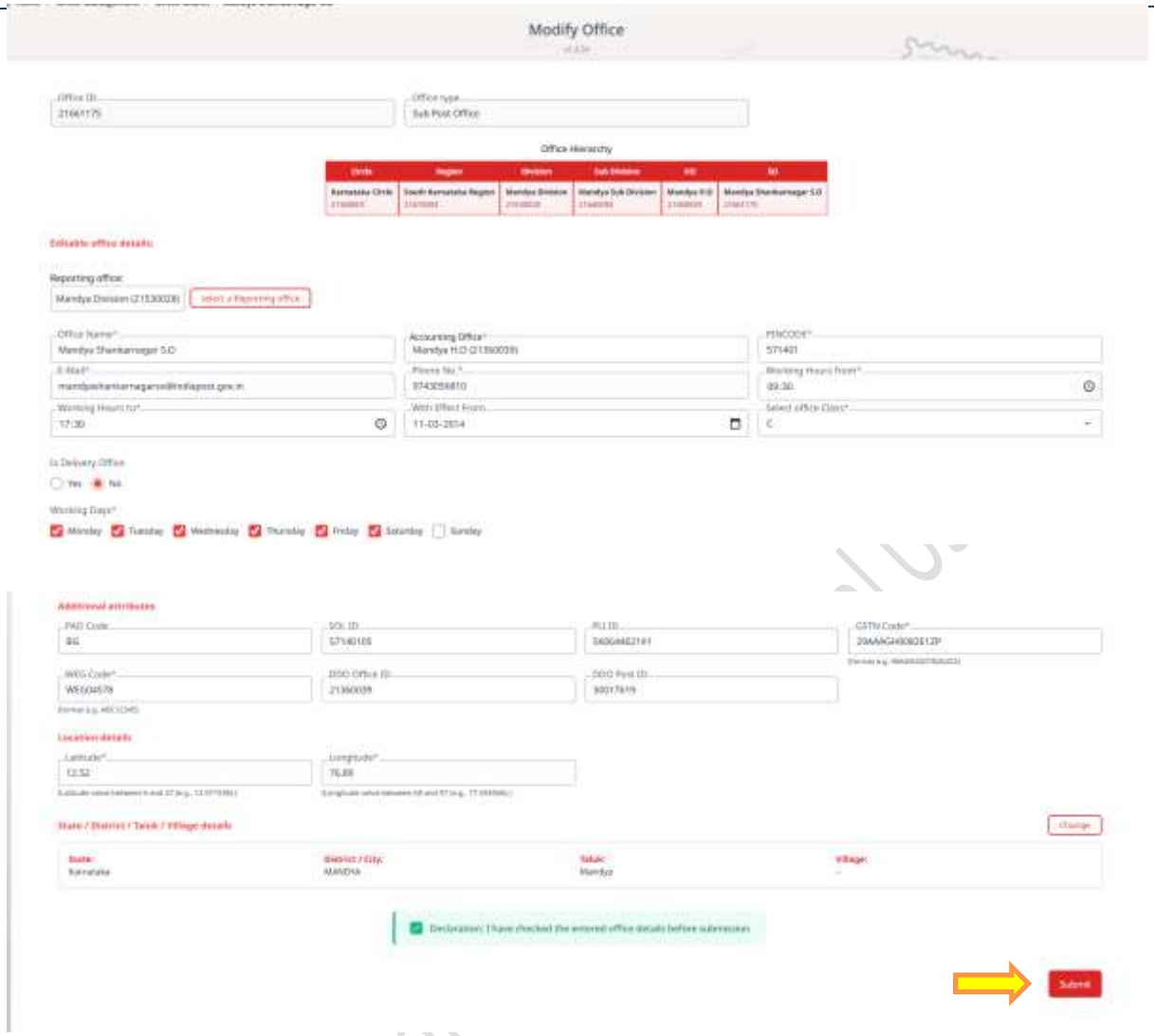
Note: Offices currently under verification will not appear in search results



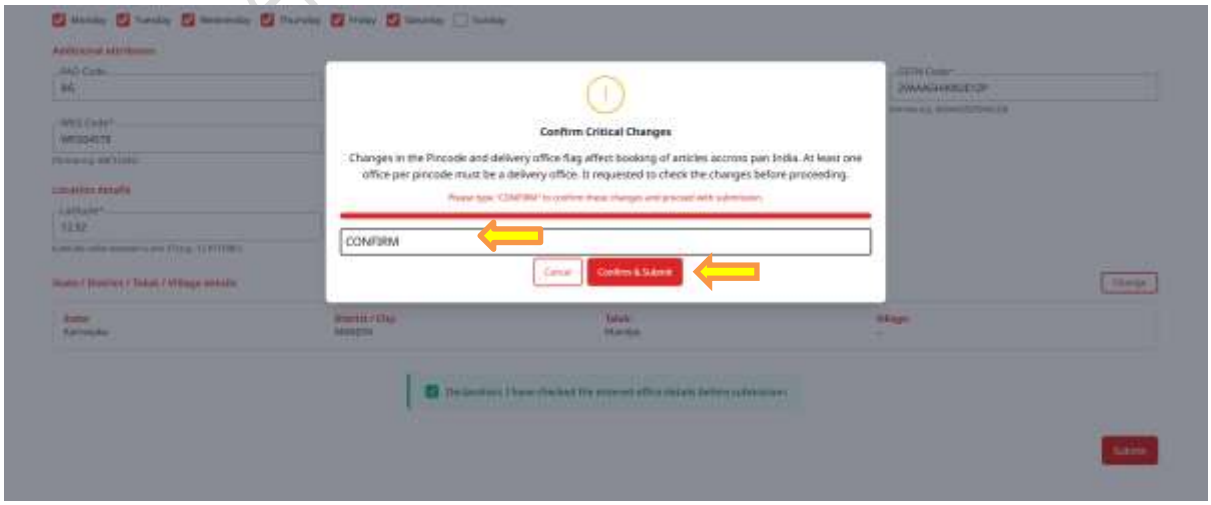
Upon clicking on “Modify” button, it will displays “Office Details”. Click on “Ok” button.



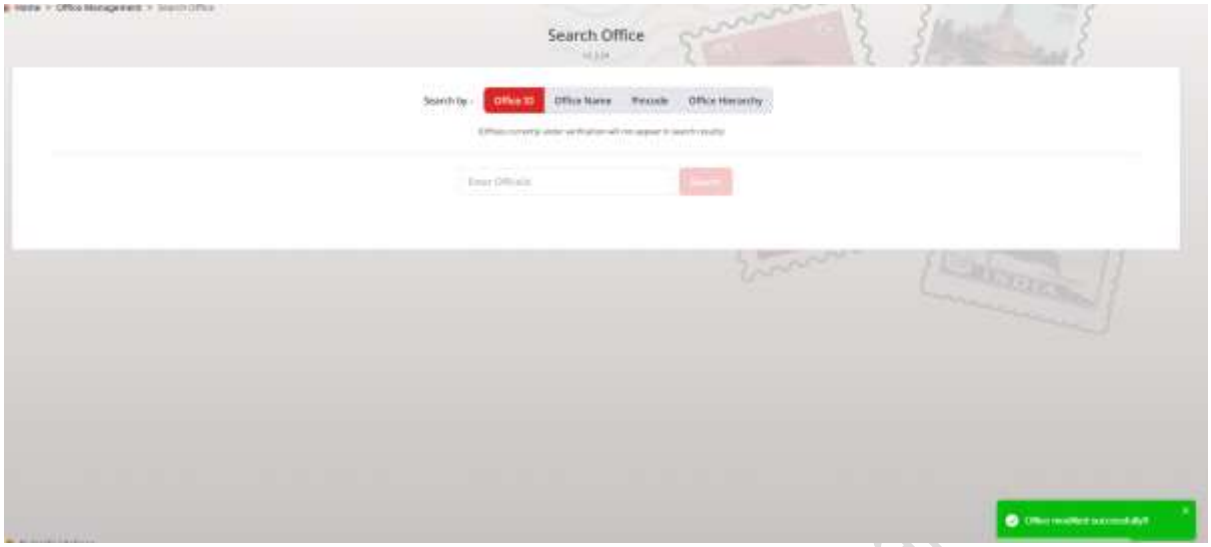
Upon clicking “OK” button , it will displays “Attention please” dialogue box. Confirm the points by selecting “tick box” and Click on “I Understand” button .



Upon clicking “I Understand” button, it will redirect to “Modify Office” screen. This screen contains office master of selected office. After editing the desired details, select the “Declaration”. Click on “Submit” button.

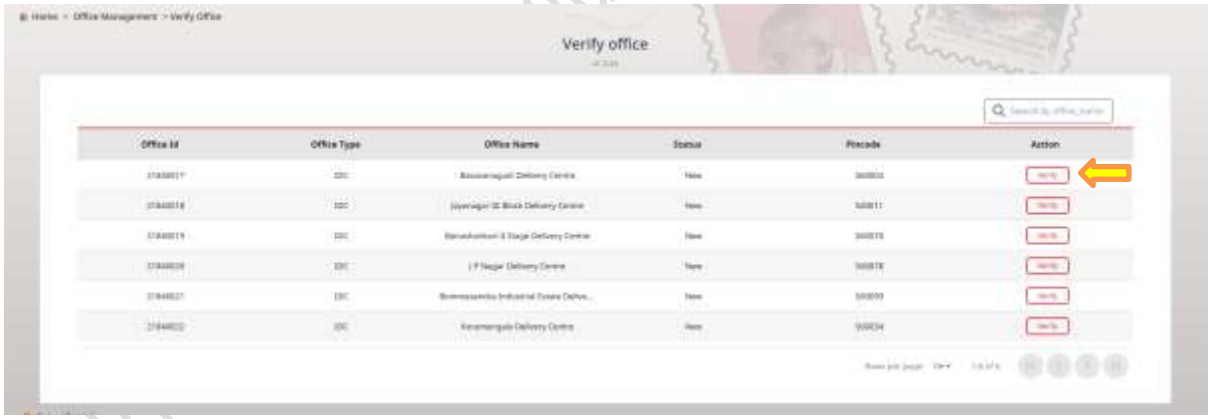


Upon clicking “Submit” button, a “Confirm Critical Changes” dialogue box will be displayed. Type “CONFIRM” in dialogue box and click on “Confirm & Submit” button.

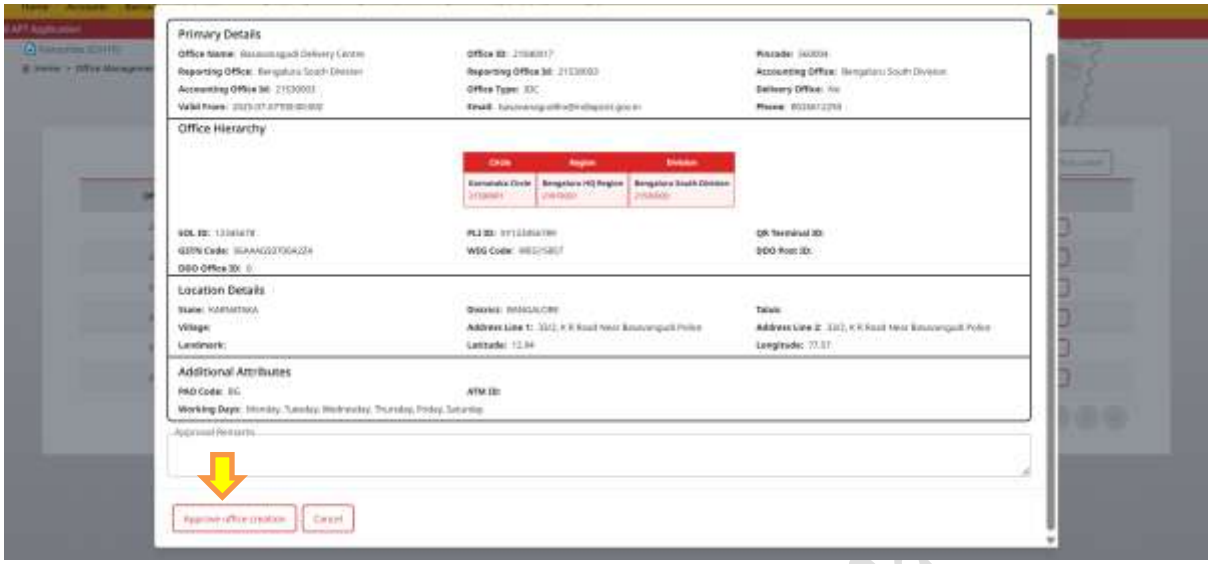


Upon clicking “Confirm & Submit” button, a flash up message “Office modified successfully” will be displayed.

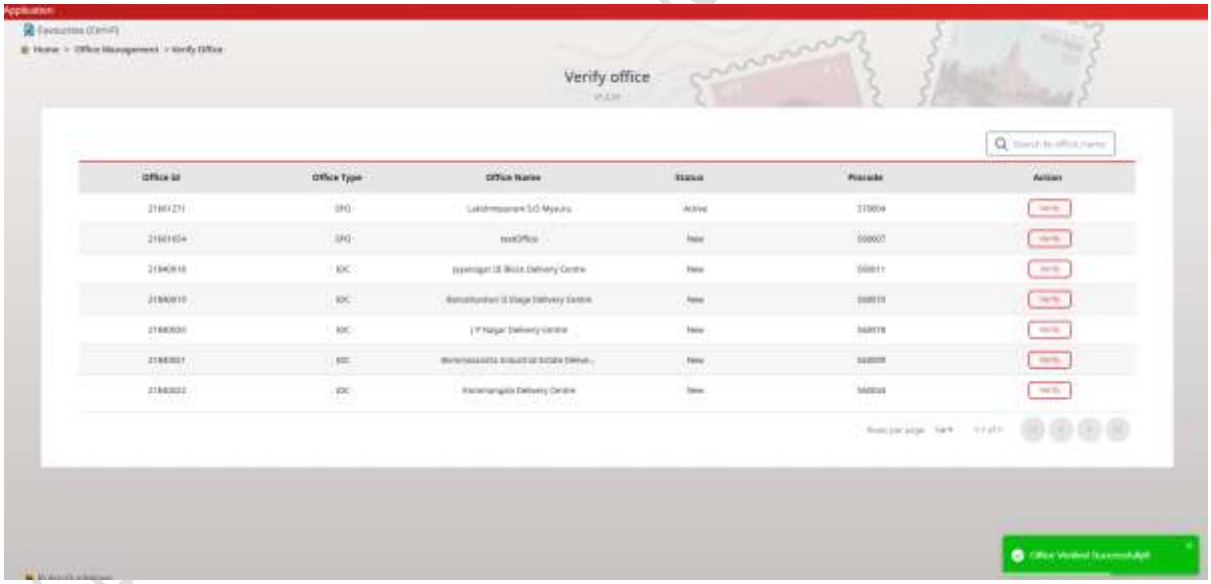
14.1.4 Verify Office



Upon click on “Verify Office” option, it will redirect to “Verify Office” screen. List of offices which are modified will be displayed here. Click on “Verify” button available in front of offices.

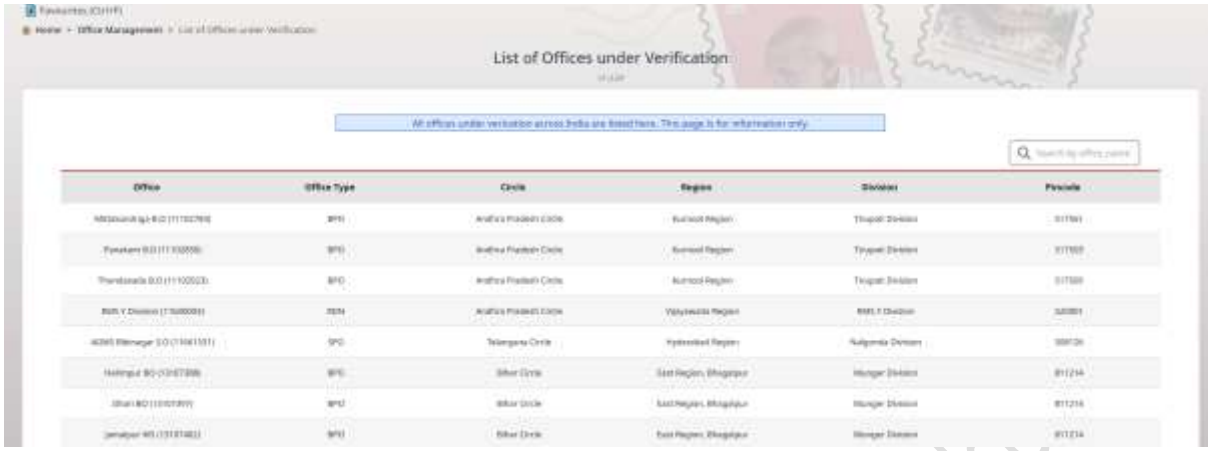


Upon clicking “Verify” button , it will displays the modified details. After verifying the details, click on “Approve Office Creation” button.



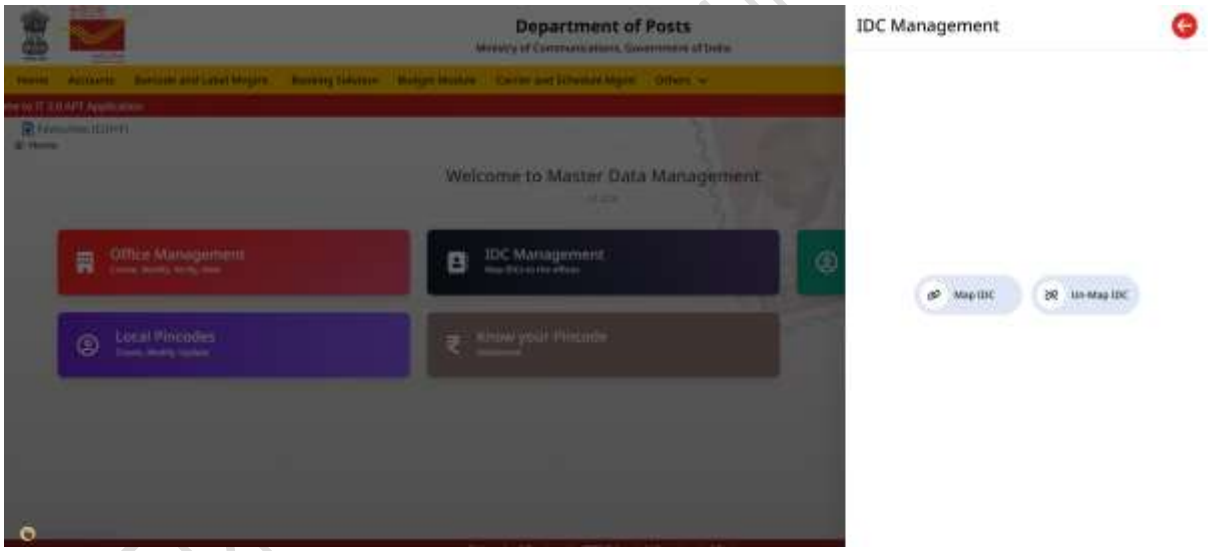
Upon clicking “Approve Office Creation” button a pop up message “Office Verified Successfully” will be displayed.

14.1.5 View Offices Under Verification



Upon clicking on “View Offices under Verification” option, it will redirect to “List of Offices under Verification”. All offices under verification across India are listed here. This page is for information only.

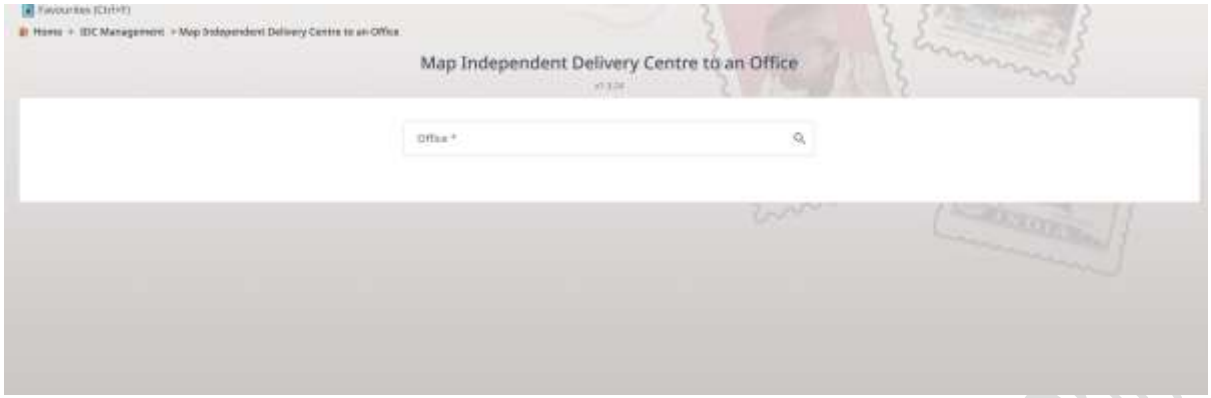
14.2 IDC Management



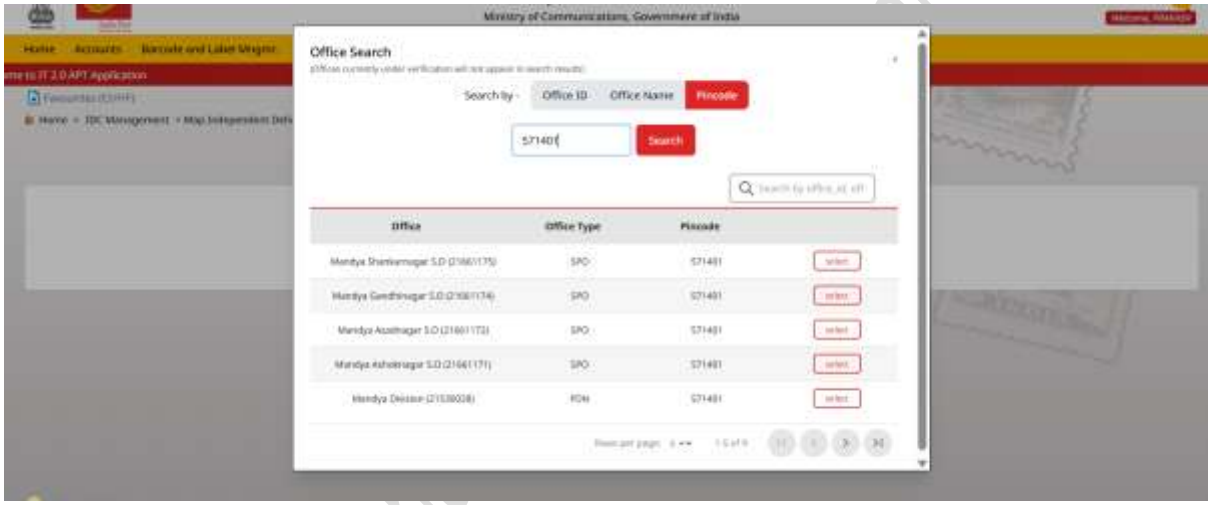
Upon clicking “IDC Management” sub card, there are two following options available :

1. Map IDC
2. Un Map IDC

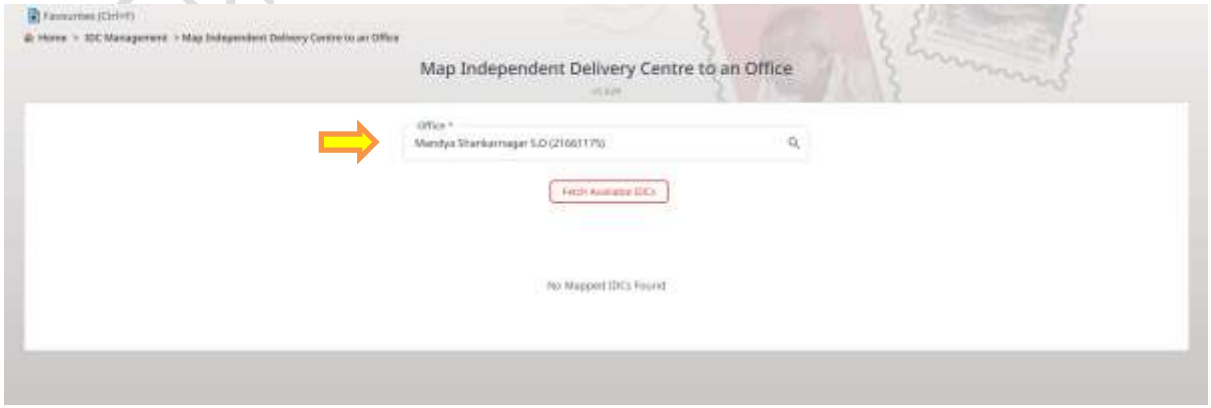
14.2.1 Map IDC



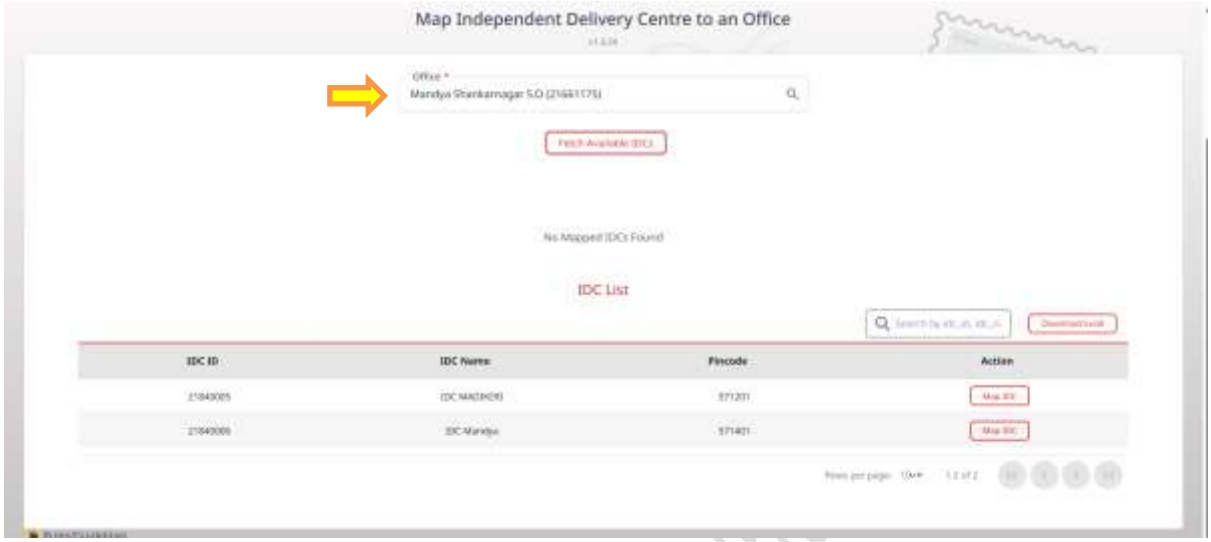
Upon clicking “Map IDC” option, it will redirect to “Map Independent Delivery Centre to an Office” screen. Click on the “Office” dialogue box.



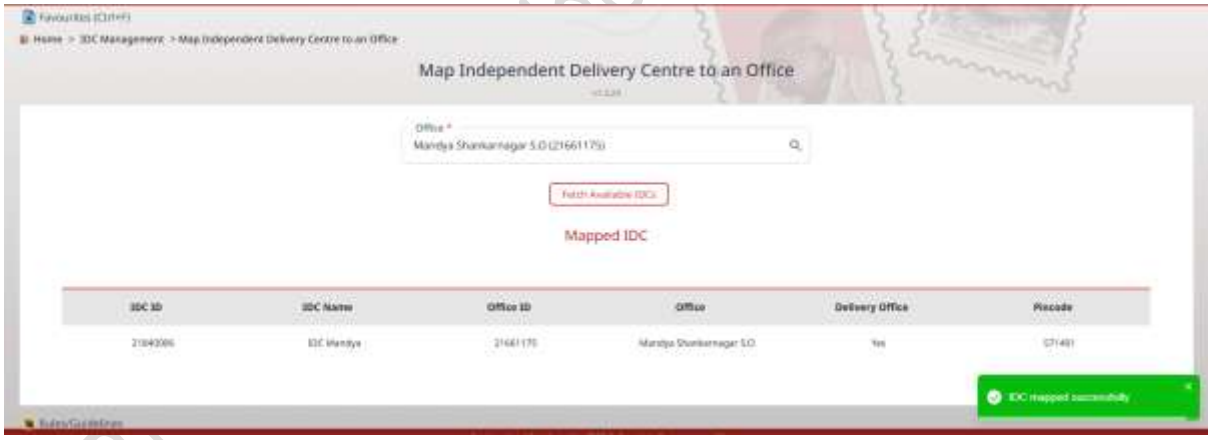
Upon clicking “Office” dialogue box , it will redirect to office search dialogue box . select the office by searching through office id/office name/Pincode. Click on “Select” the office option available in front of the office name.



After selecting the office, Click on “Fetch available IDCs” option .



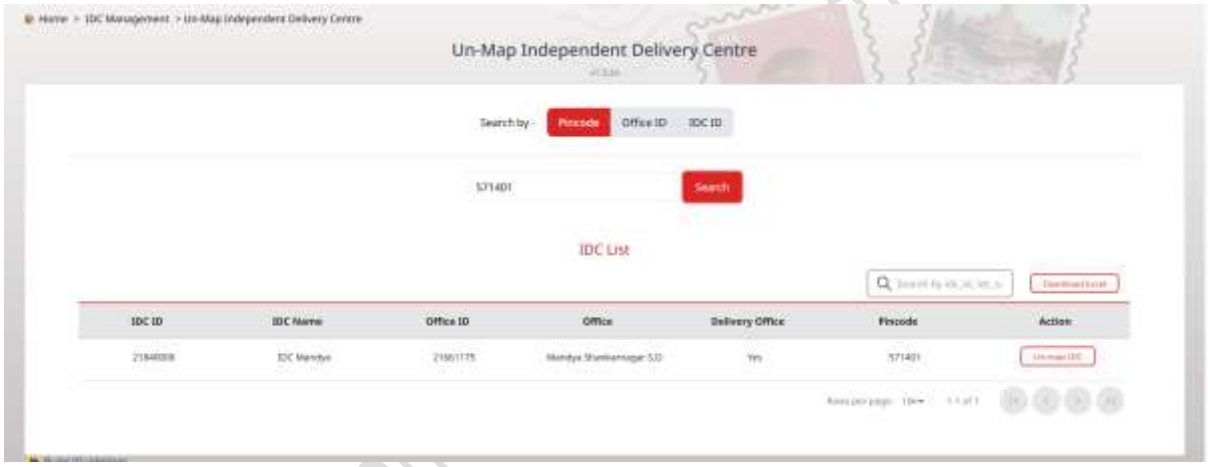
Upon clicking “Fetch available IDCs” option, available IDCs will be listed out. Click on “Map IDC” option available in front of IDC.



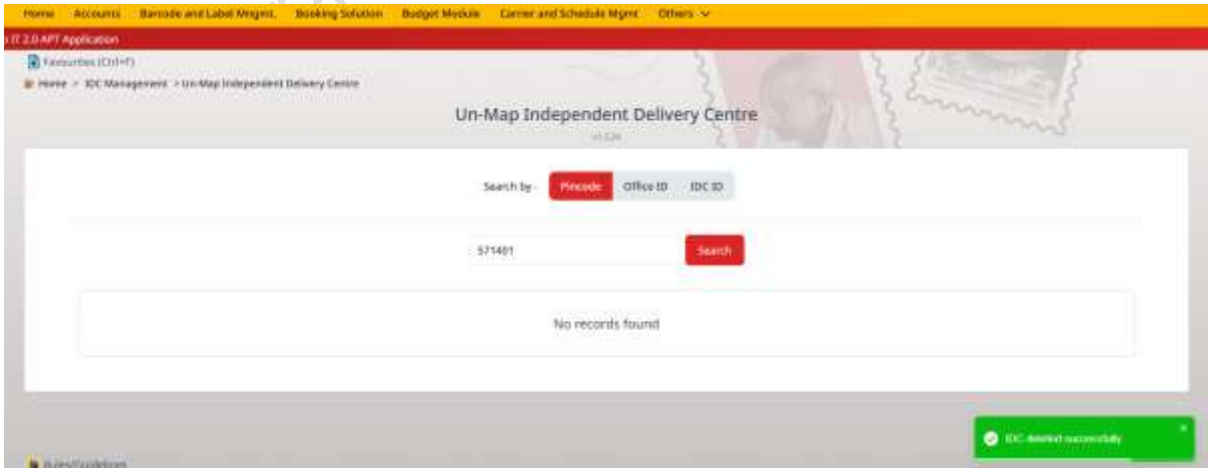
Upon clicking “Map IDC” option, a flash pop up message “ IDC mapped successfully message will be displayed.

14.2.2 Un Map IDC

Upon clicking “Map IDC” option, it will redirect to “Map Independent Delivery Centre to an Office” screen. Enter office details and click on “Search” button .

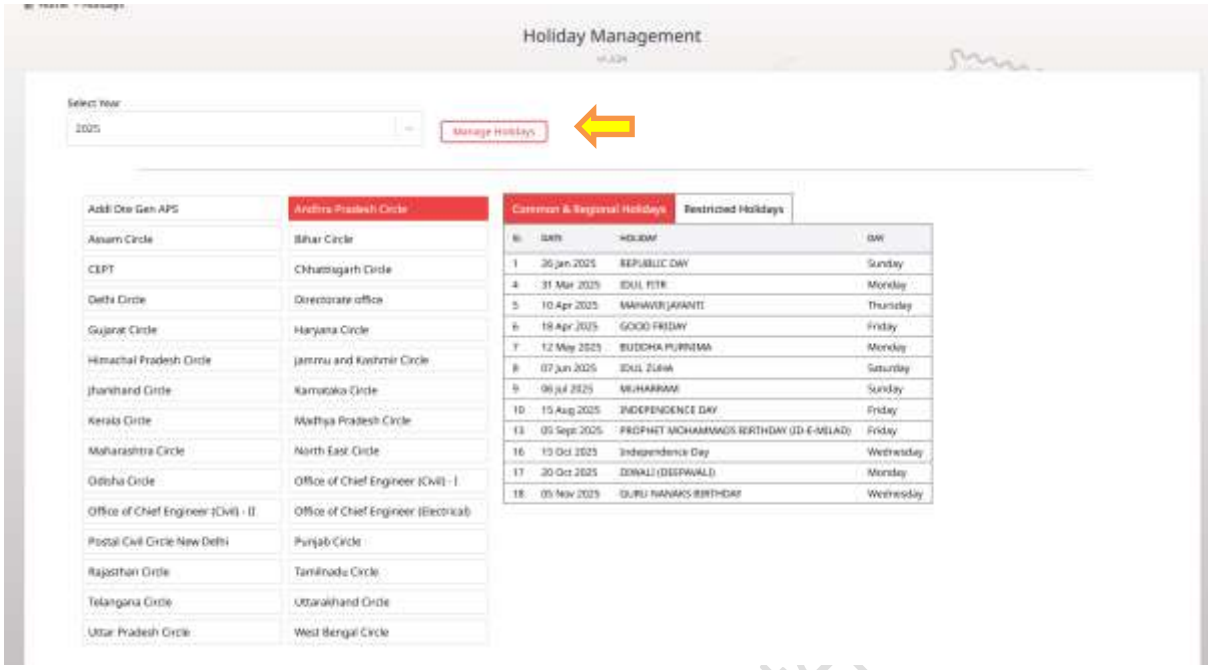


Upon clicking “Search” button. Office mapped to IDCs will be displayed. Click on “Unmap IDC” available in front of offices mapped to IDC



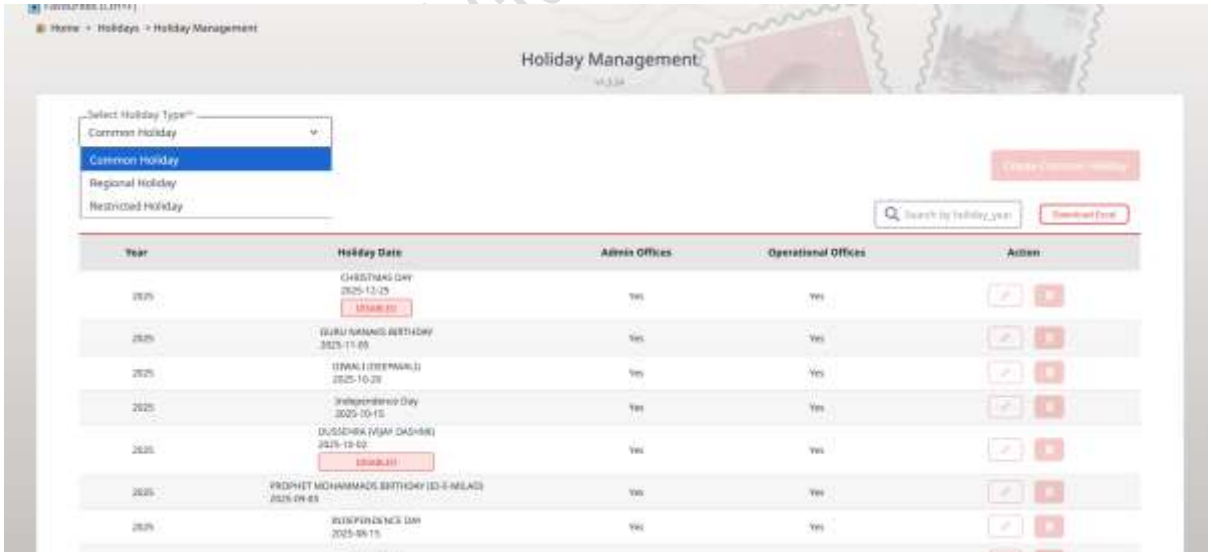
Upon clicking “Unmap IDC” option, a flash pop up message “ IDC deleted successfully message will be displayed.

14.3 Holiday Management-Circle Office



Upon clicking "Holiday Management" sub card, it will redirect to "Holiday Management" screen. List of Circles and its Regional Holiday and Restricted Holiday can be view in this screen.

"Manage Holidays" is disabled for the users other than Circle office. Click on "Manage Holidays".



Upon clicking "Manage Holidays", it will redirect to next screen. Select the Holiday type from the "Select Holiday Type" dropdown. Three type of Holidays are there:

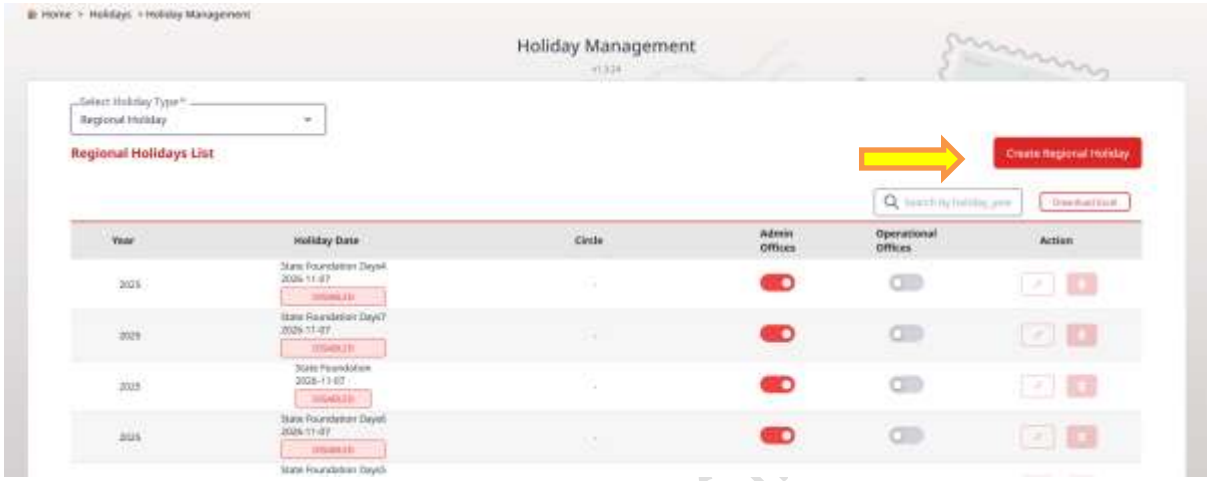
1. Common Holiday
2. Regional Holiday
3. Restricted Holiday

14.3.1 Common Holidays

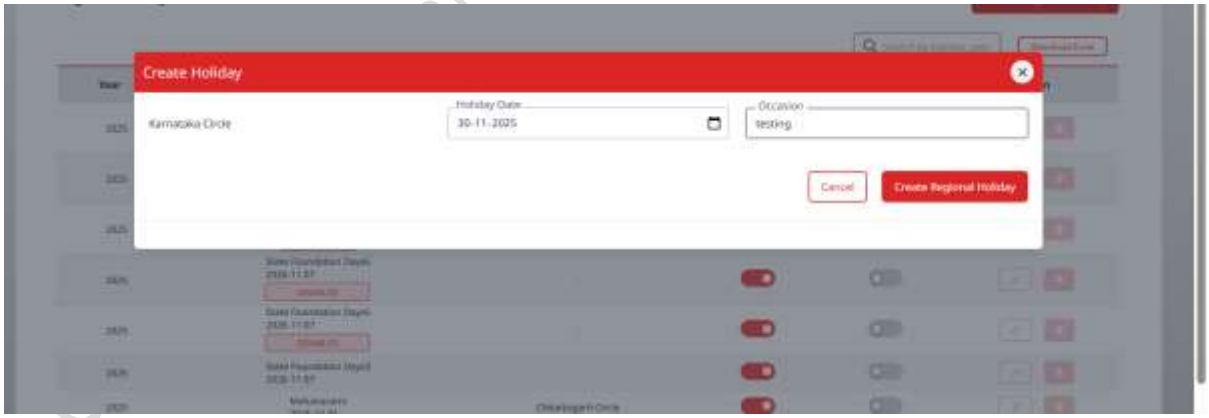
Common Holidays will be uploaded by CEPT.

14.3.2 Regional Holidays

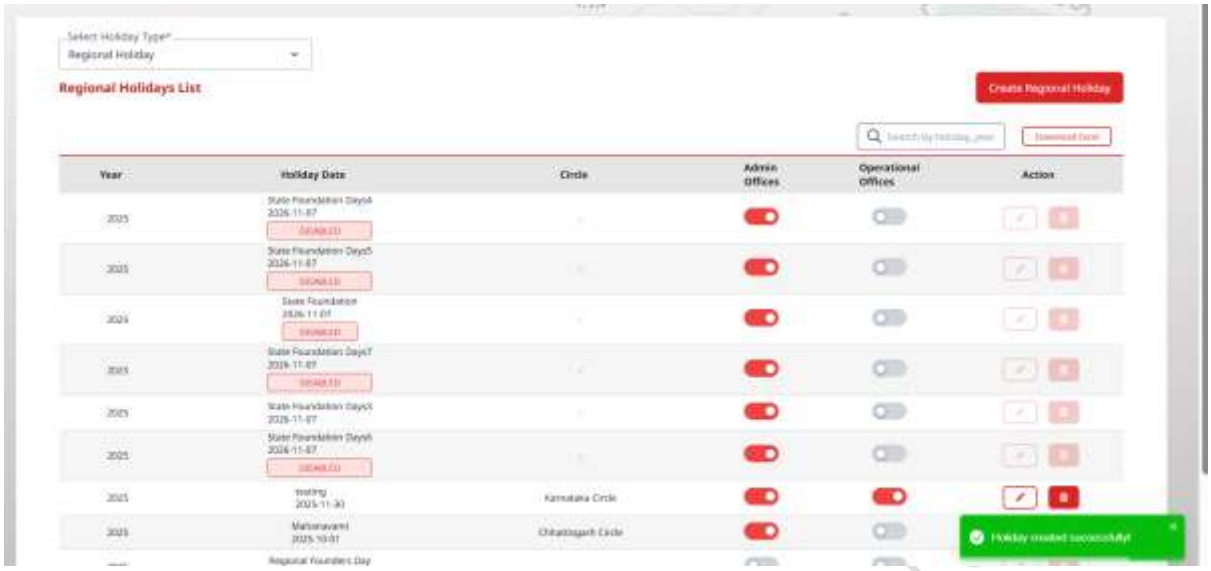
14.3.2.1 Create Regional Holidays



Upon selecting “Regional Holidays” from the drop down, it will displays” Regional Holiday list”. Common Holidays which were applicable to all Circles are listed out here. For configuration of Regional Holiday, Click on “ Create Regional Holiday” option .



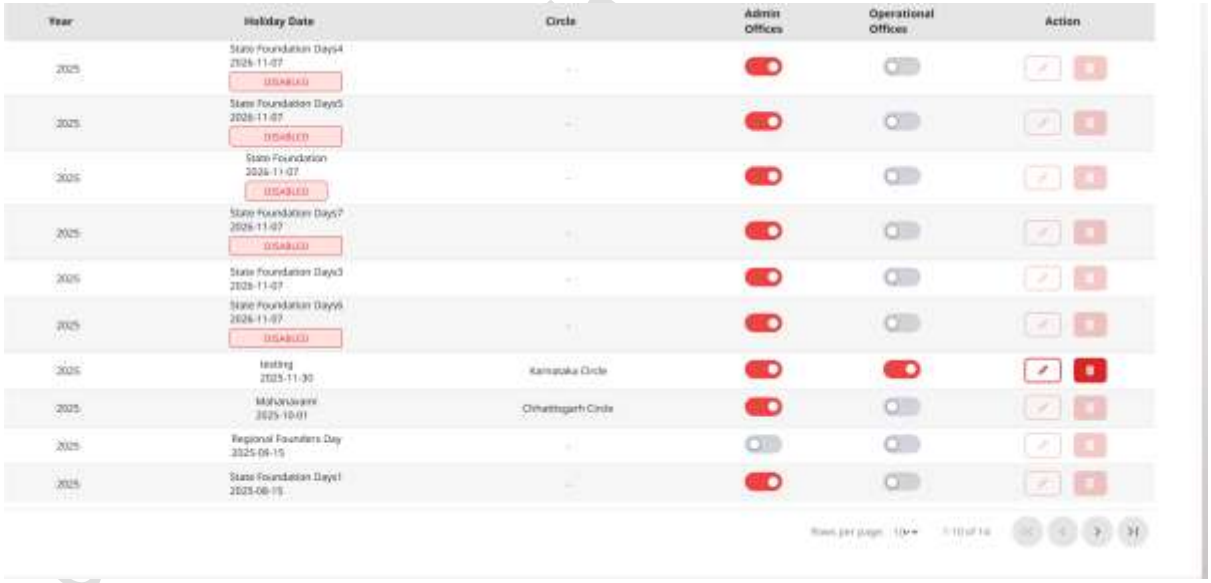
Upon clicking “Create Regional Holiday” option, it will displays “Create Holiday” dialogue box. Select “Holiday Date” and occasion. Click on “Create Regional Holiday” option.



Upon clicking “Create Regional Holiday” option, a flash pop up message “Holiday Created Successfully” will be displayed.

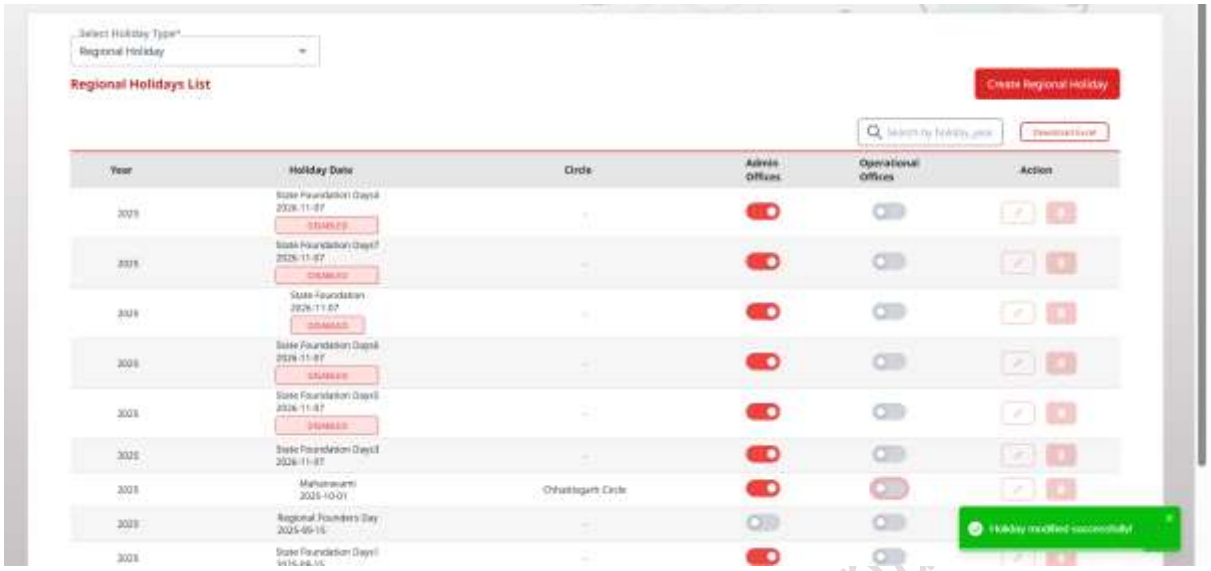
Note: Holidays can be marked for “administrative office” and “ Operational Offices” using toggle bar.

14.3.2.2 Modify Regional Holidays



Only Regional Holidays created by the Circles can be edited by clicking “Pen” symbol under “Action” or deleted by “Delete” symbol under “Action” .

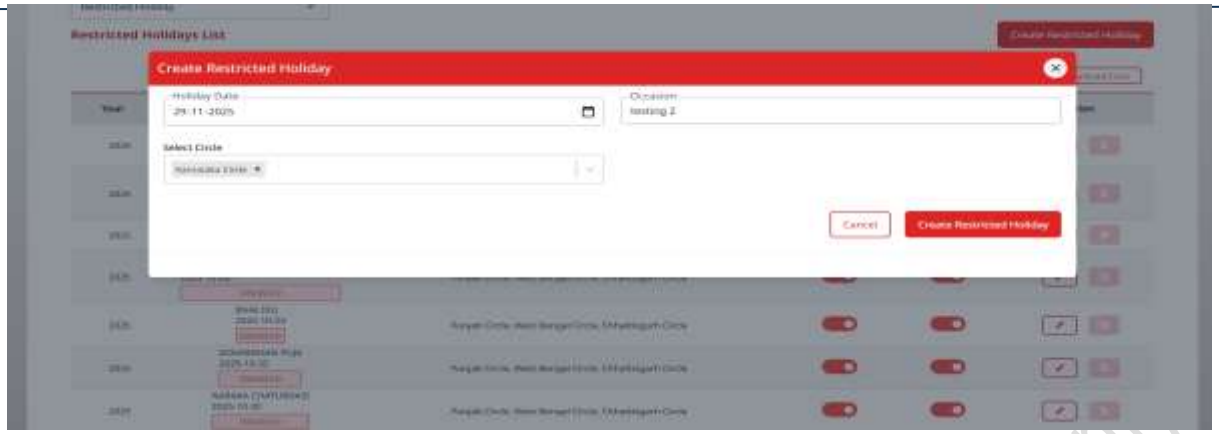
Upon clicking “Edit” , it will displays “Edit Holiday” dialogue box. Edit the details and click on “Save” button.



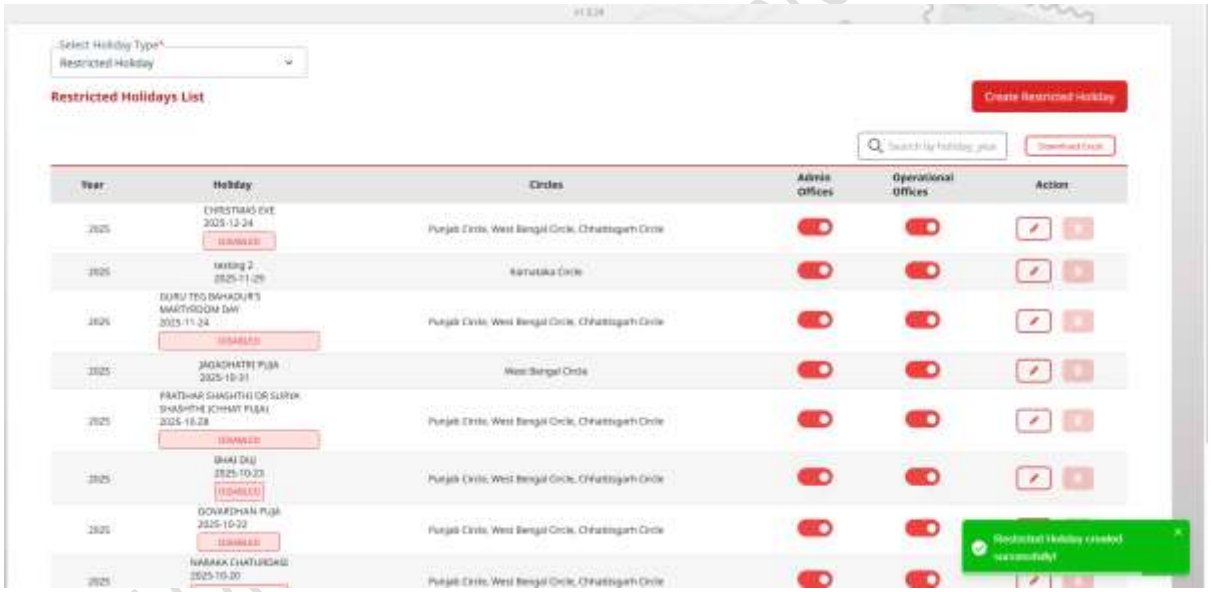
Upon clicking on “Save” button , a flash pop up message “Holiday modified successfully” will be displayed.

14.3.3 Create Restricted Holidays

Upon selecting “Restricted Holidays” from the drop down, it will display” Restricted Holiday list”. For configuration of Restricted Holiday, Click on “ Create Regional Holiday” option .



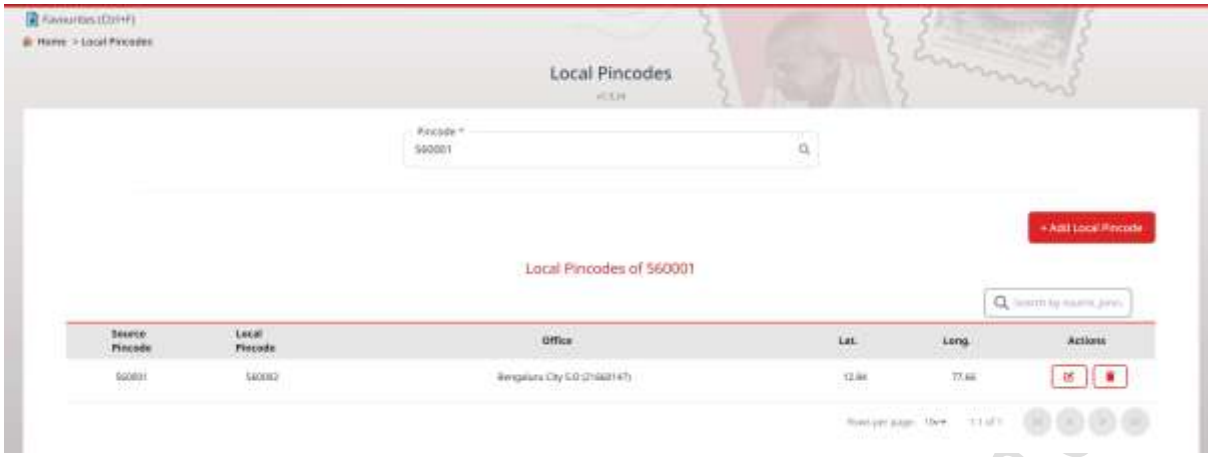
Upon clicking “Create Restricted Holiday” option, it will displays “Create Restricted Holiday” dialogue box. Select “Holiday Date” and occasion. Click on “Create Restricted Holiday” option.



Upon clicking “Create Restricted Holiday” option, a flash pop up message “Restricted Holiday Created Successfully” will be displayed.

Note : Modify Restricted Holidays is similar to Modify Regional Holiday.

14.4 Local Pincodes

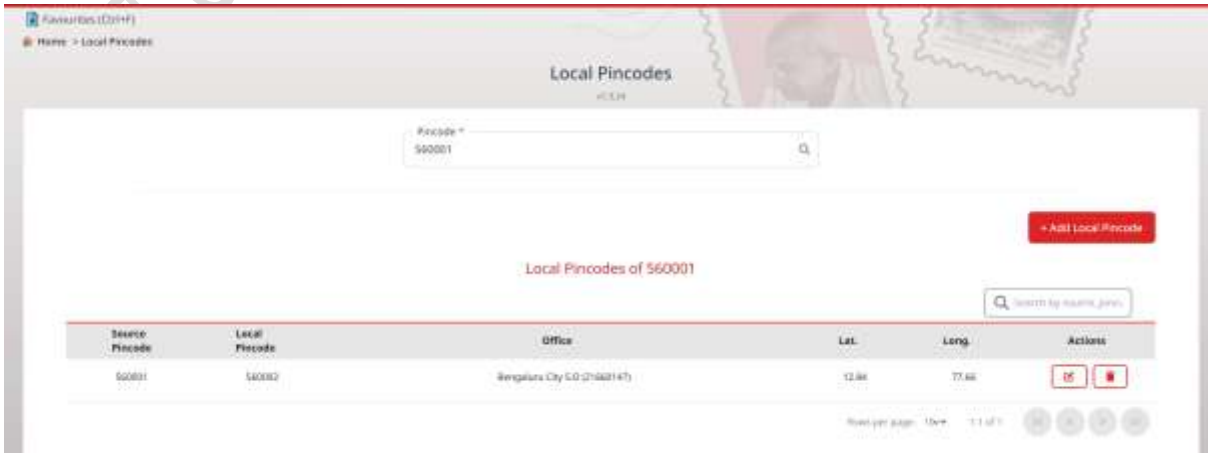


Upon clicking on the “Local Pincodes” sub card , it will redirect to “Local Pincodes” screen. Enter the”Source Pincode” for which Local pincodes to be configured in “Pincode’ dialogue box . Click on “Add Local Pincode” button.

14.4.1 Create Local Pincode

Upon clicking “Add Local Pincode” button, it will displays “Create Local Pincodes” dialogue box. “Source Pincode” auto populated, enter local pincode for the source pincode. Click on “Save” button .

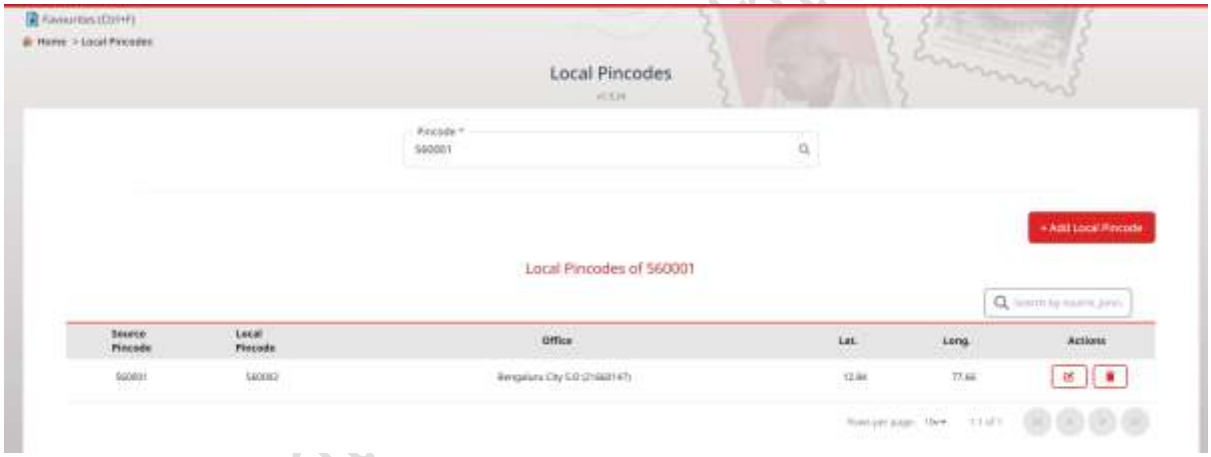
14.4.2 Modify Local Pincode



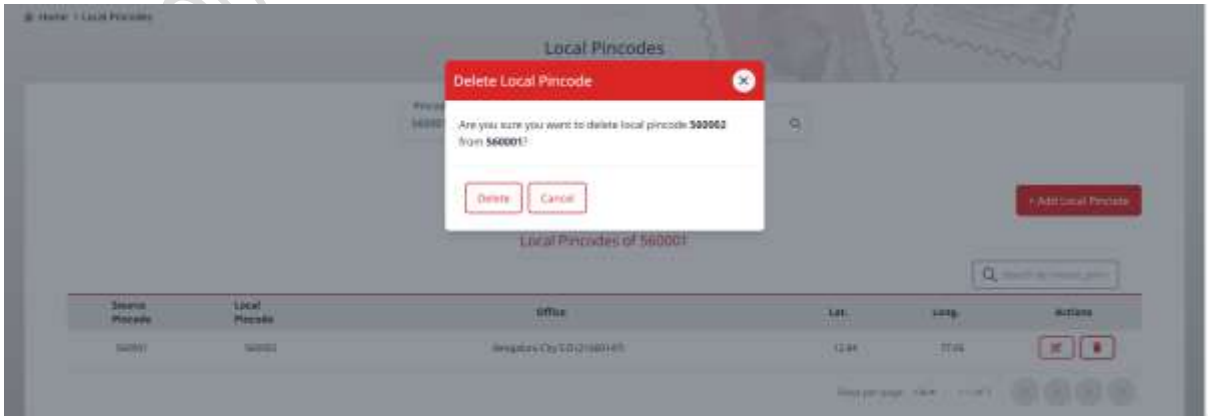
Click on “edit” symbol under “Action” in the “Local Pincodes” screen.

Upon clicking “Edit” button, it will displays “Modify Local Pincode” dialogue box. “Source Pincode” auto populated, modify local pincode for the source pincode. Click on “Save” button .

14.4.3 Delete Local Pincode



Click on “Delete” symbol under “Action” in the “Local Pincodes” screen.



Upon clicking “Delete” symbol, it will displays “Delete local Pincode” dialogue box . Click on “Delete” .

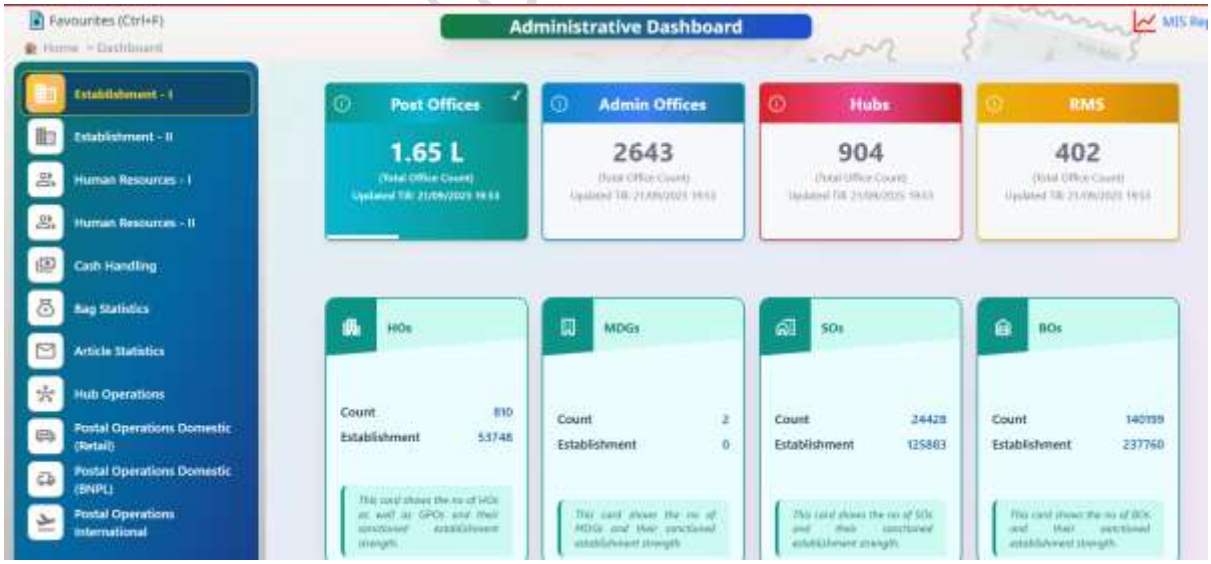
15 MiS Reports and Administrative Dashboard

15.1 Administrative Dashboard

In this section, data visualization of various reports is explained.

Click on "Dashboard" sub module from "MIS Reports" to view administrative dashboard.

Upon clicking "Dashboard", it will redirect to "Administrative dashboard" screen



Administrative dashboard has the following Dashboards:

1. Establishment-I
2. Establishment- II
3. Human Resources-I

4. Human Resources-II
5. Cash Handling
6. Bag Statistics
7. Article Statistics
8. Hub Operations
9. Postal Operations Domestic(Retail)
10. Postal Operations Domestic(BNPL)
11. Postal Operations International

Note:

1. All Dashboard will auto play one after another , Click on the main dashboard to stop the autoplay.
2. Click on Each main dashboard to view sub dashboards.
3. Description of sub card available at bottom of sub card.

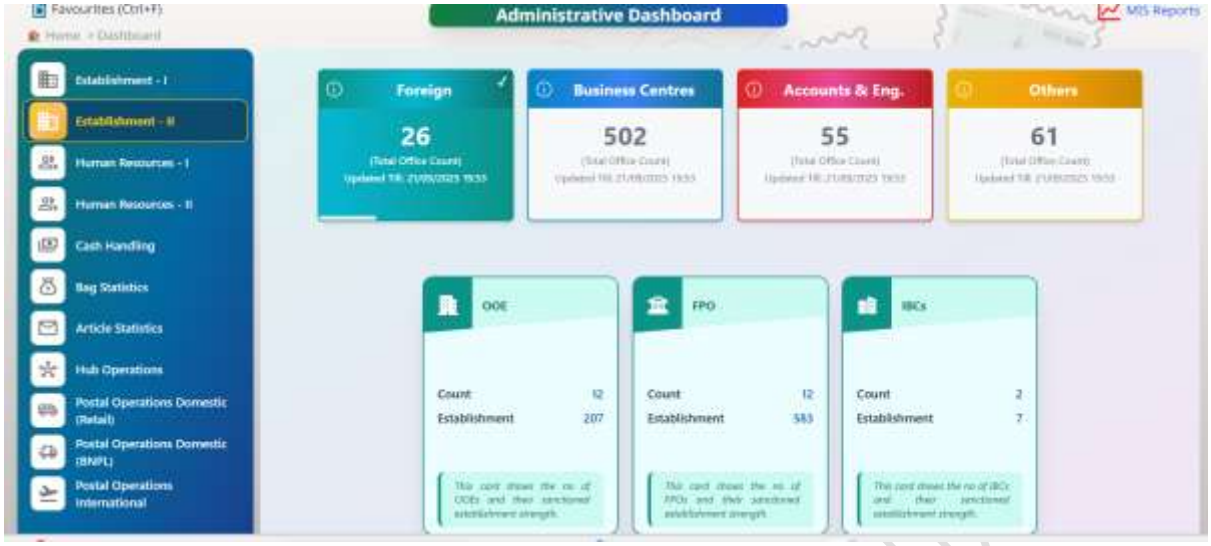
15.1.1 Establishment-I

The following Establishment details available under “Establishment-I” :

1. Post office,
2. Admin Offices,
3. Hubs and RMS

Internal Use Only

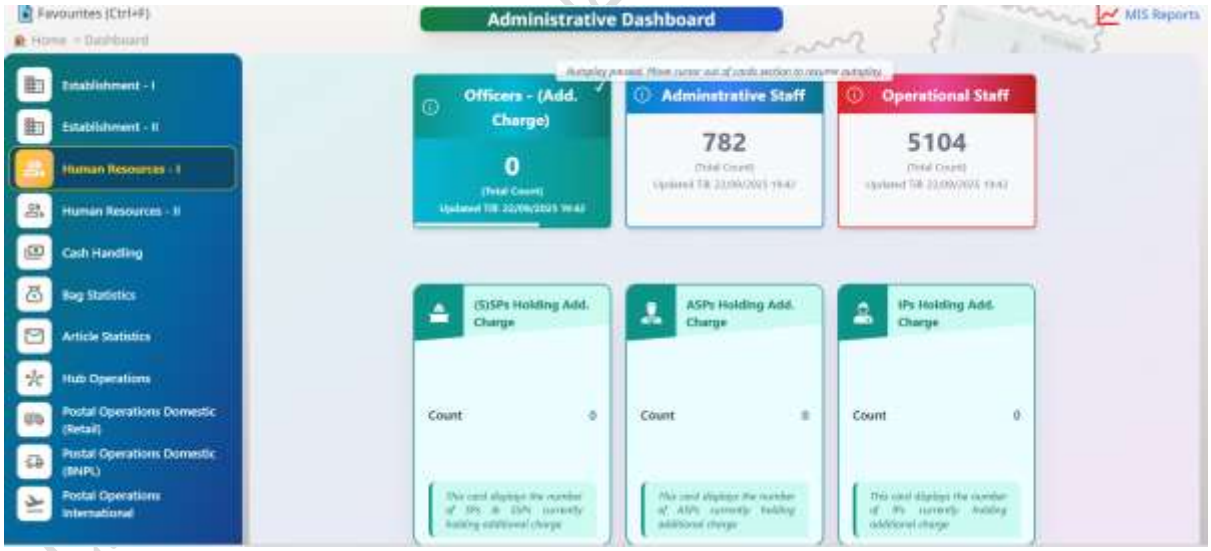
15.1.2 Establishment- II



The following Establishment details available under "Establishment-I I" Dashboard :

1. Foreign post office,
2. Business Centres,
3. Accounts and engineering, and
4. other offices like PSD, CSD, RLO and CEPT

15.1.3 Human Resources-I

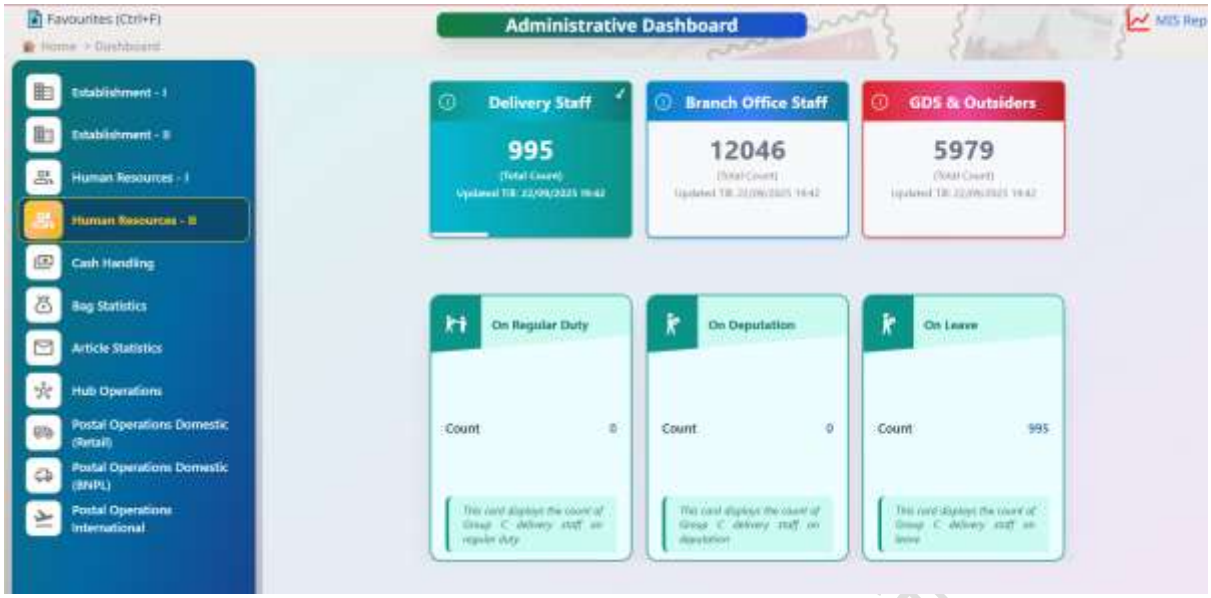


The following HR details available under "Human Resources-I" Dashboard:

1. SPs, ASP's, IPs on additional charge
2. Administrative staff on duty, on deputation, on leave
3. Operational staff on duty, on deputation, on leave

Guide -for Internal

15.1.4 Human Resources-II



The following HR details available under "Human Resources-II" Dashboard:

1. Delivery staff on duty, on deputation, on leave
2. BPM's , ABPM's, Substitutes on duty and BPM's , ABPM's, Substitutes on deputation
3. GDS on duty, GDS on deputation, Outsiders working in PO and Hub data

15.1.5 Cash Handling

The following Cash handling details available under "Cash Handling" Dashboard:

1. Count and cash in transit of offices, categorized by type, with one day, two day , three day and more than 3 days cash transit time. two day , three day and more than 3 days
2. Count of BO, SO, MDG, HO and GPOs which were holding excess cash, along with the excess amount details.
3. Total amount held by BO, SO, MDG, HOs & GPOs as of the last working day.

4. The total count of cheques received, cleared, dishonoured , pending and its value as of the last working day.

15.1.6 Bag Statistics

The following Bag handled details available under “Bag statistics” Dashboard:

1. The total number of bags received , opened, closed Dispatched event count at offices and hubs.
2. The total number of bags pending receipt, Bag not opened, mis routed bags at offices and hubs.
3. The count of bags dispatched on or before the scheduled time, delay in dispatch and Bags on hold.
4. The average transit time from dispatch at booking offices to receipt at source hubs , between hubs and dispatch at destination hubs to receipt at destination offices.

15.1.7 Article Statistics

The following Article handled details available under “article statistics” Dashboard:

1. Total number of article received. Opened for sorting and closed event count at offices and hubs.
2. The total number of articles pending to receive, Articles to be Sorted and Articles to be Dispatched at offices and hub.
3. Total number of articles dispatched, delayed dispatch missent articles.

15.1.8 Hub Operations

The following Hub Operations details available under “Hub Operations” Dashboard:

1. The details of sets scheduled, functioned, Manpower worked and outsiders worked in various hubs.
2. The number of total schedules available, run and not run details
3. The number of errors raised, Closed an pending details.

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15.1.9 Postal Operations Domestic(Retail)

The following domestic(Retail) postal operations details available under "Postal Operations Domestic(Retail)" Dashboard:

1. Booking details for Speed articles. Registred articles and Parcels.
2. Delivery details for Speed articles. Registred articles and Parcels.
3. The details of articles which were not invoiced. missent/redirected, returned and deposit.
4. Articles which are delivered within four days, between 5-7 days, between 8-10days after 10dasy from date of receipt for delivery.

15.1.10 Postal Operations Domestic(BNPL)

The following domestic (BNPL) postal operations details available under "Postal Operations Domestic(bnpl)" Dashboard:

1. Booking details for Speed articles. Registred articles and Parcels.
2. Delivery details for Speed articles. Registred articles and Parcels.

3. The details of articles which were not invoiced. missent/redirected, returned and deposit.
4. Articles which are delivered within four days, between 5-7 days, between 8-10days after 10dasy from date of receipt for delivery.

15.1.11 Postal Operations International

The following International articles postal operations details available under “Postal Operations International” Dashboard:

1. Booking details for Speed articles. Registred articles Parcels and ITPS
2. Delivery details for Speed articles. Registred articles Parcels and ITPS
3. The details of articles which were not invoiced. Misspent /redirected, returned and deposit.
4. Articles which are delivered within four days, between 5-7 days, between 8-10days after 10dasy from date of receipt for delivery.

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15.2 MIS Reports

MIS Reports		
Booking Reports	Product wise analysis	Product wise International
	Distance slab wise analysis	Booking Delivery area wise analysis
	Payment Channel Analysis	Booking time wise analysis
	Booking channel wise	Pick up and Induction Performance Report
	Weight wise analysis	QR code payment Report
Transmission Reports	Bag Handled Reports	Article Handled Reports
	Article Set Reports	Article Set Transfer Reports
	Mail office Reports	
Treasury Reports	Shift Reports	PFMS reports
	Shift Summary Reports	ECB reports
	Treasury Cash Handling Reports	Treasury Cash in Transit Reports
Delivery Reports	Live Delivery Report	Master Delivery Abstract
	Delivery statistics	Delivery Transit analysis Report
	Delivery IMA Performance Report	Delivery IMA Consolidated Report
	Beat wise Analysis	Letter Box Clearance Report
CRM Reports	Booking Report	Delivered Articles Report
	Last Event Report	Bulk Customer Analysis
HRMS Reports	Consolidated Leave Report	Detailed Leave Reports
	Detailed Retirement Report	consolidated Retirement Report
International Reports/DNK	PBE Type wise	Country Wise
	IEC Code wise	City wise
	Product Wise	Category wise
	Item type Wise	
BI reports	COD Bulk customer Report	COD remittance consolidated report
	COD remittance Detailed report	VP and VPMO report
Retail Service reports	E-Payment	Retail Post
	Magazine Post	Holy Blessing
Exceptional Reports	NIL Transaction Reports	NIL transaction continuous analysis
	NIL Transaction Day wise Report	EBMS Error summary Reports
Misc Reports	Customer Transactions report	Office and Employee Details

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In this section, various types of MIS reports available for administrative offices is explained.

Note 1 :

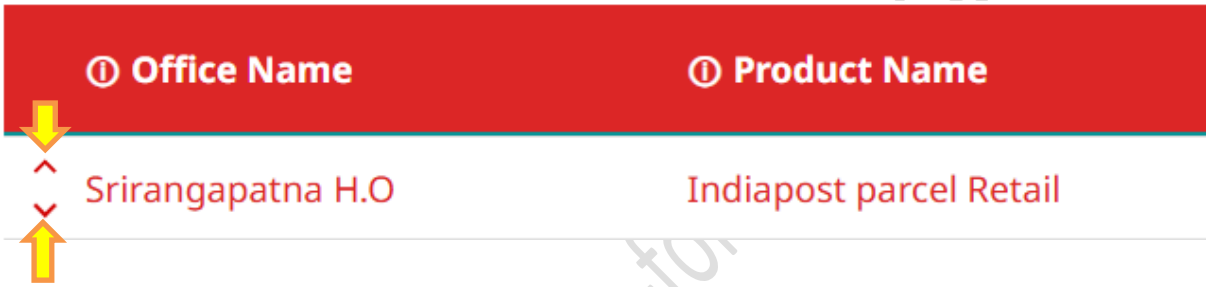
Depending upon the office Type and user , Roles has to be given by RDA.

Note 2:

Depending on administrative office type, Hierarchy wise data will be fetched while generating reports.

Note 3 :

User can drill up and drill down using upward and down ward symbols. These symbols will enable only after hovering the mouse pointer on fields where "Hand symbol" is enabled.



Note 4 :

The following hyperlinks available in all reports which implies

Raw Data: Click on "Raw Data" hyper link redirect to raw data report section.

MIS Reports: Click on "MIS Reports" hyper link redirect to main menu.

Dashboard: Click on "dashboard" hyper link redirect to Administrative Dashboard.

Report menu: Click on concerned "Report menu" hyper link redirect to sub menu screen of concerned reports.

Administrative dashboard will be available under "Dashboard" sub card.

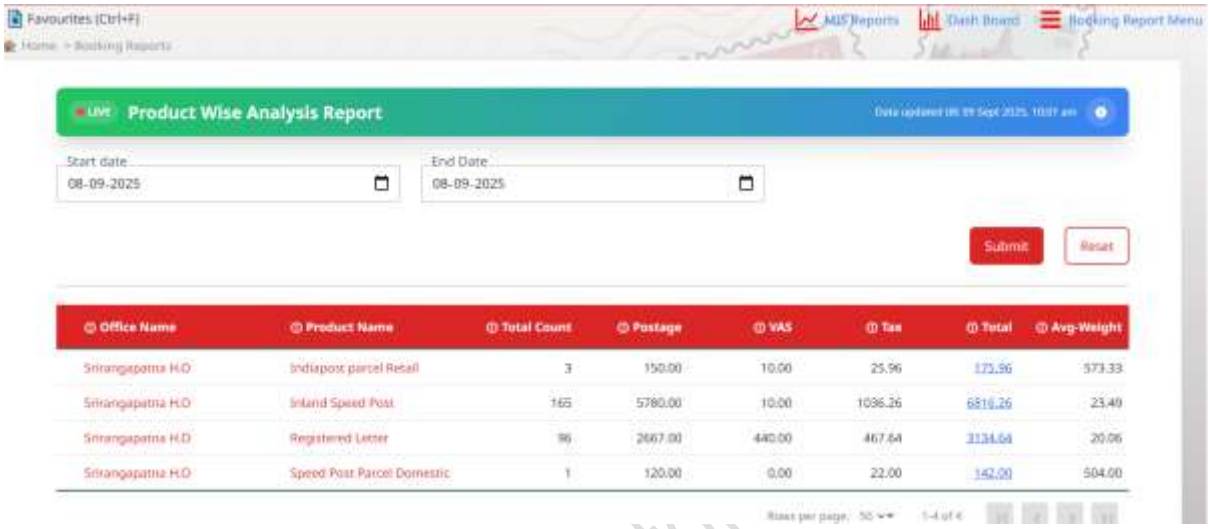
15.2.1 Booking Reports

Upon clicking on "Booking Reports", the following 10 reports will be available

1. Product wise analysis
2. Product wise International
3. Distance slab wise analysis
4. Booking Delivery area wise analysis
5. Payment Channel Analysis
6. Booking time wise analysis

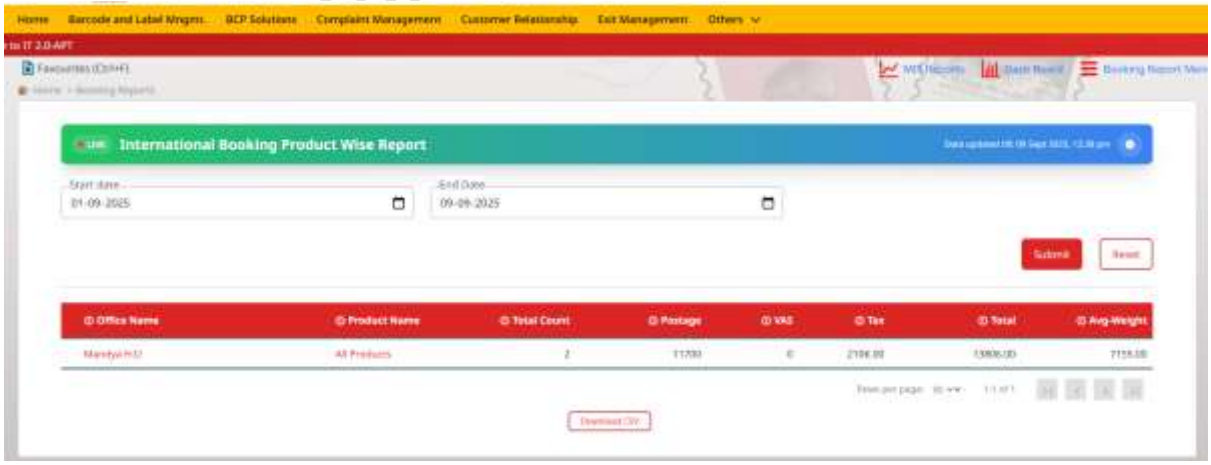
7. Booking channel wise
8. Pick up and Induction Performance Report
9. Weight wise analysis
10. QR code payment Report

15.2.1.1 Product wise analysis



Administrative office can generate “Product wise analysis Report” contains office wise and product wise booking report for analysis by selecting date range and Click on “Submit” button.

15.2.1.2 Product wise International



Administrative office can generate “International booking Product wise Report” office wise and product wise international articles booking report for analysis by selecting date range and Click on “Submit” button.

15.2.1.3 Distance slab wise analysis

Administrative office can generate “Distance slab wise analysis Report” contains distance wise booking details by office wise and product wise by selecting date range and Click on “Submit” button.

15.2.1.4 Booking Delivery area wise analysis

Administrative office can generate “Booking delivery area wise Report” contains count of articles booked by delivery area by office wise and product wise by selecting date range and Click on “Submit” button.

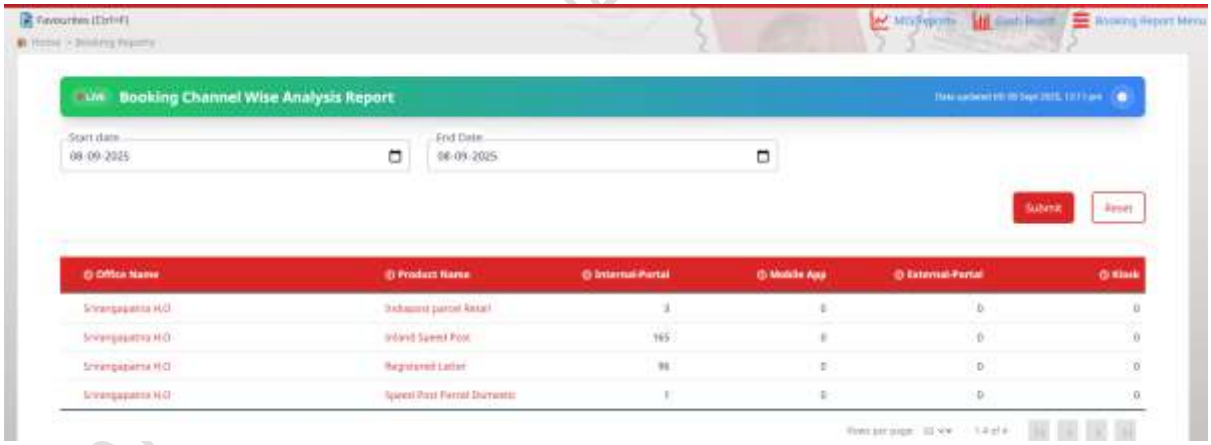
15.2.1.5 Payment Channel Analysis

Administrative office can generate “Payment Channel analysis Report” contains different payment details made during booking of products by office wise and product wise by selecting date range and Click on “Submit” button.

15.2.1.6 Booking time wise analysis

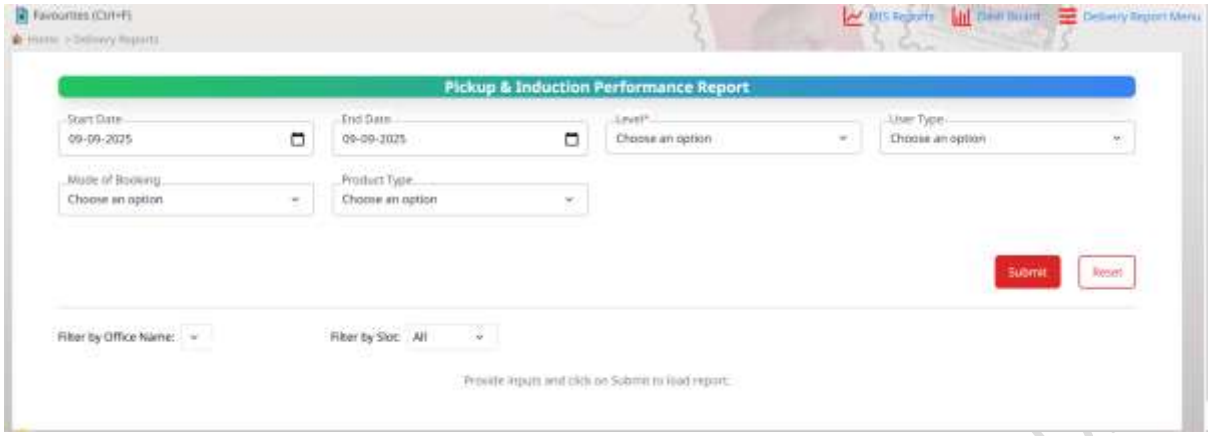
Administrative office can generate “Booking Time wise analysis Report” contains details of articles booked in different time slot by office wise and product wise by selecting date and level of office for generation of report and Click on “Submit” button.

15.2.1.7 Booking channel wise



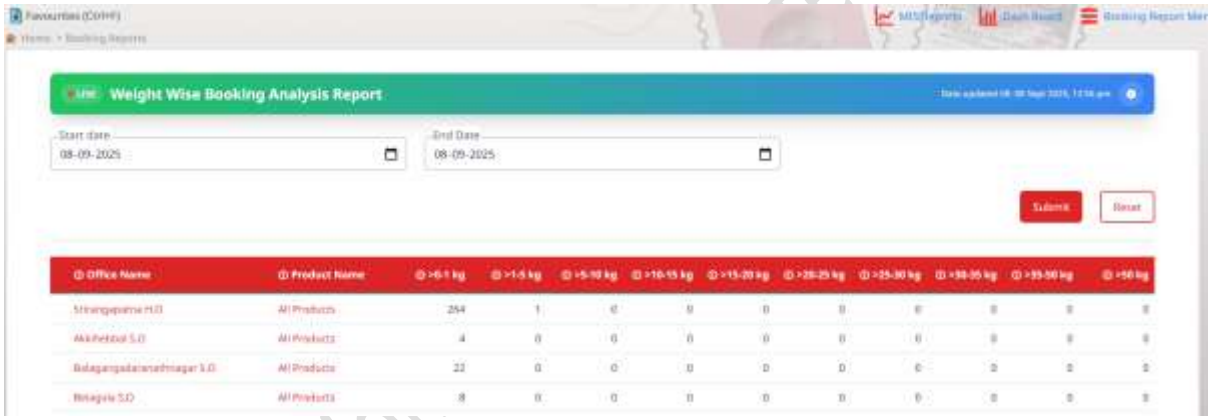
Administrative office can generate “Booking Channel wise analysis Report” contains different booking channel details by office wise and product wise by selecting date range and Click on “Submit” button.

15.2.1.8 Pick up and Induction Performance Report



Administrative office can generate “Pick up and Induction Report” contains details pick up and induction report by different level, booking user type, mode of booking and product wise by selecting date range and Click on “Submit” button.

15.2.1.9 Weight wise analysis



Administrative office can generate “Weight wise analysis Report” contains count of articles booked by its weight by office wise and product wise by selecting date range and Click on “Submit” button

15.2.2 Transmission Reports

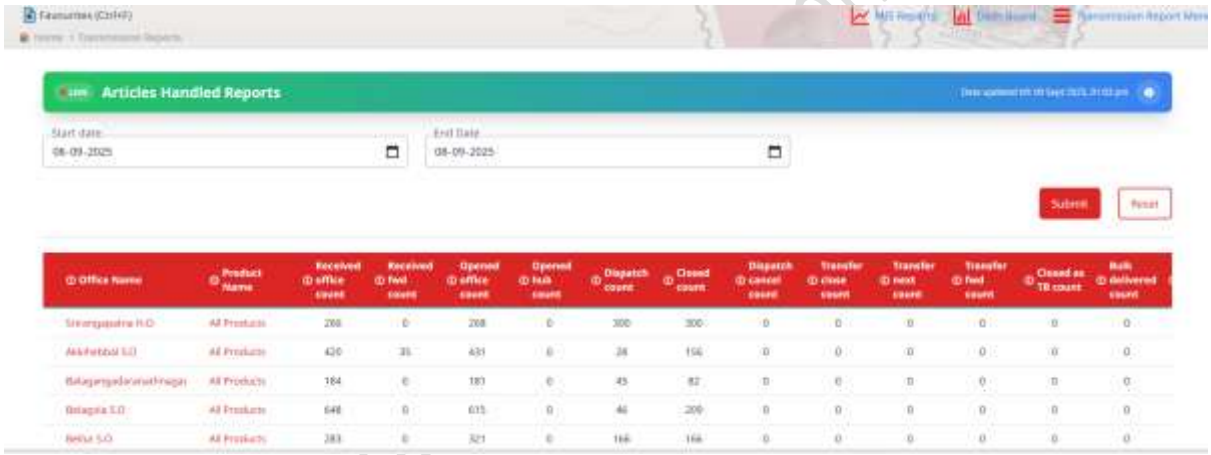
Upon clicking on “Transmission Reports” , the following 5 reports will be available.

1. Bag Handled Reports
2. Article Handled Reports
3. Article Set Reports
4. Article Set Transfer Reports
5. Mail office Reports

15.2.2.1 Bag Handled Reports

Administrative office can generate “Bag Handled Report” contains count of bag handled by office wise and bag type wise by selecting date range and Click on “Submit” button

15.2.2.2 Article Handled Reports



Administrative office can generate “Article Handled Report” contains count of Articles handled by office wise and product wise by selecting date range and Click on “Submit” button.

15.2.3 Treasury Reports

Upon clicking on “Treasury Reports” , the following 6 reports will be available.

1. Shift Reports
2. Shift Summary Reports
3. Treasury Cash Handling Reports
4. PFMS reports
5. ECB reports
6. Treasury Cash in Transit Reports

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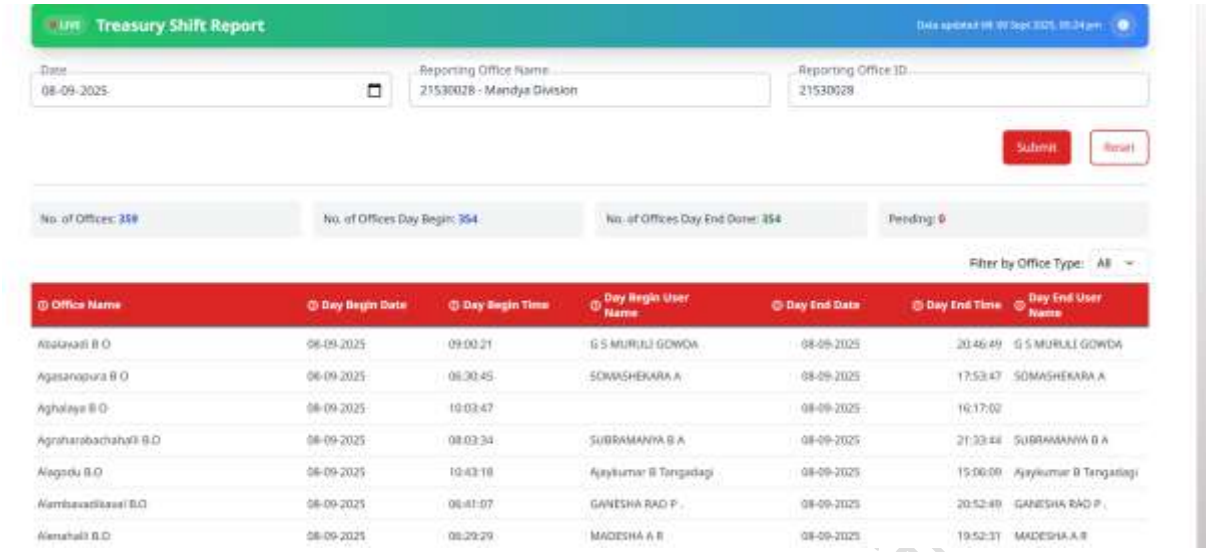
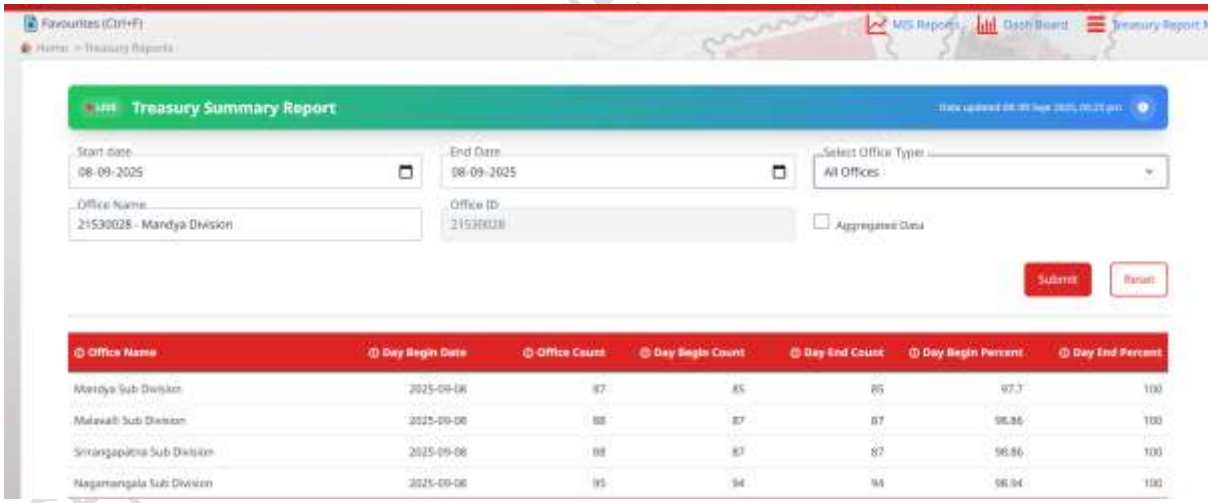
15.2.3.1 Treasury Shift Reports



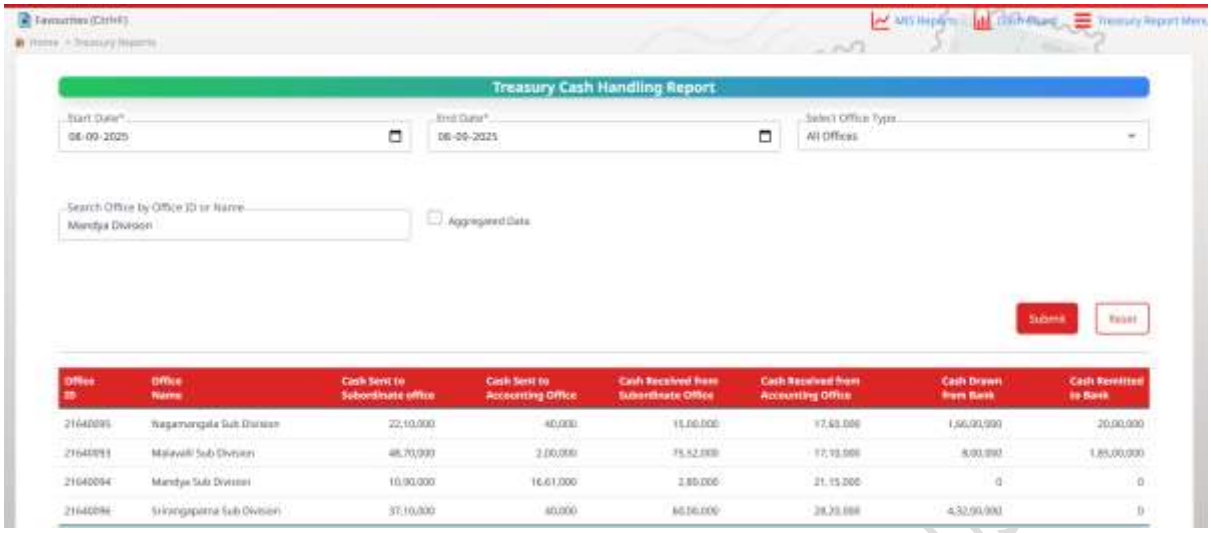
Administrative office can generate “Shift Report” contains Day begin and Day end details of offices by selecting date, reporting office id and Click on “Submit” button.

15.2.3.2 Treasury Summary Reports



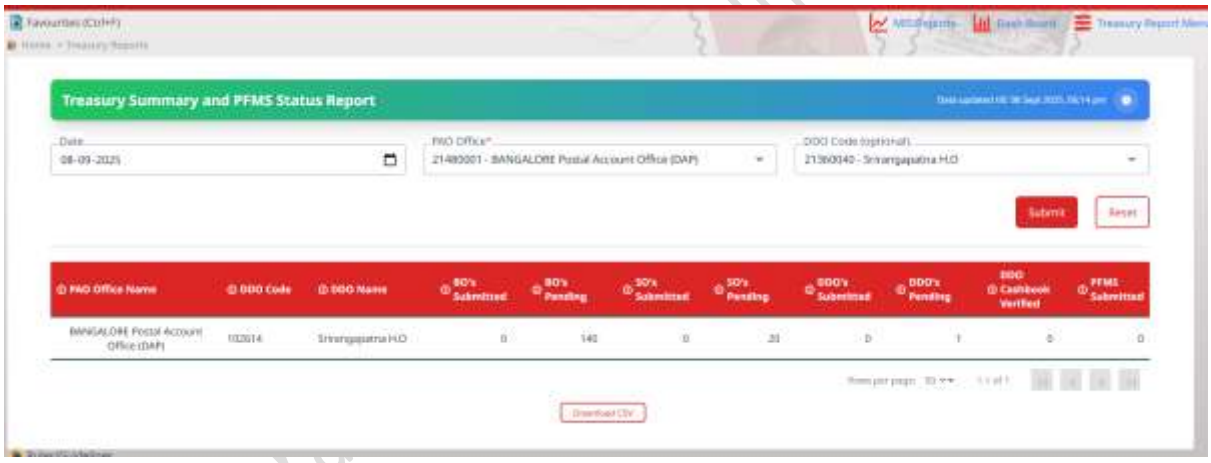
Administrative office can generate “Shift Summary Report” contains, office count, Day begin count , Day end count and its percentage details by selecting date range, office name and Click on “Submit” button.

15.2.3.3Treasury Cash Handling Reports



Administrative office can generate “Treasury Cash Handling Report” contains cash handling details by selecting date range, office name and Click on “Submit” button.

15.2.3.4PFMS reports



Administrative office can generate “PFMS reports” contains accounts submitted details by selecting date , PAO office, DDO and Click on “Submit” button.

15.2.3.5ECB reports

Administrative office can generate “ECB reports” contains office count and excess amount by selecting date range and Click on “Submit” button.

15.2.3.6Treasury Cash in Transit Reports

Administrative office can generate “Treasury Cash in Transit reports” contains transit count and transit amount by selecting date range, office and Click on “Submit” button.

15.2.4 Delivery Reports

Upon clicking on “Delivery Reports”, the following 8 reports will be available.

1. Live Delivery Report
2. Delivery statistics
3. Delivery IMA Performance Report
4. Beat wise Analysis
5. Master Delivery Abstract
6. Delivery Transit analysis Report
7. Delivery IMA Consolidated Report
8. Letter Box Clearance Report

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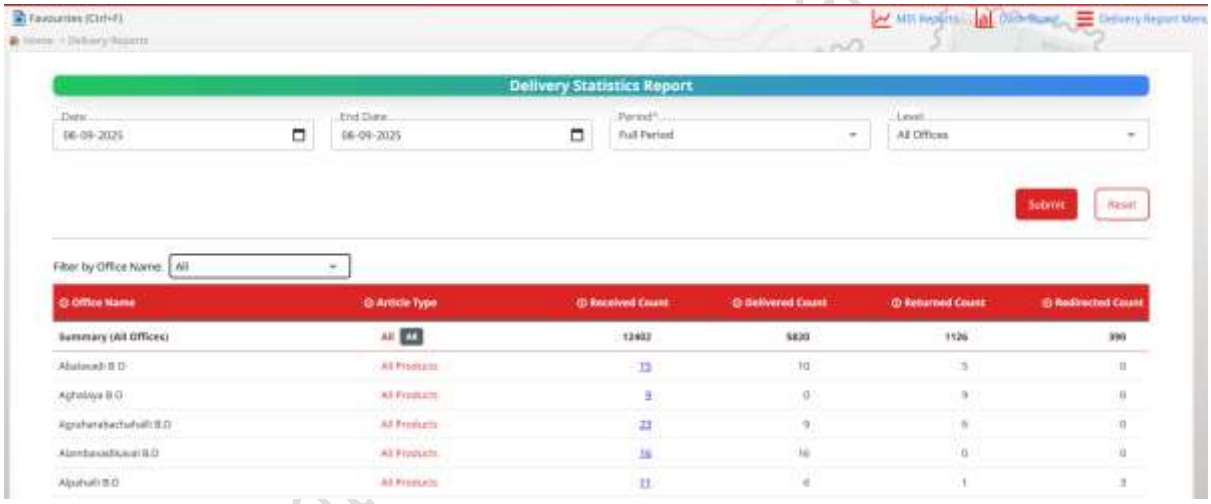
15.2.4.1 Live Delivery Report

Administrative office can generate “Live Delivery Report” contains article category wise delivery details by selecting date range, office and Click on “Submit” button.

15.2.4.2 Delivery statistics

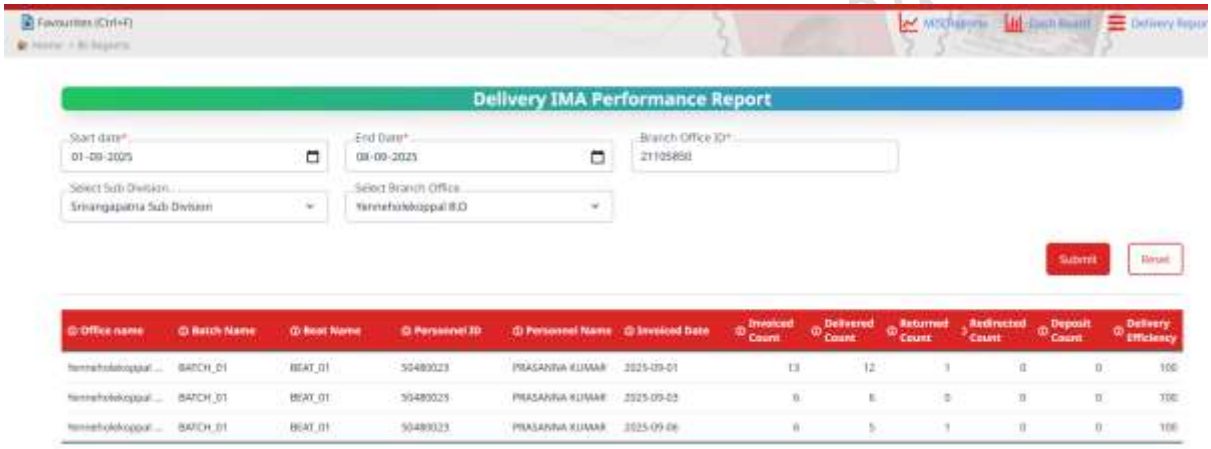


Administrative office can generate “Delivery Statistics Report” contains articles type wise articles handled count by selecting date range, period, office level and Click on “Submit” button.

Report can also be generated sub divisional level by selecting “Sub divisional level” from “level” drop down .

Report can be filter by office name by selecting office from the drop down .

15.2.4.3 Delivery IMA Performance Report

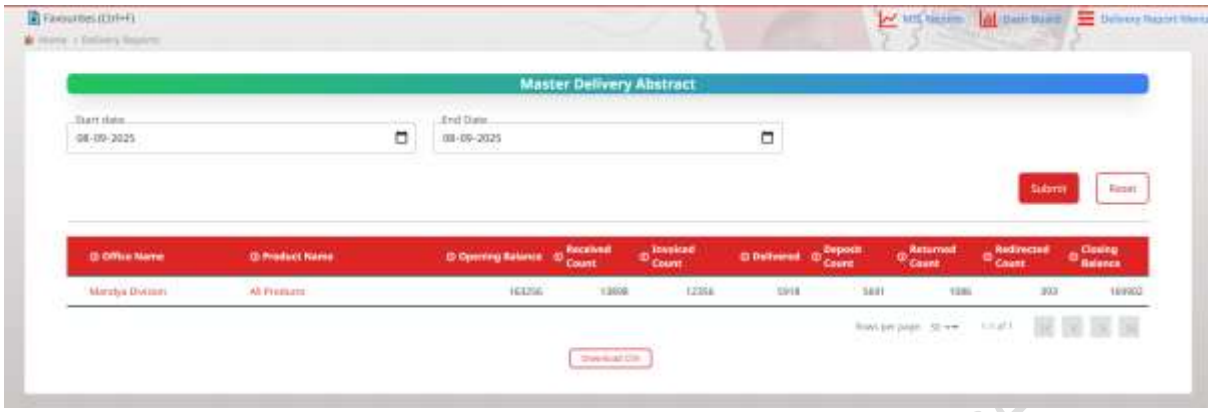


Administrative office can generate “Delivery IMA performance Report” contains articles handled count in branch offices by selecting date range, branch office id and Click on “Submit” button.

15.2.4.4 Beat wise Analysis

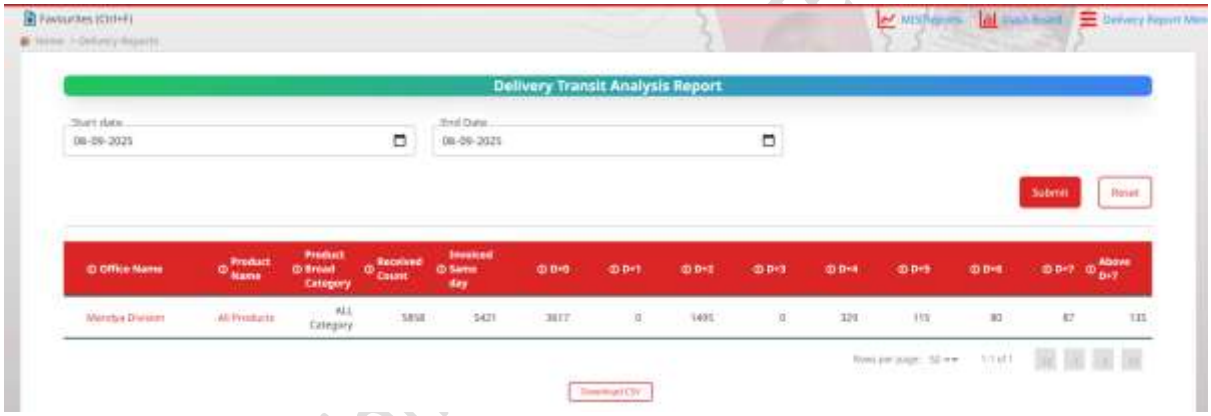
Administrative office can generate “Beat wise Analysis” contains beat wise articles handled count in postman beats by selecting date range and Click on “Submit” button.

15.2.4.5 Master Delivery Abstract



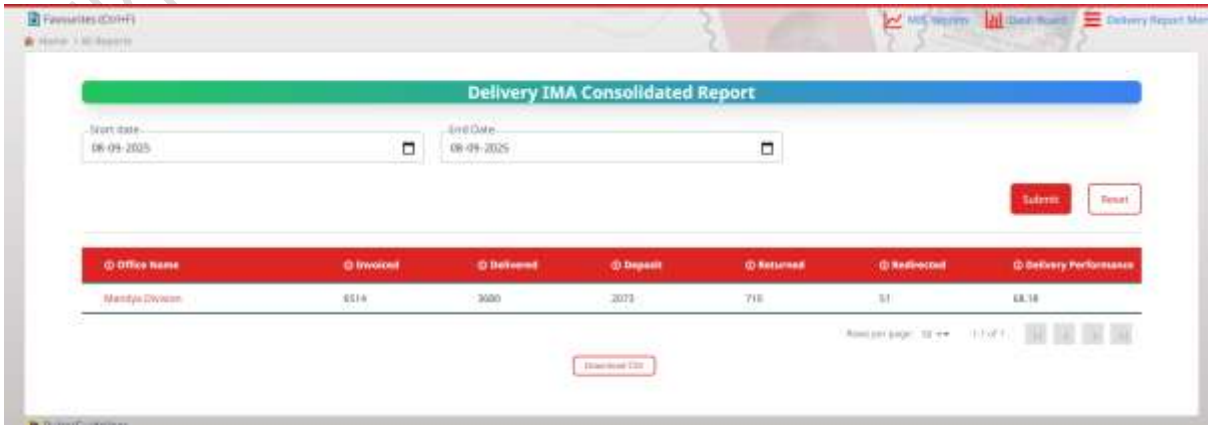
Administrative office can generate “Master Delivery Abstract” contains articles handled by selecting date range and Click on “Submit” button.

15.2.4.6 Delivery Transit analysis Report



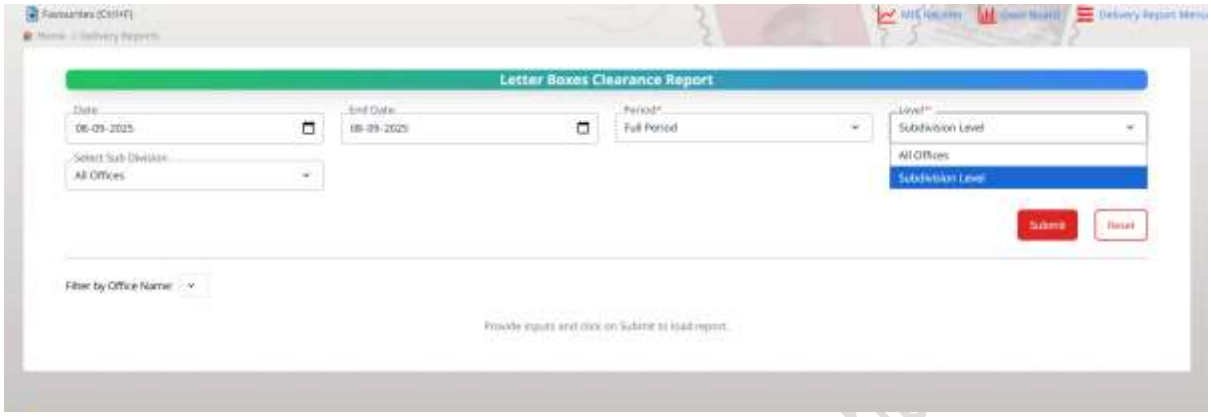
Administrative office can generate “Delivery Transit Analysis Report” contains articles delivered in D+0, D+1 till above D+7 days by selecting date range and Click on “Submit” button.

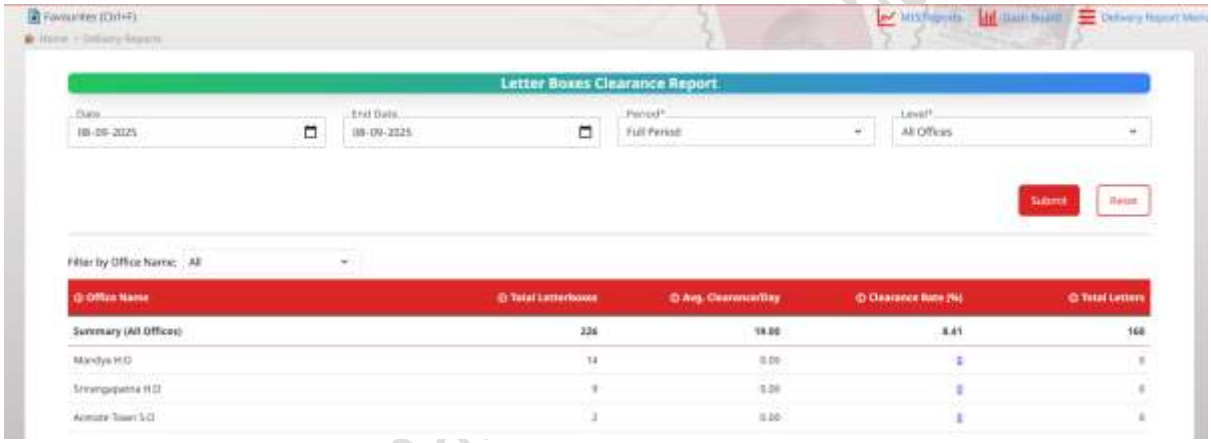
15.2.4.7 Delivery IMA Consolidated Report



Administrative office can generate “Delivery IMA Consolidated Report ” contains articles handled report with delivery performance by selecting date range and Click on “Submit” button.

15.2.4.8 Letter Box Clearance Report





Administrative office can generate “letter box clearance Report ” contains letter box details and clearance details by selecting date range , period and office level and Click on “Submit” button.

15.2.5 CRM Reports

Upon clicking on “CRM Reports” , the following 4 reports will be available.

1. Booking Report
2. Last Event Report
3. Delivered Articles Report
4. Bulk Customer Analysis

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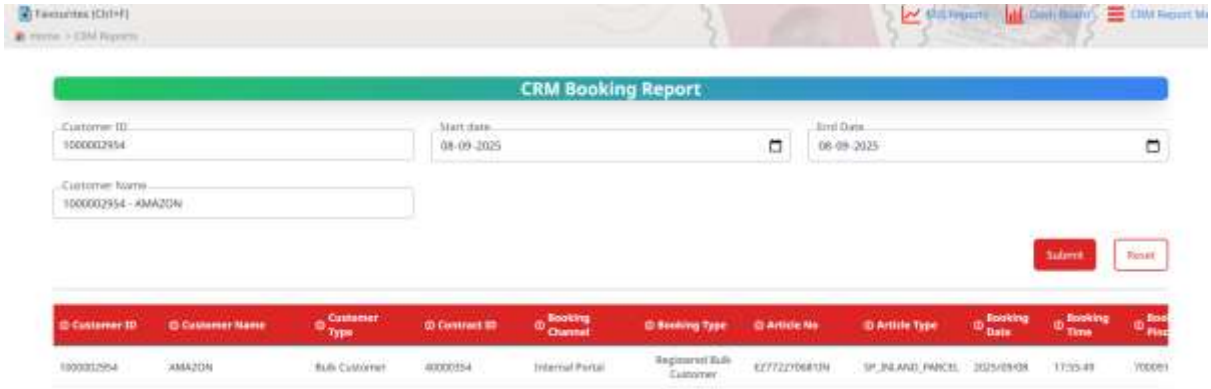
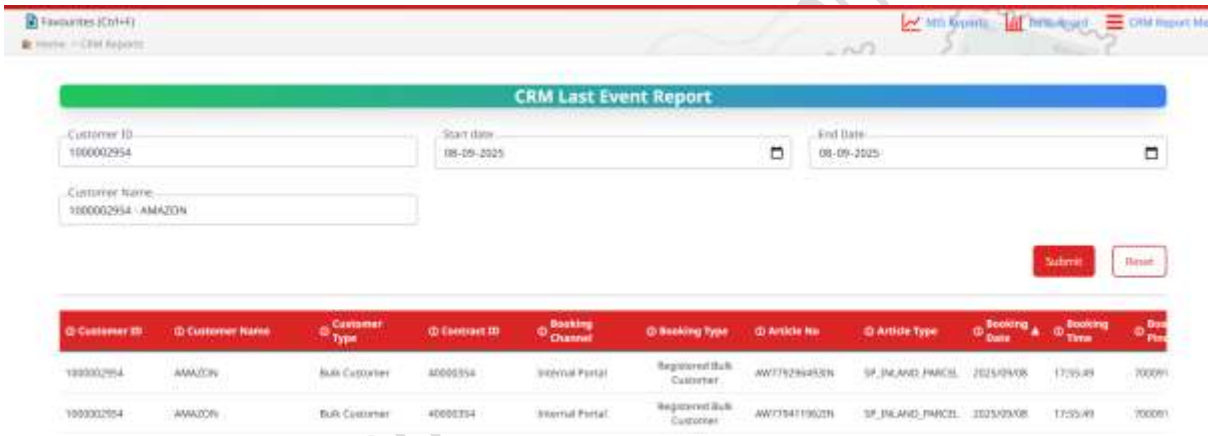
15.2.5.1 Booking Report

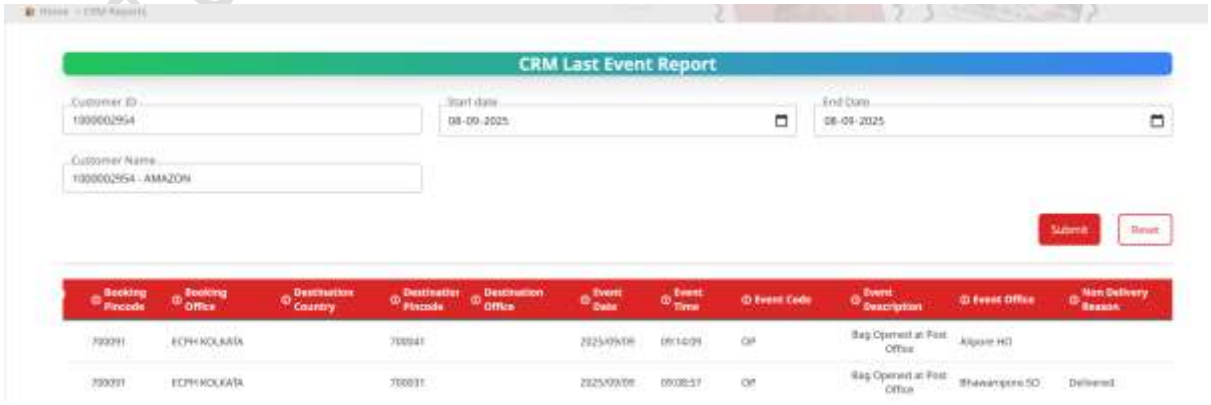


Administrative office can generate "CRM Booking Report" contains every article booking details of customers by selecting date range, customer name and Click on "Submit" button.

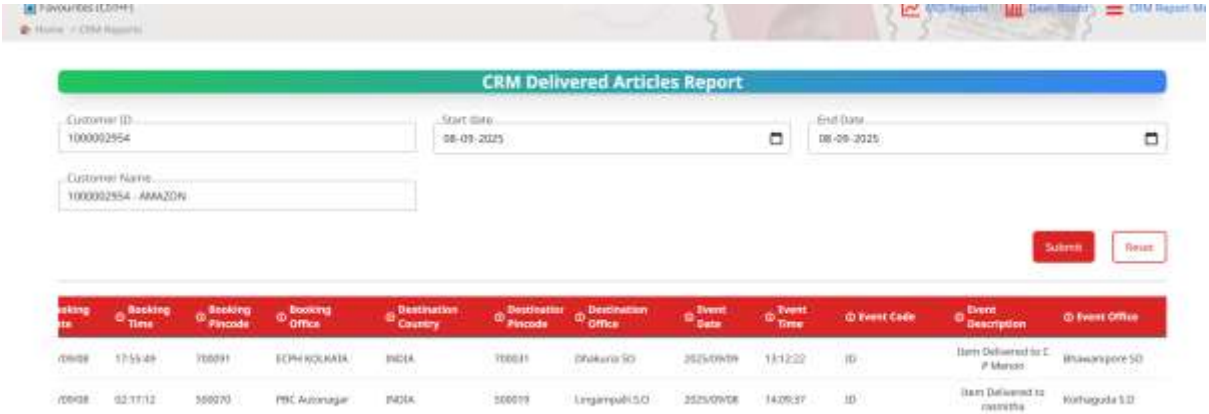
15.2.5.2 Last Event Report



Administrative office can generate "Last Report" contains last event of every article booked by contractual customers by selecting date range, customer name and Click on "Submit" button.



15.2.5.3 Delivered Articles Report



Administrative office can generate “Delivery Articles Report” contains every article booking details of customers by selecting date range, customer name and Click on “Submit” button.

15.2.6 HRMS Reports

Upon clicking on “HRMS Reports” , the following 4 reports will be available.

1. Consolidated Leave Report
2. Detailed Retirement Report
3. Detailed Leave Reports
4. consolidated Retirement Report

15.2.6.1 Consolidated Leave Report

Administrative office can generate “Consolidated Leave Report” contains consolidated leave counts by selecting date range and Click on “Submit” button.

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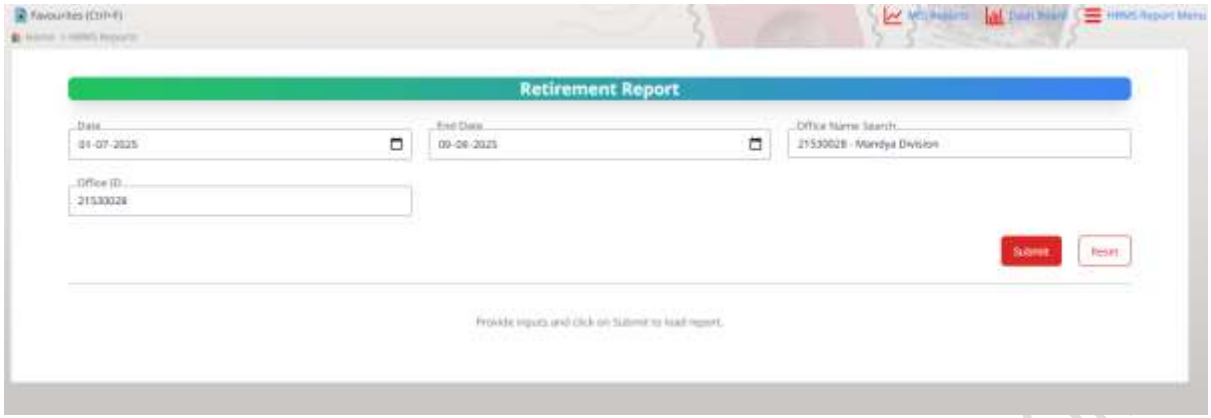
15.2.6.2 Detailed Retirement Report



Administrative office can generate “Retirement Report” contains retirement report by selecting date range, office and Click on “Submit” button.

15.2.6.3 Detailed Leave Reports

Administrative office can generate “Detailed Leave Report” contains detailed leave report by selecting date range, office and Click on “Submit” button.

15.2.6.4 Consolidated Retirement Report

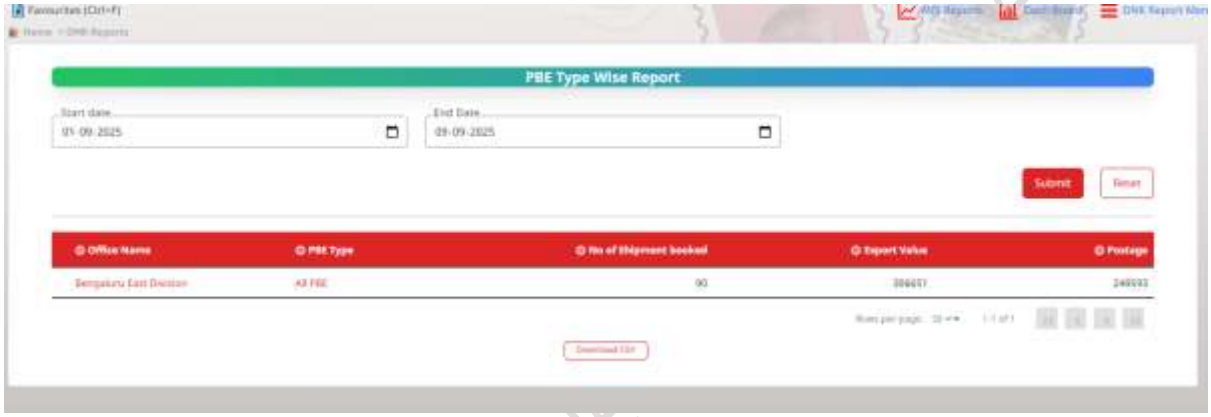
Administrative office can generate “Consolidated Retirement Report” contains consolidated report on Retirement by selecting date range and Click on “Submit” button.

15.2.7 International Reports/DNK

Upon clicking on “International Reports” , the following 7 reports will be available.

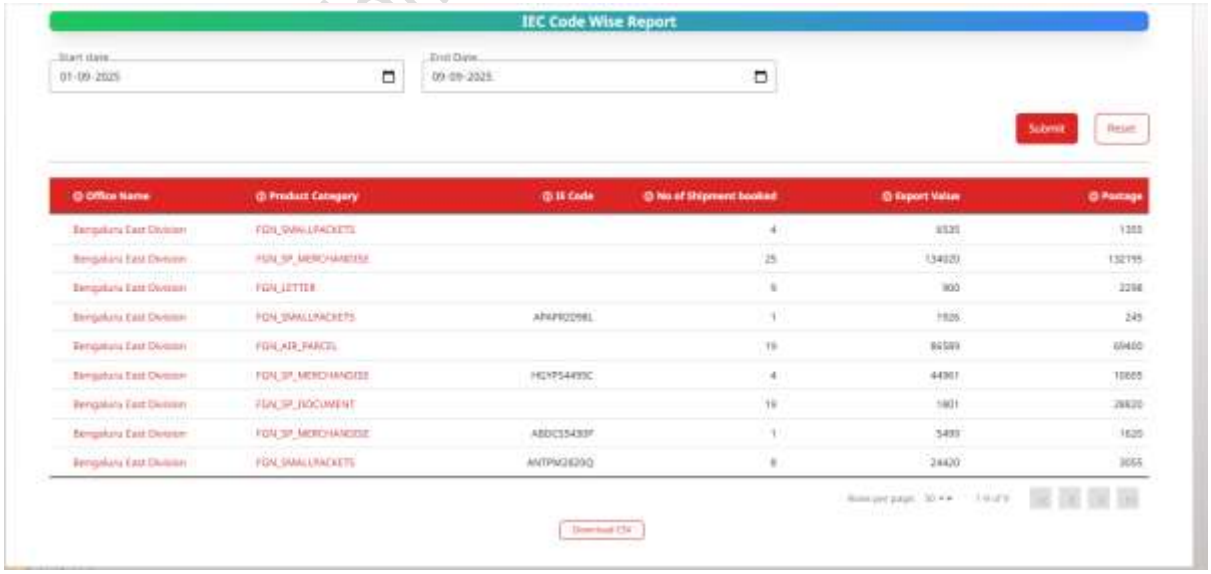
1. PBE Type wise
2. IEC Codewise
3. Product Wise
4. Item type Wise
5. Country Wise
6. City wise
7. Category wise

15.2.7.1 PBE Type wise

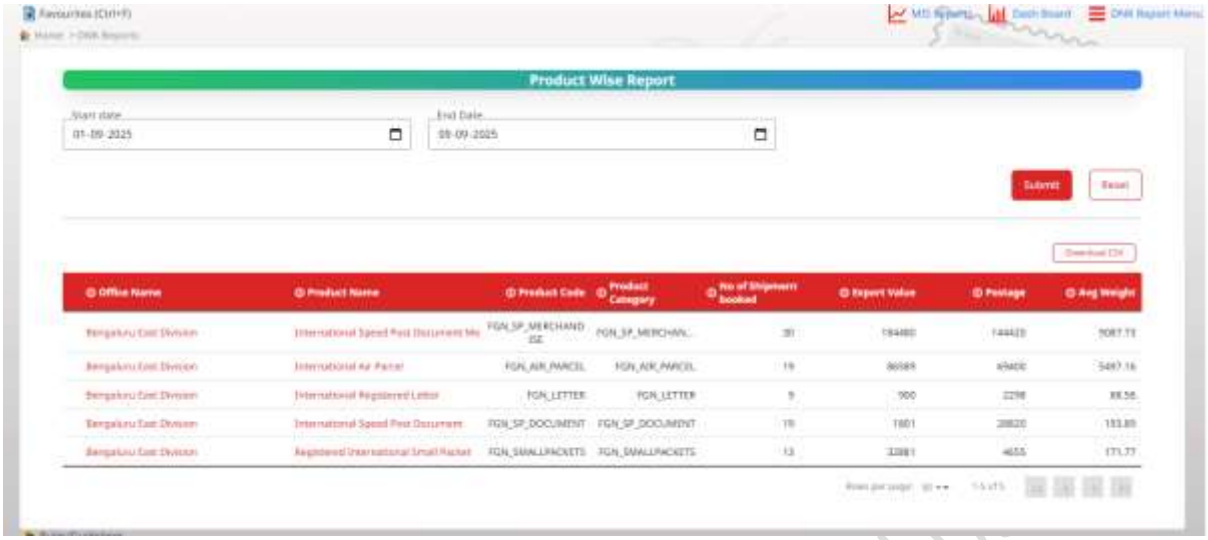


Administrative office can generate “PBE type wise” contains International report on Retirement by selecting date range and Click on “Submit” button.

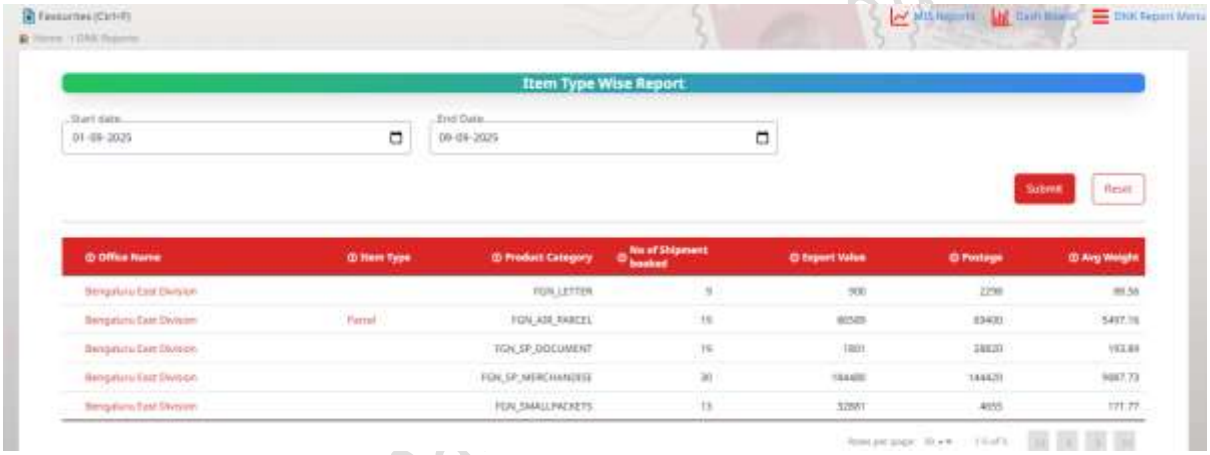
15.2.7.2 IEC Codewise



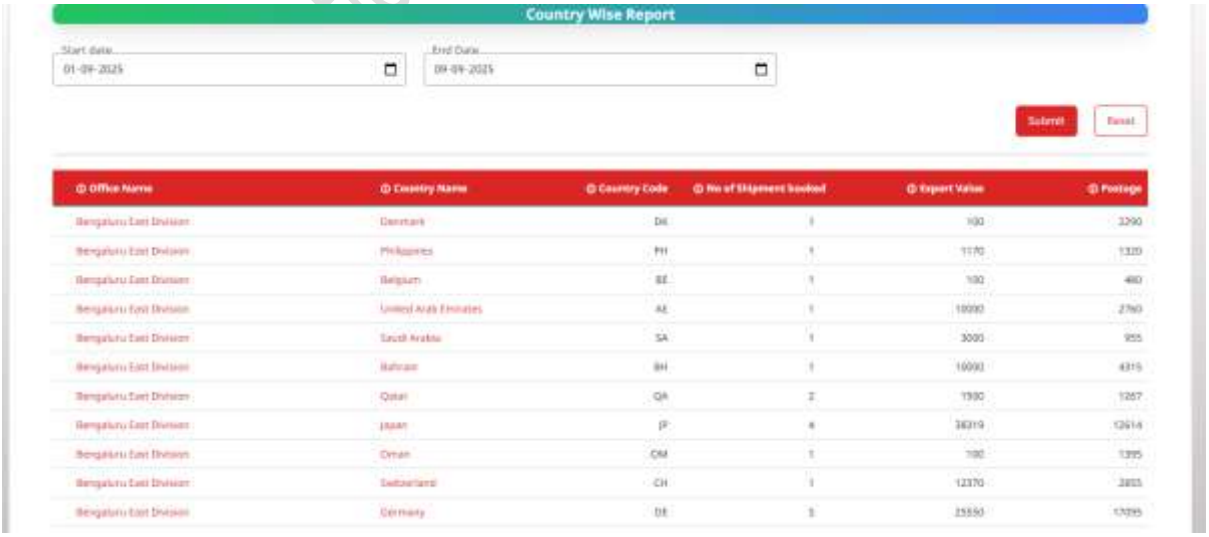
15.2.7.3 Product Wise



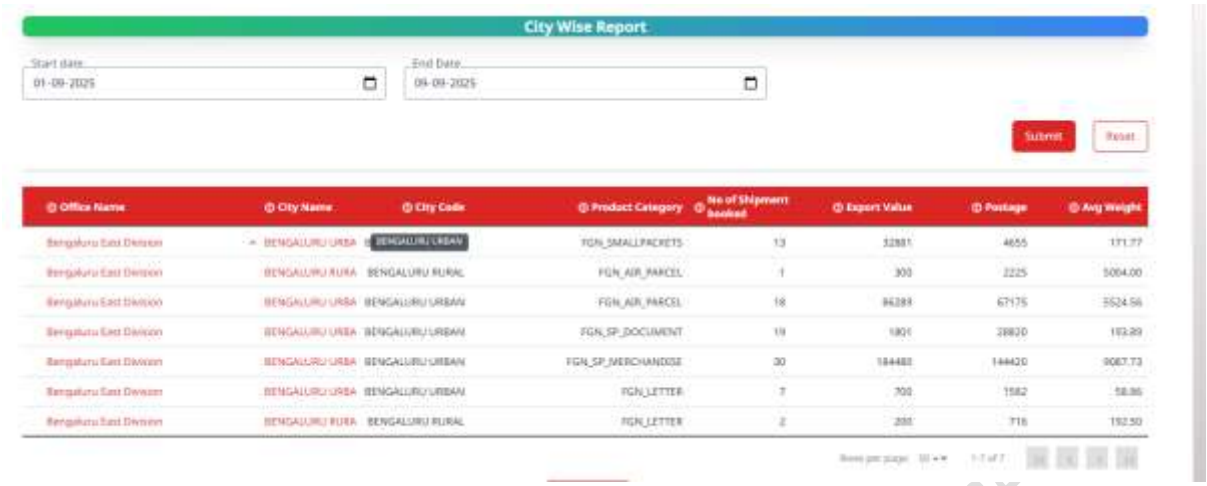
15.2.7.4 Item type Wise



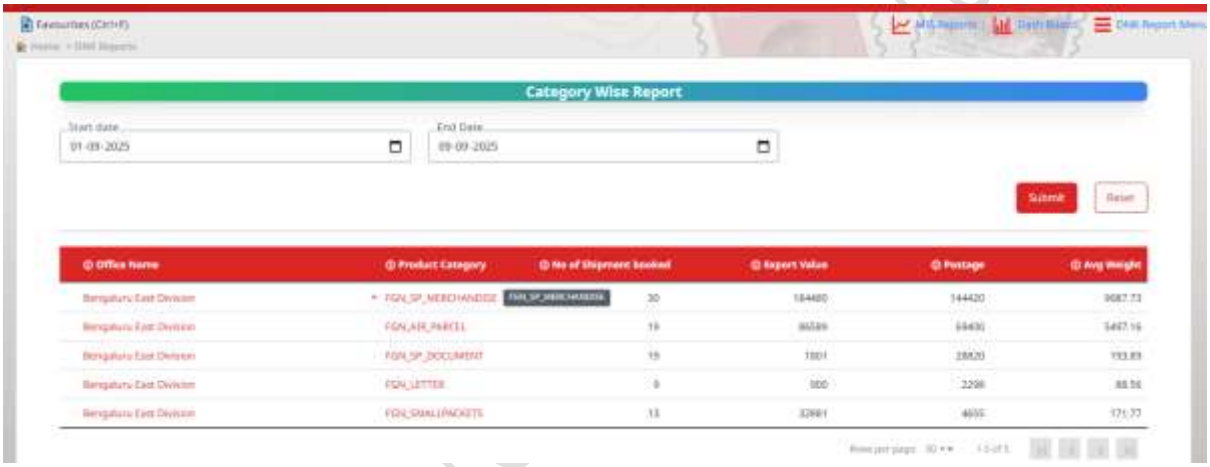
15.2.7.5 Country Wise



15.2.7.6 City wise



15.2.7.7 Category wise



15.2.8 BI reports

Upon clicking on “BI Reports” , the following 4 reports will be available.

1. COD Bulk customer Report
2. COD remittance Detailed report
3. COD remittance consolidated report
4. VP and VPMO report

15.2.8.1 COD Bulk customer Report

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Administrative office can generate “COD Bulk customer Report” by selecting date range, office name and Click on “Submit” button.

15.2.8.2COD remittance Detailed report

Administrative office can generate “COD remittance Detailed Report” by selecting date range, office name and Click on “Submit” button.

15.2.8.3COD remittance consolidated report

Administrative office can generate “COD remittance consolidated Report” by selecting date range and Click on “Submit” button.

15.2.8.4VP and VPMO report

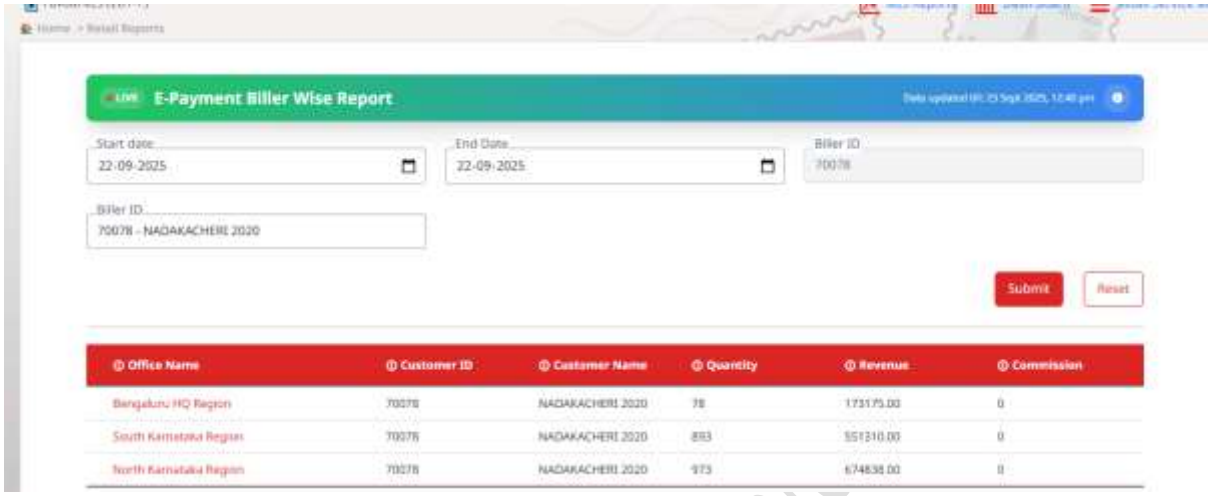
Administrative office can generate “VP and VPMO Report” by selecting date range, office name and Click on “Submit” button.

15.2.9 Retail Service reports

Upon clicking on “Retail Service Reports” , the following 4 reports will be available.

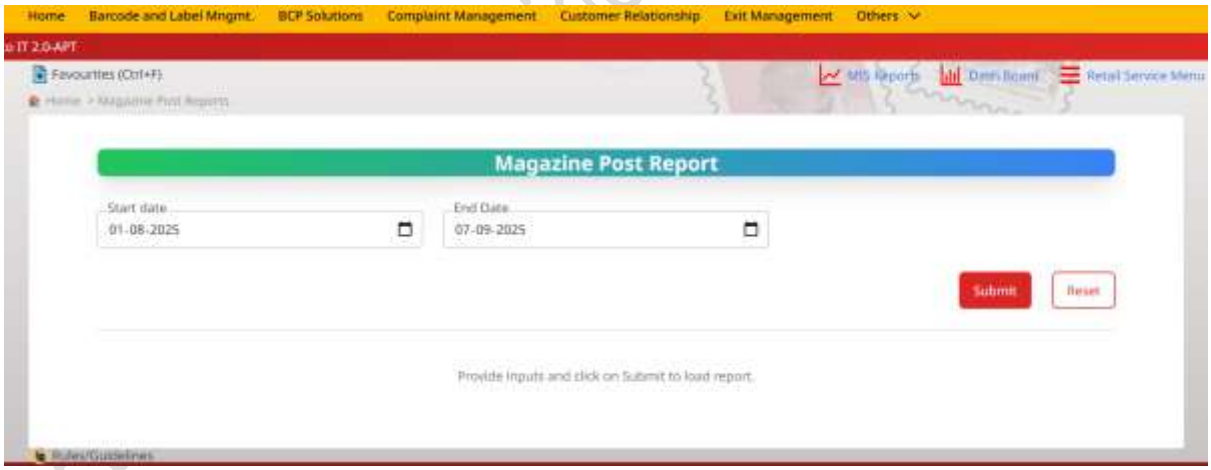
1. E-Payment
2. Magazine Post
3. Retail Post
4. Holy Blessing

15.2.9.1 E-Payment



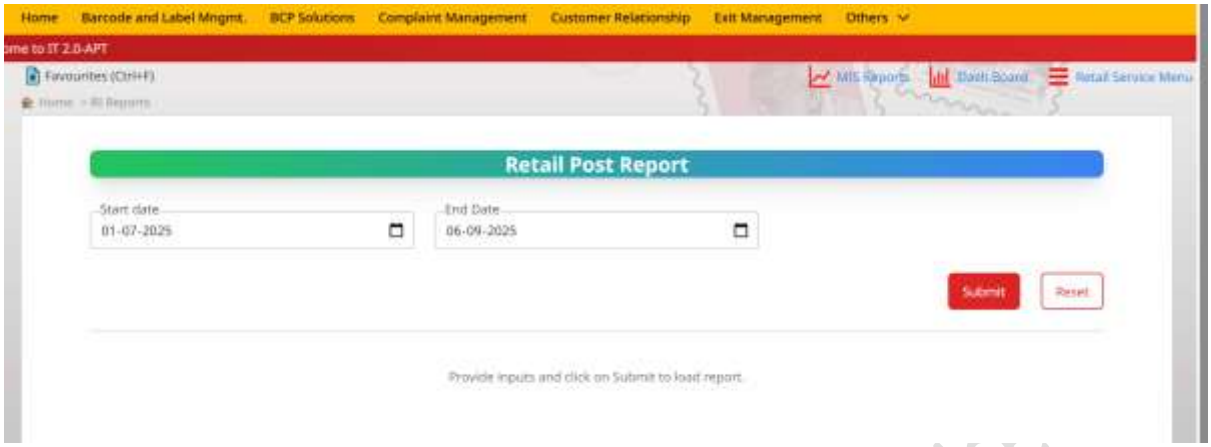
Administrative office can generate “e -payment Report” by selecting date range, Biller id and Click on “Submit” button.

15.2.9.2 Magazine Post



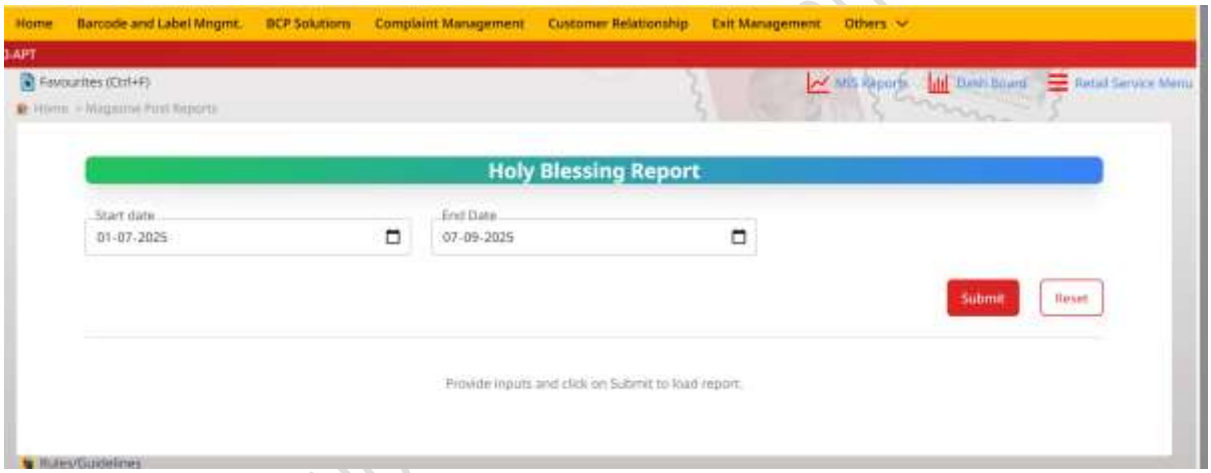
Administrative office can generate “Magazine Post Report” by selecting date range, and Click on “Submit” button.

15.2.9.3 Retail Post



Administrative office can generate “Retail Post Report” by selecting date range, and Click on “Submit” button

15.2.9.4 Holy Blessing



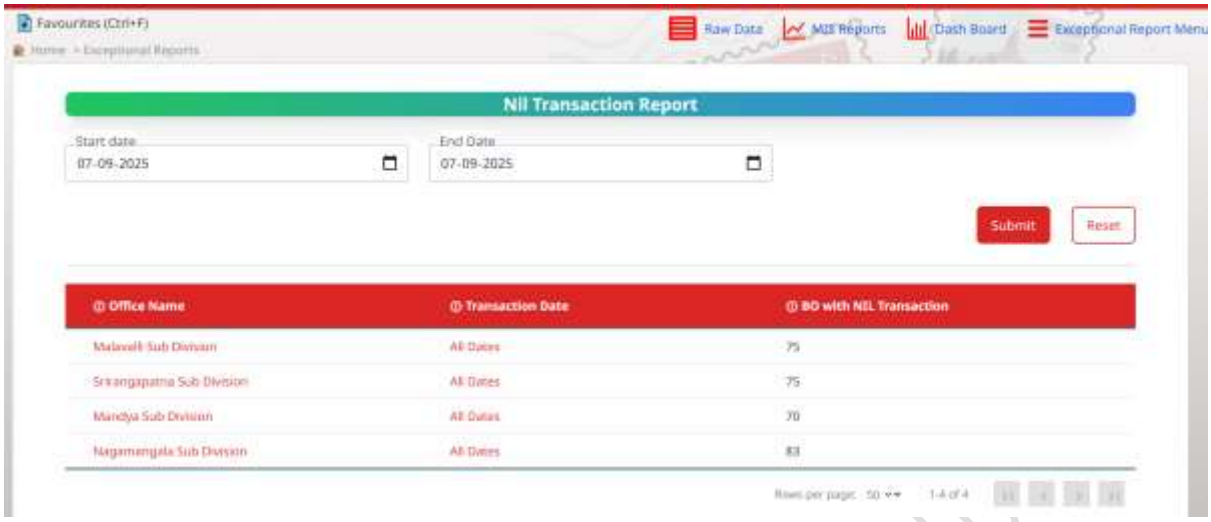
Administrative office can generate “Holy Blessing Report” by selecting date range, and Click on “Submit” button

15.2.10 Exceptional Reports

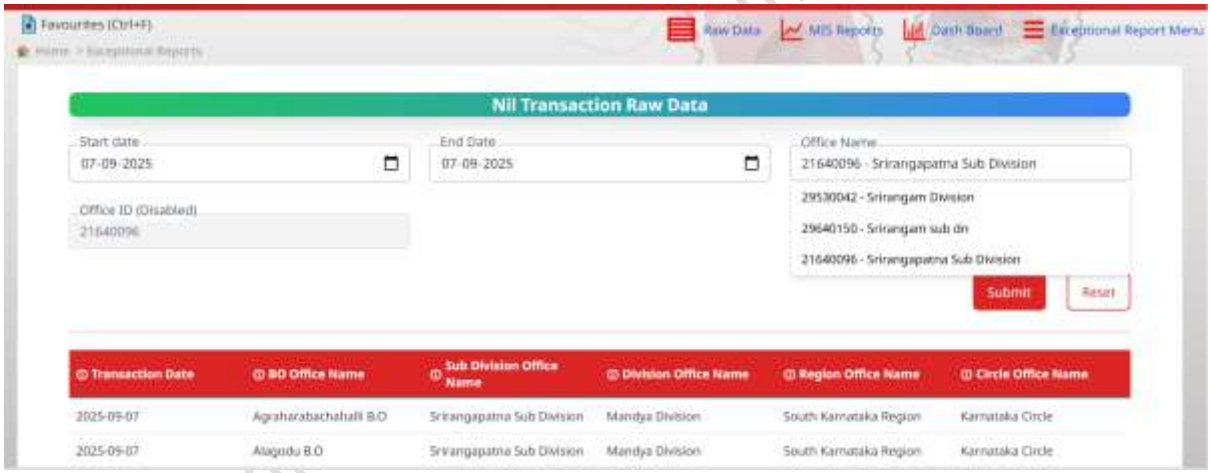
Upon clicking on “Retail Service Reports” , the following 4 reports will be available.

1. NIL Transaction Reports
2. NIL Transaction Day wise Report
3. NIL transaction continuous analysis
4. EBMS Error summary Reports

15.2.10.1 NIL Transaction Reports



Administrative office can generate “NIL transaction Report” contains BO with NIL transaction details by selecting date range and Click on “Submit” button.



Administrative office can generate “NIL transaction Raw data” contains BO office name and transaction date with NIL transaction details by selecting date range, office name(Admin) and Click on “Submit” button.

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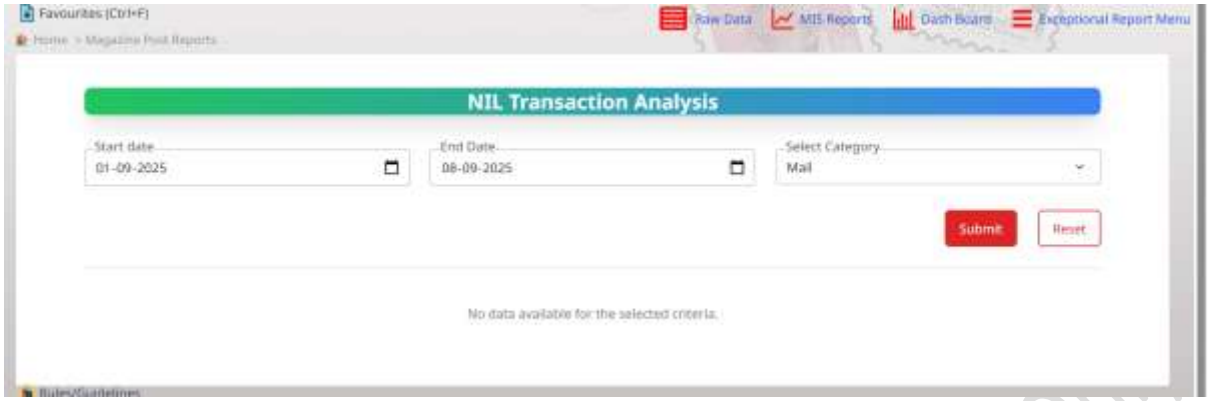
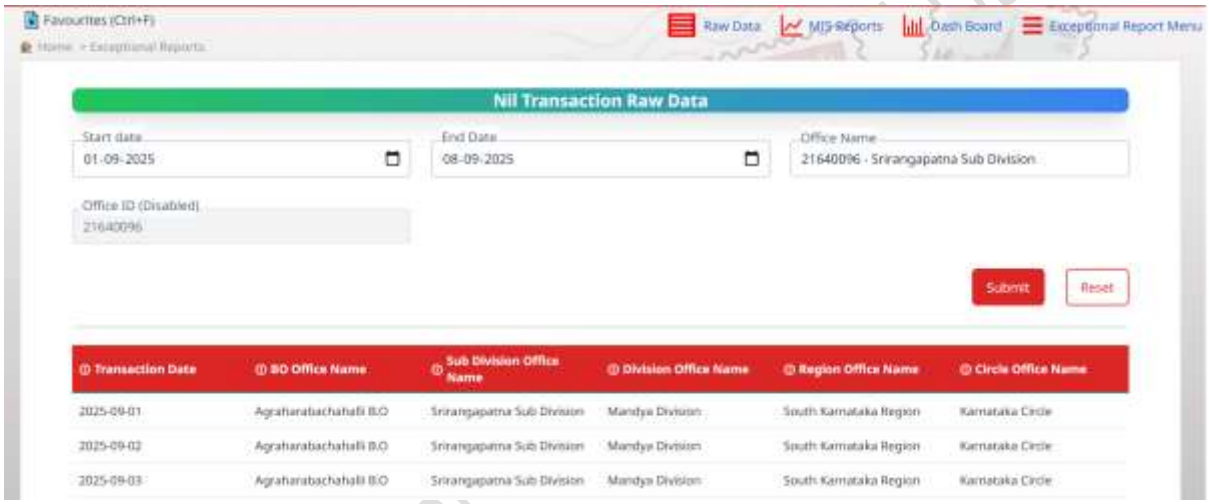
15.2.10.2 NIL Transaction Day wise Report

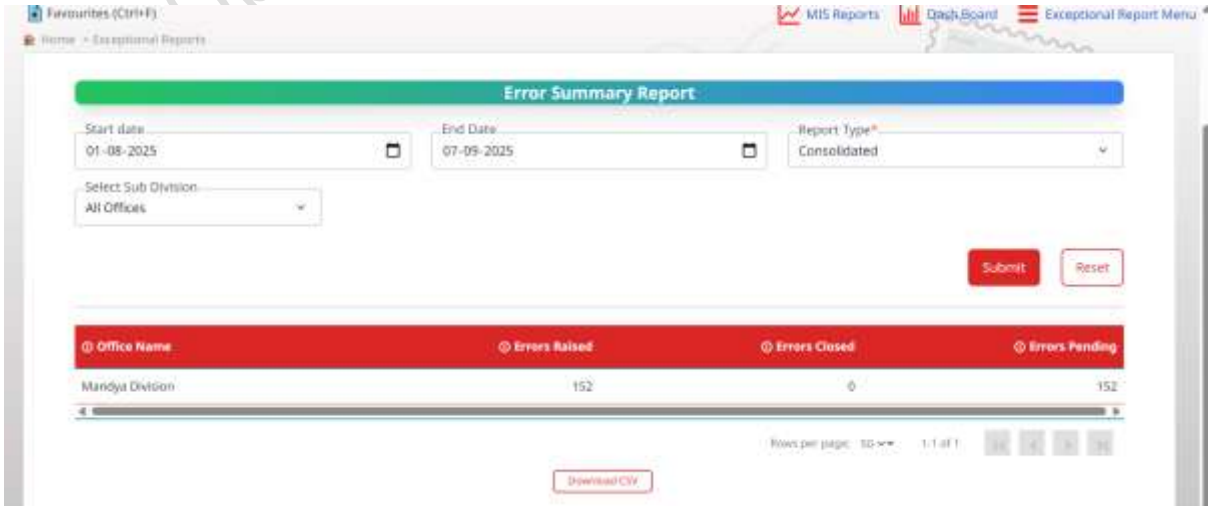


Administrative office can generate “NIL transaction Day wise Report” by selecting date range, selecting category and Click on “Submit” button.



Administrative office can generate “NIL transaction Raw data” contains BO office name and transaction date with NIL transaction details by selecting date range, office name(Admin) and Click on “Submit” button.

15.2.10.3 EBMS Error summary Reports



Administrative office can generate “EBMS error summary report” contains Error raised, closed and pending count by the offices under their jurisdiction by selecting date range, report type office name(Admin) and Click on “Submit” button.

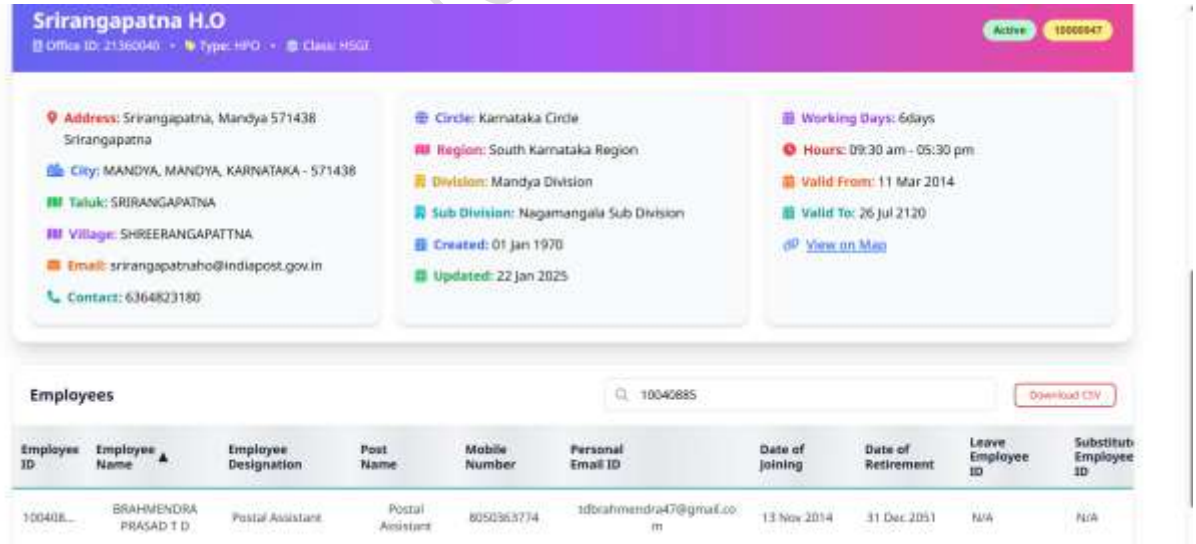
15.2.11 Misc Reports

Upon clicking on “Misc Reports” , the following 2 reports will be available.

1. Customer Transactions report
2. Office and Employee Details

15.2.11.1 Office and Employee Details

Administrative office can generate “Office and Employee details Report” contains details of selected office and entire official details available under selected office establishment register by office and Click on “Submit” button.



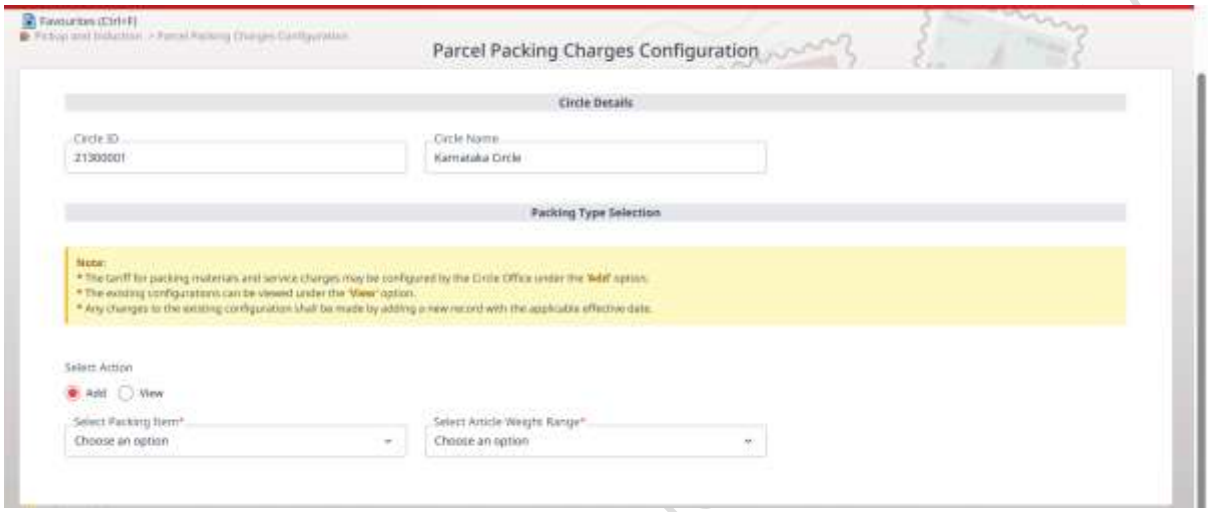
16 Parcel Packing Charges Configuration-Circle Office

Circle Offices has to configure the tariff/rates for packing materials and service charges.

Non-configuration of tariff details will impact the transactions at PPUs and similar units handling parcel packing.

Note: Role required for CO user: **Induction Data Sanitization**

Path: Pickup Management- Parcel Packing Charges Configuration

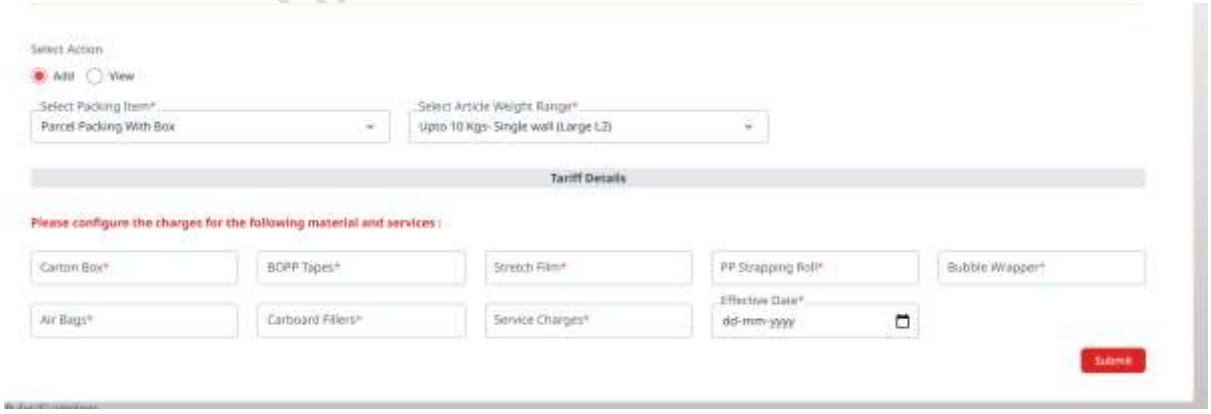


Upon clicking “Parcel Packing Charges Configuration”, it will redirect to “Parcel Packing Charges Configuration” screen

The tariff for packing materials and service charges may be configured by selecting “Packing item” from the drop down and “Select Article Weight Range* from the drop down under the ‘Add’ option.

The existing configurations can be viewed under the ‘View’ option.

Any changes to the existing configuration shall be made by adding a new record with the applicable effective date.

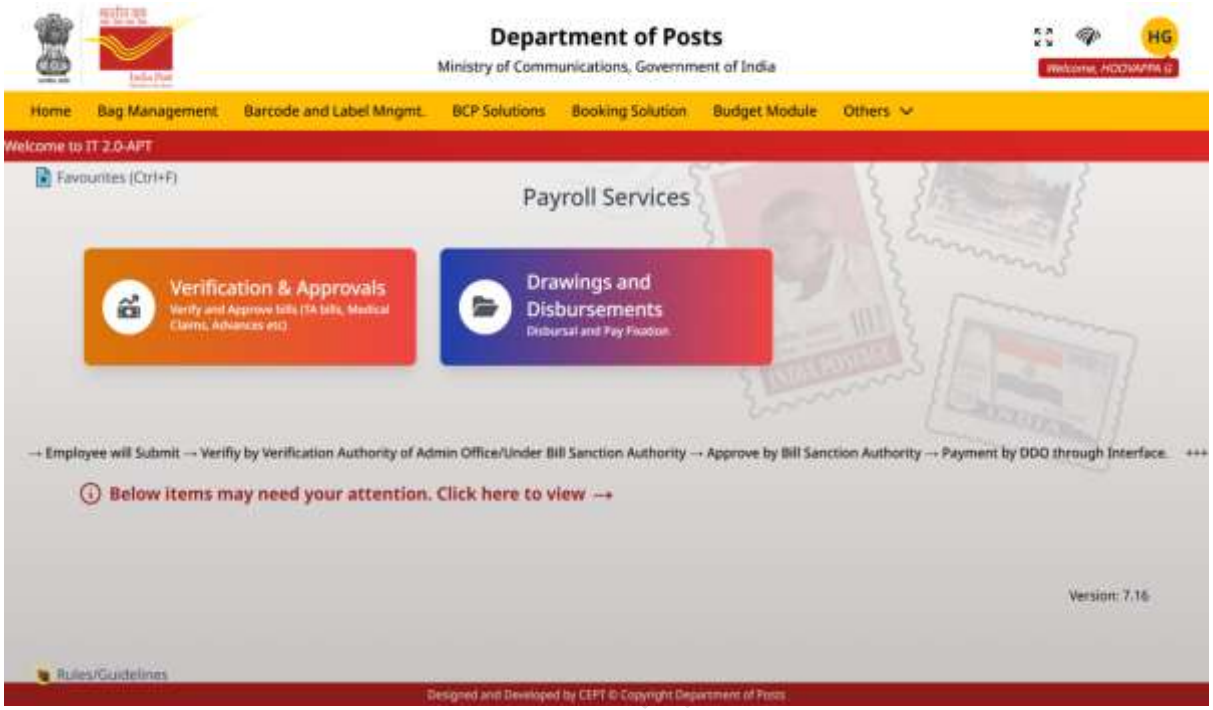


Upon selecting the “Packing item” from the drop down and “Select Article Weight Range* from the drop down under the ‘Add’ option, corresponding Data entry dialogue box will be enabled. configure the charges for the selected material and services.

After enter all the required details , click on submit. Data will submit successfully.

17 Payroll

In this section, verifying and approval of employee payments requests at administrative offices is explained.

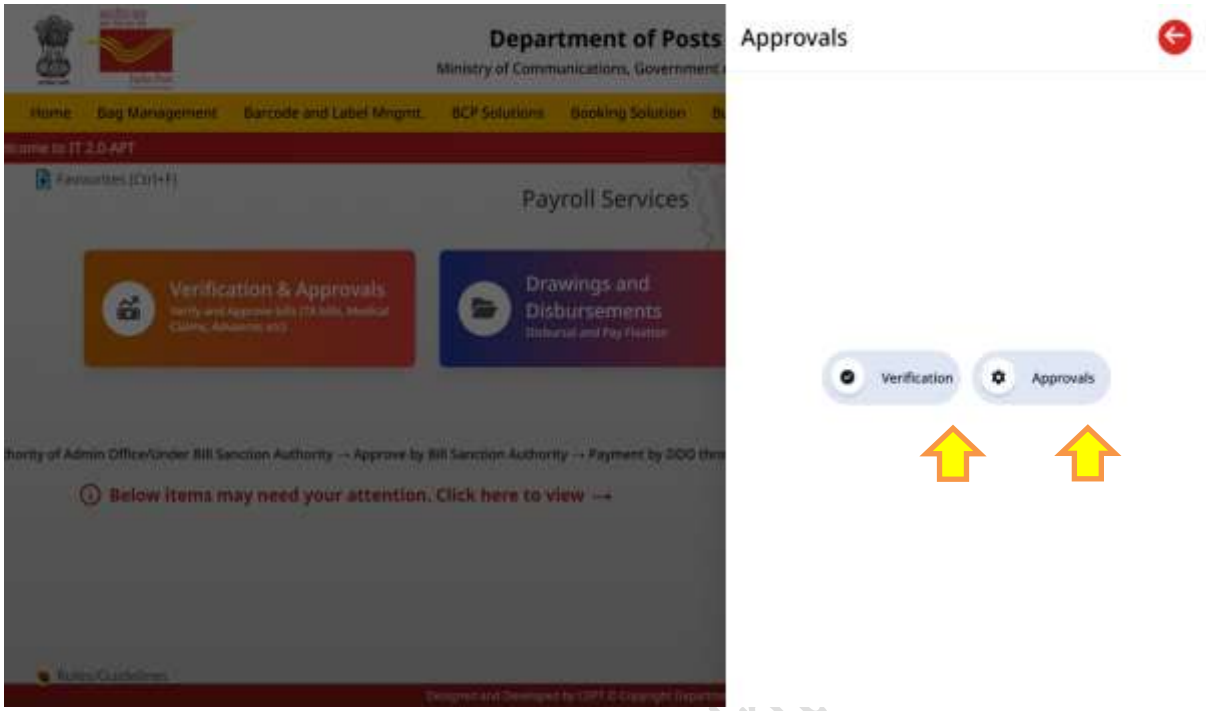


Upon clicking on “Payroll system”, administrative office will have two sub cards:

1. Verification and Approvals
2. Drawings and disbursements

CEPT Operational Guide

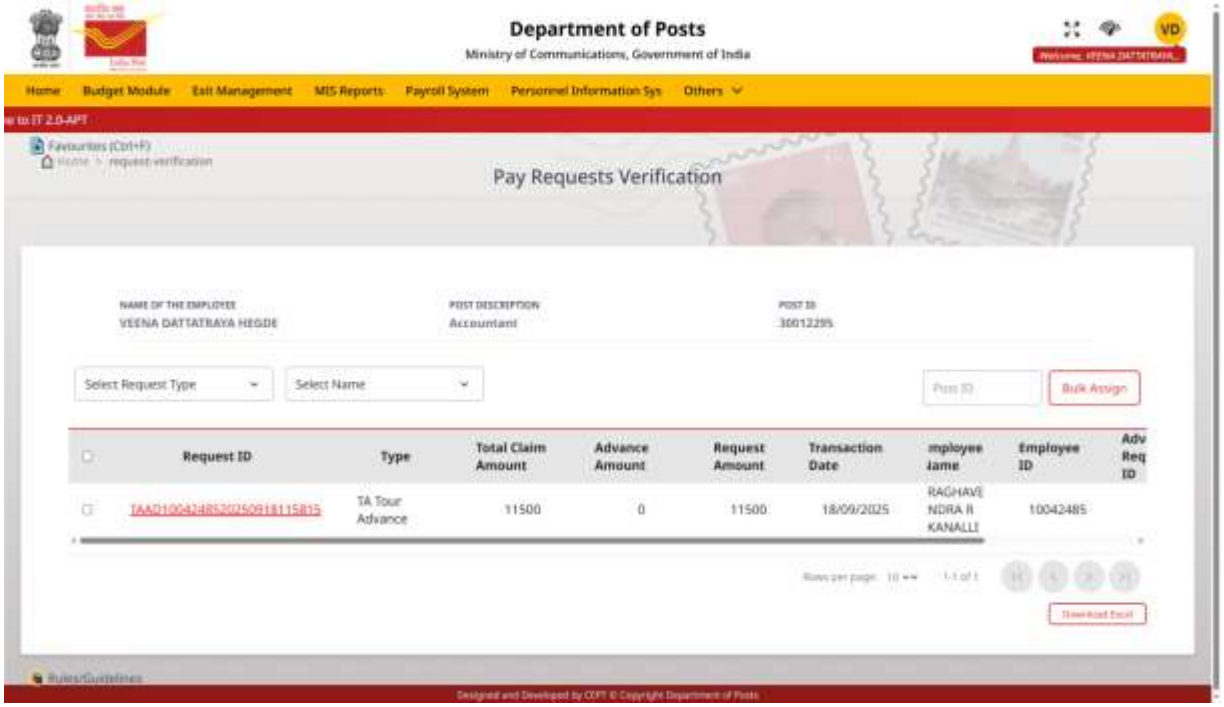
17.1 Verifications & Approvals



Upon clicking on “Verification and Approvals” sub card, two options will available:

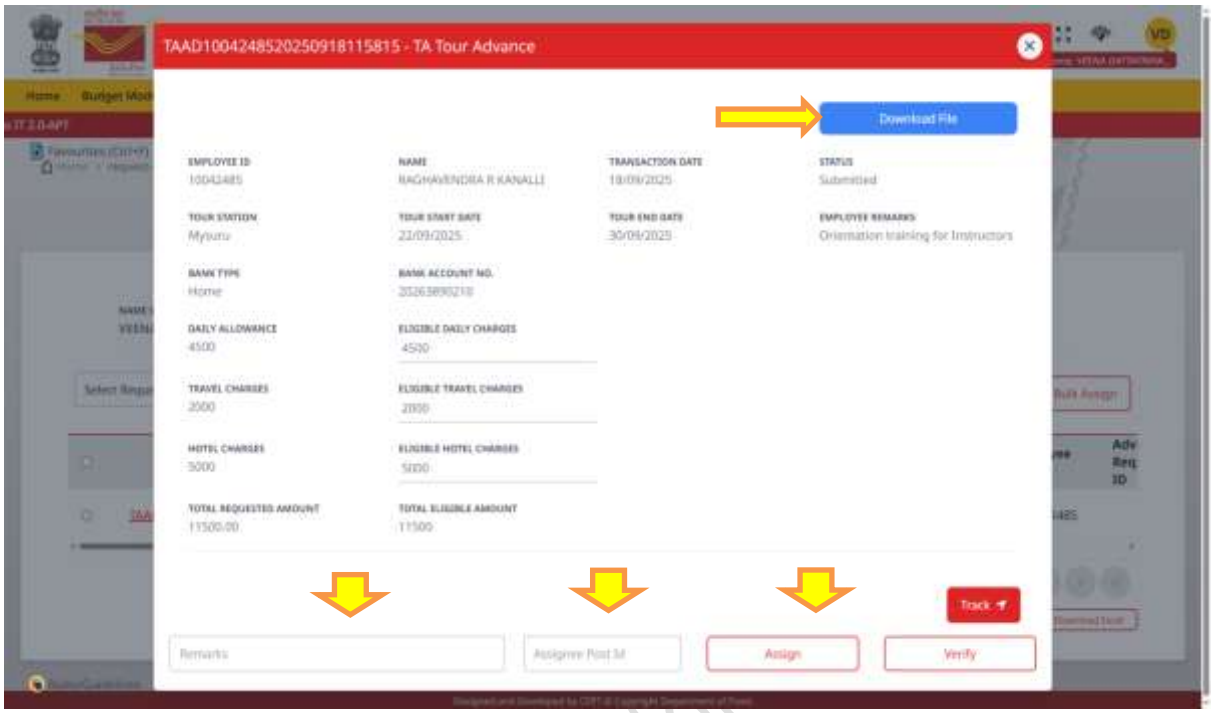
1. Verification
2. Approvals

17.1.1 Verification – Payroll Verification Authority



Upon clicking “Verification”, it will redirect to “Pay Requests Verification” screen. In this screen Pay Verification Authority can view all the pay requests submitted by

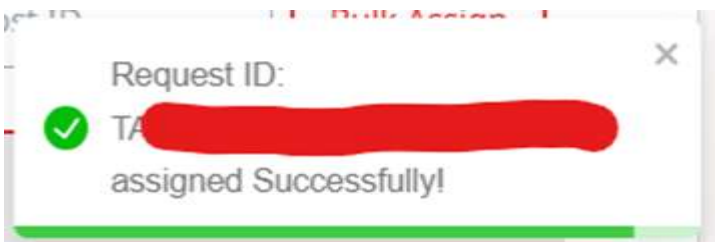
employees from Employee Self Service. Payroll Verification Authority can filter out by selecting “Request Type” and “Name” of the employee. Click on request id hyperlink .



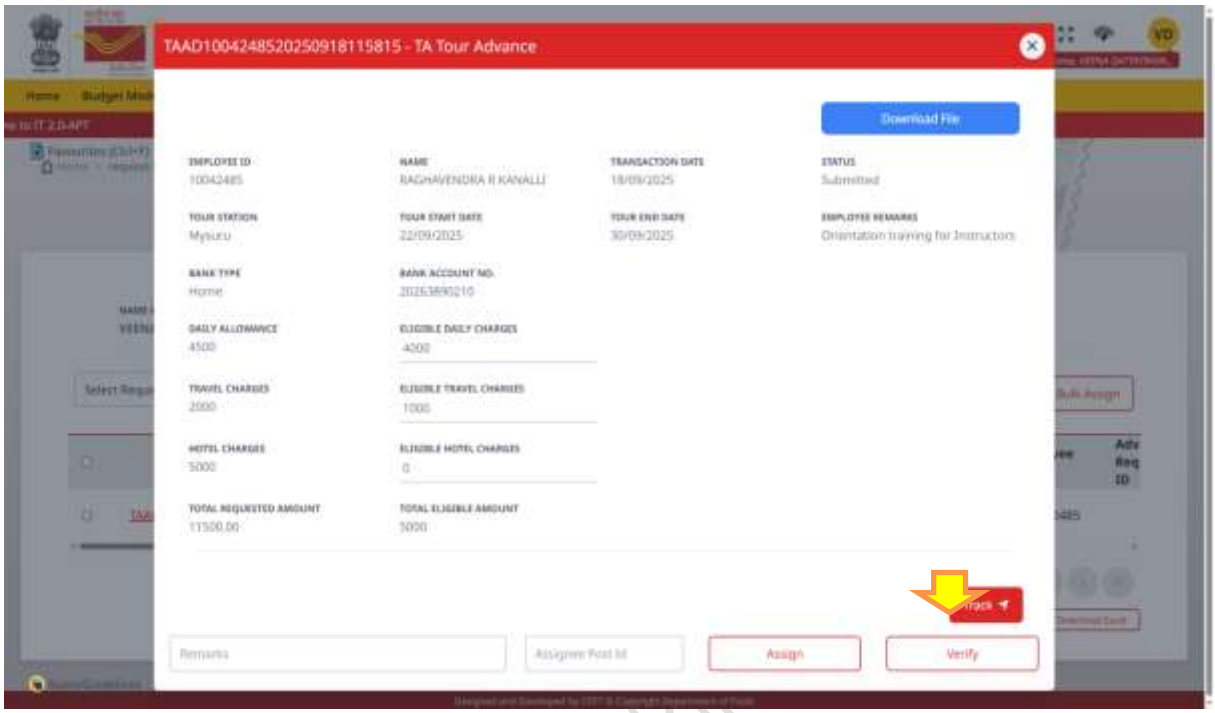
Upon clicking on “Request id”, detail of request will be displayed. Payroll Verification Authority can download the file uploaded by the employee by clicking on “Download File” .

Payroll Verification Authority may assign the request to other Payroll Verification Authority by entering the “Remarks”, “Assignee Post id” and click on “Assign”.

Upon clicking on “Assign”, user will be prompted with the message “Do You Want To Continue?”

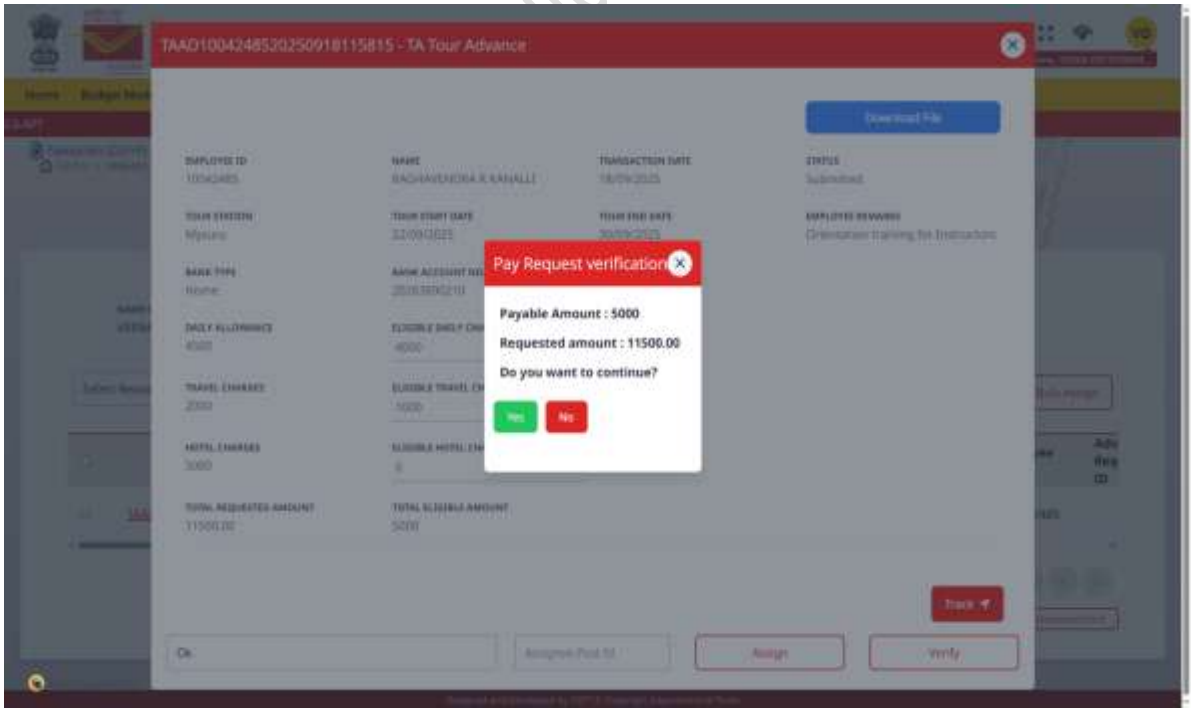


Upon clicking on “Yes”, the user will see message that Request ID assigned successfully

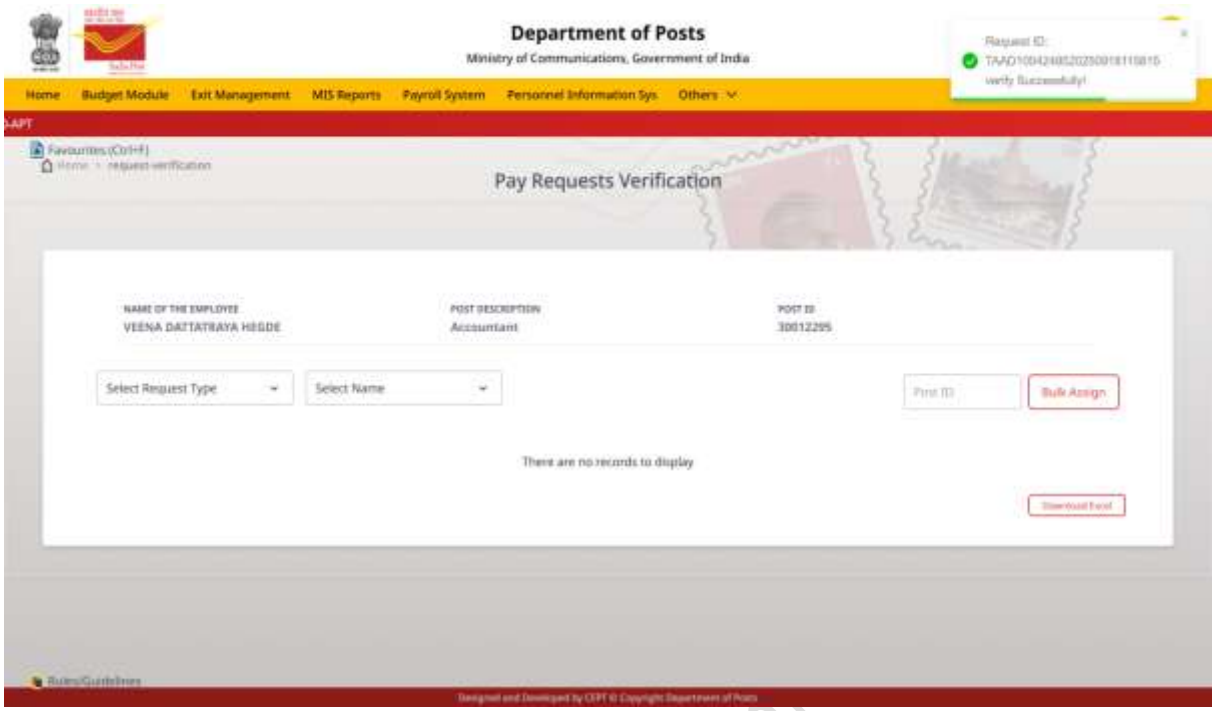


Payroll Verification Authority can edit the eligible allowances and click on “Verify” .

Note: Remarks field is mandatory.

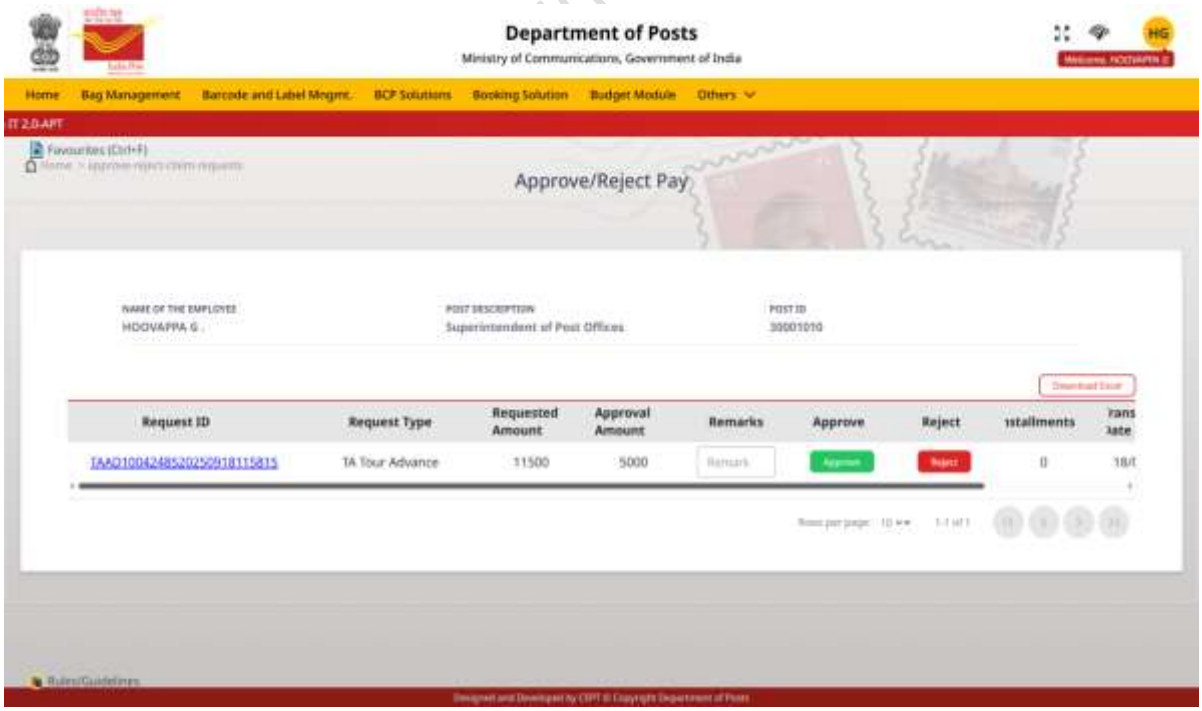


Upon clicking on “Verify” , a confirmation window will display. Click on “Yes” .

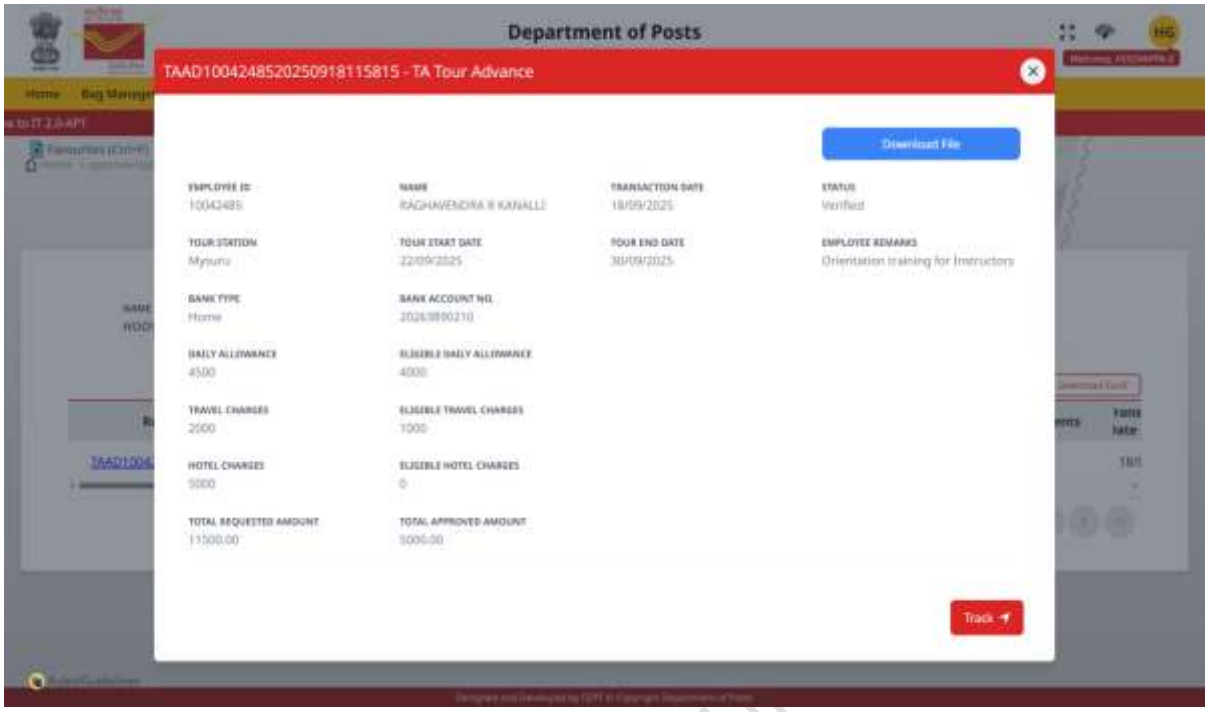


Upon clicking on “Yes” , a confirmation flash pop up will be displayed.

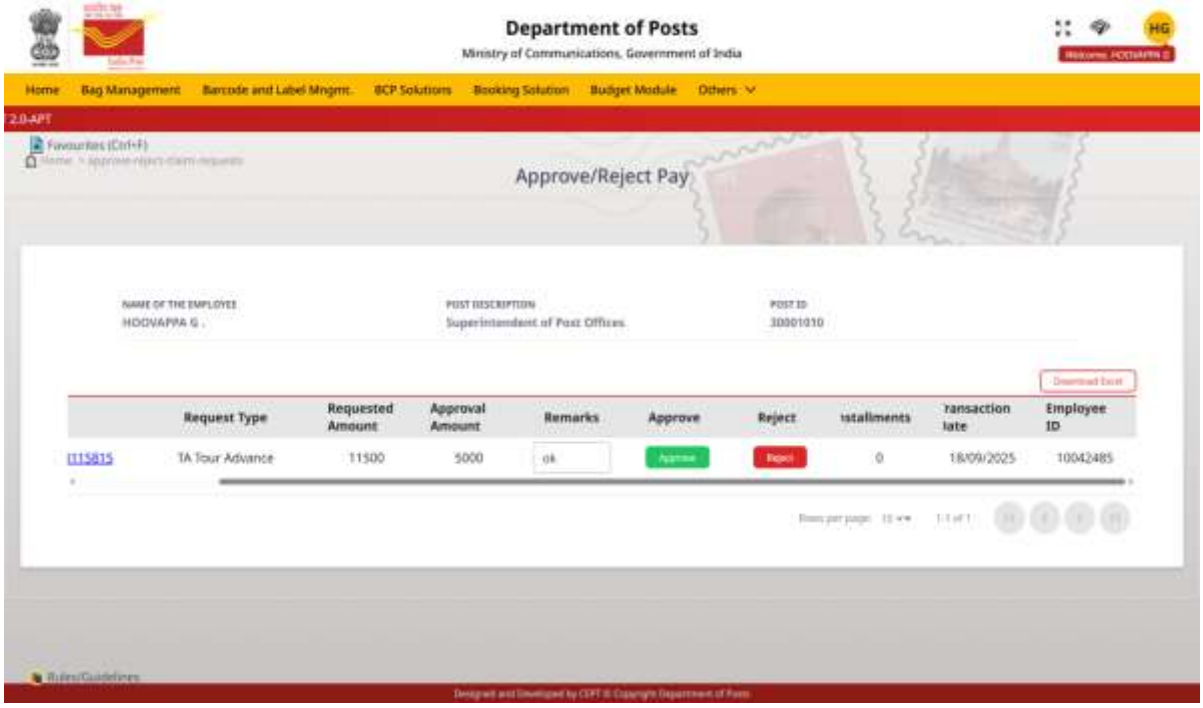
17.1.2 Approval – Pay Sanctioning authority:



Upon clicking on “verify” option from “Verification and Approvals” sub card, it will redirect to “Approve/Reject Pay” screen. Verified pay requests will be listed out here.

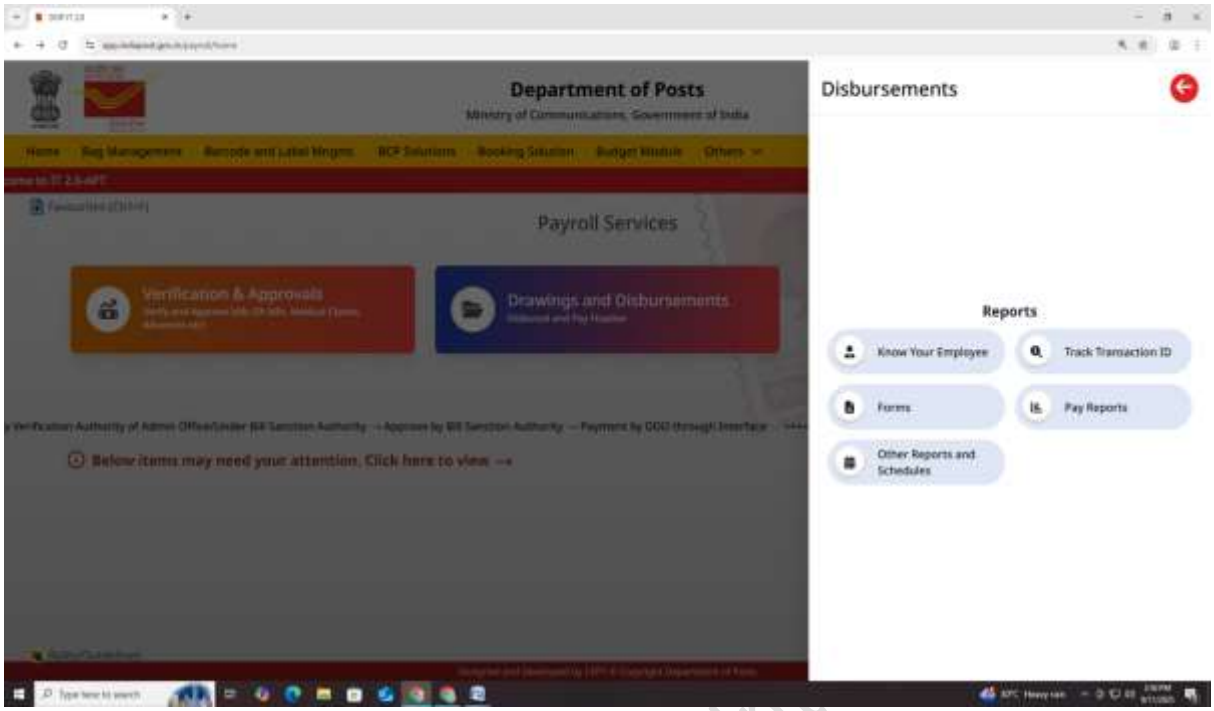


Click on “Request id hyperlink” to view the details.



After confirming the details, Pay Sanctioning authority has to click on “Approve” for approving the Pay requests. Click on “Reject” for rejecting the pay request.

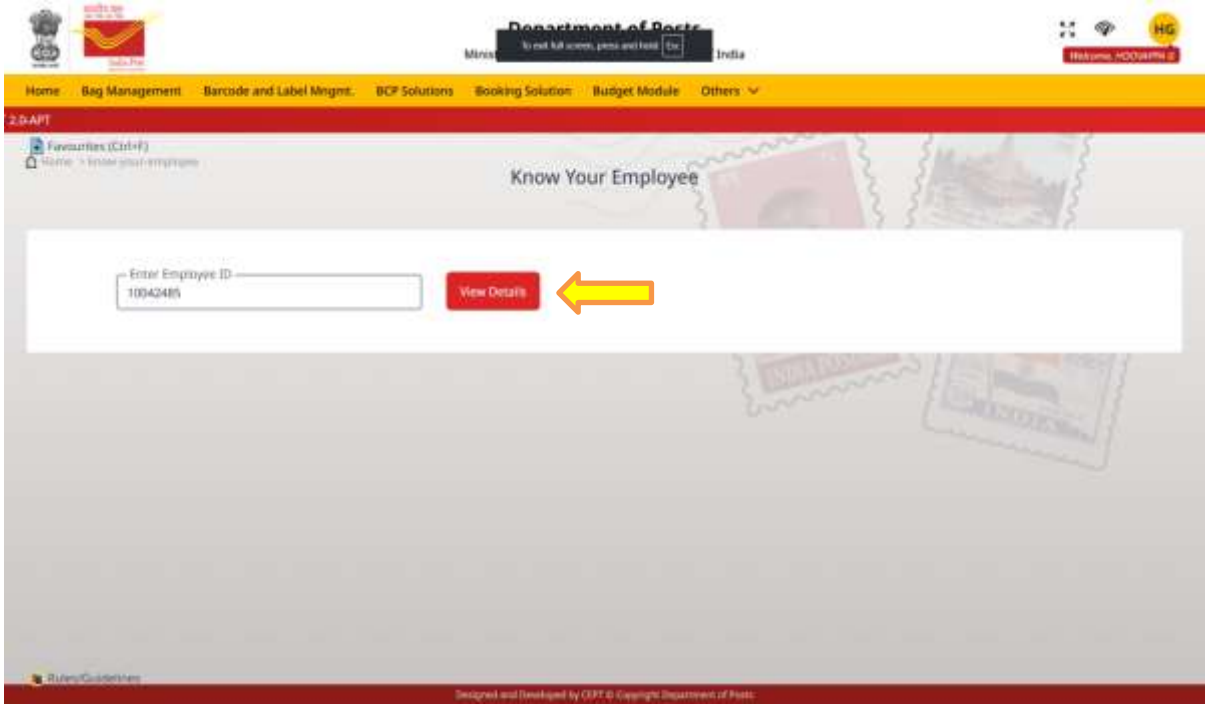
17.2 Drawing and Disbursements



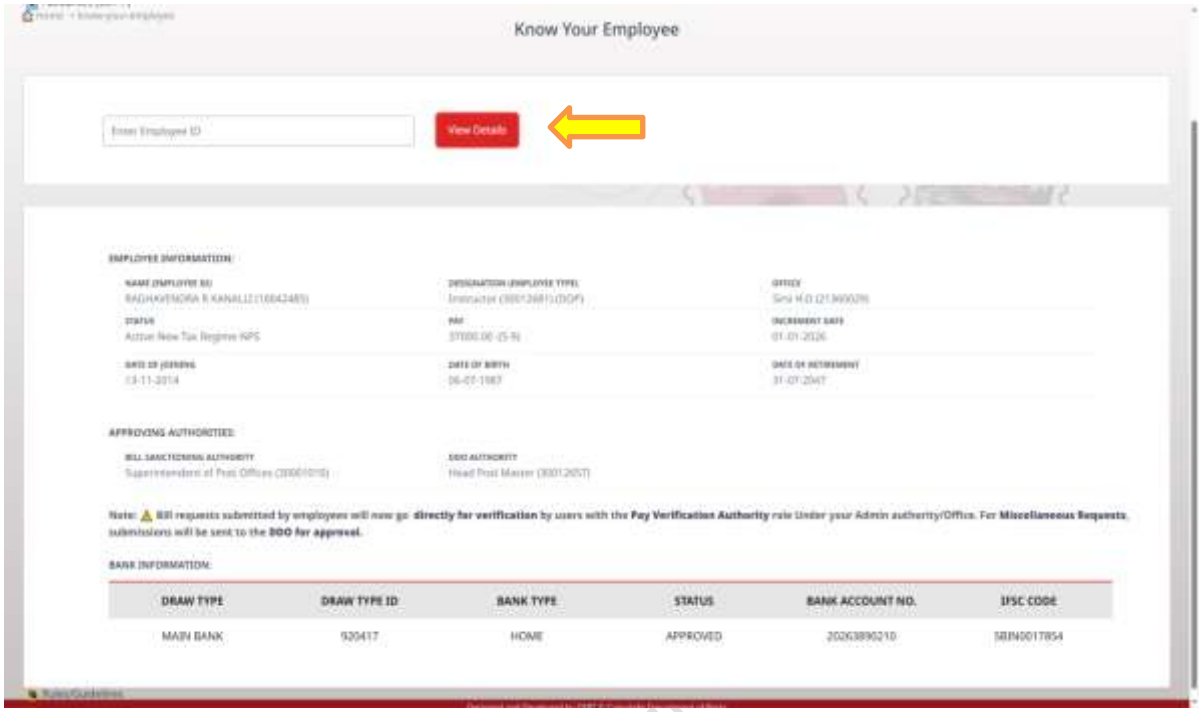
Upon clicking on "Drawing and Disbursements" sub card, five types of reports will available:

1. Know your employee
2. Track Transaction ID
3. Forms
4. Pay Reports
5. Other Reports and schedules

17.2.1 Know your Employee

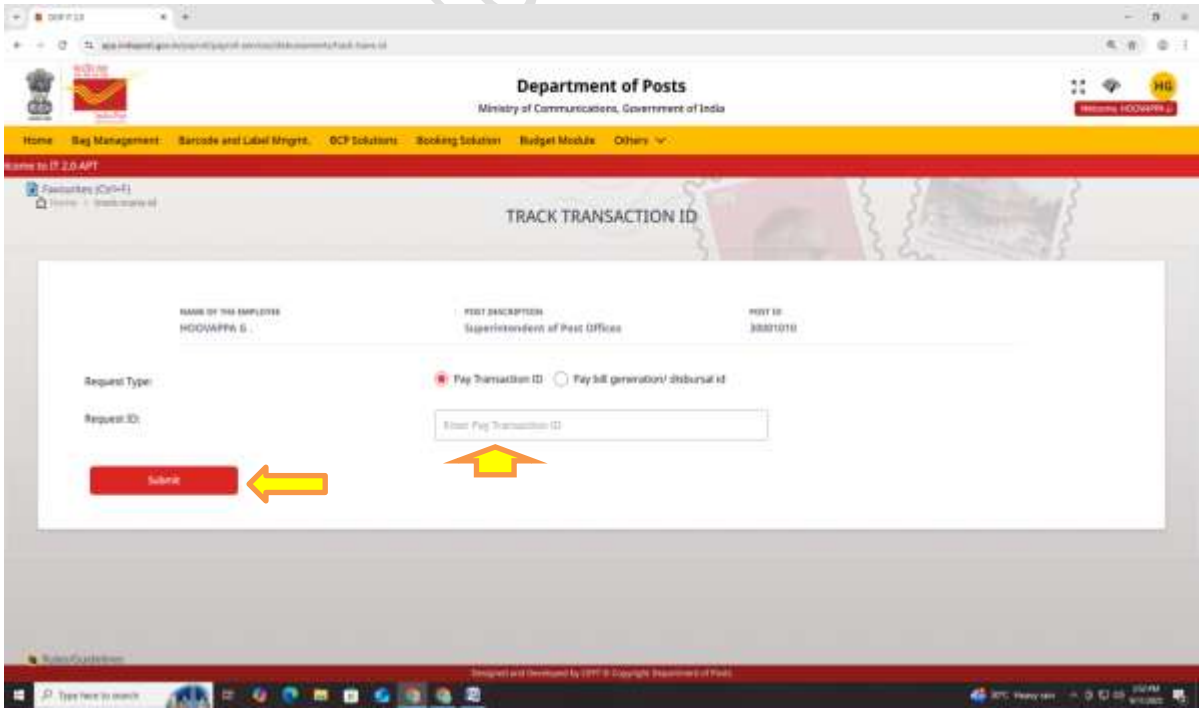


Upon clicking “Know your Employee” option under “ Drawing and Disbursements” , it will redirect to “Know your Employee” screen , User has to enter the employee id in the “Employee ID” dialogue box and click on “View Details” .



Upon clicking “View Details” , it will displays the “Employee information” of selected employee.

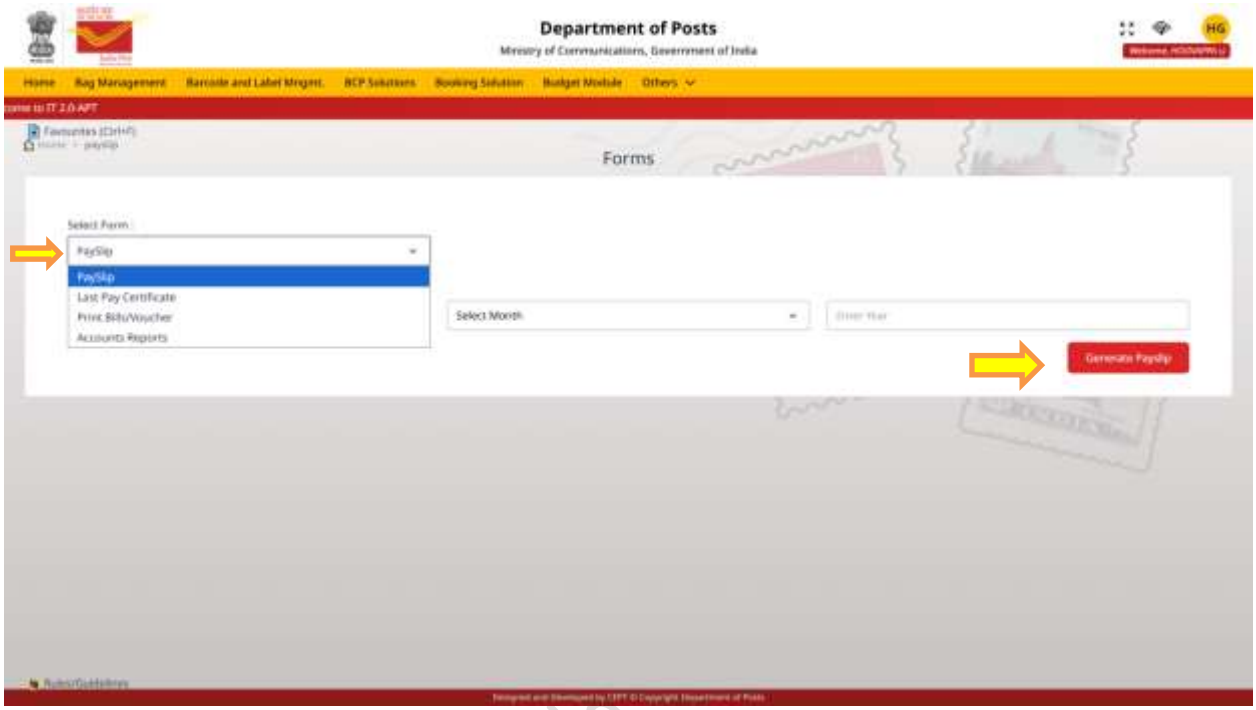
17.2.2 Track Transaction ID



Upon clicking on “Track Transaction ID” option under “Drawing and Disbursements”, it will redirect to “Track Transaction ID” screen . Enter the Pay Transaction ID or Pay bill

generation id or Pay bill disbursal id in the “Request ID” dialogue box and click on “Submit” to view the status of the pay requests .

17.2.3 Forms

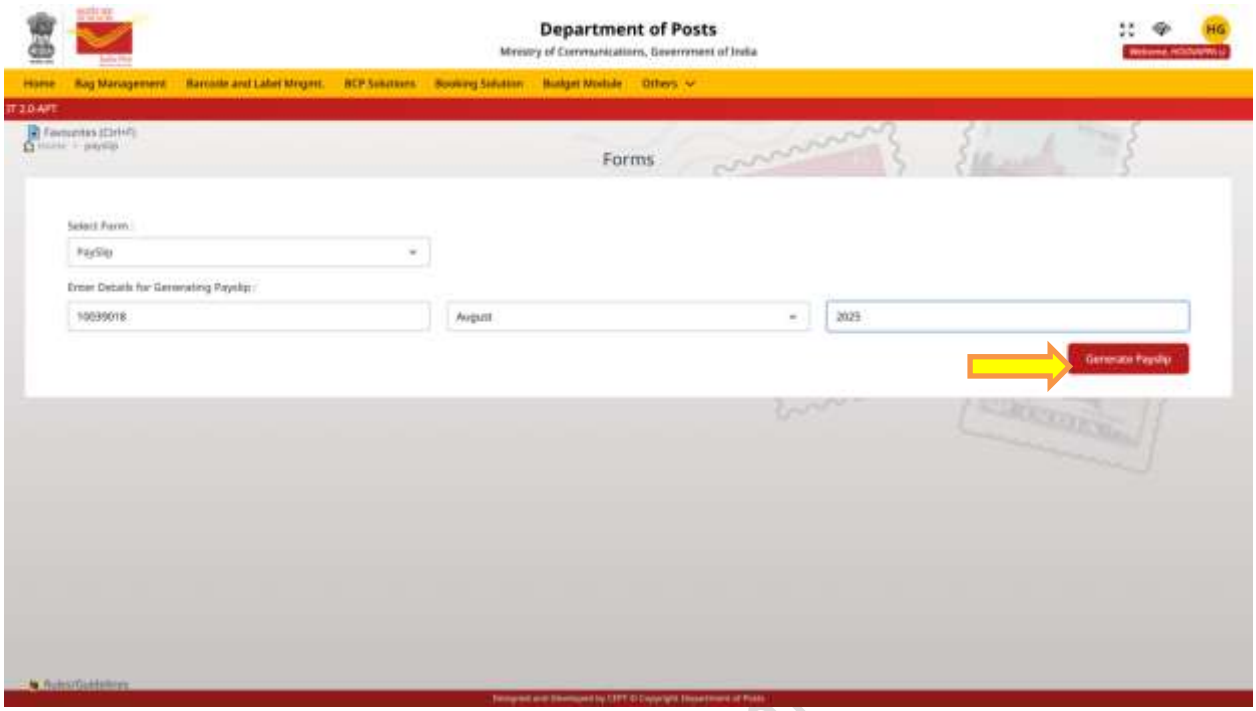


Upon clicking on “Forms” option under “Drawing and Disbursements” , it will redirect to “Forms ” screen , The following details can be generated :
enter the employee id in the “Employee ID” dialogue box and click on “View Details” .

1. Payslip
2. Last Pay Certificate
3. Print Bills/Voucher
4. Accounts Reports

CEPT Operational Guide

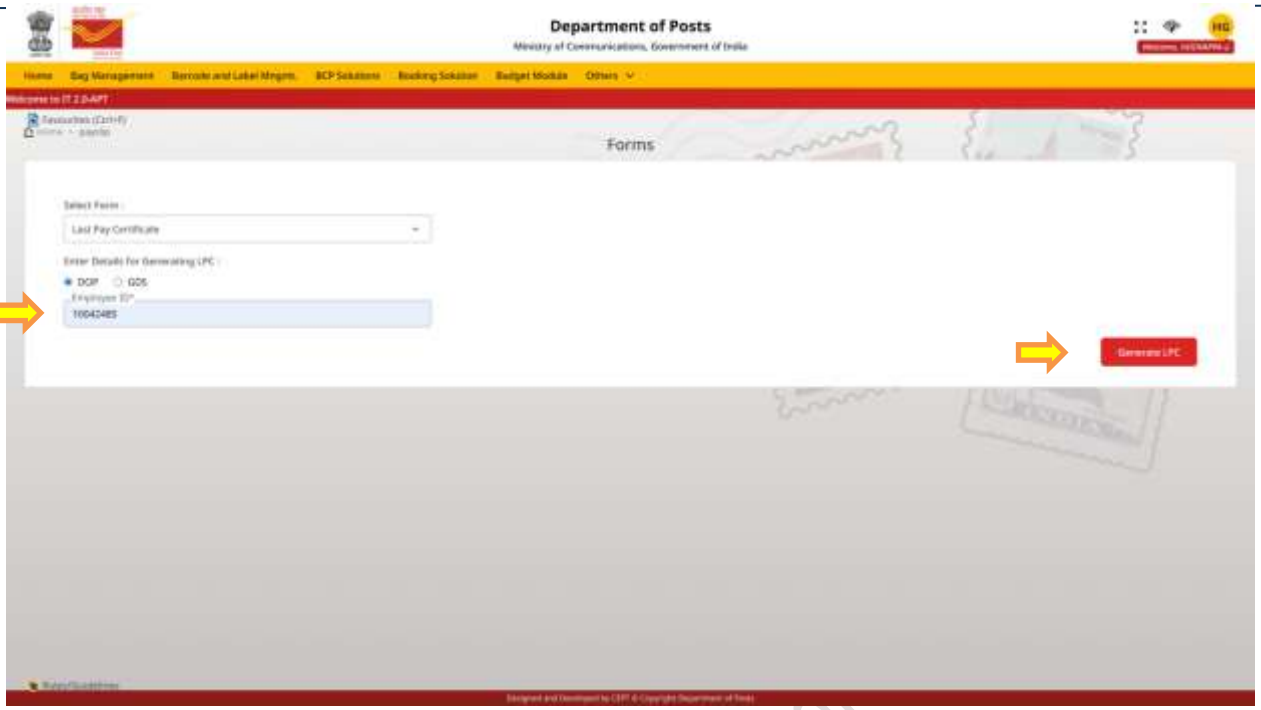
17.2.3.1 Payslip



By selecting the “Pay slip” from the “Select Form” dropdown , employee id, month and year. Click on “Generate PaySlip”

Upon clicking on “Generate PaySlip”, payslip preview screen will displayed, same can be printed using by clicking on “Printer” icon.

17.2.3.2 Last Pay Certificate



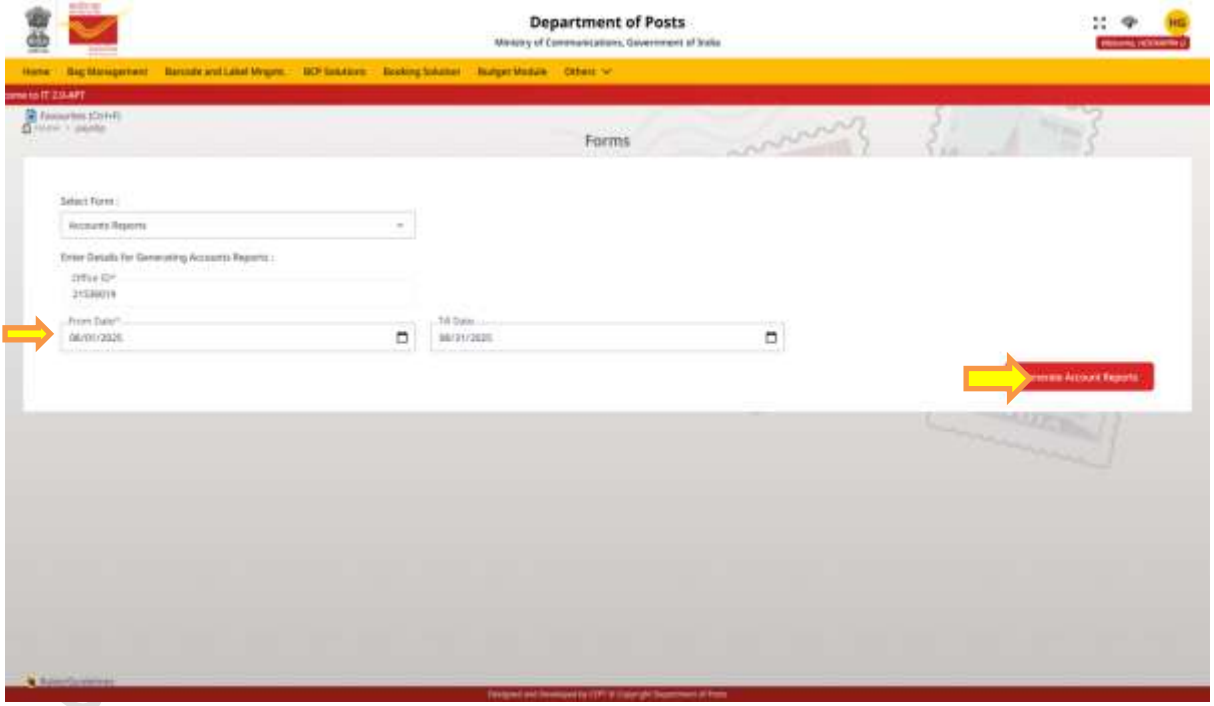
By selecting the “Last Pay Certificate” from the “Select Form” dropdown, employee id, and employee. “Click on Generate LPC”

Upon clicking on “Last Pay Certificate”, GAR 2 preview screen will displayed, same can be printed using by click on “Printer” icon.

17.2.3.3 Print Bills/Voucher

By selecting the “Print Bills/Voucher” from the “Select Form” dropdown, radio button available in front of “Cheque Disbursal” or “POSB Disbursal” or “Cheque Request” and entering its corresponding “Request ID” . Click on “Show CQ request PDF” for generating reports.

17.2.3.4 Accounts Reports

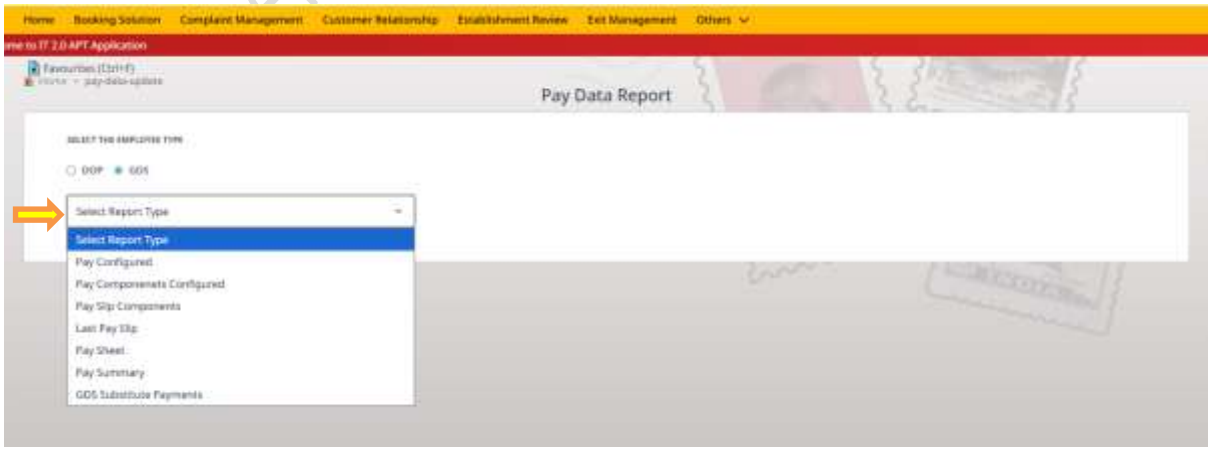


By selecting the “Accounts Reports” from the “Select Form” dropdown, and date range. Click on “Generate Accounts Reports”.

Internal Use Only

Upon Clicking on “Generate Accounts Reports”. “Payroll Account summary” preview will be generated for the selected office and date range.

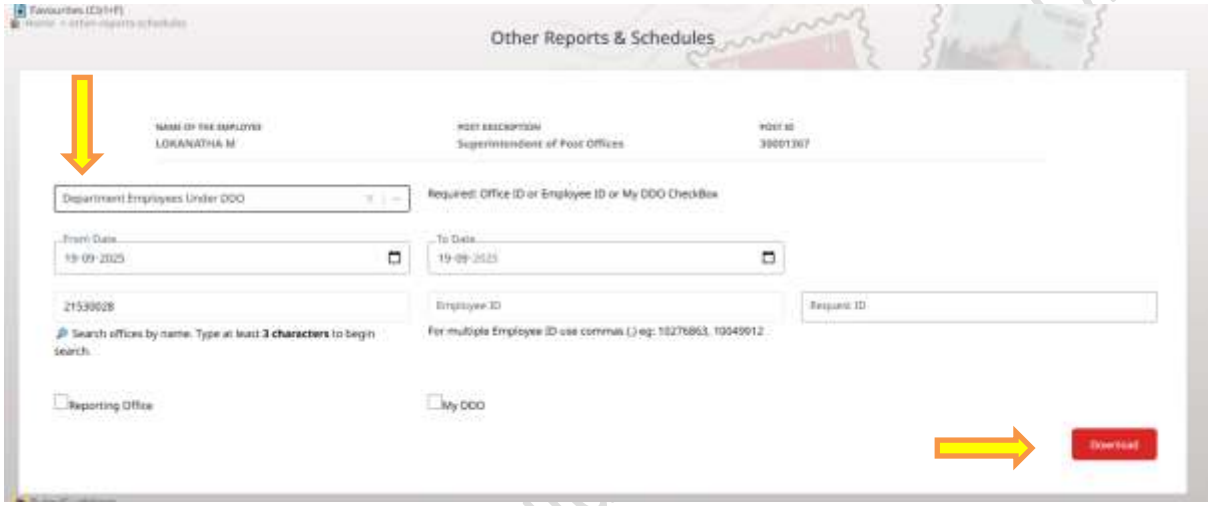
17.2.4 Pay Reports



Upon clicking on “Pay Reports” option under “Drawing and Disbursements” , it will redirect to “Pay Data Report” screen , The following reports can be generated for the both DOP and GDS employees.

2. Pay Configured
3. Pay Components configured
4. Pay slip components
5. Last Pay slip
6. Pay sheet
7. Pay summary
8. GDS substitute payments(For GDS employees only)

17.2.5 Other Reports and Schedules



Upon clicking on "Other Reports and Schedules" option under "Drawing and Disbursements", it will redirect to "Other Reports and Schedules" screen, Different types of "Reports and schedules" pertaining to the accounts branch can be generated under the jurisdiction by

1. Reporting office
2. DDO
3. Employee ID
4. Request ID

CEPT Operational Guide Only

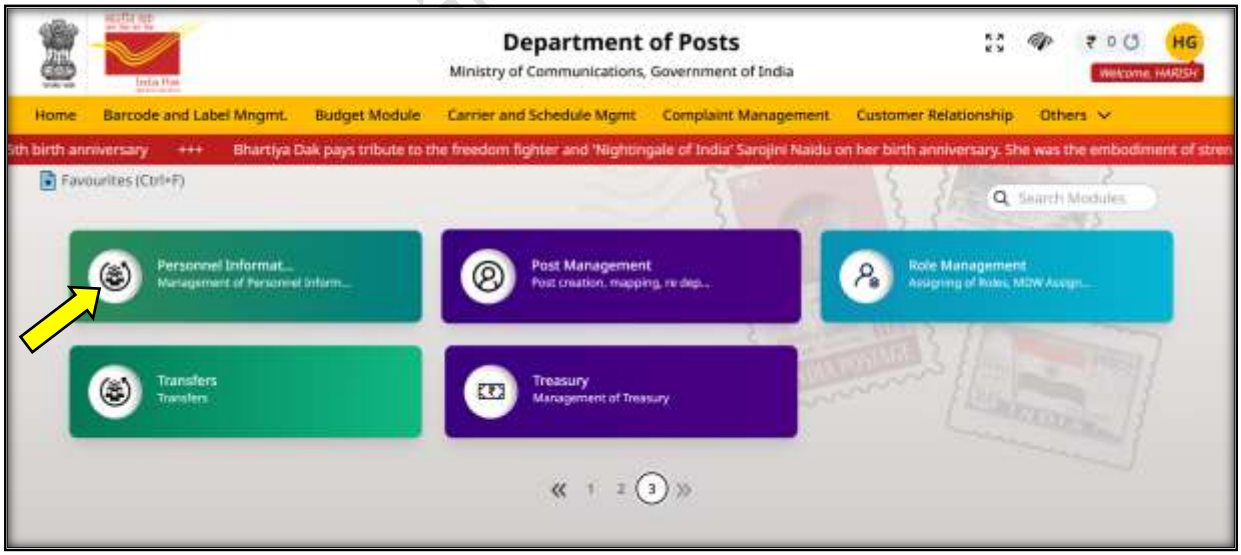
18 Personnel Information System(Admin)

The Personnel Information System (PIS) is a module within the Employee Self-Service (ESS) portal that allows employees to update and manage their personal information, such as address, family details, nominations, bank details, awards, and educational qualifications. Employees can submit service requests for modifications, which then require approval.

Role of the Approver in PIS:

Approver plays a key role in approving various service requests submitted by employees through the Personnel Information System.

1. Approving Employee Requests:
   - ❖ Address, family, nomination, and communication details.
   - ❖ Bank detail modifications.
   - ❖ Award and education details.
   - ❖ Annual Immovable Property Returns (AIPR) submissions.
2. Monitoring AIPR Submissions:
   - ❖ Viewing pending approvals.
   - ❖ Checking submitted and non-submitted reports.
3. Generating Reports:
   - ❖ Gradation list
4. Employee Operations
   - ❖ Approving new employees



The 'Personnel Information System' card is available in the Home Screen. Click on the card to open PIS Operations Dashboard.

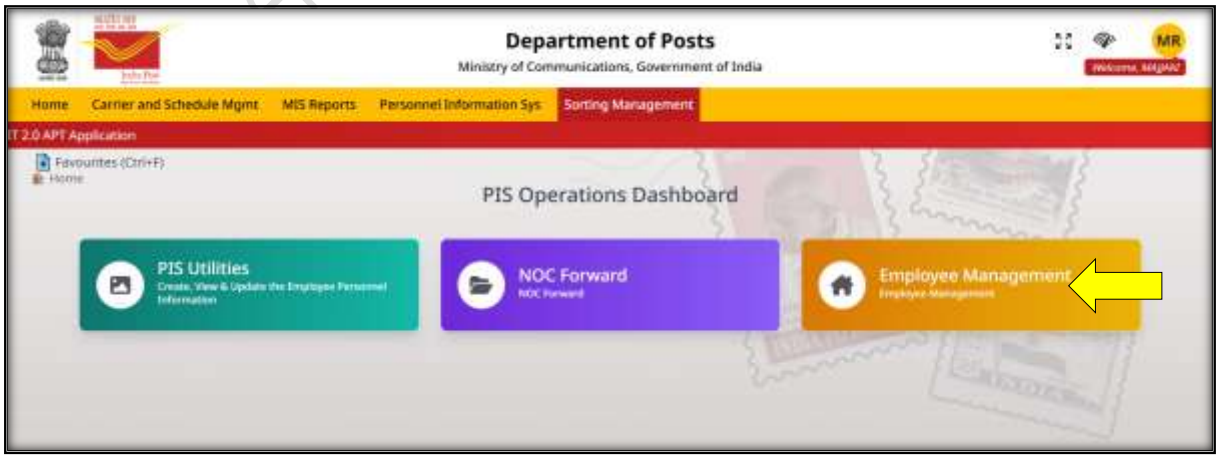
Guide -for Internal Use Only

PIS Operation dashboard contains the following sub-cards and each sub-card contains further options for different functions.

1. Employee Management
2. Approve Service Requests
3. NOC and Intimation
4. Annual Immovable Property Returns
5. Gradation List
6. PIS Utilities

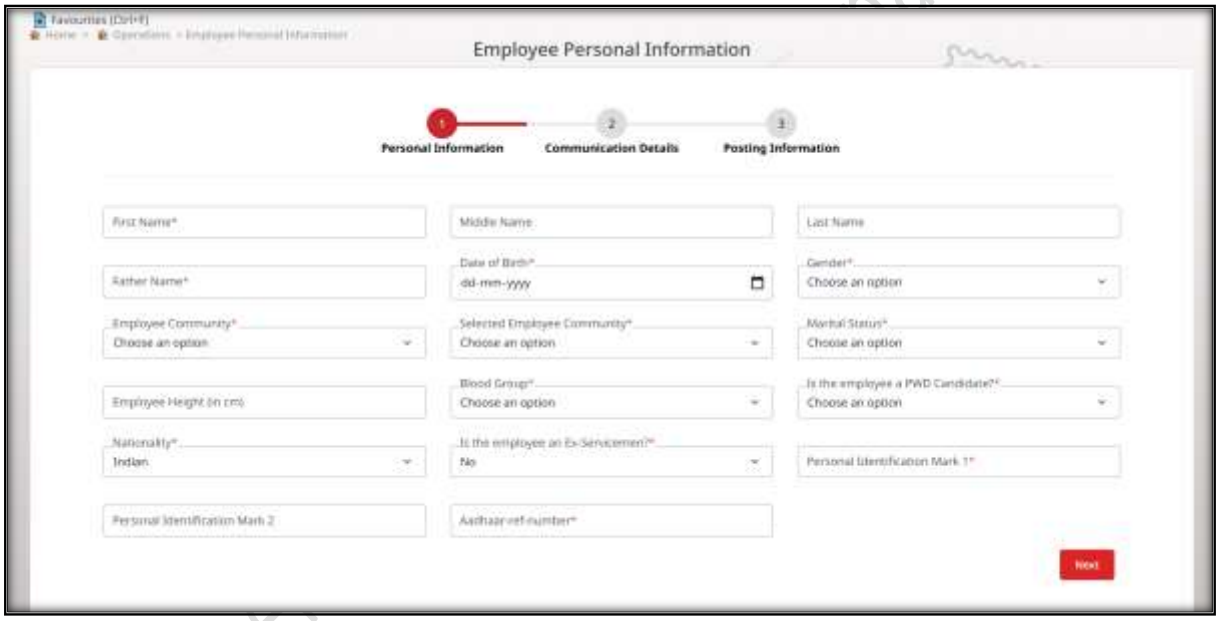
18.1 Employee Management

18.1.1 Create New employee

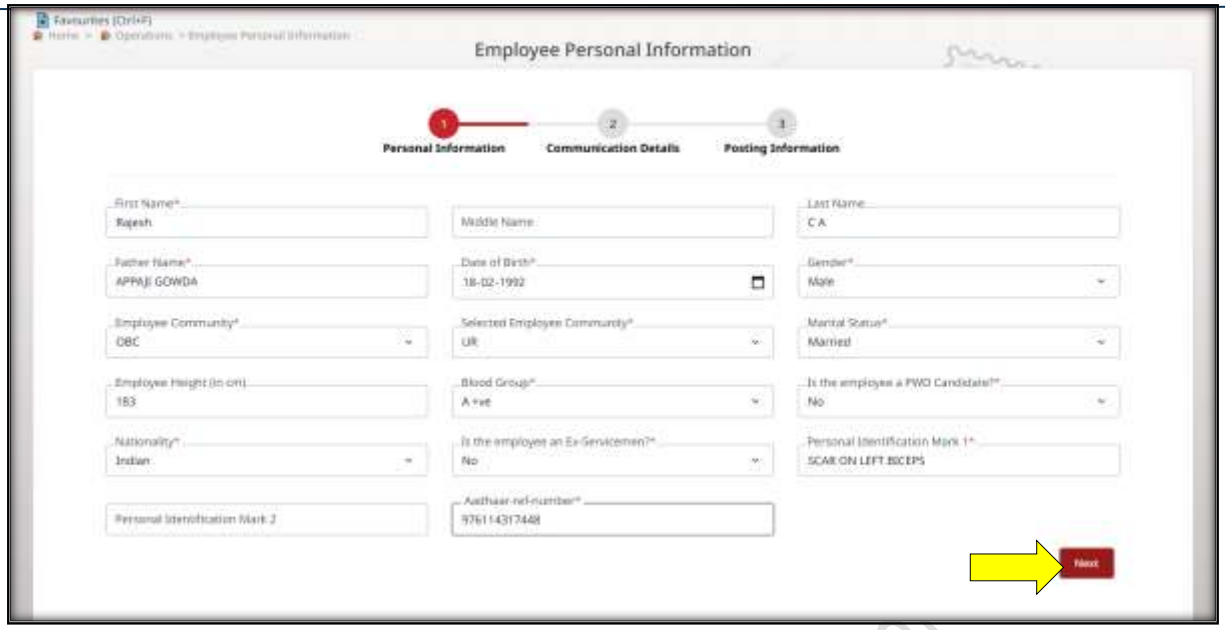


Employee ID can be created for newly recruited employees. To do the same, click on **EMPLOYEE MANAGEMENT** sub-card under **Personal Information Sys** Card.

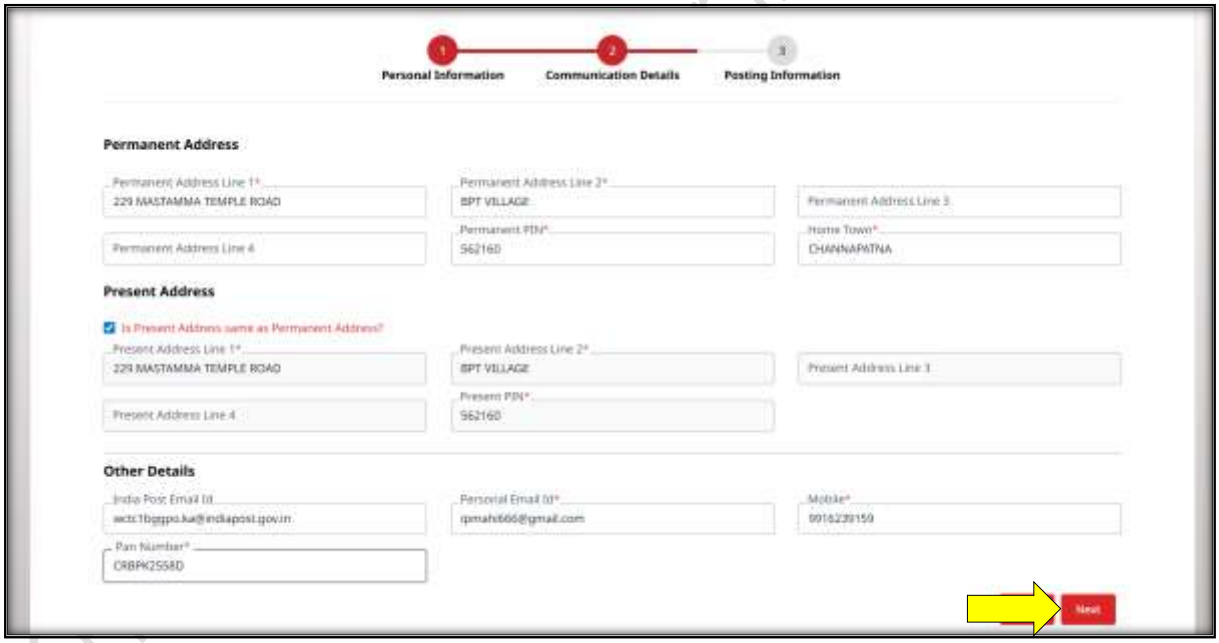
Click on '**Create New Employee'** option.



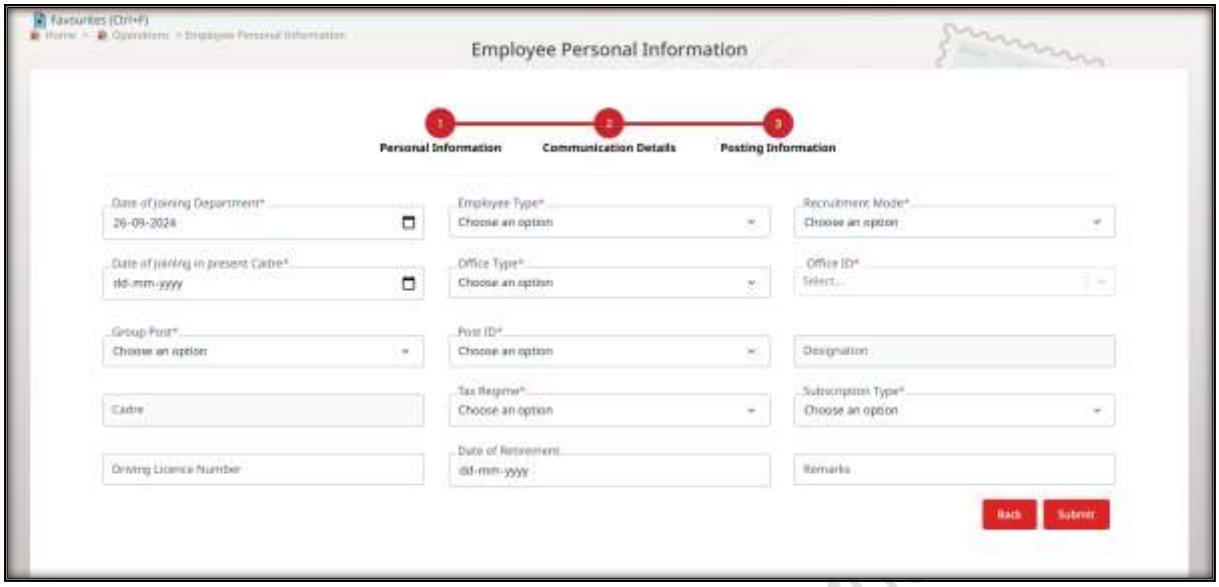
On clicking **Create New Employee** option, **Employee Personal Information** page will open. Here user needs to enter the personal information details of the employee in the respective fields.



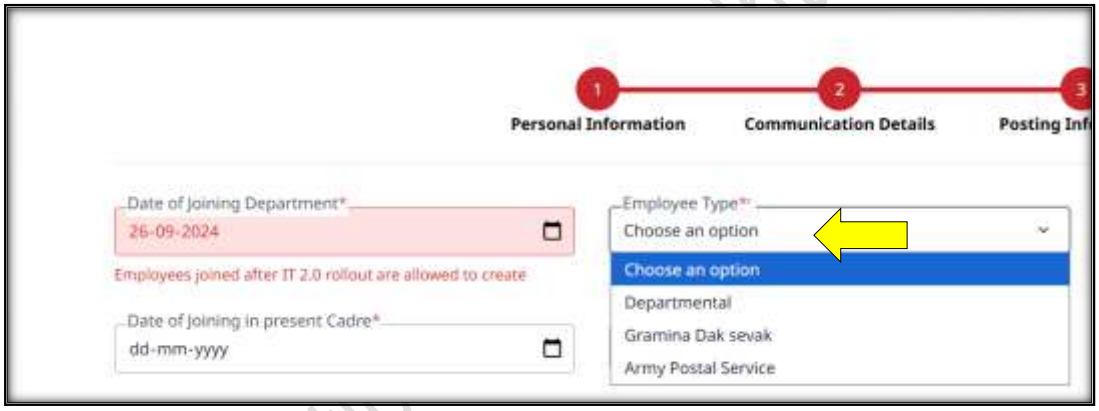
Once the data entry is completed, click on the **NEXT** button.



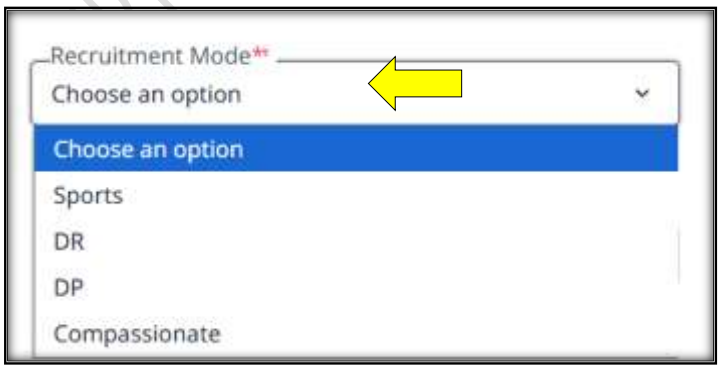
Further, **communication details** such as **Permanent Address**, **Present Address** and **other contacts details** are to be entered. After entering all the details, click on **Next** button.



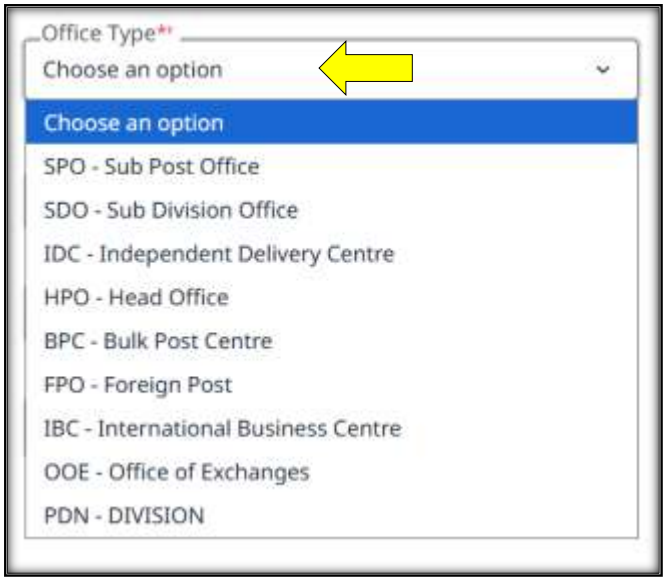
Enter the **Postings Information** of the candidate. Posting Information are as follows.

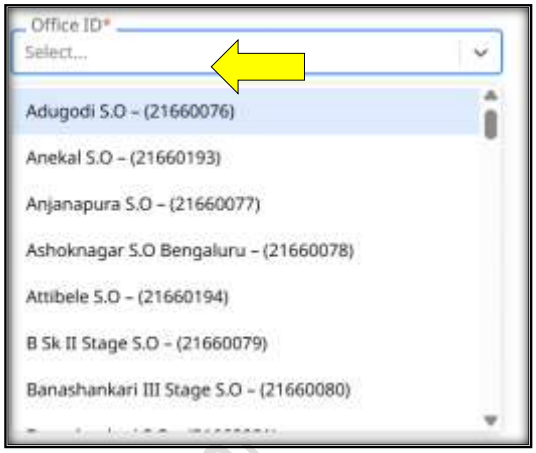


Date of Joining the Department to be selected by clicking on calendar icon. Only for employees who joined the department on or after the IT 2.O rollout new employee ID can be created. For others 'Create Existing employees' option may be used. Further, **Employee Type** is to be selected by clicking on the drop-down.

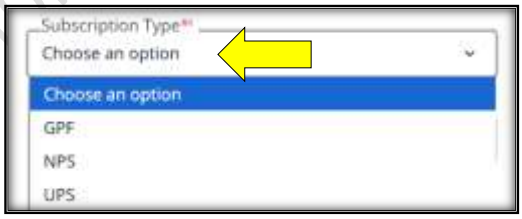


Suitable '**Recruitment Mode**' to be selected.

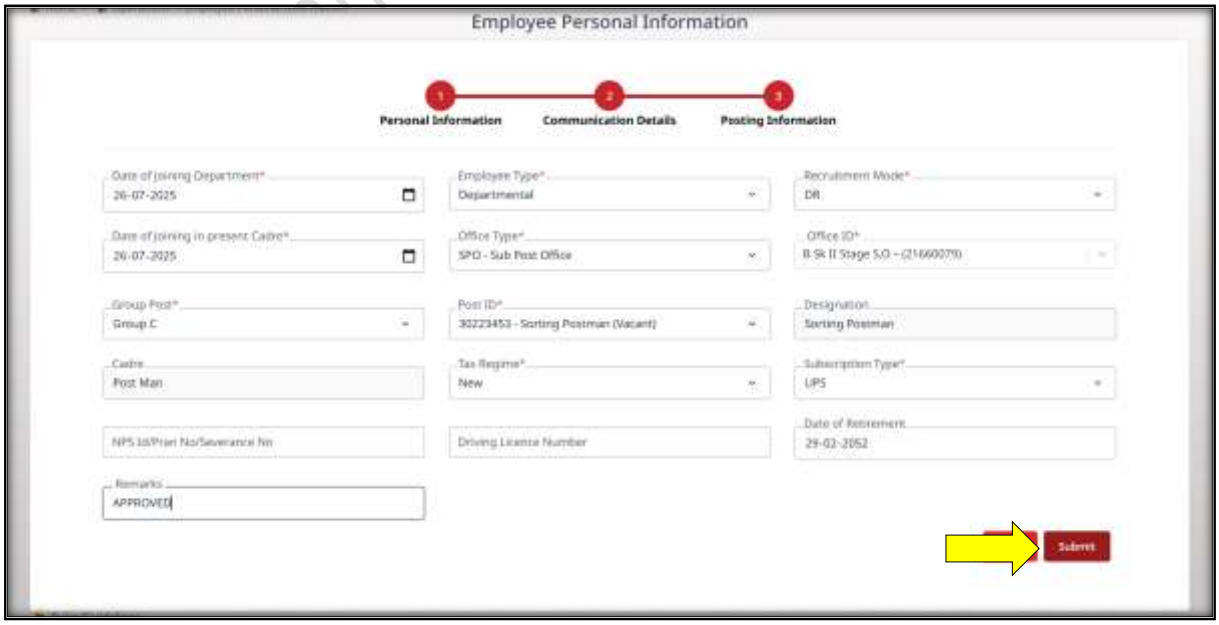




Office Type and **Office ID** to which the candidate is proposed to be posted are to be selected by clicking the Office Type respective drop-down and by selecting the Office as shown in the above image.



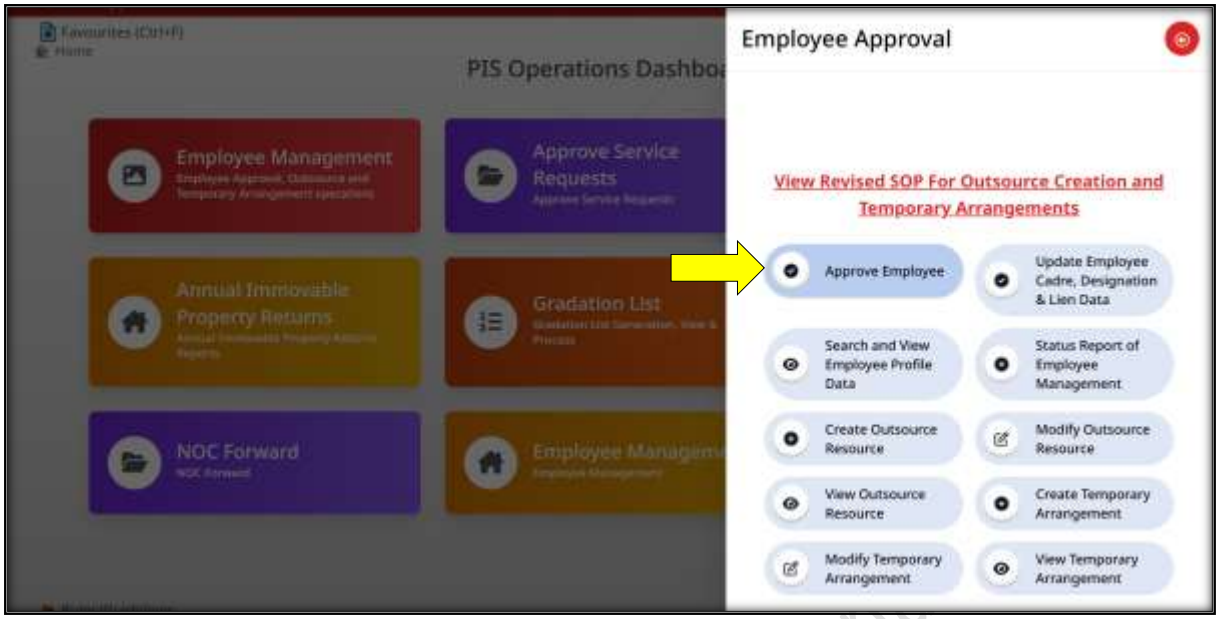
Group Post to which the employee is appointed and Subscription Type to be selected correctly.



After complete capture of **Posting Information**, cross check the correctness of the data entry being made, if satisfied, click on **Submit** button.

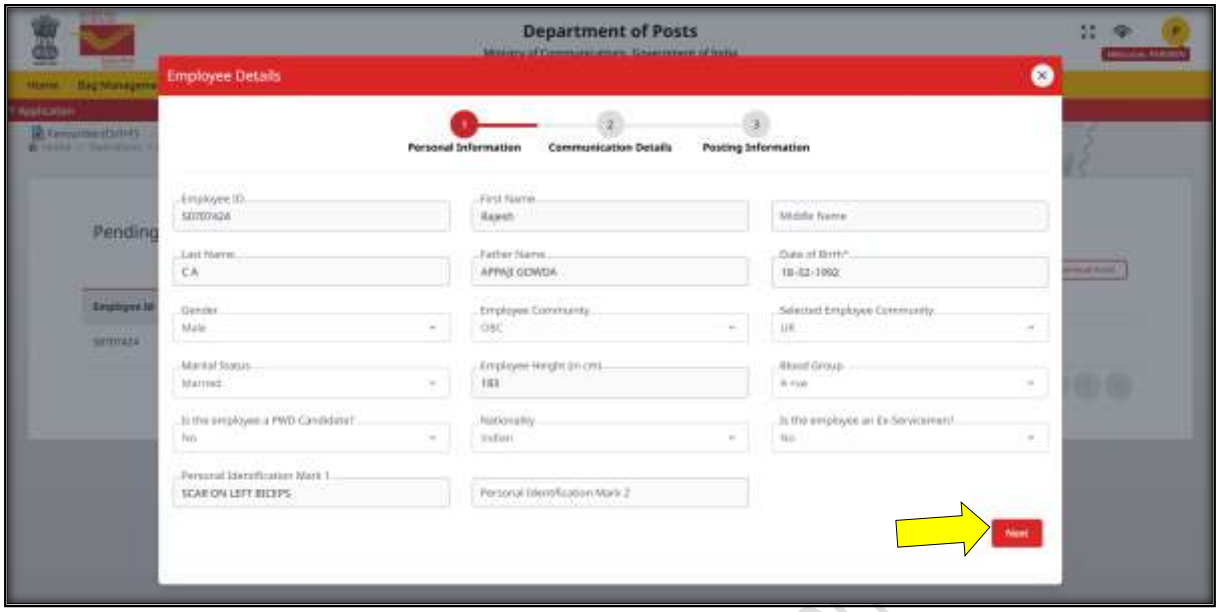
On clicking Submit button, a pop-up message 'Employee details submitted successfully' will be displayed as above. Now this submitted 'employee Details' must be verified by the Approver.

In the Approver login, click on **Employee Management** sub-card.

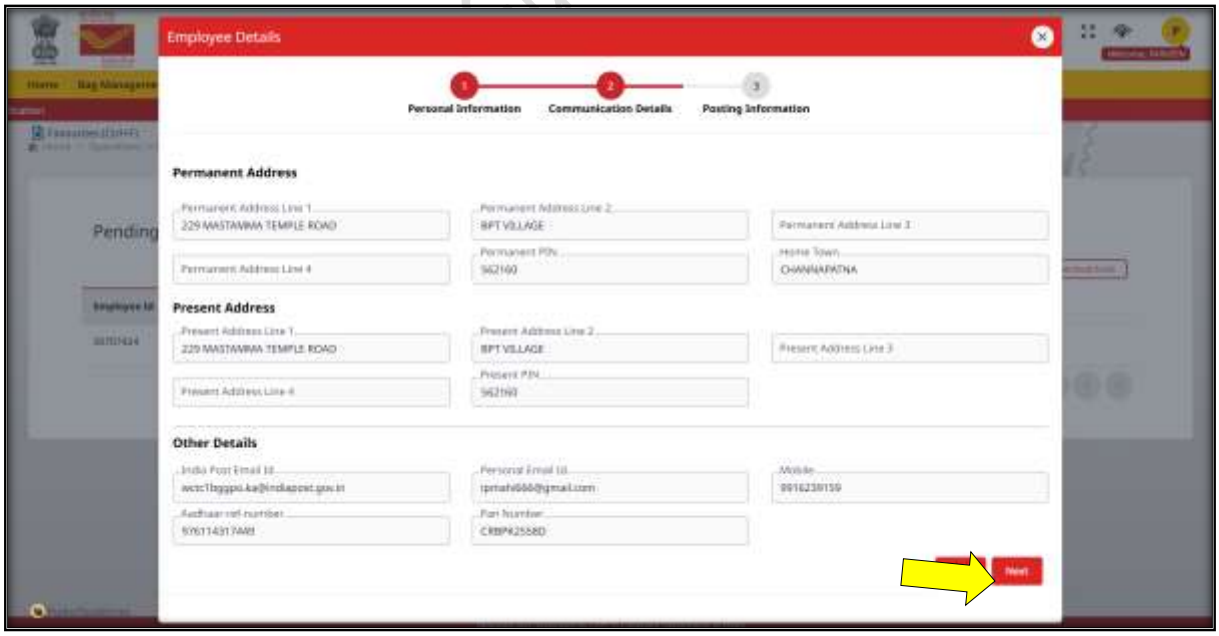


Click on **Approve Employee** option.

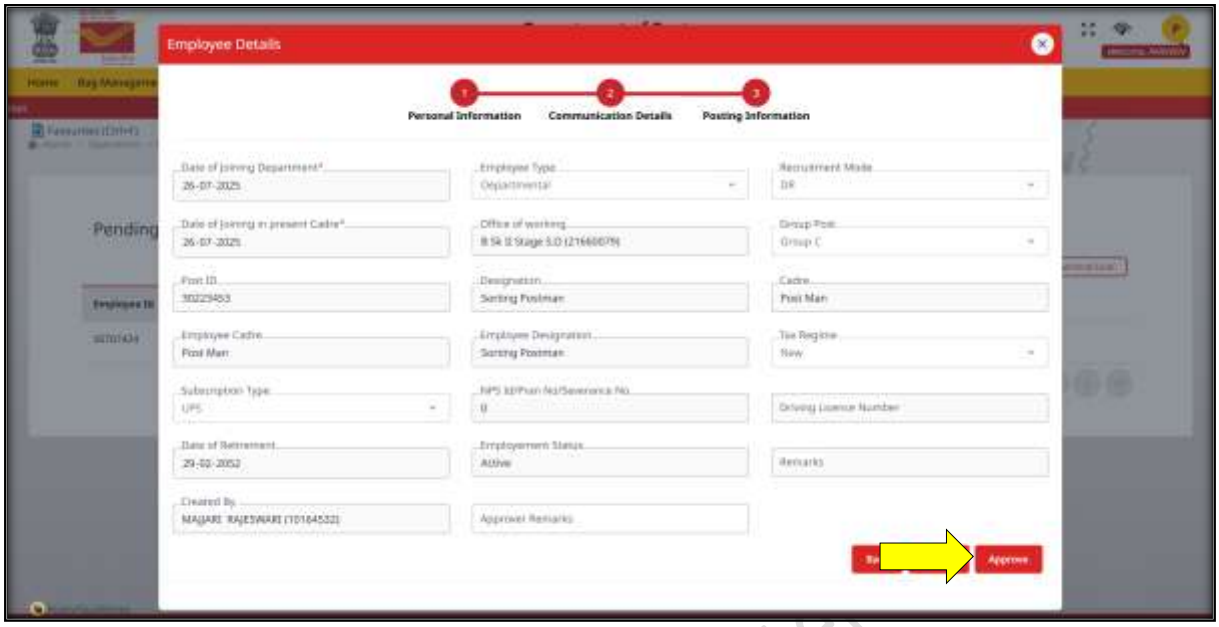
On clicking Approve employee option, system will display all such Employee IDs pending for approval. On checking Employee ID, Employee Name, Designation and Office of Working, proceed to click on **Approve/Reject** button.



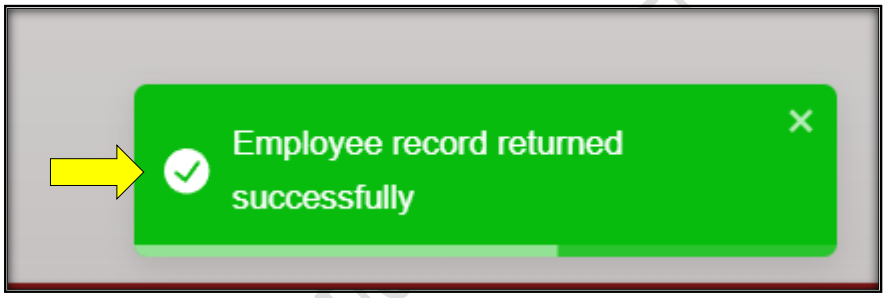
On clicking Approve/Reject button, system will open **Employee Details** window where all the data entry being done by the OA will be displayed. Approver needs to scrutinize all the details in '**Personal Information**' page, then to view the next page details, click on **Next** button.



Scrutinize **Communication Details** and then click on '**Next**' button.

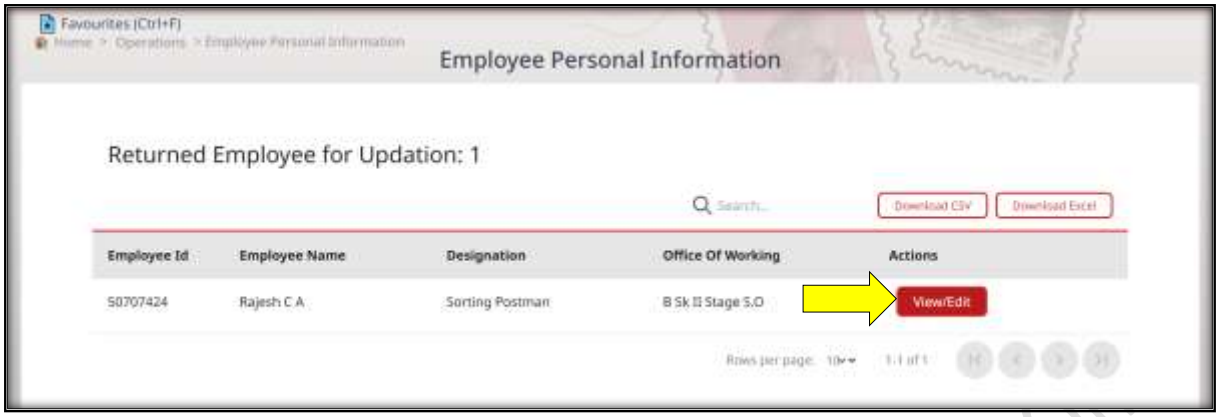


Check all the Posting Information, enter the Approver Remarks. If the Approver is satisfied with the data entry being done by the OA, then approver may approve the Employee ID creation by clicking on **Approve** button or if any corrections to be done to the data entry, **Return** button may be clicked.

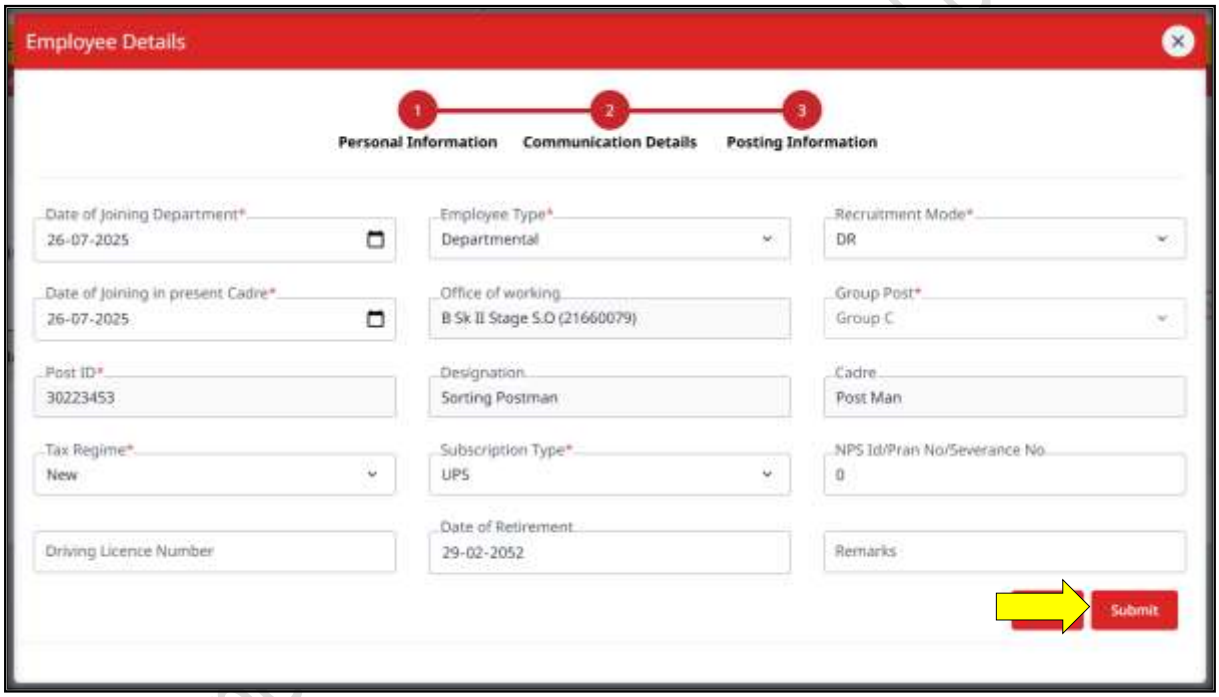


If the verifier clicks on **Return** button system will confirm the action by displaying '***Employee record returned successfully***' message as shown in the above image. In such case, OA needs to make necessary correction by using '**Returned Employee Request**' option.

In the OA login, click on the '**Returned Employee Requests**' option.

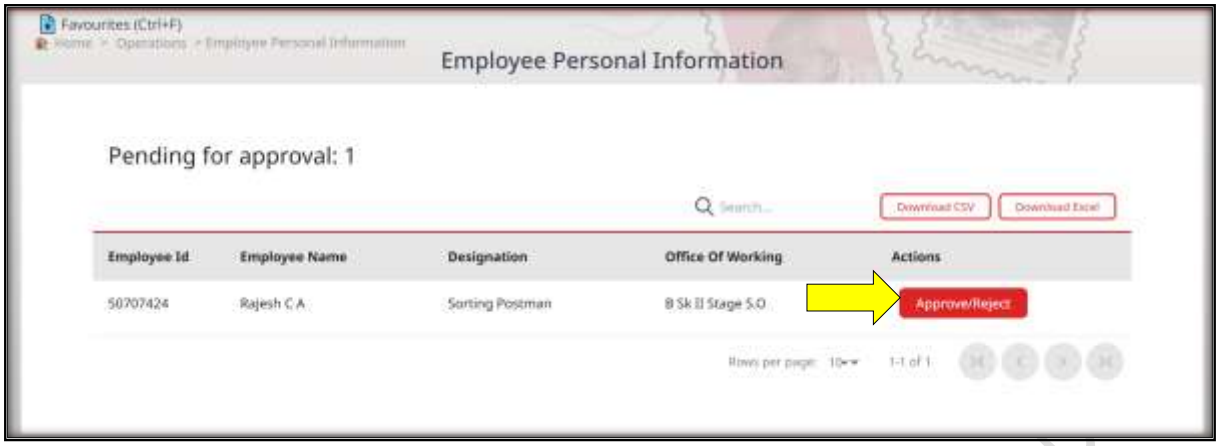


System will display all such Employee IDs which are being returned by the Approver. Click on the **View/Edit** button to start making corrects to the employee ID.



Employee Details window will be opened. User can make necessary changes and then click on **Submit** button.

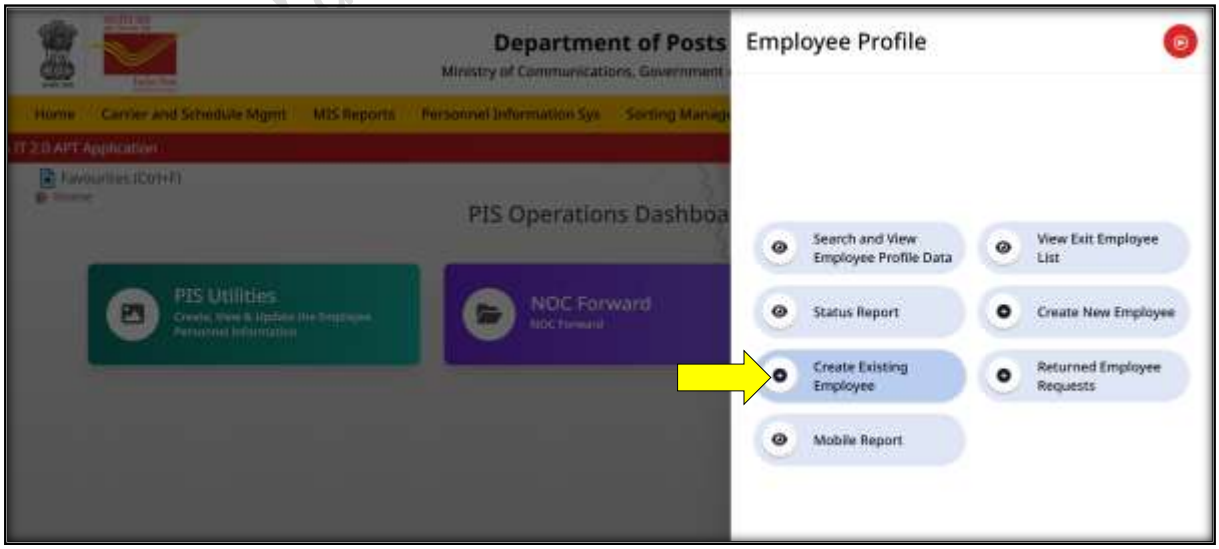
Upon clicking on Submit button, a pop-up message as displayed above will be displayed. Now, again **Approver** needs to authorise this submitted data.



On verifying the correctness of the employee data, verifier can approve the Employee ID created by clicking on **Approve** button.

If the Approver clicks on Approve button, ***Employee ID approved successfully*** message will be displayed as shown in the above image.

18.1.2 Create Existing Employee

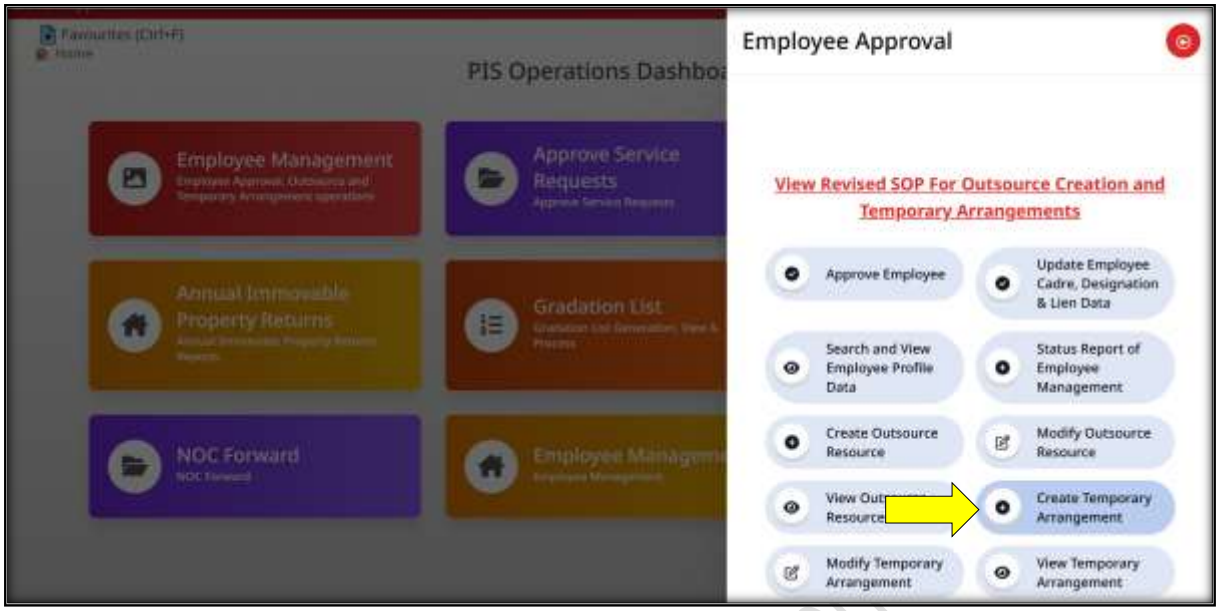


This option is provided to create employee ID in IT 2.0 environment for an employee who was there in IT 1.0 (CSI-SAP) environment and his employee ID was not migrated to IT 2.0 during the rollout time. Click on **Create Existing Employee** option to proceed.

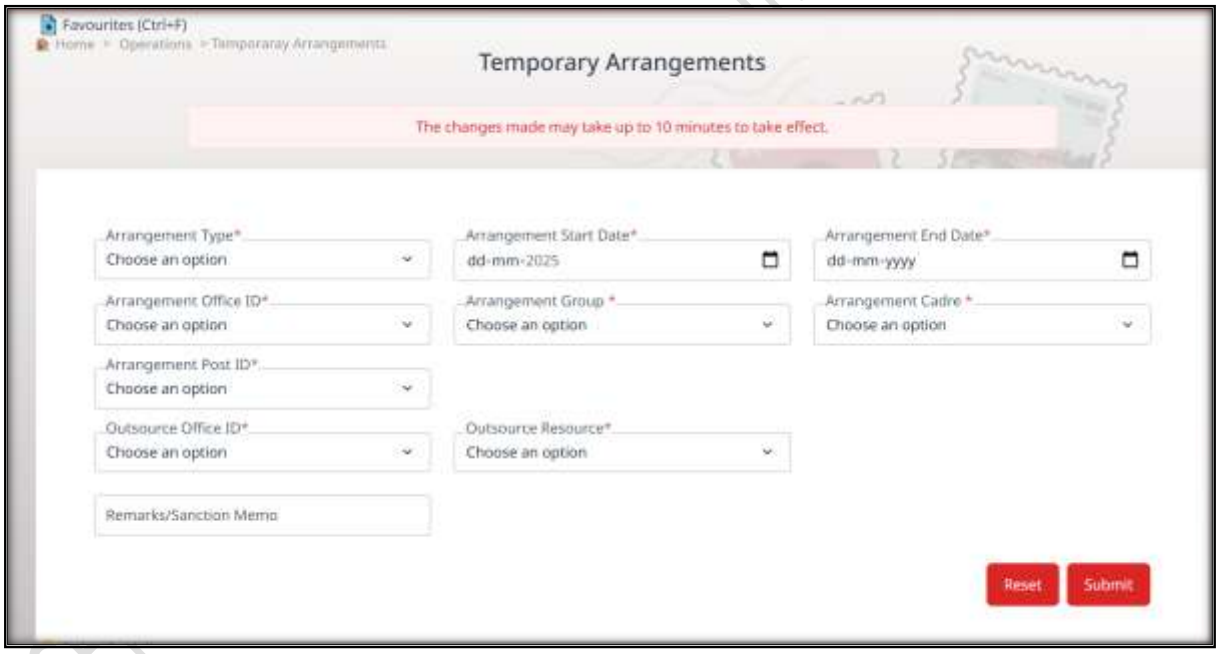
Enter **the CSI employee ID** and then click on **Search** button.

18.1.3 Create temporary arrangement

User with **Temporary Arrangement Supervisor** role can create temporary arrangements.

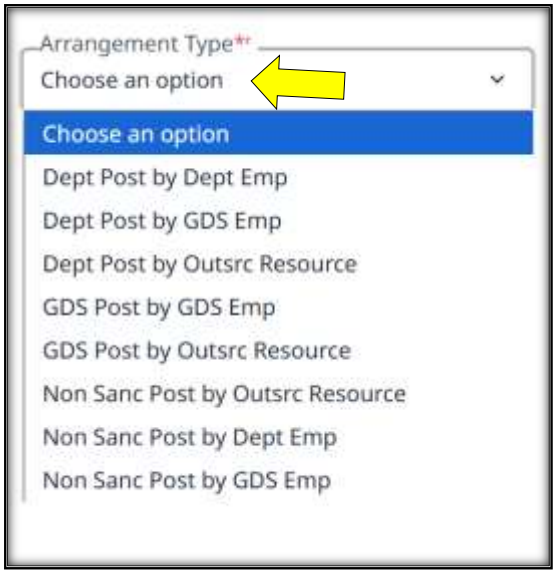


Go to **Employee Management** → Select **Create Temporary Arrangement**.

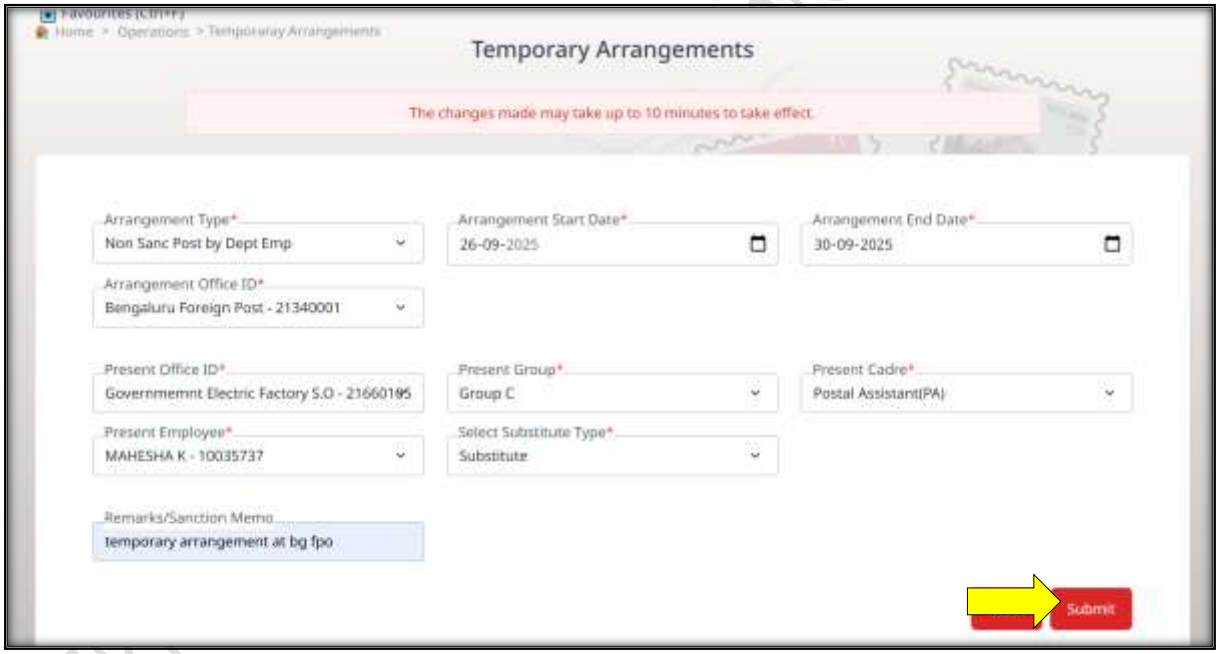


Fill in required details:

- Arrangement Type, Start Date, End Date
- Office ID, Group, Cadre, Post ID
- Outsource details (if applicable)
- Remarks/Sanction Memo



Select the correct option from **Arrangement Type** drop-down (Dept Post / GDS Post / Outsource / Non-Sanctioned).

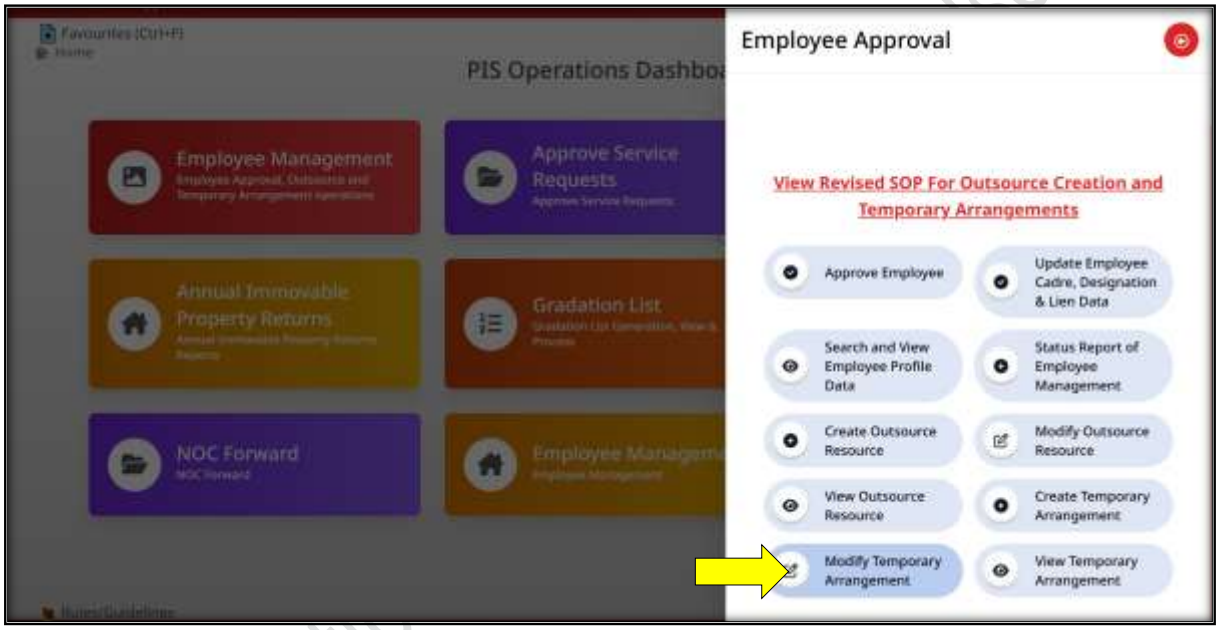


Arrangement Office ID is the one to which the temporary arrangement is to be made. Select the same by clicking on *Arrangement Office ID* drop-down. Select the **Present Office, Group, Present Cadre, Employee, Substitute Type** as applicable and enter **Remarks/Sanction Memo**. Once all the data entry is completed click on the **Submit** button.

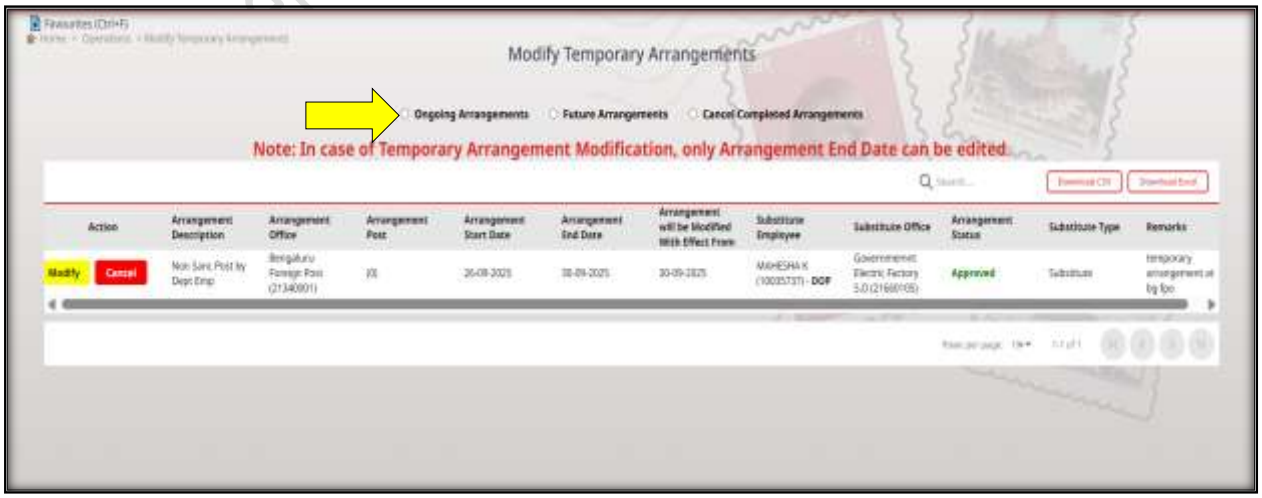
CEPT Internal Use Only

System displays confirmation: *"Temporary arrangement created successfully. User login credentials will be created on the next day by IDAM team."*

18.1.4 Modify Temporary arrangement

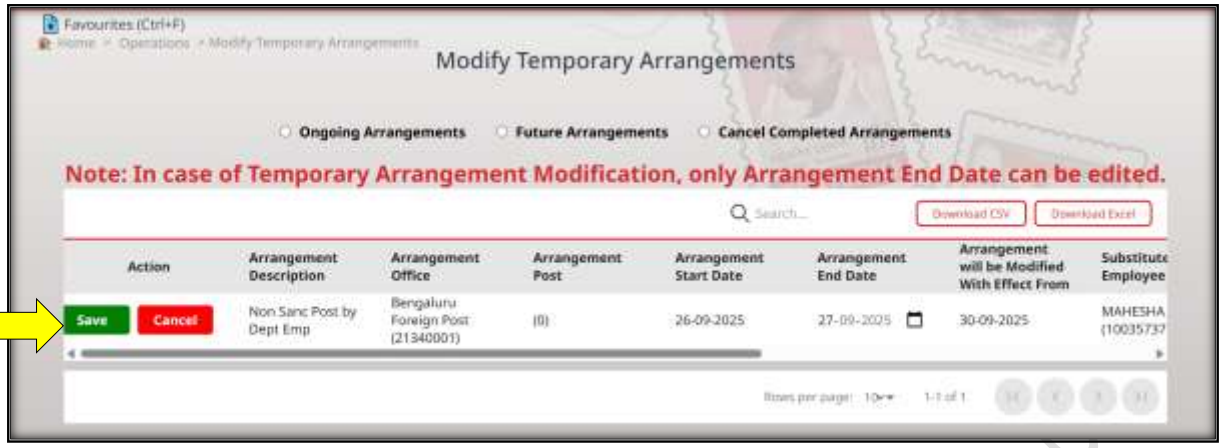


Go to **Employee Management** → Select **Modify Temporary Arrangement**.



System displays ongoing, future, and completed arrangements. Click **Modify** against the required arrangement.

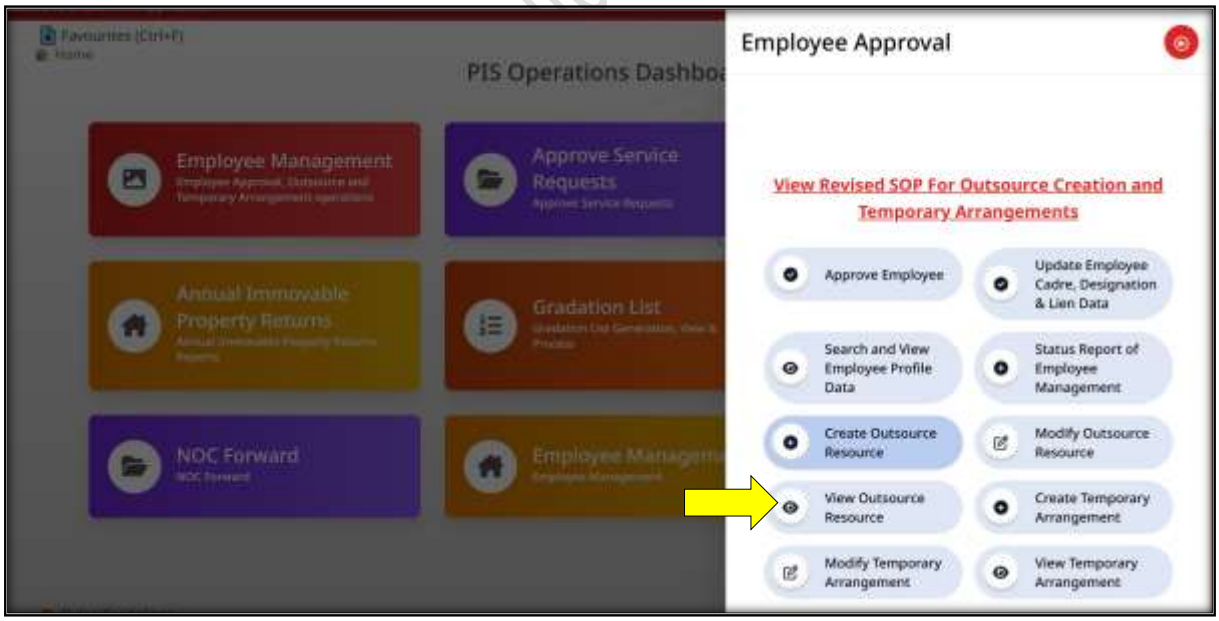
- ***Note:*** *Only Arrangement End Date can be modified.*



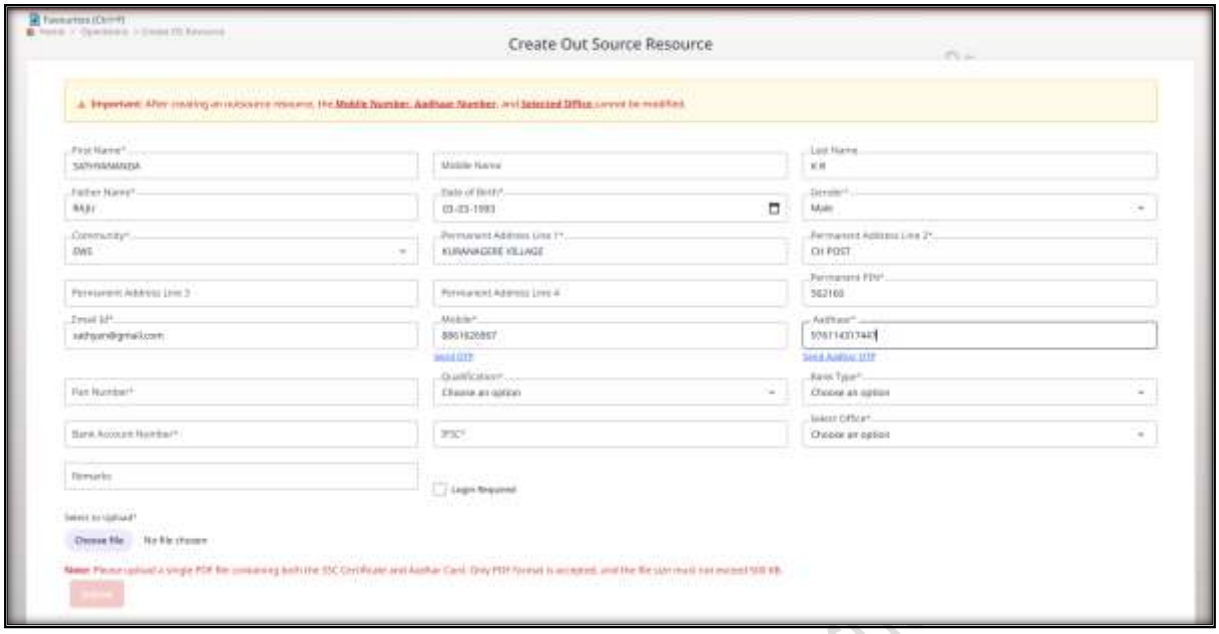
Update the End Date → Click **Save**.

System confirms: *"Arrangement updated successfully"*.

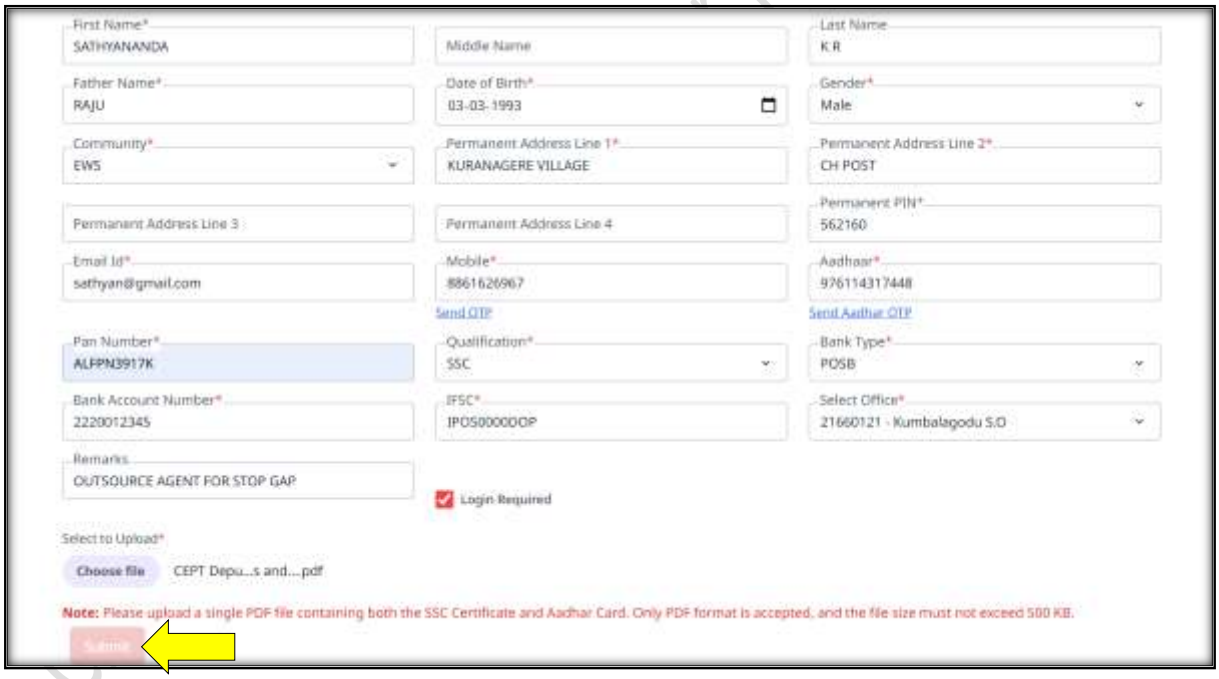
18.1.5 Create outsource resource



Go to **Employee Management** → Select **Create Outsource Resource**.

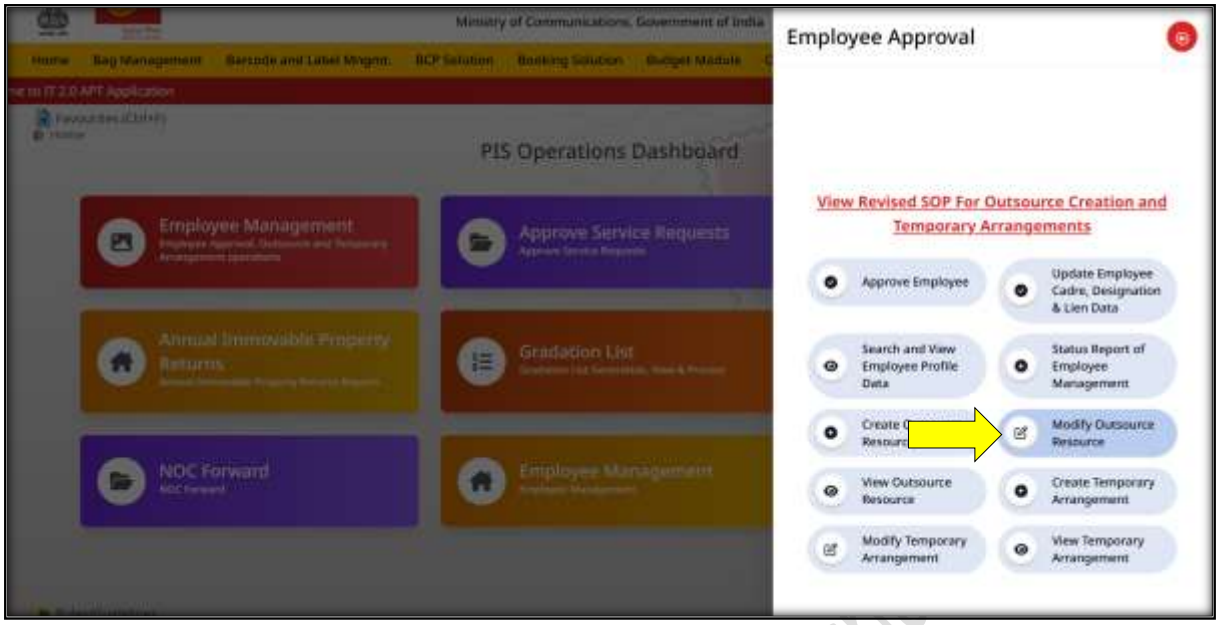


Enter mandatory details: Name, Father's Name, DOB, Gender, Community, Address, Email, Mobile (OTP validation), Aadhaar, PAN, Bank details, Qualification, Select Office.



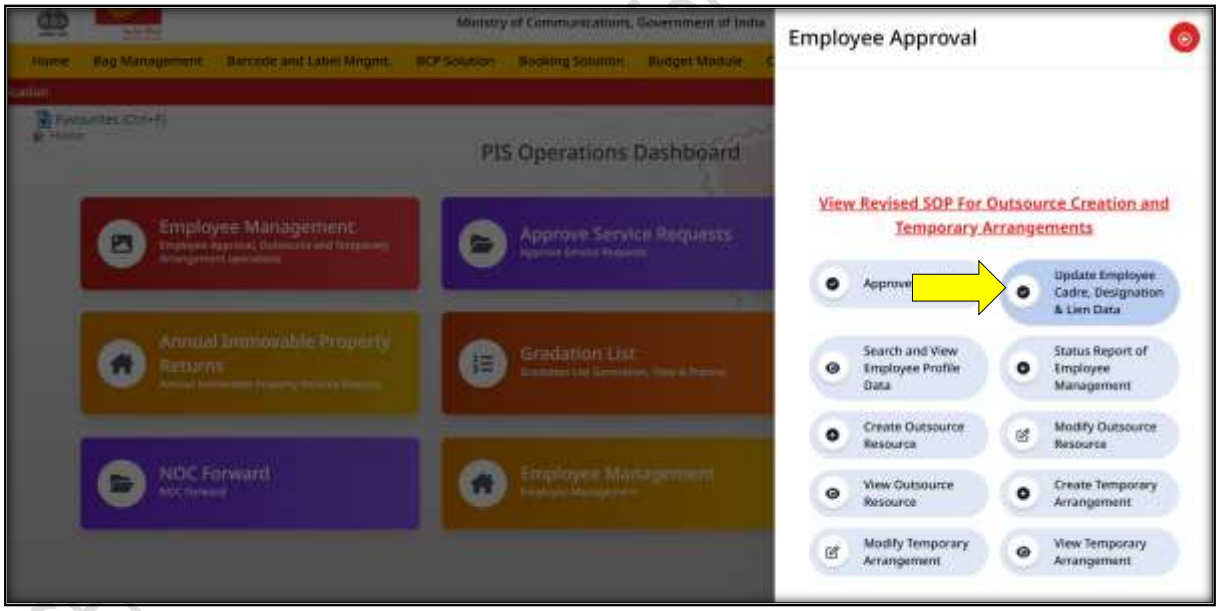
Enter Remarks and check **Login Required** if applicable. Upload a single **PDF (SSC Certificate + Aadhaar Card, ≤ 500 KB)**. Click **Submit** to complete.

18.1.6 Modify Outsource Resource



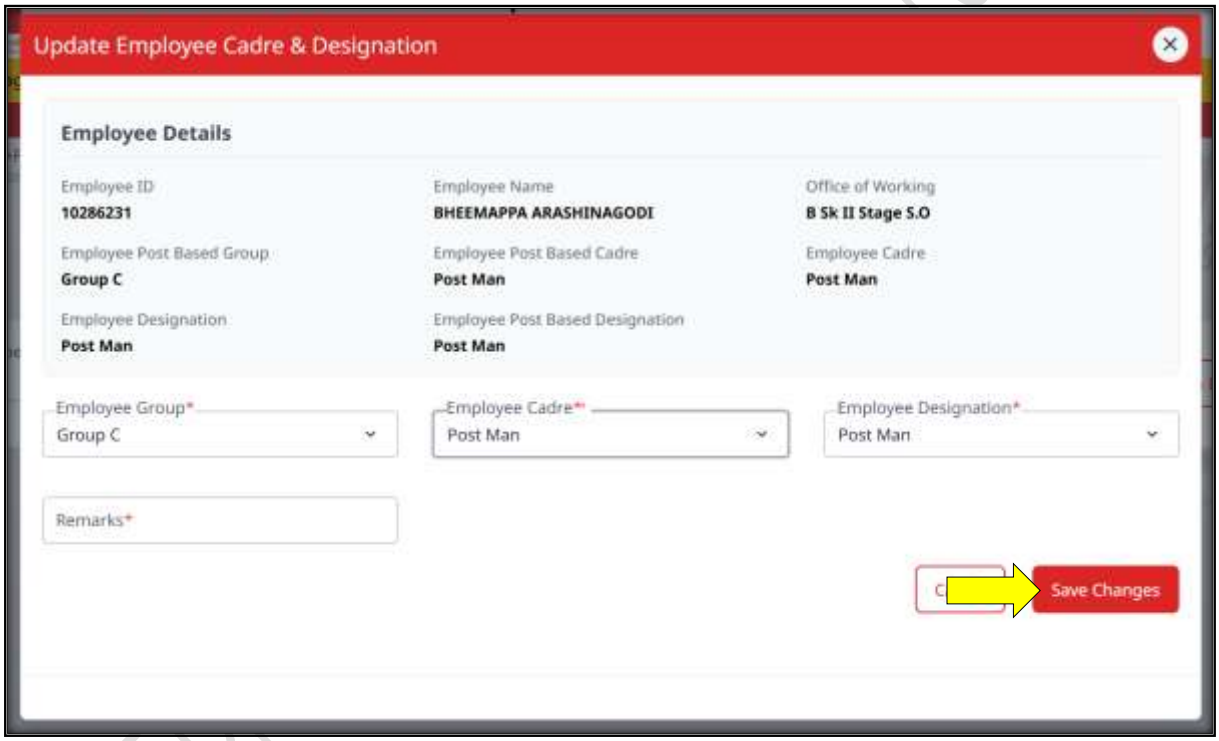
This option is used to modify the existing data of Outsource Resource.

18.1.7 Update Employee Cadre, Designation & Lien Data



Go to **Employee Management** → Select **Update Employee Cadre, Designation & Lien Data**.

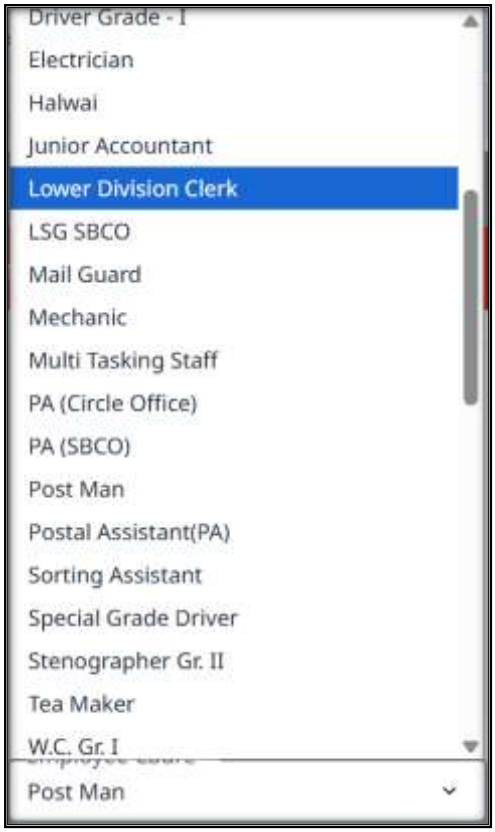
Select **Office Type**, choose the **Office**, and then select the **Employee** from the list. Click **Update Cadre** or **Update Lien Data** as required.

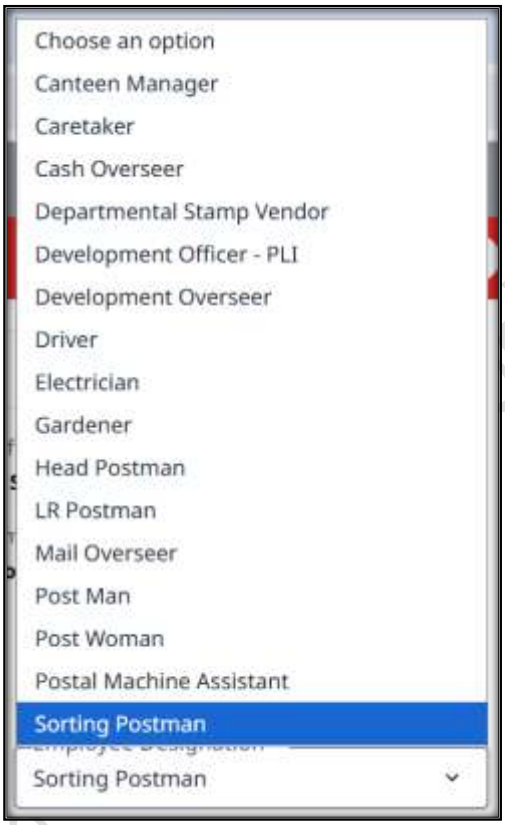


System displays the employee details (ID, Name, Office, Current Group, Cadre, Designation). Update the required fields:

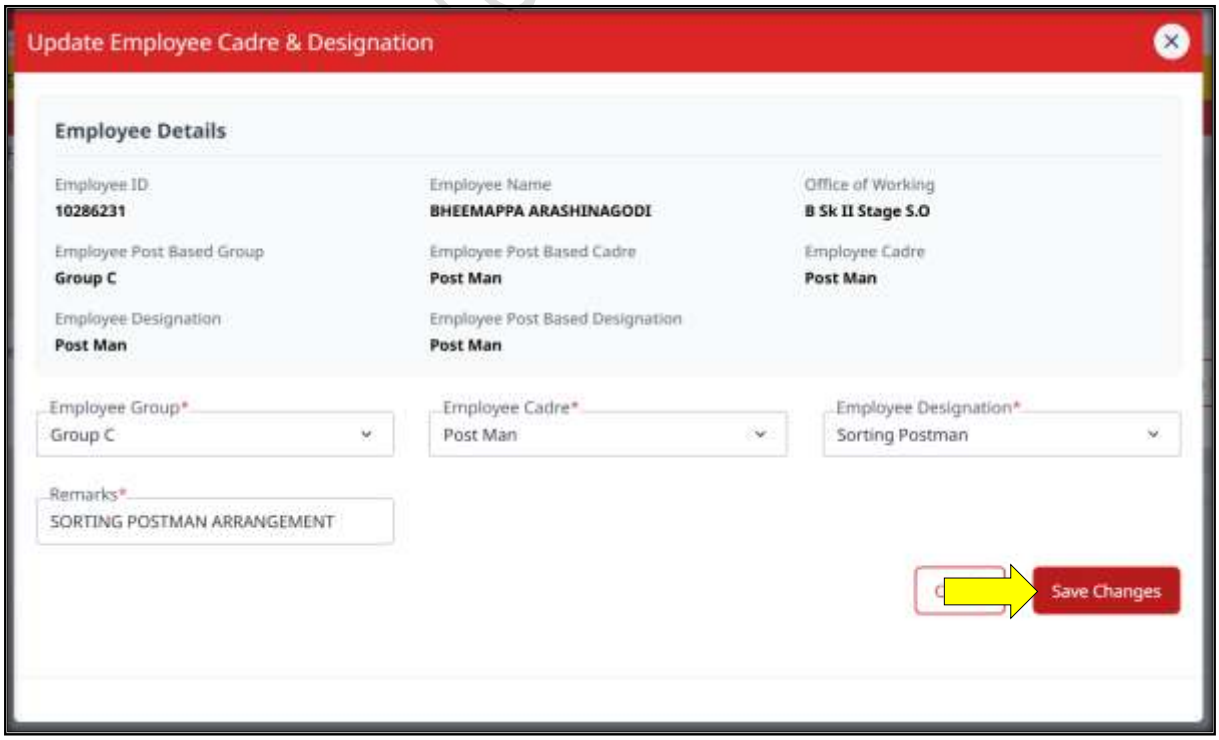
- **Employee Group** → Select from drop-down.
- **Employee Cadre** → Select correct cadre.
- **Employee Designation** → Choose new designation from list.

Enter **Remarks** explaining the change.



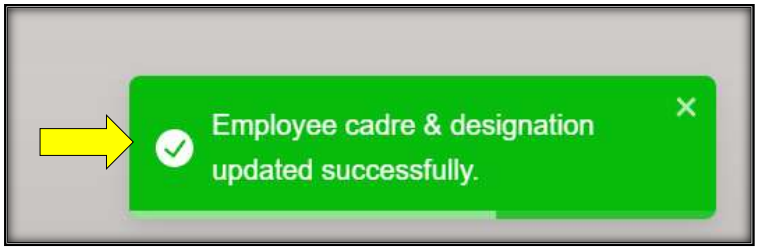


- **Employee Cadre** → Select correct cadre.
- **Employee Designation** → Choose new designation from list.



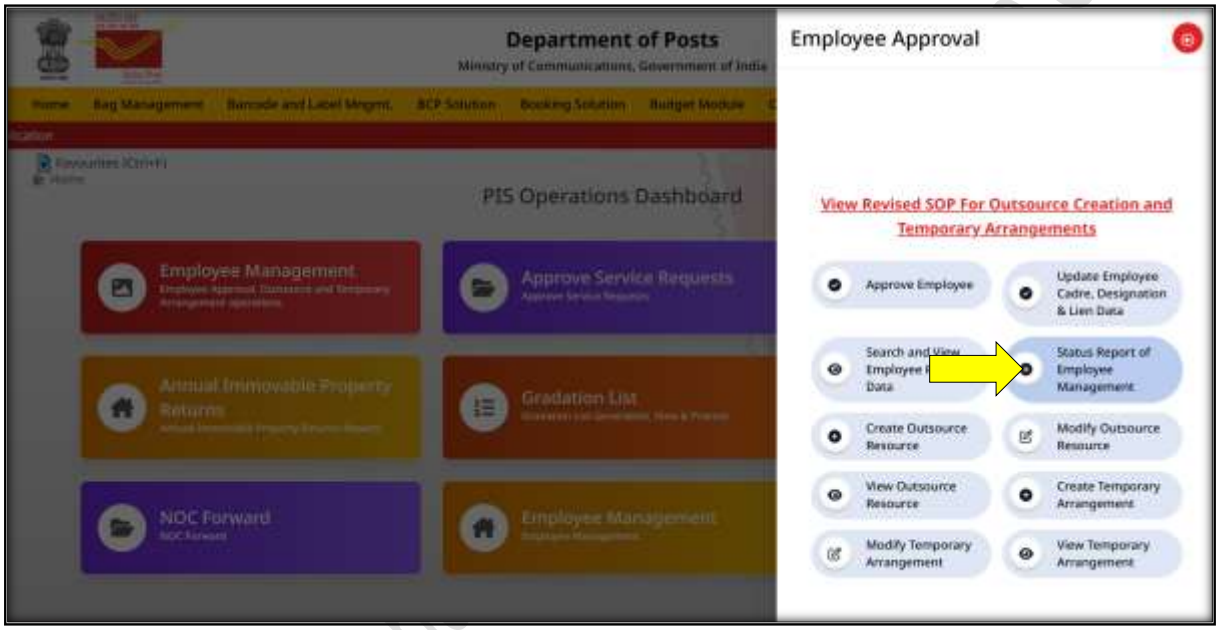
Enter **Remarks** explaining the change.

Click **Save Changes** to update.

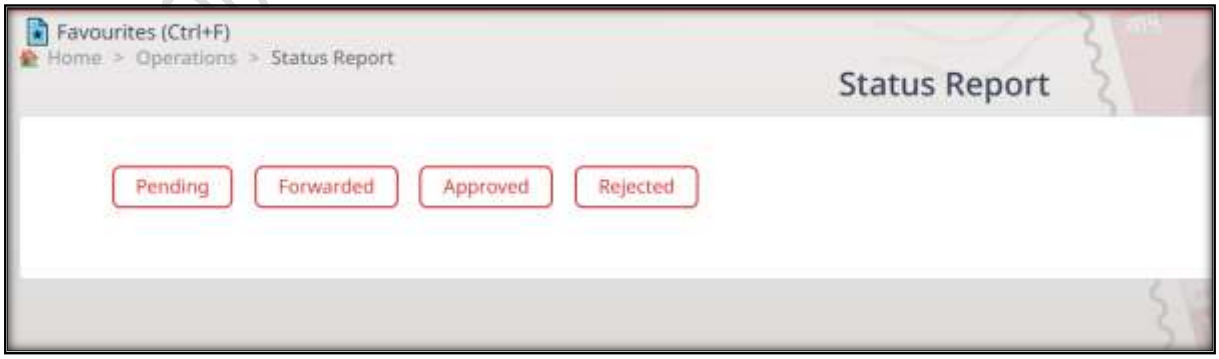


System confirms that changes have been saved.

18.1.8 Status Report of Employee Management



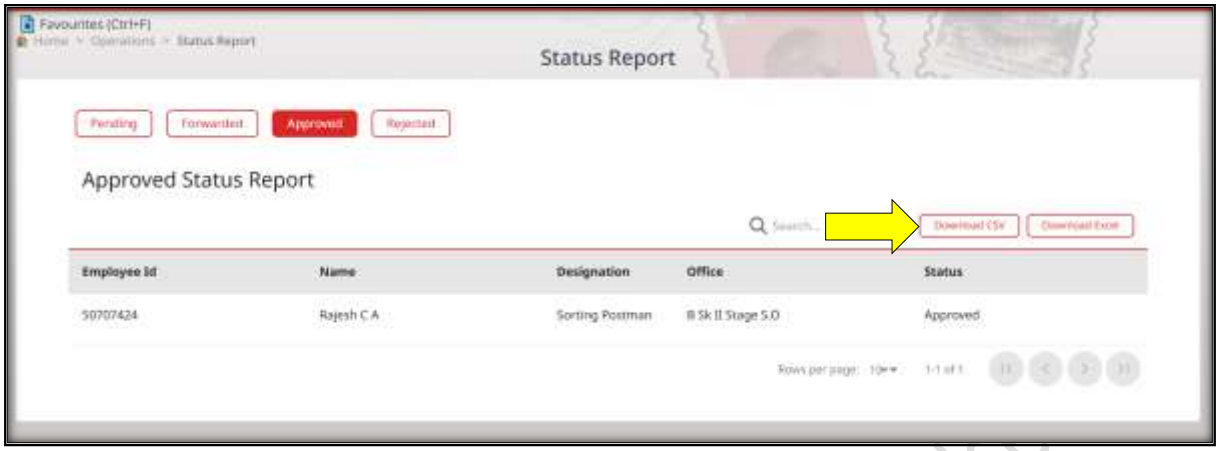
This report is used to check the status (**Approved, Rejected, Forwarded,** or **Pending**) of Employee IDs created by the user. Click on **Status Report of Employee Management** option to proceed.



The **Status Report** screen will appear, displaying four categories. Click on any of the following buttons to view the requests under that status:

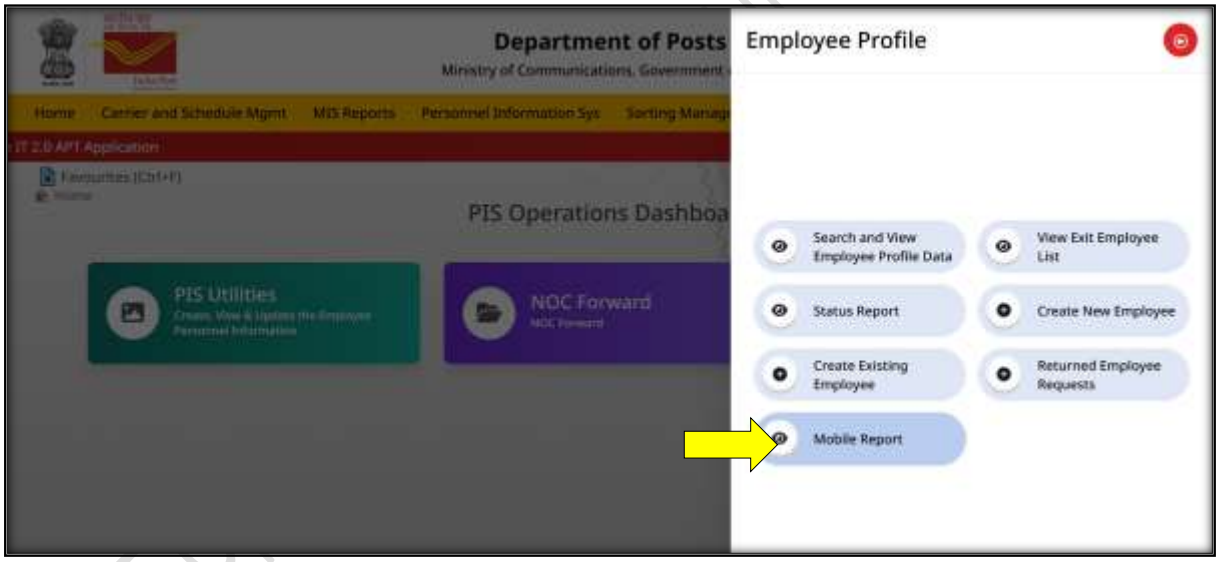
- **Pending:** Requests that are awaiting action.
- **Forwarded:** Requests that have been sent to the next level for review.

- **Approved:** Requests that have been successfully completed.
- **Rejected:** Requests that have been denied.

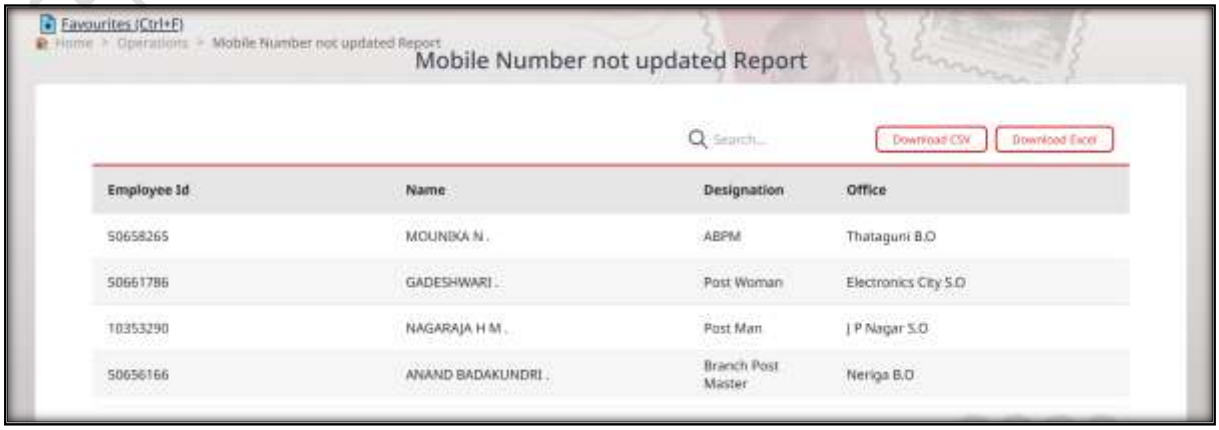


After clicking a status button (e.g., **Approved**), a detailed report will be displayed showing the **Employee ID, Name, Designation, Office,** and **Status**. You can use the **Search** bar to find a specific entry or download the report by clicking **Download CSV** or **Download Excel**.

18.1.9 Mobile Report

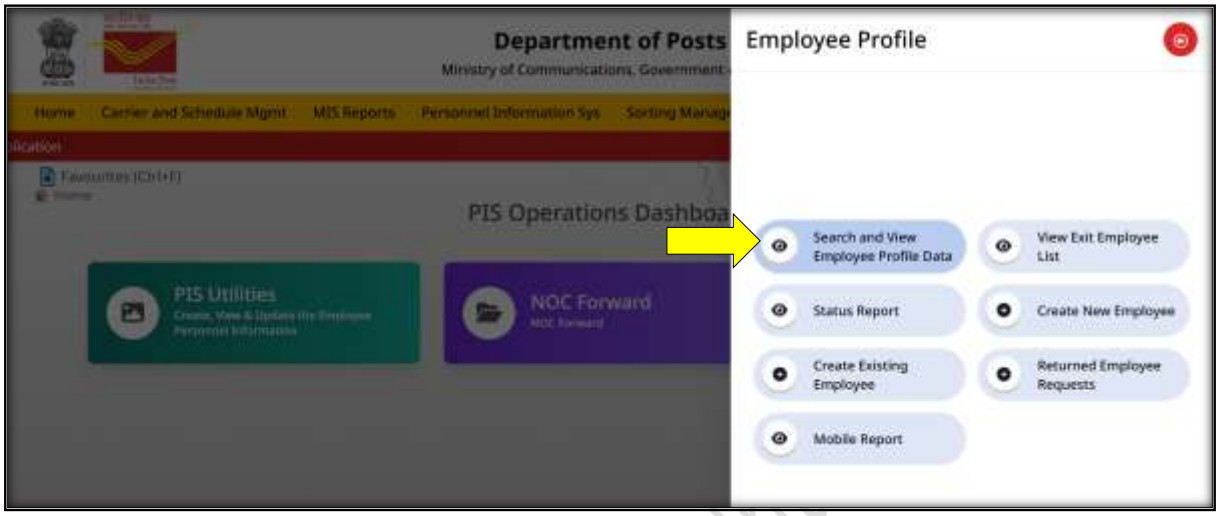


From the **PIS Operations Dashboard**, click on **Employee Management**. In the **Employee Profile** menu that appears, select the **Mobile Report** option.



The **Mobile Number not updated Report** will be displayed, listing the **Employee ID, Name, Designation,** and **Office** for each relevant employee. You can use the **Search** bar to find specific entries or download the complete list by clicking **Download CSV** or **Download Excel**.

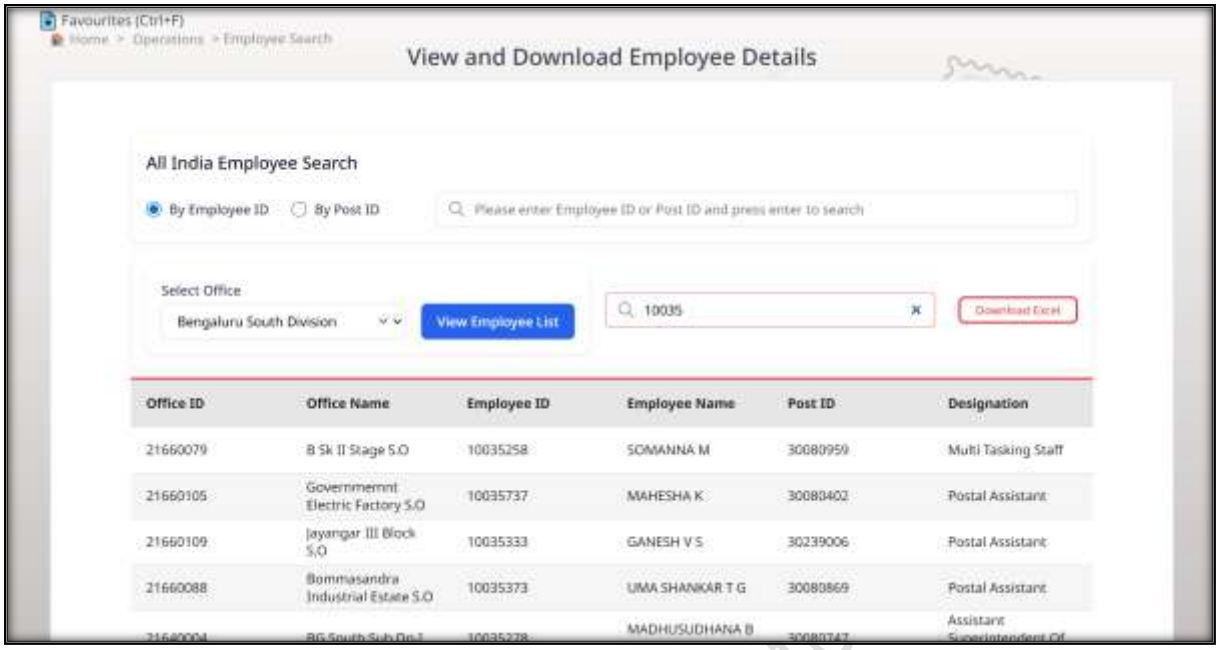
18.1.10 Search and View Employee Data



From the **PIS Operations Dashboard**, click on **Employee Management**. In the **Employee Profile** menu that appears, select the **Search and View Employee Profile Data** option.

You can search for employees using one of two methods on the **View and Download Employee Details** page:

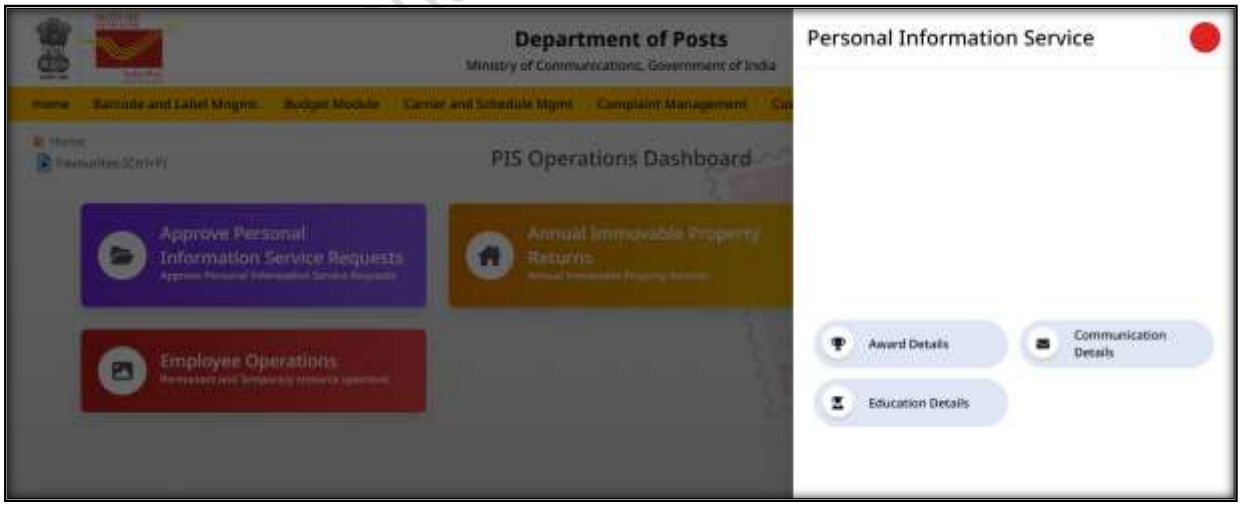
- **All India Employee Search:** Select either **By Employee ID** or **By Post ID** and enter the corresponding number in the search bar.
- **Office-Specific Search:** Use the **Select Office** drop-down to choose a specific office (e.g., Bengaluru South Division) and click **View Employee List**. You can then use the **Search Employee** bar to filter the results from that list.



The search results will be displayed in a list with details such as **Office ID, Office Name, Employee ID, Employee Name,** and **Designation**. To save the data, click the **Download Excel** button.

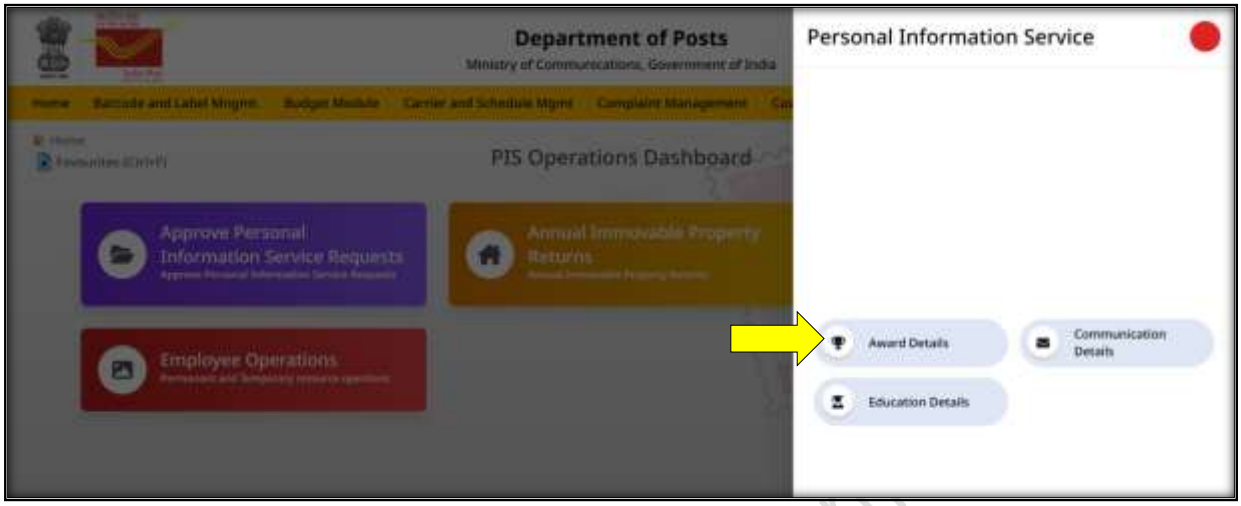
18.2 Approve Personal Information service request

In this sub-card, the Divisional Head can either approve or forward requests (based on mapping) related to Award Details, Communication Details and Education Details submitted by employees through the PIS module of the Employee Self-Service Portal.

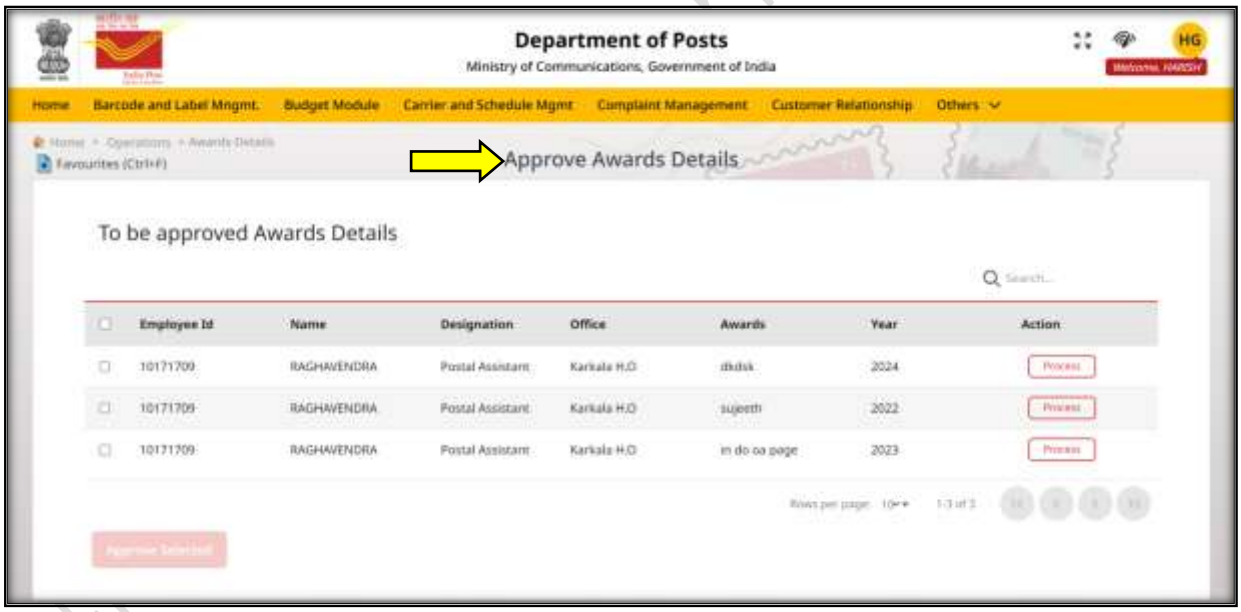


18.2.1 Award details

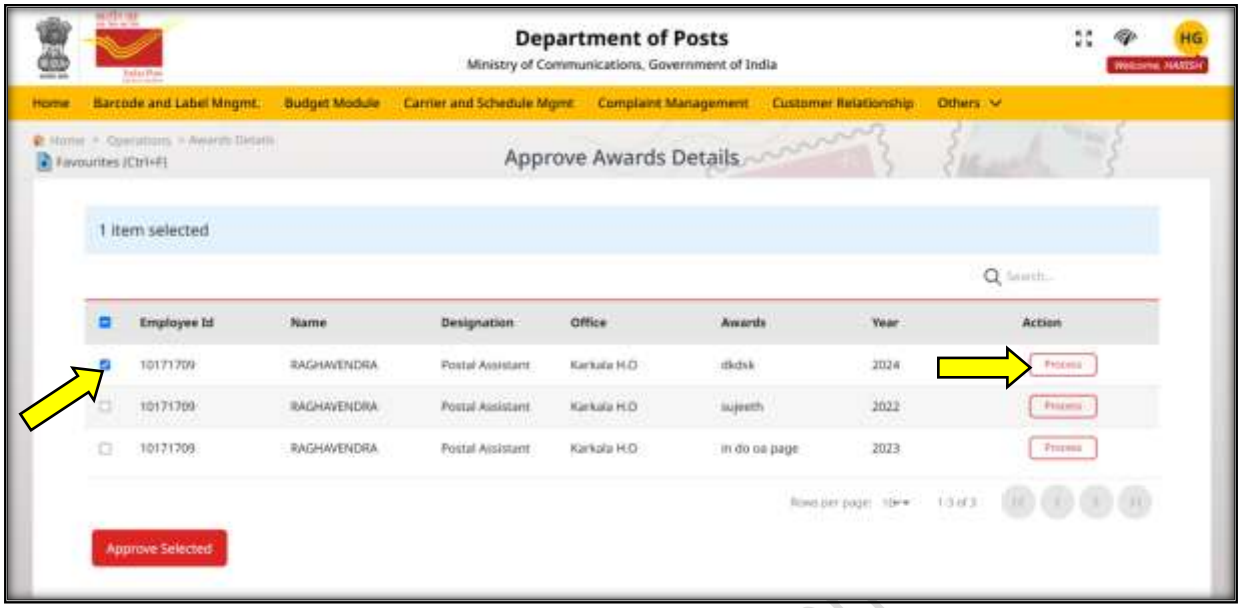
The Award details entered by the employee in ESS portal will flow to the Divisional Head for approval in PIS Operations Dashboard.



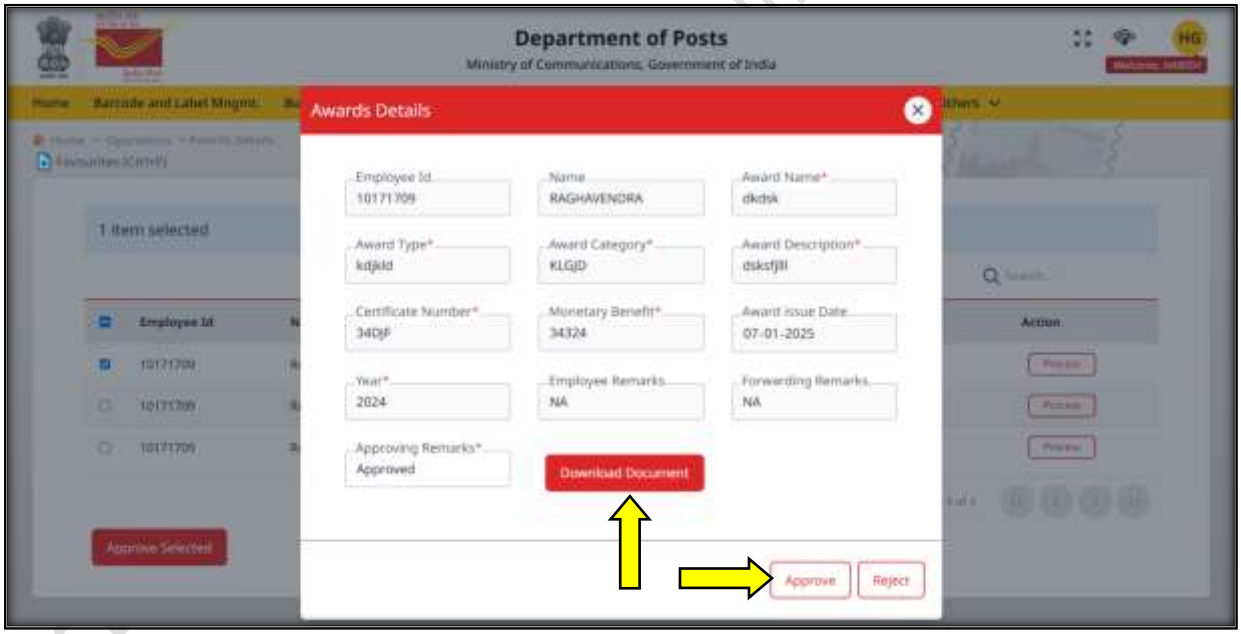
Click on the option ‘Award Details’.



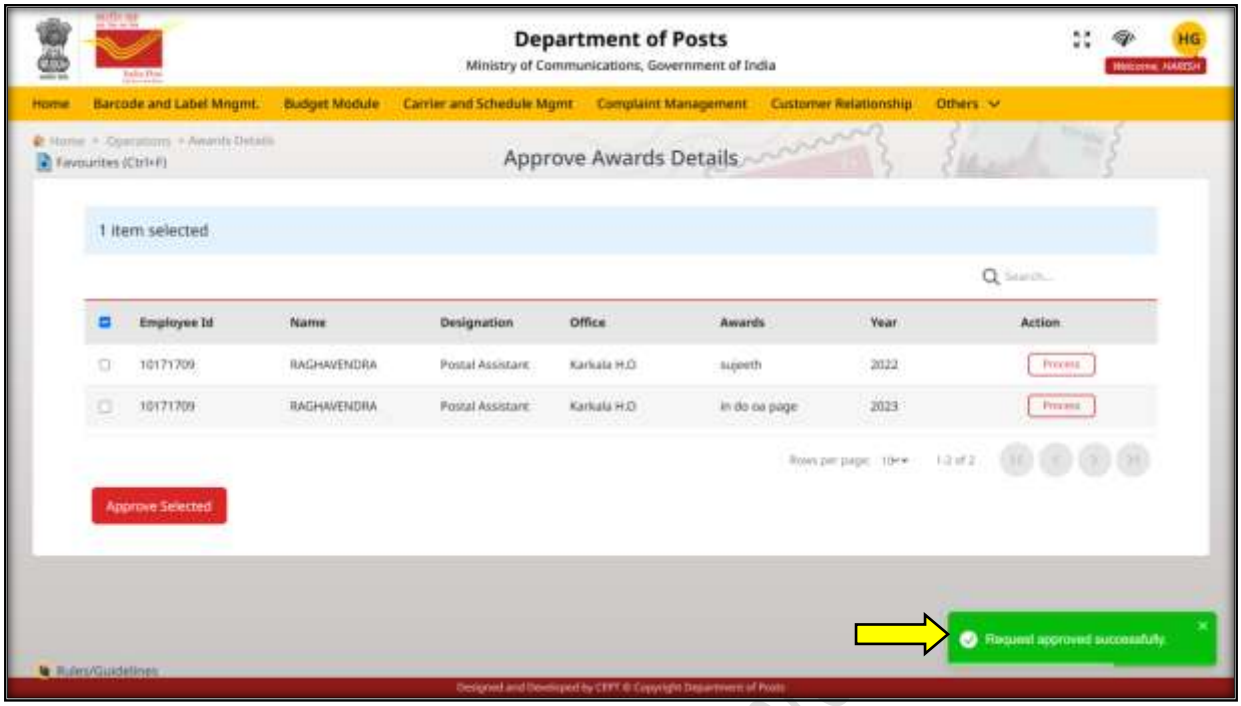
The list of requests pending for approval will be displayed in ‘Approve Award Details’ page.



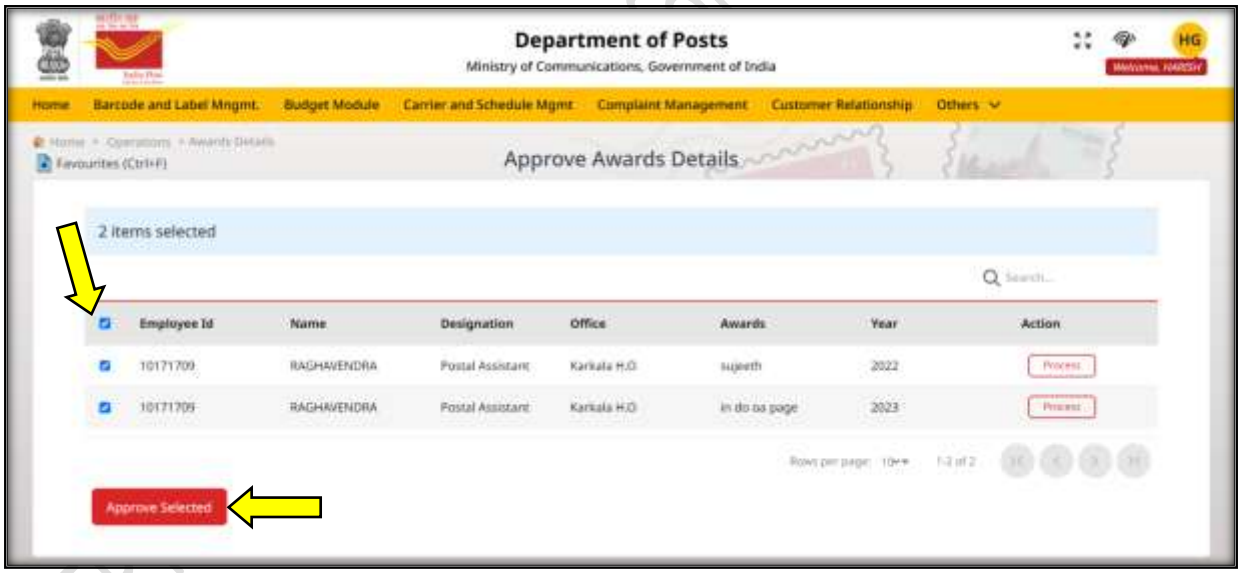
Select the request needs to be processed by clicking on the checkbox and click on the 'Process' button.



The details will be displayed in a pop up screen. The supporting document attached by employee in ESS Portal can be downloaded by clicking on 'Download' button. Enter the approval remarks in the field provided and click on 'Approve' button.



Upon clicking 'Approve' button, "Request approved successfully" message will be displayed.

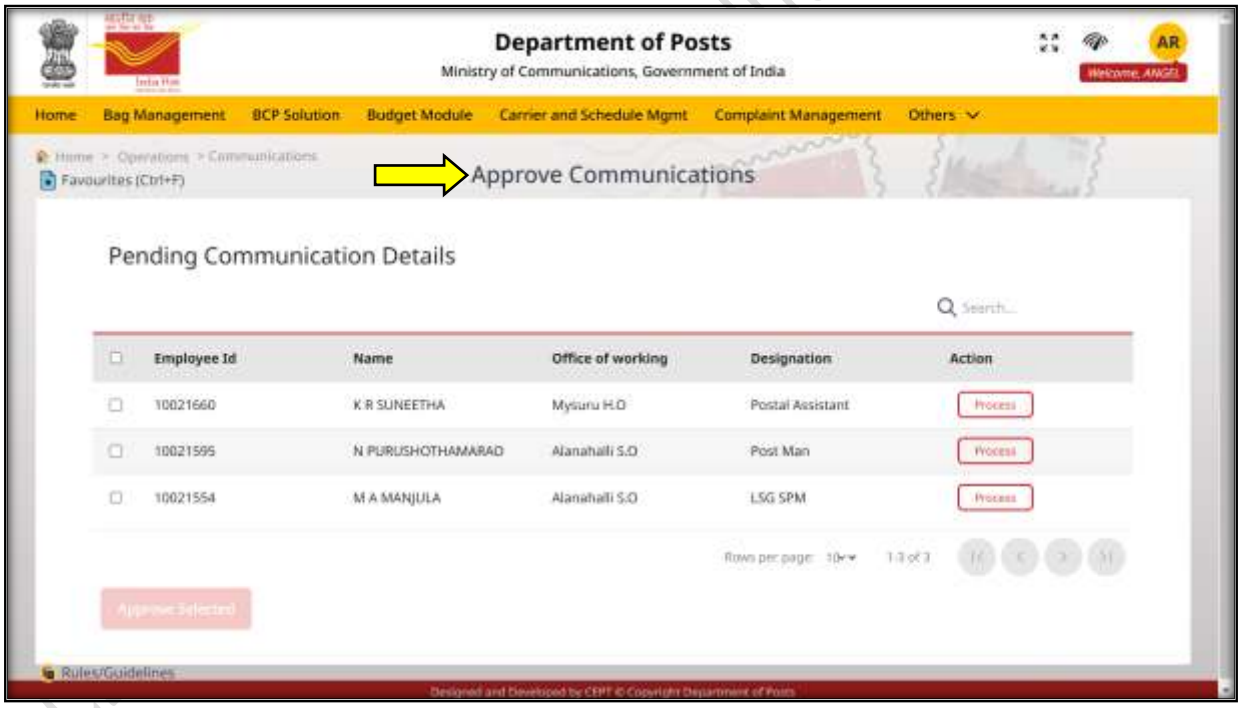


Multiple entries can be approved by selecting the rows and clicking on 'Approve Selected' button.

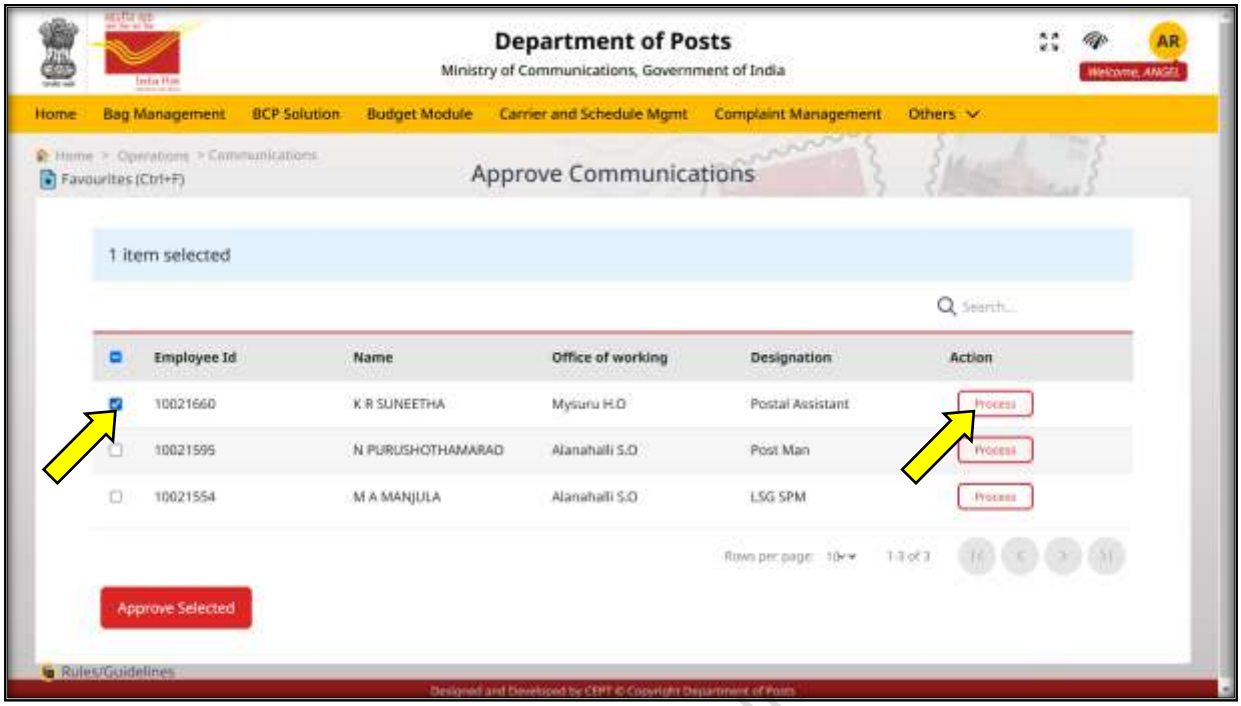
18.2.2 Communication details

The modification requests related to Address, Contact Details, Aadhaar Number and PAN Number placed by the employees in ESS portal.

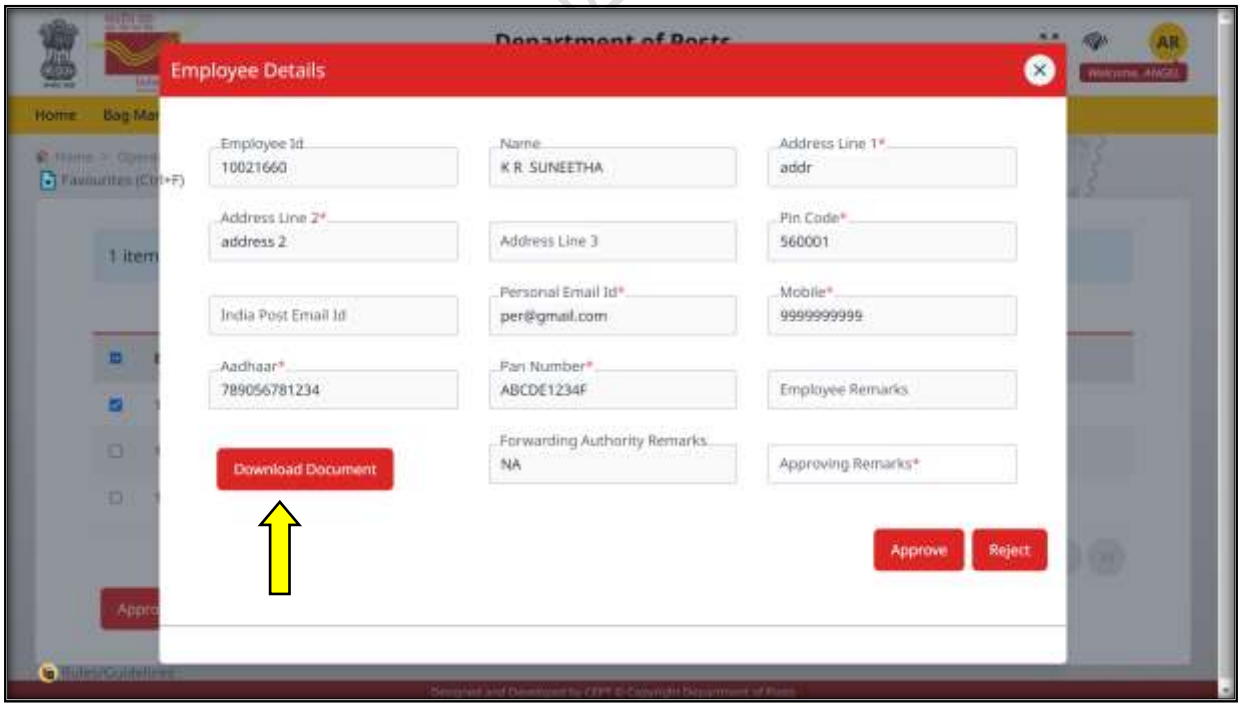
Click on the option 'Communication Details'.



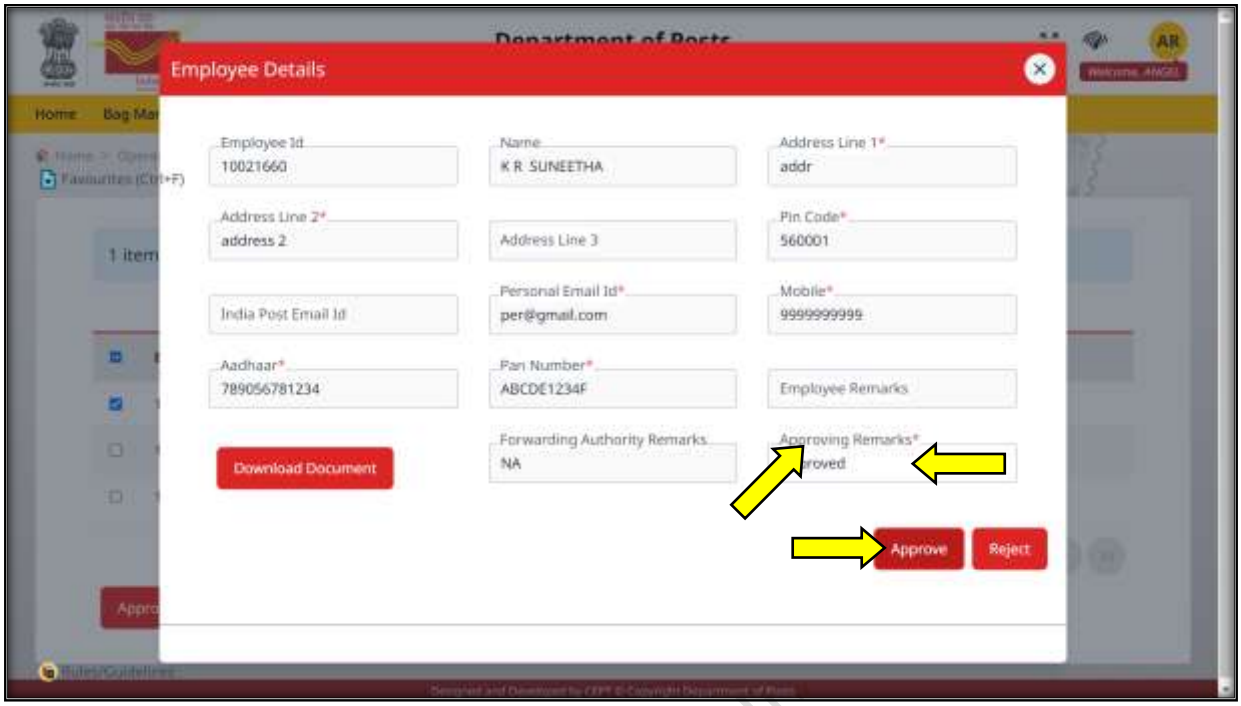
The list of requests pending for approval will be displayed in 'Approve Communications' page.



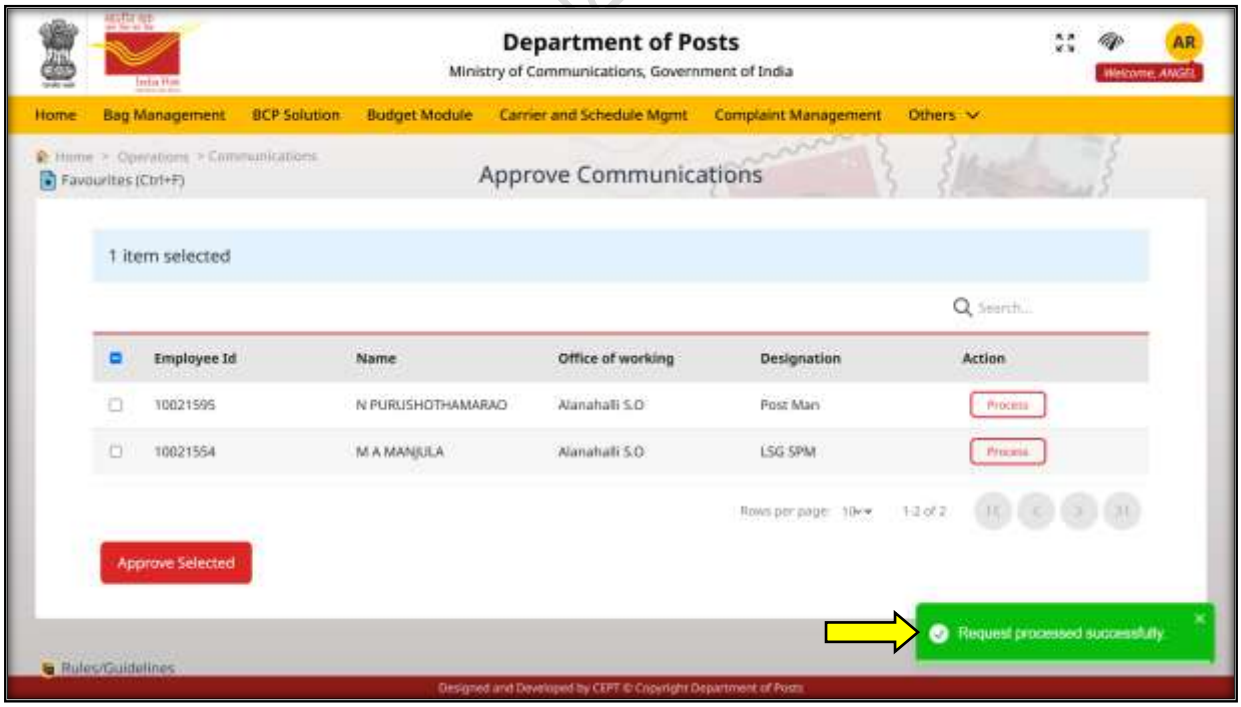
Select the request needs to be processed by clicking on the checkbox and click on the 'Process' button.



The details will be displayed in a pop up screen. The supporting document attached by employee in ESS Portal can be downloaded by clicking on 'Download' button.



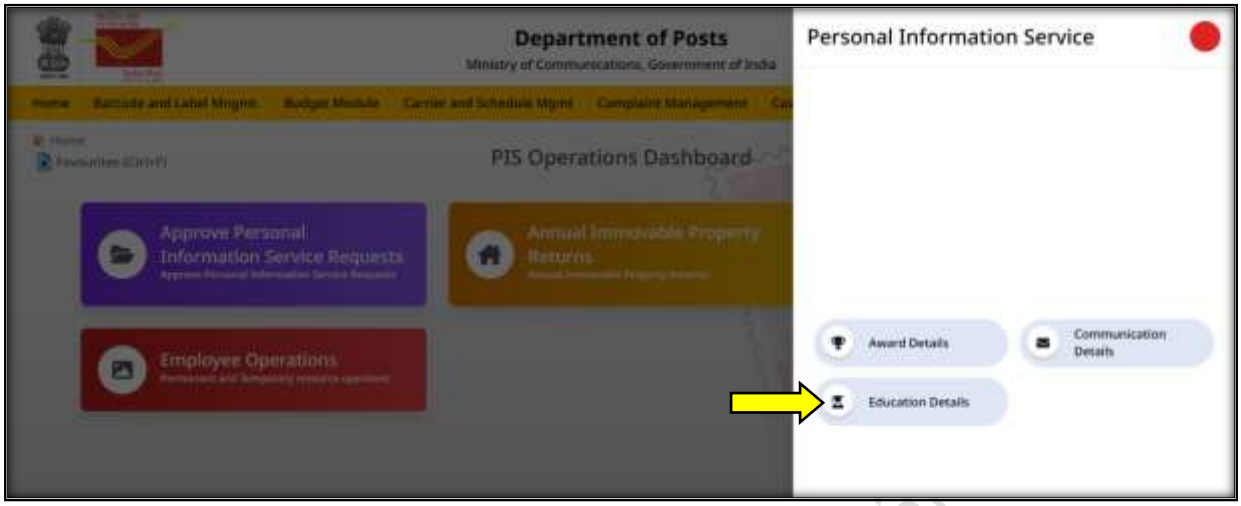
Enter the approval remarks in the field provided and click on 'Approve' button.



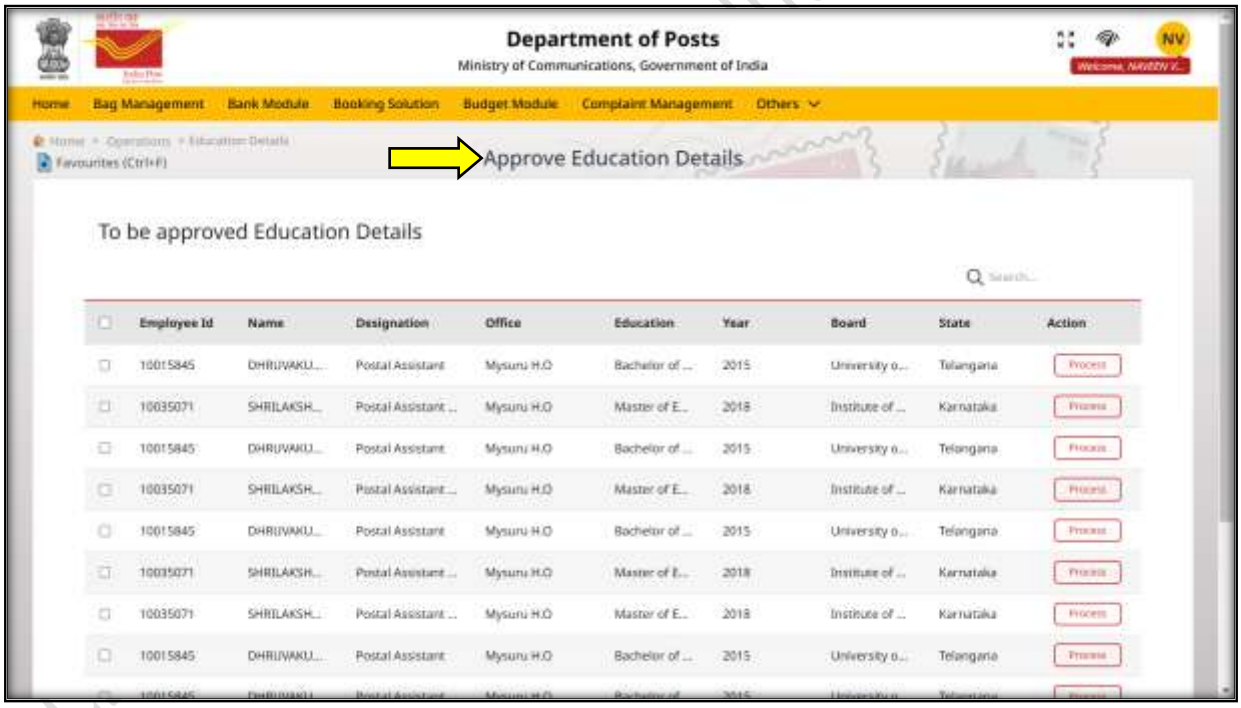
Upon clicking 'Approve' button, success message as "Request processed successfully" will be displayed on the bottom right corner of the screen.

18.2.3 Education details

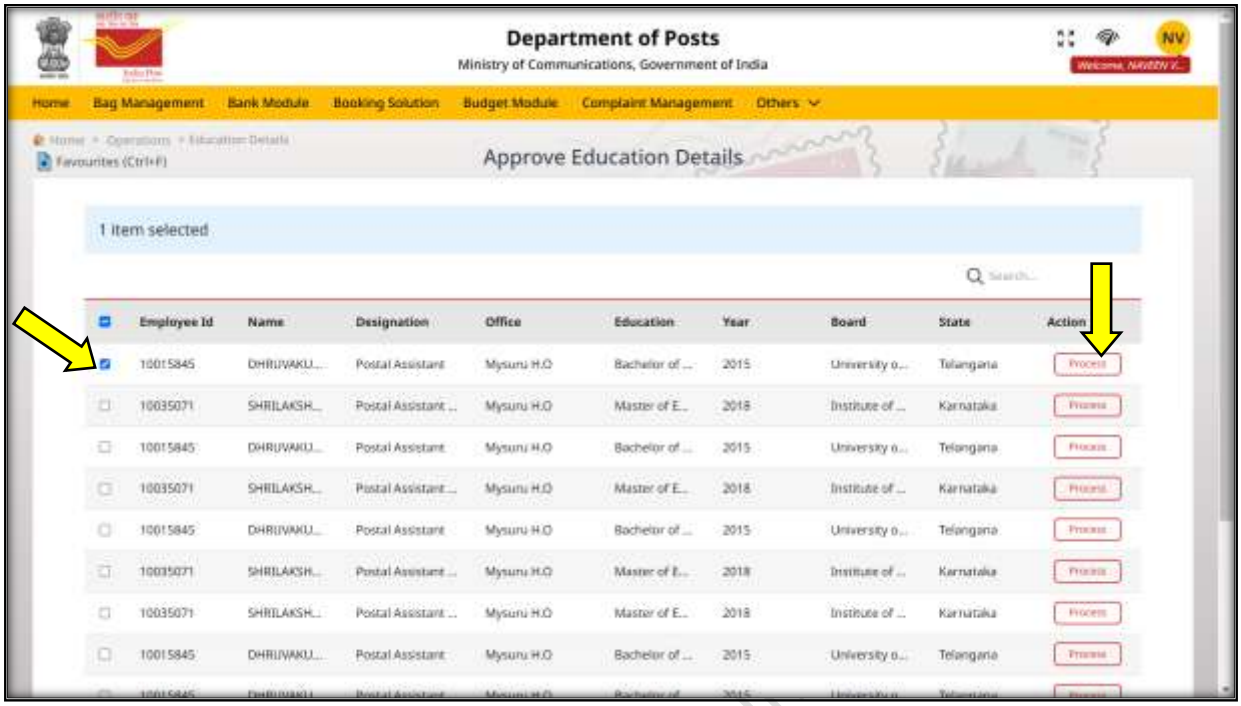
The Education details updated by the employee in ESS portal will flow to the Divisional Head for approval in PIS Operations Dashboard.



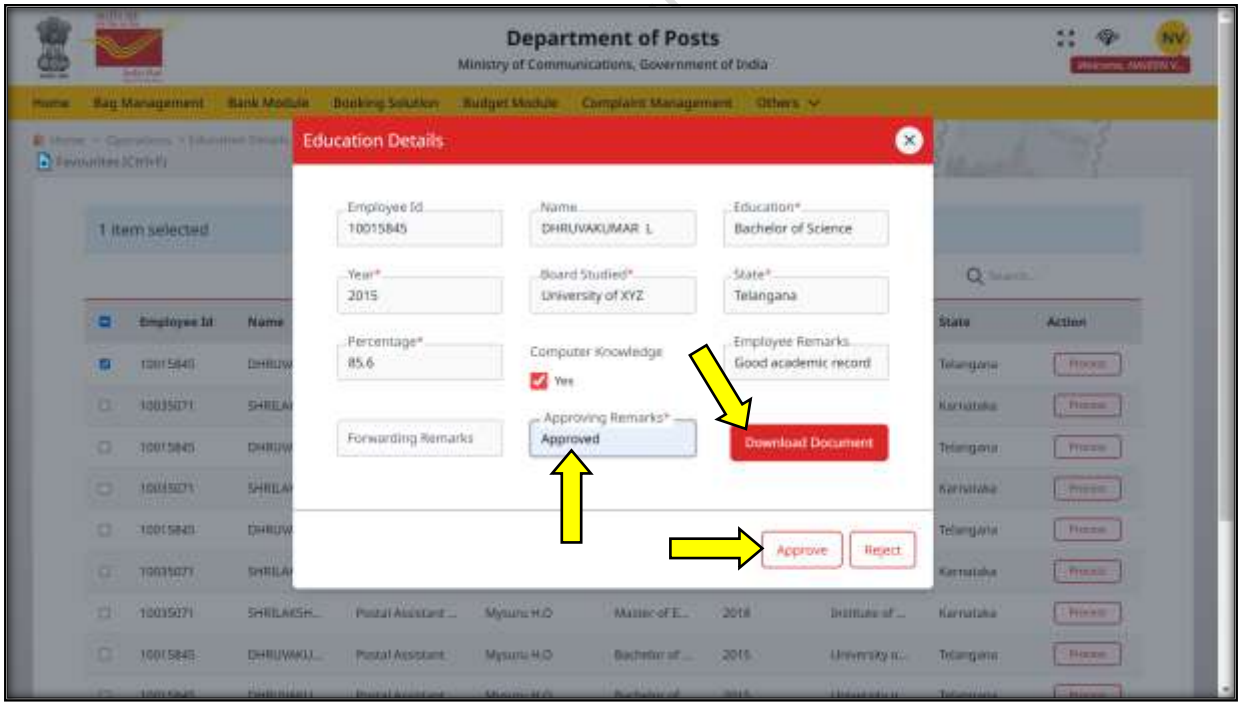
Click on the option ‘Education Details’.



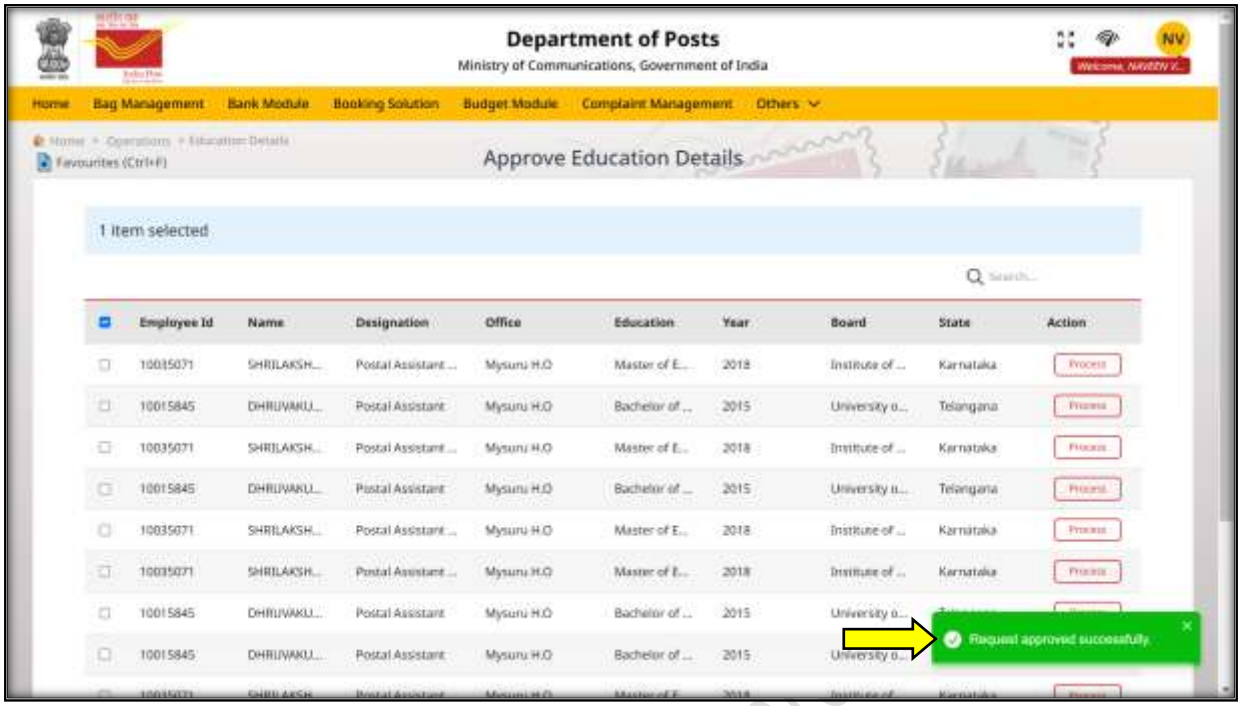
The list of requests pending for approval will be displayed in ‘Approve Education Details’ page.



Select the request needs to be processed by clicking on the checkbox and click on the 'Process' button.



The details will be displayed in a pop up screen. The supporting document attached by employee in ESS Portal can be downloaded by clicking on 'Download' button. Enter the approval remarks in the field provided and click on 'Approve' button.



Upon clicking 'Approve' button, success message as "Request approved successfully" will be displayed on the bottom right corner of the screen.

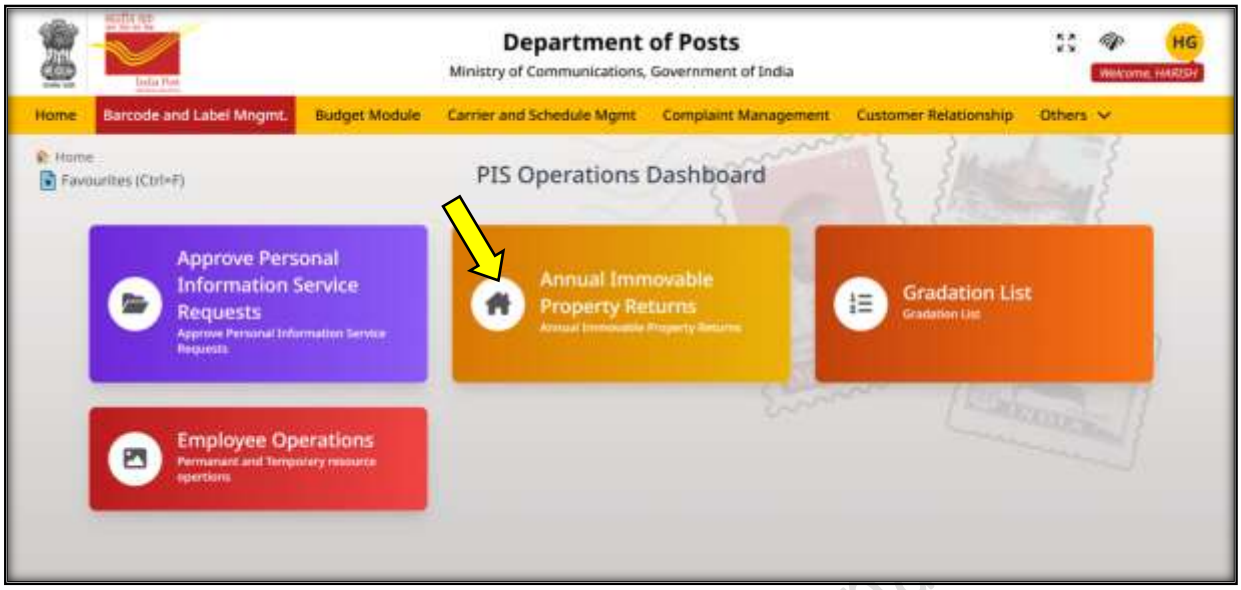
18.3 Annual Immovable Property Returns

Annual Immovable Property Returns (AIPR) in the **Personnel Information System (PIS)** is a reporting mechanism where employees are required to declare details of any immovable properties they own.

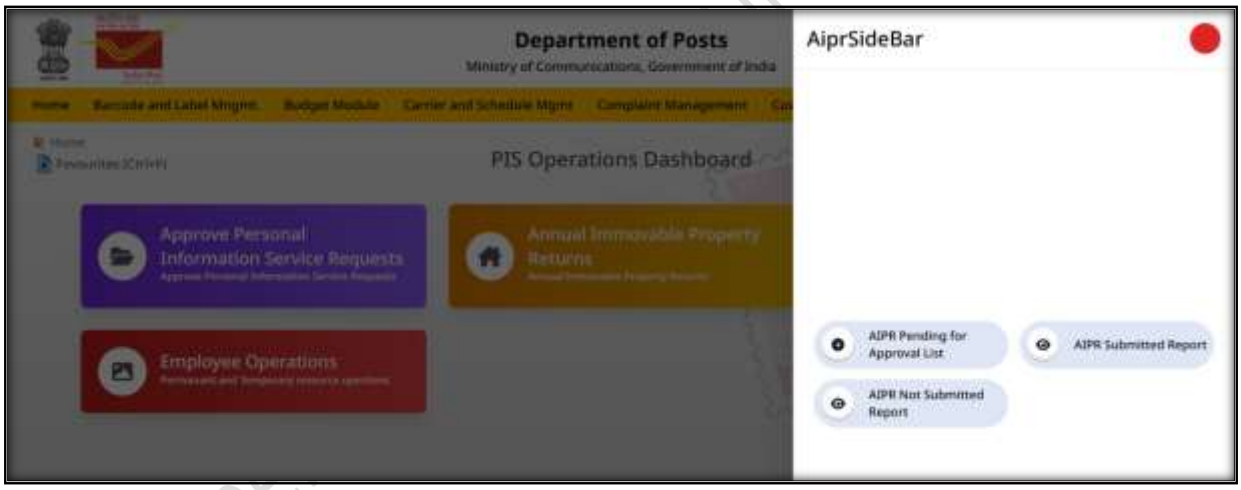
The Head Office (HO) Divisional Head is responsible for monitoring and tracking the submission of AIPR by employees. The Divisional Head can access reports under three categories:

- AIPR Pending for Approval List – Displays the list of AIPR submissions awaiting approval from the competent authority.
- AIPR Submission Report – Shows a list of employees who have successfully submitted their AIPR.
- AIPR Non-Submission Report – Lists employees who have not yet submitted their AIPR.

CEPT Operational Guide for IN



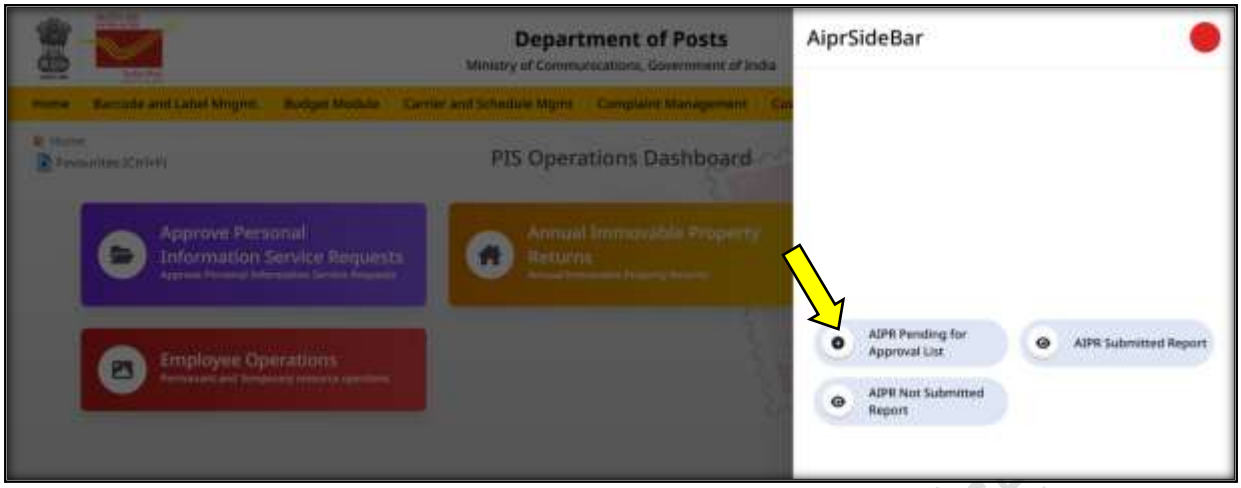
Click on the sub-card ‘Annual Immovable Property Returns’.



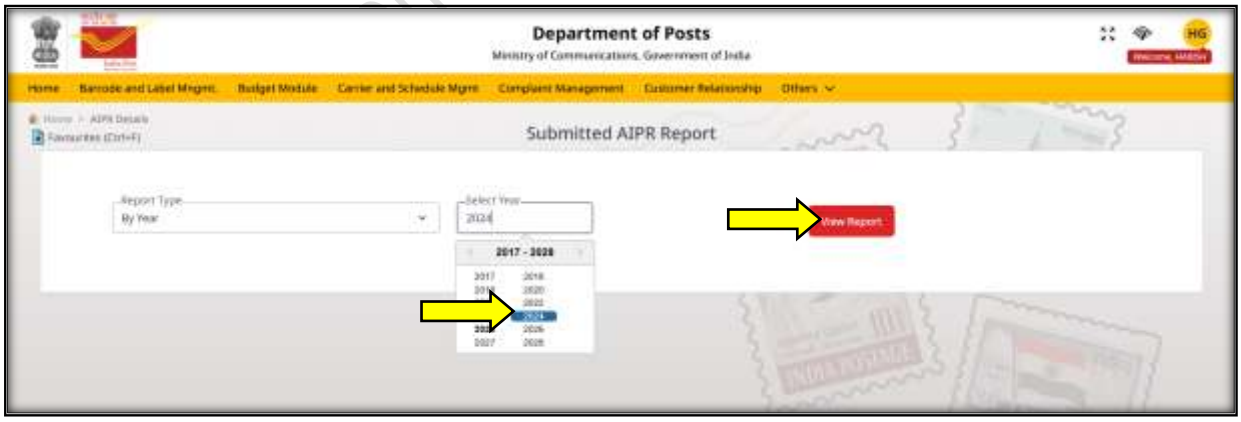
The options will be displayed in the side bar.

18.3.1 AIPR Pending for Approval List

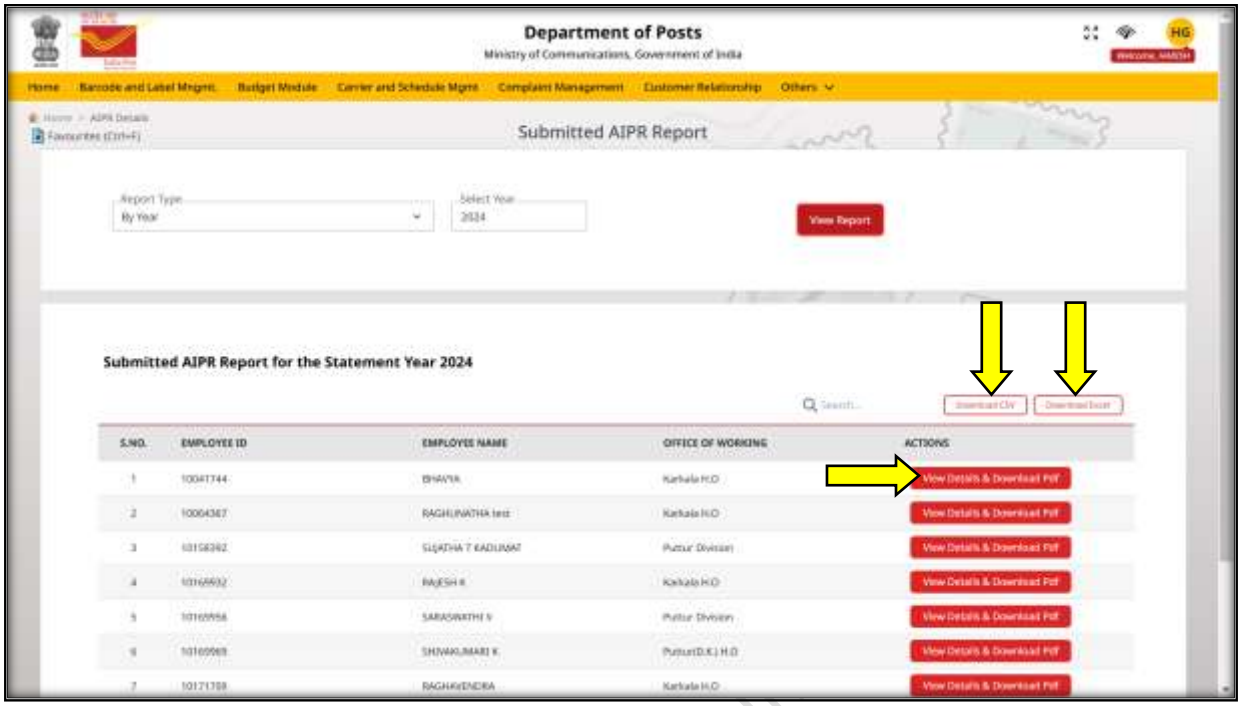
This option displays the list of AIPR submissions awaiting approval from the competent authority. The report can be generated by Year or by Employee ID.



Select the 'Report Type' from the drop down options 'by year' or 'by Employee ID'.

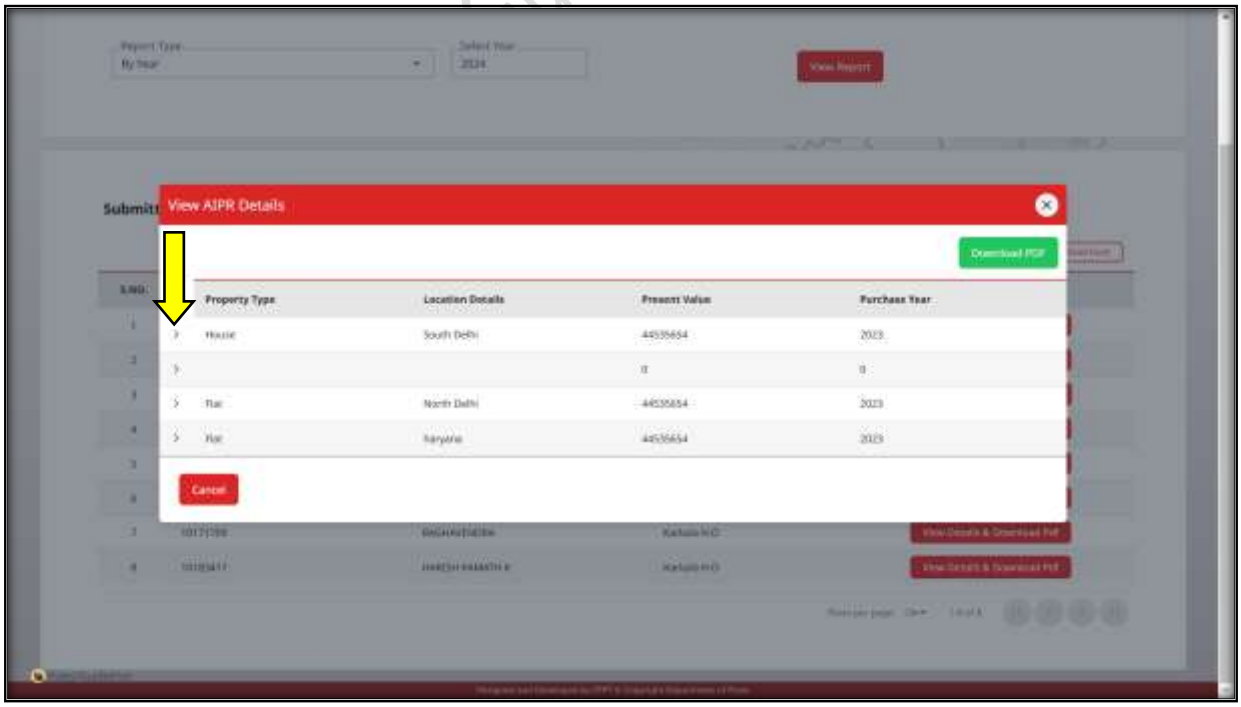


After selecting the Report Type 'By Year', select the 'Year' and click o 'View Report' button.

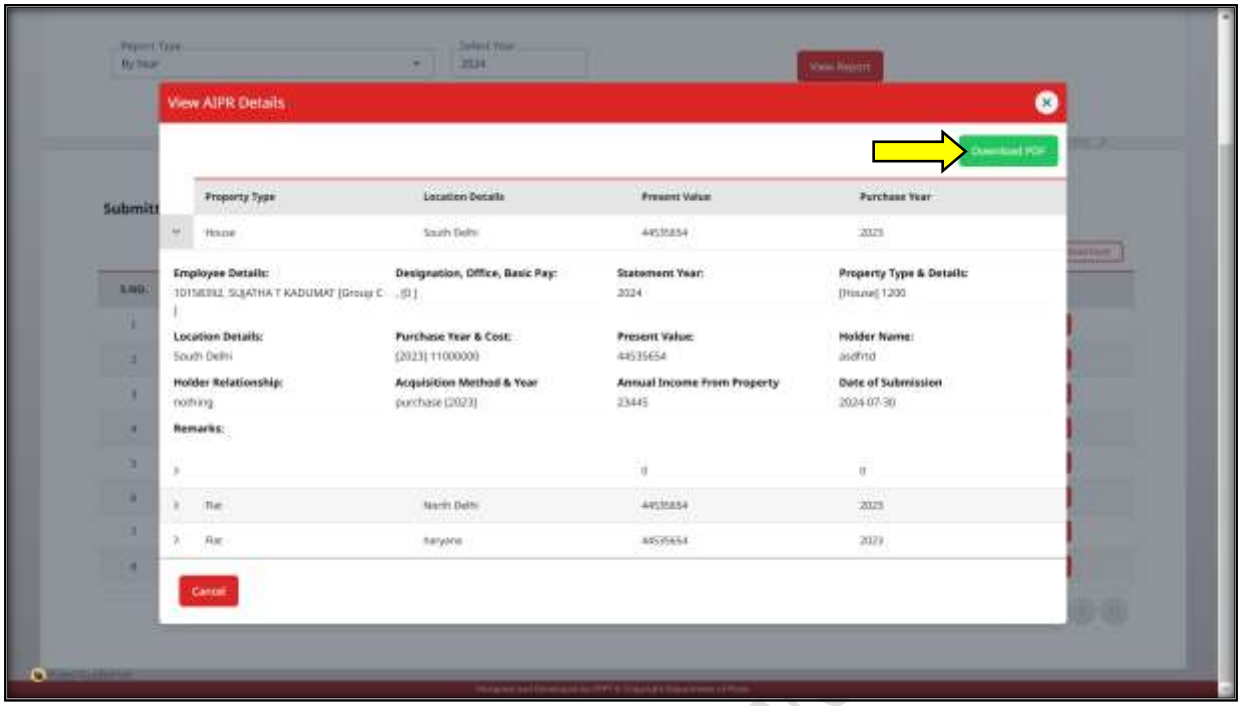


The Submitted AIPRs for selected year will be displayed. The list can be exported to CSV or Excel file by clicking on the buttons 'Download CSV' and 'Download Excel'.

Click on the 'View details and Download PDF' button to view the details of each statement.



The list of properties in the statement will be displayed. Click on the expand icon available in each row to view the details of each property.

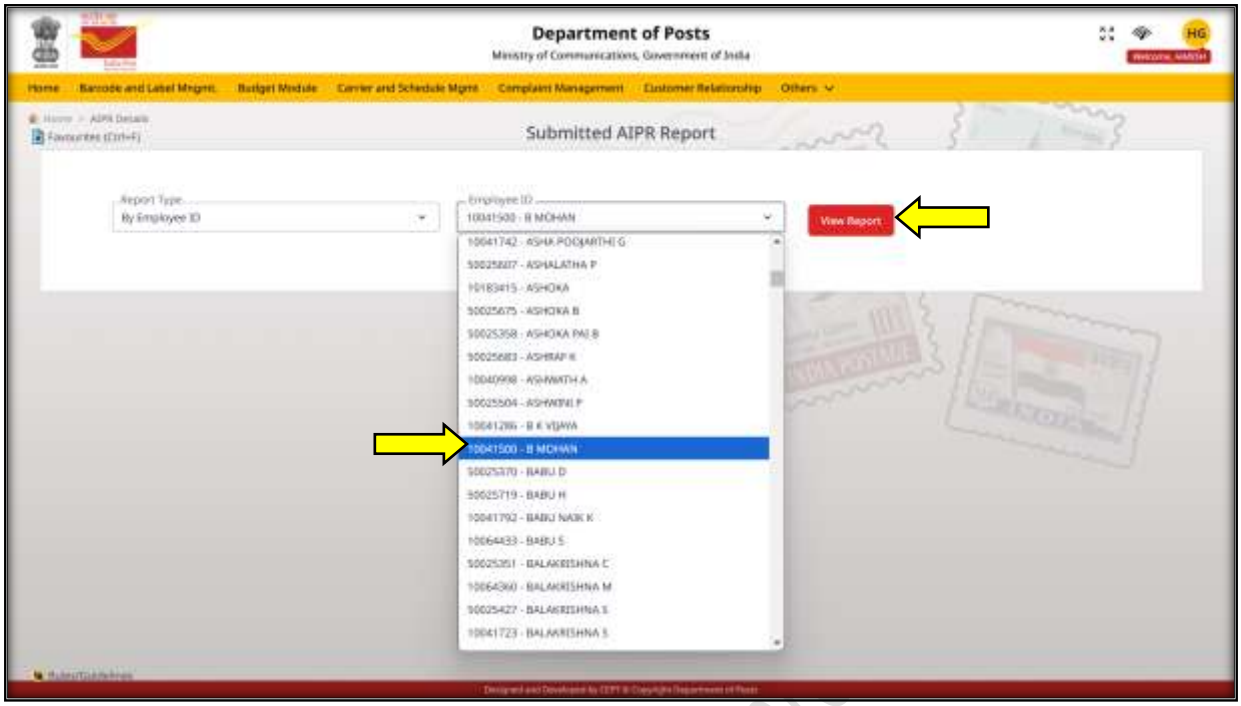


The statement can be downloaded in PDF format by clicking on 'Download PDF' button.

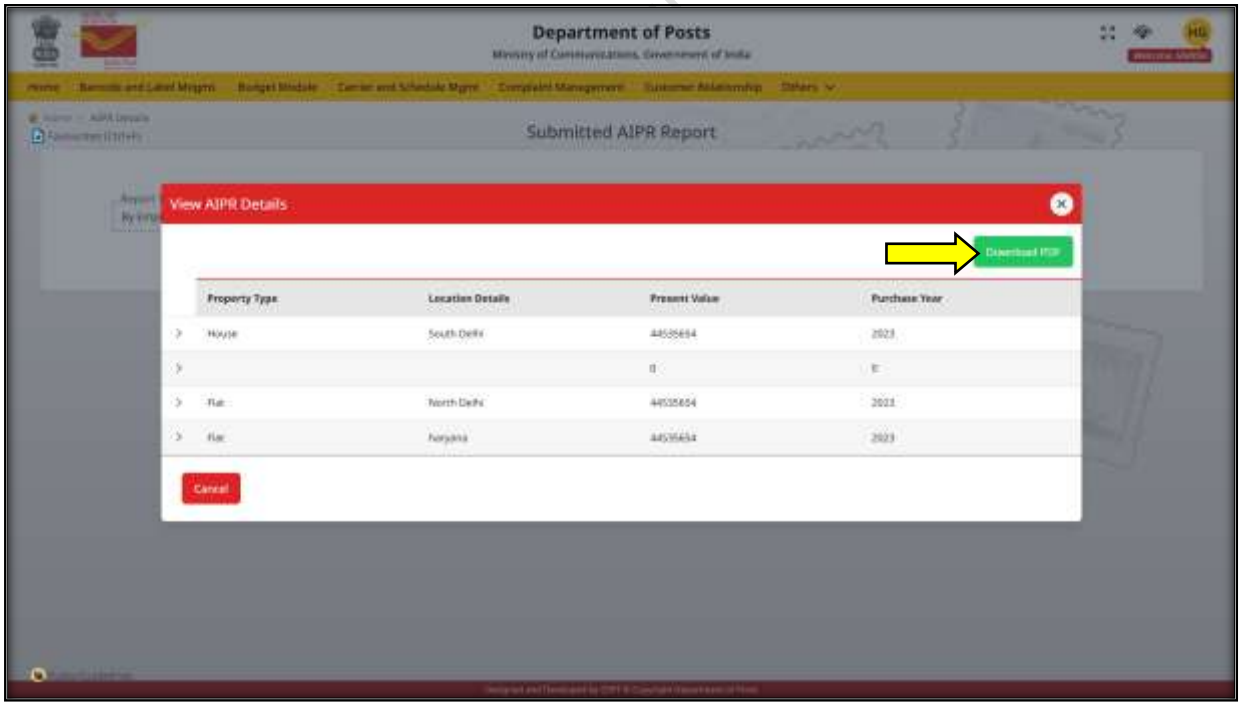
STATEMENT OF IMMOVABLE PROPERTY RETURN FOR THE YEAR: 2024 AS ON 01/01/2025

Employee ID: 10158392
Employee Name: SUJATHA T KADUMAT
Employee Cadre: Group C
Employee Designatin:
Office of working:
Present Pay: 0
Date of Joining the Department: 01/01/1

Name of the District, Subdivision, Taluk, and Village in which the property is situated	Property Type (House, Plot etc..)"	Cost of construction/acquirement including land in case of house (In Rupees)	Year of construction or purchase	Present Value (In Rupees)	Property Dimension Details (in Sq Ft or Sq Metres)	Present Owner Name	Relationship with the property owner	Acquisition Method (Bought or Gifted etc..)	Acquisition Year	Annual Income from the property Year (In Rupees)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
South Delhi	House	11000000	2023	44535654	1200	asdfrtd	nothing	purchase	2023	23445	
		0	0	0					0	0	
North Delhi	Flat	11000000	2023	44535654	1200	asdfrtd	nothing	purchase	2023	23445	
haryana	Flat	11000000	2023	44535654	1200	asdfrtd	nothing	purchase	2023	23445	



Select Report Type as 'By Employee ID' to view the statement of an employee and click on 'View Report' button.

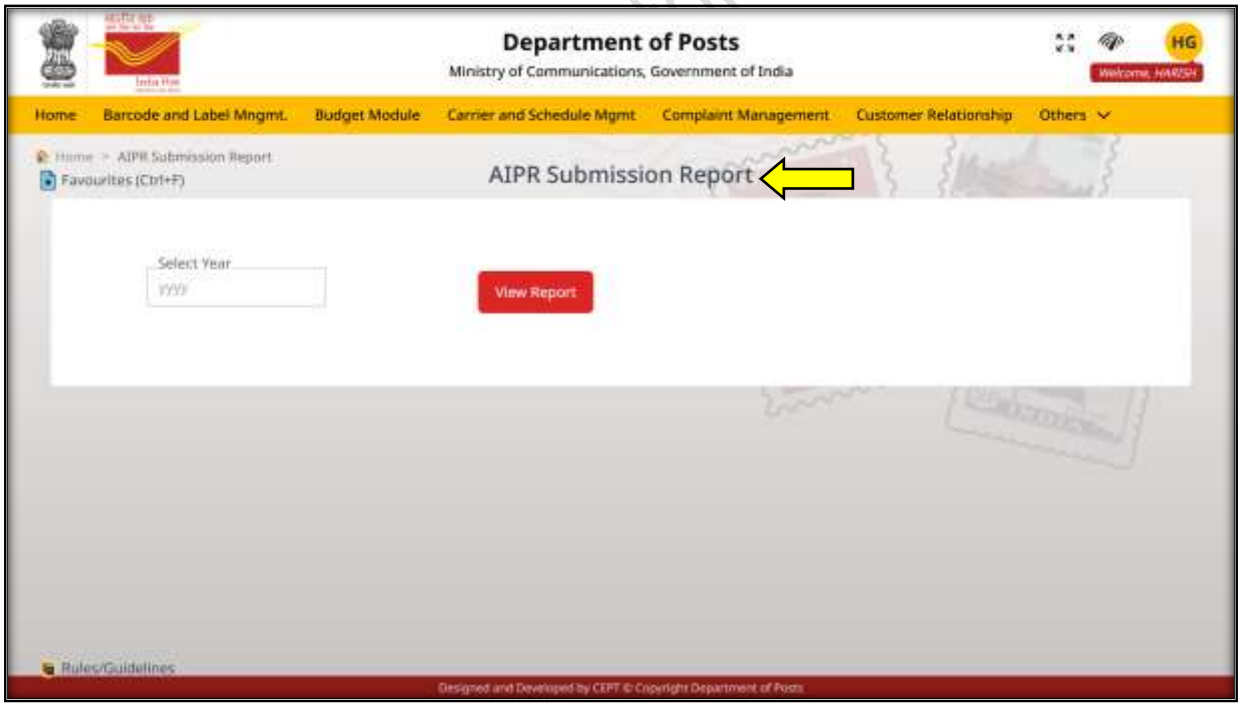


The AIPR details will be displayed in the pop up screen and the statement can be downloaded by clicking on 'Download PDF' button.

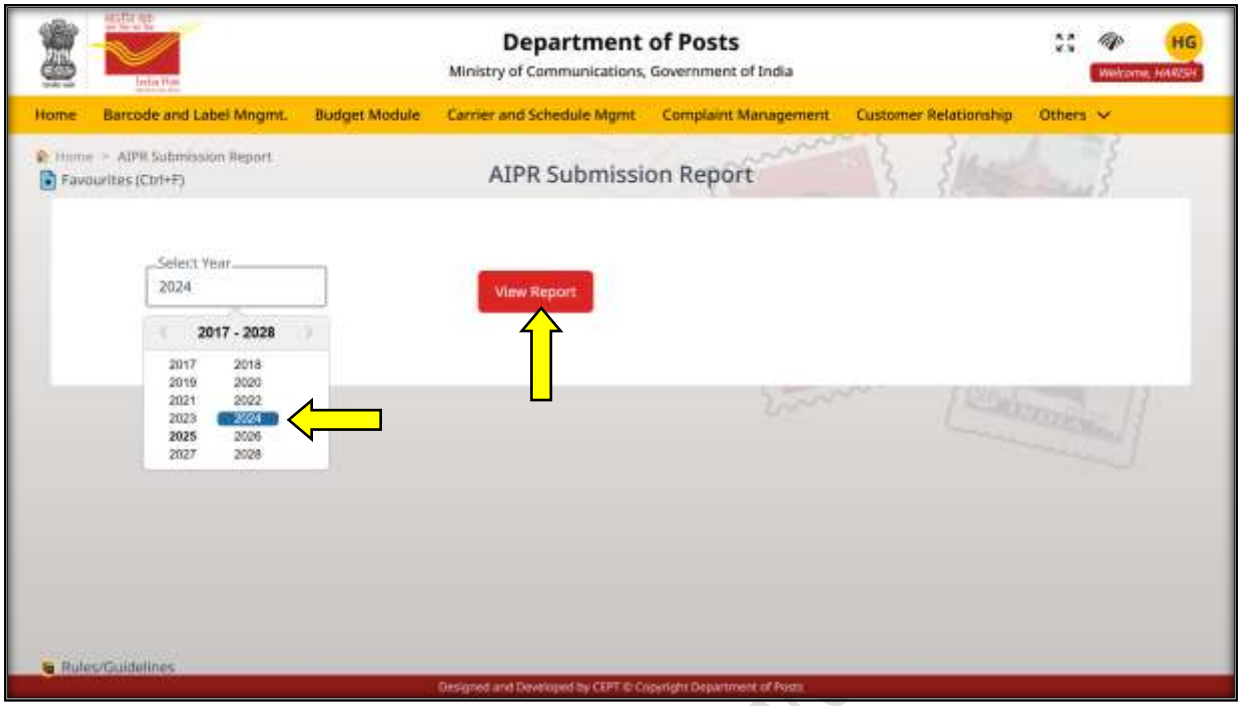
18.3.2 AIPR Submission report

This option shows a list of employees who have successfully submitted their AIPR and the AIPRs are verified by the Competent Authority.

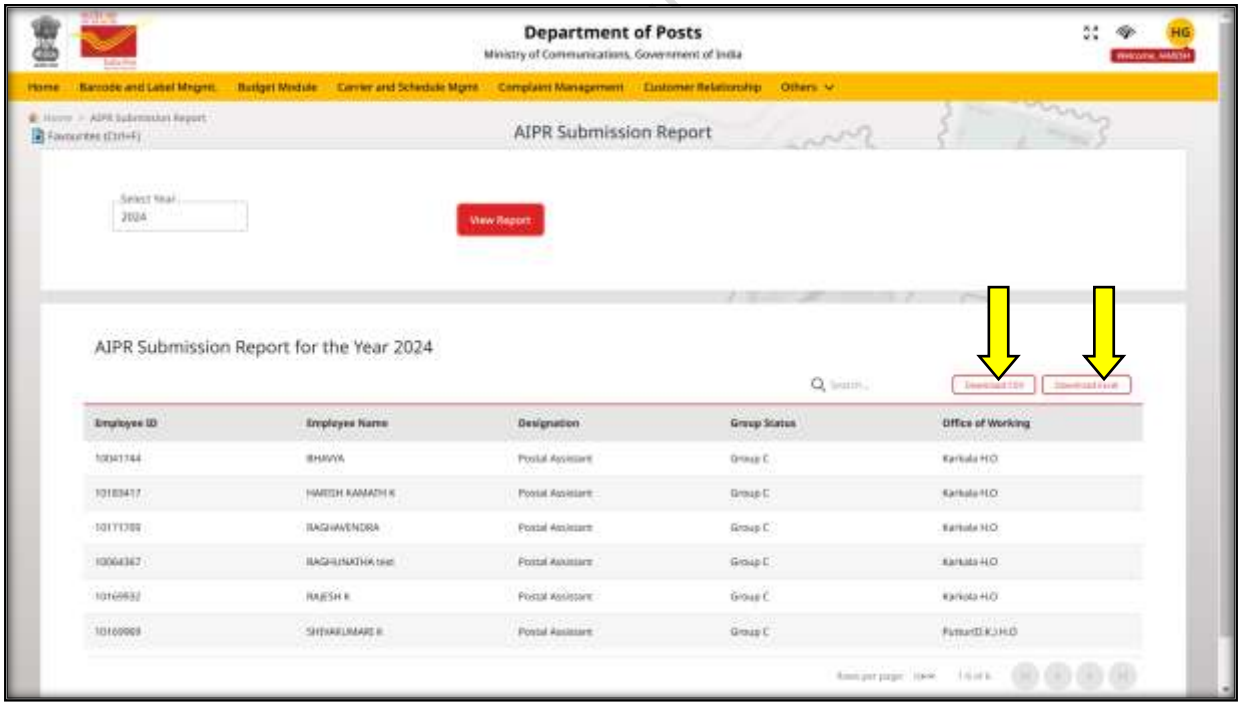
Click on the option 'AIPR Submitted Report'.



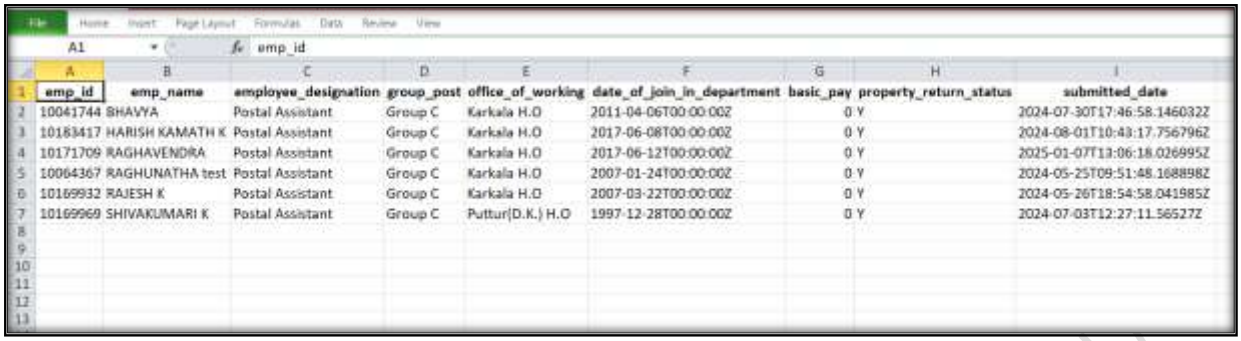
AIPR Submission Report screen will be opened.



Select the year for which the report is required to be generated from the dropdown list and click on 'View report' button.



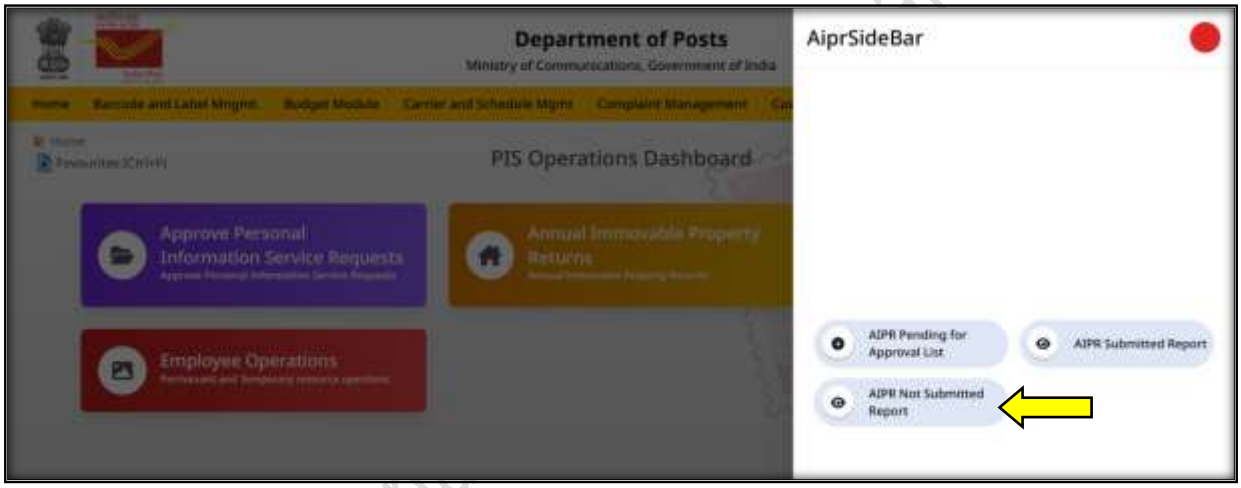
Upon clicking 'View Report' button, the list of employees whose AIPRs are approved will be displayed with the details like 'Employee ID', 'Employee Name', 'Designation', 'Group Status' and 'Office of working'. The list can be downloaded in Excel or CSV format by clicking on the respective buttons available.



emp_id	emp_name	employee_designation	group_post	office_of_working	date_of_join_in_department	basic_pay	property_return_status	submitted_date
10041744	BHAVYA	Postal Assistant	Group C	Karkala H.O	2011-04-06T00:00:00Z	0	Y	2024-07-30T17:46:58.146032Z
10183417	HARISH KAMATH K	Postal Assistant	Group C	Karkala H.O	2017-06-08T00:00:00Z	0	Y	2024-08-01T10:43:17.756796Z
10171709	RAGHAVENDRA	Postal Assistant	Group C	Karkala H.O	2017-06-12T00:00:00Z	0	Y	2025-01-07T13:06:18.026995Z
10064367	RAGHUNATHA test	Postal Assistant	Group C	Karkala H.O	2007-01-24T00:00:00Z	0	Y	2024-05-25T09:51:48.168898Z
10169932	RAJESH K	Postal Assistant	Group C	Karkala H.O	2007-03-22T00:00:00Z	0	Y	2024-05-26T18:54:58.041985Z
10169969	SHIVAKUMARI K	Postal Assistant	Group C	Puttur(D.K.) H.O	1997-12-28T00:00:00Z	0	Y	2024-07-03T12:27:11.56527Z

18.3.3 AIPR Non submission report

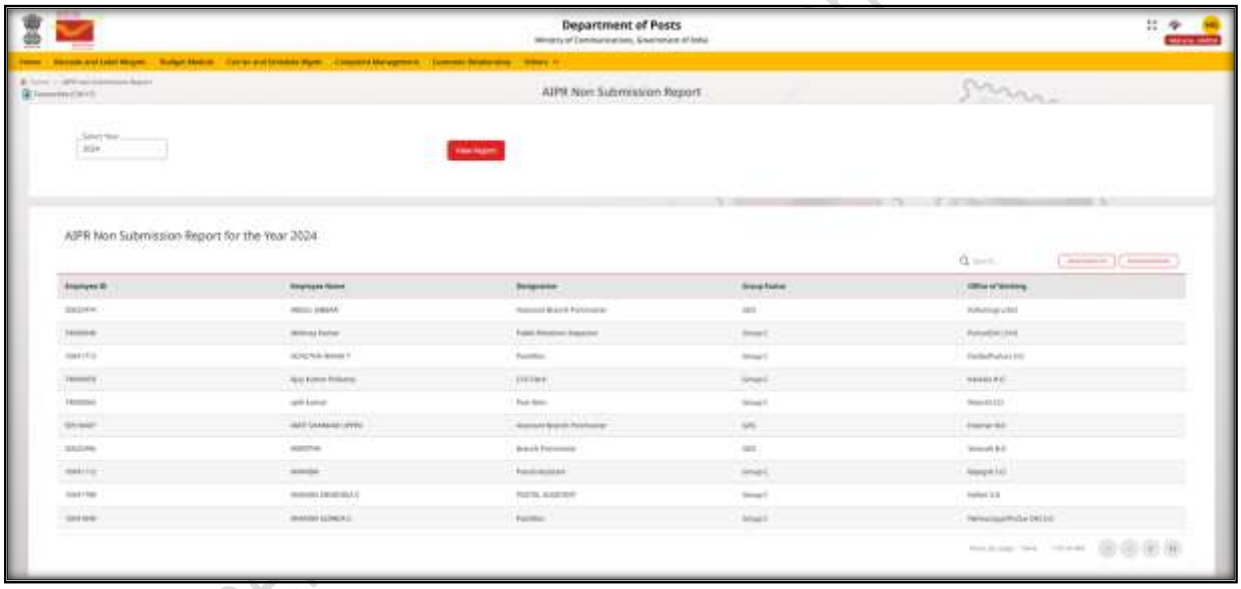
This option shows the list of employees who have not yet submitted their AIPR.



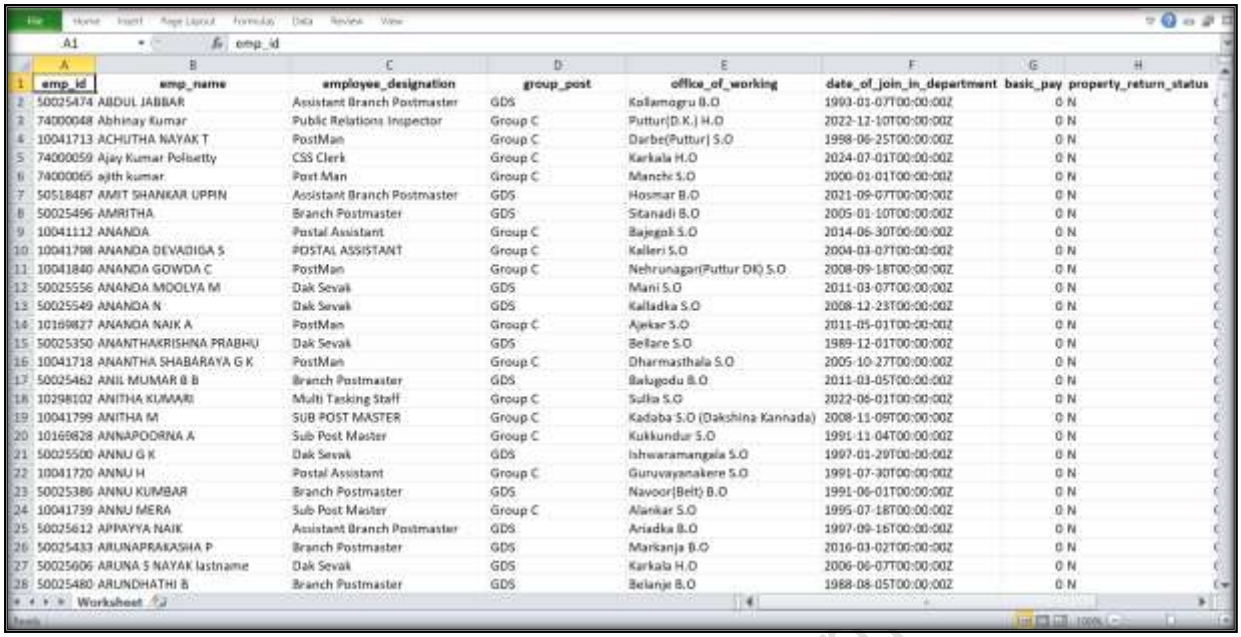
Click on the option ‘AIPR Not Submitted Report’.

AIPR Non Submission Report screen will be opened.

Select the 'Year' for which the report is required to be generated from the drop down list and click on 'View Report' button.



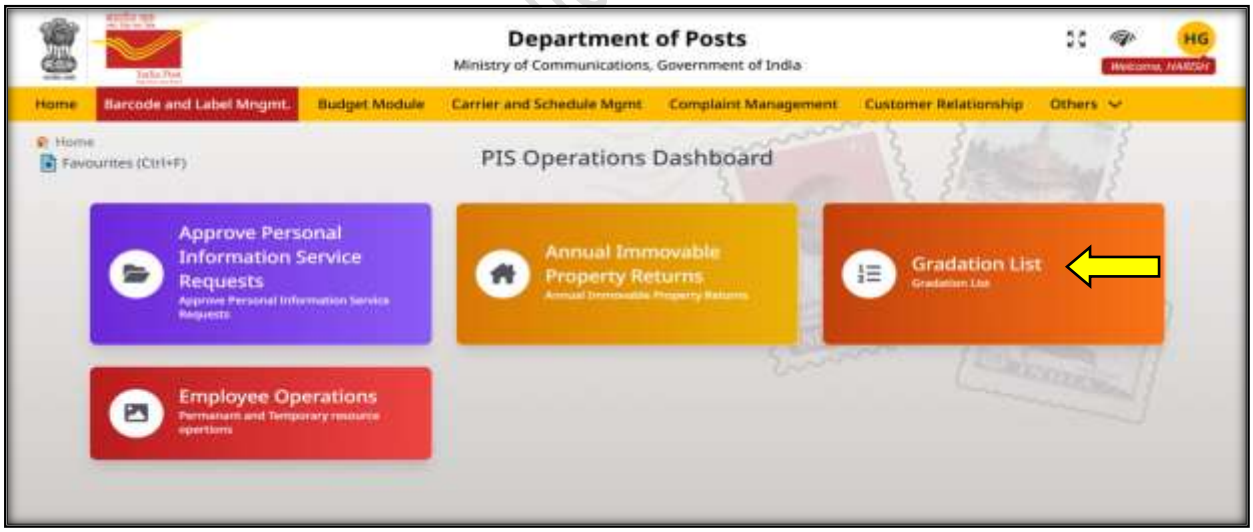
The list of employees who are not submitted their AIPR will be displayed with the details like 'Employee ID', 'Employee Name', 'Designation', 'Group Status' and 'Office of working'. The list can be downloaded in Excel or CSV format by clicking on the respective buttons available.



emp_id	emp_name	employee_designation	group_post	office_of_working	date_of_join_in_department	basic_pay	property_return_status
50025474	ABDUL JABBAR	Assistant Branch Postmaster	GDS	Kollamogru B.O	1993-01-07T00:00:00Z	0	N
74000048	Abhinay Kumar	Public Relations Inspector	Group C	Puttur(D.K.) H.O	2022-12-10T00:00:00Z	0	N
10041713	ACHUTHA NAYAK T	PostMan	Group C	Darbe(Puttur) S.O	1998-06-25T00:00:00Z	0	N
74000059	Ajay Kumar Polisetty	CSS Clerk	Group C	Karkala H.O	2024-07-01T00:00:00Z	0	N
74000065	ajith kumar	Post Man	Group C	Manchi S.O	2000-01-01T00:00:00Z	0	N
50518487	AMIT SHANKAR UPPIN	Assistant Branch Postmaster	GDS	Hosmar B.O	2021-09-07T00:00:00Z	0	N
50025496	AMRITHA	Branch Postmaster	GDS	Sitanadi B.O	2005-01-10T00:00:00Z	0	N
10041112	ANANDA	Postal Assistant	Group C	Bajegoli S.O	2014-06-30T00:00:00Z	0	N
10041798	ANANDA DEVADIGA S	POSTAL ASSISTANT	Group C	Kalleri S.O	2004-03-07T00:00:00Z	0	N
10041840	ANANDA GOWDA C	PostMan	Group C	Nehrunagar(Puttur DK) S.O	2008-09-18T00:00:00Z	0	N
50025556	ANANDA MOOLYA M	Dak Sevak	GDS	Mani S.O	2011-03-07T00:00:00Z	0	N
50025549	ANANDA N	Dak Sevak	GDS	Kalladka S.O	2008-12-23T00:00:00Z	0	N
10169827	ANANDA NAIK A	PostMan	Group C	Ajekar S.O	2011-05-01T00:00:00Z	0	N
50025350	ANANTHAKRISHNA PRABHU	Dak Sevak	GDS	Bellare S.O	1989-12-01T00:00:00Z	0	N
10041718	ANANTHA SHABARAYA G K	PostMan	Group C	Dharmasthala S.O	2005-10-27T00:00:00Z	0	N
50025462	ANIL MUMAR B B	Branch Postmaster	GDS	Balugodu B.O	2011-03-05T00:00:00Z	0	N
10298102	ANITHA KUMARI	Multi Tasking Staff	Group C	Sullia S.O	2022-06-01T00:00:00Z	0	N
10041799	ANITHA M	SUB POST MASTER	Group C	Kadaba S.O (Dakshina Kannada)	2008-11-09T00:00:00Z	0	N
10169828	ANNAPOORNA A	Sub Post Master	Group C	Kukkundur S.O	1991-11-04T00:00:00Z	0	N
50025500	ANNU G K	Dak Sevak	GDS	Ishwaramangala S.O	1997-01-29T00:00:00Z	0	N
10041720	ANNU H	Postal Assistant	Group C	Guruvayanakere S.O	1991-07-30T00:00:00Z	0	N
50025386	ANNU KUMBAR	Branch Postmaster	GDS	Navoor(Belt) B.O	1991-06-01T00:00:00Z	0	N
10041739	ANNU MERA	Sub Post Master	Group C	Alankar S.O	1995-07-18T00:00:00Z	0	N
50025612	APPAYYA NAIK	Assistant Branch Postmaster	GDS	Ariadka B.O	1997-09-16T00:00:00Z	0	N
50025433	ARUNAPRAKASHA P	Branch Postmaster	GDS	Markanja B.O	2016-03-02T00:00:00Z	0	N
50025606	ARUNA S NAYAK lastname	Dak Sevak	GDS	Karkala H.O	2006-06-07T00:00:00Z	0	N
50025480	ARUNDHATHI B	Branch Postmaster	GDS	Belanje B.O	1988-08-05T00:00:00Z	0	N

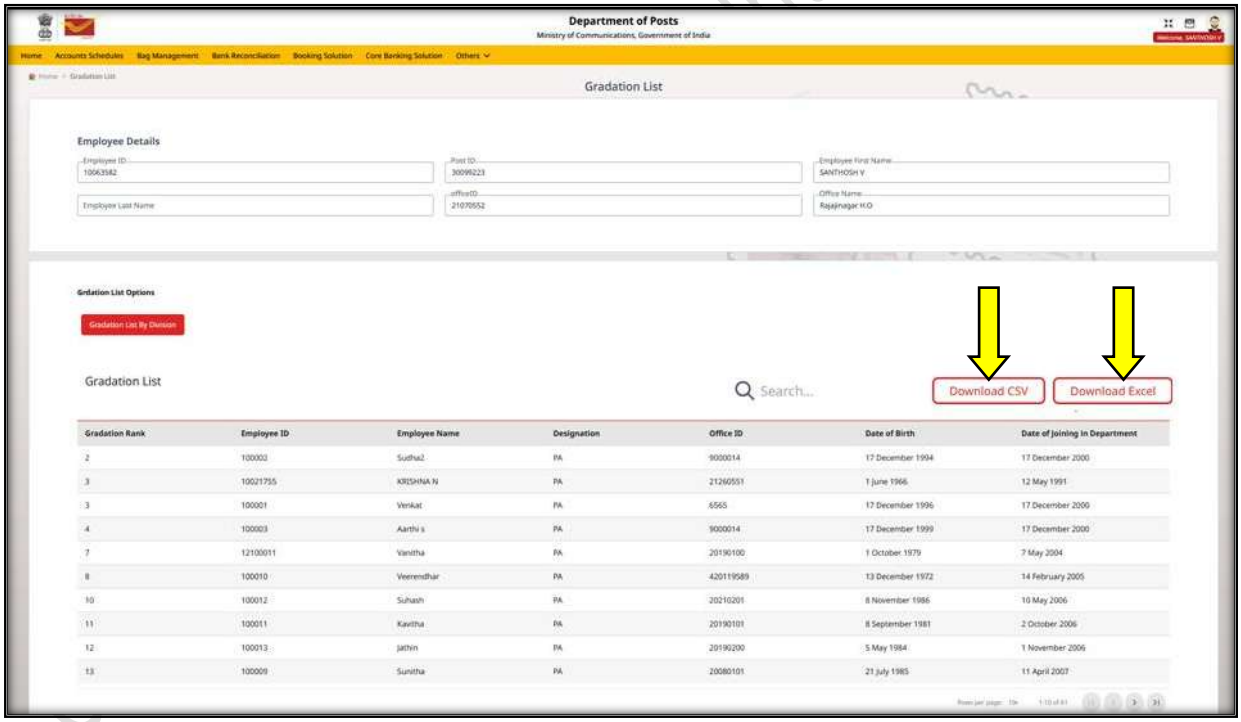
18.4 Gradation list

Gradation list with respect to division can be generated and viewed in "**Gradation list**" sub card.



Click on the sub-card 'Gradation List' in PIS Operations Dashboard.

Gradation List screen will be opened. Click on the 'Generate List by Division' button.

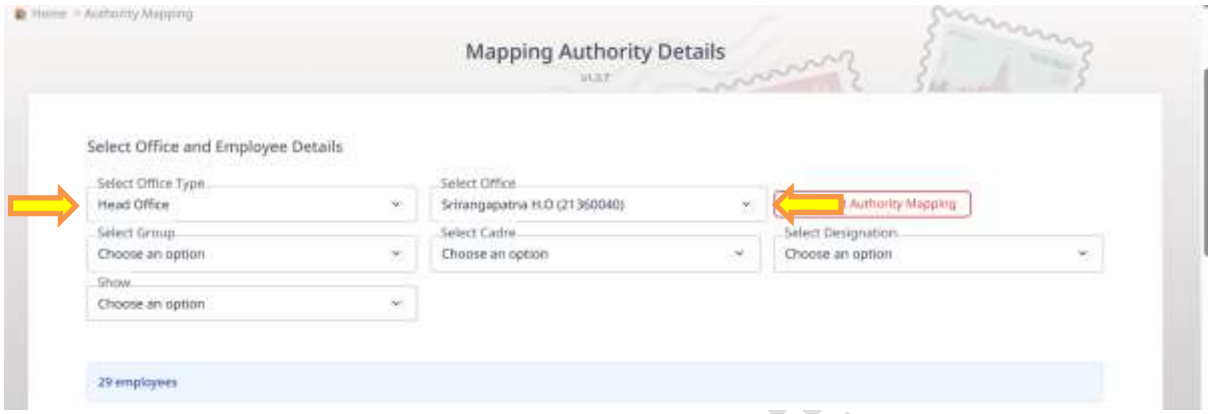


The list will be displayed in the same screen with the details such as 'Gradation Rank', 'Employee ID', 'Employee Name', 'Designation', 'Office ID', 'Date of Birth' and 'Date of joining in Department'. The report can be exported to Excel or CSV by clicking on the respective buttons available in the screen.

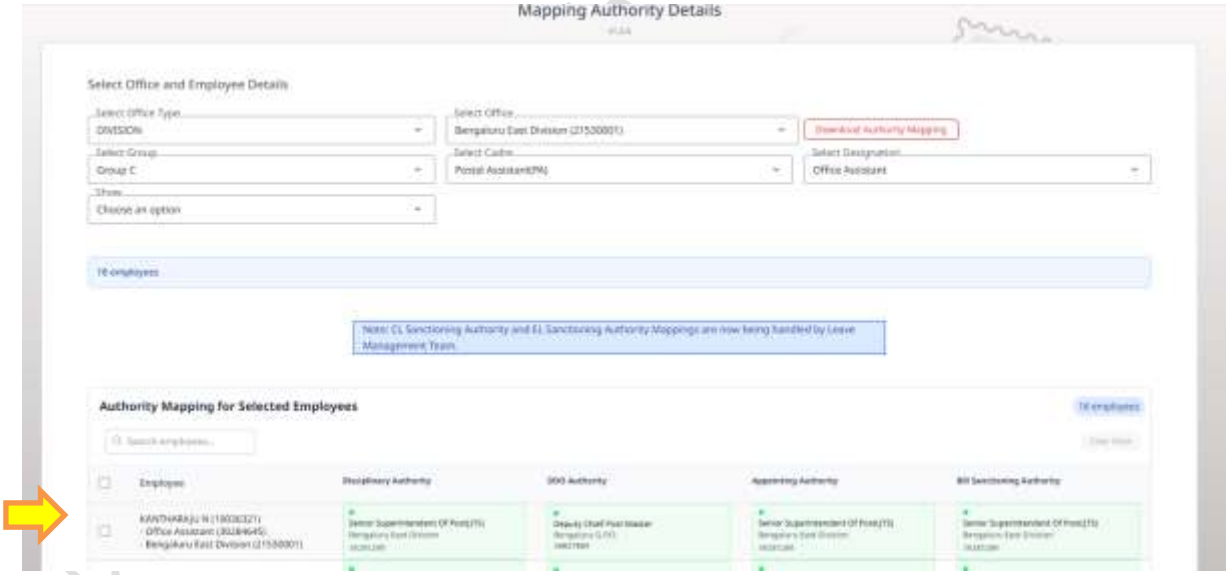
19 Post Management

In this section, post to post mapping other than leave authority mapping along with option to view Establishment register, Division Vacant Posts list, creation, redeployment and re-designation of post at administrative offices is explained.

19.1 Post to Post Mapping

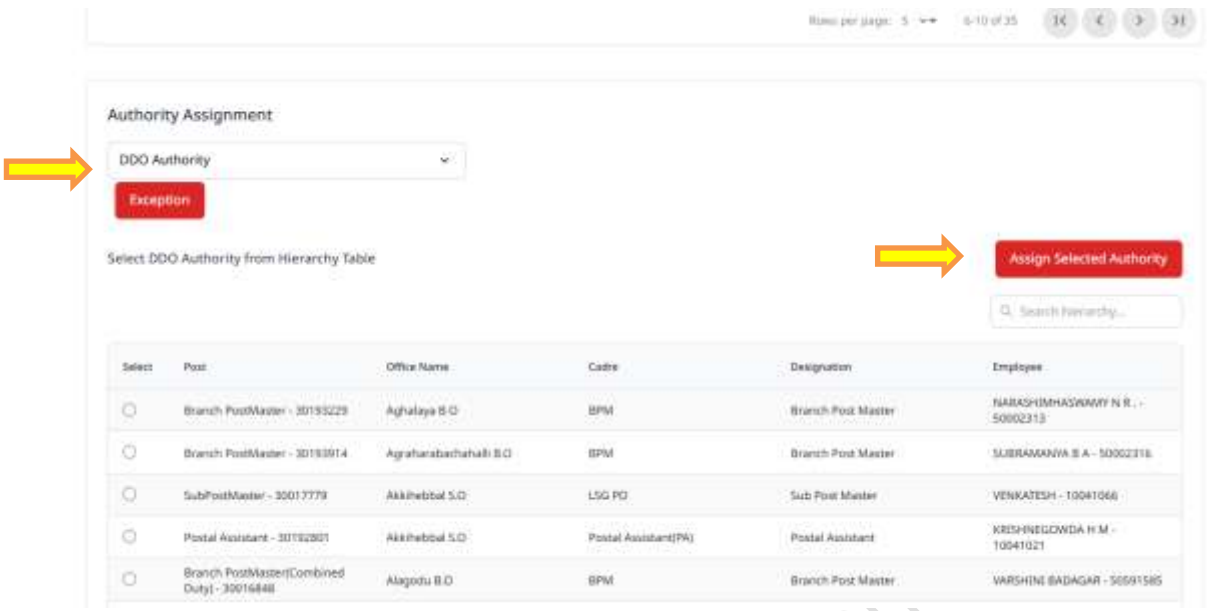


Upon clicking “Post to post mapping” sub card under “Post management “card, it will redirect to “Mapping authority Details” screen. By selecting office type and office details from the drop down, details of post and its mapped authorities will be listed out. If required , further filtered on group, cadre, designation may be applied.

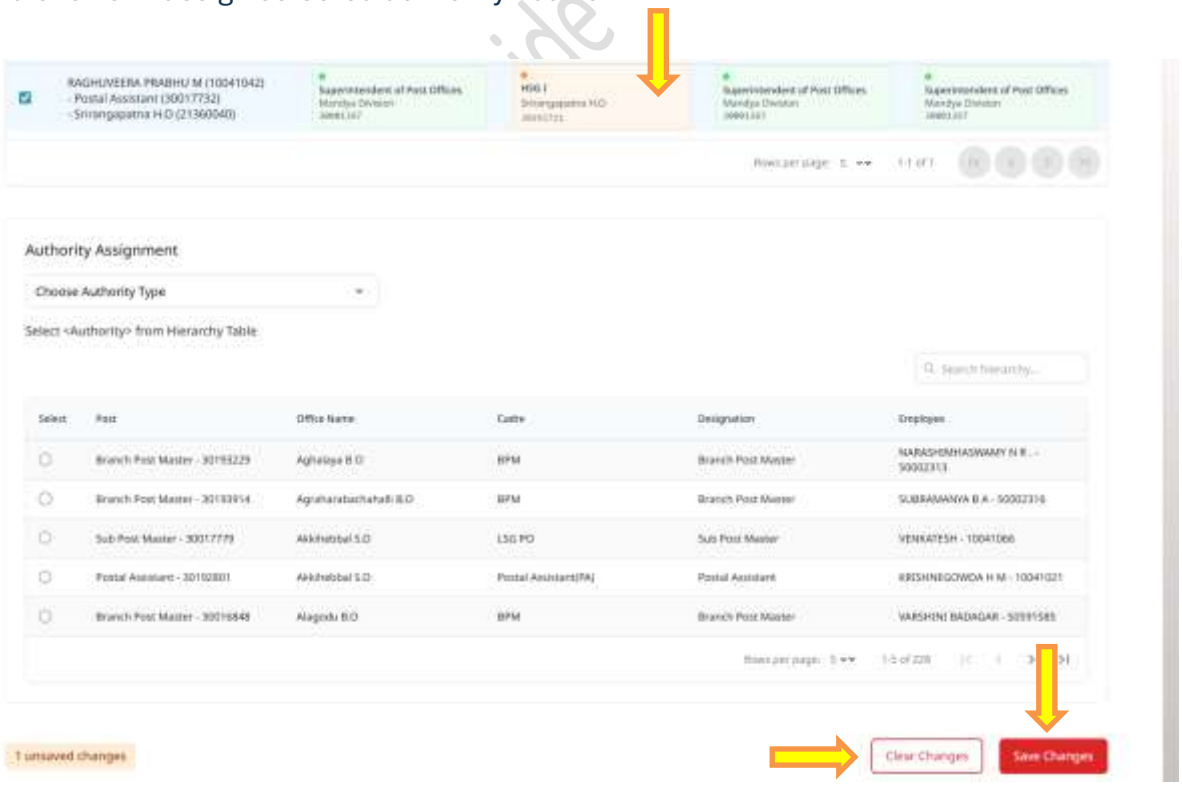


In this screen the following existing four authority mappings details will be displayed against each post.

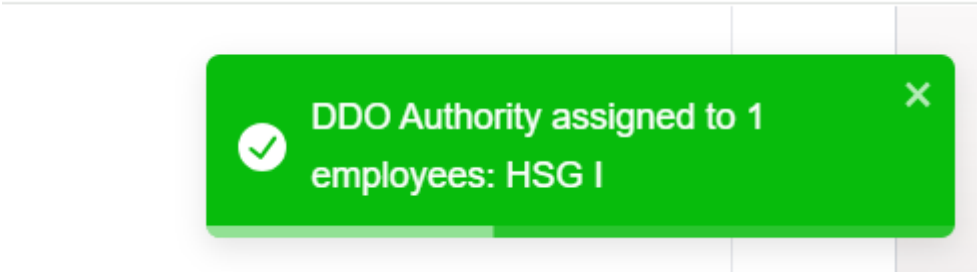
1. Disciplinary Authority
2. DDO Authority
3. Appointing authority
4. Bill sanctioning Authority



Upon select the single or multiple posts from "authority mapping for selected employee" and authority type from "Authority Assignment", Hierarchy table will displays selected authority post and its details. User needs to "Select "the radio button and click on "assign selected authority" button.



Upon clicking “assign selected authority” button, option for selecting changes either to clear changes or to Save changes will enable, “assign selected authority” button will disappear, background colour of the selected authority will change.

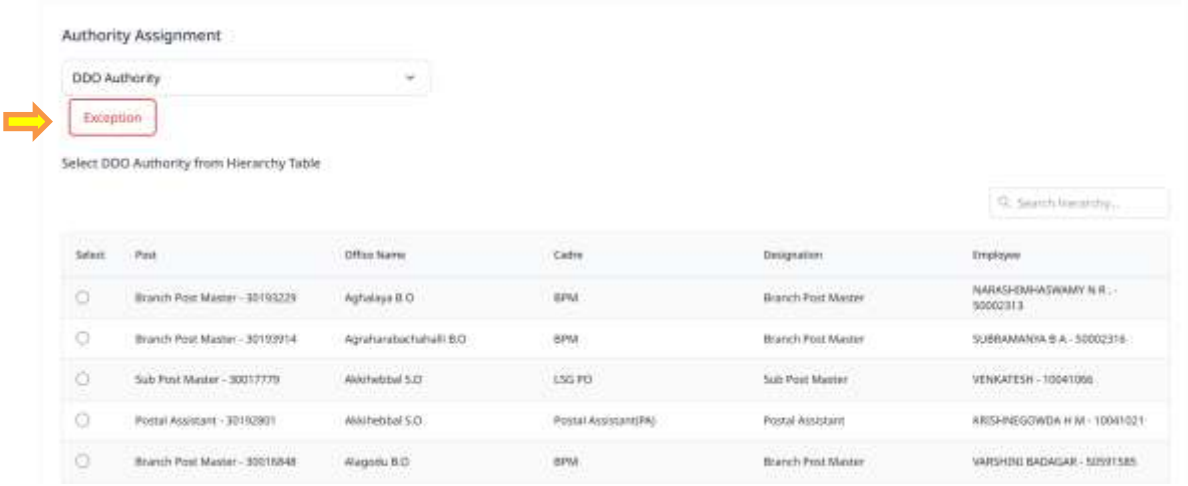


Along with above changes, a pop up will displayed.

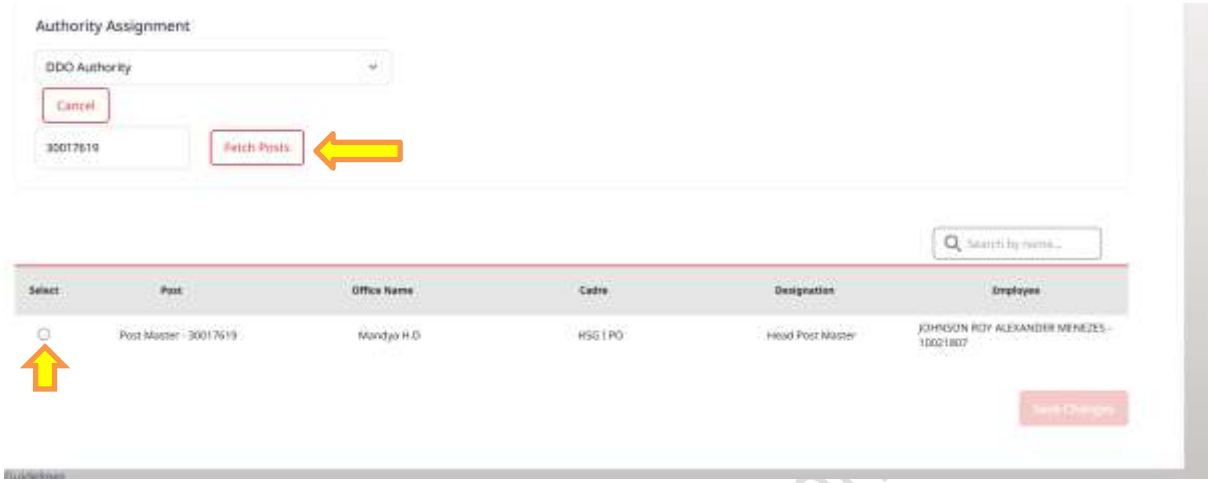
Click on “Save changes” for effecting changes or else click on “Clear changes” .

19.2 Exceptional mapping

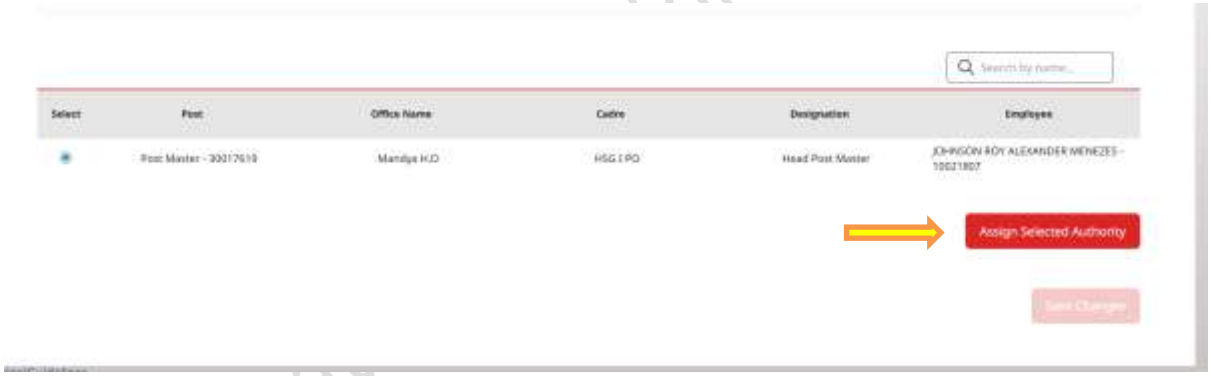
Exceptional mapping is allowed for mapping of “DDO Authority” and “Bill sanctioning Authority”.



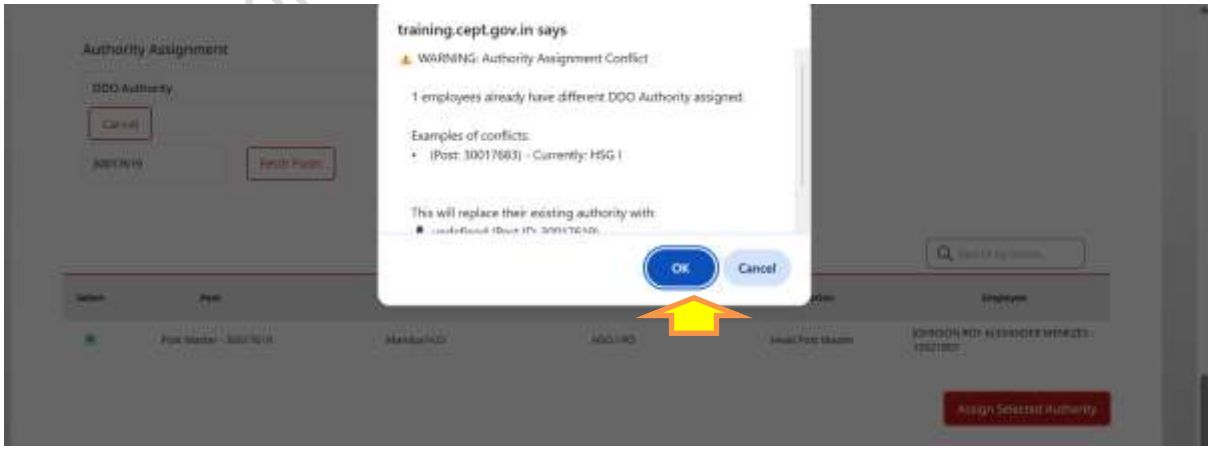
Upon selecting “DDO Authority” and “Bill sanctioning Authority” will enable “Exception” option. Click on “Exception” .



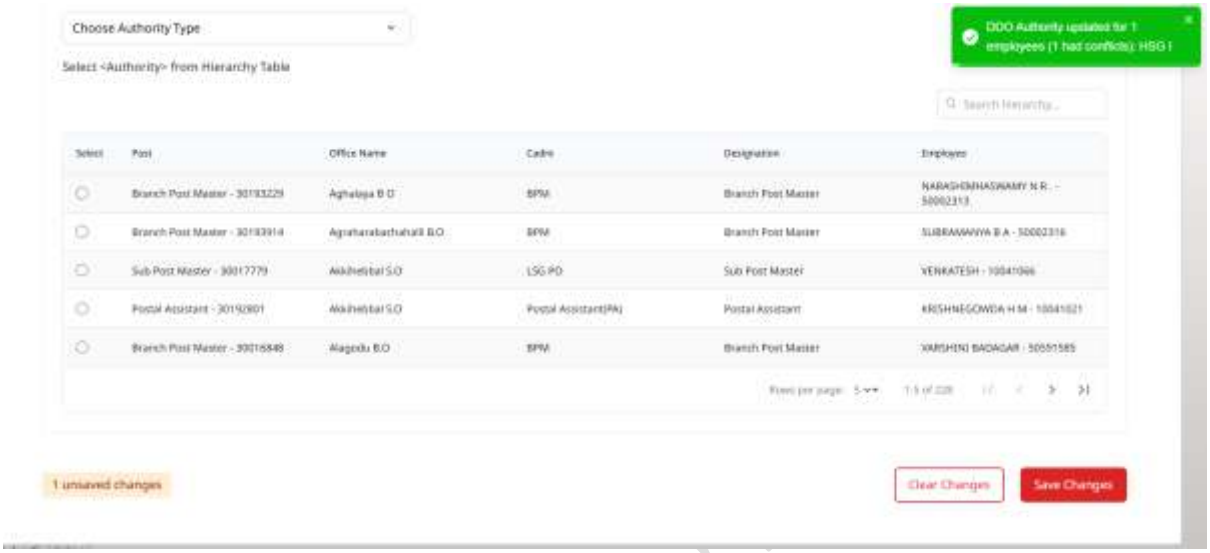
Upon clicking “Exception”, small dialogue box will enable for enter post id. After entering the post id and click on “Fetch Posts” , post details will display and select Radio button .



Upon selecting the radio button, “Assign Selected Authority” option will appear.



Upon click on “Assign Selected Authority” option , a warning message will appear regarding conflict of authority mapping. Click on “OK’ to proceed further.



A pop of confirmation will displayed and enables options “Save changes” for effecting changes or else click on “Clear changes”. Click on “Save changes”.

Note: For mapping Leave authorities in “Leave Management system” , the following role has to be assigned by the RDA.

19.3 Establishment register

Upon clicking on “Establishment Register” sub card under post management card, it will redirect to “Establishment Register” screen.

Upon selecting the desired office from the drop down list, sanctioned strength of the selected office auto populates and detail of the all vacant and filled post will display.

Note: For detail view of employee mapped to the posts, user need to download the excel file by clicking on “Download Excel” button.

19.4 Division Vacant Posts List

Upon clicking on “Division Vacant Post List” sub card under post management card, it will redirect to “Vacant Post Report” screen which contains cadre-wise Total Posts, Filled posts and vacant posts.

An hyper link will enable for the cadres, if number of vacant posts are non –zero, upon clicking on hyperlink, vacant posts details will be listed out.

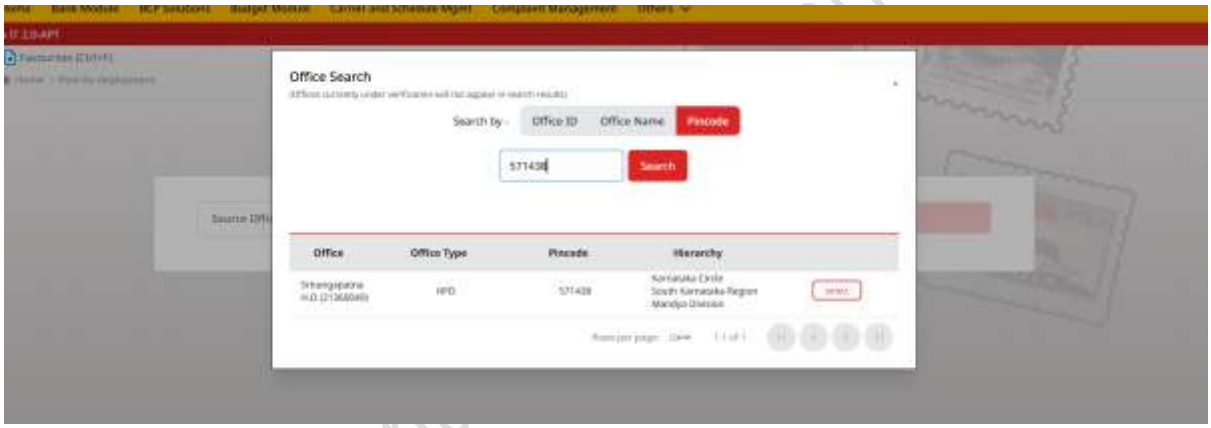
19.5 Creation and Deletion of Post-CEPT

New Post id creation and deletion of non sanctioned posts is done at CEPT through support desk ticket.

19.6 Post Redeployment-Circle Office

Upon clicking “Post Re-deployment” option under “Post Management”, it will redirect to “Post Modification” screen. User has to enter the office name and click on “search” button.

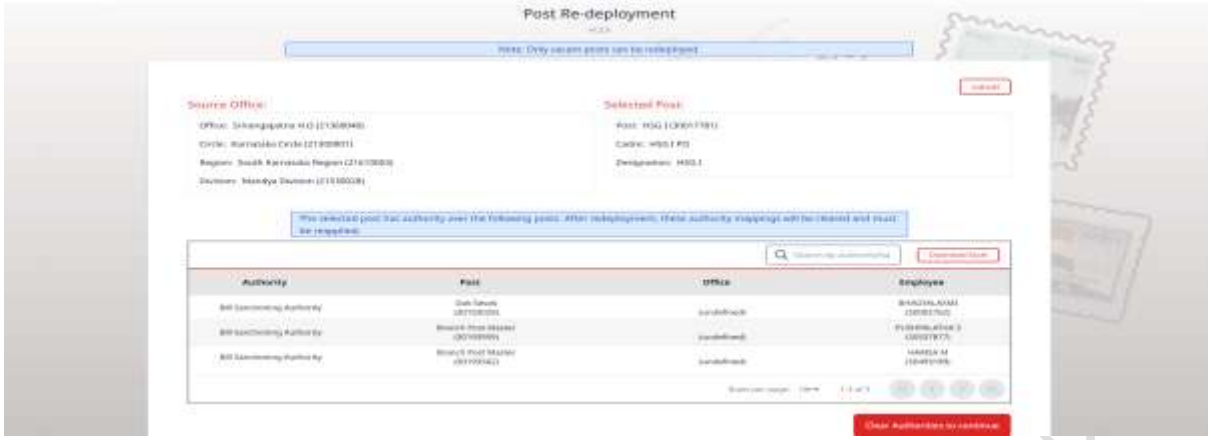
Note: Only vacant posts can be re-deployed.



Upon clicking “search”, it will enable dialogue box to select office. User can select the office wherein post needs to be re-deployed by searching through office id/office name/Pin code.

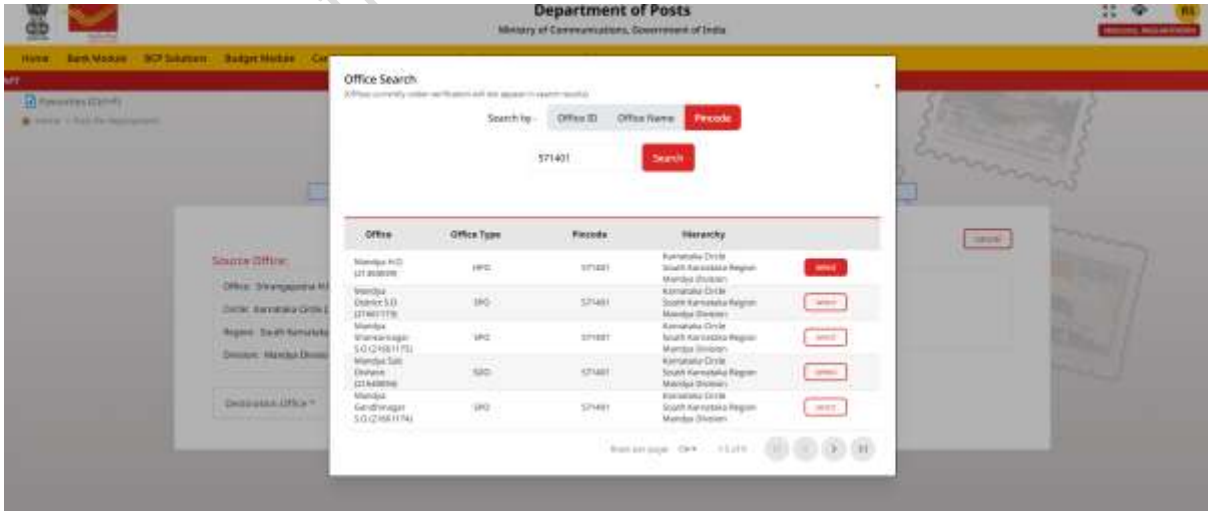
Upon clicking “search” option, it will display office details along with “Select” option. Click on “Select” option available against the office details.

Upon clicking “Select” option and Click on “Fetch Posts” in next screen, it will display the vacant posts available in the selected office along with “Select” option. Click on “Select” option available against the vacant post.



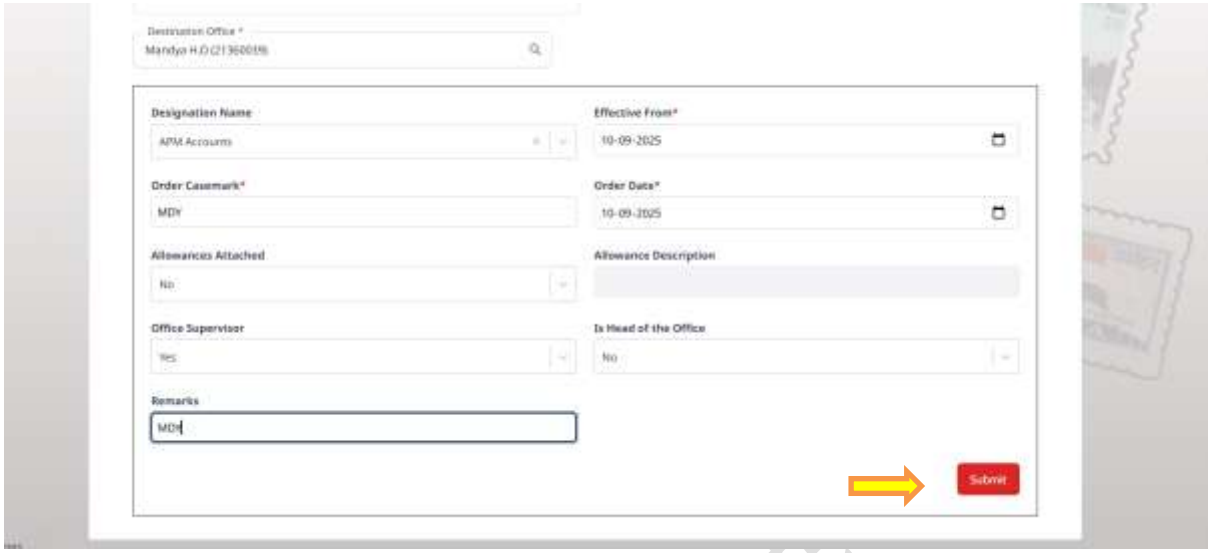
Upon clicking “Select” option, it will redirect to the screen for clearing the existing authority mapping. Click on “Clear Authorities to Continue” .

Upon clear authorities, a dialogue box “destination office” will appear. Enter the destination office and click on “Search”.



Upon clicking “search” , it will enable dialogue box to select office. User can select the office wherein post needs to be re-deployed by searching through office id/office name/Pin code.

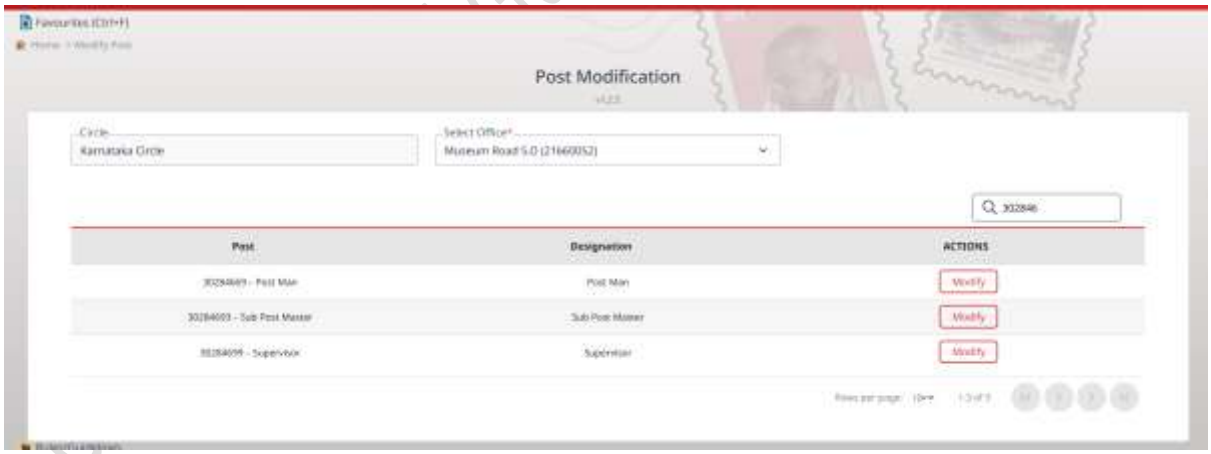
Upon clicking “search” option, it will display office details along with “Select” option. Click on “Select” option available against the office details.



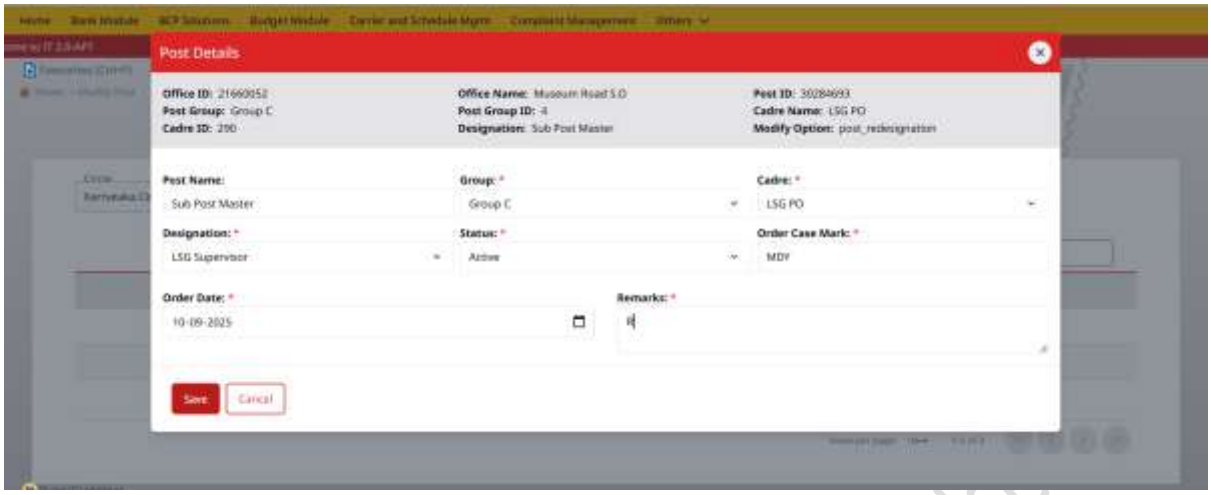
Upon clicking “Select” option, it will redirect to data entry screen where user has to enter “Designation”, “Effective from”, “Order Case mark” , “Order Date” and other non-mandatory fields and click on “submit” .

Upon clicking “Submit” option, selected vacant post will available in re-deployed office.

19.7 Post Re-designation-Circle Office



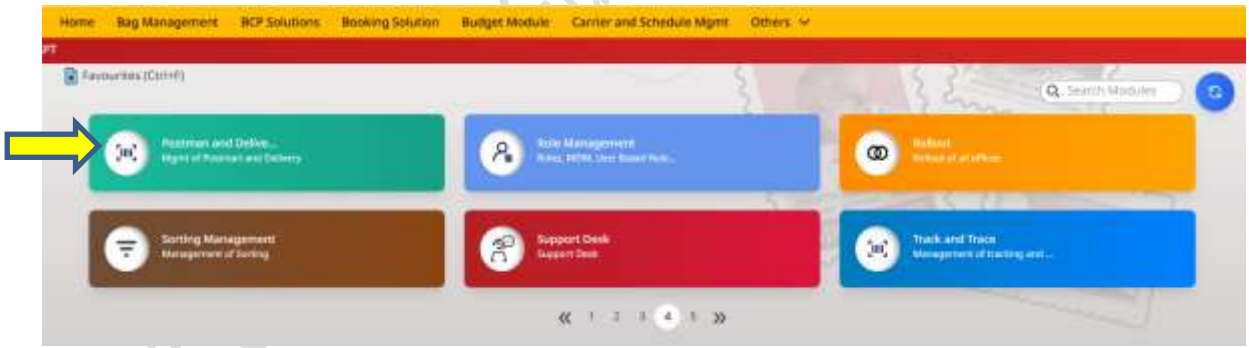
Upon clicking “Post Re-designation” option under “Post Management” , it will redirect to “Post Modification” screen. User has to select the office name from the drop down “Select Office” , post and its designation available under the selected office will be listed out along with “Modify” button available against each post . Click on the “Modify” button which designation needs to be re-designated.



Upon clicking “Modify” button , “Post details” dialogue box is shown . Select the new desired designation from the drop down of “Designation” field and fill other mandatory fields. Click on “save” button .

20 Postman and Delivery Management- Shift end reversal

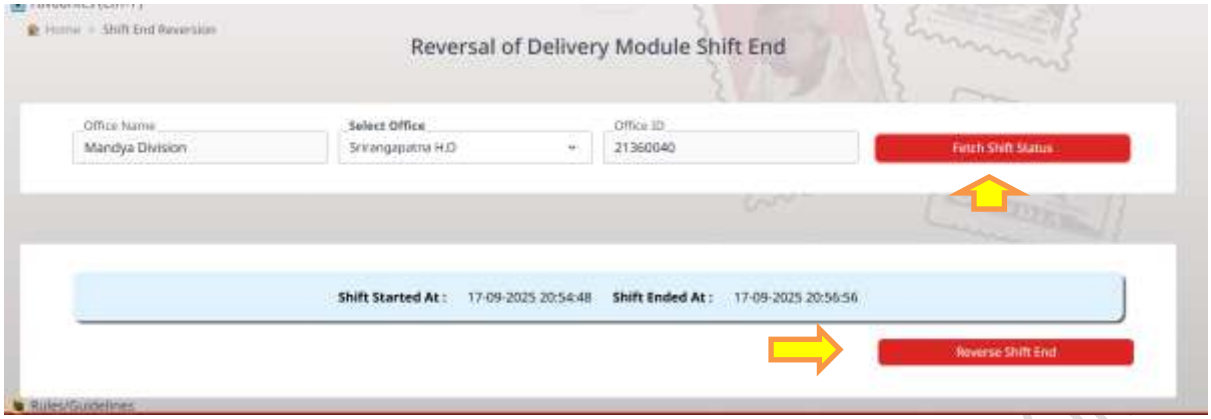
In this section, work flow for PDMS shift end reversal in divisional office is explained. Role to be given to Divisional Head user id: **Divisional Head - Divisional Head for Delivery Module**



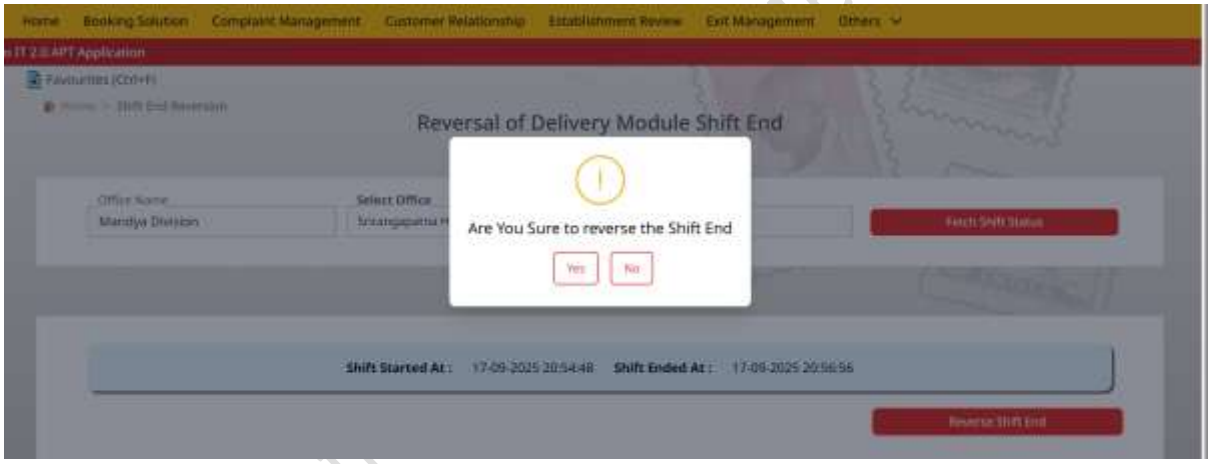
In the Divisional Head Login, click on Postman and Delivery Management

Click on “Shift End Reversal” card

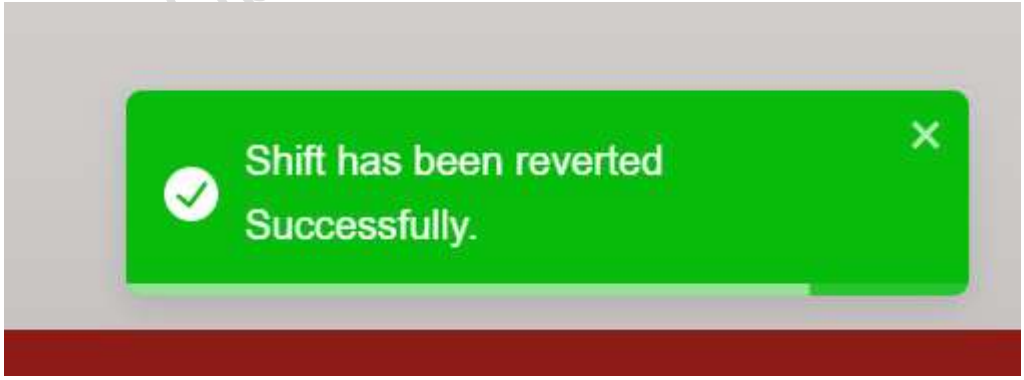
Click on “Shift End Reversal” card under “Postman and Delivery Management” card.



Select the Office which has perform day end erroneously from the drop down and click on Fetch Shift Status. It will displays, Shift start and end time. Click on “Reverse Shift end “option .



A confirmation dialogue window will display , click on “Yes” for shift end reversal.



After reversal of shift end, a pop up will display ” Shift has been Reverted Successfully” .

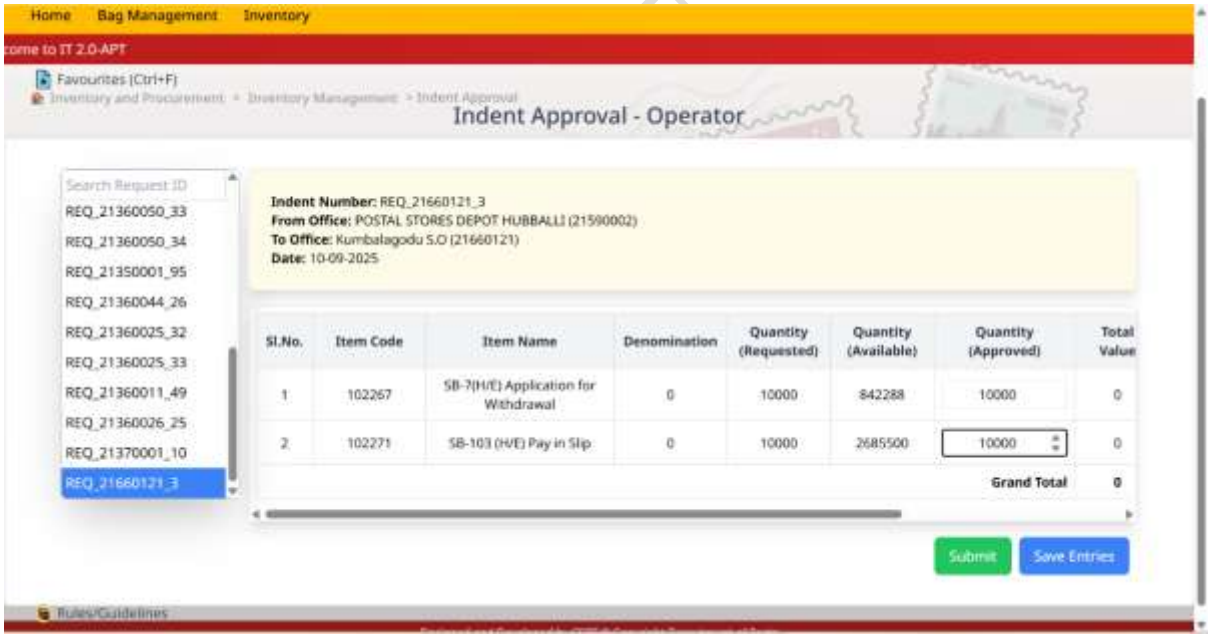
21 Process Inventory Request at PSD

Once the PSD operator logs in to the APT application, the **Inventory** card will be visible on the Home screen. Click on the **Inventory** card.

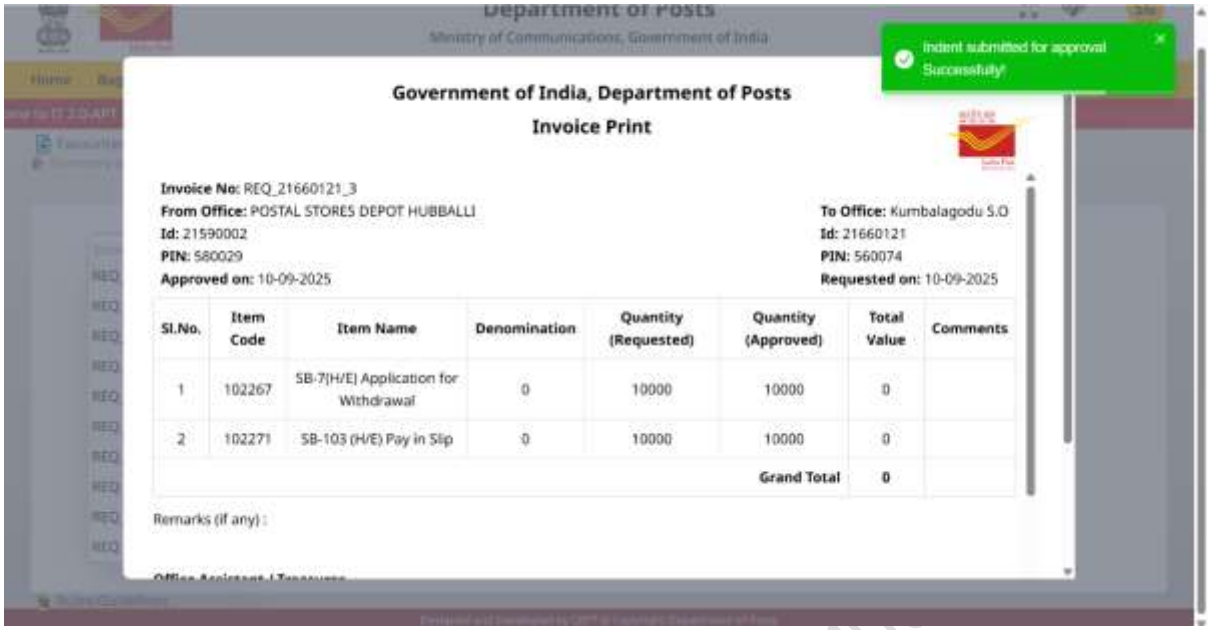
On clicking the **Inventory** card, two sub-cards namely **Inventory** and **Procurement** will be displayed. To proceed, click on the **Inventory** sub-card.

On clicking the **Inventory** sub-card, multiple options will be displayed. To approve received indents, click on the **Approve Indent – Operator** option.

Upon clicking the **Approve Indent – Operator** option, *Indent Approval – Operator* screen will be displayed. Here the user can view a list of pending indent request IDs. Select the required *Indent Number* to see its details.



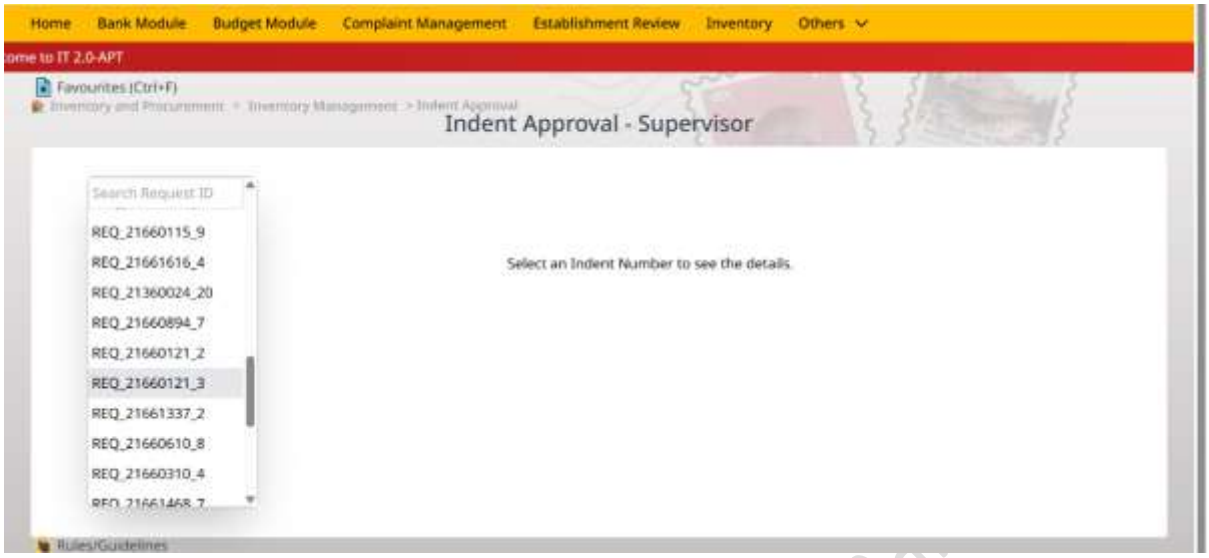
On selecting an *Indent Number*, the details of the indent will be displayed, including *From Office, To Office, Date, Item Code, Item Name, Denomination, Quantity Requested,* and *Quantity Available*. The PSD Operator has to enter the details of *Quantity Approved* in the field provided and then click on **Save Entries** or **Submit** to proceed.



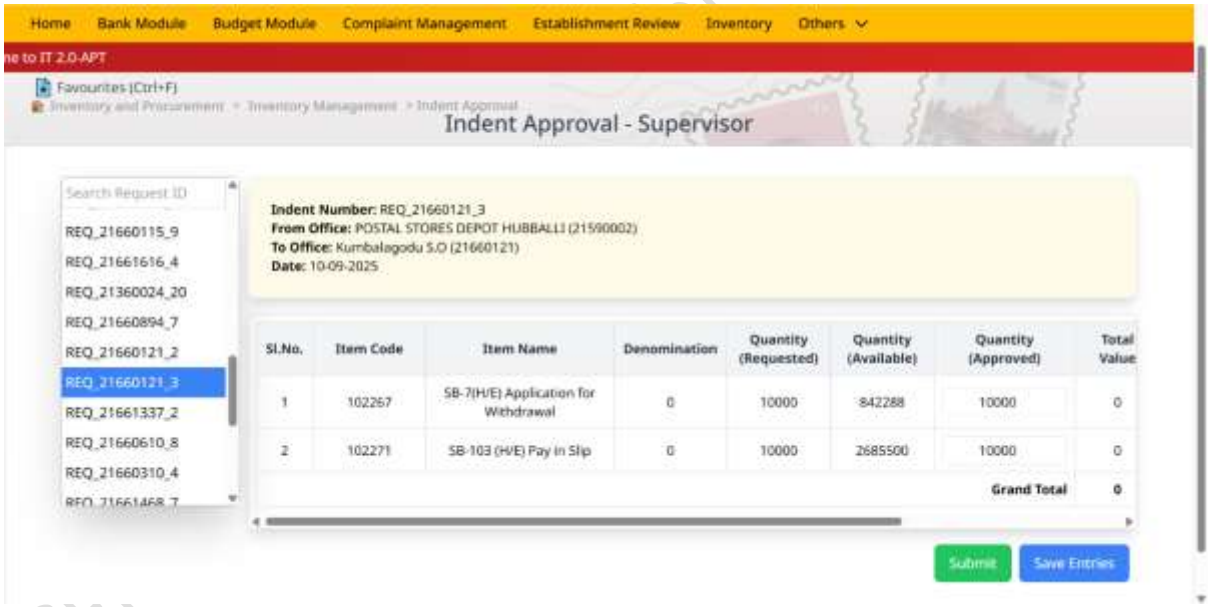
After clicking on **Submit**, the system displays the *Invoice Print* screen with details such as *Invoice Number, From Office, To Office, PIN, Approval Date, Item Code, Item Name, Quantity Requested, Quantity Approved,* and *Total Value*. A confirmation message **"Indent submitted for approval successfully!"** is also displayed as shown in the above image.

Once the indent is submitted by the operator to the Supervisor for approval, the Supervisor must approve the request ID in his login which will be explained in the next step.

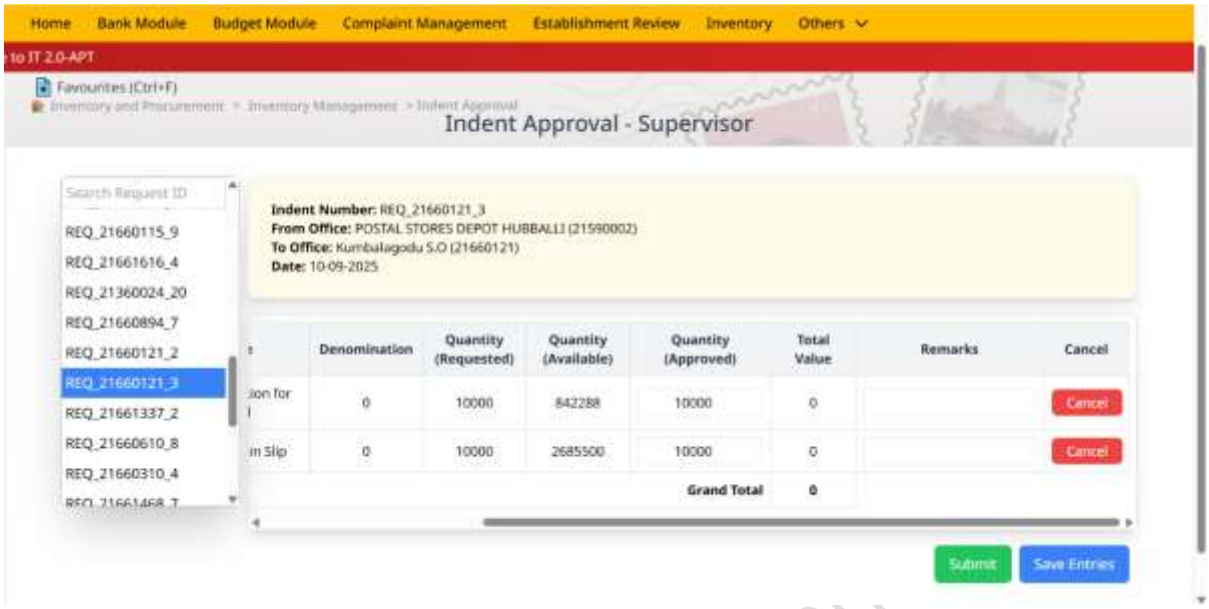
After logging in, the PSD Supervisor will see the *Inventory Management* screen. To approve the indents submitted by the operator, click on the **Authorize Approved Indent – Supervisor** option.



Upon clicking the **Authorize Approved Indent – Supervisor** option, the *Indent Approval – Supervisor* screen will be displayed. Here the Supervisor can view a list of pending indent request IDs. Select the required *Indent Number* to see its details.



On selecting an *Indent Number*, the details of the indent will be displayed, including *From Office, To Office, Date, Item Code, Item Name, Denomination, Quantity Requested, Quantity Available,* and *Quantity Approved*.



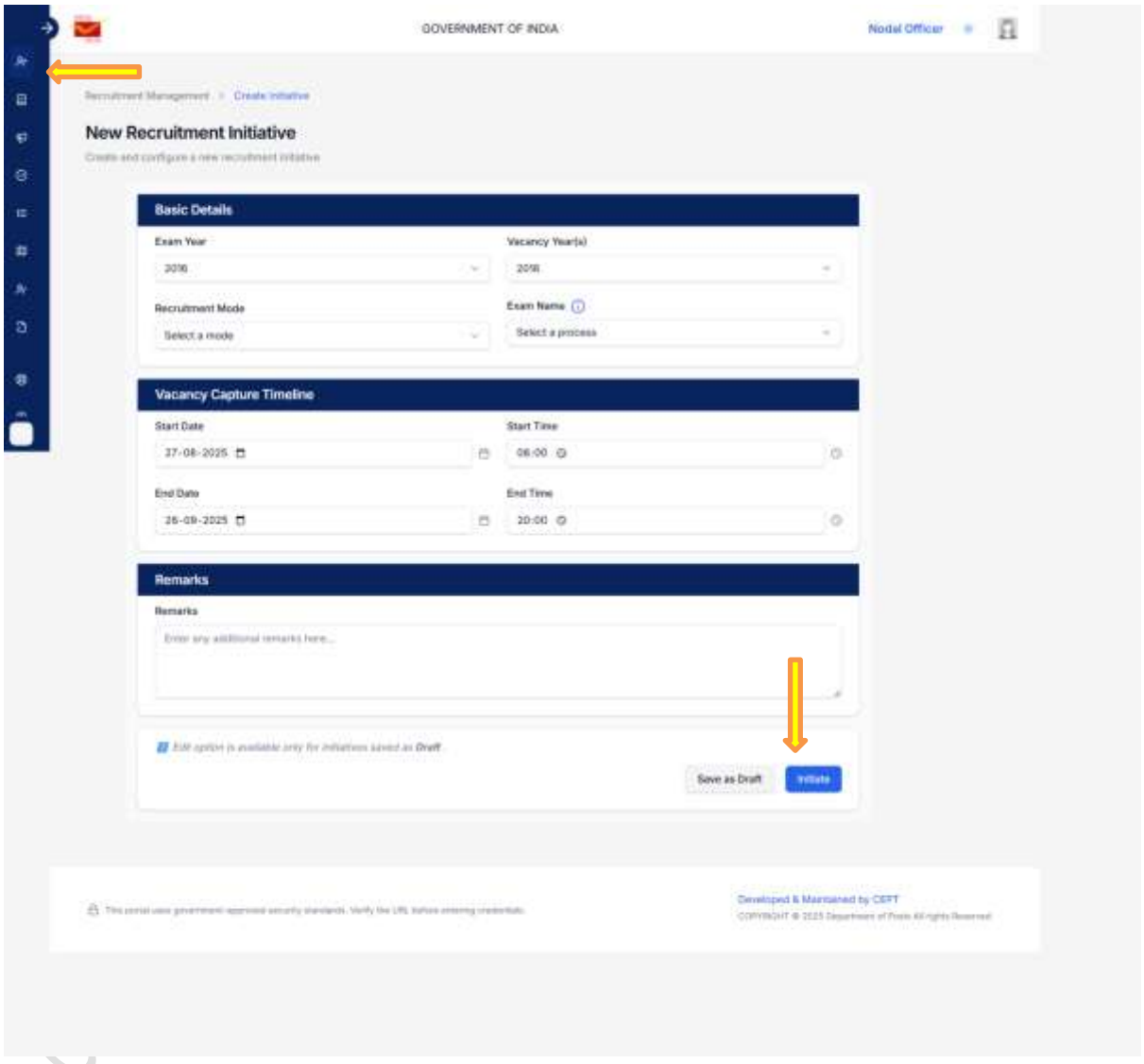
By scrolling to the right of the screen, the Supervisor will also find a field to enter **Remarks** for each item. The Supervisor can approve the indent by clicking **Submit**, save the details using **Save Entries**, or cancel a specific item using the **Cancel** button.

After clicking on **Submit**, the system generates the *Invoice Print* screen displaying details such as *Invoice Number, From Office, To Office, PIN, Approval Date, Item Code, Item Name, Quantity Requested, Quantity Approved, Total Value,* and *Comments*. A confirmation message **"Indent approved successfully!"** is also displayed.

22 Recruitment

Recruitment is the module designed for processing complete recruitment process for departmental examination from initiation of recruitment process to Hall Ticket generation

22.1 Initiative Creation



The recruitment process begins with the creation of an initiative.

The Create Initiative can be accessed from the 'Create Initiative' sub-menu under the 'Recruitment Management' menu.

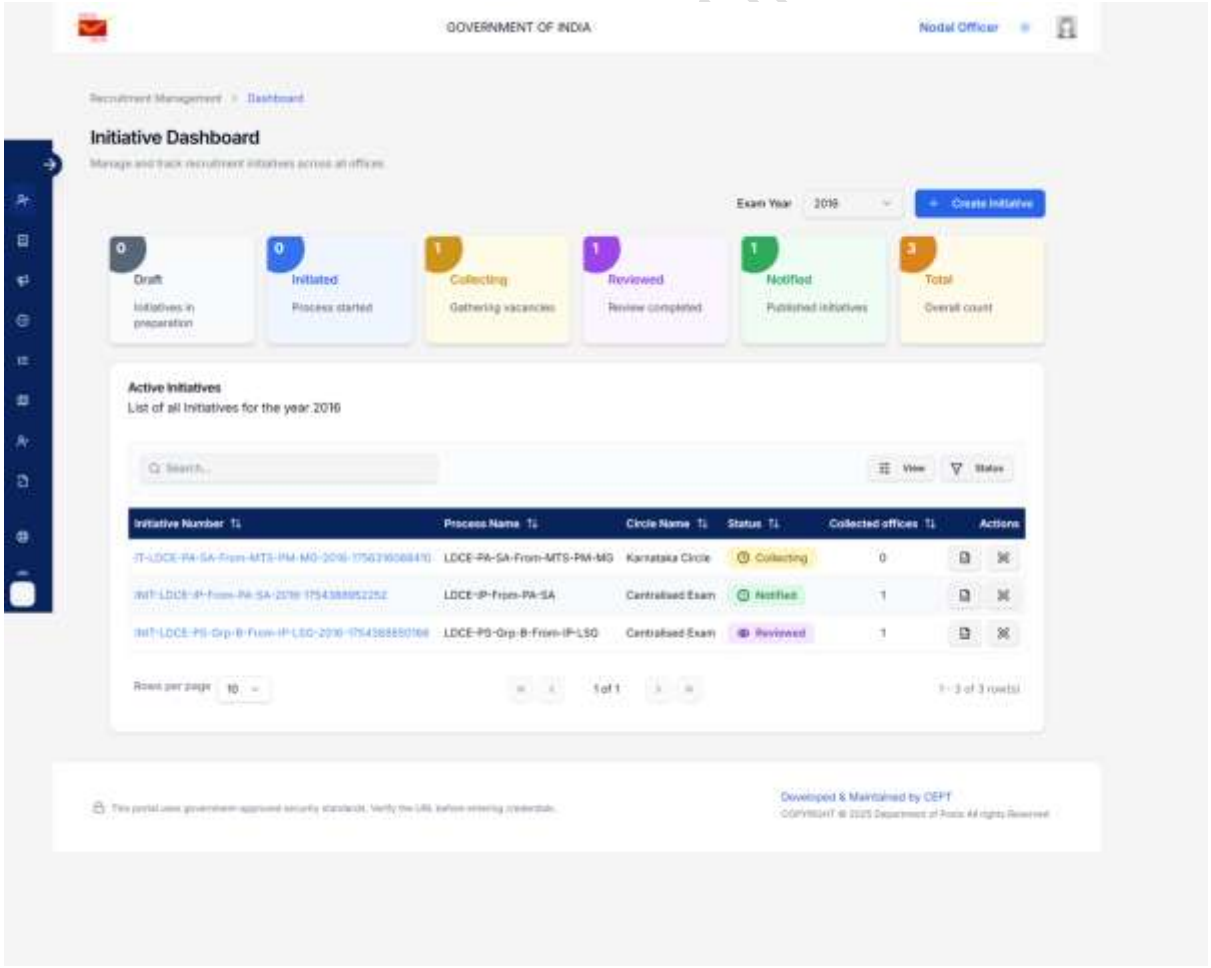
- For centralized examinations, the Directorate is responsible for creating the initiative.
- For decentralized examinations, the respective Circle is responsible for creating the initiative.

Select, Examination Year, Vacancy Year(s), Recruitment Mode (e.g., LDCE, CE), Examination Name and entering vacancy capturing timeline, click on “Initiate”. Once an initiative is created, its default status will be set to 'Collecting'.

Note1 : Using “save as draft” option , Create Initiative process can be saved time to time to get rid of loss of data.

Note 2: Edit option will be enable only for “Initiative saved as draft”.

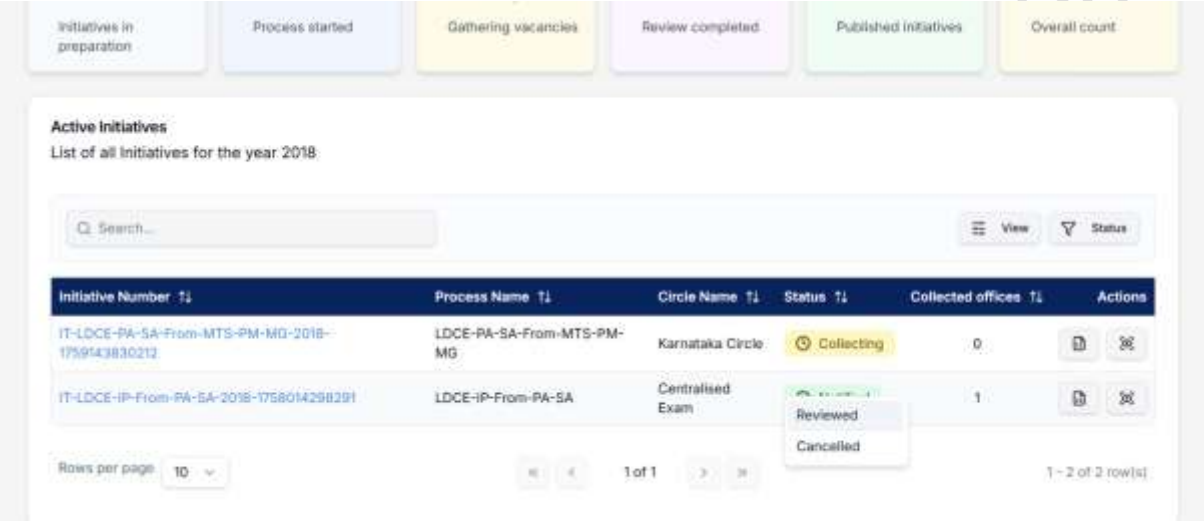
22.2 Initiative Dashboard



Internal Use Only

The Initiative Dashboard can be accessed from the 'Dashboard' sub-menu under the 'Recruitment Management' menu. The dashboard displays all initiatives created for the selected Examination Year. Users can switch between different examination years to view initiatives.

Users can update the status of an initiative by clicking on the Status badge (e.g., Collecting, Reviewed).

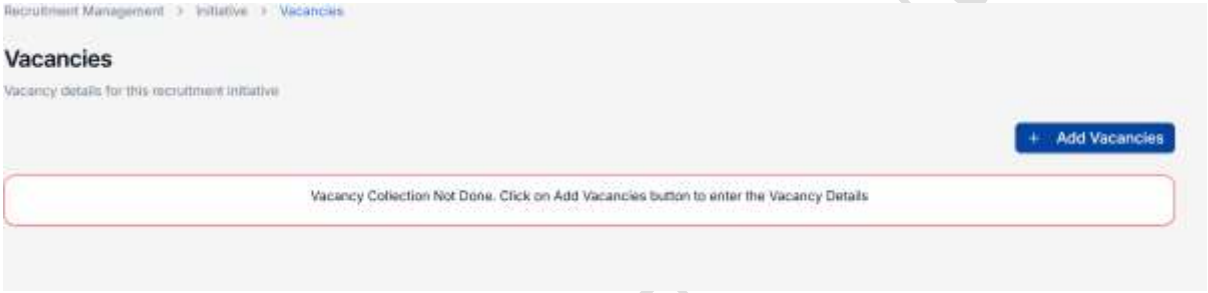


After creating initiative, click on “Collecting” button, then Cancel option will be visible .

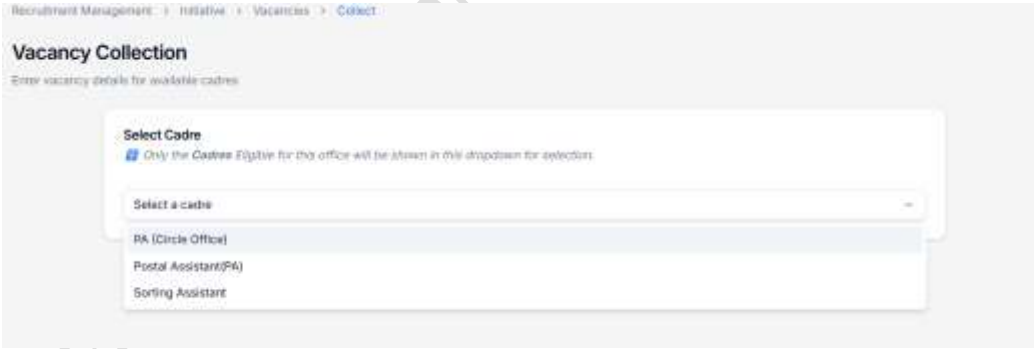
CEPT Operational Guide

22.3 Vacancy Capture

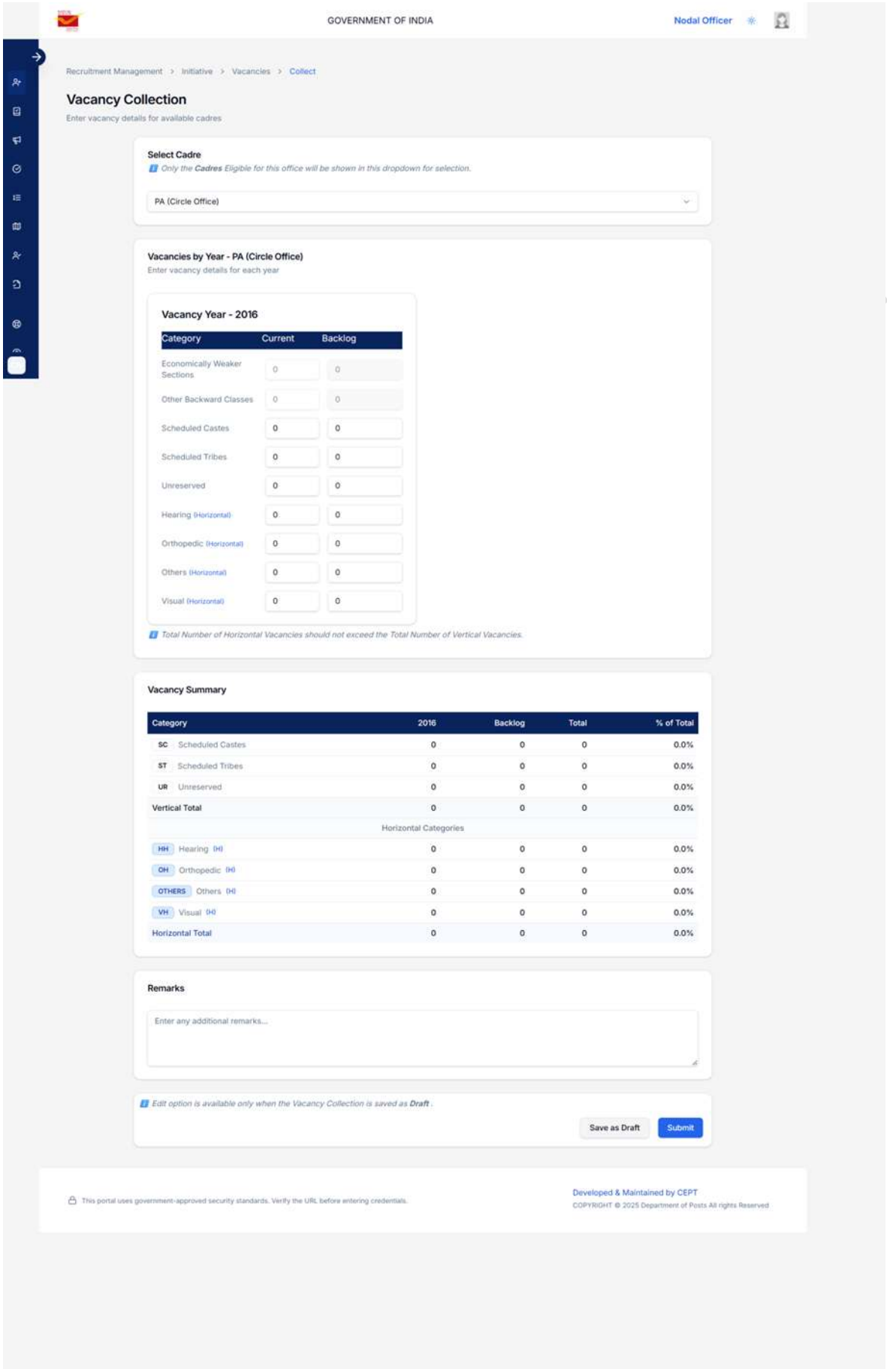
Click on 'Vacancy Capture' icon under the Actions button in the Initiative Dashboard .



Vacancy capture is enabled for Circles or Divisions depending on the examination type (Centralized/Decentralized). Vacancy capture is optional.

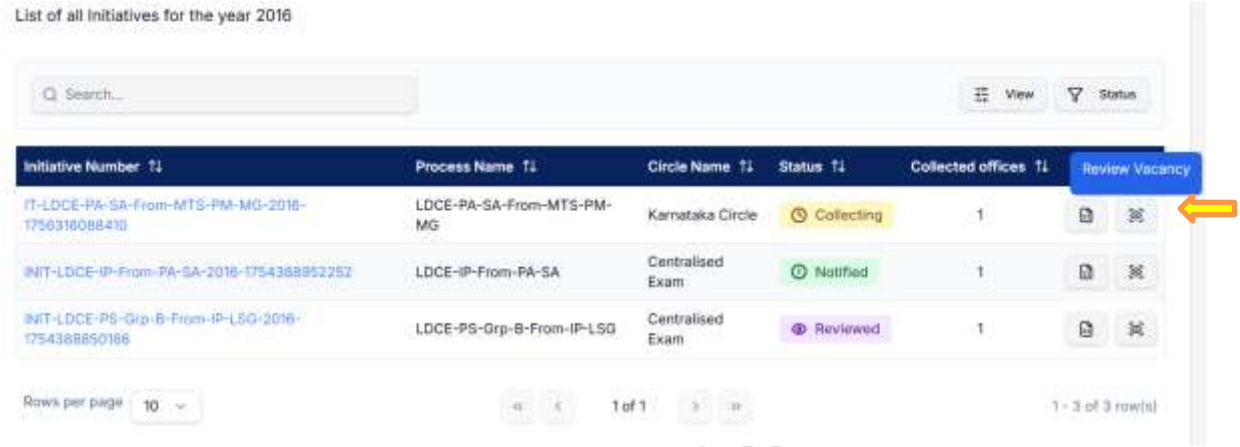


Upon clicking "Add Vacancies", Cadre needs to be selected from drop down.

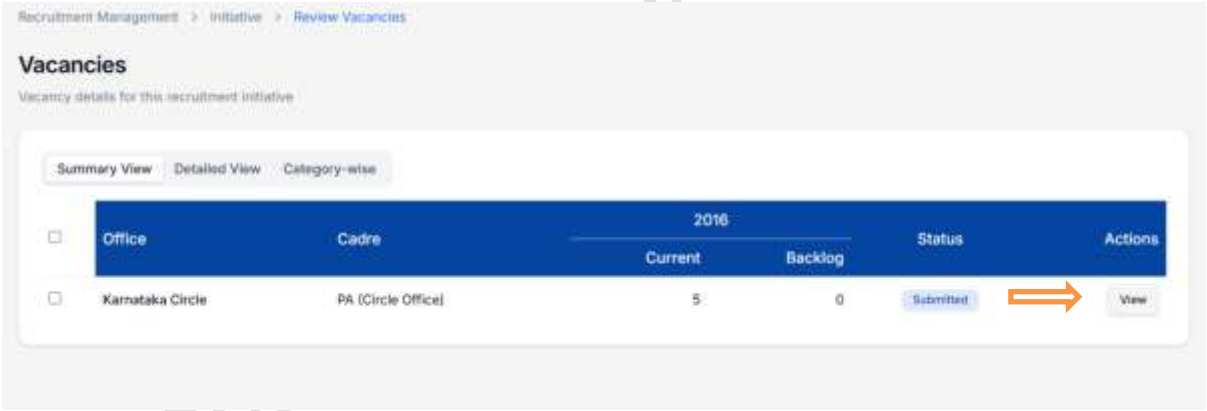

GOVERNMENT OF INDIA
Nodal Officer
Recruitment Management > Initiative > Vacancies > Collect
Vacancy Collection
Enter vacancy details for available cadres
Select Cadre
Only the Cadres Eligible for this office will be shown in this dropdown for selection.
PA (Circle Office)
Vacancies by Year - PA (Circle Office)
Enter vacancy details for each year
Vacancy Year - 2016
Category
Current
Backlog
Economically Weaker Sections
Other Backward Classes
Scheduled Castes
Scheduled Tribes
Unreserved
Hearing (Horizontal)
Orthopedic (Horizontal)
Others (Horizontal)
Visual (Horizontal)
Total Number of Horizontal Vacancies should not exceed the Total Number of Vertical Vacancies.
Vacancy Summary
Category
2016
Backlog
Total
% of Total
SC Scheduled Castes
ST Scheduled Tribes
UR Unreserved
Vertical Total
Horizontal Categories
HH Hearing (H)
OH Orthopedic (H)
OTHERS Others (H)
VH Visual (H)
Horizontal Total
Remarks
Enter any additional remarks...
Edit option is available only when the Vacancy Collection is saved as Draft.
Save as Draft
Submit
This portal uses government-approved security standards. Verify the URL before entering credentials.
Developed & Maintained by CEPT
COPYRIGHT © 2025 Department of Posts All rights Reserved

Vacancy details has to be enter as current vacancies and backlog vacancies, summary can be viewed in the same screen and - Users can 'Save as Draft' to store partial entries and edit/submit later.

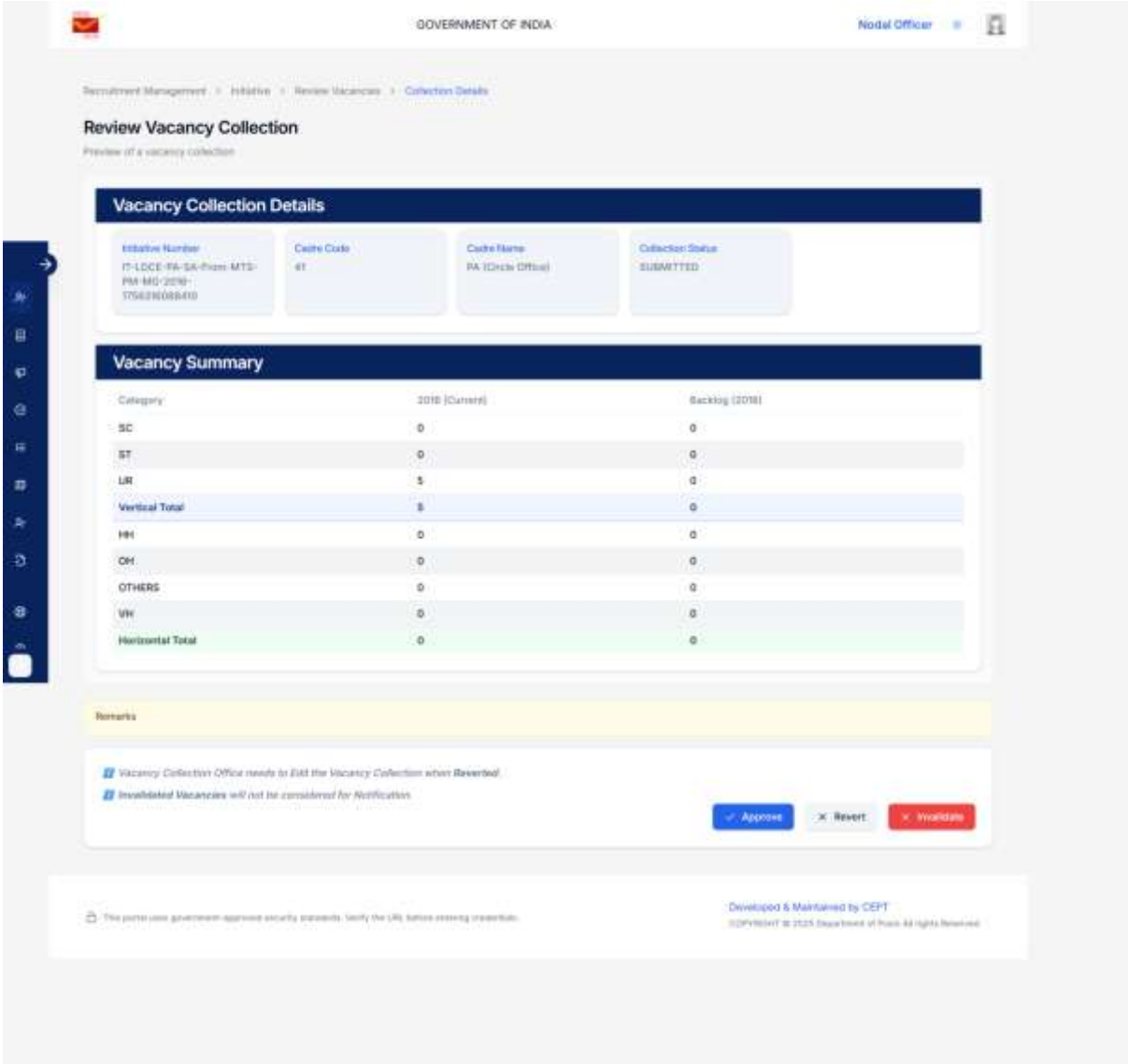
22.4 Review Vacancy / Vacancy Approval



Select the 'Review Vacancy' icon under the Actions button in the Initiative Dashboard.



Click on “view” option, it will redirect on “review vacancy collection” page.

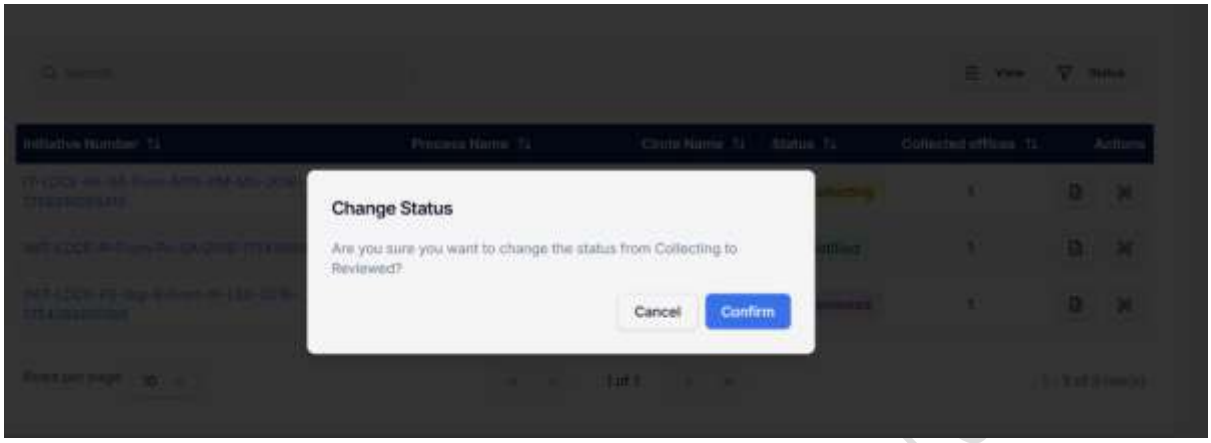


Approve: Approver can 'Approve' vacancies if all details are correct.

Revert: Approver can 'Revert' the vacancy collection if issues are found. The Vacancy Collection Office can then edit and re-submit.

Invalidate: Approver can 'Invalidate' a vacancy collection. Such entries will not be counted and will be treated as void.

22.5 Change Initiative Status



Initiative status must be changed from 'Collecting' to 'Reviewed' in order to create a Notification.

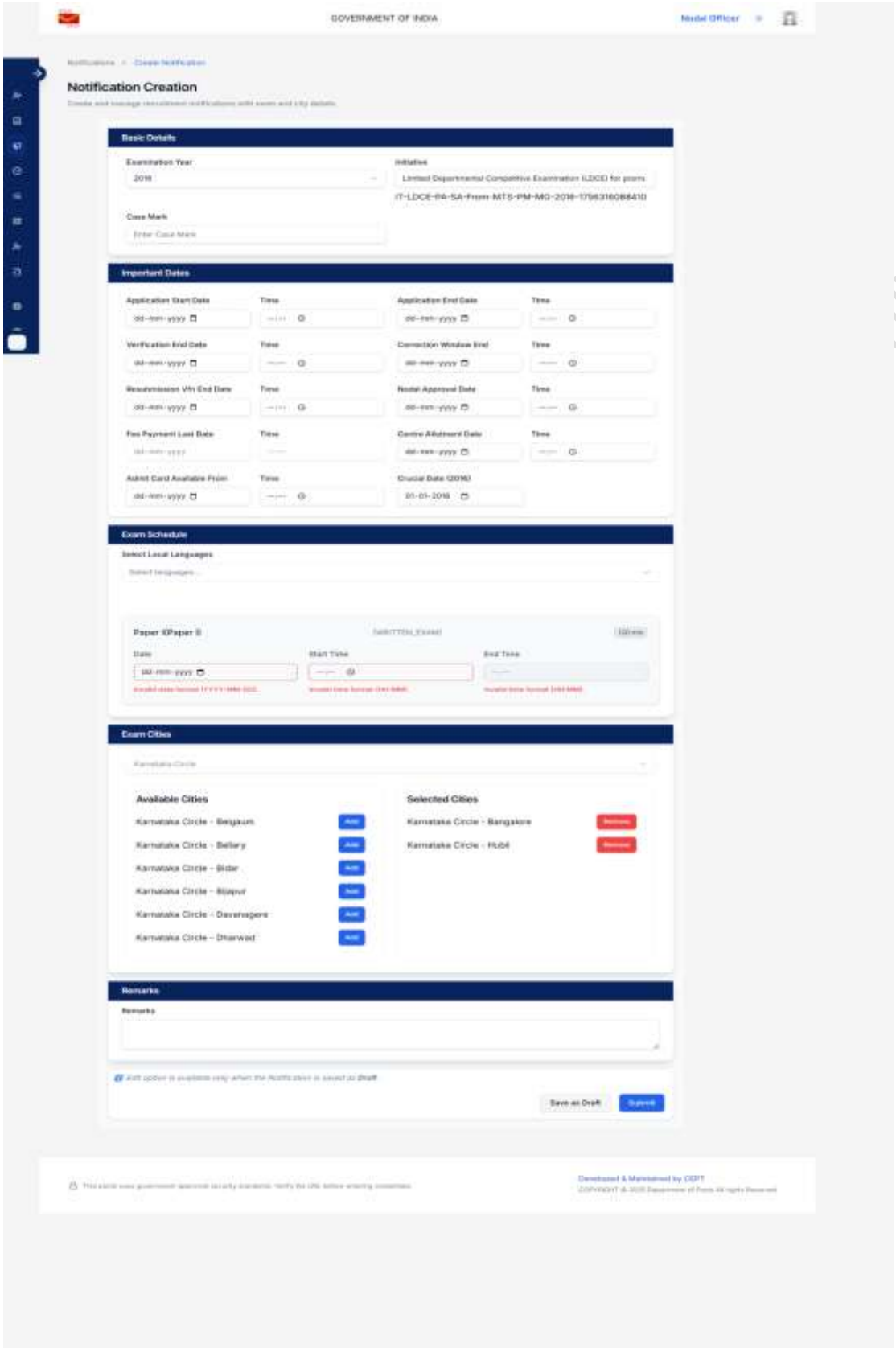
22.6 Notification Creation

Select the 'Create Notification' sub-menu under 'Notification Management'. After selecting the Exam Year, only initiatives with status 'Reviewed' will be shown in the dropdown.

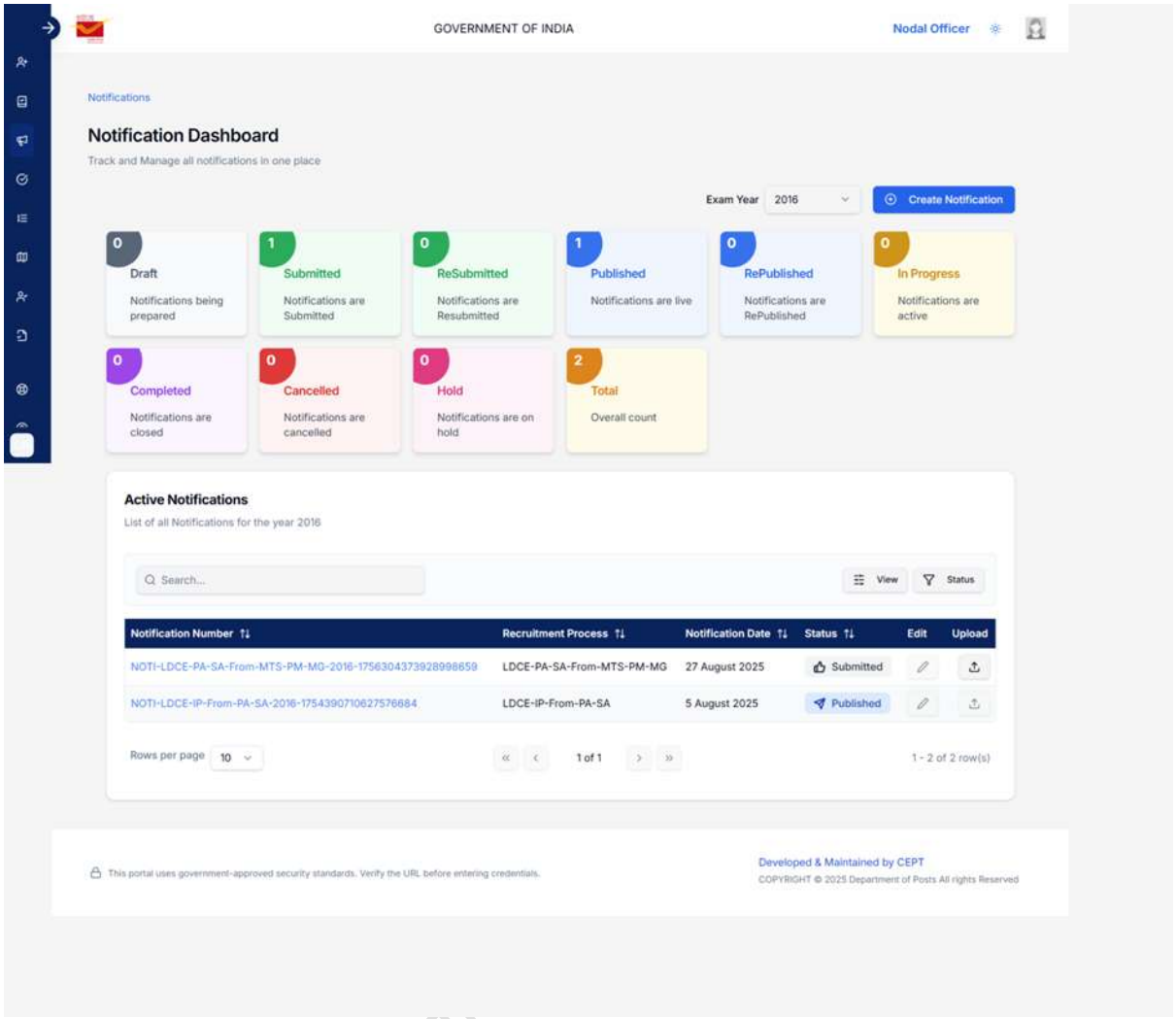
Select Important dates (Application Start/End Date, etc.), Examination Schedule Dates, Examination Cities, Clicking on 'Submit' will creates the notification with status 'Submitted'.

Note: 'Save as Draft' keeps the notification editable for later modifications before submission.

CEPT Operational Guide for Internal


GOVERNMENT OF INDIA
Nodal Officer
Notification Creation
Basic Details
Examination Year
2018
Initiative
Limited Departmental Competitive Examination (LDCE) for posts
IT-LDCE-PA-SA-From-MTS-PM-MG-2018-1756316088410
Case Mark
Enter Case Mark
Important Dates
Application Start Date
Time
Application End Date
Time
Verification End Date
Time
Correction Window End
Time
Resubmission Vfn End Date
Time
Nodal Approval Date
Time
Fee Payment Last Date
Time
Centre Allotment Date
Time
Admit Card Available From
Time
Crucial Date (2018)
01-01-2018
Exam Schedule
Select Local Languages
Paper I(Paper I)
Date
Start Time
End Time
Exam Cities
Available Cities
Karnataka Circle - Belgaum
Karnataka Circle - Bellary
Karnataka Circle - Bidar
Karnataka Circle - Bijapur
Karnataka Circle - Davanagere
Karnataka Circle - Dharwad
Selected Cities
Karnataka Circle - Bangalore
Karnataka Circle - Hubli
Remarks
Remarks
Save as Draft
Submit

22.7 Notification Dashboard



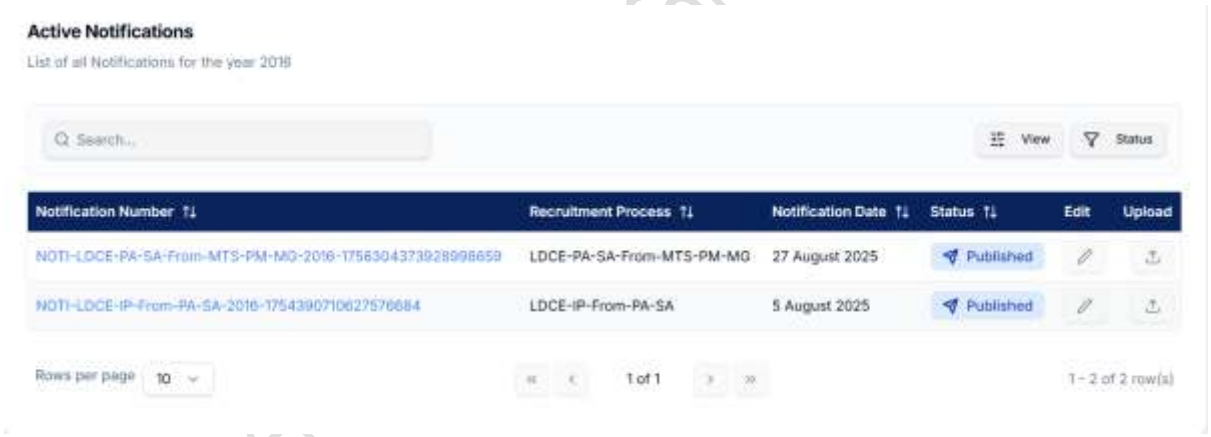
Select the 'Dashboard' sub-menu under 'Notification Management'. After notification creation, the notification status will be 'Submitted'.

CEPT Operational

22.8 Publishing Notification

Click on the Upload icon under the Actions button in the Notification Dashboard and Upload the signed PDF copy of the notification. Click on “Publish Notification “.

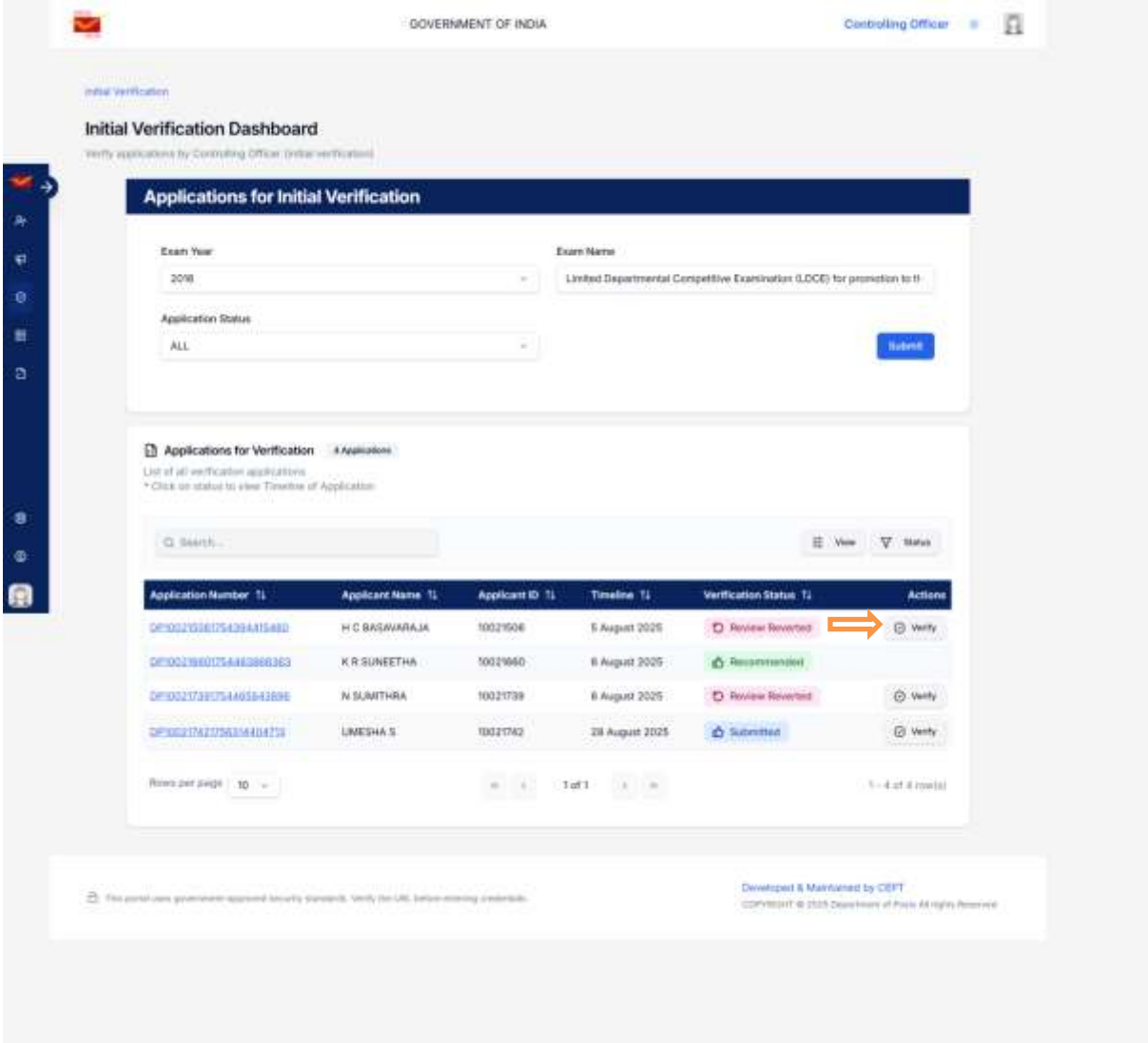
Note: Published notifications become visible to candidates during the Application Start and End Dates.



Note: Once uploaded, the notification status will be updated to 'Published'.

CEPT Ope... For Internal Use

22.9 Application Verification by Controlling Authority (CA)

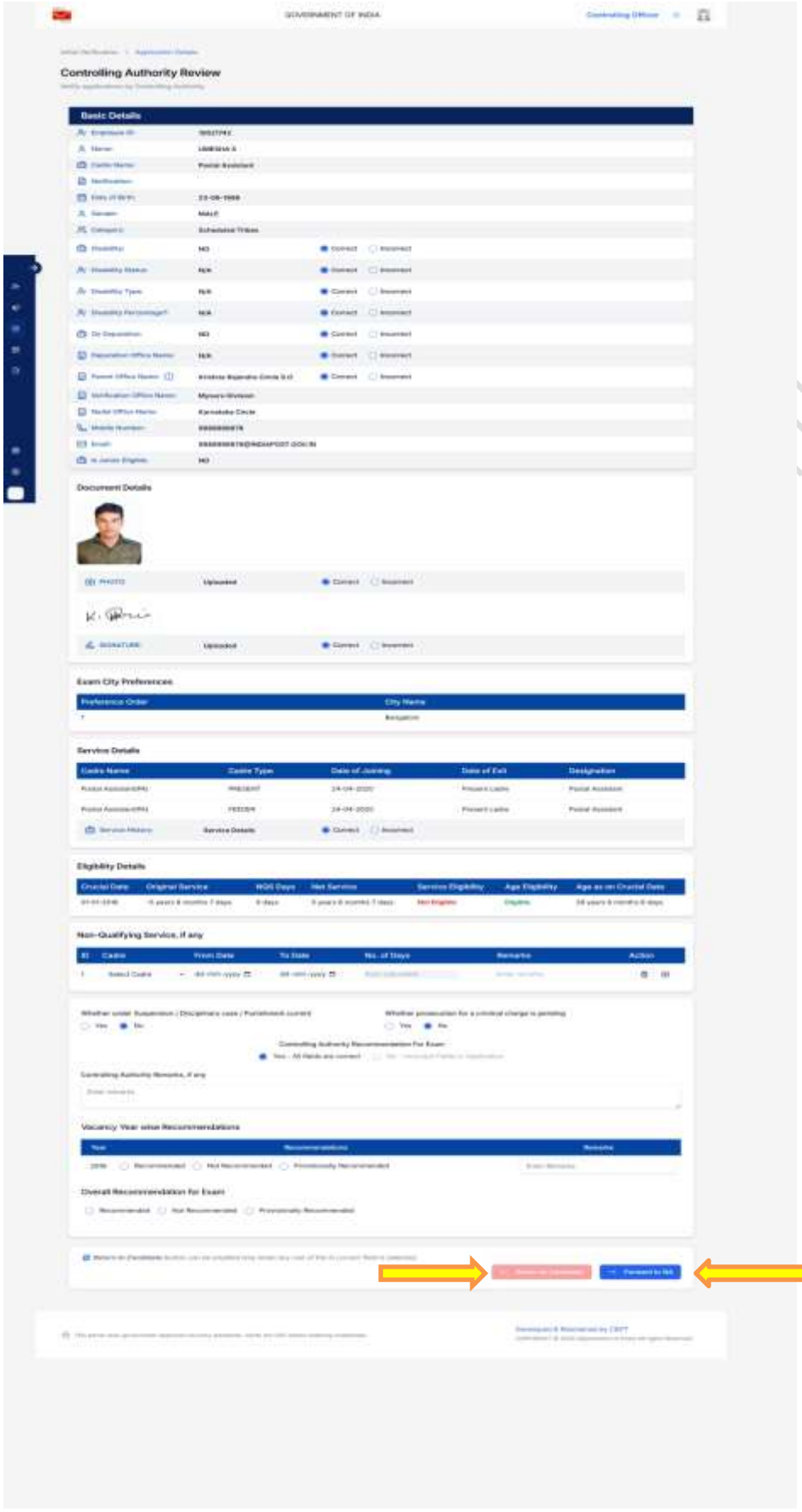


Select 'Initial Verification' menu in Controlling Authority login. By clicking 'Verify', CA can view the candidate's submitted application.

Reverting : If the details found to be incorrect, CA can mark the application as 'Incorrect' and revert to the candidate for correction.

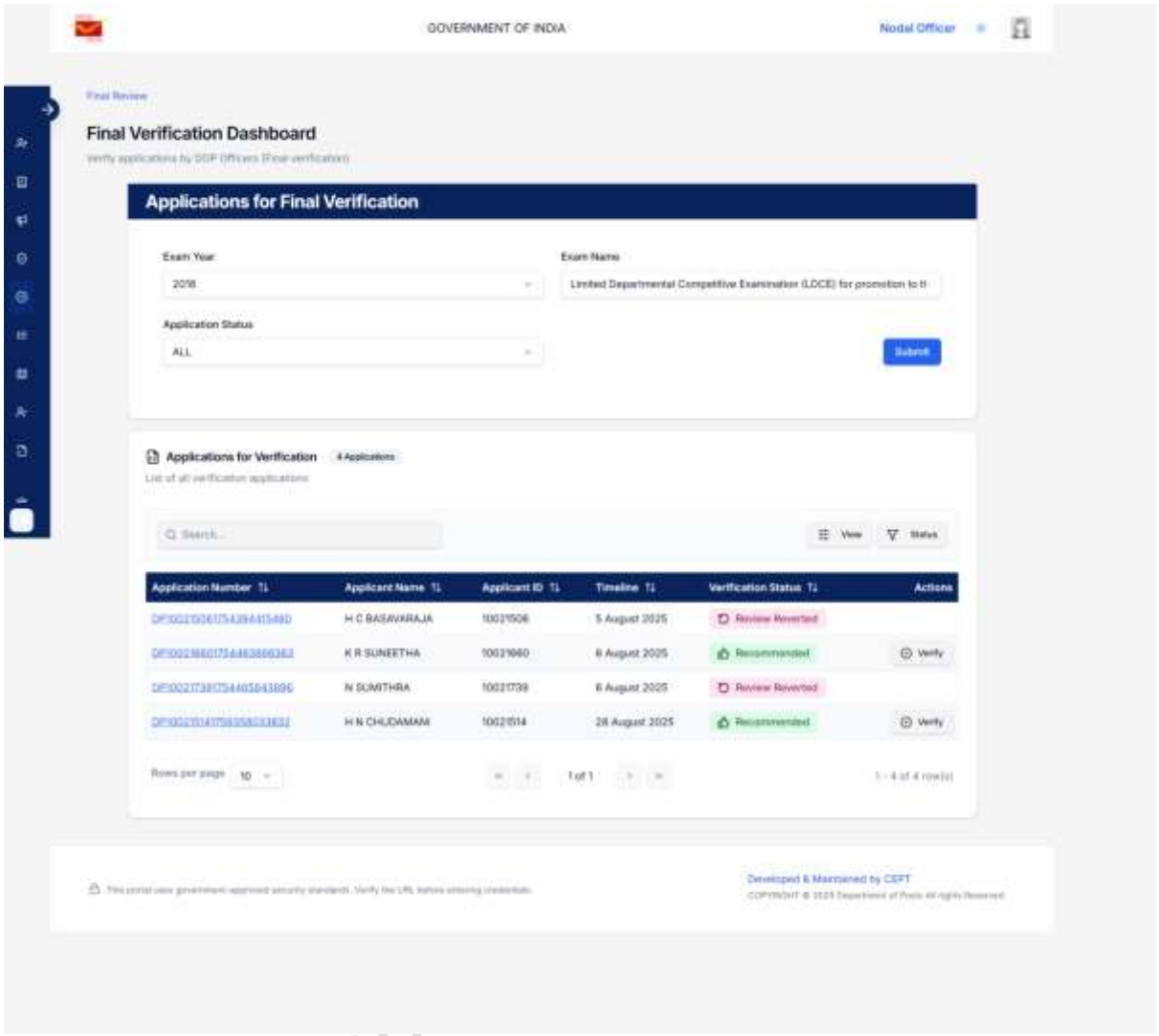
Note: Candidate can then edit and re-submit.

Forwarding; If the details found to be correct, CA forwards the application to the Nodal Authority.


Controlling Authority Review
Basic Details
Document Details
Exam City Preferences
Service Details
Eligibility Details
Non-Qualifying Service, if any
Vacancy Year wise Recommendations
Overall Recommendation for Exam

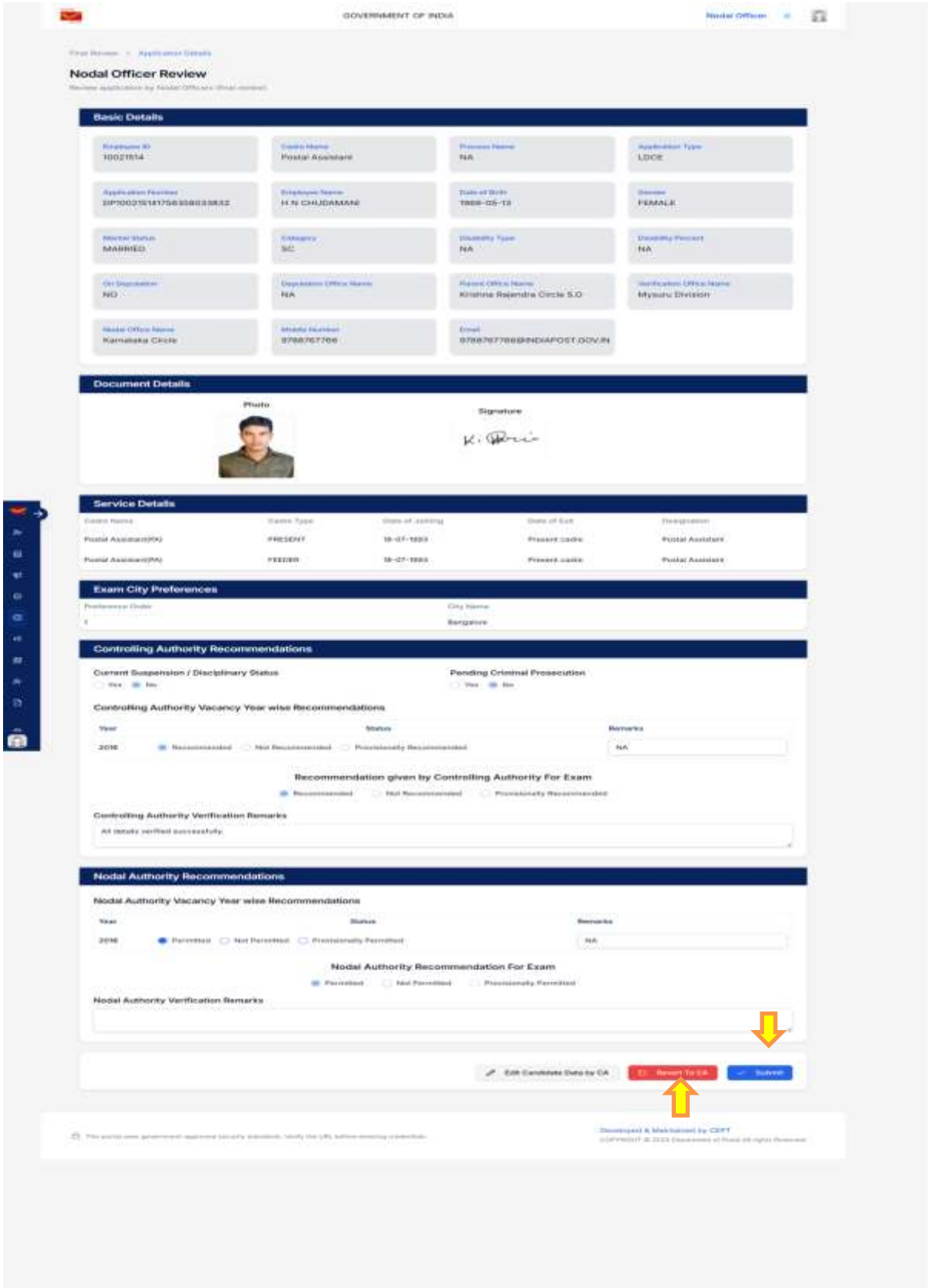
Use Only

22.10 Application Verification by Nodal Authority



Select the 'Final Review' menu in Nodal Authority login. Verification at Nodal Authority level is optional. Click on "Verify" option , it will redirect to "Nodal officer Review" screen.

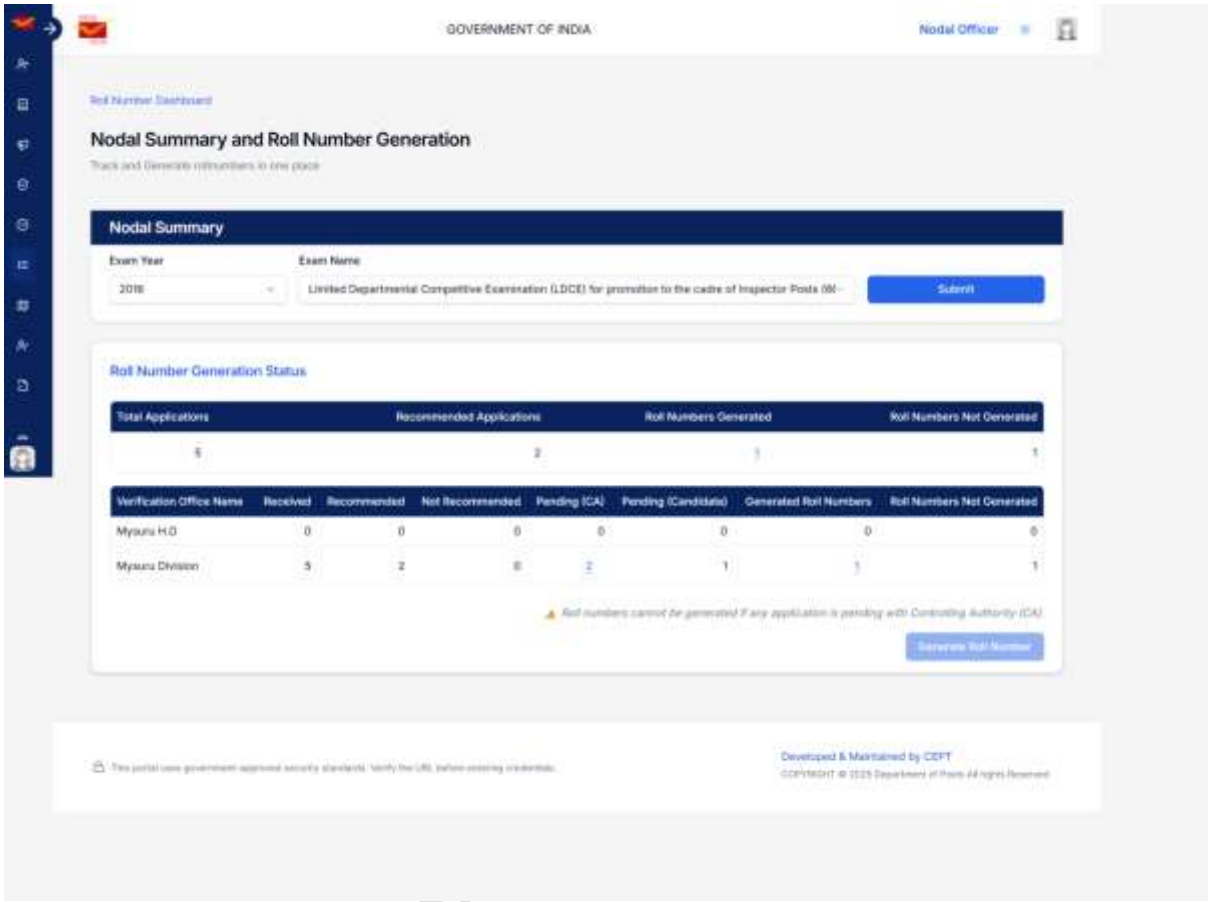
CEPT Operation



Revert to CA : If reverted to CA, the CA may further revert the application back to the candidate if necessary.

Submit : If details found correct, Nodal authority has to click on “Submit”

Edit Candidate Data by CA : if all time lines are completed and any data needs to be modified in Application, then Controlling Authority will be given permission to Edit the candidate application data. this option will be enabled by Nodal authority, if all the time lines are finished. Roll Number Generation

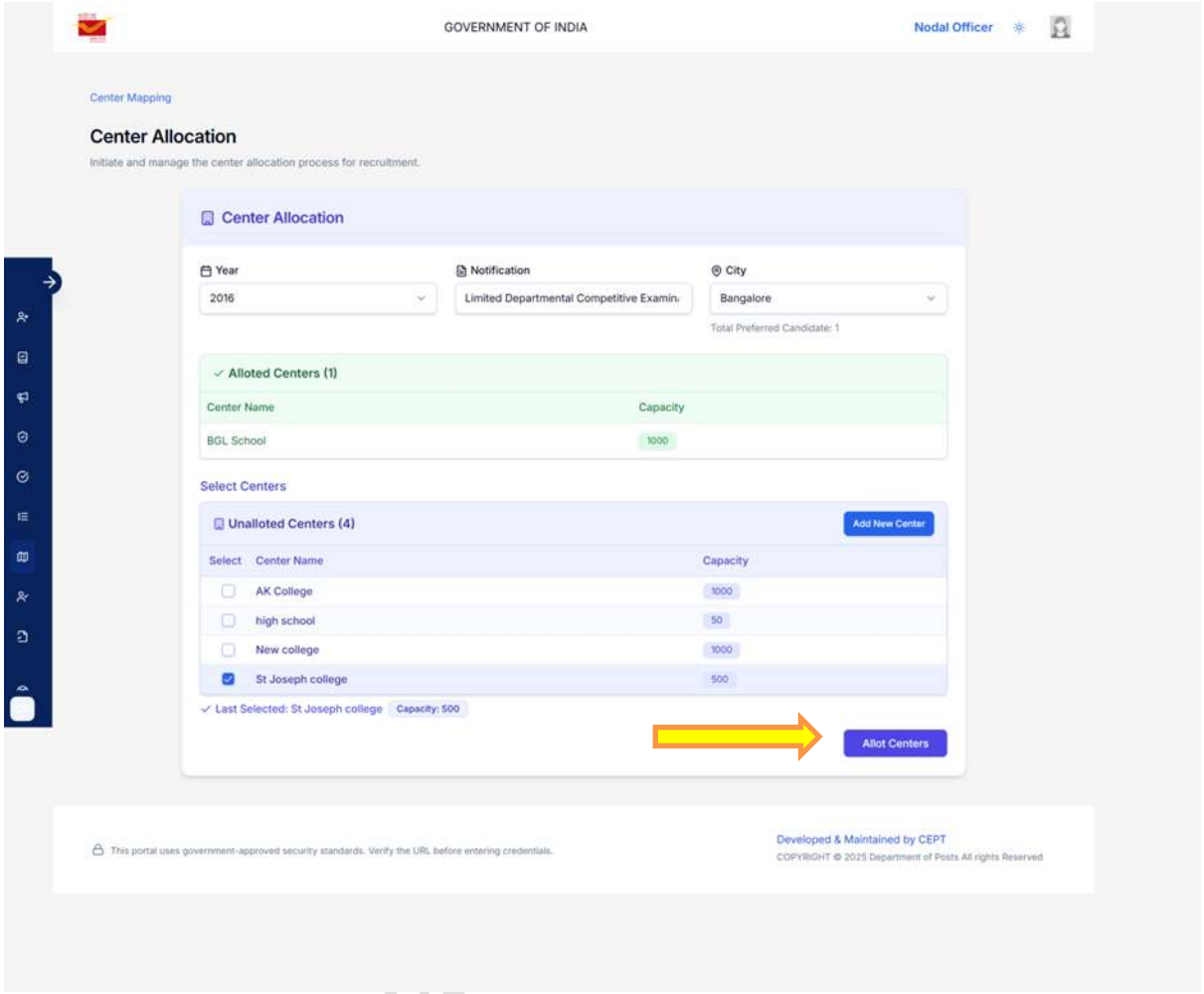


Click on 'Roll Number Generation' menu in Nodal Authority login and click on "Generate Roll Number".

Note: The Generate Roll Number button will be enabled only if no applications are pending with the CA.

CEPT Operational

22.11 Center Mapping / Allocation

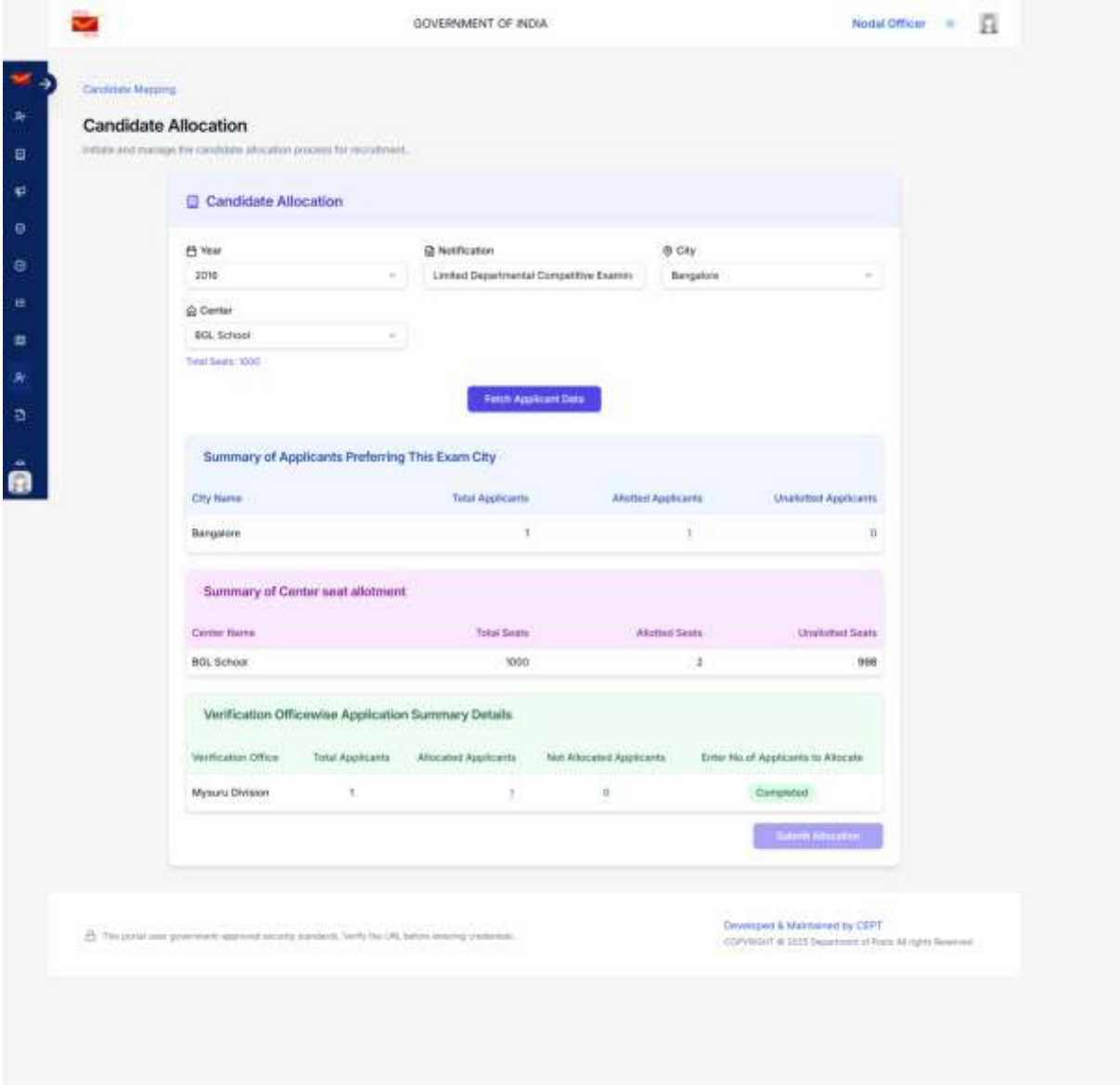


Select the 'Center Mapping' menu in Nodal Authority login. After roll number generation, centers are allocated against the selected notification and exam cities.

Note: Multiple exam centers can be mapped simultaneously.

CEPT Operations

22.12 Candidate Allocation / Mapping



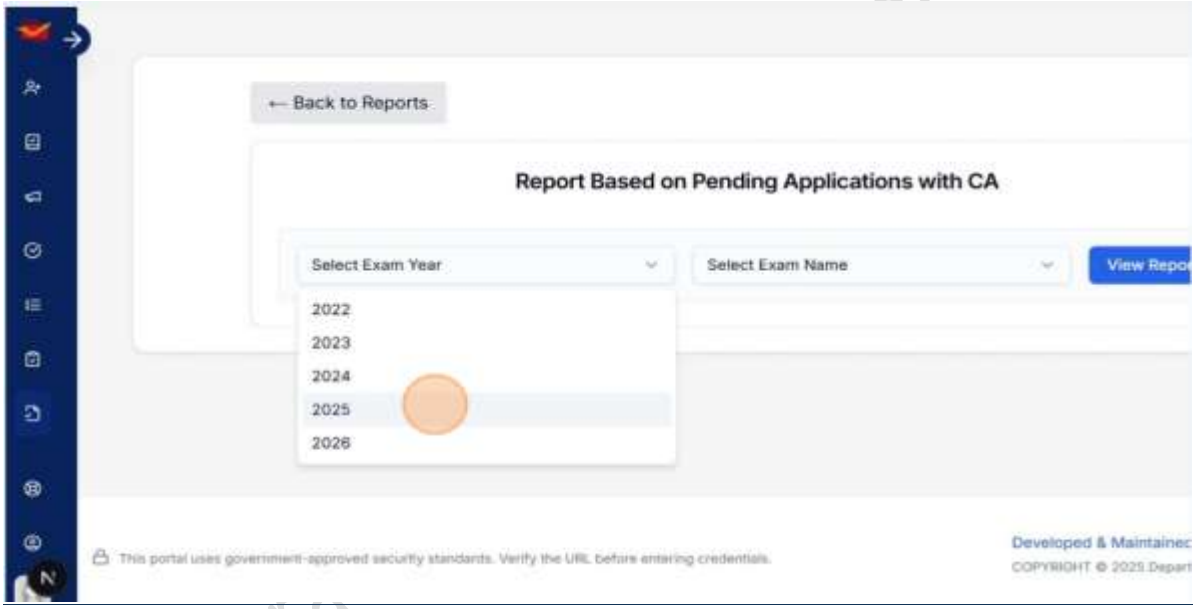
Select the 'Candidate Mapping' menu under Nodal Authority login.

Nodal Authority will allocate the Candidate after center mapping and Candidates are allotted to exam centers based on available seats.

22.13 MIS reports of Recruitment module:

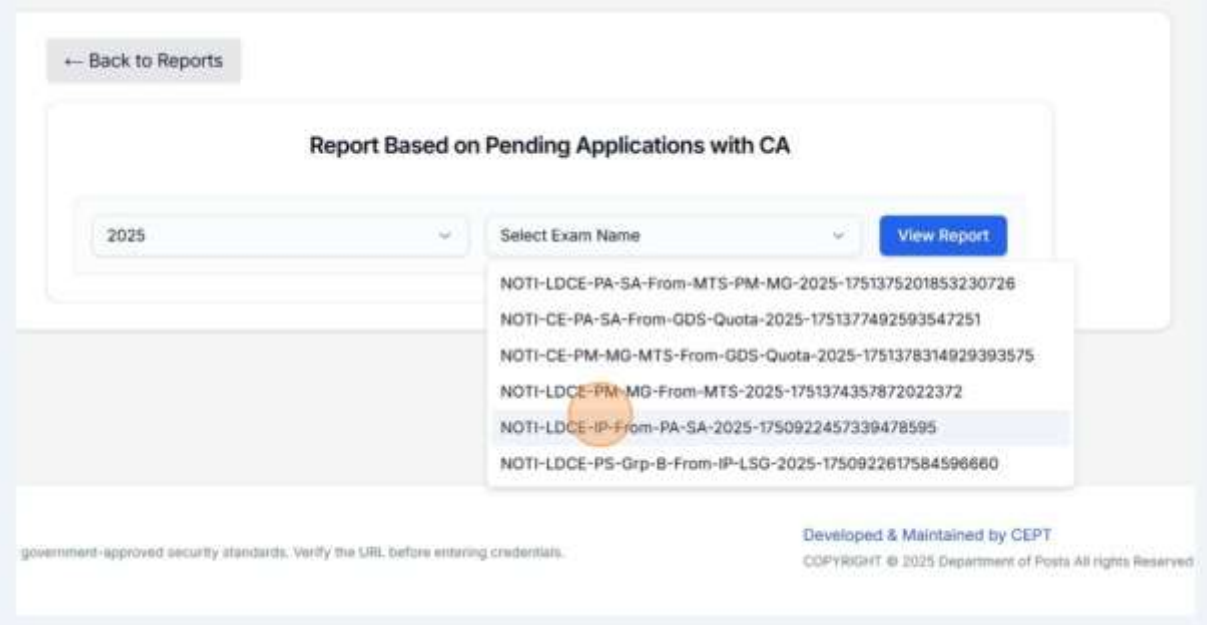
MIS Reports of Recruitment module available under Report menu of Left side bar.

22.13.1 Report Generation

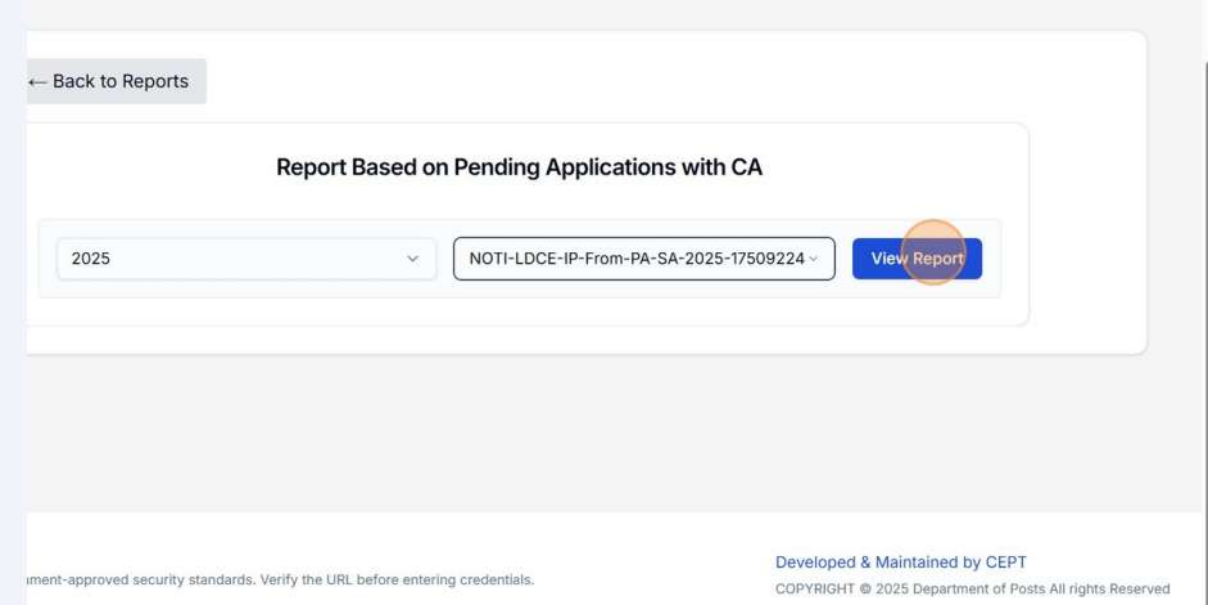


On the Selected report screen, click on the **Exam Year** drop down, choose the appropriate year from the available options in the dropdown list.

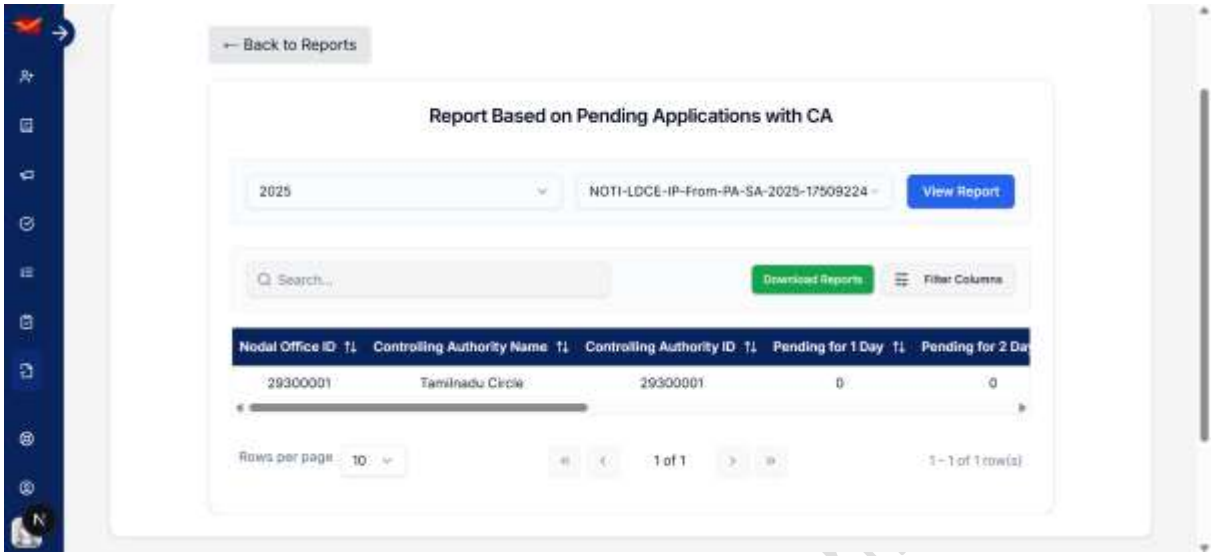
CEPT Operational Use Only



Upon selecting the exam year, the **Exam Name** dropdown will populate with all notifications available for the selected year, Select the desired **Exam Notification Number** from the dropdown list.

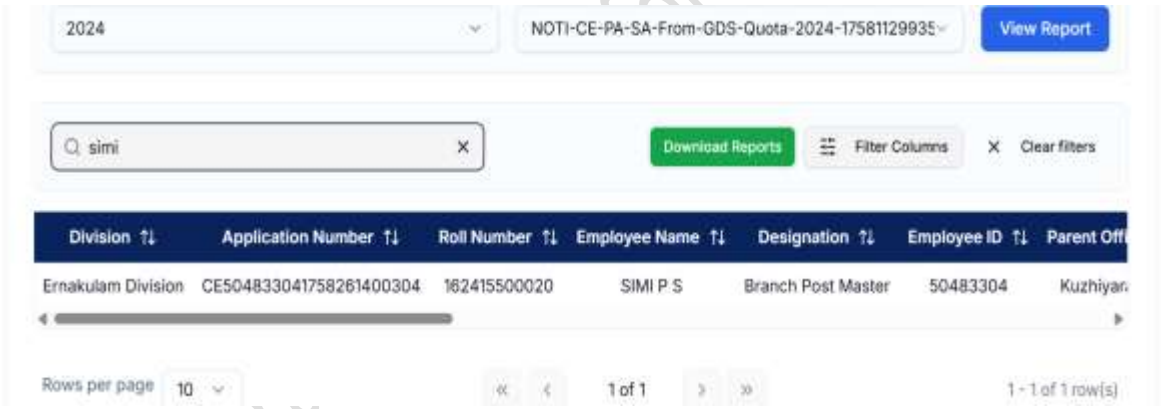


Click the **View Report** button to initiate report generation.



The system will process your request and display the generated report on screen.

22.13.2 MIS Reports Features- Search and Filter Functionality



Use the search box located within the report table to quickly filter data by office names or identification numbers, The report will update instantly based on the search criteria, displaying only matching results.

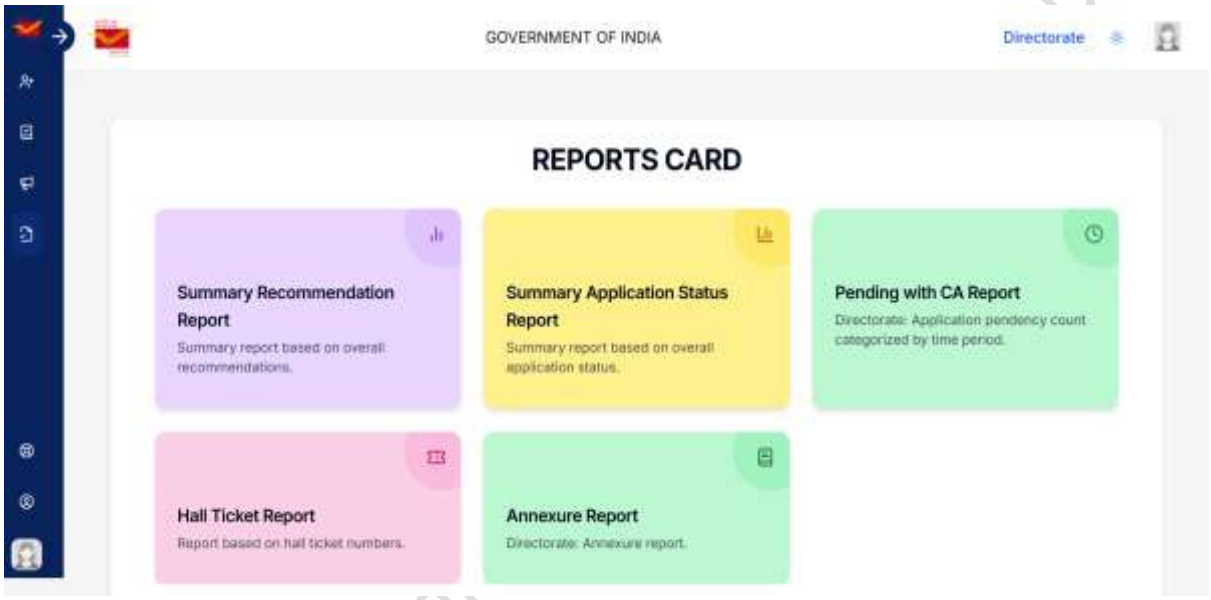
After applying any desired filters to your data, locate the **Download Report** button on the screen, Click the button to initiate the download process. The report will be downloaded in the Excel format.

Note: The downloaded file will contain only the currently filtered data visible in the table.

22.13.3 Role-Based Report Access

The system provides different report access levels based on user roles and login credentials.

22.13.3.1 Directorate Level Access



Reports can be drilled down up to Division level, The following reports available for Directorate level

1. Summary Recommendation Report
2. Summary Application status Report
3. Pending with CA Report
4. Hall Ticket Report
5. Annexure Report

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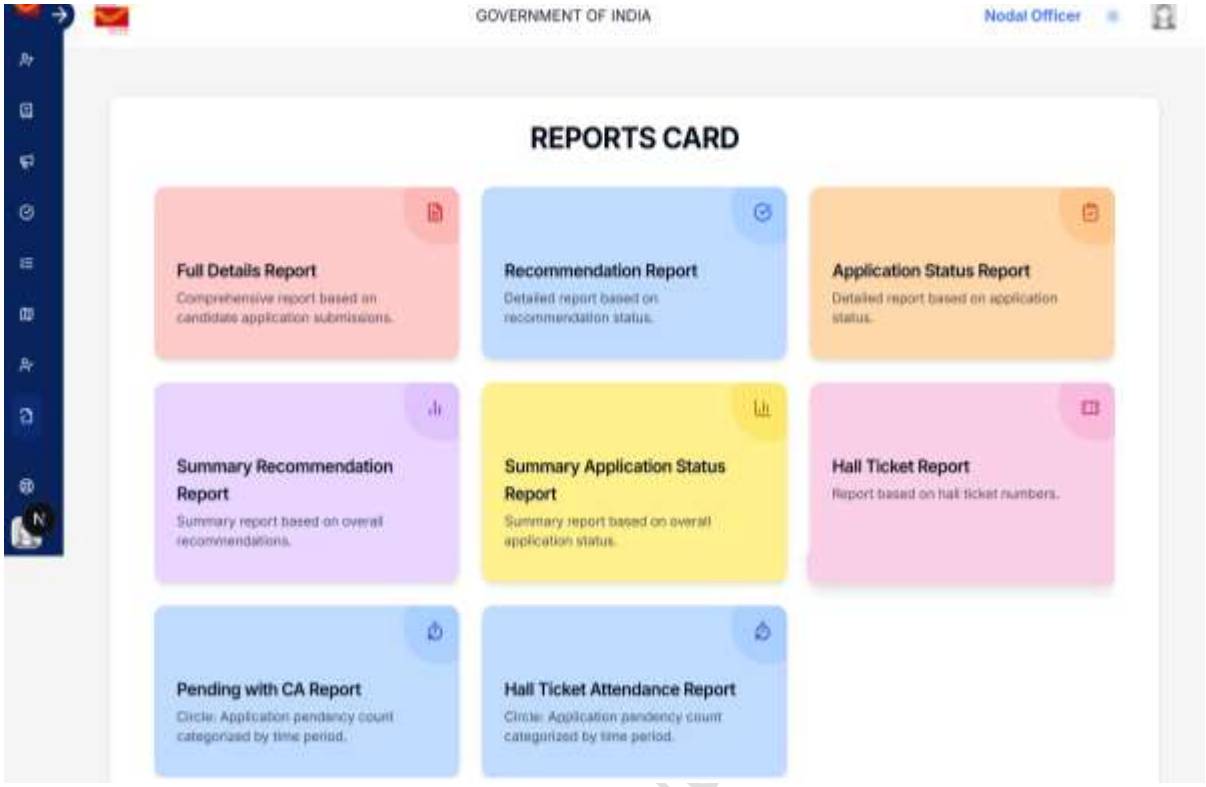
22.13.3.2 Circle Level Access

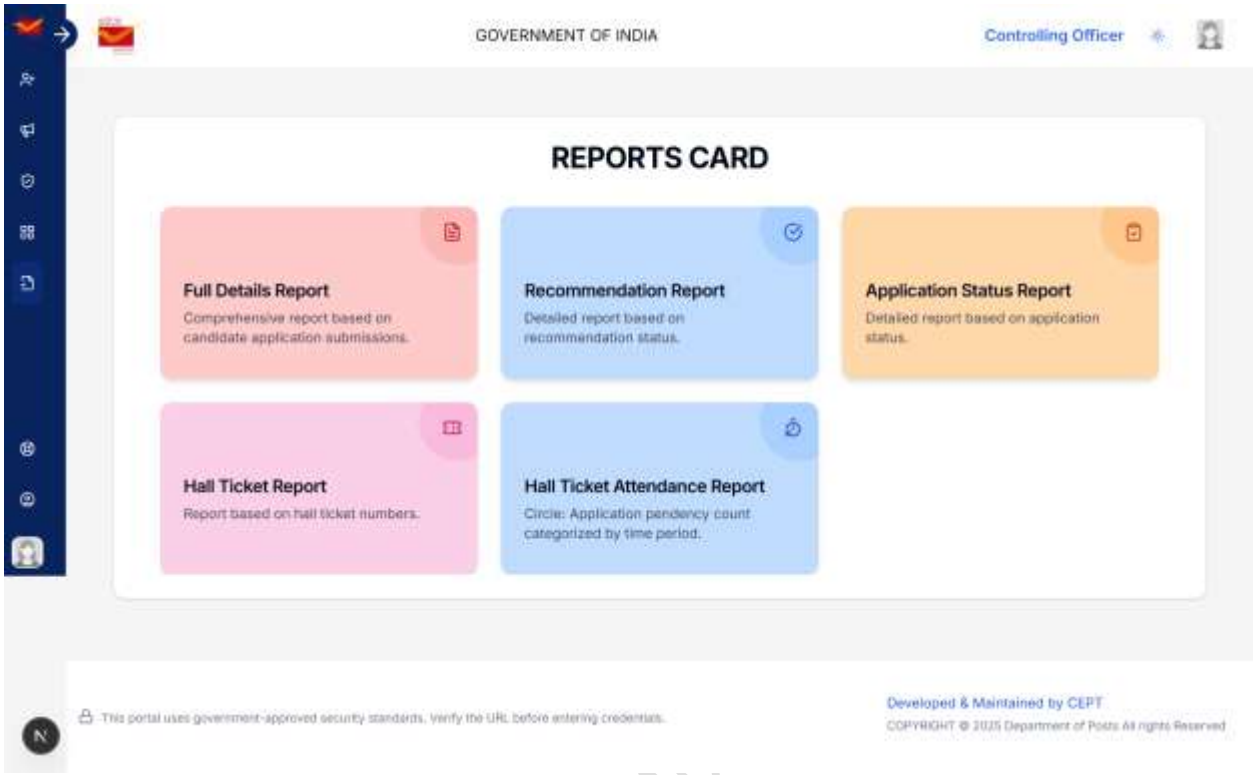


Reports can be drilled down up to Division level, The following reports available for Circle Level

1. Full Details Report
2. Recommendation Report
3. Application Status Report
4. Summary Recommendation Report
5. Summary Application status Report
6. Hall Ticket Report
7. Pending with CA Report
8. Hall Ticket Attendance Report

CEPT Operational Guide

22.13.3.3 Controlling Authority Access



Reports can be drilled down up to Division level, The following reports available for Controlling Authority

1. Full Details Report
2. Recommendation Report
3. Application Status Report
4. Hall Ticket Report
5. Hall Ticket Attendance Report

CEPT Operational Guide - IC

23 Role Management

In this section, assigning of post based and user based roles by administrative offices is explained.

“Role Management” Card has the following options at administrative offices:

1. Work distribution
2. User Based Roles
3. Check Employee’s Roles
4. User Account Management

Employee have the option to refresh the roles if assigned roles not reflected in the main screen.

A dialogue window will display for confirm the refresh .

23.1 User Account Management

This sub card is used for:

1. Enable/Disable the user id.
2. Reset Password of user id.

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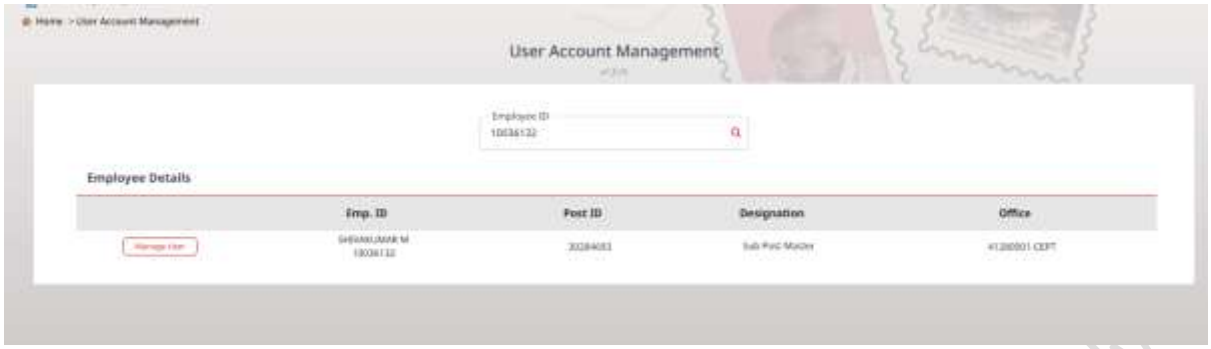
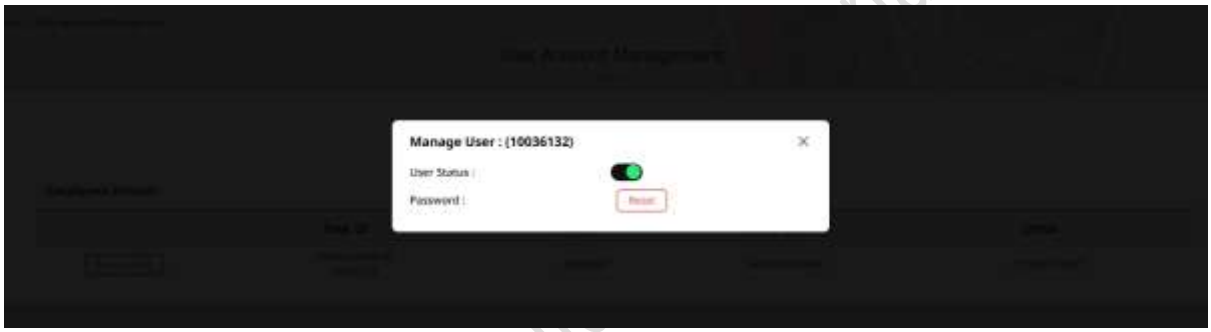
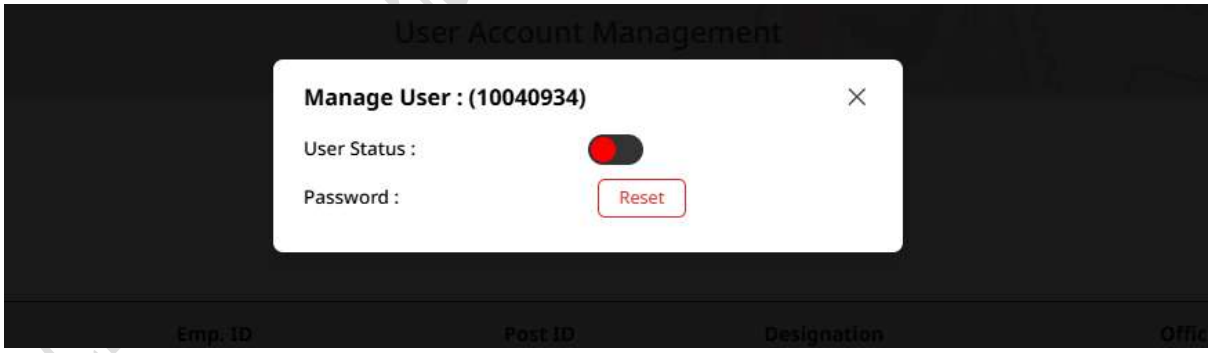


Upon Clicking on “User Account Management” sub card under Role Management Card, it will be redirect to “User Account Management” screen. By entering the employee id and click on search, it will display the employee details along with “Manage user” button



Upon clicking “Manage user” button, Dialogue box showing the user status and Password Reset option will be displayed.



User needs to be move the toggle bar from Green to Red for disabling the user and vice versa to enable.

Upon clicking the "Reset" button, a dialogue box will display for confirmation for resetting of password for the user id.

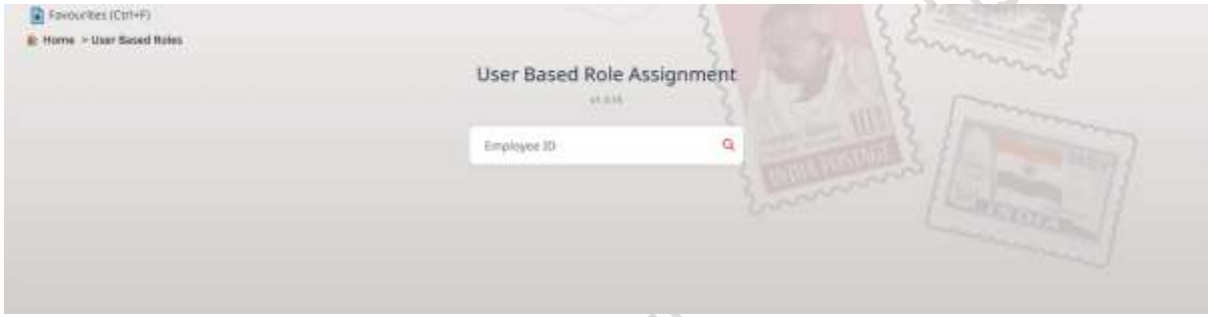
Random password will get generated and same needs to be communicated to the concerned user.

Note: User needs to login with this reset password and change password according to password policy of the Department.

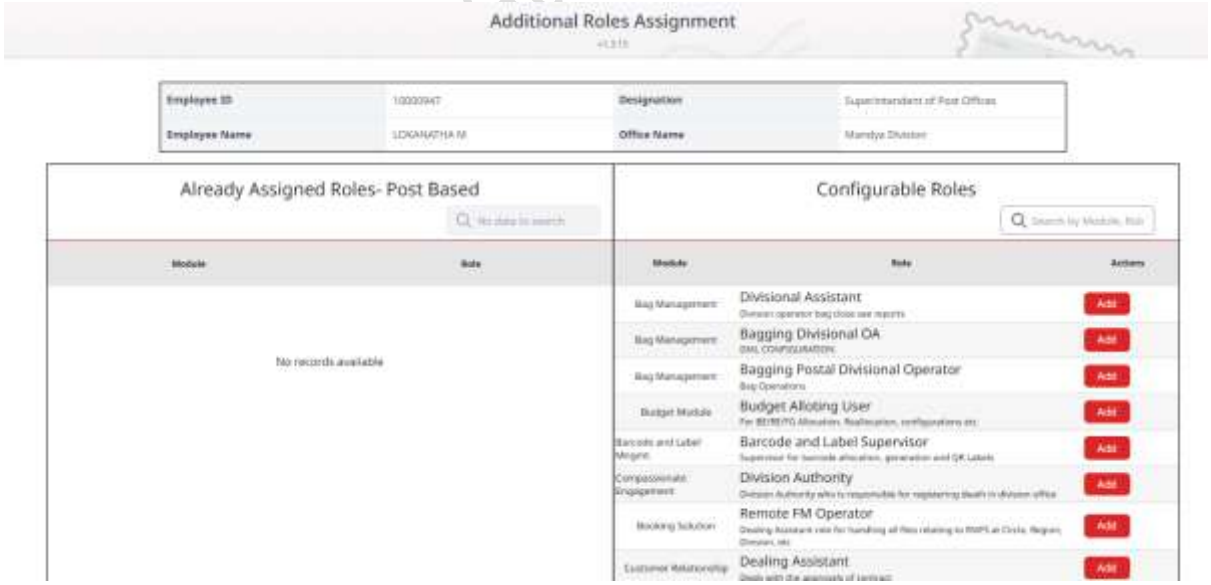
23.2 User Based Role Management

This sub card is used for assigning roles to the user temporarily for the specific period

Note: User based roles are not associated with the post of employee mapped.

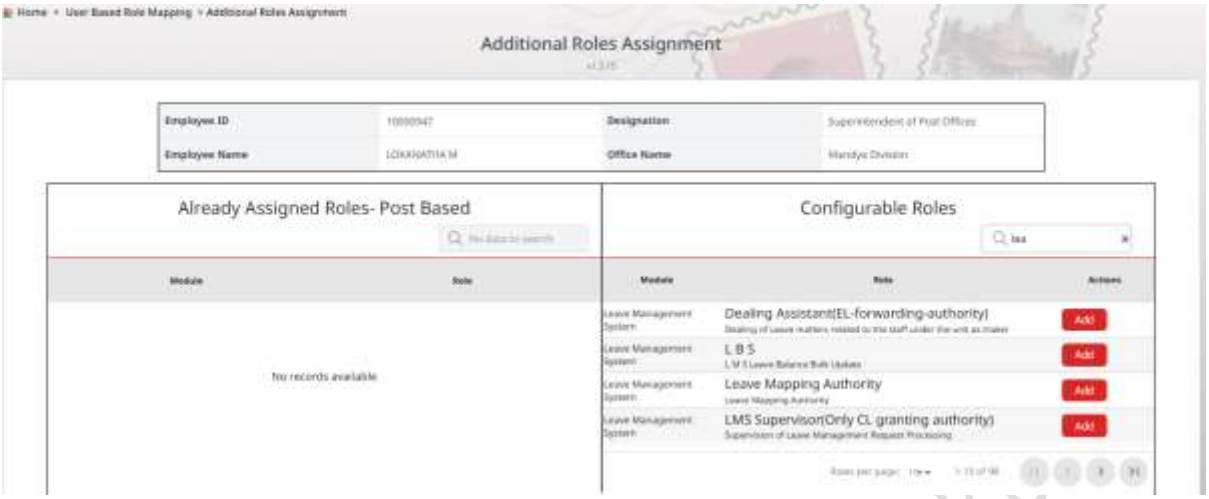


Upon Clicking on "User Based Role Assignment" sub card under Role Management Card, it will be redirect to "User Based Role Assignment" screen. User need to enter the employee id and click on search

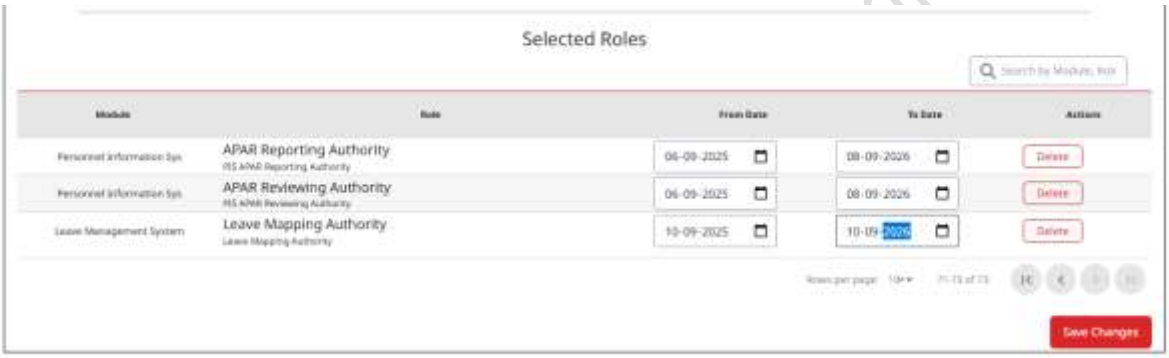


Upon on click on "search" button, it will redirect to "Additional Roles Assignment" screen. it will display the following :

1. Already Assigned Roles-Post based.
2. Configurable Roles
3. Selected Roles



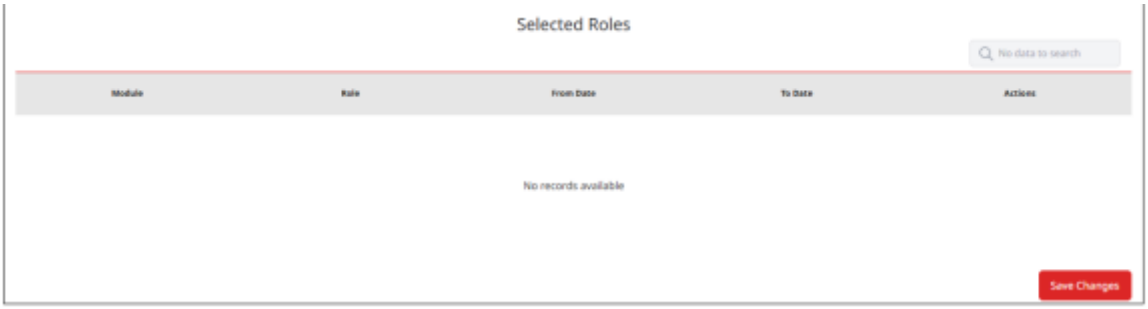
User need to add to the roles by click on “Add” button from the “Configurable Roles” .



Added roles will display under “Selected roles”, By mentioning the period and click on “Save Changes” button, user will get the added roles for those period only.

A pop up message will display that” Roles Saved Successfully. The changes may take up to 10 minutes to take effect”.

User may also delete the added roles by click on “delete” button.

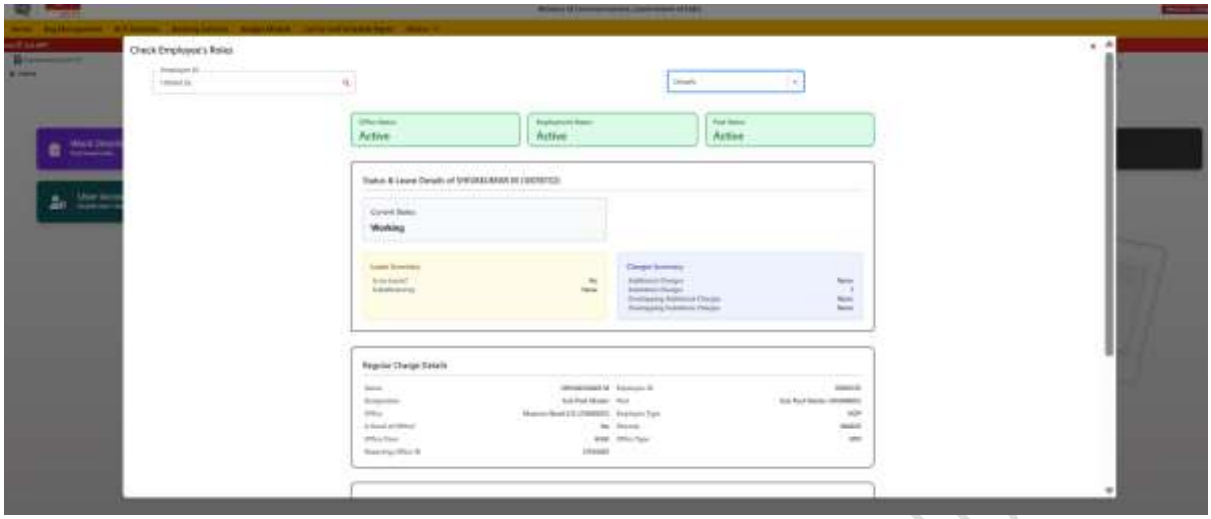


Added Roles will disappear from “Selected Roles” and click on “Save changes” button to remove the user based roles.

A pop up message will display that” Roles Saved Successfully. The changes may take up to 10 minutes to take effect”.

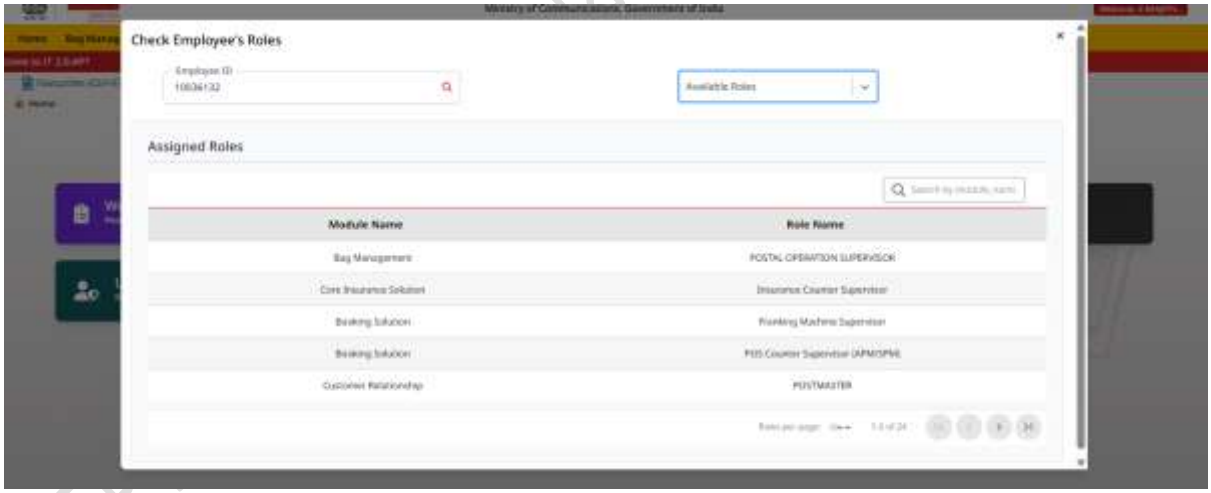
23.3 Check Employee Roles

Upon Clicking on “check Employee Roles” sub card under Role Management Card, it will enable dialogue window for entering the employee id of desired employee whose assigned roles needs to be checked and click on search .



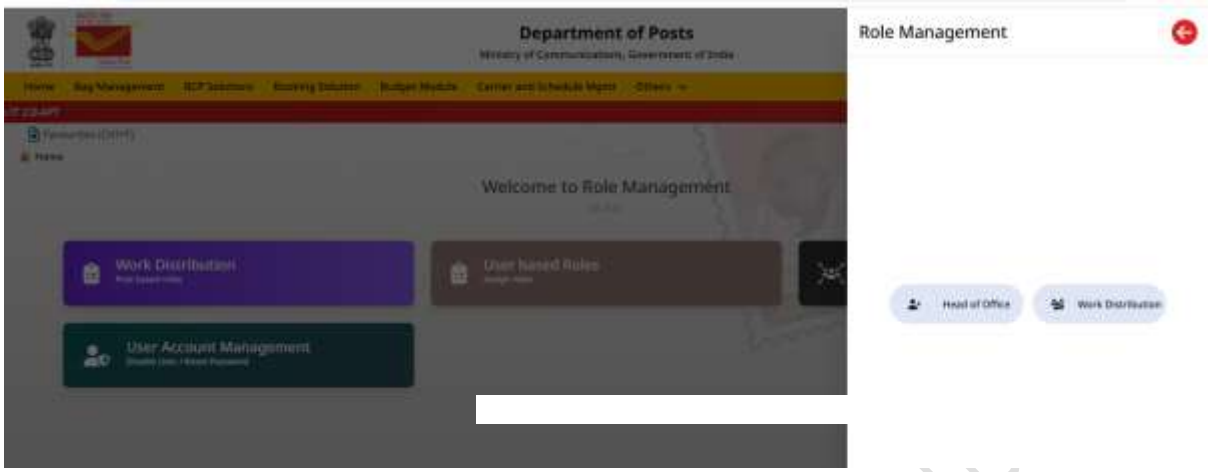
Upon clicking on search, it will display following details where in “Details” option selected by default from the drop down:

1. Office, employment and post status of the employee.
2. Working status and leave details of the employee
3. Regular/Additional charge details of the employee.



Upon selecting “Available Roles” from the drop down , it will displays all “Post Based” and “User Based” assigned roles.

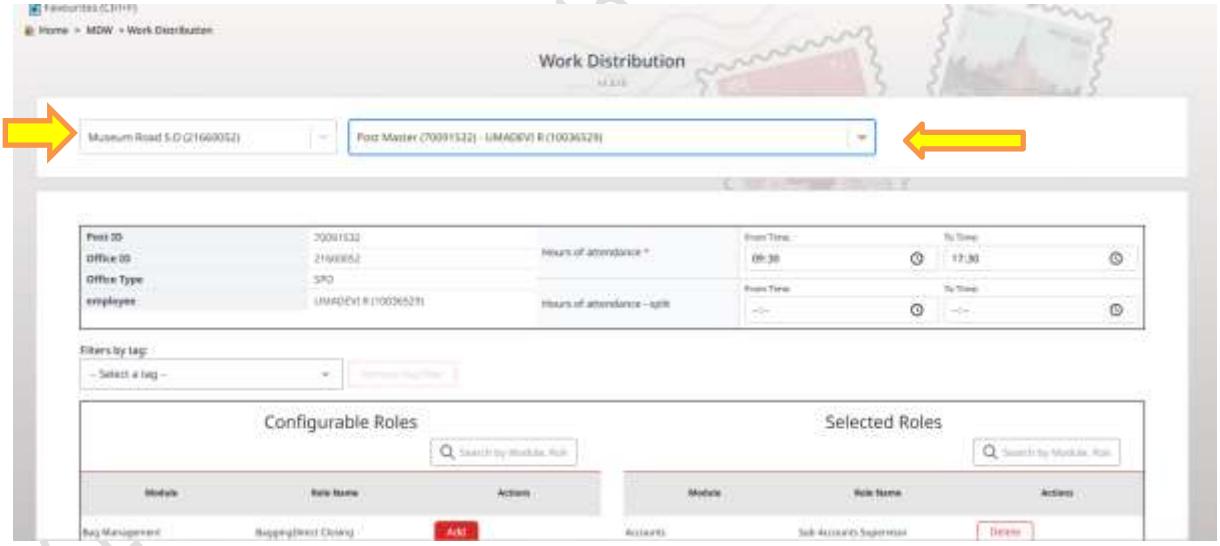
23.4 Work distribution



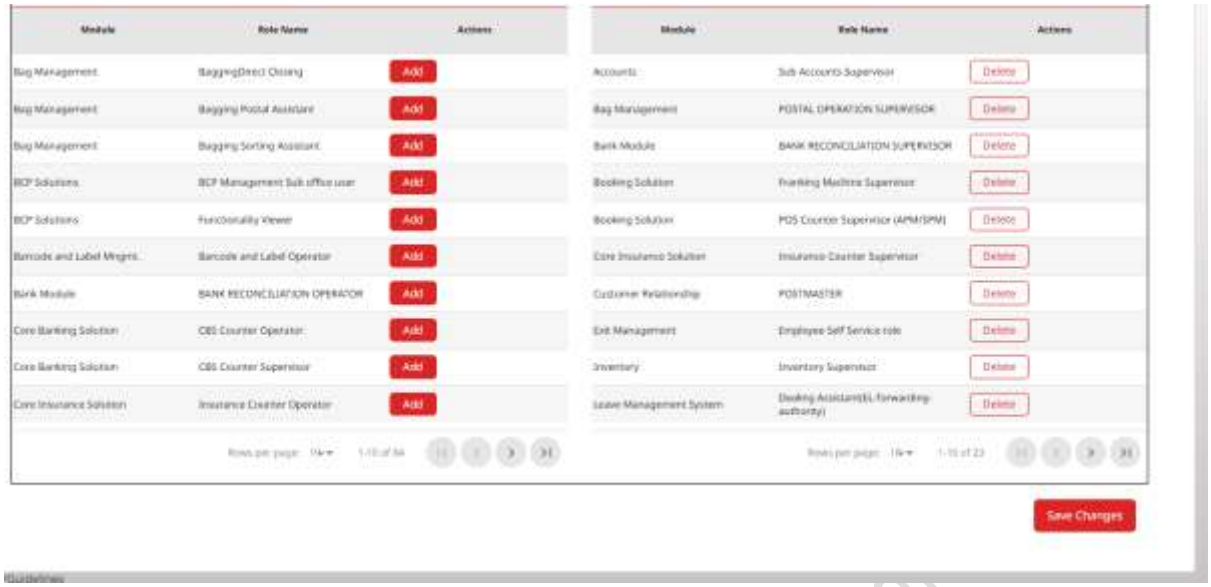
Upon clicking on “Work distribution” sub card under Role Management Card, it will display two option:

1. Work distribution
2. Head of the office

23.4.1 Work Distribution



Upon selecting the “Work distribution” option, it will redirect to “Work distribution” screen, desired office and post needs to be selected from drop down for assigning “Post based Roles” .



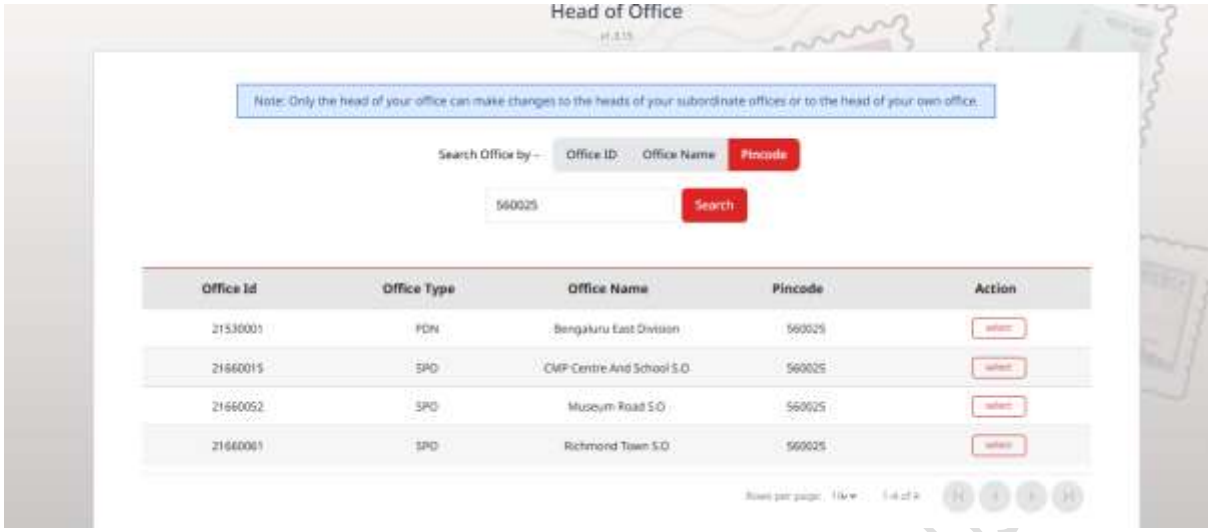
User has to add the roles from “Configurable roles” , after adding roles to the post, click on “Save Changes” button for saving roles to the selected posts.

23.4.2 Head of the office

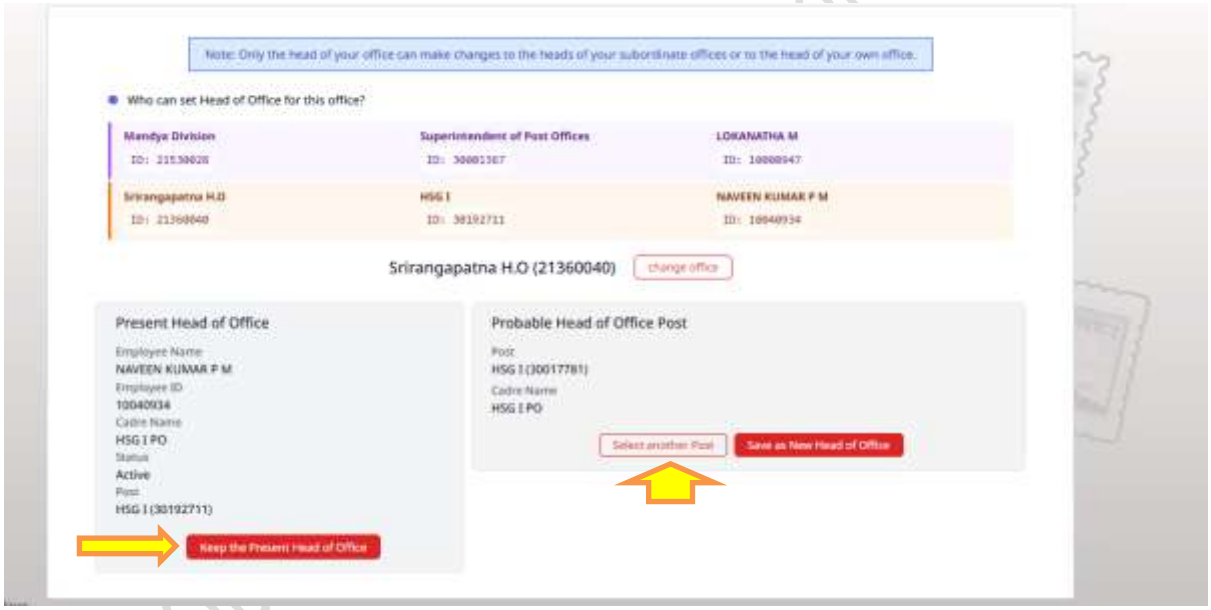
Upon selecting the “Head of the Office” option, it will redirect to “Head of the Office” , screen. User can select the office wherein Head of the office needs to be change by searching through office id/office name/Pincode.

Note: Only Head of the office can change the head of the subordinate office or head of the same office.

CEPT Operational Guide for Internal



Upon clicking Search , it will display the detail of office along with “Select” option.

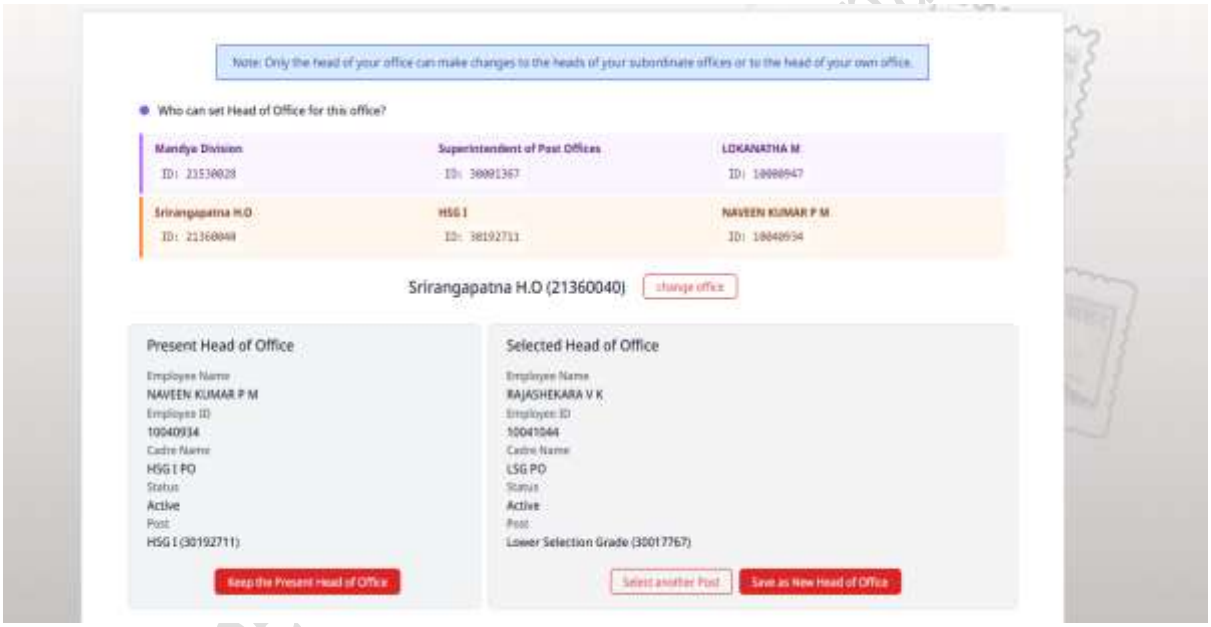


Upon clicking “Select” option it will display the following details:

1. Head of the office who is changing another head of the office details.
2. Head of the office who’s details is changing.
3. Present Head of the office
4. Probable Head of office Post

Note: User can retain same head of the office by clicking on “Keep the Present Head of the office”.

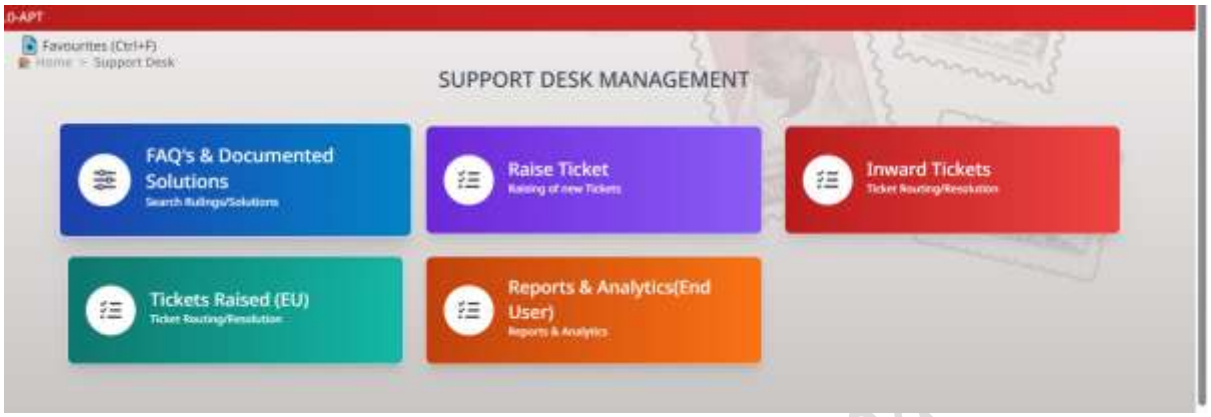
By click on “select another post” option under “Probable Head of office Post”, it will redirect to the “Select New Head of Office” screen, User has to select the new head of the office by clicking on “Select” option.



Upon clicking “Select” option, new head of the office detail will appear for save. Click on “Save as New Head of Office” option for saving the details.

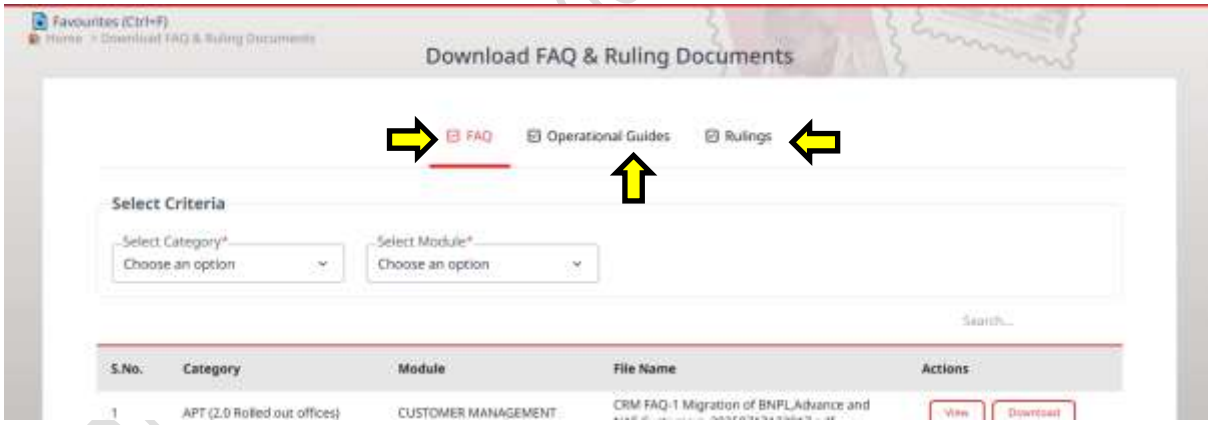
24 Support Desk

In this section, handling of support desk ticket at administrative offices is explained.



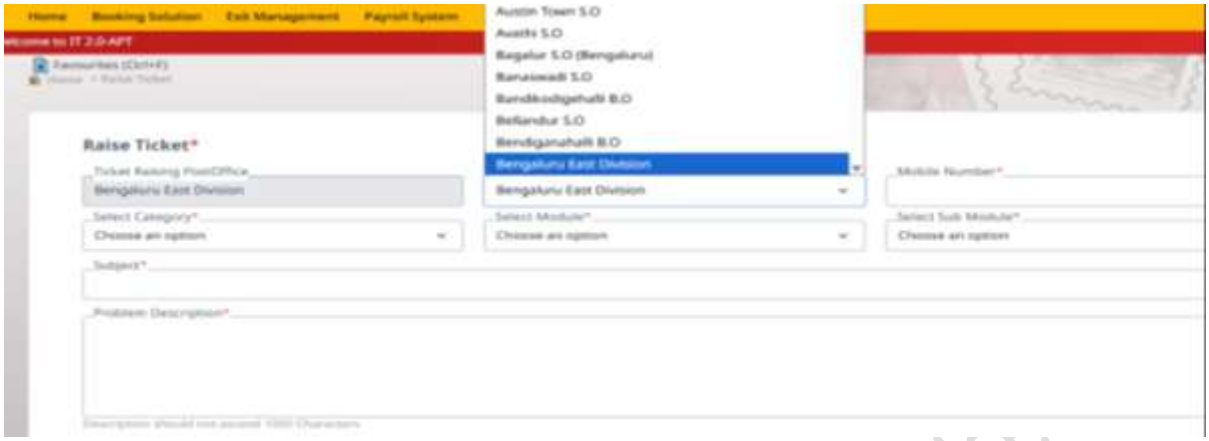
Administrative offices has to handled inward tickets received from the below hierarchy offices, attend the tickets using available FAQs, SOPs and if ticket is not resolved, same has to be forward to next higher level for solution.

24.1 FAQ's and Documented solutions

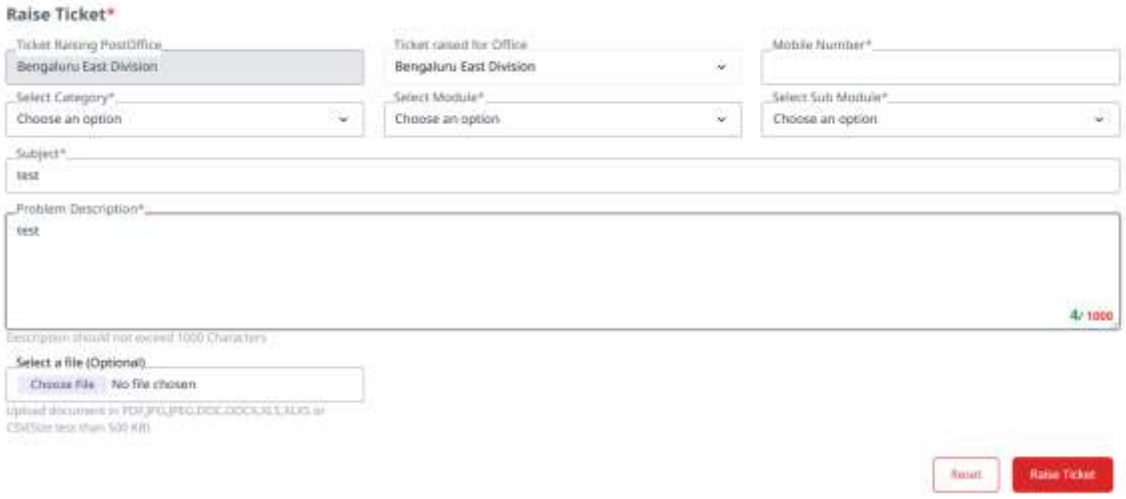


Under FAQ's and Documented solution, user may get FAQs , operational guides and rulings uploaded by CEPT from time to time in connection with APT will available.

24.2 Raise Ticket



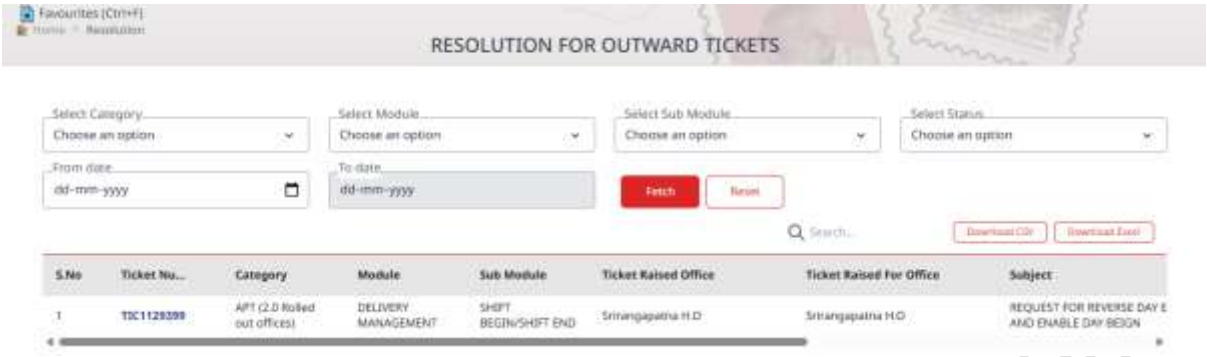
User in Administrative office can raise the support desk ticket for their office and their below hierarchy office by selecting the office under " Ticket raised for office" and by selecting suitable category, Module and Sub module.



After Selecting suitable category, Module and Sub module, User has to enter the "subject", "Problem Description" and using "Select a file" option, user may upload the single supporting document and format should be PDF, JPG. JPEG,DOC,DOCX, XLS, XLXS or CSV with file size not exceeding than 500KB

Note: Selecting suitable category, Module and Sub module will help the user in getting resolution at the earliest.

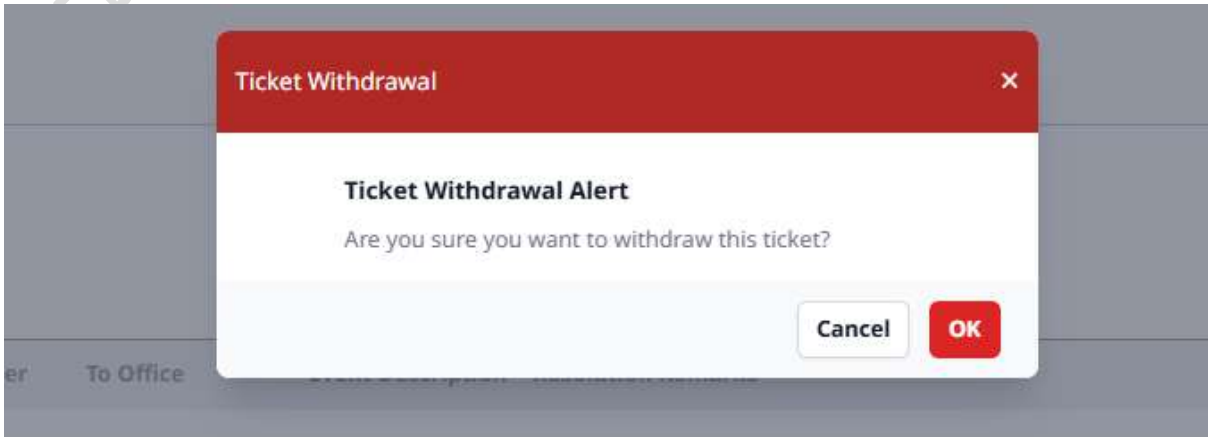
24.3 Ticket Raised(EU)



Upon clicking “Ticket Raised” sub card under “Support Desk”, it will redirect to the “Resolution for outward tickets”. User can see the list of outward ticket raised in his login and check the status.

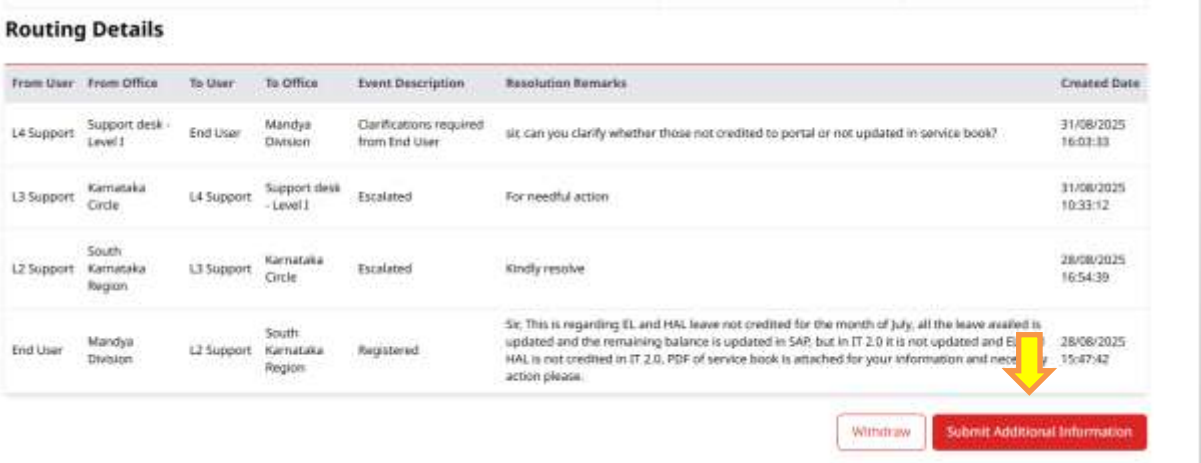
24.3.1 Withdrawal of Ticket

End user can withdraw the ticket at any point of time by clicking of “Withdraw” option and also has to be withdraw if time limit crosses for reply to the ticket .



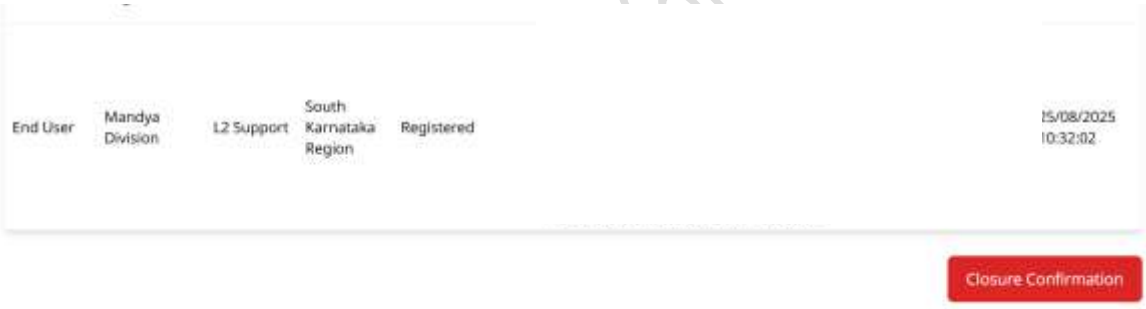
A confirmation popup will display the ticket withdrawal alert for clicking either “OK” or “Cancel “.

24.3.2 Submit Additional information to the support desk ticket



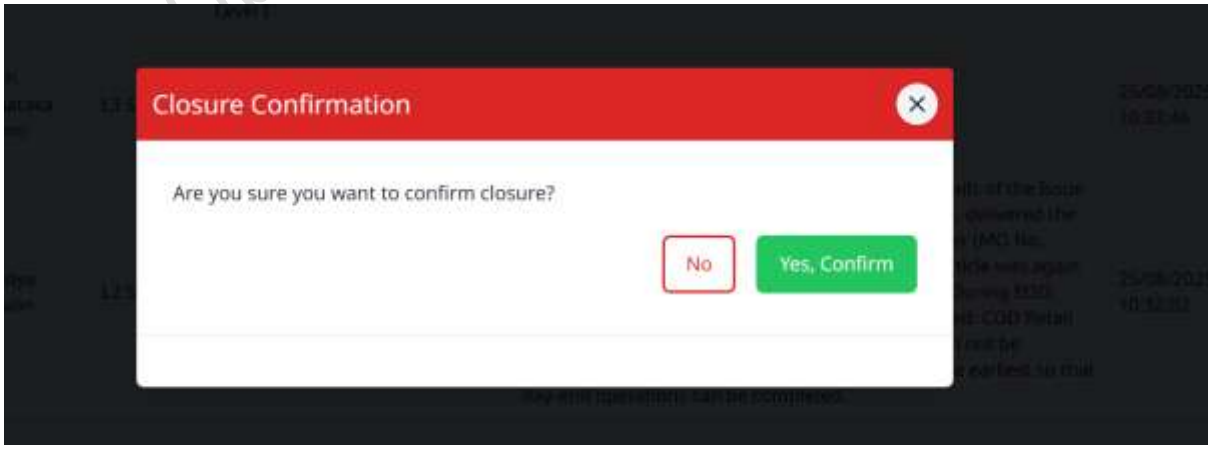
User has to provide the information if any additional information asked by any higher level of support desk by clicking on “Submit Additional information” .

24.3.3 Closure Confirmation



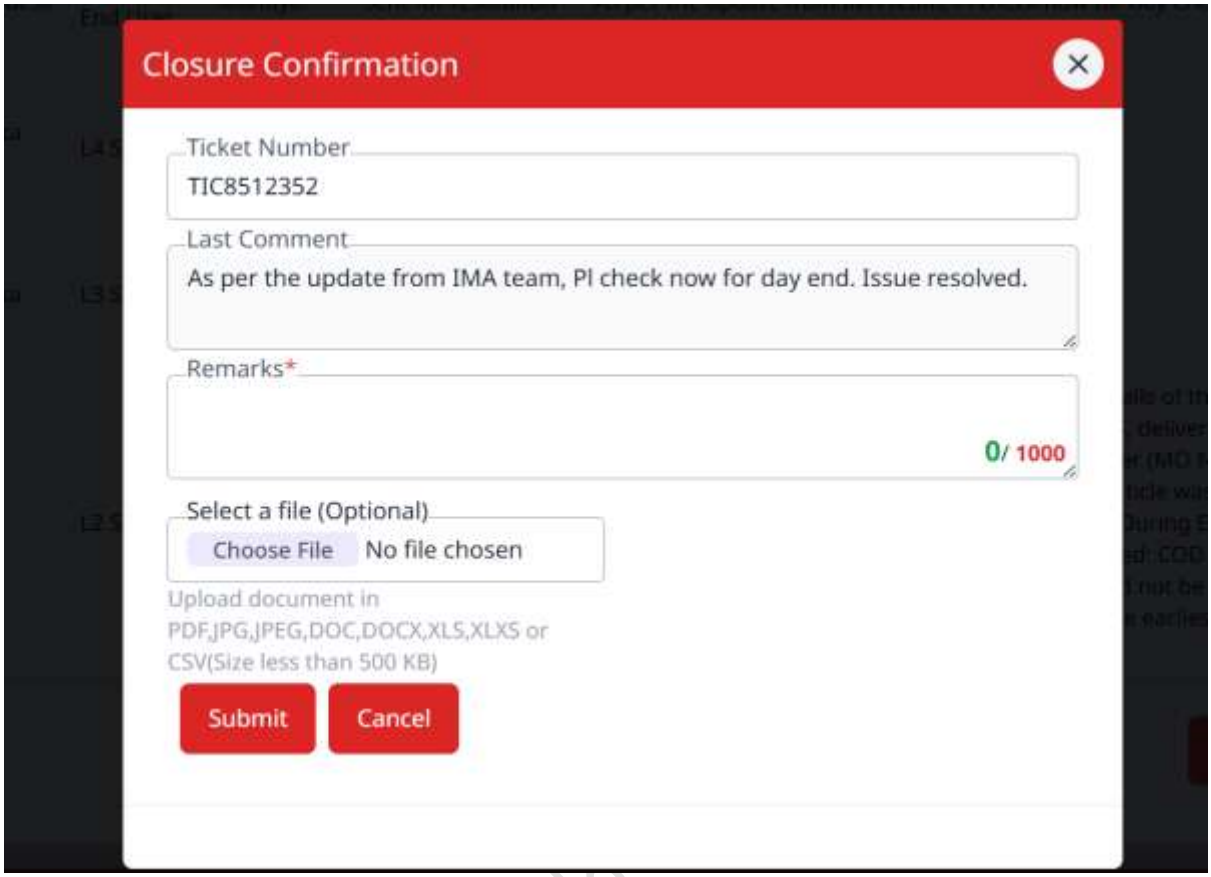
User has the option to either confirm the resolution provided or not accept the resolution.

24.3.3.1 Confirm the resolution



Upon clicking on “Closure Confirmation” , it will redirect to confirmation screen. Click on “Yes, Confirm” option for accepting resolution and close support desk ticket .

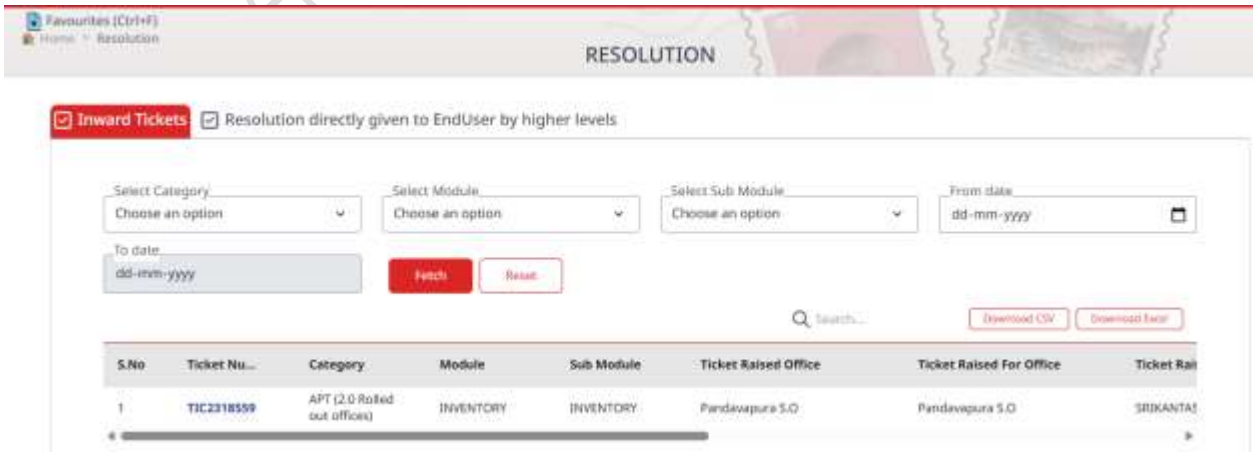
24.3.3.2 Resolution not accepted



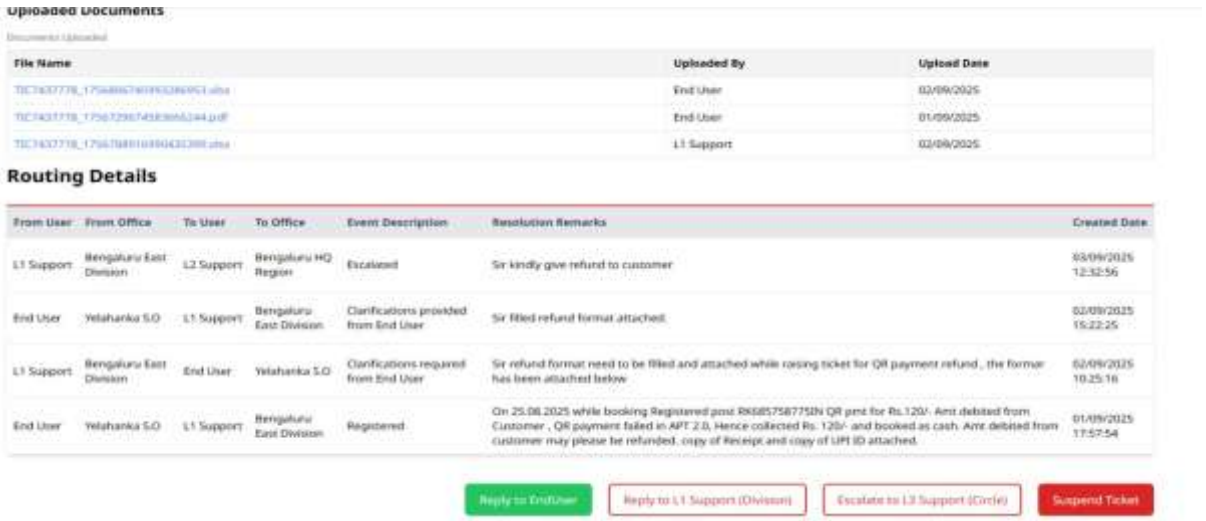
Click on “No” option in closure confirmation screen will redirect to the screen for updating the remarks against resolution not accepted. It will again available for replied supported desk level.

Note: User has to update closure confirmation remarks within 48 hours from the time of receipt of resolution from the support desk.

24.4 Inward Tickets



Upon clicking “Inward Ticket” sub card under “Support Desk”, it will redirect to the inward ticket screen. User has to click on the ticket number to attend the inward ticket.

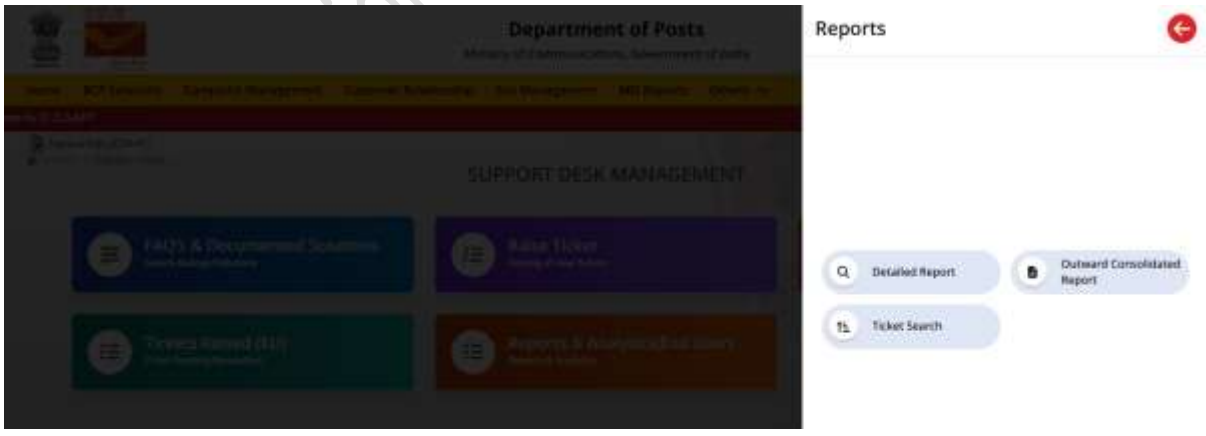


User in administrative offices has the following provision:

1. Reply to End user directly
2. Reply to one below level in support desk
3. Escalate to next higher level in support desk
4. Suspend ticket

Note: The immediate next level of end user not having the option to Reply to one below level in support desk.

24.5 Reports and Analytics(End user)



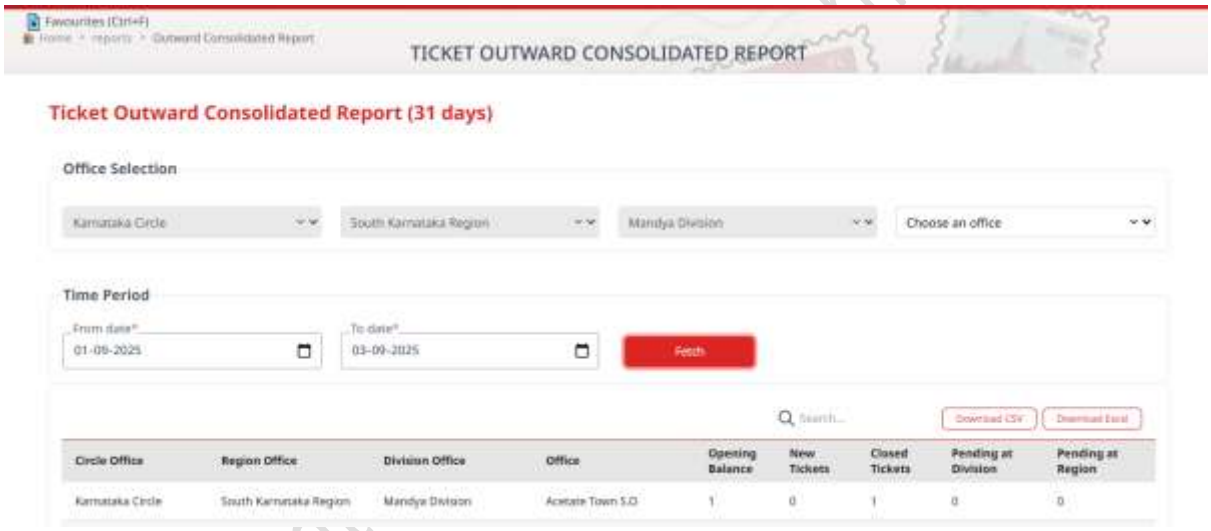
Under Reports sub card, there are 3 options available.

1. Detailed Report
2. Outward Consolidated Report
3. Ticket search

24.5.1 Detailed Report

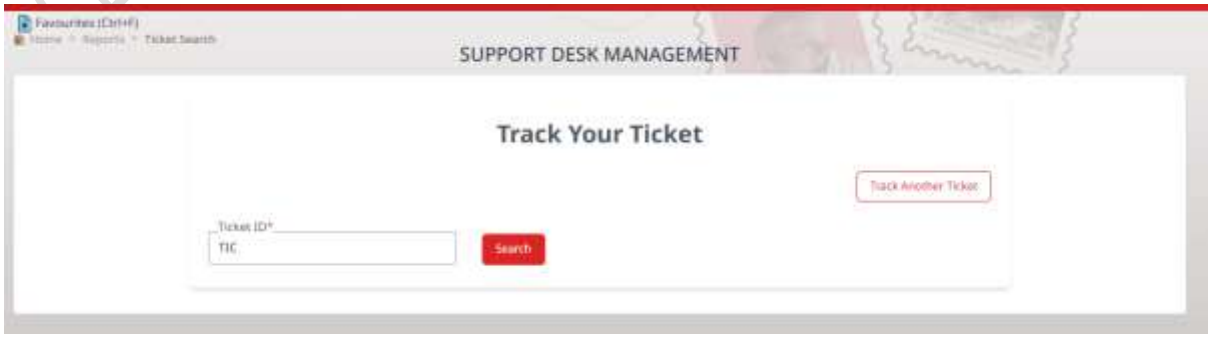
Detail list of tickets is available under “Detailed Report” for the administrative offices. User can filtered the tickets based on Inward Attended, Inward pending and outward tickets for desired dates .

24.5.2 Outward Consolidated Report



User can view and download the consolidated outward ticket details of their office and below hierarchical offices.

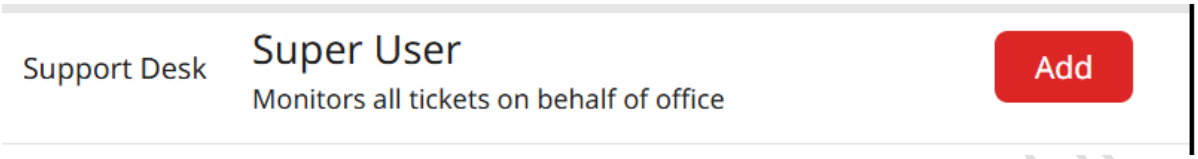
24.5.3 Ticket search



CEPT Operational Use Only

User can track the support desk ticket using “Ticket search” option for checking the status of ticket.

Note : Support desk Super user
By providing “Super user” role to the head of the offices, Head of the office can able to monitor all tickets raised behalf of the office.



25 Track and Trace

In this section, Track and Trace work flow is explained. Employee can perform tracking of Articles, Bags and e-MOs . There are three types of tracking:

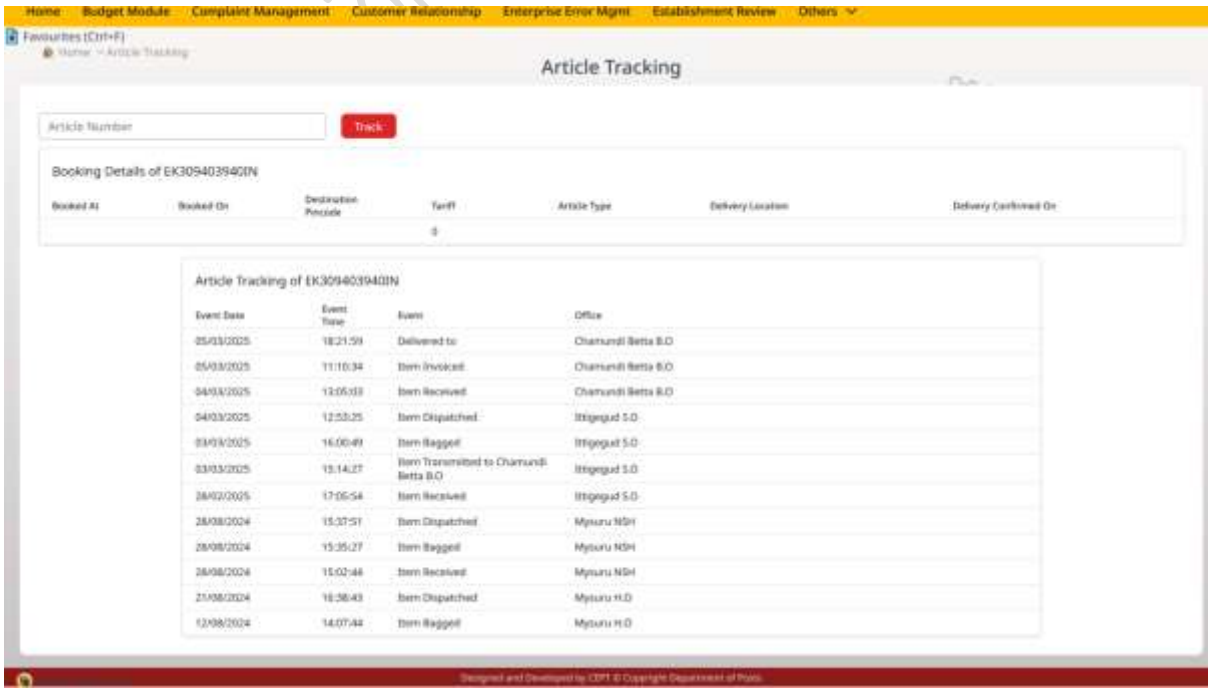
a) Article Tracking
b) Bag Tracking
c) EMO tracking

25.1 Article Tracking

Select “Article tracking” sub card under “Track and Trace” to know the status of Accountable articles, i.e. Speed Post/parcel, Registered Post/parcel, Business Parcel etc.

Upon Selecting “Article Tracking” Sub Card, A new screen will open & enabled with a column, Article Number.

Enter the Article number and Click on Track button.



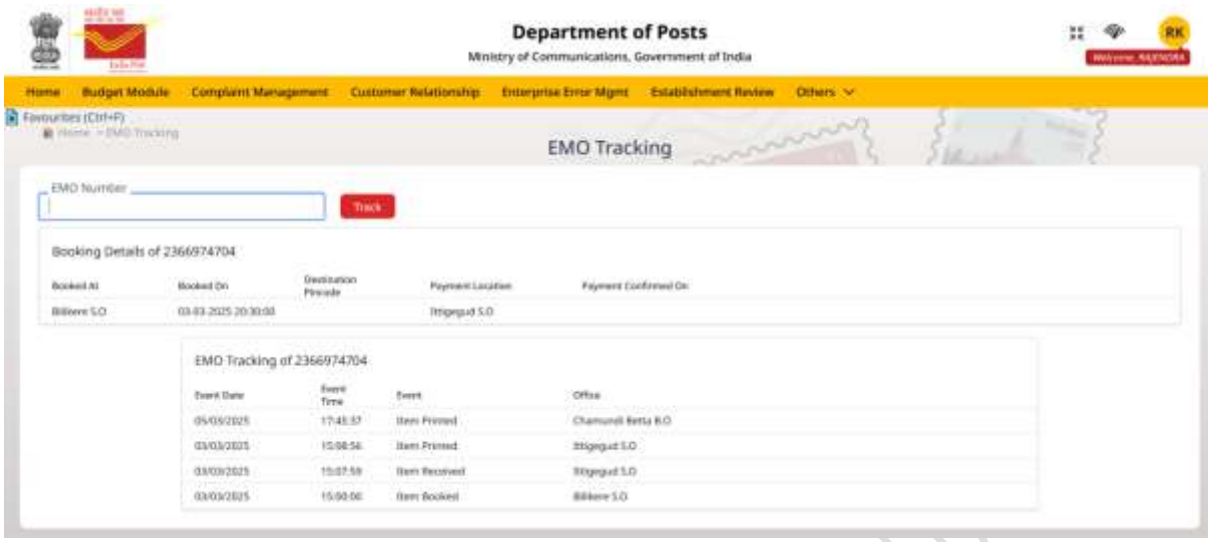
The tracking details of entered articles will be displayed.

25.2 EMO Tracking

Select “EMO tracking” sub card to know the status of EMOs .

Upon Selecting “EMO Tracking” Sub Card, A new screen will open & enabled with a column, EMO Number.

Enter the e-MO number and click on track button .



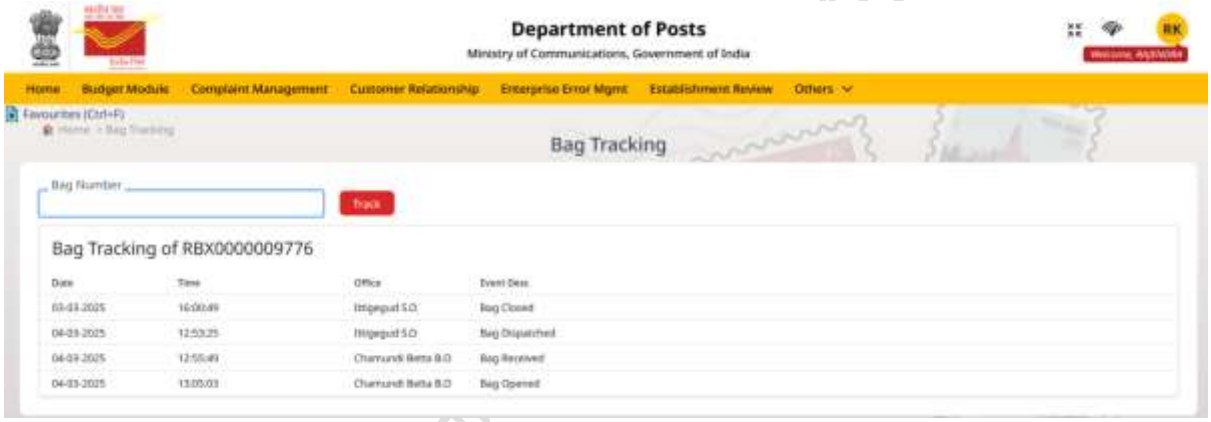
The tracking details of the entered e-MO will be displayed.

25.3 Bag Tracking

Select “Bag tracking” sub card to know the status of Bags closed, i.e. Account Bags, B.O Bags, Registered Bags and Parcel Bags etc.

Upon Selecting “Bag Tracking” Sub Card, A new screen will open & enabled with a column, Bag Number.

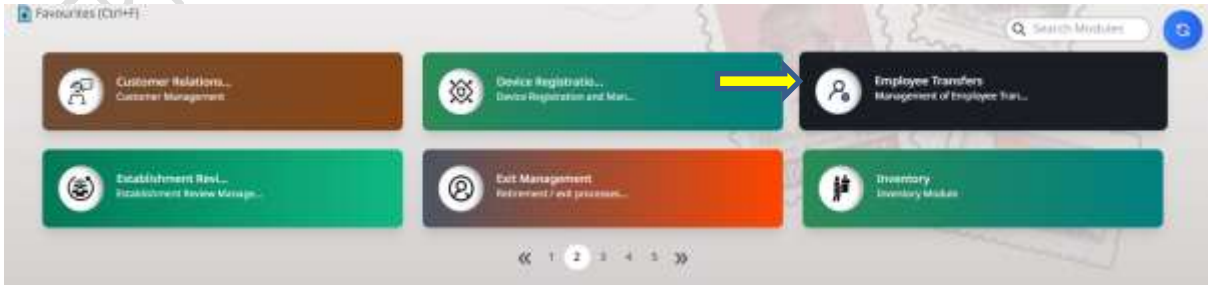
Enter Bag number and Click on Track button.



The tracking details of the entered bag will be displayed.

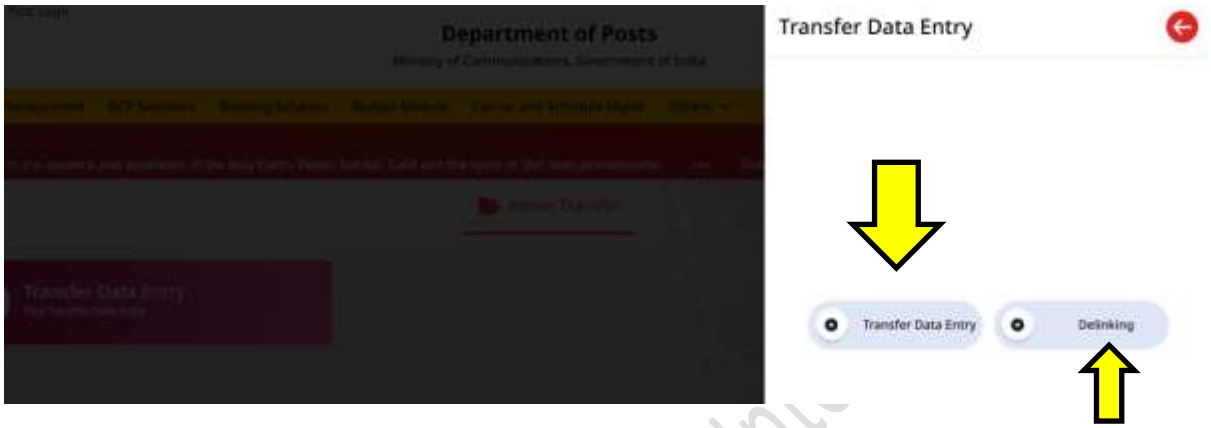
26 Transfer Data entry and Delinking

In this section, work flow for transfer data entry and delinking of the employee in administrative offices is explained.



Click on “Employee Transfers” Card available on main screen.

Click on Transfer Data entry card under “Employee Transfers” main card.

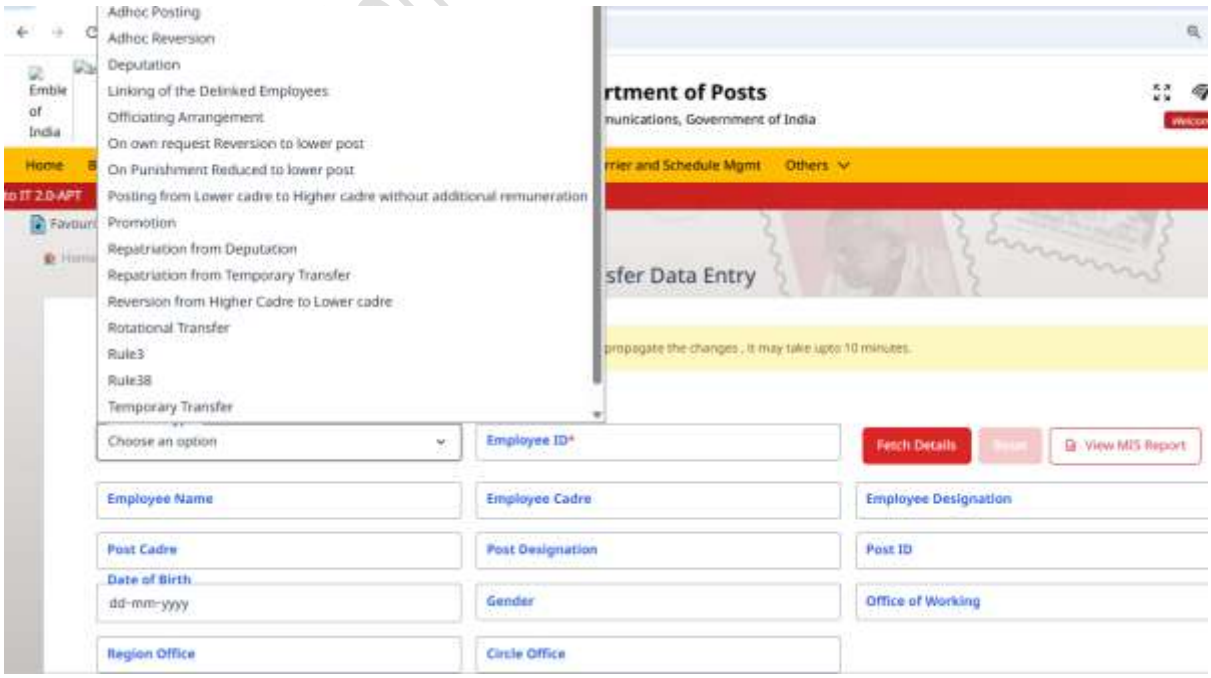


Upon clicking on Transfer Data entry sub card, two options will available:

1. Transfer Data Entry
2. Delinking

26.1 Transfer Data entry

The Joining office needs to login to the employee portal to perform the transfer data entry. The TRF-DE-CRUD role is to be provided by RDA to perform this activity.



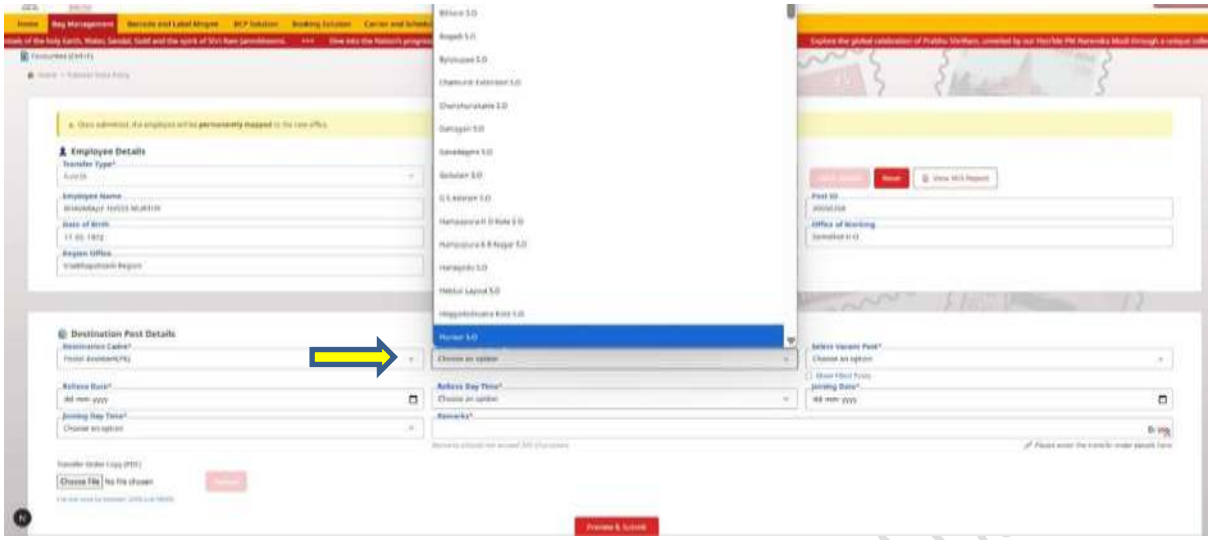
The following Administrative operation can be performed using Transfer Data Entry

1. Adhoc posting
2. Adhoc Reversion
3. Deputation
4. Linking of delinked employees
5. Officiating Arrangement
6. On own request Reversion to lower post
7. On Punishment reduced to lower post
8. Posting from Lower cadre to higher cadre without additional remuneration
9. Promotion
10. Repatriation from Deputation
11. Repatriation from Temporary Transfer
12. Reversion from Higher cadre to lower cadre
13. Rotational Transfer
14. Rule 3
15. Rule 38
16. Temporary Transfer
17. Termination of officiating arrangement

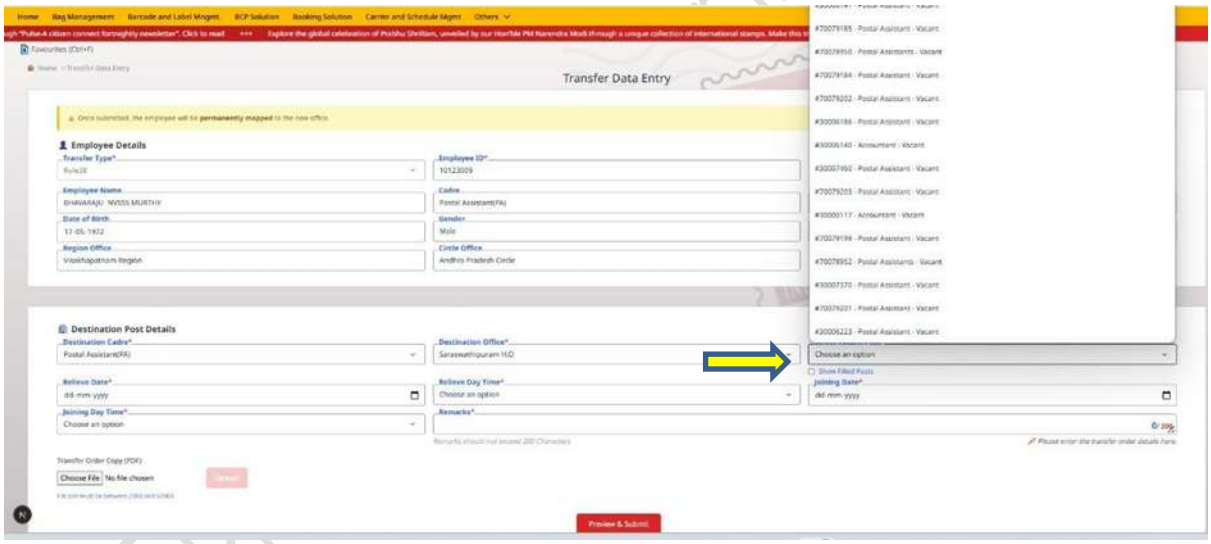
The user needs to enter the employee id of the employee for which the transfer needs to be captured. After clicking of "Fetch Details", the details of the employee will be fetched from the HRMS/PIS system and populated on the screen to proceed further.

Please note that the concerned admin offices are restricted to enter the transfer data entry details which are allowed. For example, the Rule-38 transfer of the MTS/Postman are to be entered by the division office whereas the Rule-38 transfer of the PACO officials needs to be captured by the joining circle office only.

Internal Use Only

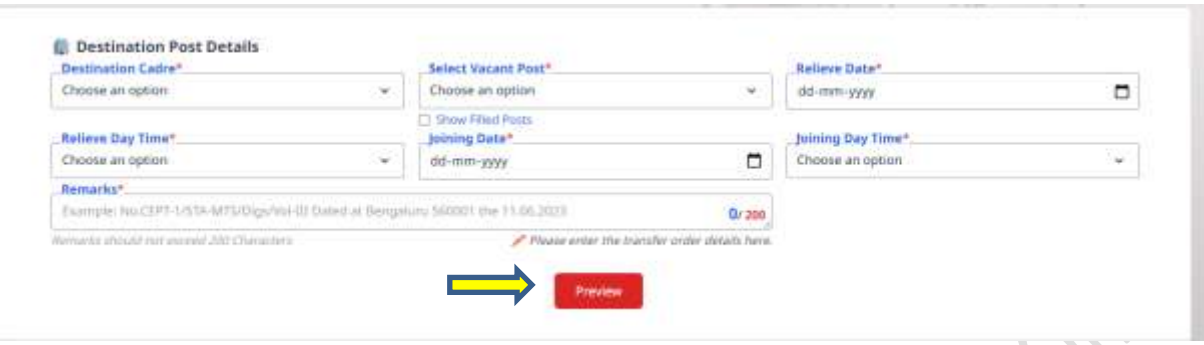


Along with the details of the employee, the details of the allowed cadres are populated in the dropdown menu of the destination cadre. The joining office (who is performing the data entry) needs to select the appropriate cadre in which the employee joined.

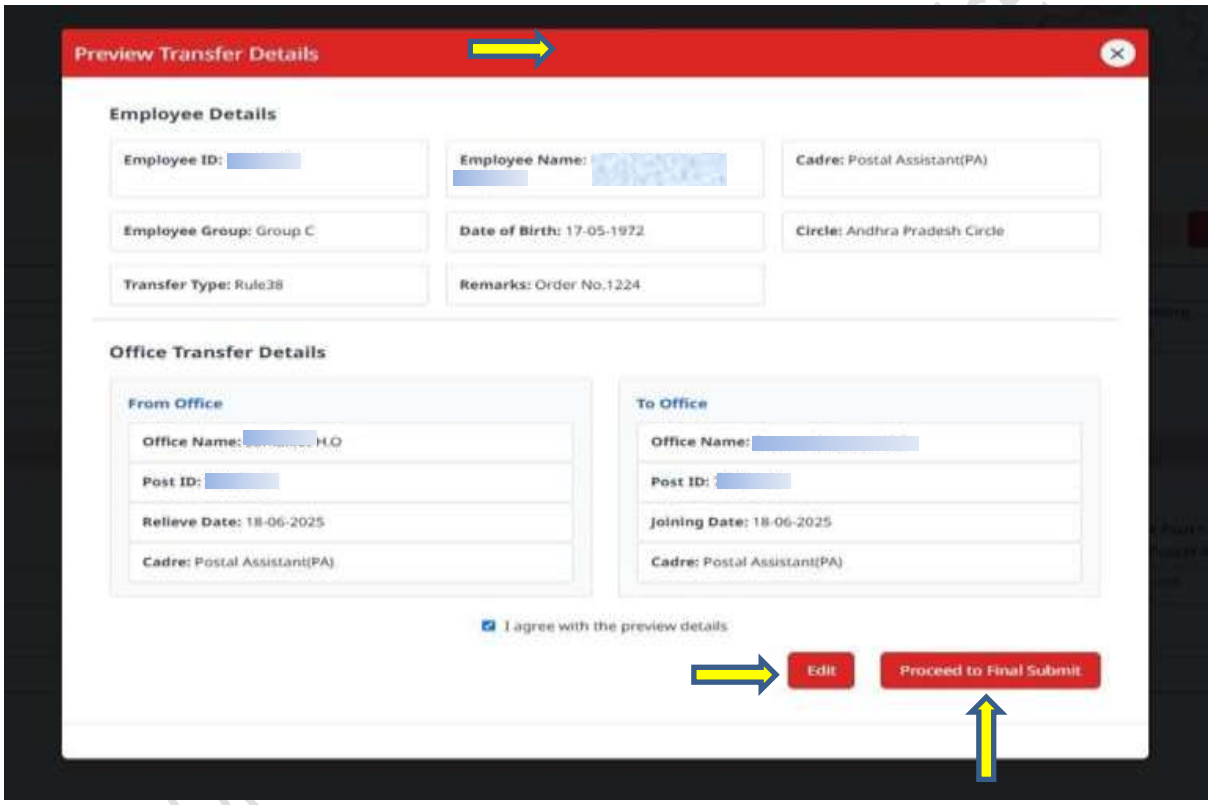


After selecting the cadre, the user is allowed to select the vacant post in the joining office to map the employee to the vacant post. The user may need to select the office of joining first and then the vacant post to fill wherever required. For example, the user can select the joining post office first and then the vacant post in the joining post office selected to perform the transfer data entry for a PA

Further the user needs to fill in the other details like Relieving Date and Day Time, Joining Date and the Day Time. The letter/order number may please be entered in the remarks column and same can be uploaded using the link provided.



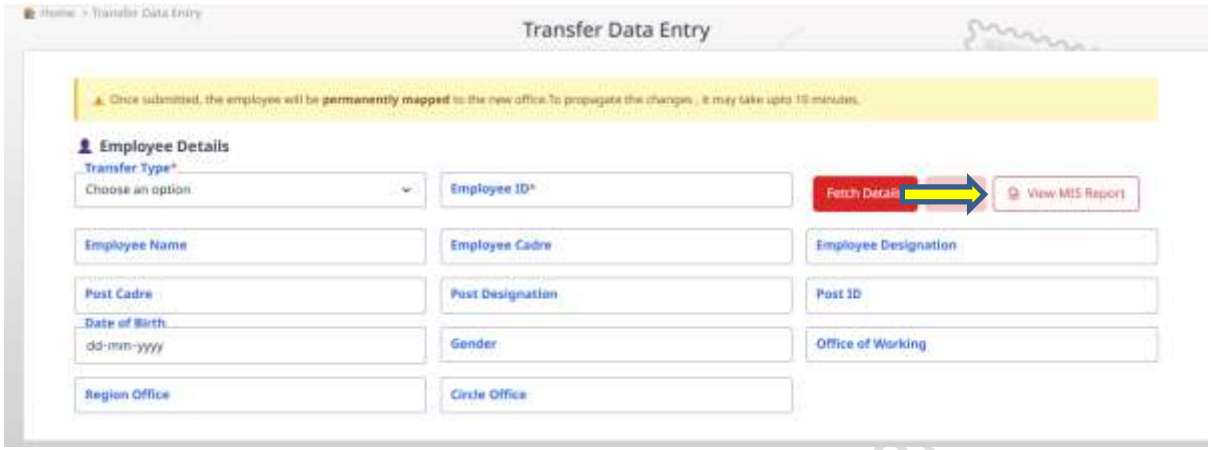
The user can view the file uploaded before proceeding further.



On clicking "Preview", the user will be able to preview the transfer details being submitted to the system along with the employee being transferred.

If the details are inappropriate, the user can use the edit button to update the details. If the data is appropriate, the user can accept the checkbox by selecting the same and proceed for final submission.

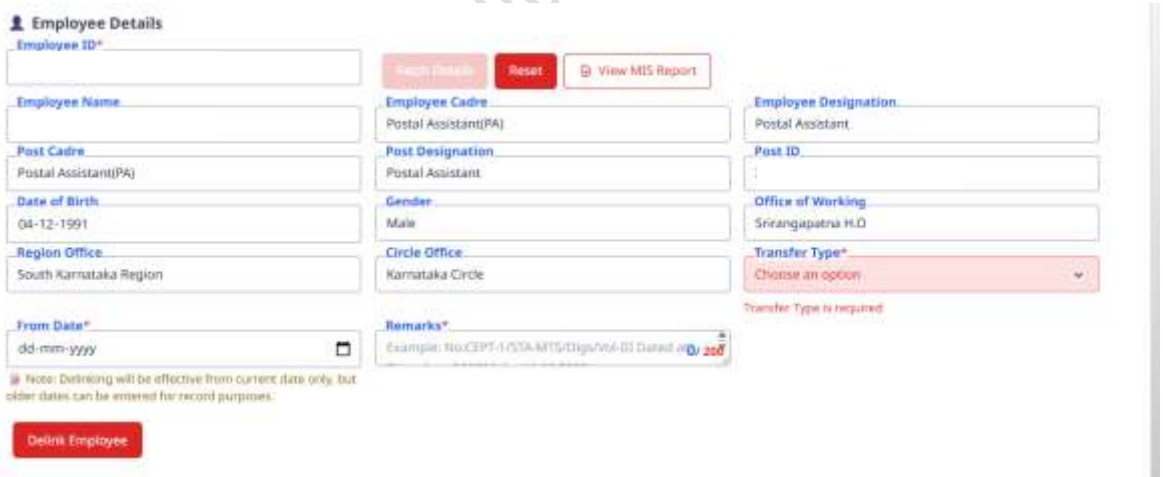
On successful employee transfer, a pop up will display "Employee (name) transferred successfully"



Upon clicking on "VIEW MIS REPORTS", both inward and outward reports of transfer data entry page can be viewed.

26.2 Delinking

Click the option "Delinking" through Employee Transfers-Transfer Data Entry-Delinking for delinking the employee from particular post.



User needs to select reason for delinking through transfer type, delinking date through "From Date" and details through "Remarks" and click on "Delink Employee" to delink the employee from particular post and post become vacant.

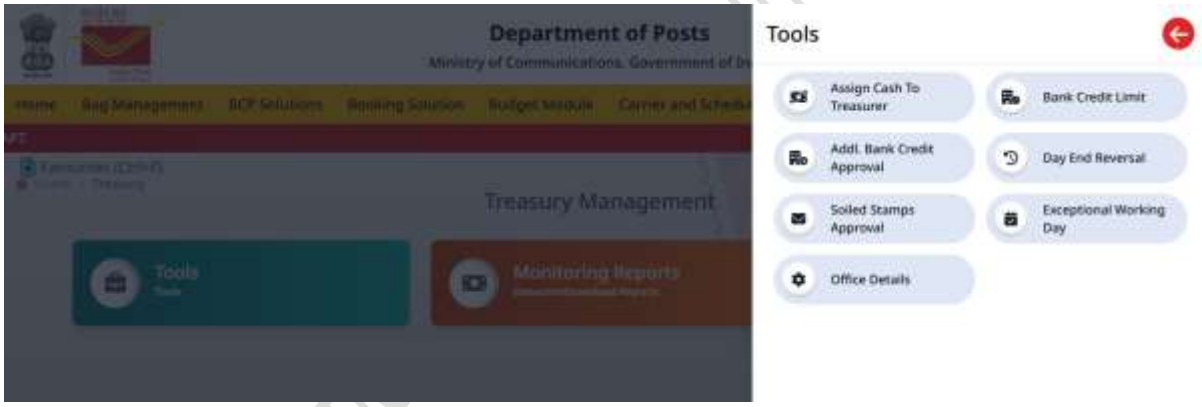
27 Treasury

In this section, Cash, stamp, bank related assignment. Modification and monitoring reports at administrative offices is explained.

Upon clicking on “Treasury” card, it will direct to “Treasury Management” screen which is having two sub cards

1. Tools
2. Monitoring Reports

27.1 Tools

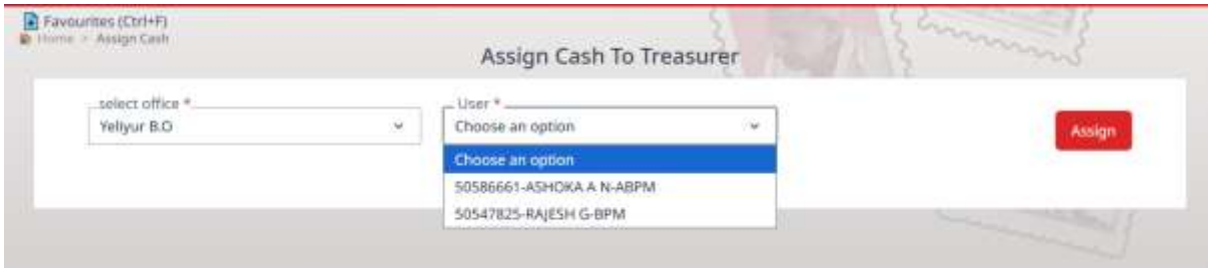


Upon clicking “tools” sub card, there are 7 options

1. Assign Cash to Treasurer
2. Bank credit limit
3. Day end Reversal
4. Solid Stamps Approval
5. Exceptional Working Day
6. Office Details
7. Cross office Mapping-Circle office and CEPT
8. NCDDO Offices configuration –Circle Office

CEPT Operational Use Only

27.1.1 Assign Cash to Treasurer



The divisional head has to assign cash to treasurer by selecting office name from drop down and user from selected office using “Assign Cash to Treasurer” option.

Note: This is one time process during the rollout of office.

27.1.2 Bank credit limit

The Divisional Head has to be assign and update the revised Bank credit limit through “Bank credit limit” option under “Tools” sub card of “Treasury Management”.

Enter the revised Bank credit limit amount and Click on “Update”.

27.1.3 Day end Reversal

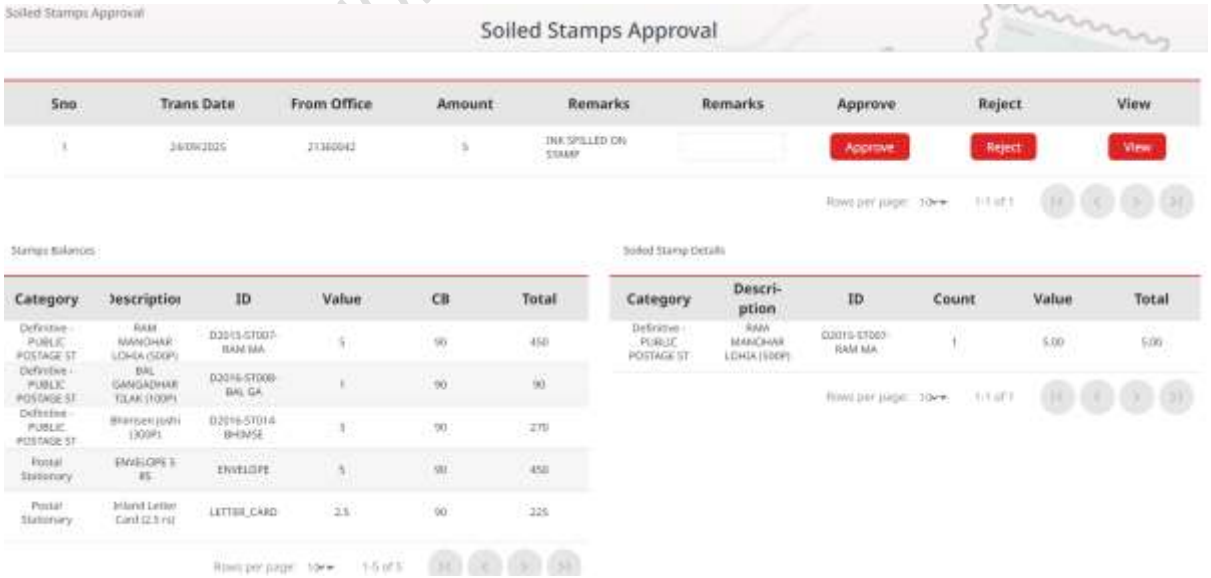
The Divisional Head has the provision to reverse the erroneous day end done by the office under their jurisdiction through “Day end Reversal” option under “Tools” sub card of “Treasury Management.

Select the office which needs to be “Day end Reversal” has to be done from drop down and click on “submit” .

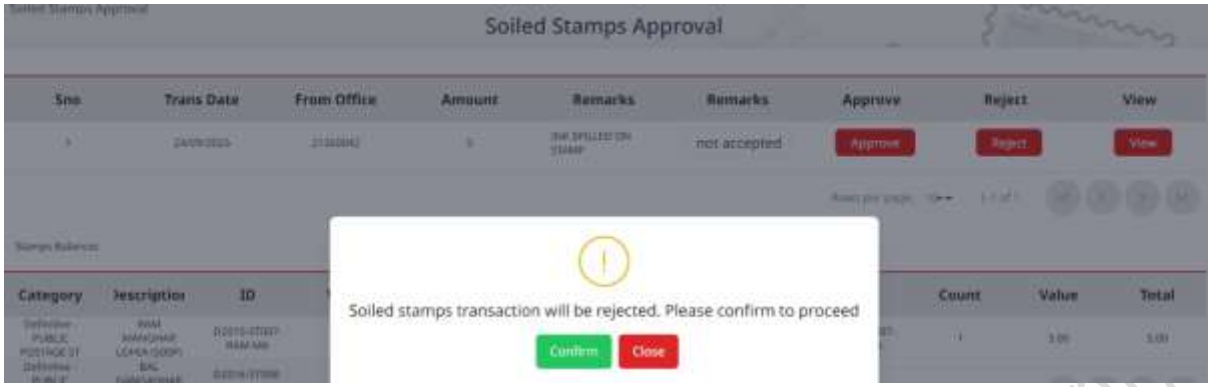
27.1.4 Solid Stamps Approval

To approve the soiled stamps processed by the Office, The Divisional Head should login with their credentials and click on option "Soiled Stamps Approval" under **"Treasury->Tools"** sub-card.

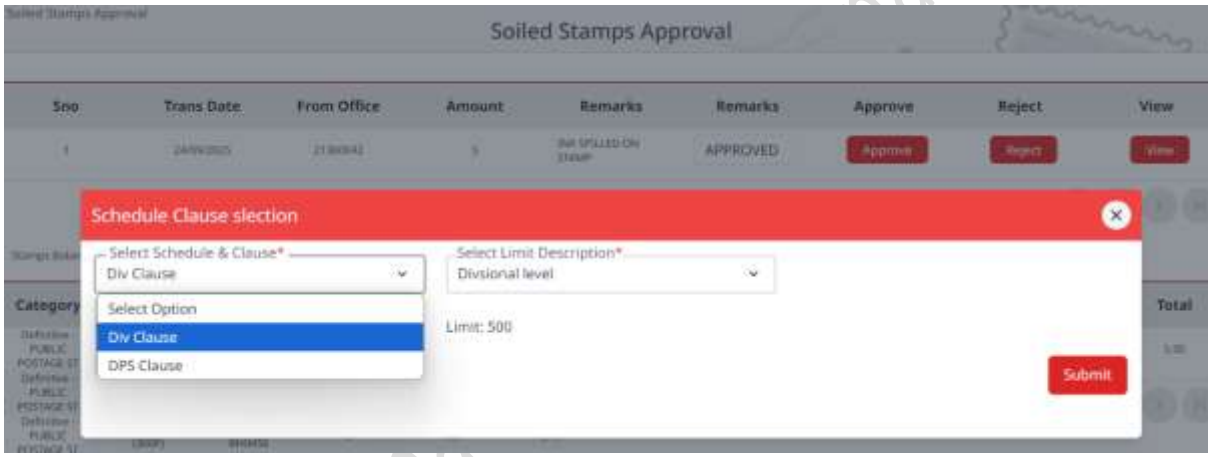
Upon clicking a new screen will open. All the requests received/processed pending to be approved under the division will be displayed.



Click on View button to view the details of the soiled stamps processed.



The Divisional Head can reject the request by clicking on the View Button. A confirmation pop-up window will be displayed. click on confirm button.



If the Divisional Head click the “Approve” button, A new pop-up window will open. With the column, “Select Schedule & Clause” And “Select Limit Description”
In the “Select Schedule & Clause” two options are available i.e.

- Div Clause
- DPS Clause

➢ Div Clause

Check the Limit of the Divisional Head, If the sanction limit comes under Divisional Head Approval, Select “Div Clause” select the Divisional Level in “Select Limit Description” column, click the **“Submit”** button.

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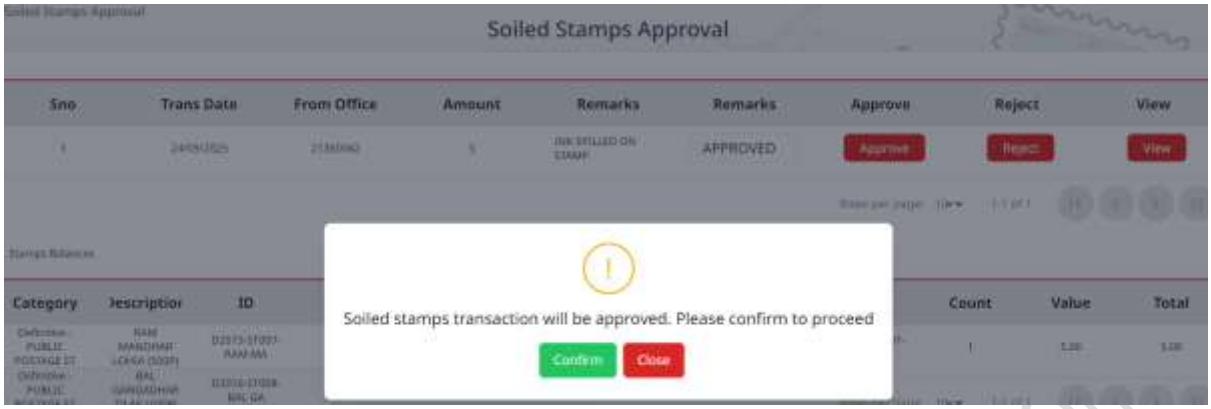
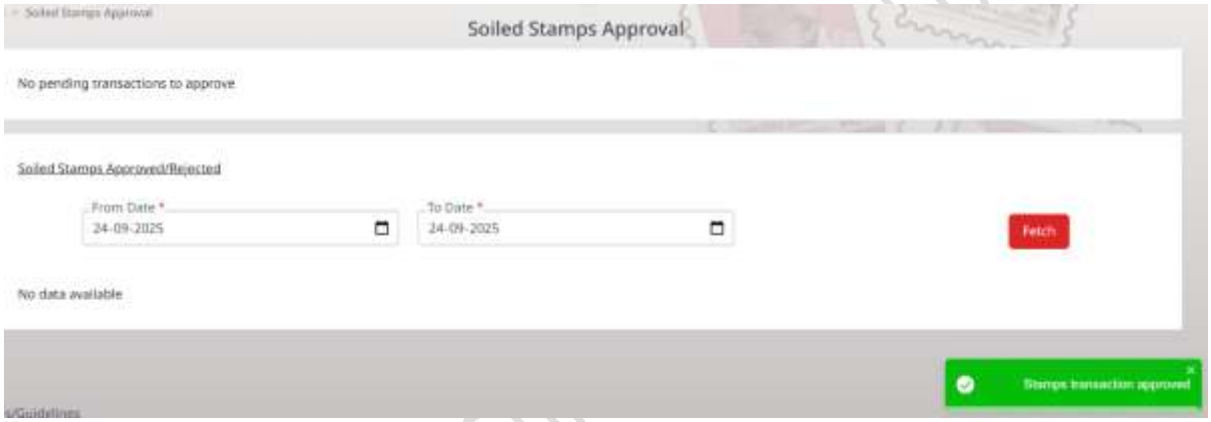


A confirmation pop-up window will be displayed. Click the confirm button.



A successful message will be displayed in the right bottom corner of the screen. This completes the process.

- DPS Clause

If the value of the soiled stamps exceeds the approval limit of the Divisional Head, a manual request must be sent to the concerned **"Director Postal Service"** for approval of the disposal.

Upon receiving the approval form DPS, The Divisional Head should click on option "Soiled Stamps Approval" under **"Treasury->Tools"** sub-card.

And click on Approve button against the transaction to which the disposal approval received.

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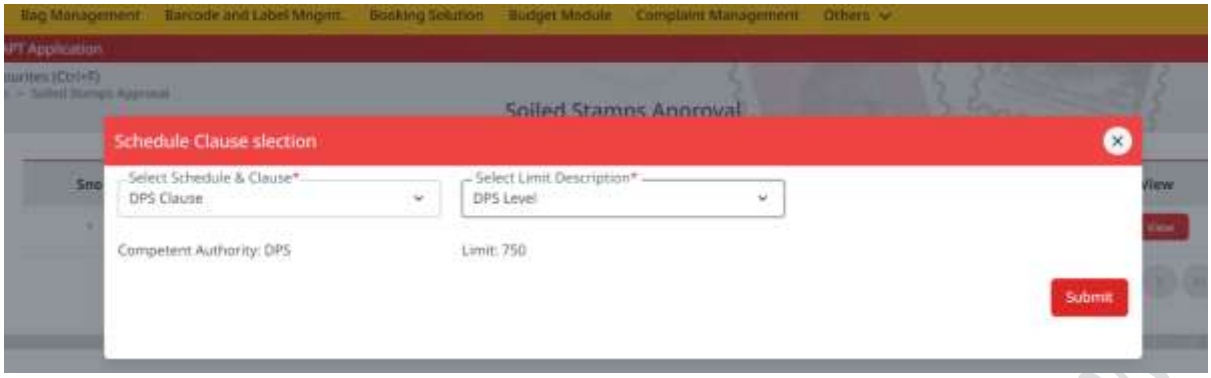
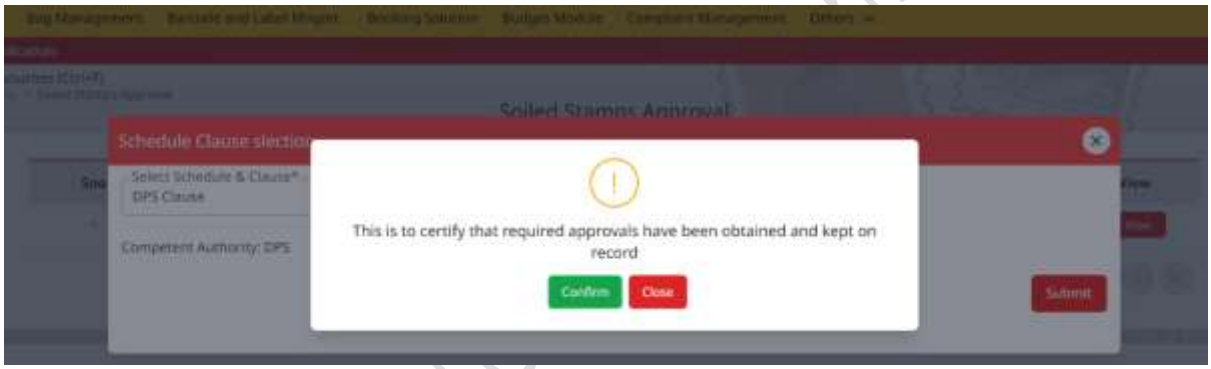


Upon clicking approval, a pop-up window will appear. Select option “DPS Clause” in the “Select Schedule & Clause” option and “DPS Level” in “Select Limit Description” option.

Upon selection, click the submit button.

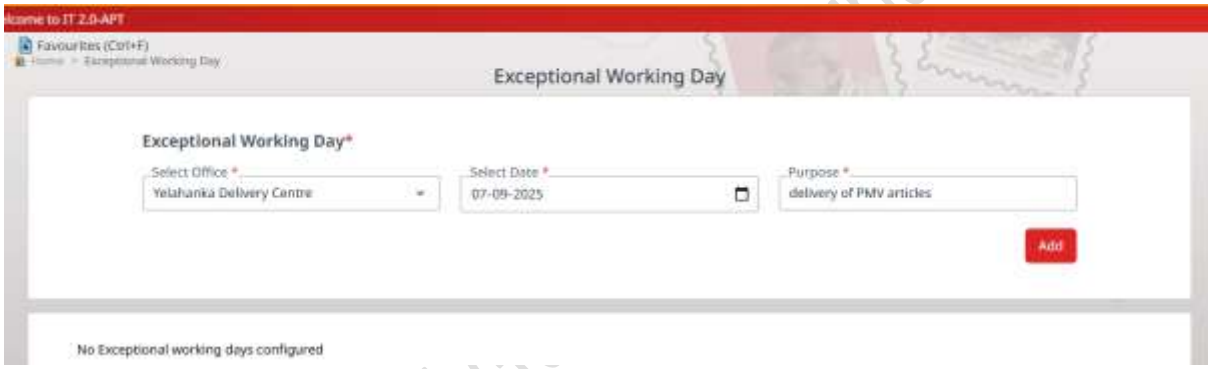


A pop-up window indicating that receiving the necessary approvals from the competent authority will be displayed. Click on **“Confirm”** button.

Upon clicking Confirm button, another pop-up window, will appear to confirm the approval of the transaction. Click on **“Confirm”** button again to finalize the process.

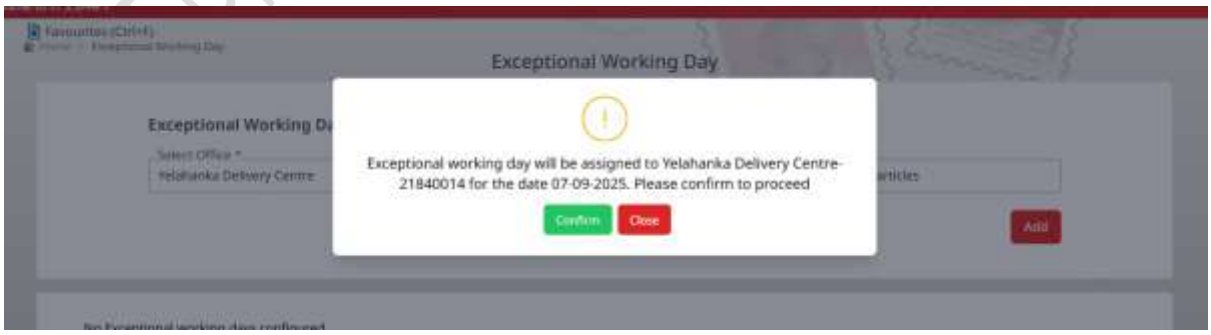
A success message will be displayed in the right bottom corner of the screen. This completed the process of Disposal Soiled Stamps.

27.1.5 Exceptional Working Day



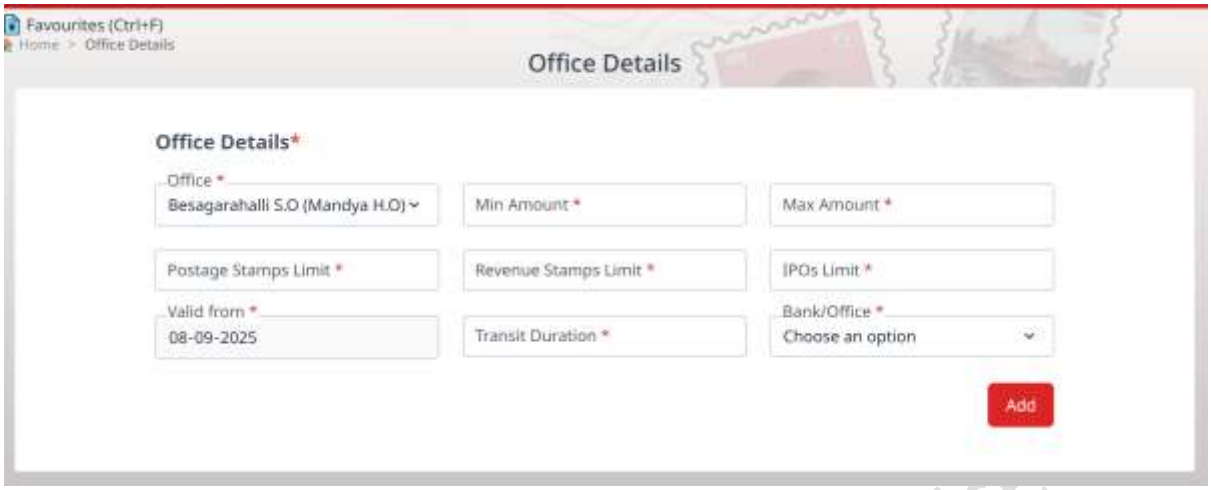
The Divisional Head has to be “Approve” for exceptional working day of offices under their jurisdiction through “Exceptional Working Day” option under “Tools” sub card of “Treasury Management.

Select the office from drop down, date and has to enter “Purpose” of approving Exceptional working day and Click on “Add”.



A confirmation pop up will display, Click on “confirm” to approve .

27.1.6 Office Details



Through the "Office Details" option under "Tools" sub card of "Treasury Management". The Divisional head has to configure the following details:

1. Minimum and Maximum authorised cash balance
2. Account bag Transit duration
3. Cash office mapping
4. Bank mapping
5. Authorised stamp balance
6. Authorised IPO balance
7. Authorised Revenue Stamps limit

By selecting the office from Drop down, all the above mentioned details needs to be enter along with "Valid from" date and click on "Add" to insert the details.

Note: Once office details configured, selected office will disappear from drop down.

For updating the revised office details. Edit option is not available. The Divisional Head has to delete the configured details and configure. Hence these actions to be performed **Before Day begins or after Day end** and valid to date should be previous date.

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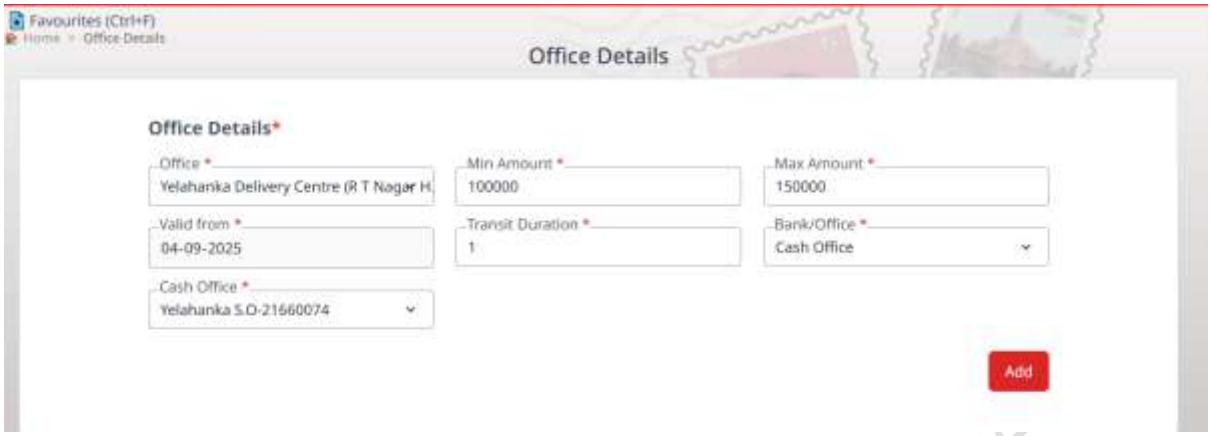
27.1.6.1 Cash office Mapping



By selecting the office from the "Office" drop down, Cash office option from "Bank/Office" drop down , Cash office for can be mapped by selecting from "Cash Office" drop down. Click on "Add" to insert the details.

Note : Cash office option will not enable until selecting "cash office" option from "Bank/Office" drop down.

27.1.6.2 Bank Mapping

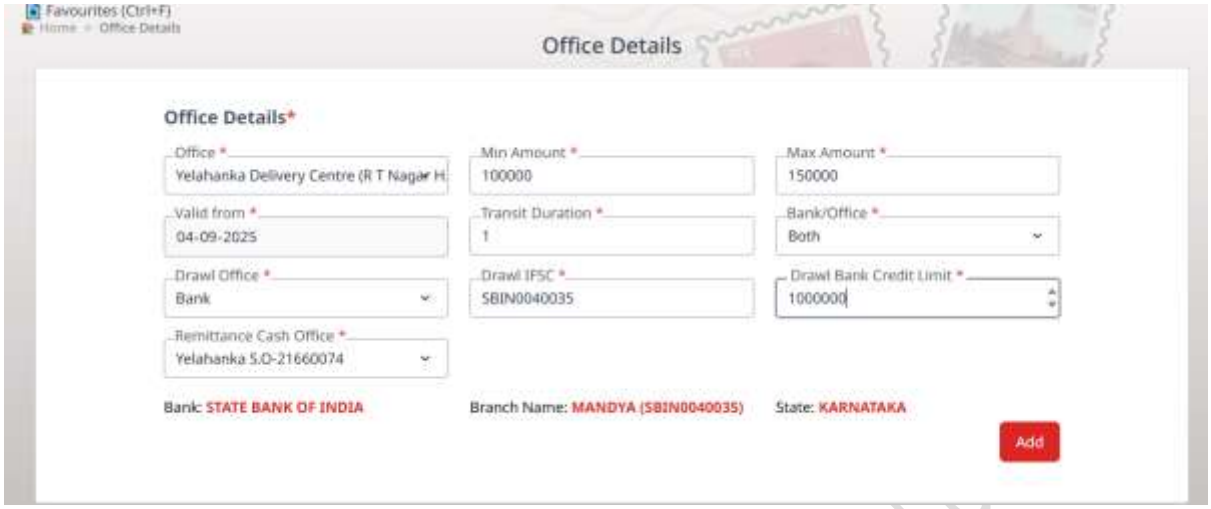
By selecting the office from the "Office" drop down, Bank option from "Bank/Office" drop down , Bank can be mapped by enter IFSC code and Bank credit limit . Click on "Add" to insert the details.

Note: Bank details will be displayed once IFSC code entered in "IFSC" option.

27.1.6.3 Cash and Bank Cross mapping

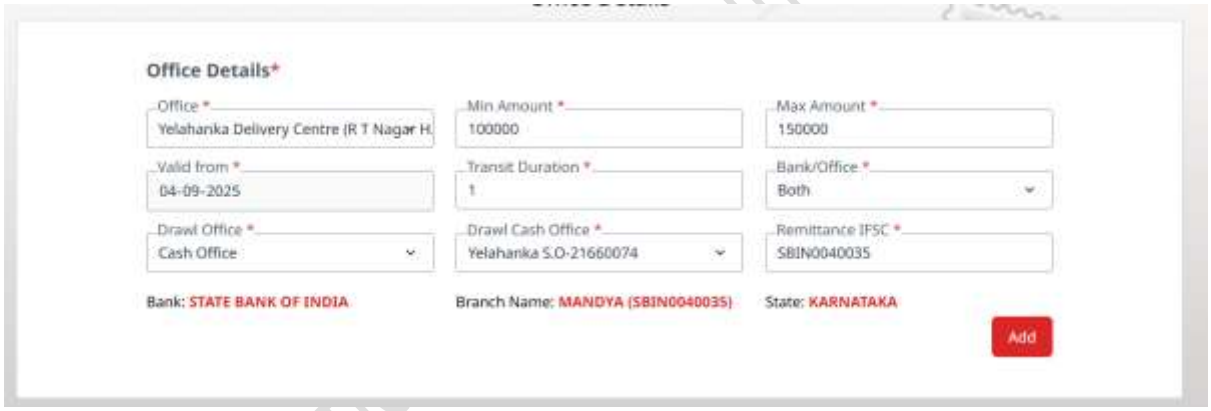
By selecting "Both" option from "Bank/Office" drop down will enable for Cash and Bank cross mapping .

Case 1 : Cash drawl from Bank and remittance to Cash Office



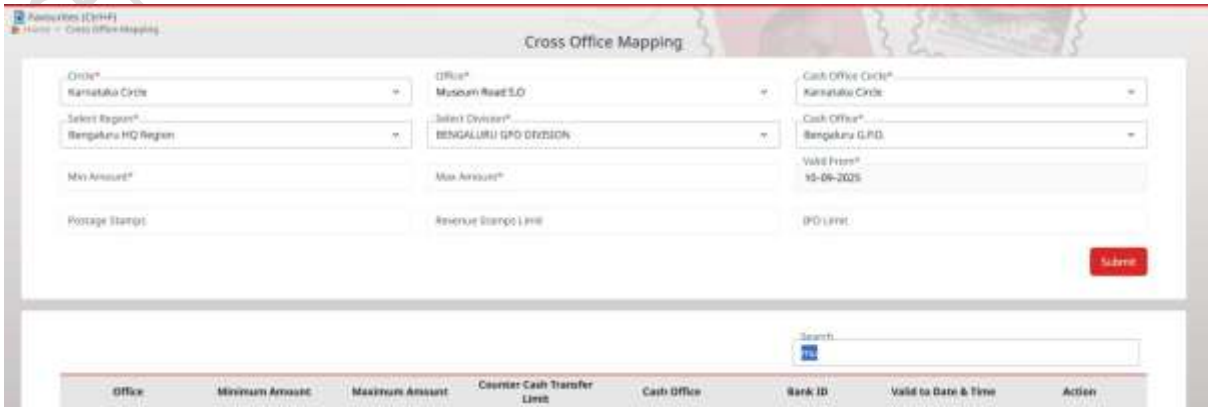
User has to select “Bank” option from “Drawl office” drop down for mapping of “Bank” for cash drawl and “Cash Office” for Cash remittance.

Case 2 : Cash drawl from Cash office and remittance to Bank



User has to select “Cash office” option from “Drawl office” drop down for mapping of “Cash Office” for cash drawl and “Bank” for Cash remittance.

27.1.7 Cross office Mapping-Circle office and CEPT

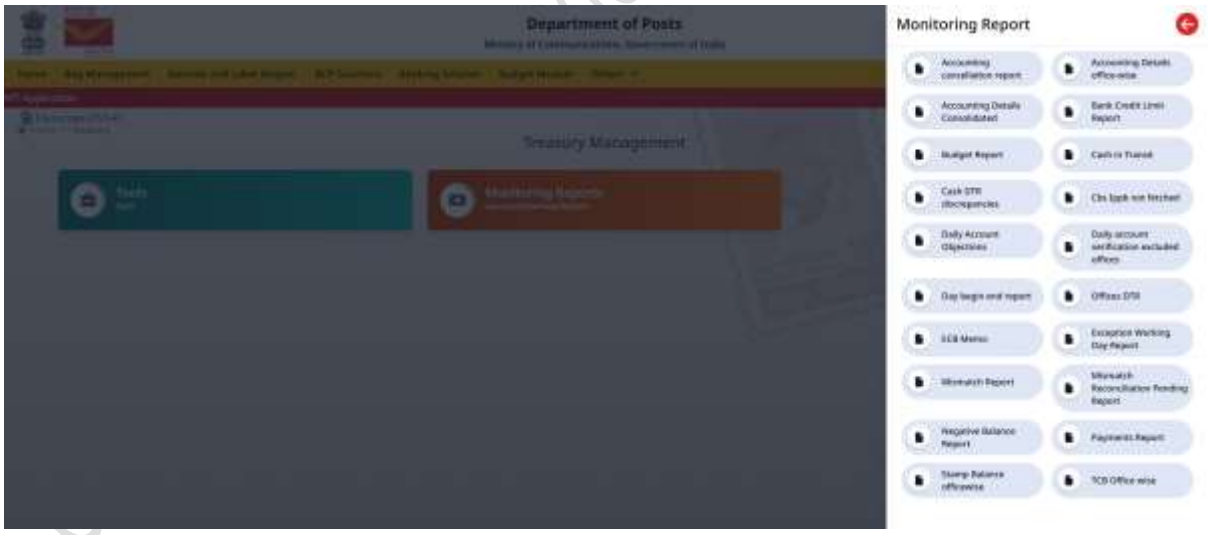


Cross office mapping option is available for Circle office and CEPT admin users only under Treasury Management-Configuration for mapping the offices inter division and inter region for circle office users and inter circles cross office mapping will be done at CEPT on request through support desk by furnishing the necessary details. .

27.1.8 NCDDO Offices configuration –Circle Office

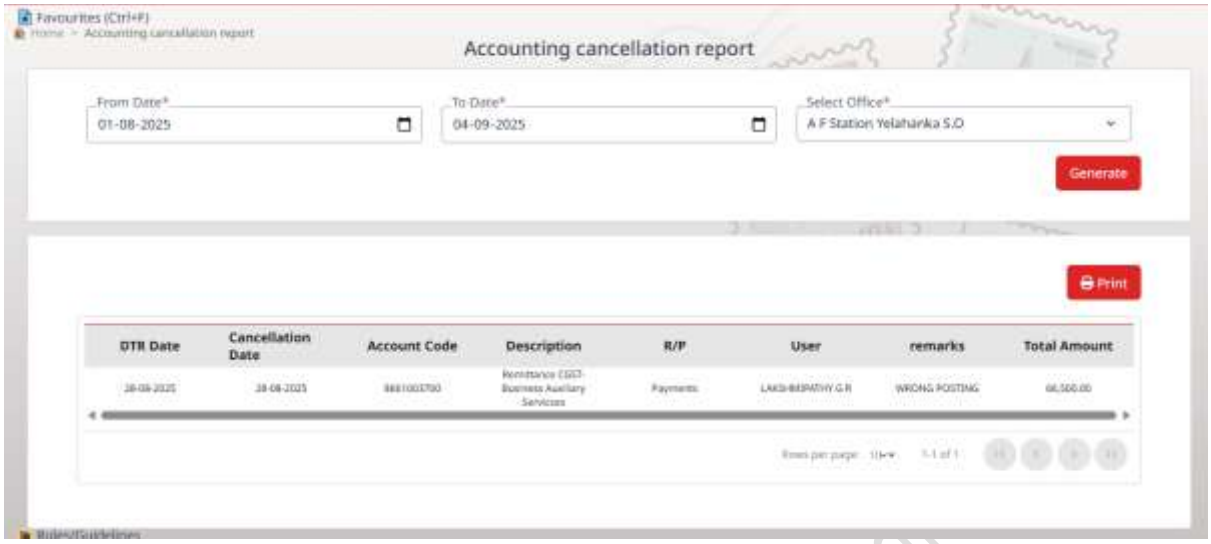
NCDDO office configuration option is available for Circle office users under Treasury Management-Configuration for mapping the NCDDO offices .

27.2 Monitoring Reports



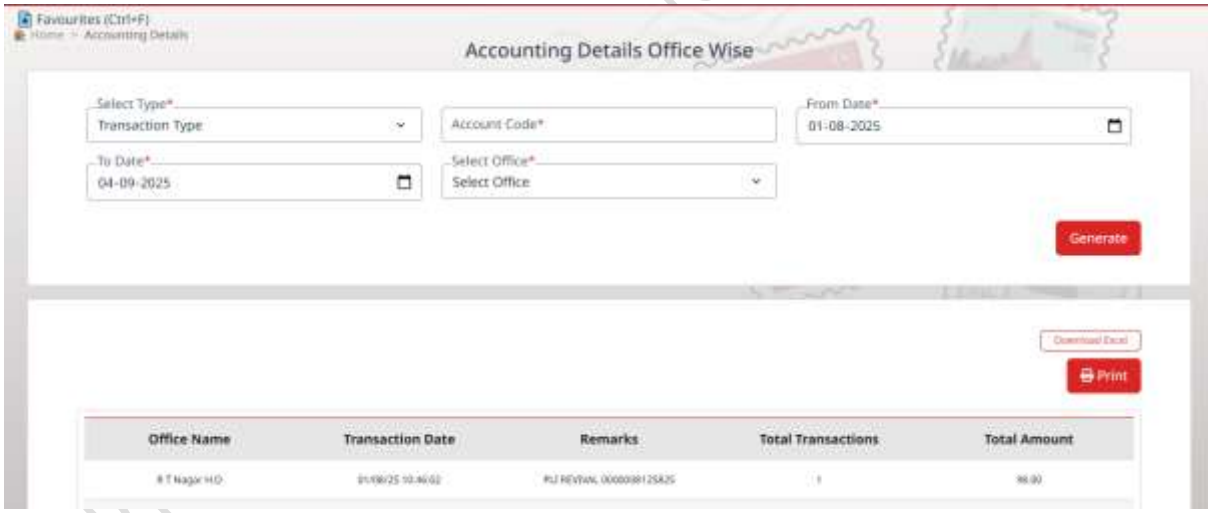
Upon clicking “Monitoring reports” under Treasury Management, there are 15 types of reports available.

27.2.1 Accounting Cancellation Report



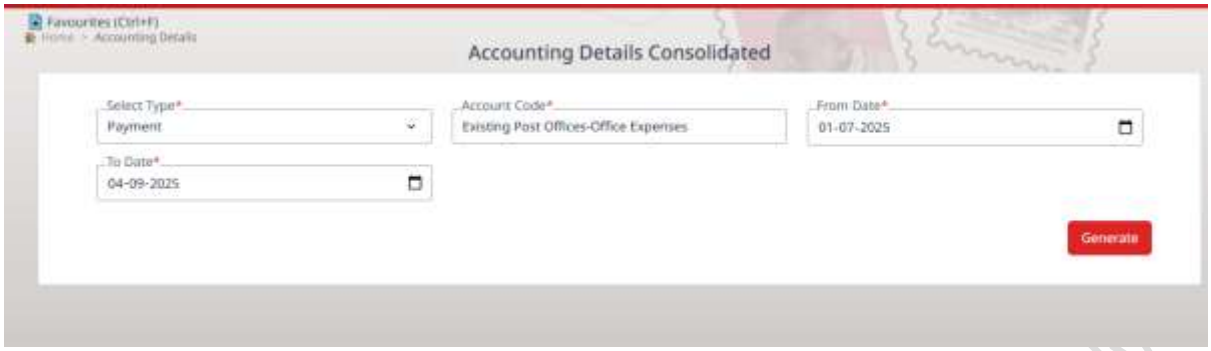
"Accounting Cancellation Report" can be generated by selecting date range, office from "select office" drop down and click on "Generate" option.

27.2.2 Accounting Details office wise



"Accounting Details office wise" can be generated by selecting date range, transaction type (Receipt or Payment) , account code , office from "select office" drop down and click on "Generate" option.

27.2.3 Accounting Details consolidated

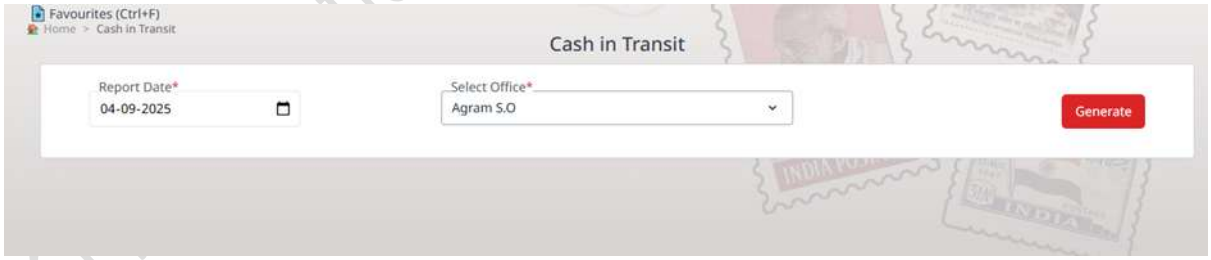


"Accounting Details consolidated" can be generated by selecting date range, transaction type (Receipt or Payment) , account code and click on "Generate" option.

27.2.4 Budget Report

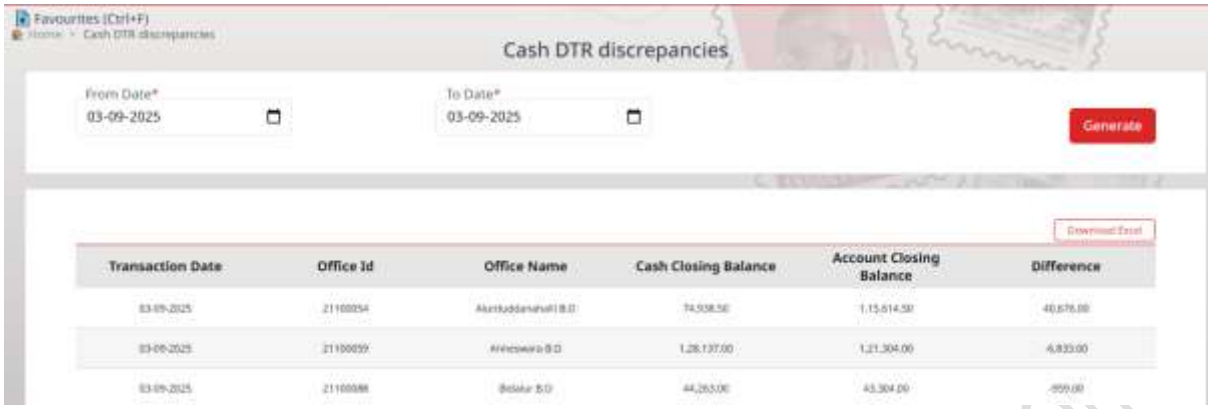
"Budget report" can be generated by selecting budget allocated office and click on "Generate" option.

27.2.5 Cash in Transit



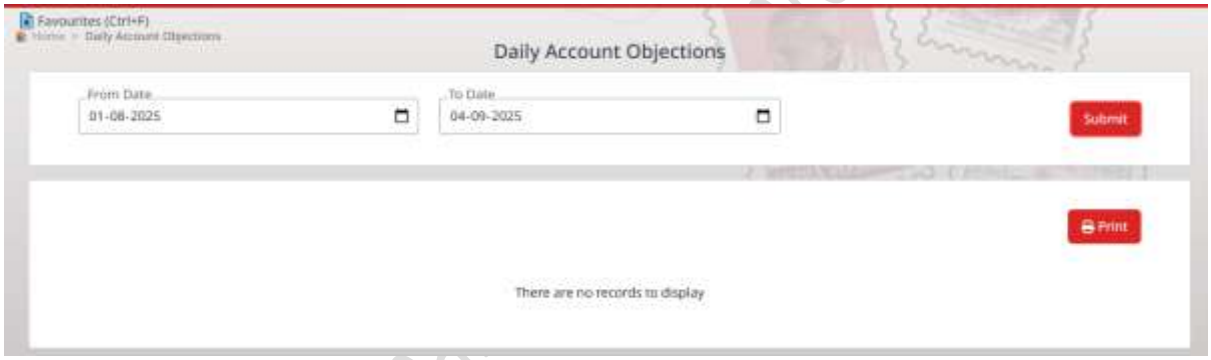
"Cash in Transit" report can be generated by selecting desired date and office from "Select Office" dropdown" and click on "Generate" option.

27.2.6 Cash DTR discrepencies



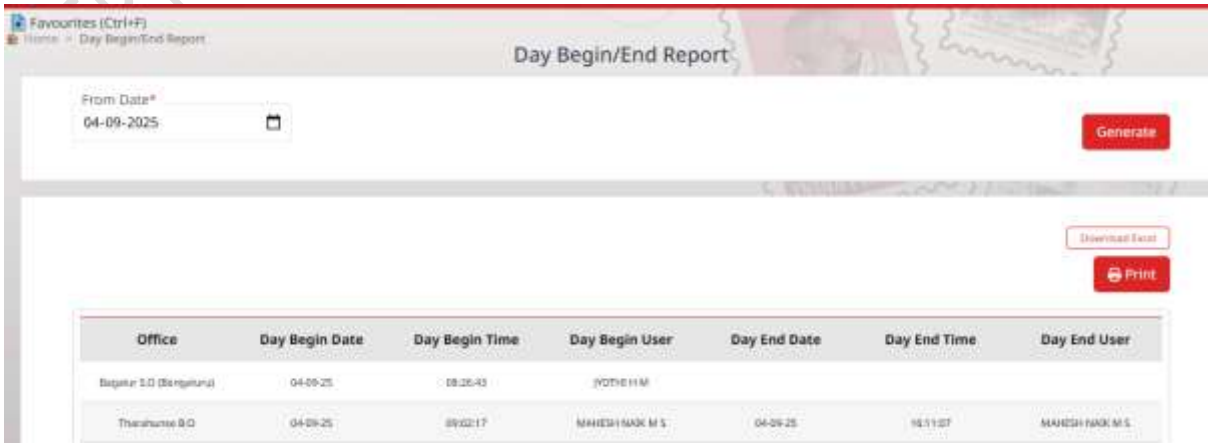
Report of discrepancies in Cash Closing balance and Account closing balance under their jurisdiction can be generated by selecting date range and click on “Generate” option.

27.2.7 Daily Account Objections



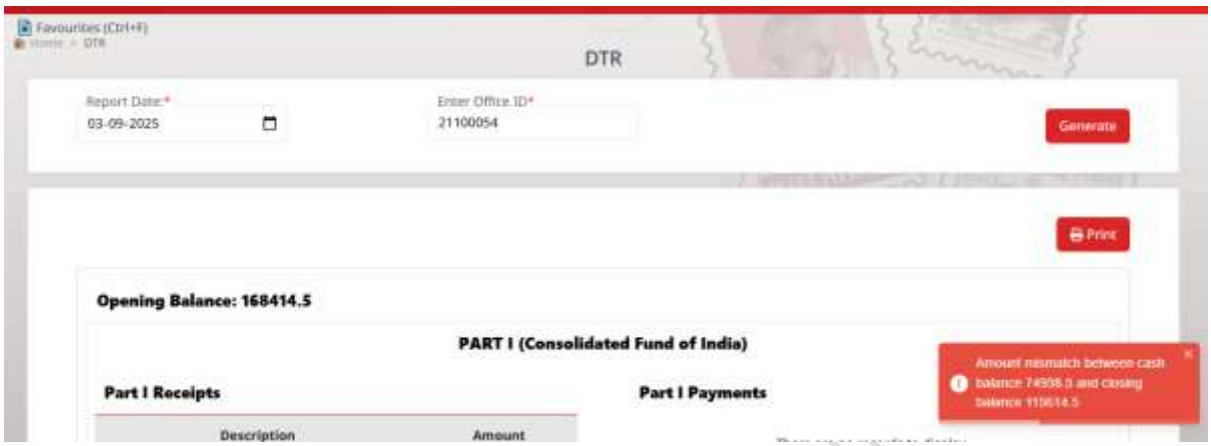
“Daily Account Objections” report can be generated by selecting Date Range and Click on “Submit” option.

27.2.8 Day Begin/End Report



By selecting Date “From Date” option and click on “Generate” option, Office wise “Day Begin/End Report” can be generated .

27.2.9 Offices DTR generation

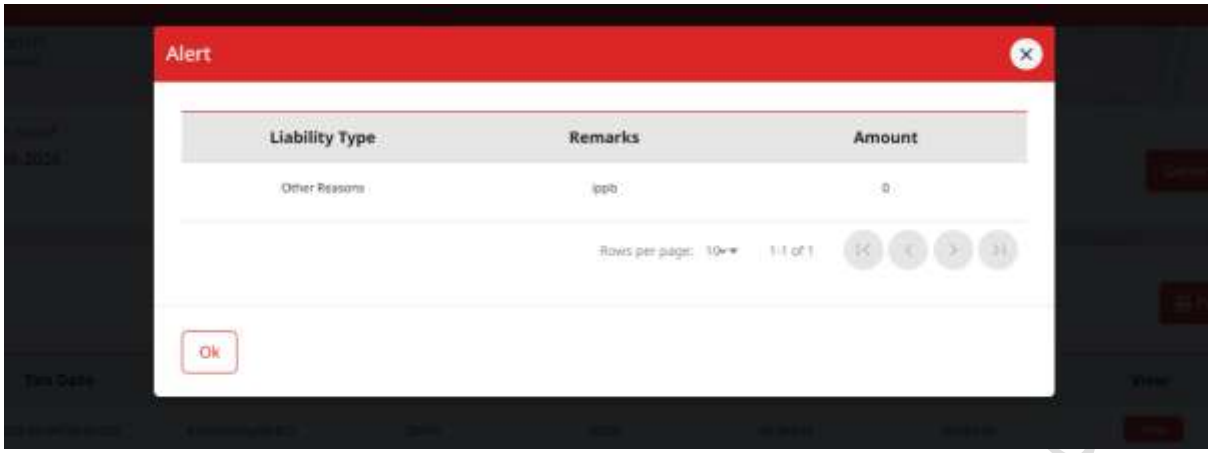


“Office DTR” of offices under their jurisdiction can be generated by selecting date , entering office ID and click on “Generate” option.

Note: If Cash balance and account balance is differ, an Error message will be displayed .

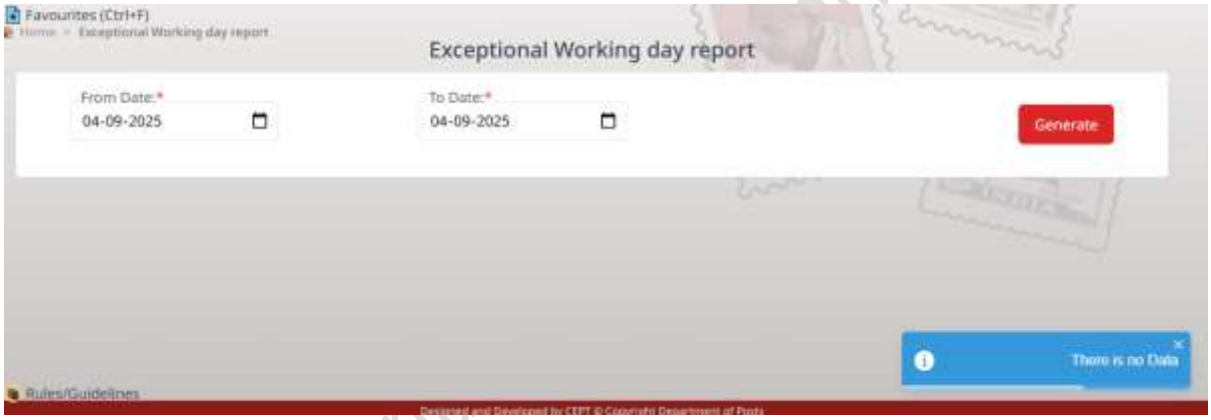
27.2.10 ECB memo report generation

Reports of ECB memo generated by Offices under their jurisdiction can be generated by selecting date range and click on “Generate” option.



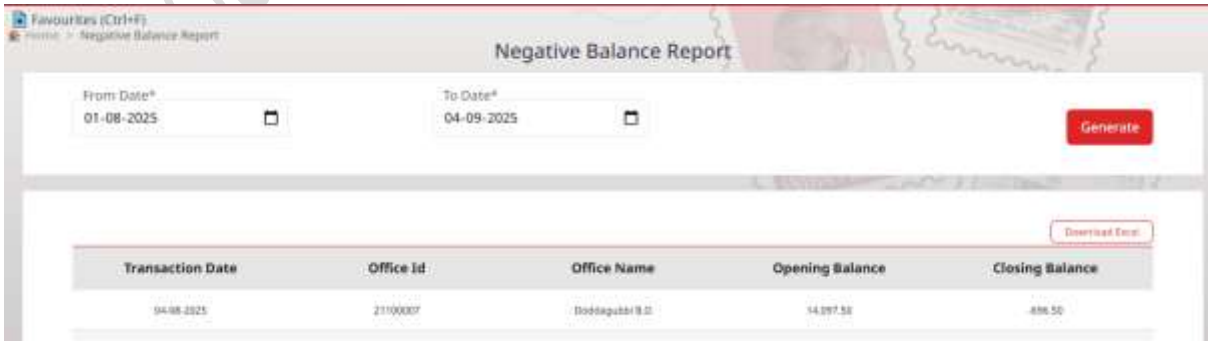
ECB liability can be viewed by click on “View” option available against office name.

27.2.11 Exceptional Working Day report



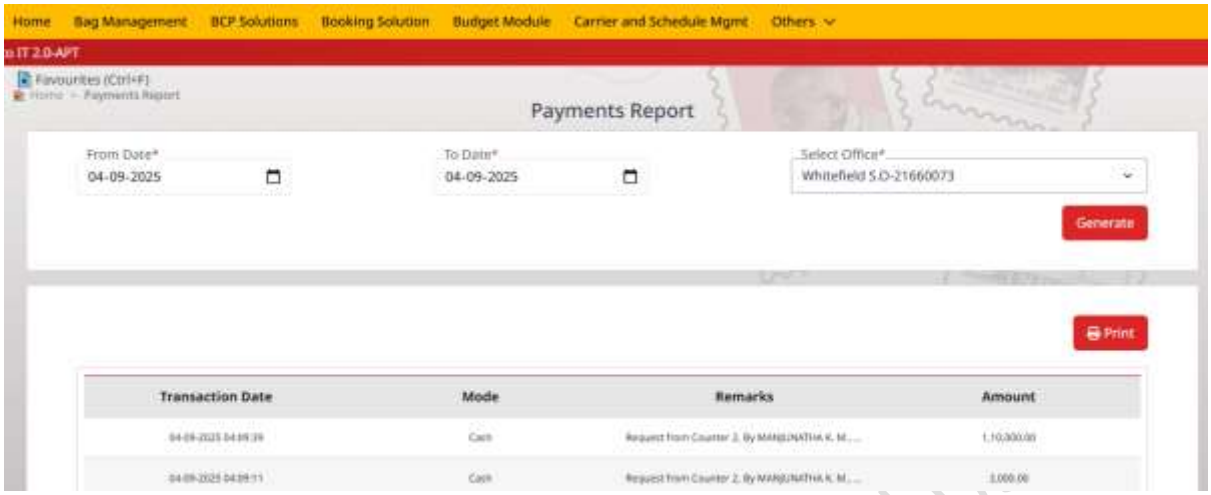
“Exceptional Working Day report” can be generated by selecting date range and click on “Generate” option.

27.2.12 Negative Balance Report



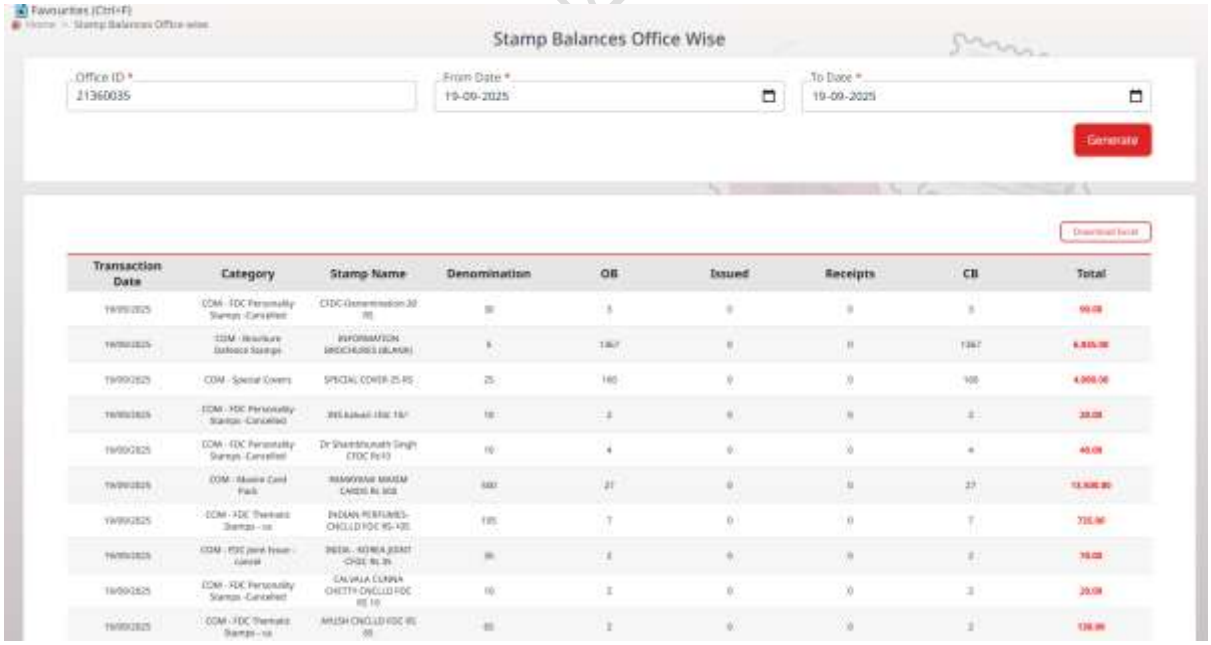
“Negative Balance Report” can be generated by selecting date range and click on “Generate” option.

27.2.13 Payments Report



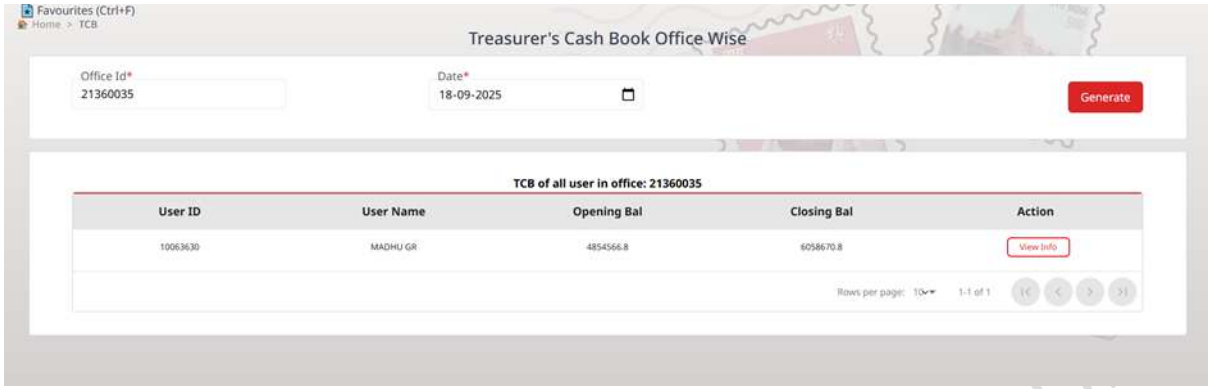
By selecting date range, office from “Select Office” drop down and click on “Generate” option , Reports of detailed payments made by the office can be generated under “Payments Report” .

27.2.14 Stamp Balances Office wise



By entering the desired office id , date range, click on “Generate” option ,Detail Reports of stamp balance of selected office will be displayed under “Stamp Balances office wise” report.

27.2.15 Treasurer's Cash book –office wise

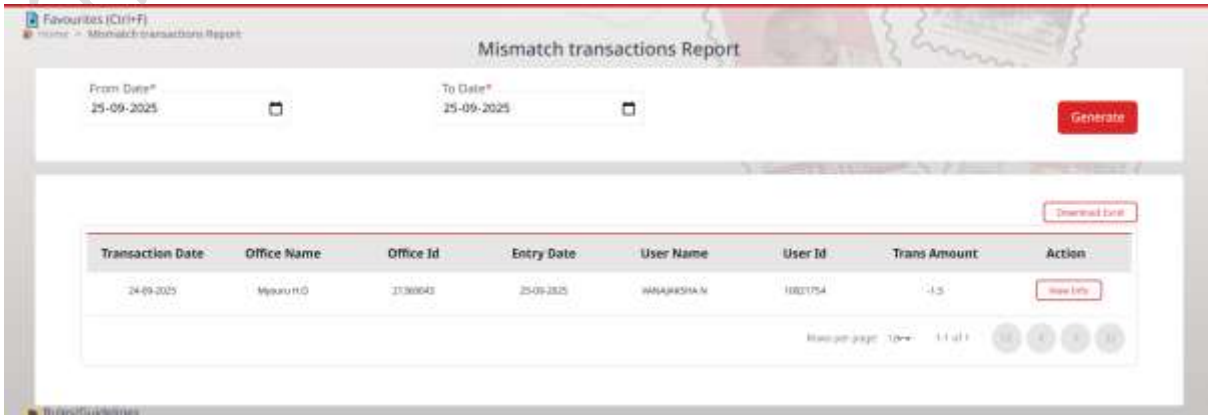


By entering the desired office id and date, click on "Generate" option. Upon clicking "Generate", User ID, User name, Opening balance, closing balance of selected office along with option "View Info" under action displays.
Click on "View info" to view TCB of selected office.

27.2.16 CBS/IPPB not fetched report

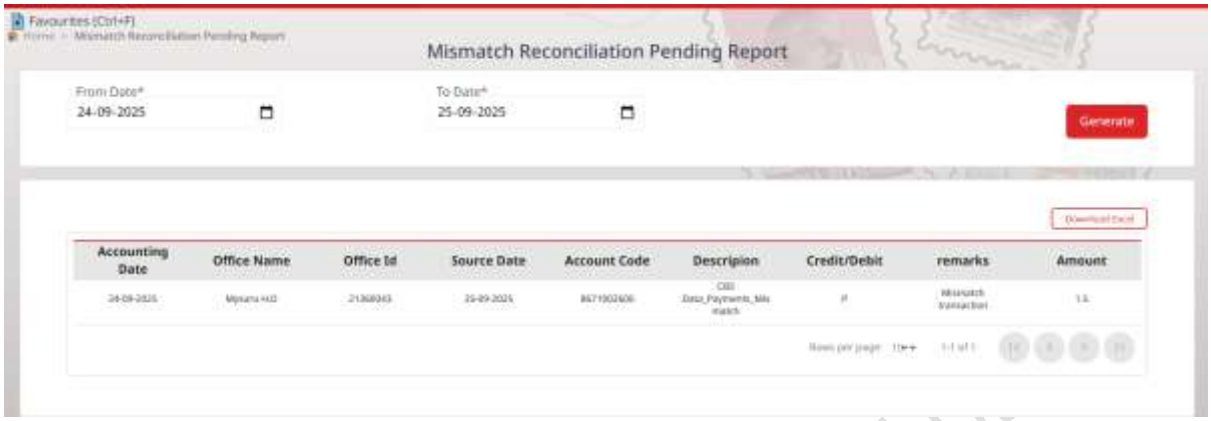
By selecting date range and click on "Generate" option to generate details of offices which were not consumed CBS and IPPB data under "CBS/IPPB not fetched report" .

27.2.17 Mismatch Report



By selecting date range and click on “Generate” option to generate details of offices which were performed mis-match data entry under “Mis-Match Report” .

27.2.18 Mismatch Reconciliation Pending Report

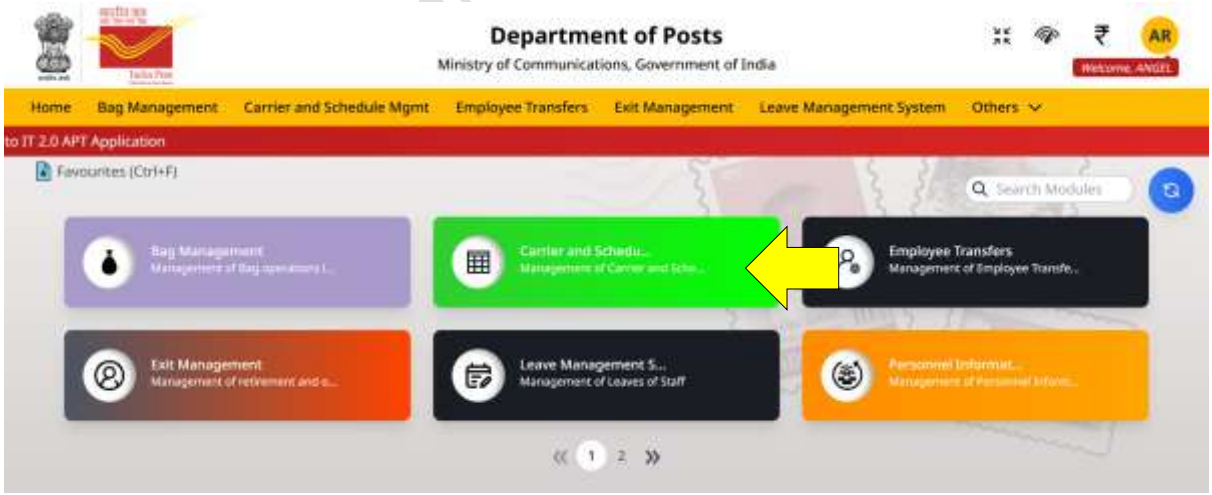


By selecting date range and click on “Generate” option to generate details of offices which were performed mis-match data entry and not yet reconciled at their account office under “Mis-Match Reconciliation Pending Report” .

28 Carrier and Schedule Management

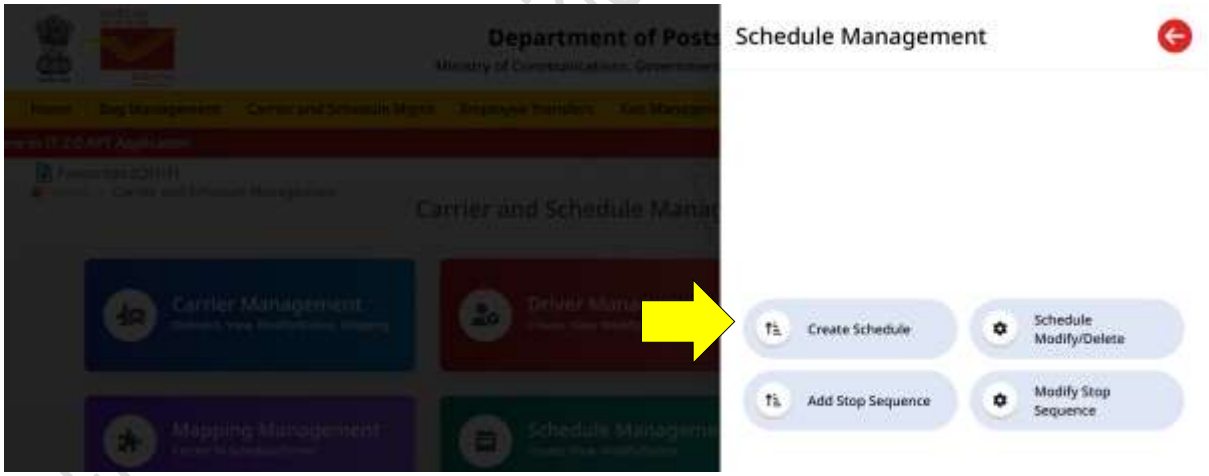
28.1 Schedule creation and maintainance

28.1.1 Creation of schedule

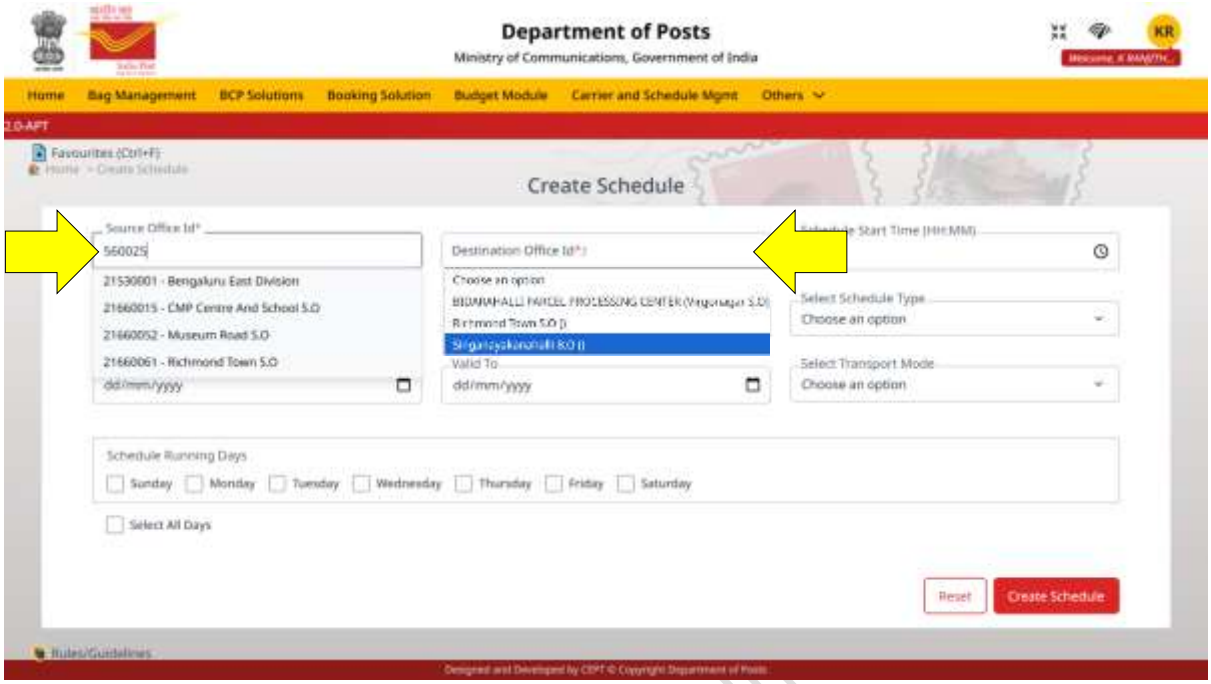


To create schedule click on ‘Carrier and Schedule Management’ card.

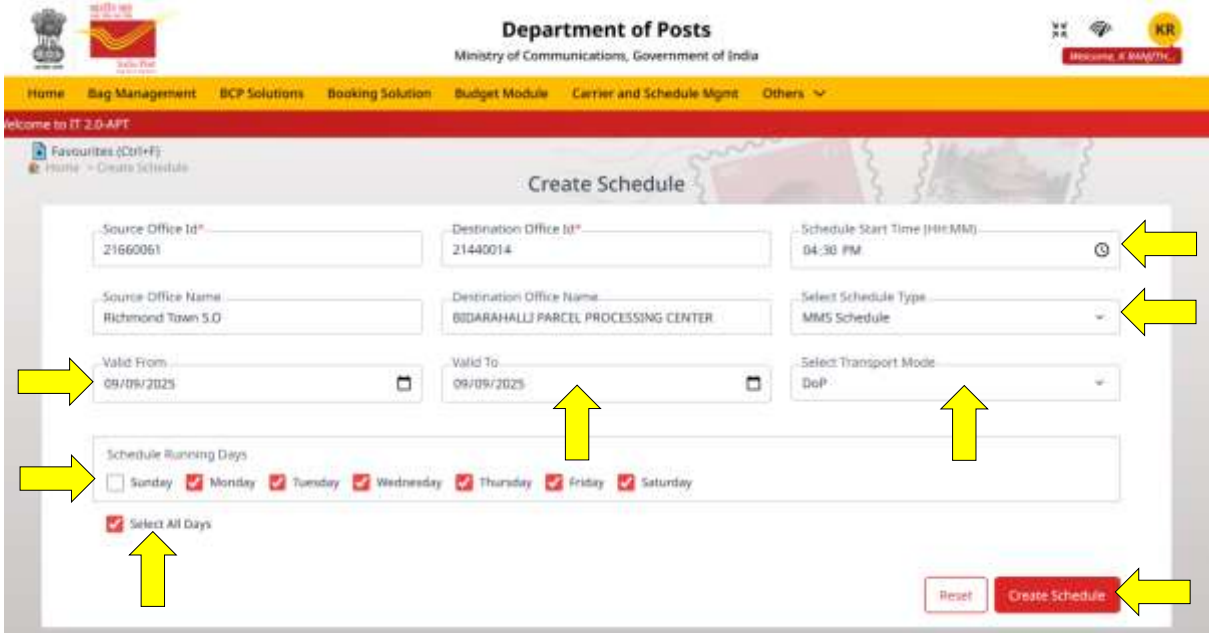
Upon clicking 'Carrier and Schedule Management' card, few sub-cards will be displayed. Click on 'Schedule Management' sub card.



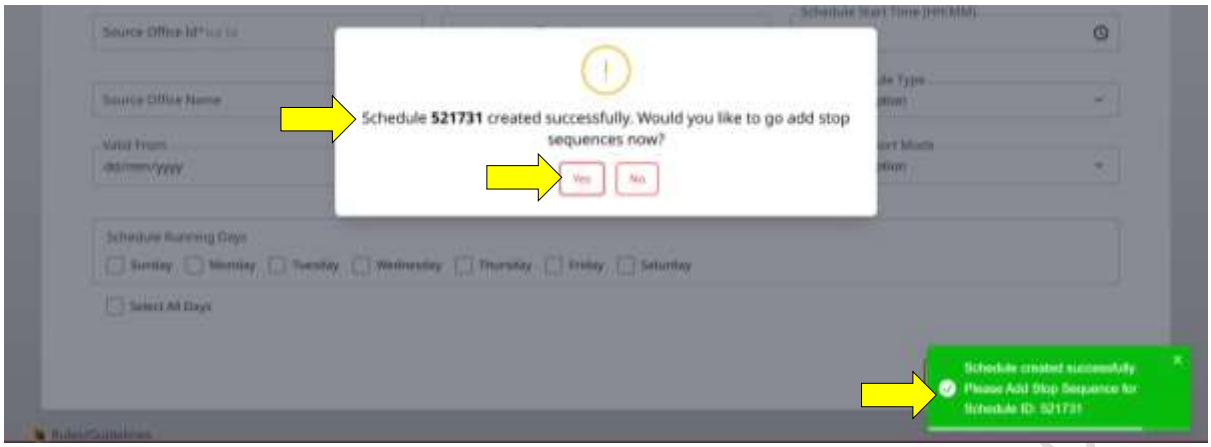
Upon clicking 'Schedule Management' sub card, the above options will be displayed on the right side of the screen. Click on 'Create Schedule' option.



Upon clicking the 'Create Schedule' option, the above screen will open. In the screen select the source office and destination office by typing the PINCODE at 'Source Office ID' & 'Destination office ID' option.

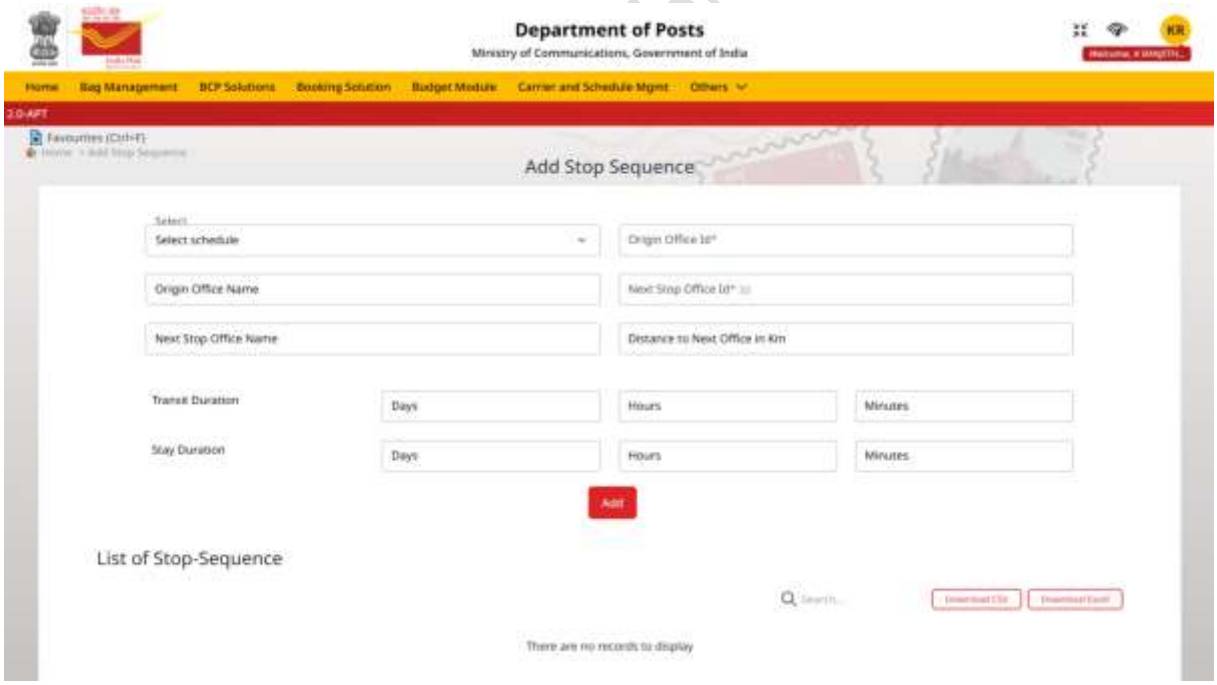


Enter the start time at 'Schedule Start Time (HH:MM) option, names of the source and destination offices will be auto fetched. Select the Schedule Type, enter the valid from and to date and mode of transportation from 'Select Transport Mode' option. Select the schedule running days, if all days of the week, select 'Select All days' option. Click on 'Create Schedule' button.

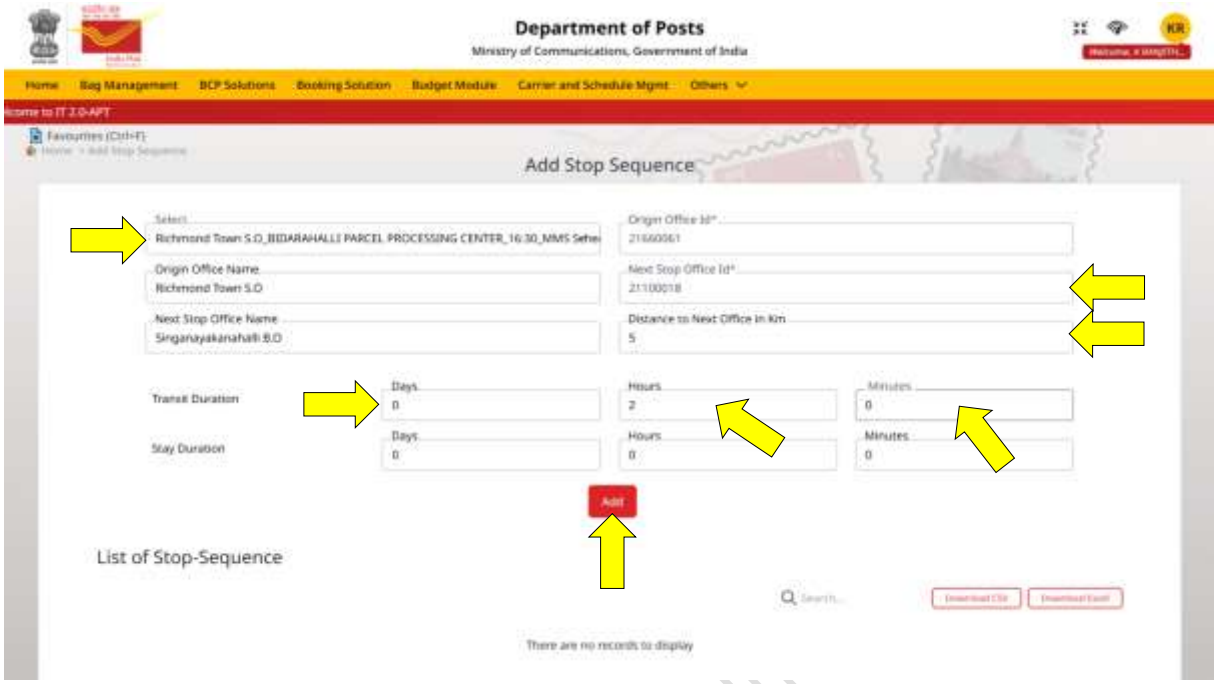


Upon clicking the 'Create Schedule' button, a success message will be displayed on the right bottom corner of the screen. Also a pop-up message will be shown by displaying the newly created schedule ID and it will ask for redirecting to the Add Stoop Sequence page.

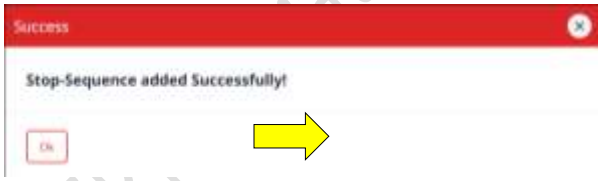
28.1.2 Adding Stop Sequence to the schedule



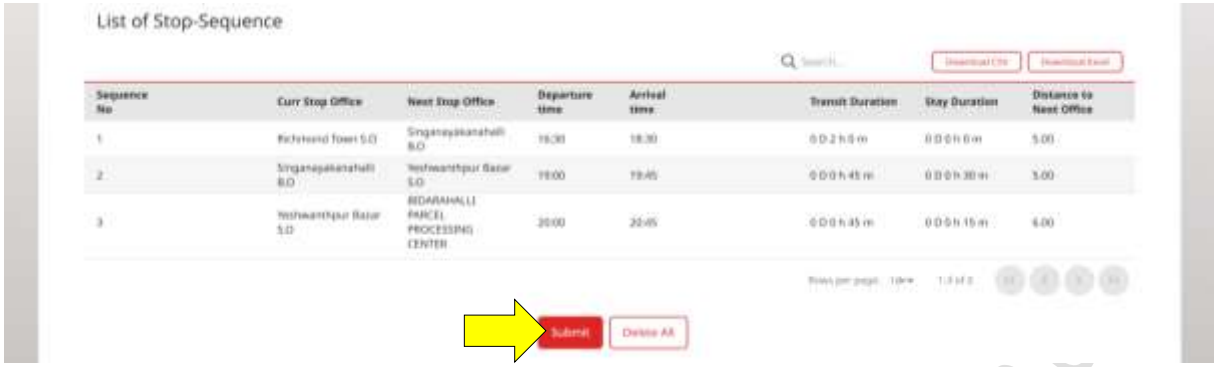
Upon clicking the 'Yes' button, 'Add Stop Sequence' page will be opened. Also, stop sequence can be added by following the steps mentioned below:



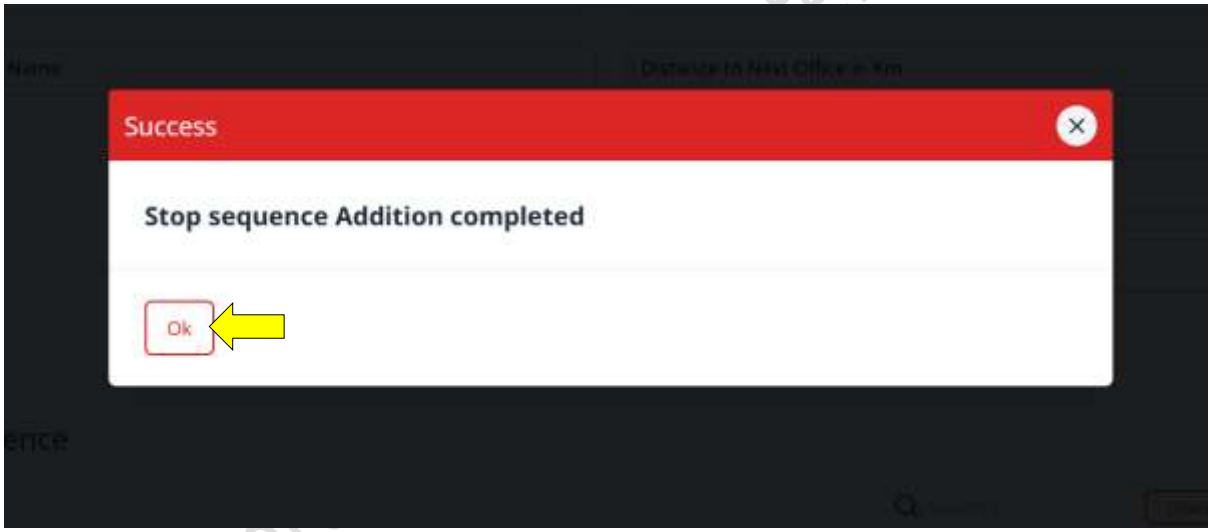
In the 'Add Stop Sequence' page, select the schedule from the Select drop down option. Upon selecting the appropriate schedule, origin office details will be displayed on the screen. Enter the office ID at 'Next Stop Office ID' option. Enter the distance between Origin Office and next stop ID at 'Distance to Next Office in KM' option. Enter the Transit Duration between origin office and next stop office in the available fields i.e. in 'Days', 'Hours', 'Minutes'. Enter the Stay Duration in the available fields i.e. in 'Days', 'Hours', 'Minutes'. Upon filling all required fields, click on the 'Add' button to complete the add stop to the schedule.



Upon clicking the 'Add' button, a success message will be pop-up on the screen. Click on 'Ok' button.



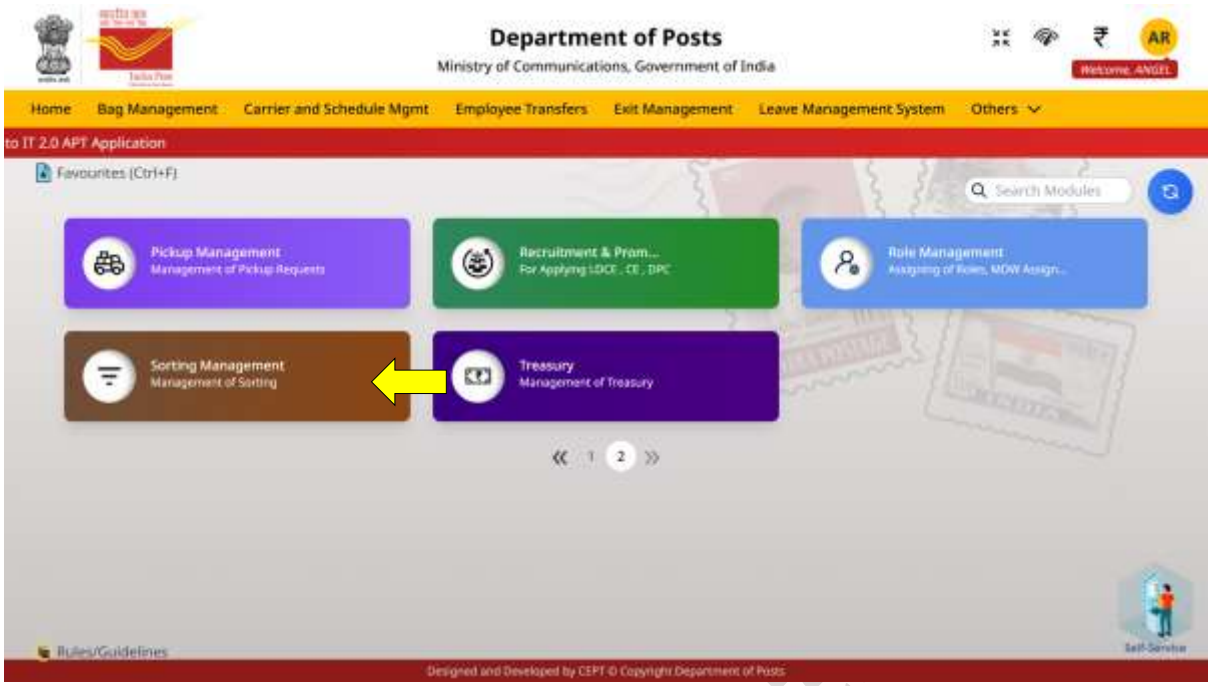
Upon clicking the 'Add' button, stop sequences will be added to the schedule and it will be listed under the heading 'List of Stop Sequence'. After adding all required atop sequences, click on 'Submit' button.



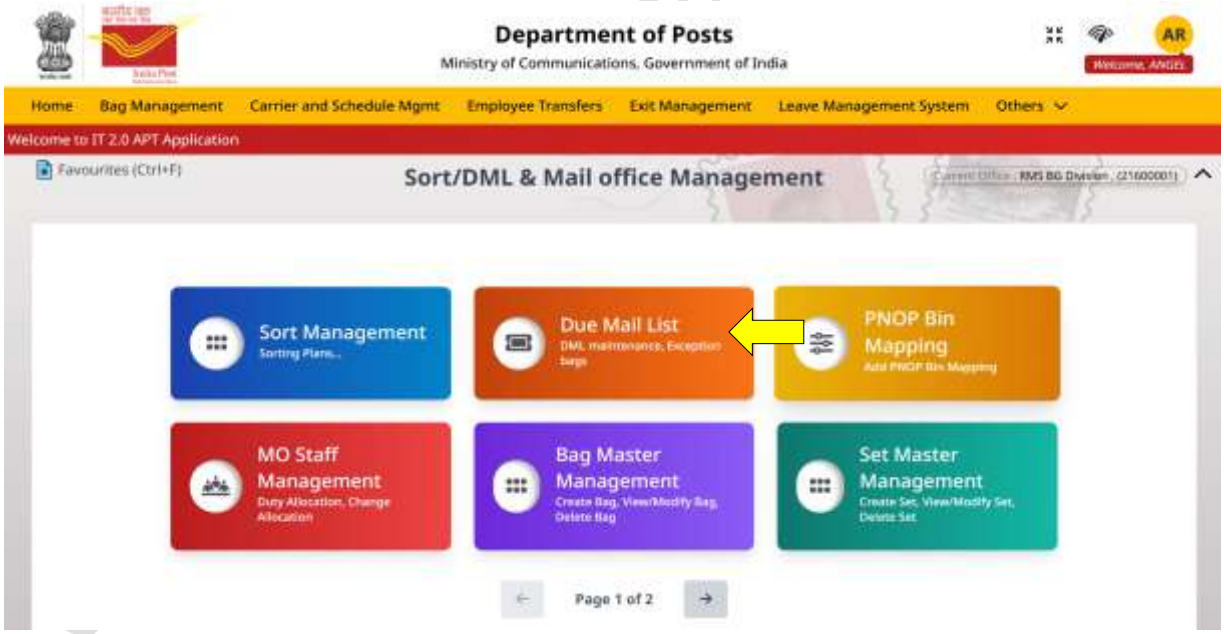
Upon clicking the 'Submit' button, a success message will appear on the screen. Click on 'Ok' button.

28.1.3 Maintenance of Due Mail List

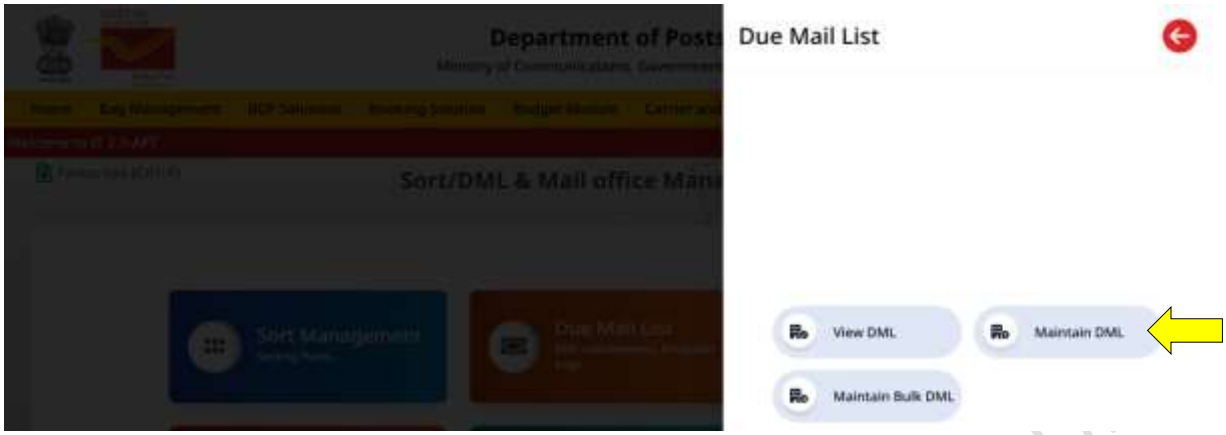
After completion of the schedule creation and adding stop sequence to the schedule DML should be maintained.



For maintaining DML click on 'Sorting Management' card.

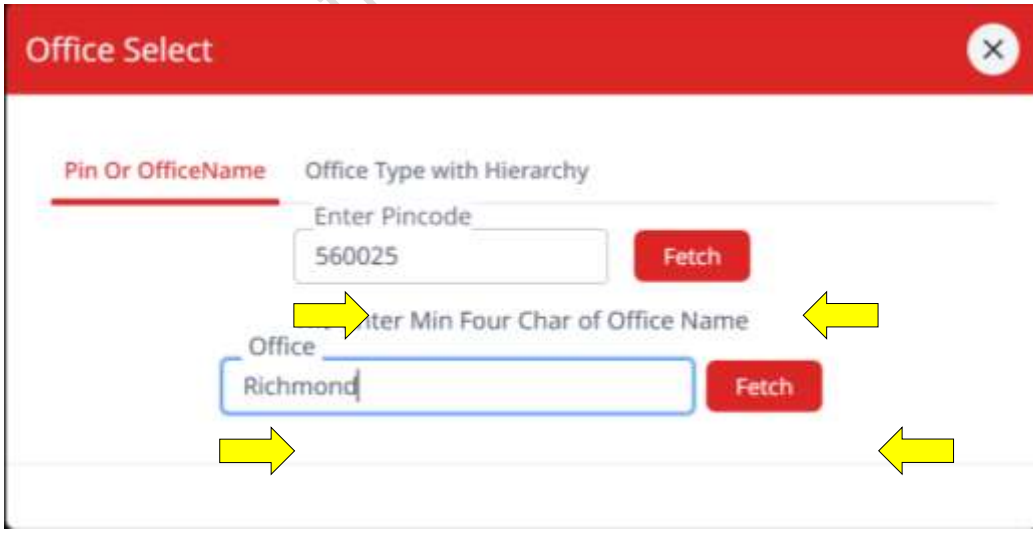


Upon clicking the 'Sorting Management' card, 'Sort/DML & Mail office Management' screen will be displayed. Click on the 'Due Mail List' sub card.

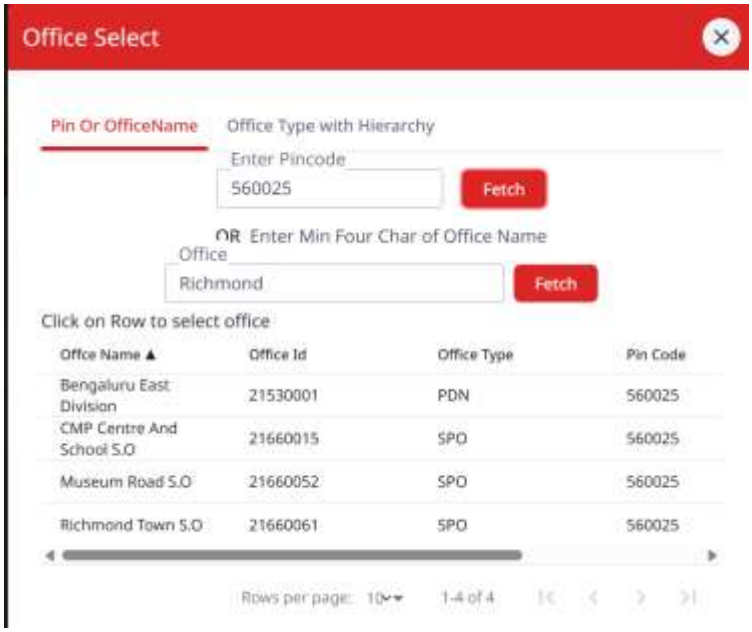


Upon clicking the 'Due Mail List' sub card, there options will be displayed on the right side of the screen. Click on 'Maintain DML' option.

Upon clicking 'Maintain DML' option, the above screen will be opened. Select the office for which the DML is being maintained by entering the office ID in the 'Enter Office ID of Despatch' option. For searching the office click on the option given for the purpose.



Enter the despatch office PINCODE at 'Enter Pincode' option or type the office name with minimum four characters in the given option and click on 'Fetch' button.



Upon clicking the 'Fetch' button, relevant office list will be displayed. Select the appropriate despatch office.

Office details will be fetched and click on the 'Fetch' button.

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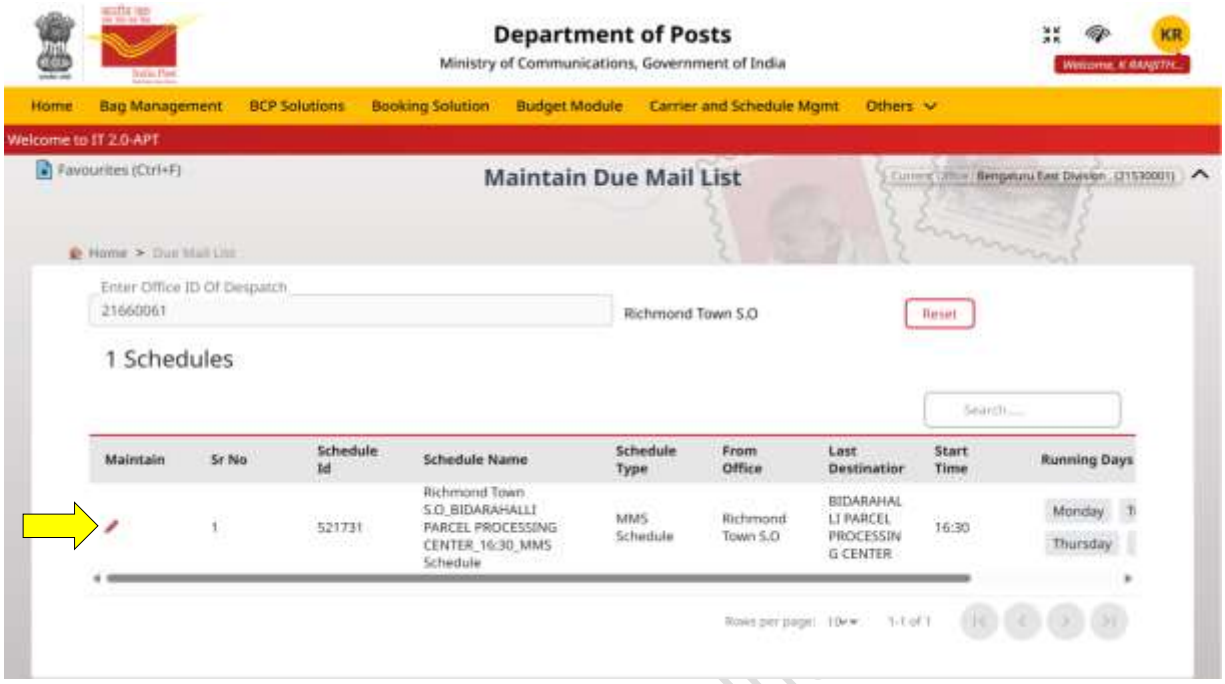
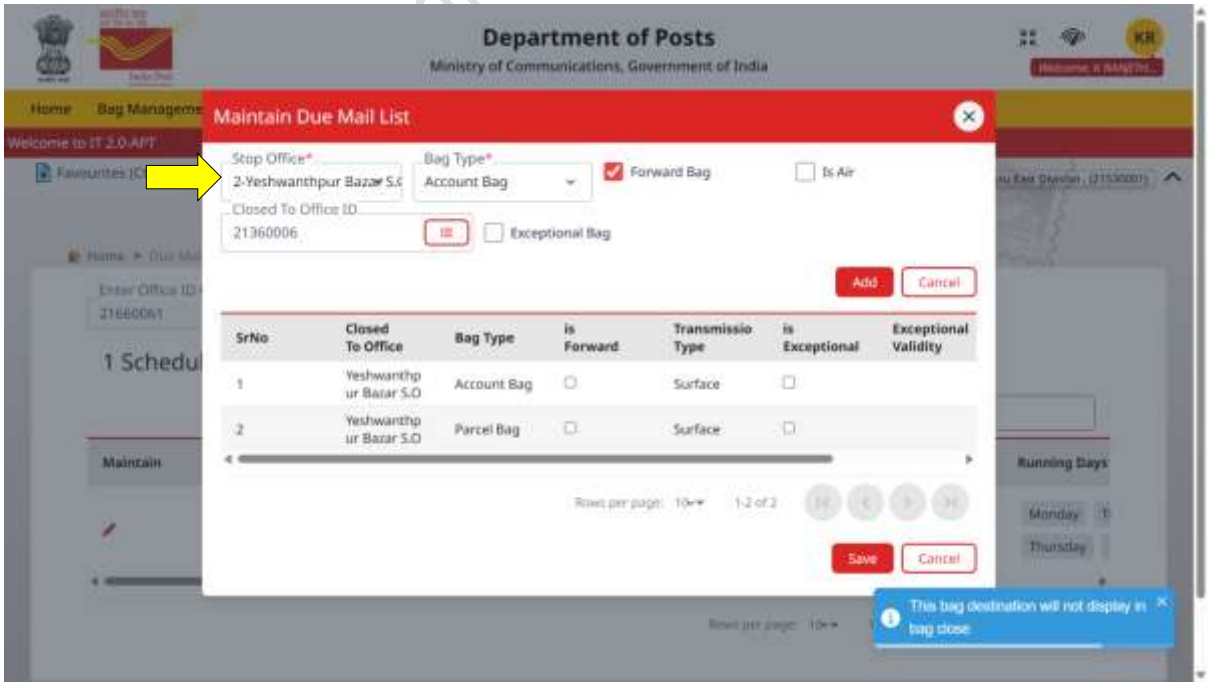
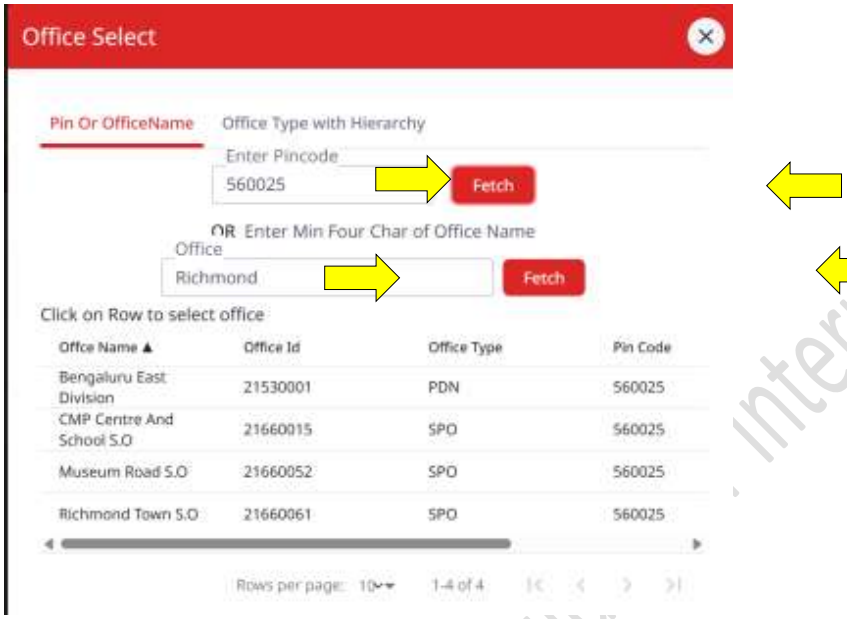


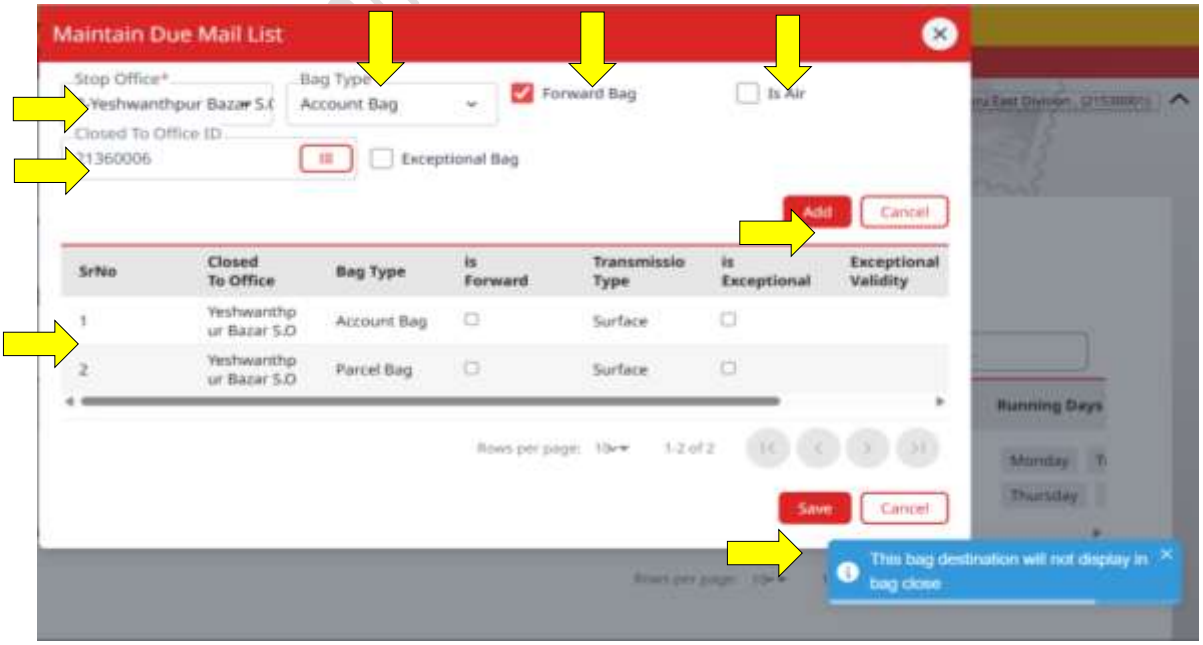
Upon clicking the 'Fetch' button, all schedules which includes the selected office will be listed down with columns namely 'Maintain', 'Sr No', 'Schedule ID', 'Schedule Name', Schedule Type', 'From Office', 'Last Destination', 'Start Time' and 'Running Days'. Click on the 'Edit' icon under the 'Maintain' column against the appropriate schedule.



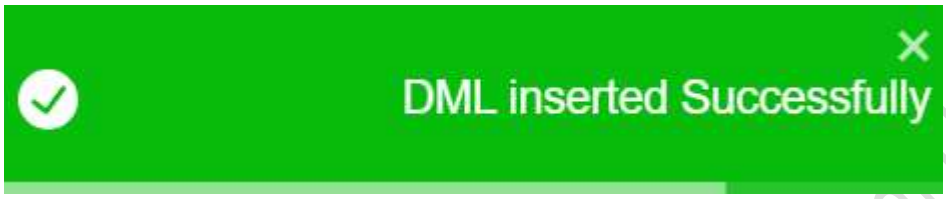
Upon clicking the 'Edit' icon, 'Maintain Due Mail List' window will be pop-up. In the window, click on the 'Stop Office' dropdown option. All stop sequences of the schedule will be listed down. Select the appropriate stop office from the dropdown option. Upon selecting the Stop Office click on the Bag type drop down option. Upon clicking the 'Bag Type' dropdown all types of bags will be listed down. Select the appropriate bag type from the list. After selecting the bag type, enter the closed to office ID at 'Closed To Office ID' input field or click on the option given for searching the office.



Upon clicking the search option, the above screen will be appeared. Enter the despatch office PINCODE at 'Enter Pincode' option or type the office name with minimum four characters in the given option and click on 'Fetch' button. Upon clicking the 'Fetch' button, relevant office list will be displayed. Select the appropriate Closed to office.



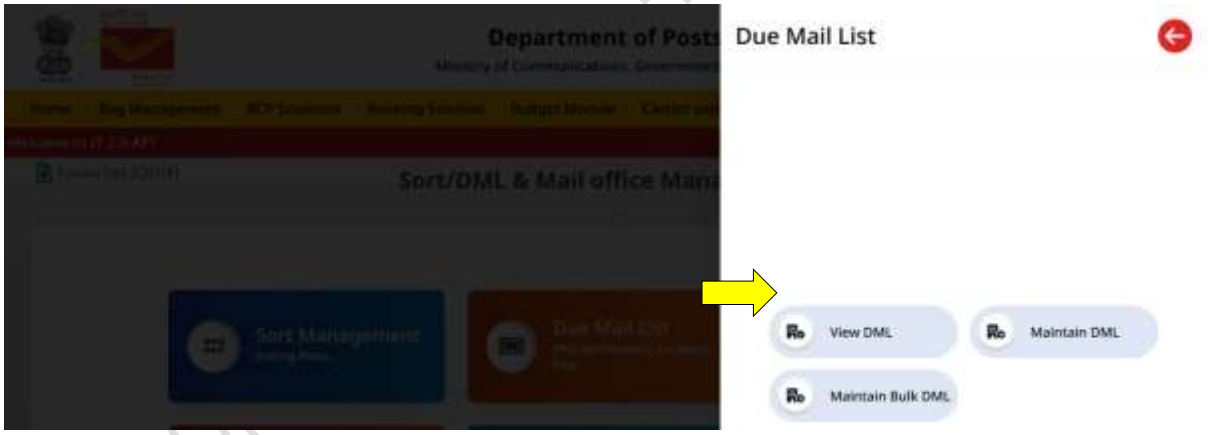
Upon selecting the closed to office, click on the 'Add' button. Upon clicking the 'Add' button, a DML entry will be added and displayed at the bottom of the screen. This enables the origin office to close the bag to the destination. In case of forward bag for the Origin office select the 'Forward Bag' option. In case of 'Air' lift bag, select 'Is Air' option. If any bag to be added for the specific period select the 'Exceptional Bag', end date select option will be shown. Select the end date for the exceptional bag. Upon selecting all the parameters, click on the 'Save' button for completing the DML Maintain.



Upon clicking the 'Save' button, a success message will be displayed on the right bottom corner of the screen.

28.1.4 View the DML

Already maintained DML can be viewed and edited using the View DML option.



Click on 'View DML' option.

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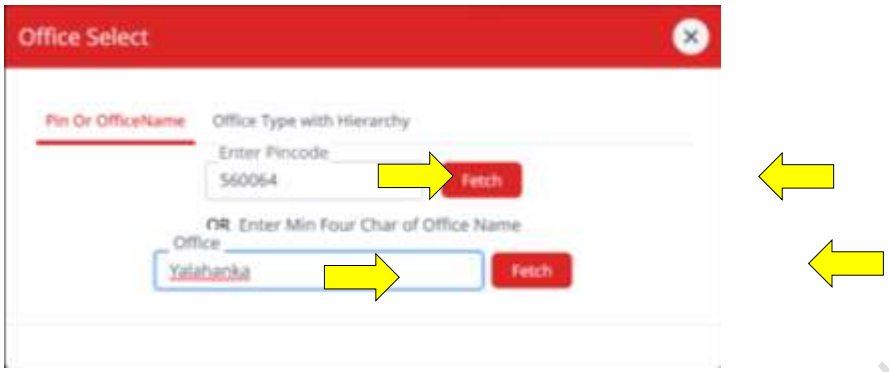
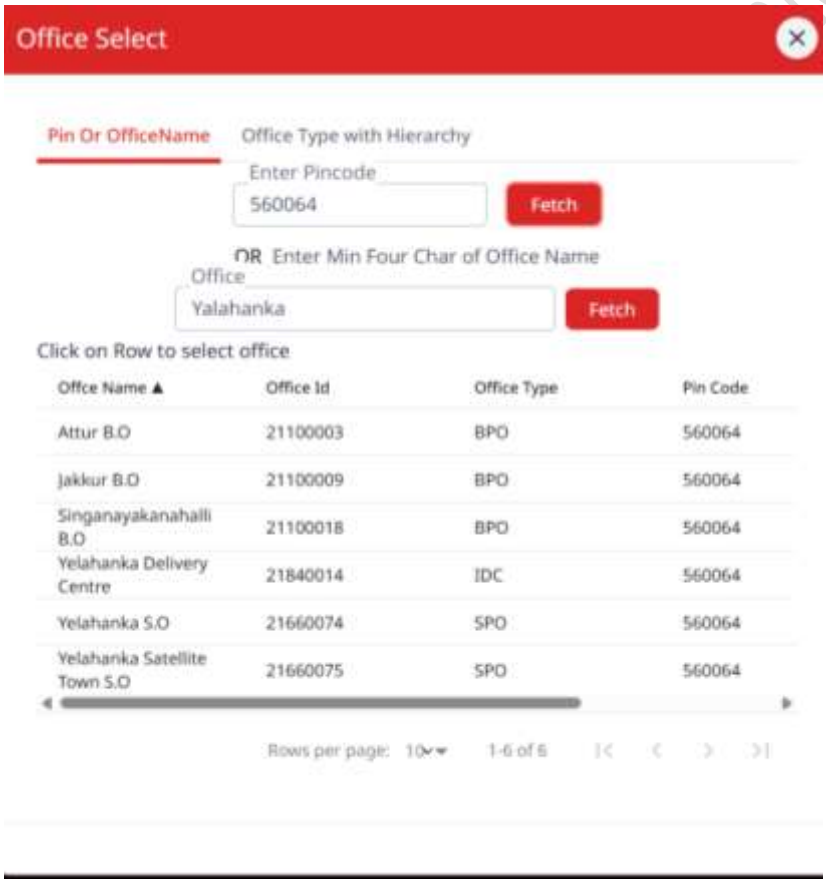
Upon clicking the 'View DML' option, 'Due Mail List' page will be displayed. Select the office for which the DML is being maintained by entering the office ID in the 'Enter Office ID of Despatch' option. For searching the office click on the option given for the purpose.



Enter the despatch office PINCODE at 'Enter Pincode' option or type the office name with minimum four characters in the given option and click on 'Fetch' button.



Upon clicking the 'Fetch' button, relevant office list will be displayed. Select the appropriate despatch office.

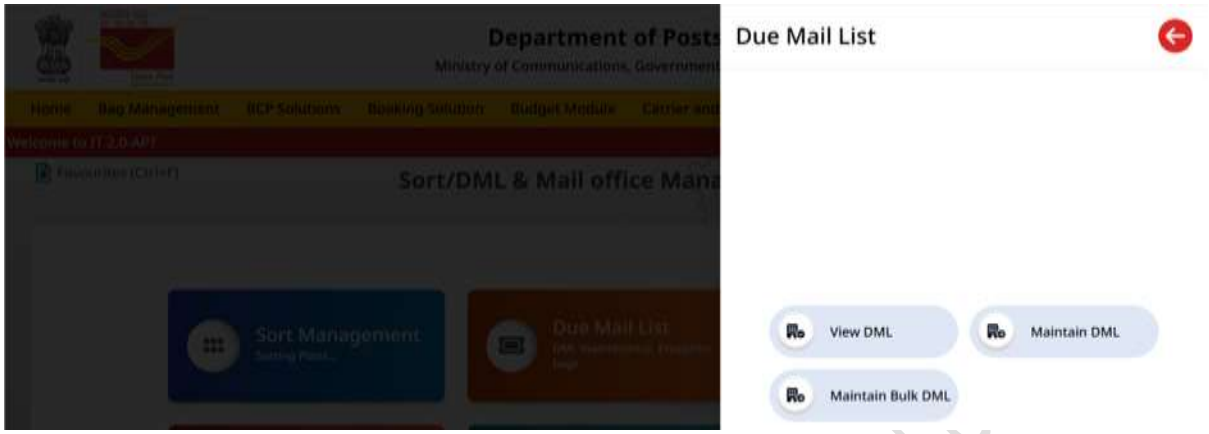
Internal Use Only

Office details will be fetched and click on the 'Fetch' button.

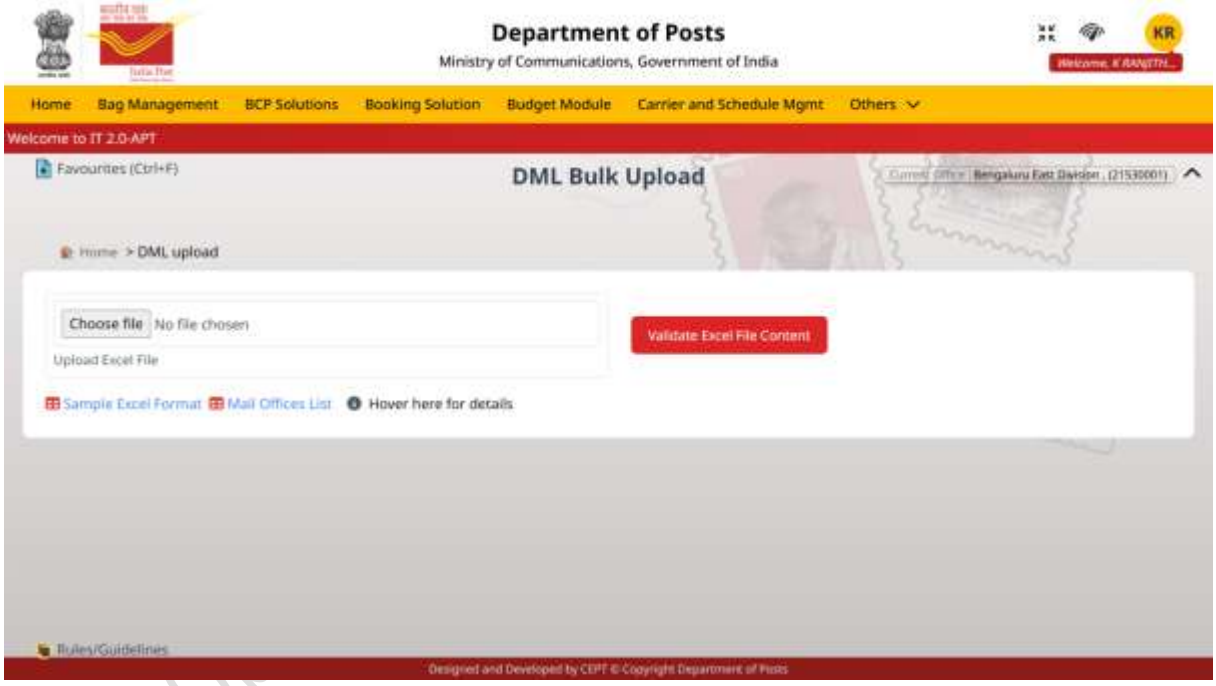
Upon clicking the 'Fetch' button, list of all already maintained DML will be displayed in columns viz. 'Sr No', 'DML ID', 'origin Office Name', 'Schedule ID', 'Name of Schedule', 'Destination Office Stop', 'Closed To Office', 'Bag Type', 'Forward Bag', 'Delete'. To delete the DML, click on the delete icon under the 'Delete' column. For adding new bags to the existing DML, click on the 'Add New Bag in Due Mail List' button. Upon clicking the 'Add New Bag in Due Mail List' button, follow the procedure in the Sl No._____ to Sl No._____

28.1.5 Bulk Maintain of the DML

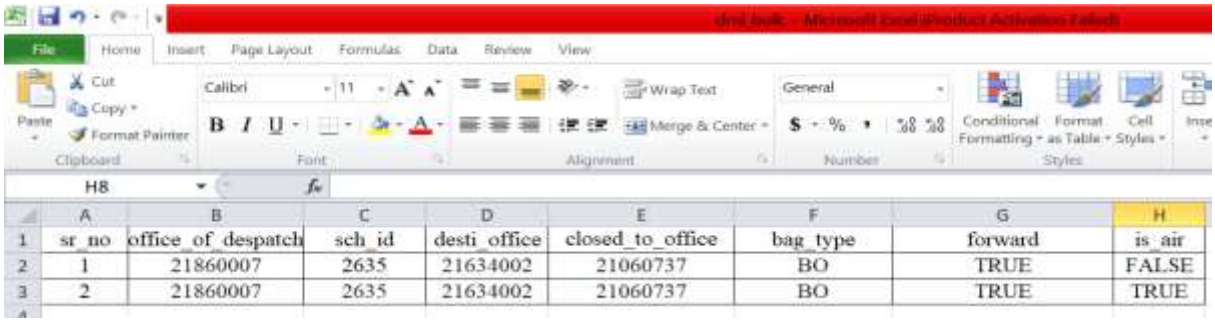
DML can be maintained in bulk by uploading the data in EXCEL format.



Click the 'Maintain Bulk DML' option

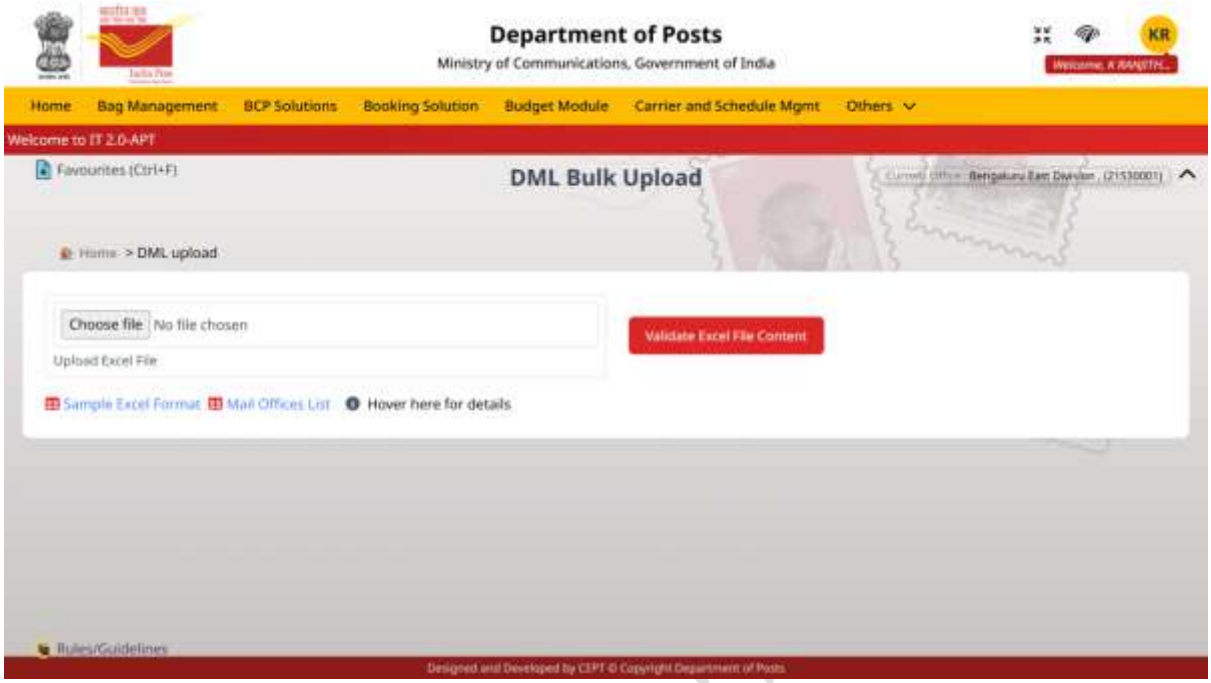


Upon clicking the 'Maintain Bulk DML' option, the above screen will be displayed. Sample Excel formats are available for download in the screen. Also Mail Office List can be downloaded using the 'Mail Office List' option.

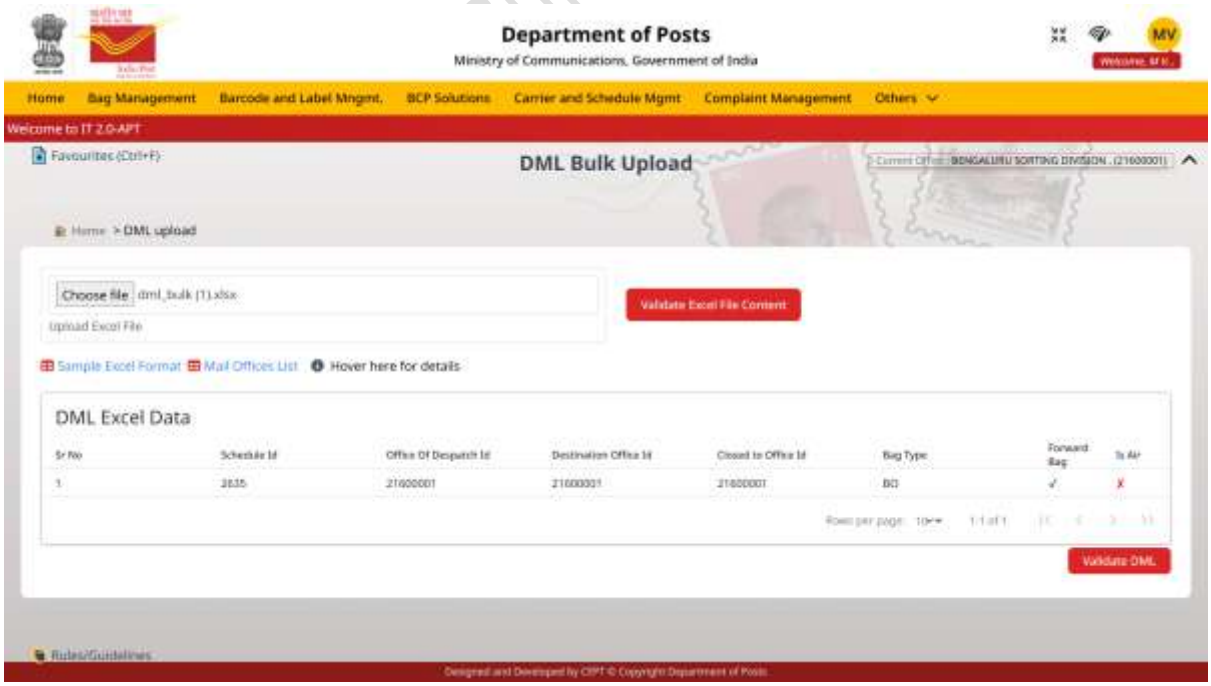


	A	B	C	D	E	F	G	H
1	sr_no	office_of_despatch	sch_id	desti_office	closed_to_office	bag_type	forward	is_air
2	1	21860007	2635	21634002	21060737	BO	TRUE	FALSE
3	2	21860007	2635	21634002	21060737	BO	TRUE	TRUE

The above is the excel format for maintaining the Bulk DML.



Fill all the required details in the excel in the prescribed format. Choose the file using 'Choose file' option and click on the 'Validate excel File Content' button.



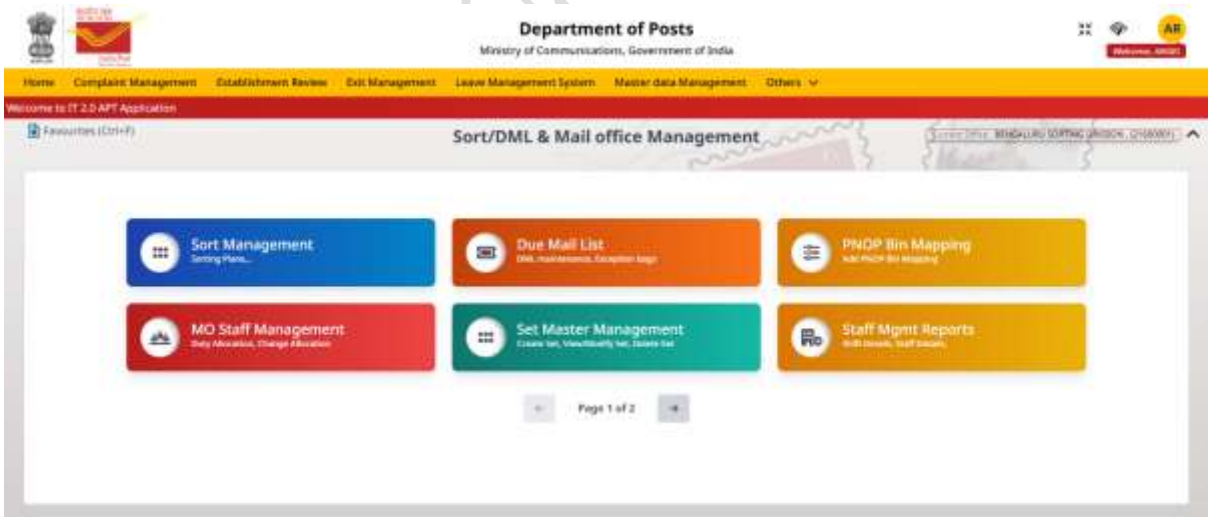
Upon clicking the 'Validate excel File Content' button, excel data will be displayed in a tabular format. Ensure that excel data is correct and click on the 'Validate DML' button to complete the Bulk DML Maintain.

29 Sorting Management

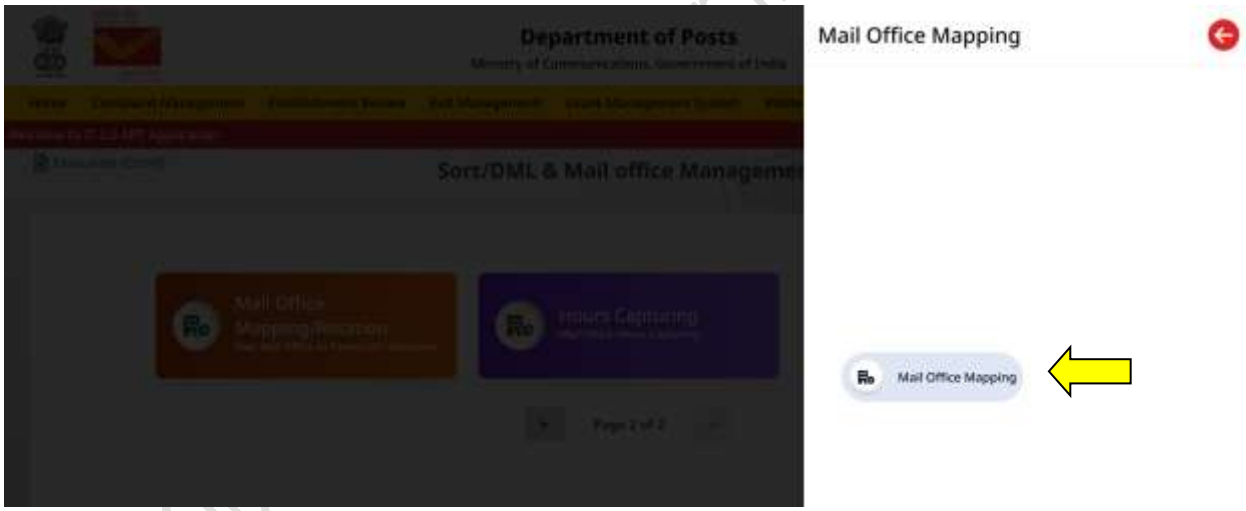
29.1 Mail office Mapping

Mail office mapping is done for assigning the mail office to the concerned HRO/SRO for Assigning the duty particulars and also to create/begin the Set.

After Clicking on **Sorting Management** main card few sub cards will appear then click on **Mail office Mapping/Rotation**



After Clicking on **Sorting Management** main card few sub cards will appear then click on **Mail office Mapping/Rotation**

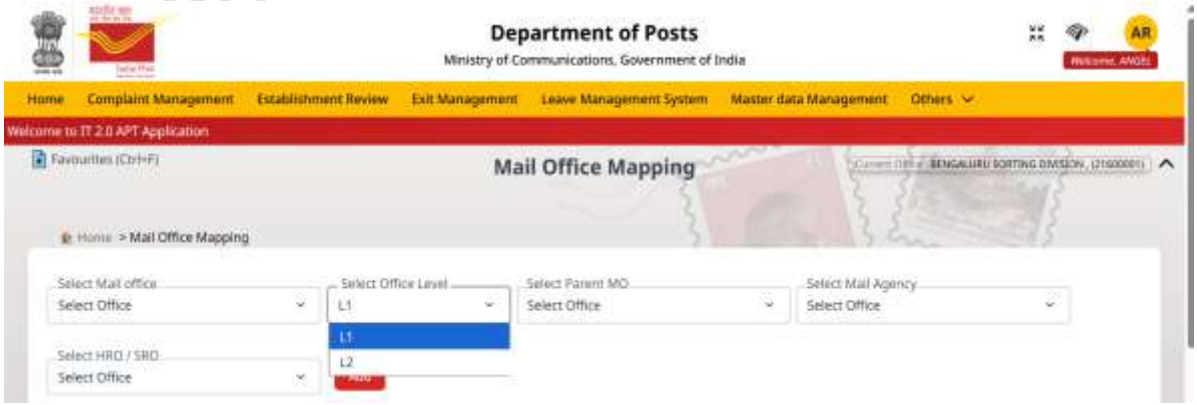


When Mail office Mapping/Rotation sub card is clicked the following options will appear:

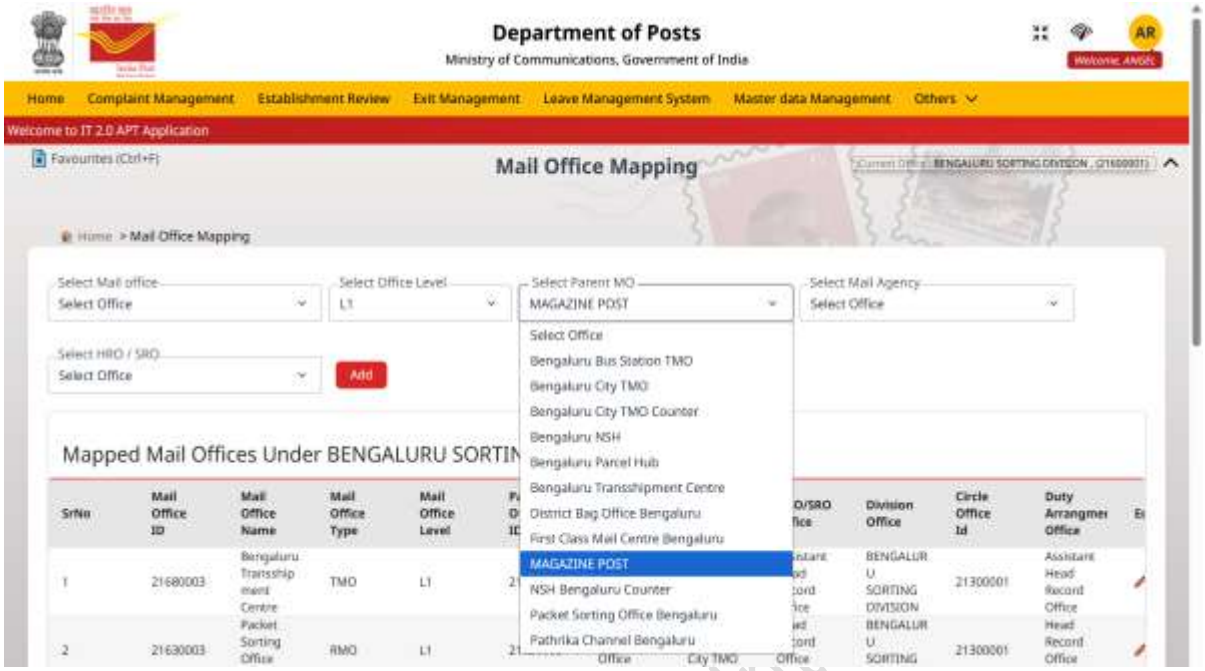
1. Mail office Mapping

When **Mail office Mapping** is clicked, a new window will appear with the options of selecting the **Select Mail office**, **Select Office Level**, **Select Parent Office**, **Select Mail Agency**, **Select HRO/SRO**

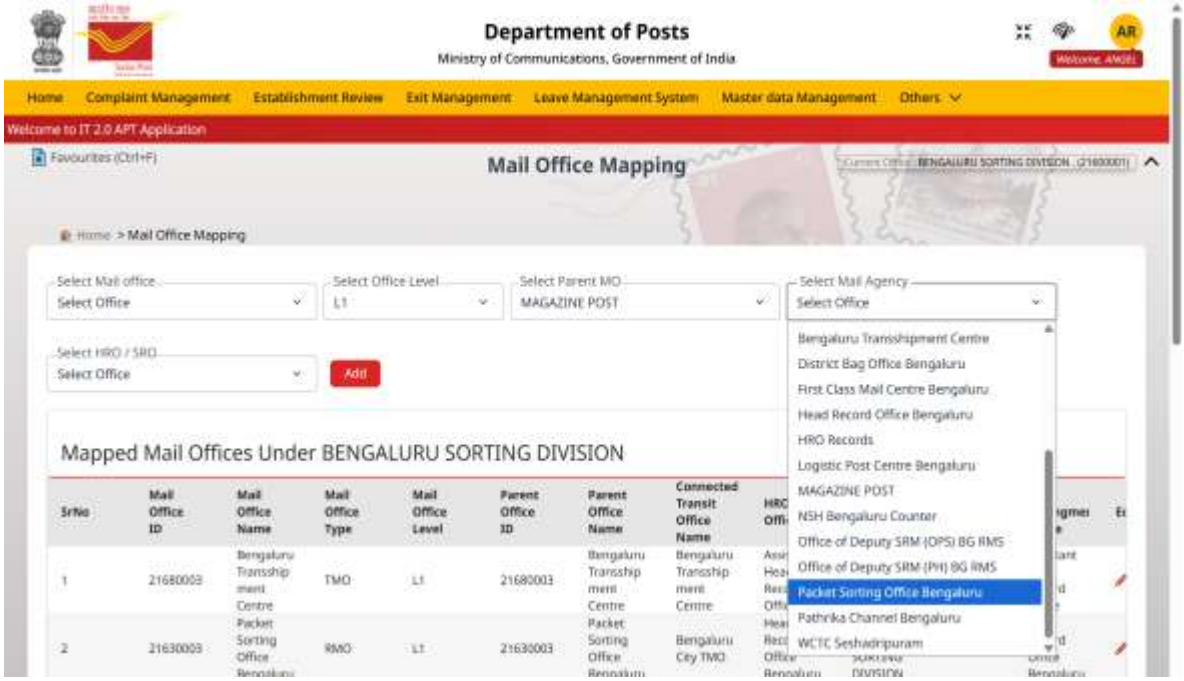
The mail office should be selected from the option of **Select Mail Office**.



After selecting the mail office the level of office should be selected from **Select Office Level**, whether it is Level 1 office or Level 2 office should be selected.

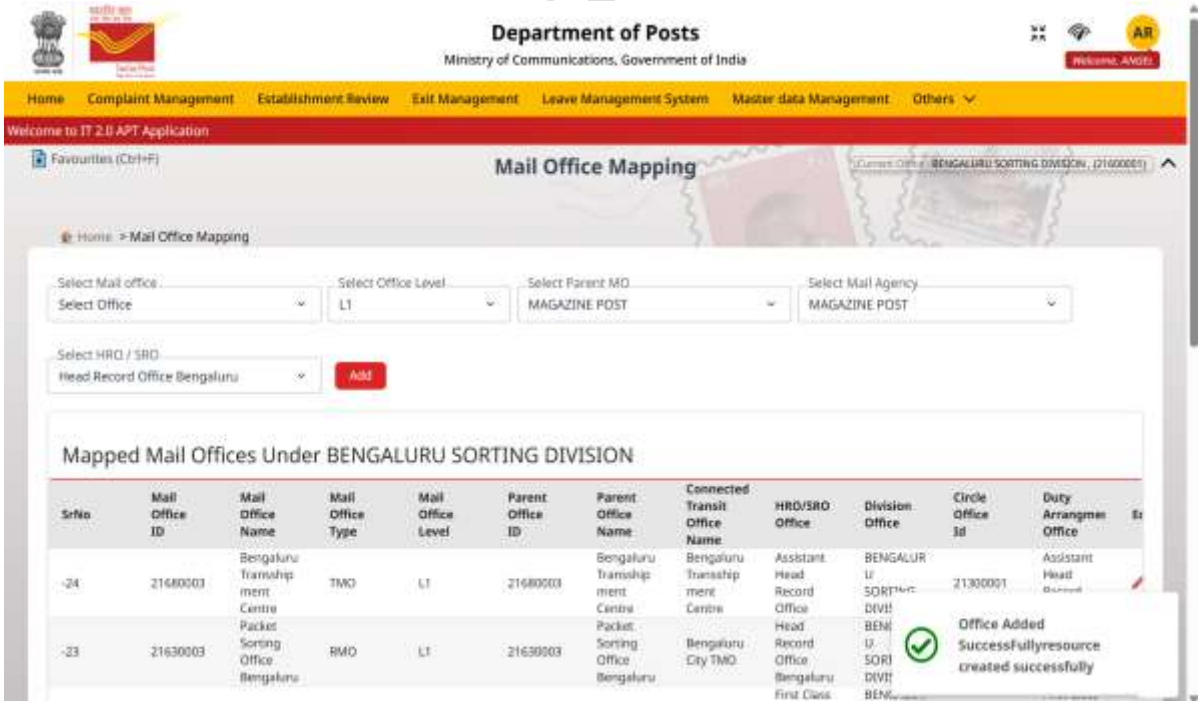


After selecting the **office level**, the parent Mail office should be selected from the option **Select Parent MO**.



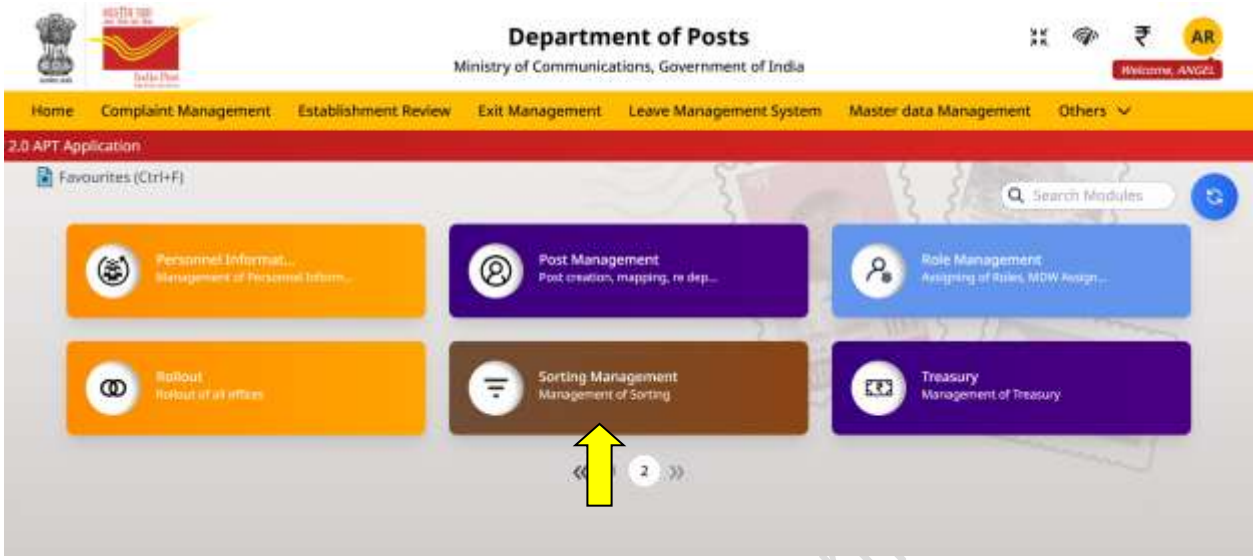
After selecting the **Parent Mail office**, the mail agency from where the bags should be despatched should be selected from the option **Select Mail Agency**.

After selecting the **Mail Agency**, the concerned authority who will allocate the duty should be selected from **Select HRO/SRO.**



After Selecting the concerned **HRO/SRO,** click on Add then a message will pop up as **Office Added Successfully resource created successfully**.

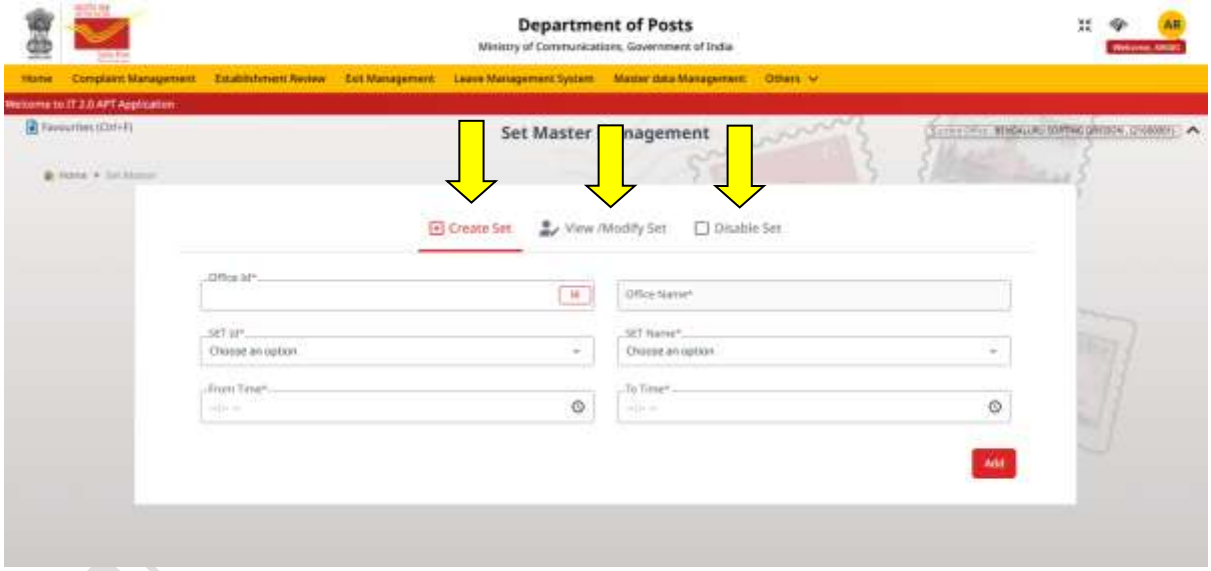
29.2 Set Master Management



Mail office mapping is done for assigning the mail office to the concerned HRO/SRO for Assigning the duty particulars and also to create/begin the Set.

After Clicking on **Sorting Management** main card few sub cards will appear then click on **Mail office Mapping/Rotation**

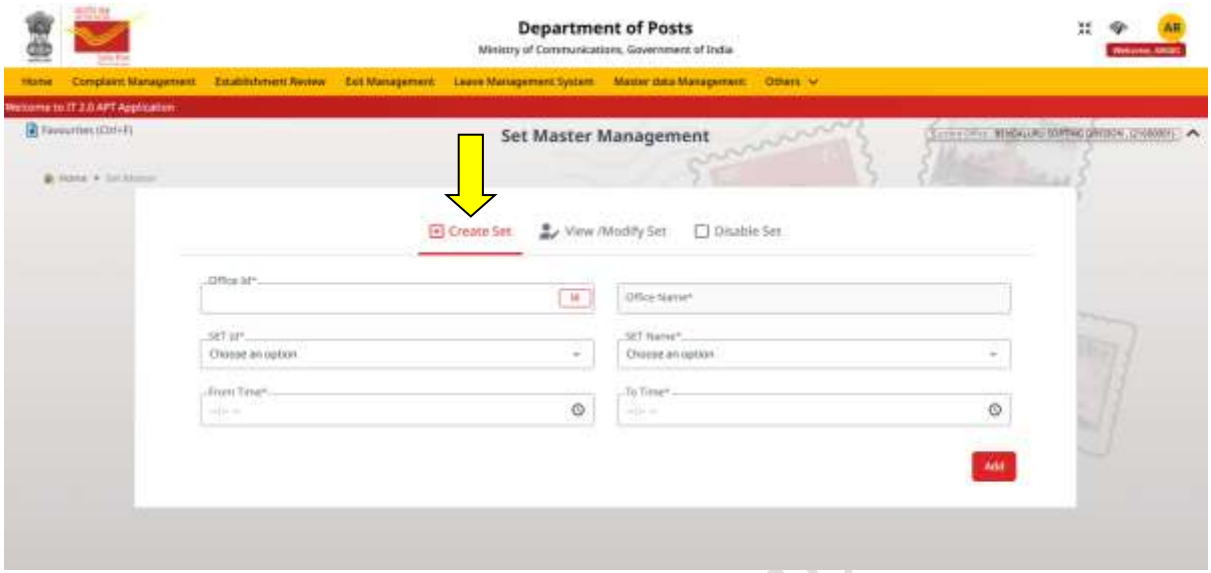
After Clicking on **Sorting Management** main card few sub cards will appear then click on **Set Master Management**



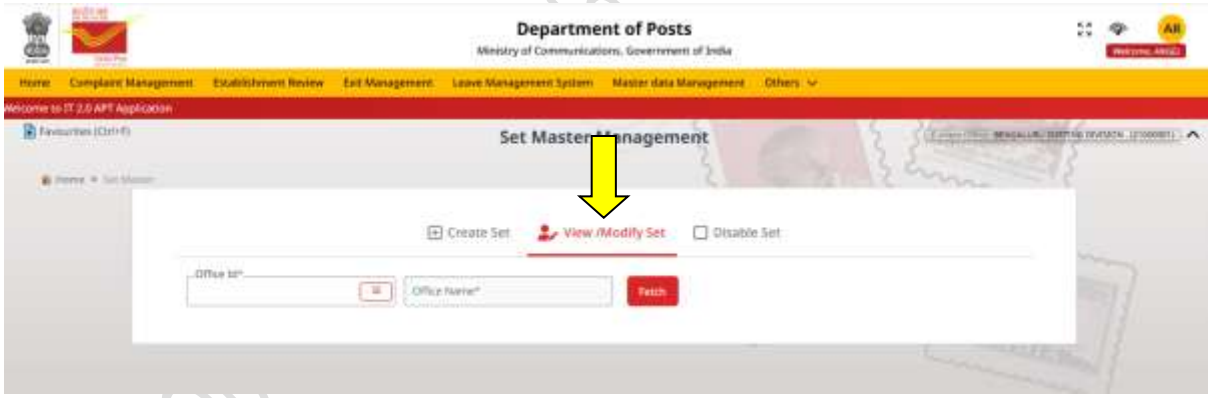
When **Set Master Management** sub card is clicked a new screen will appear for selecting the following

1) Create Set
2) View/ Modify Set
3) Disable Set

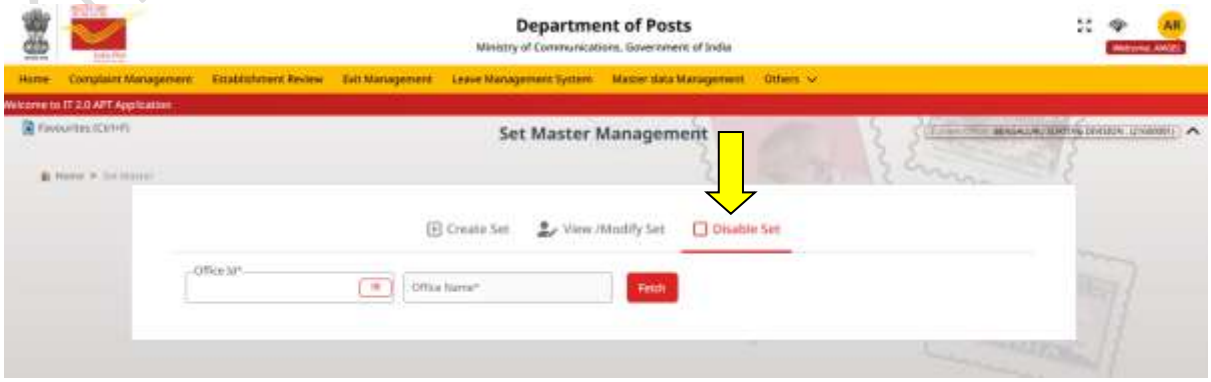
29.2.1 Create Set



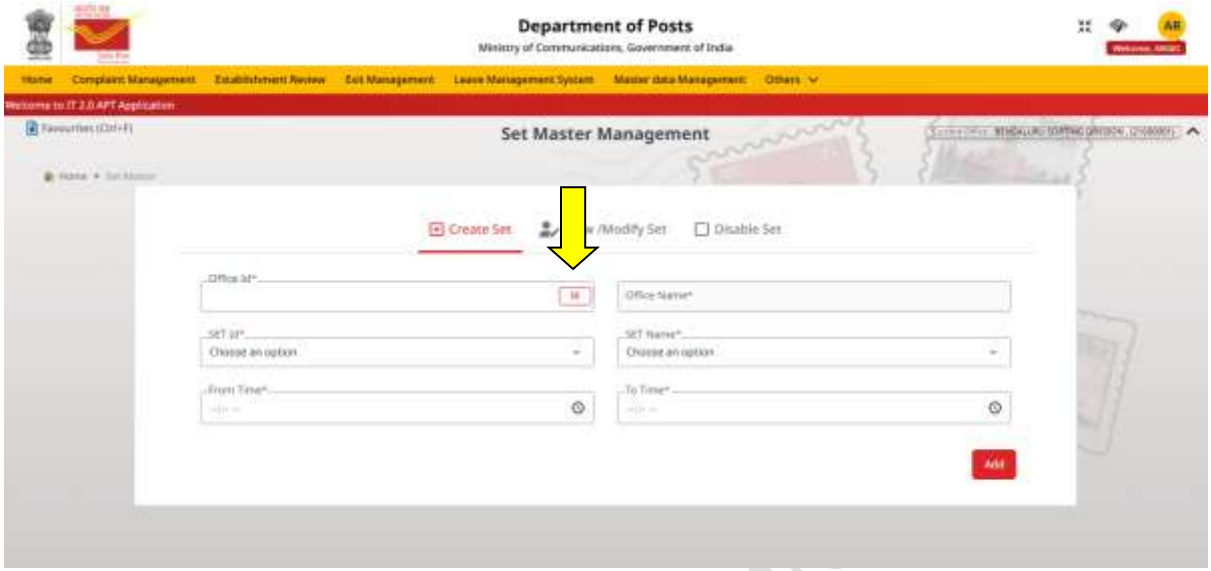
In **Create Set** option the following entries needs to be entered **Create Set - Office ID, SET ID, SET Name From Time** and **To Time**.



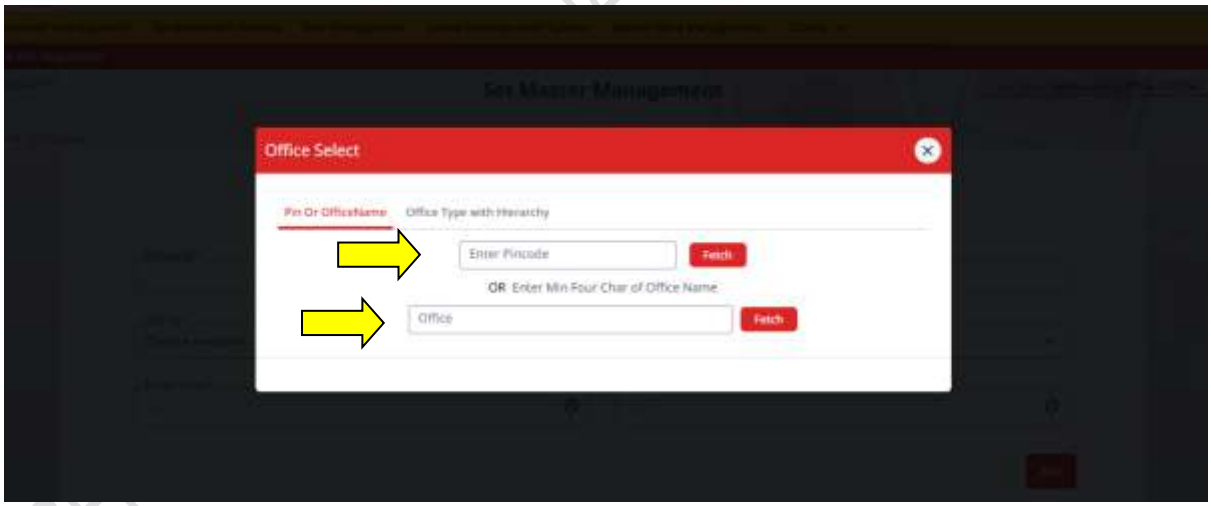
In View / Modify Set option the following entries needs to entered **Office ID** and **Office Name**



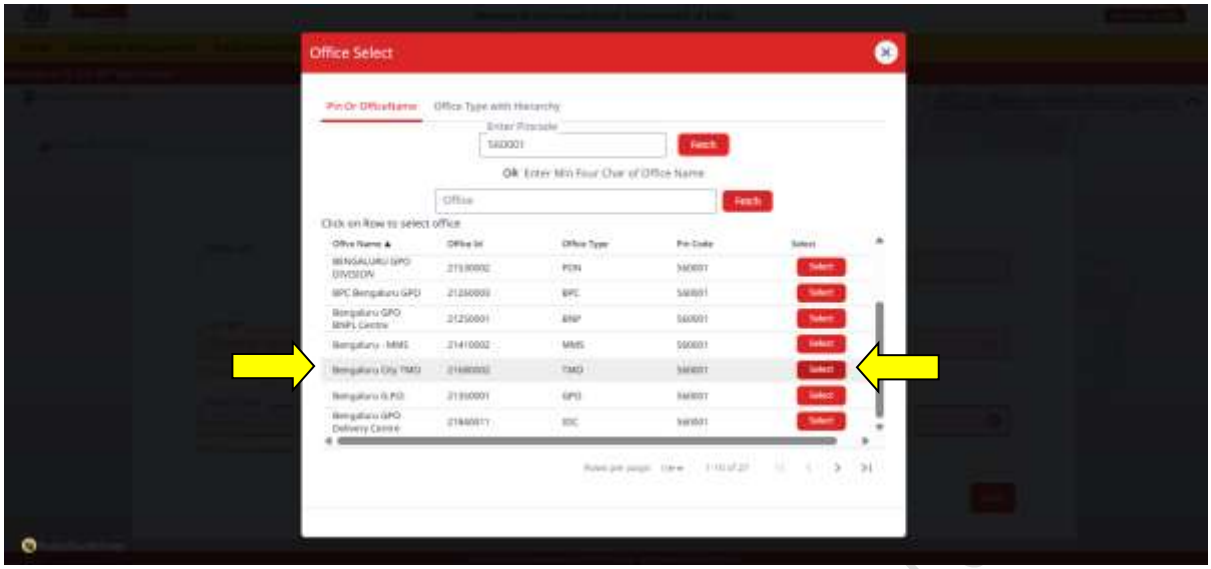
In **Disable Set** option the following entries needs to be entered **Office ID** and **Office Name**



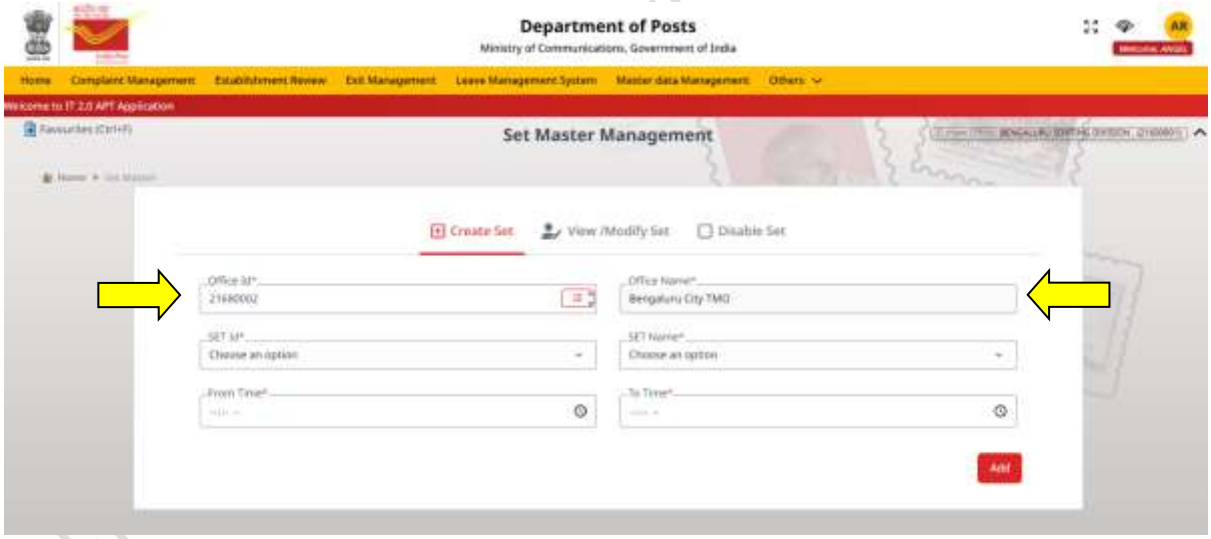
While creating the Set the fields in the **Office Id** should be selected by clicking the lookup icon.



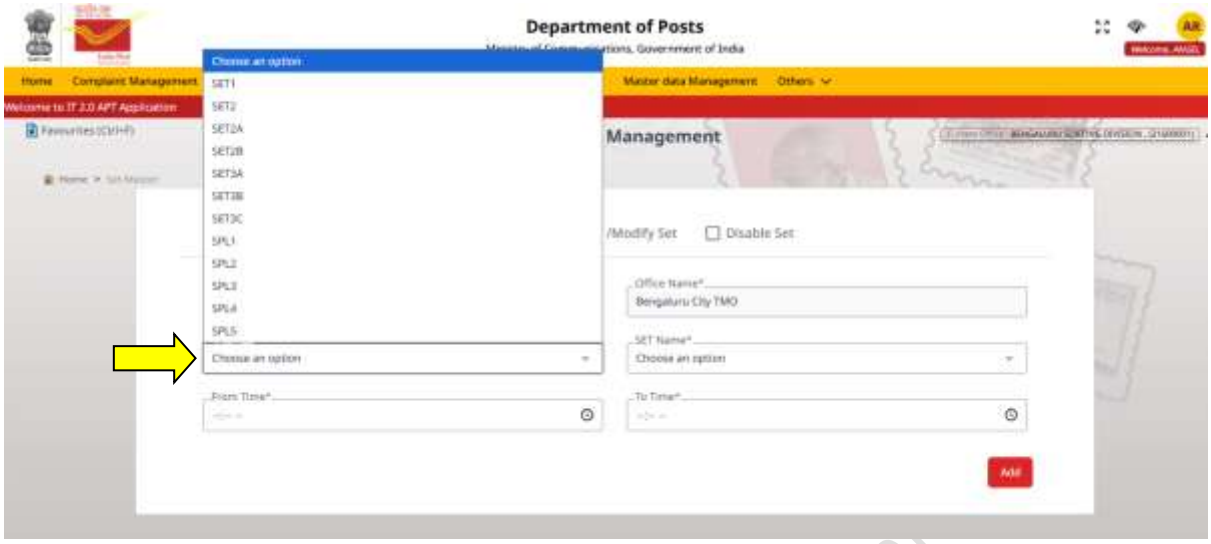
After Clicking the **lookup icon** a new window will appear with the option for selecting the office Name by entering either the **Pincode** or the **Post Office Name**.



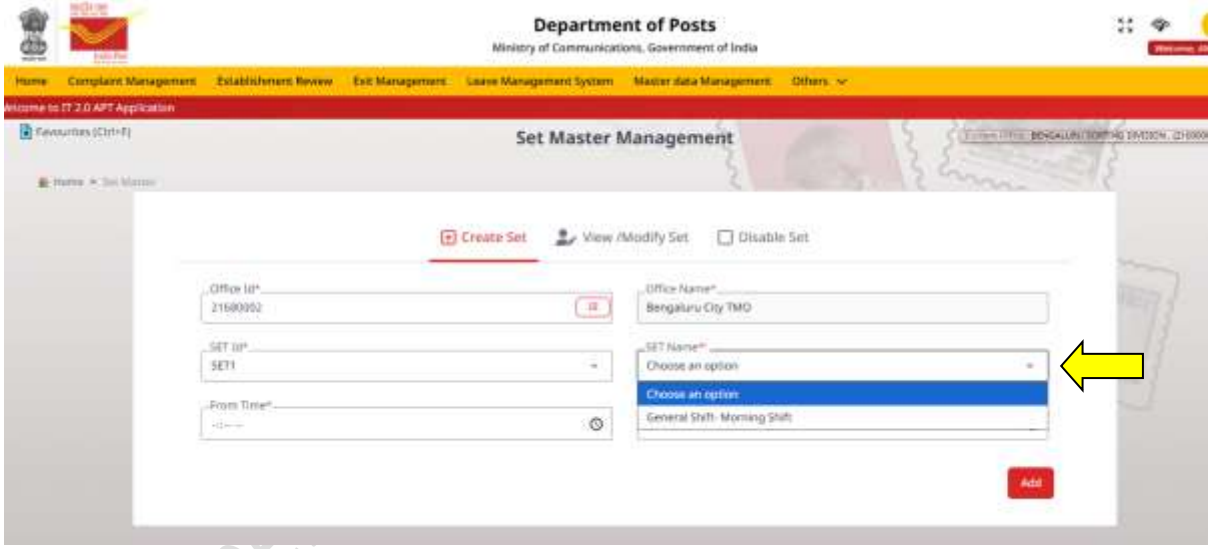
After entering the **Pincode** the list of the offices will appear below for selecting the office.



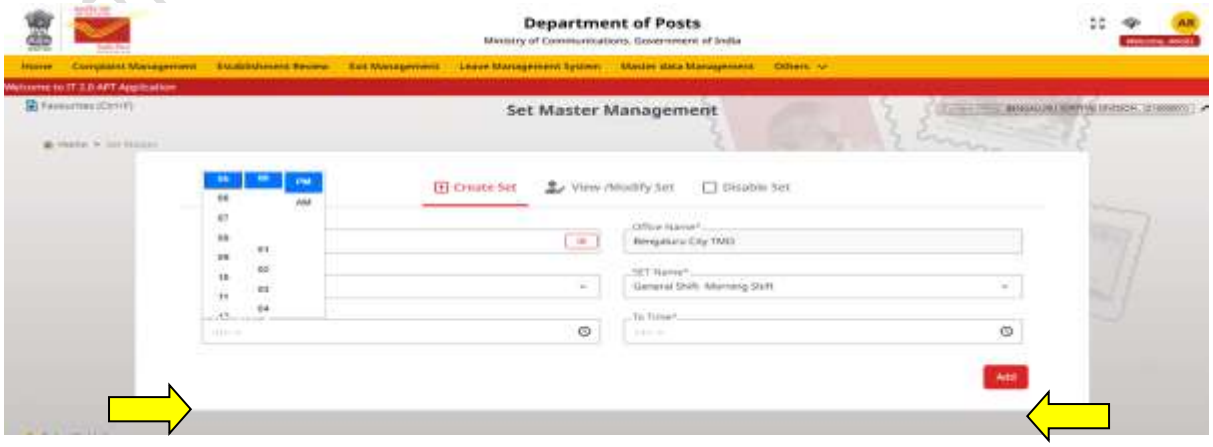
After Selecting the office , the **Office Id** will automatically fetch along with **Office Name**

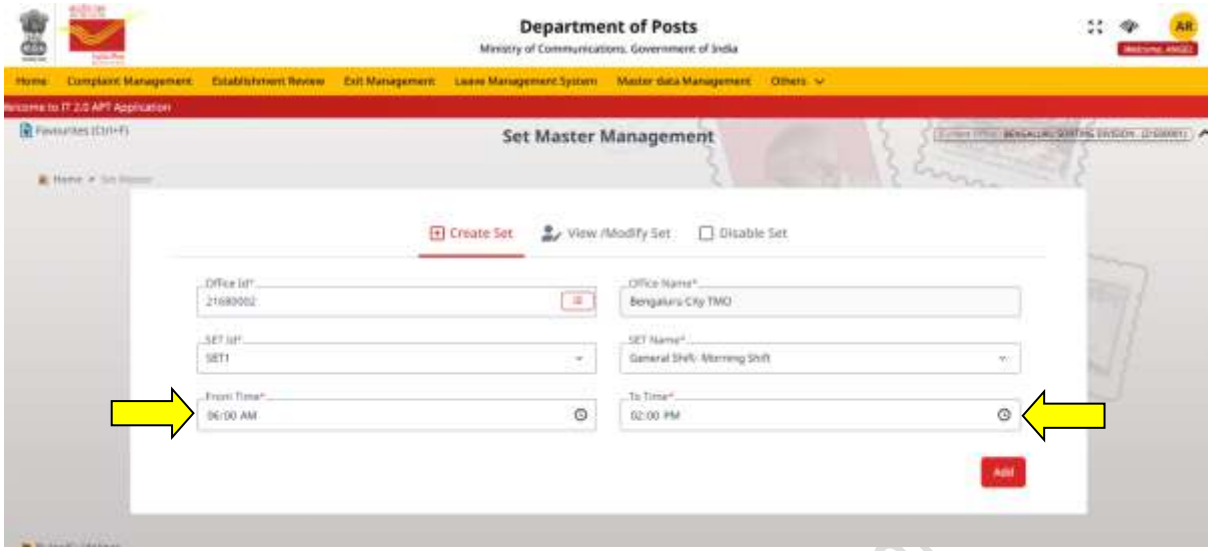


The Specific Set needs to be selected from the field **Set Id.**

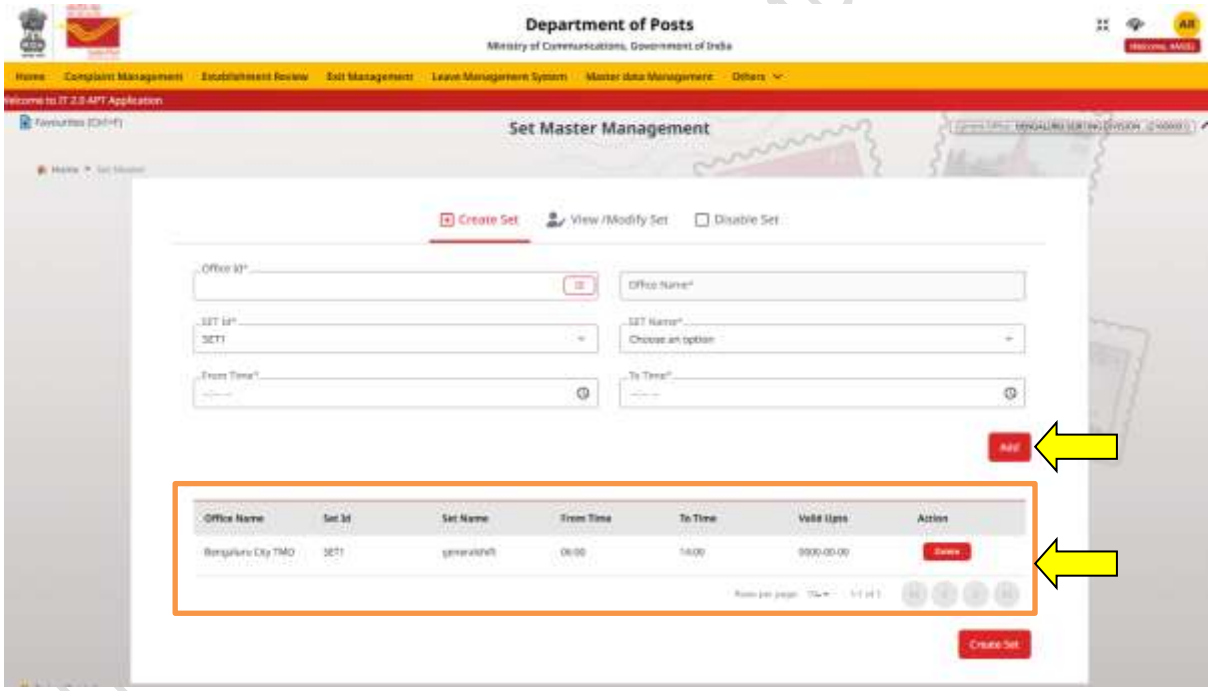


After selecting the **Set ID**, the **SET Name** should be selected

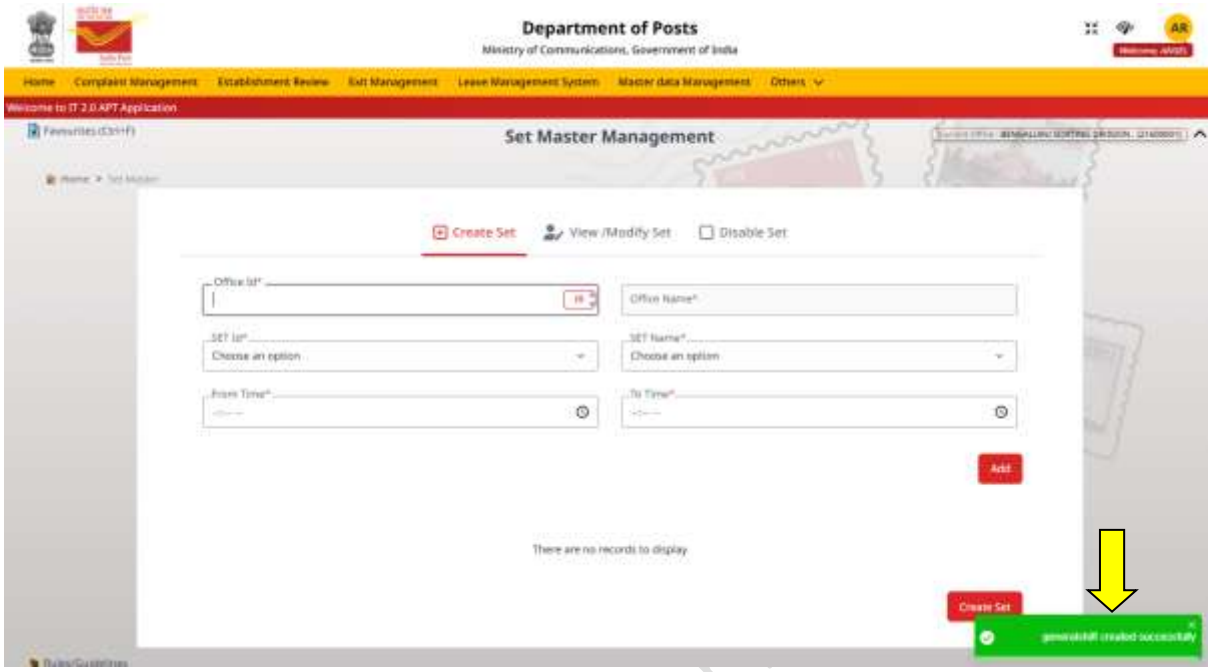




After selecting the **SET Name**, **From time** and **To Time** should be selected.

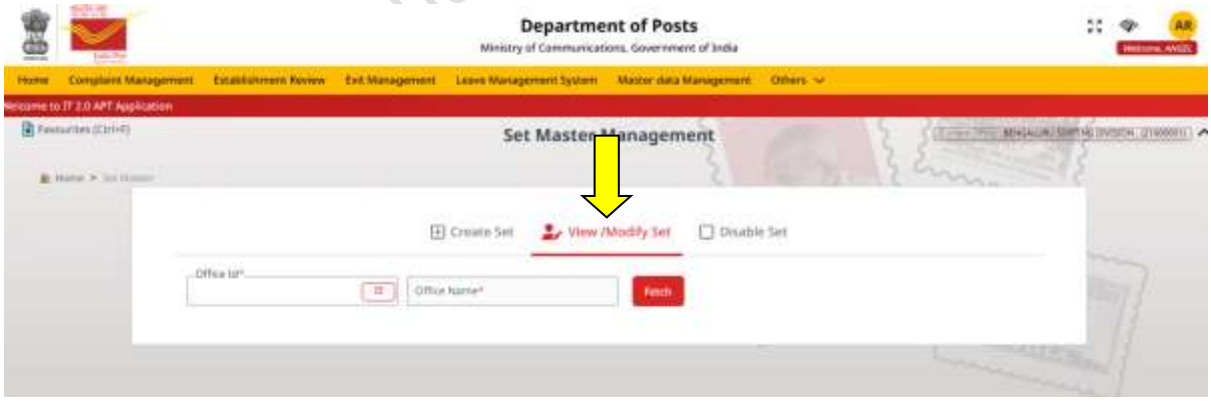


After clicking on **Add** option, a new row will be created displaying all the details which are fed.

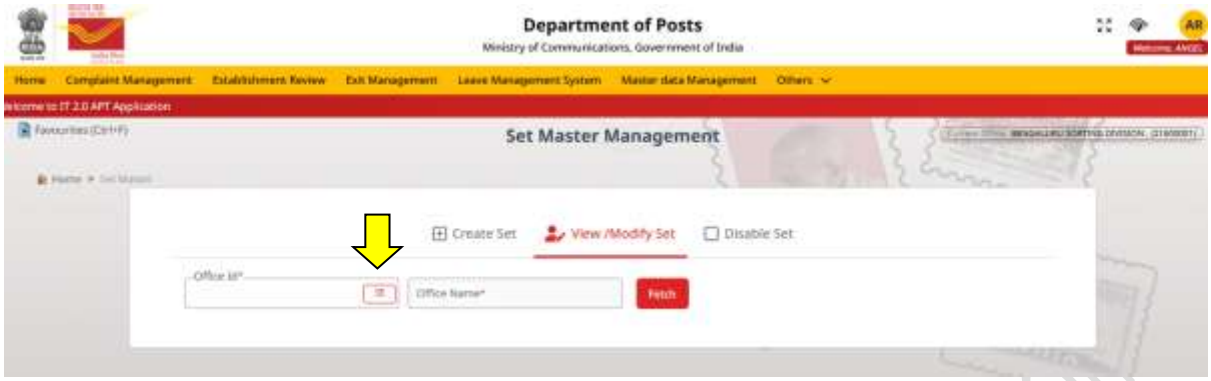


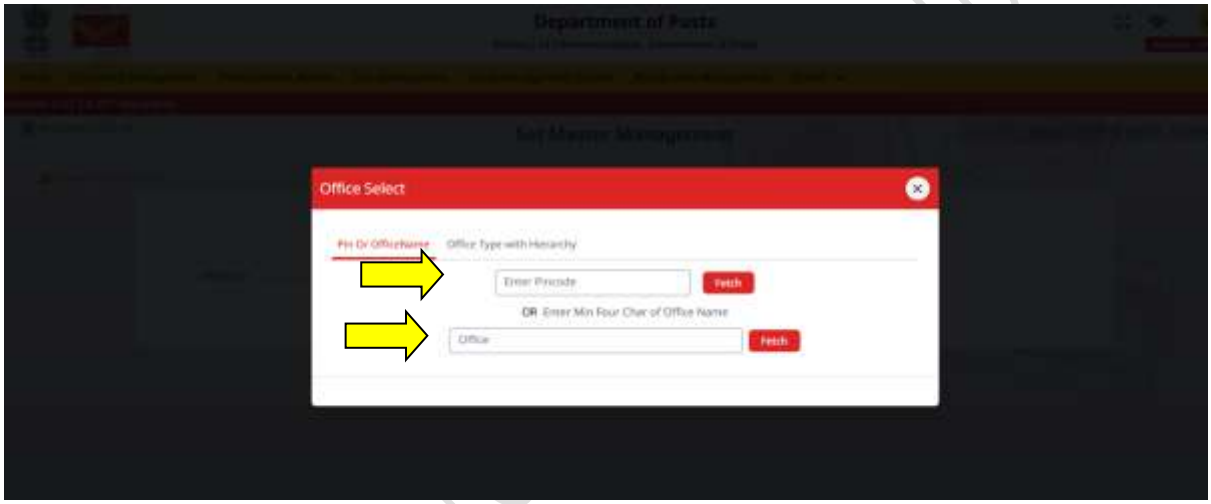
After clicking the **Create Set** option, a message will appear stating as **GeneralShift Created Sucessfully.**

29.2.2 View/ Modify Set

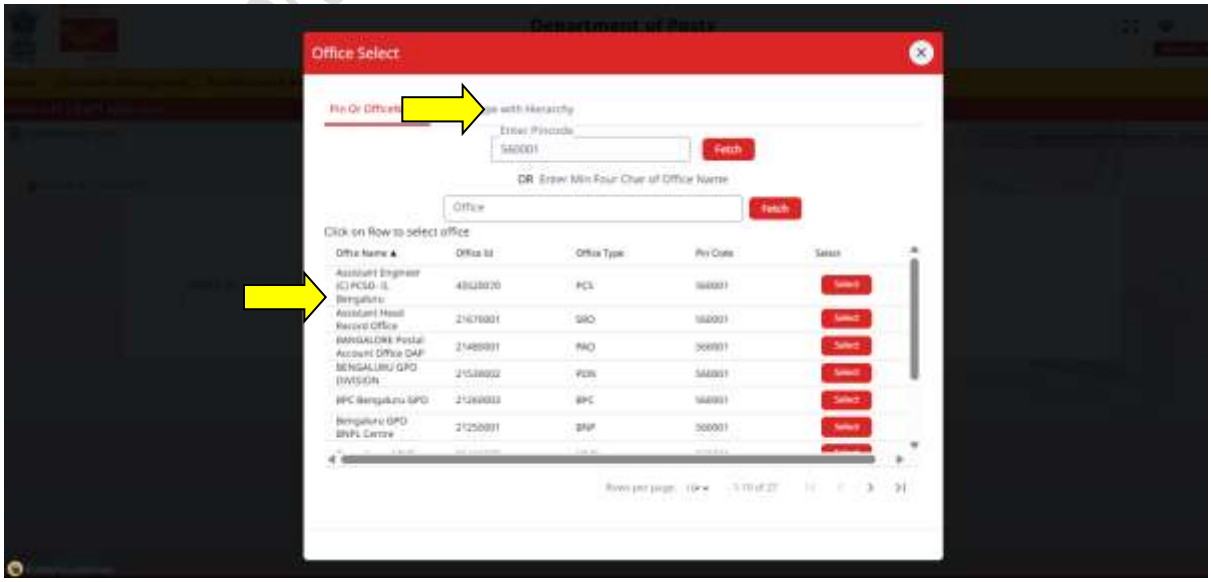


When the **View/Modify Set** option is clicked the following screen will appear.

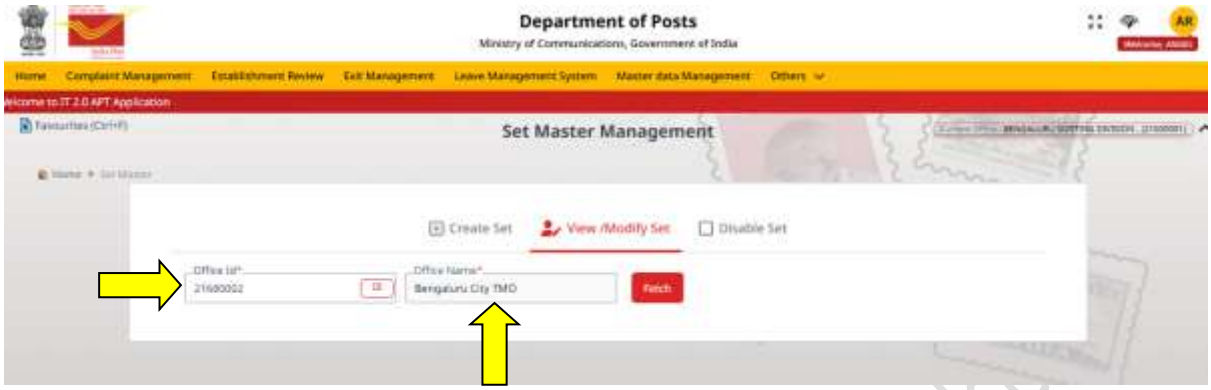




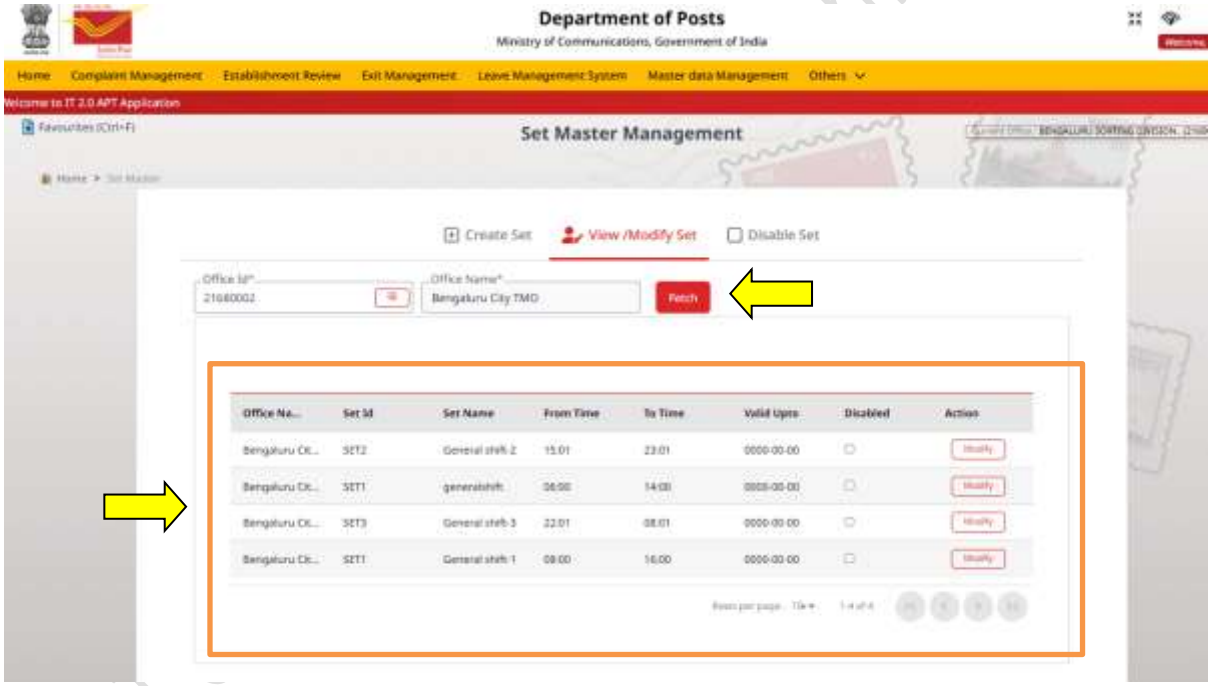
After clicking on the lookup option, a new screen will appear with the option of **Enter Pincode** and **Post office Name.**



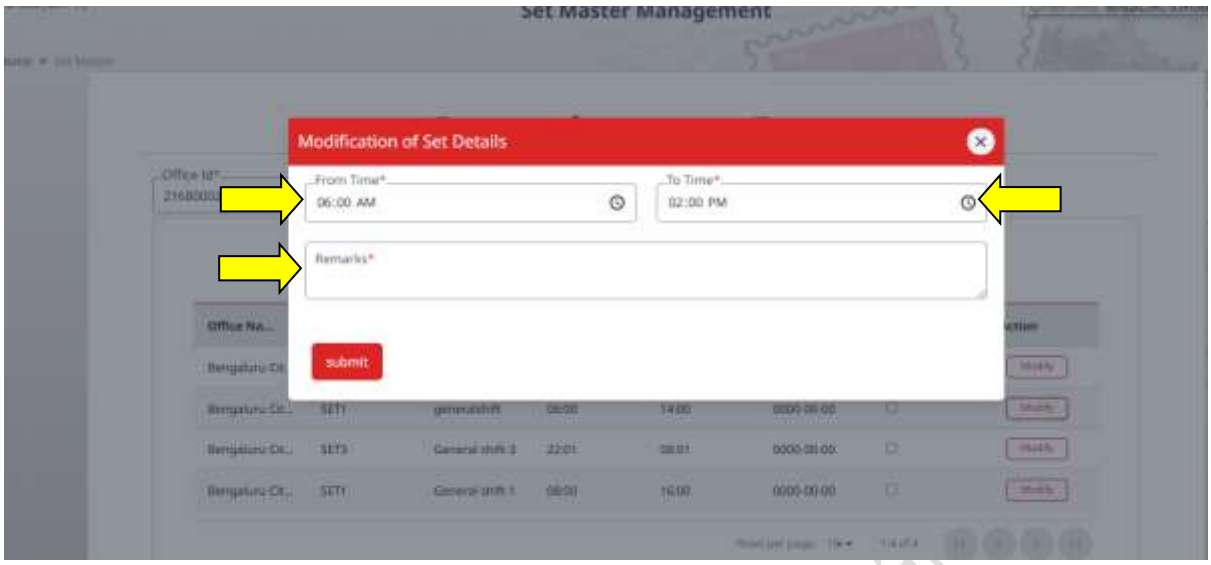
After entering the Pincode the list of the offices under the specific pincode will appear.



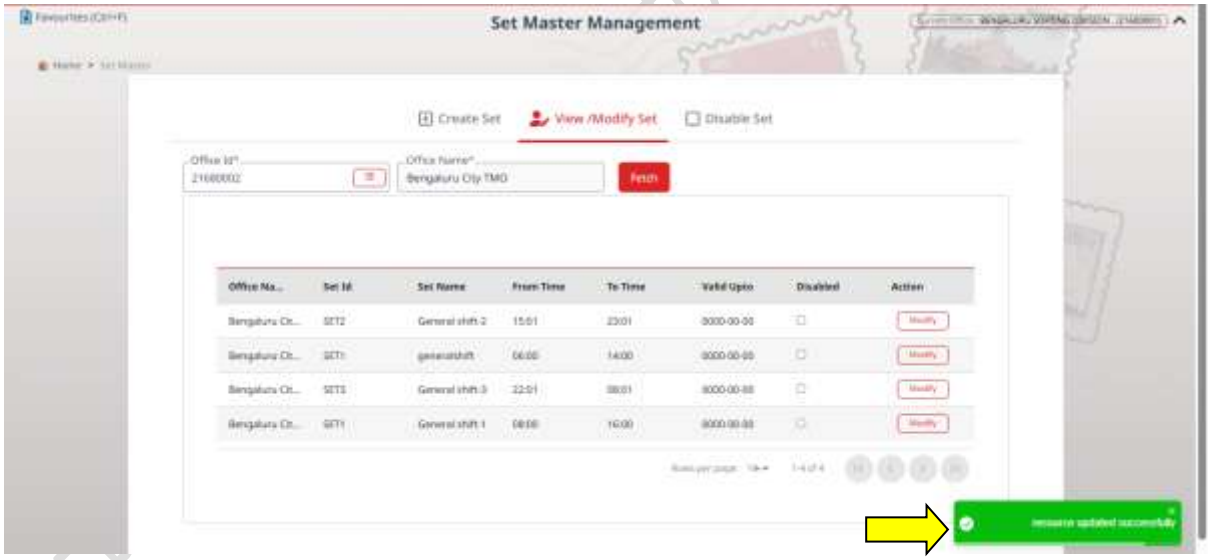
By selecting the office which needs to be viewed or modified will appear on the screen.



After Clicking on **Fetch** option, a new rows will appear below for viewing or for modification.

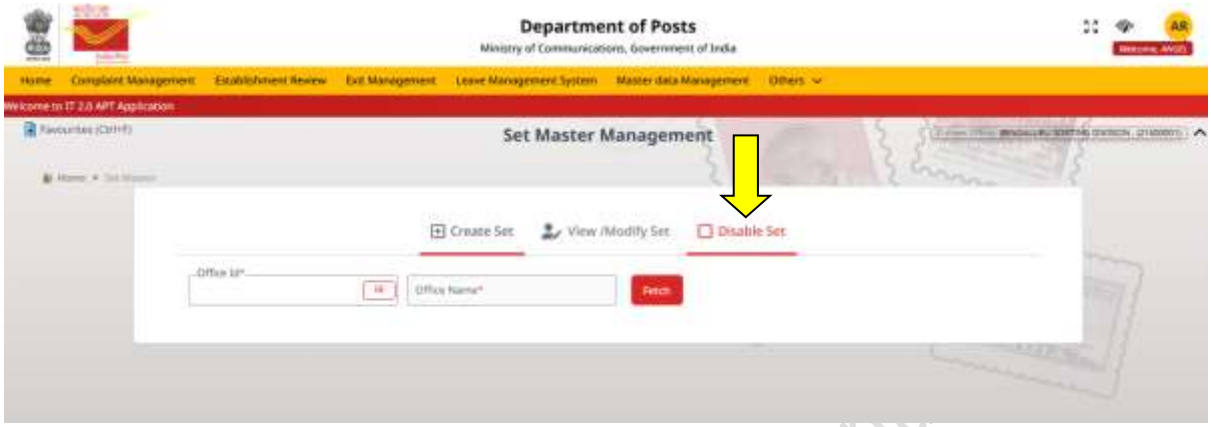


After Clicking on **Modify** option, a new screen will appear for modifying the **From time** or **To time** and remarks to be updated accordingly.

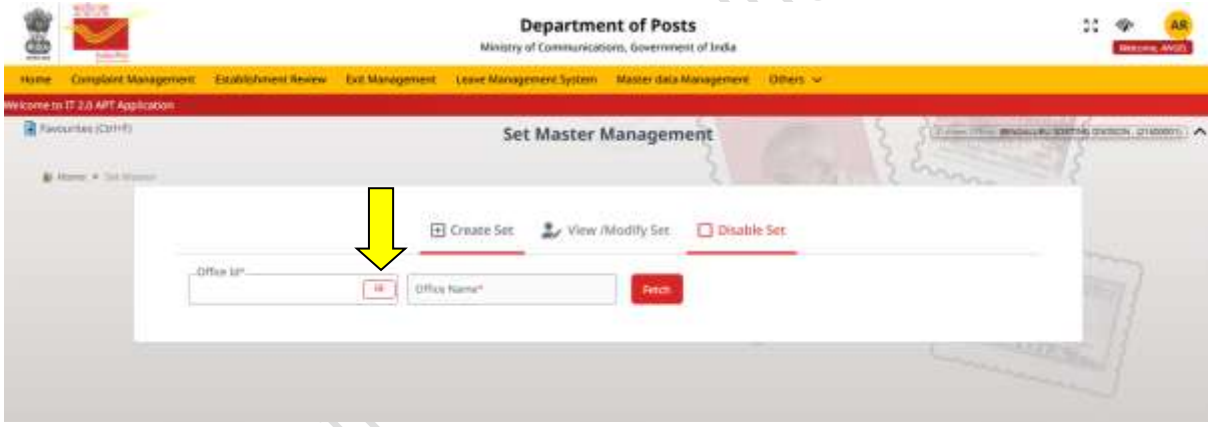


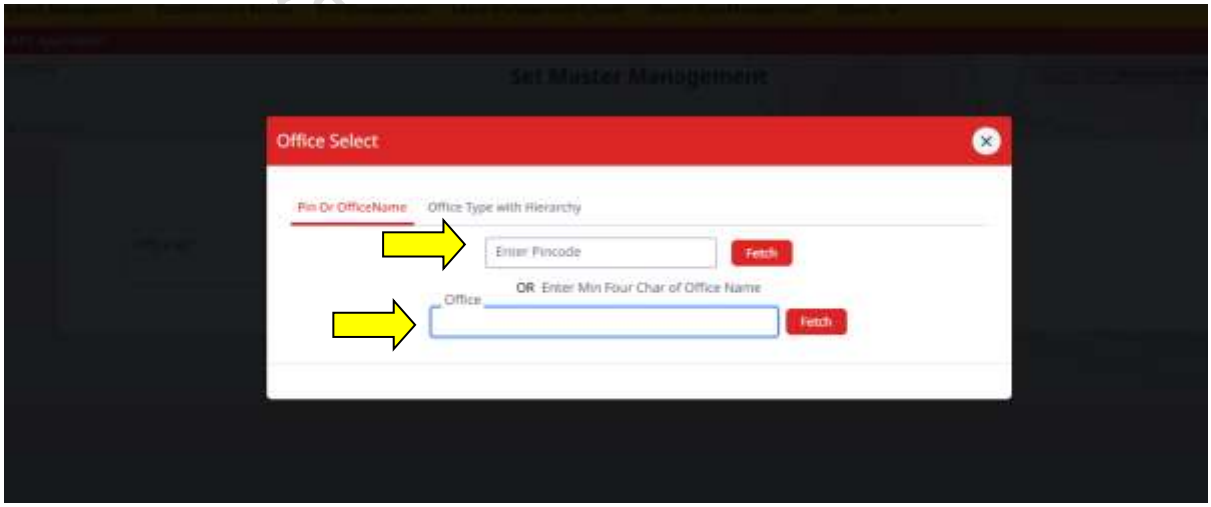
After changing the time and updating the **remarks**, when **submit** option is clicked, a message will appear as **resource updated successfully**.

29.2.3 Disable Set

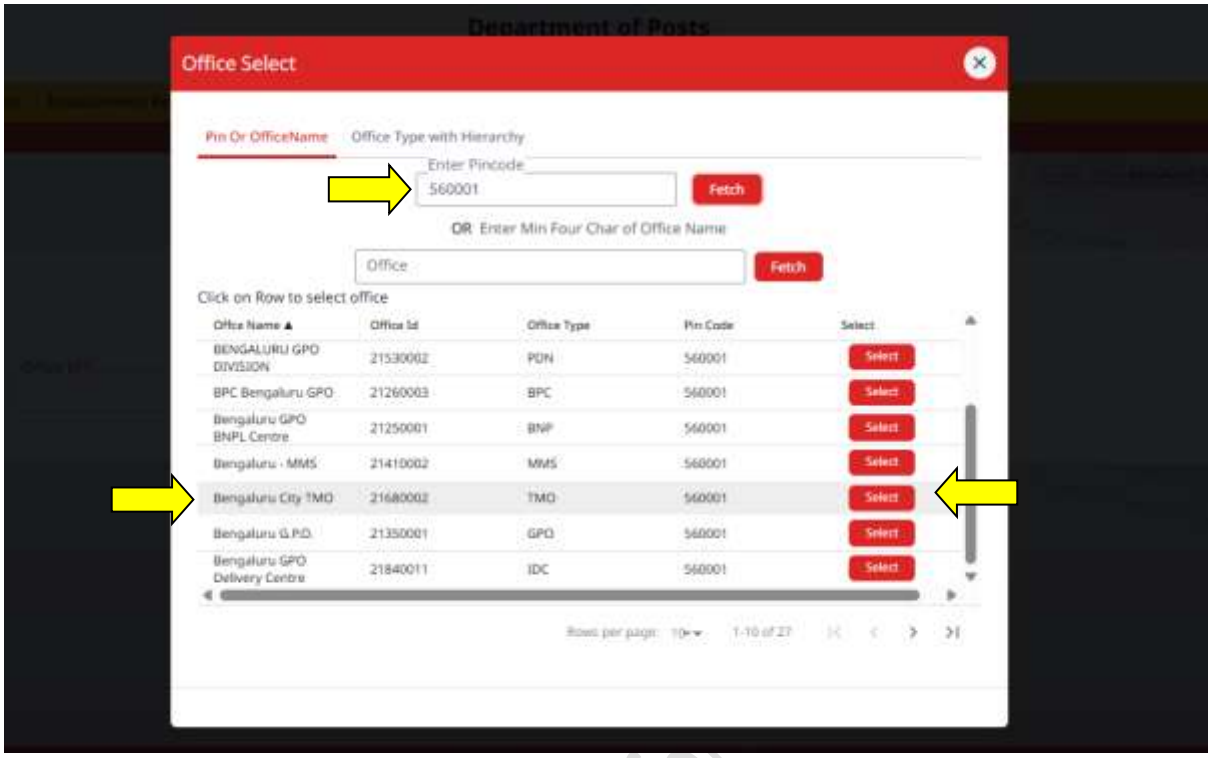


When the **Disable Set** option is clicked the following screen will appear.

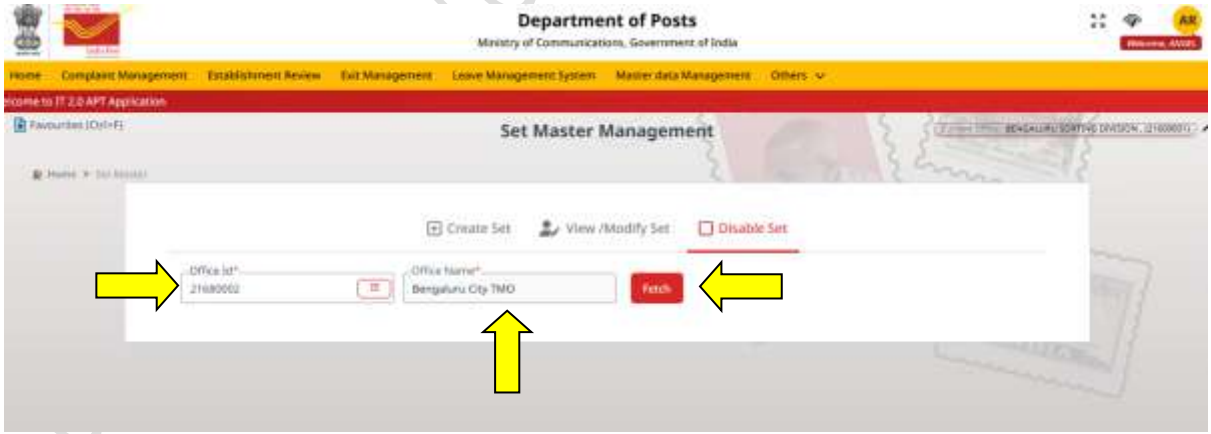




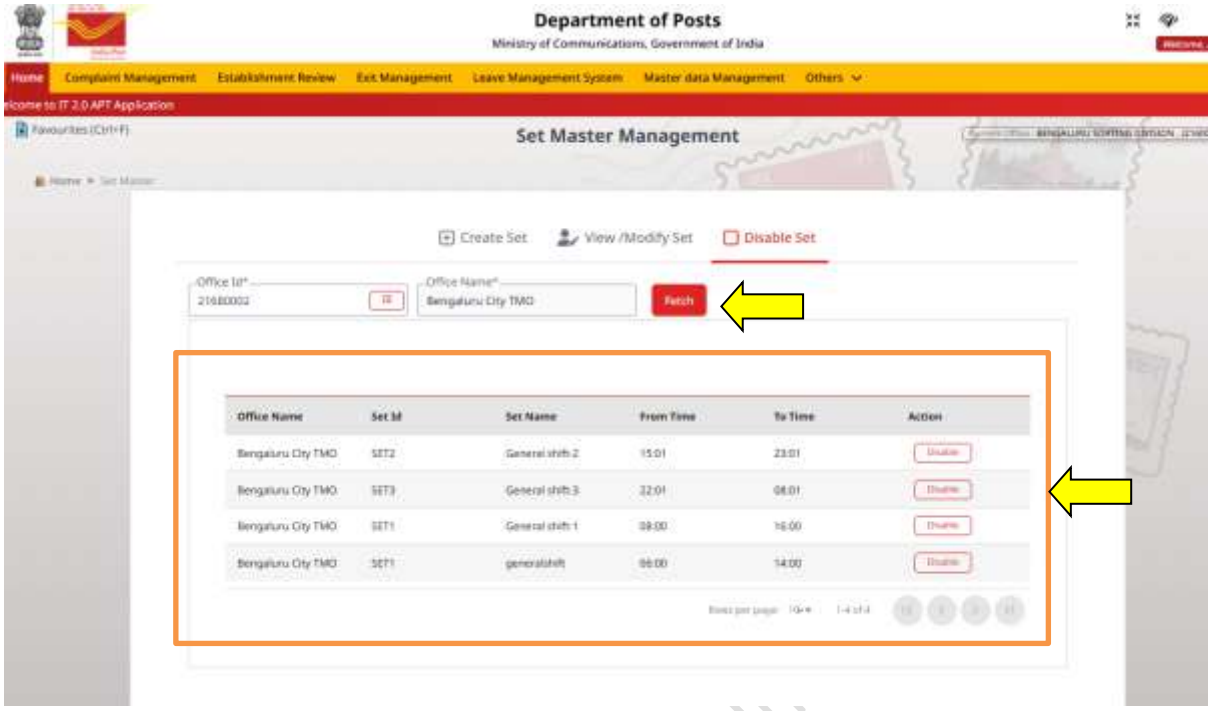
After clicking on the **lookup** option in Office Id a new screen will appear for entering the **Enter Pincode** or Post **Office Name**



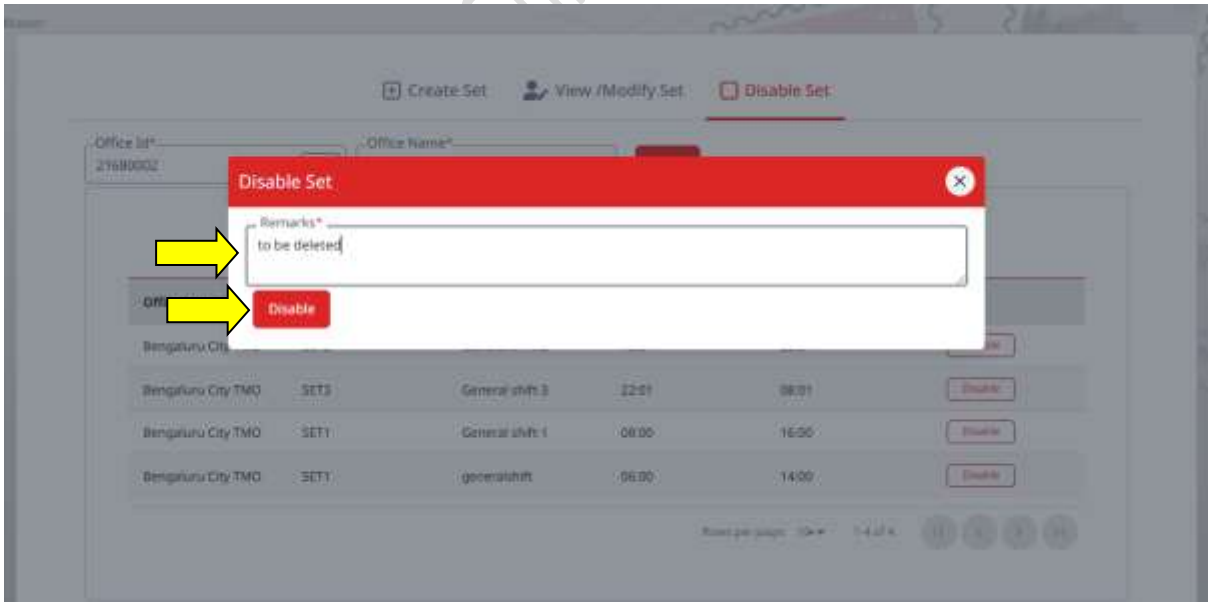
After entering the Pincode of the office which needs to be disabled, the specific office needs to be selected



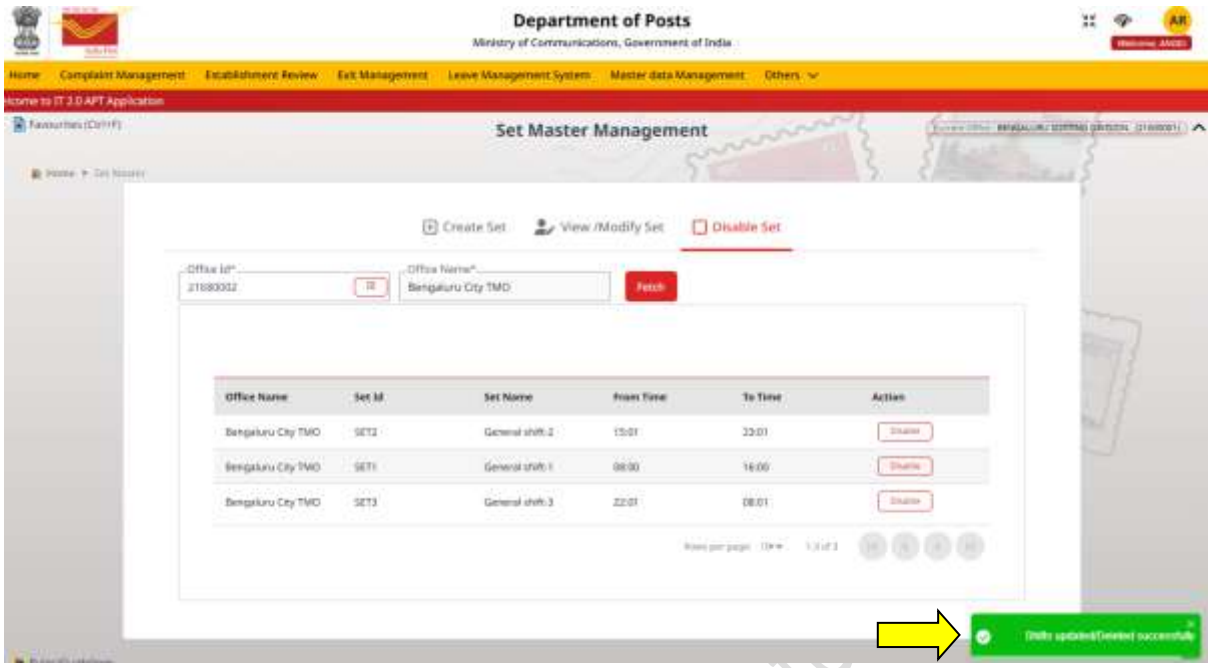
After selecting the office, the office Id and the Office Name will auto fetch on the fields and when fetch option should be clicked for disabling the Set.



After Clicking on **Fetch** option, a new rows will appear displaying the details of set to be disabled.

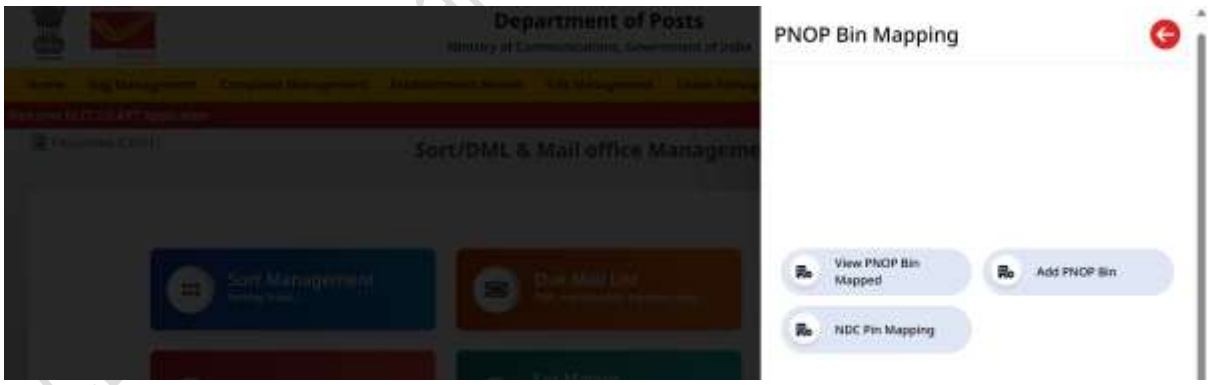


After clicking on **Disable** option a new screen will appear for entering the remarks for what purpose the set is being disabled.

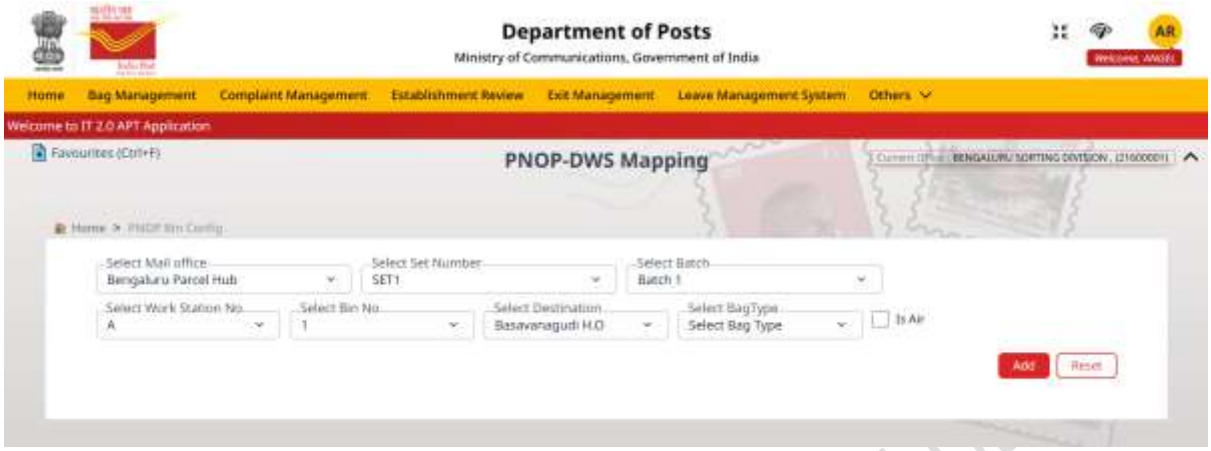


After updating the **remarks** and when **Submit** option is clicked a message will appear as **Shift updated/Disabled Successfully. .**

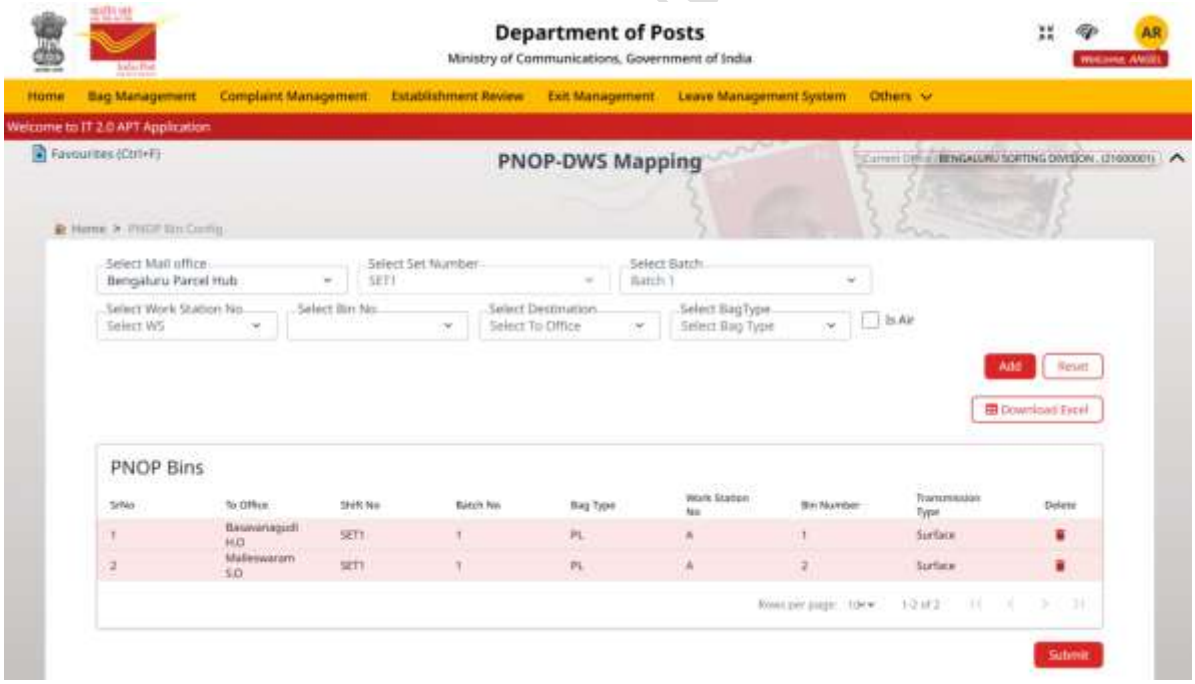
30 PNOP Bin Mapping



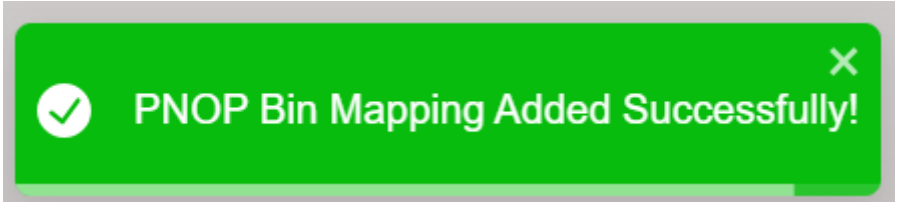
Upon clicking the PNOP Bin Mapping card, three cards will be displayed on the eight side of the screen. Select the Add PNOP Bin option.



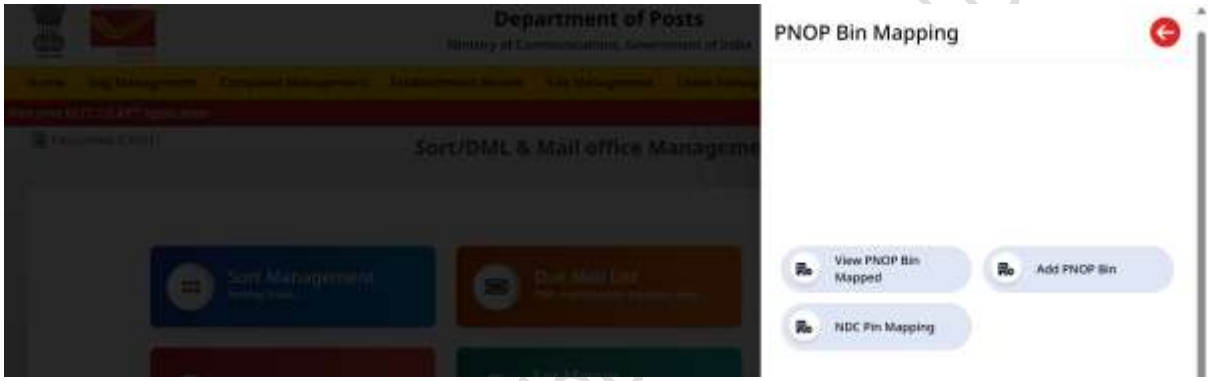
Upon selecting Add PNOP Bin option, PNOP-DWS Mapping screen will open. In the screen select the parameters: Mail office name, set number, batch number, Work Station number, Bin Number, Destination and Bag type. Select the check box if the bag is eligible for Air Lift And click on Add button.



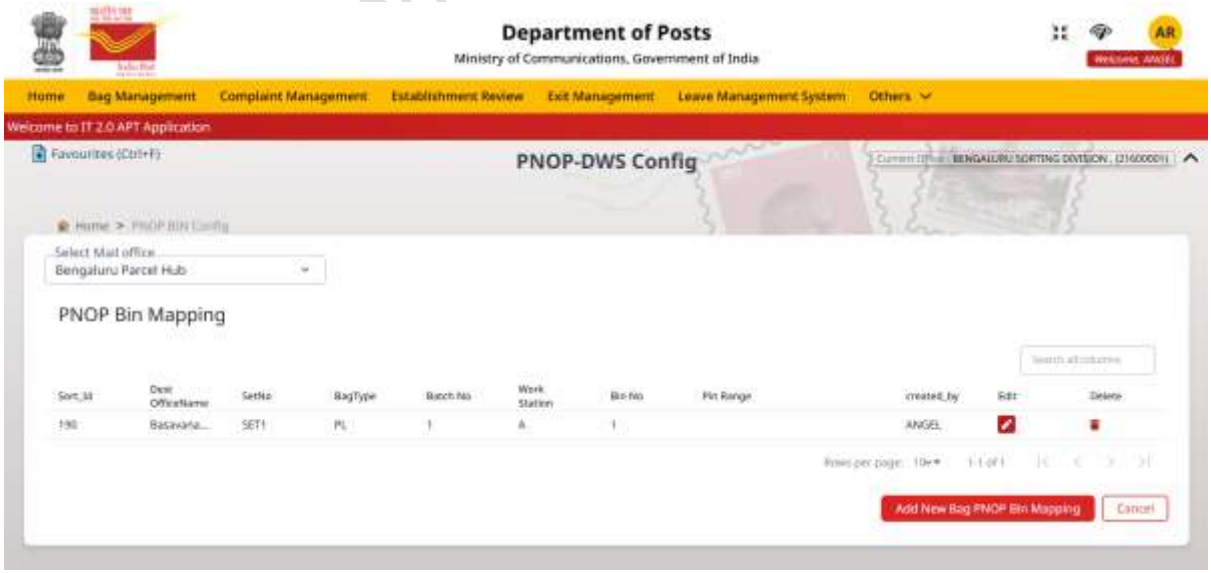
Upon clicking Add button, PNOP Bin details will be listed down in the tabular format. After addition of all required details, click on Submit button.



After clicking Submit button, PNOP Bin Mapping will be added successfully and the same will enable the Parcel Hub to close the bags as per the Bin Arrangements.

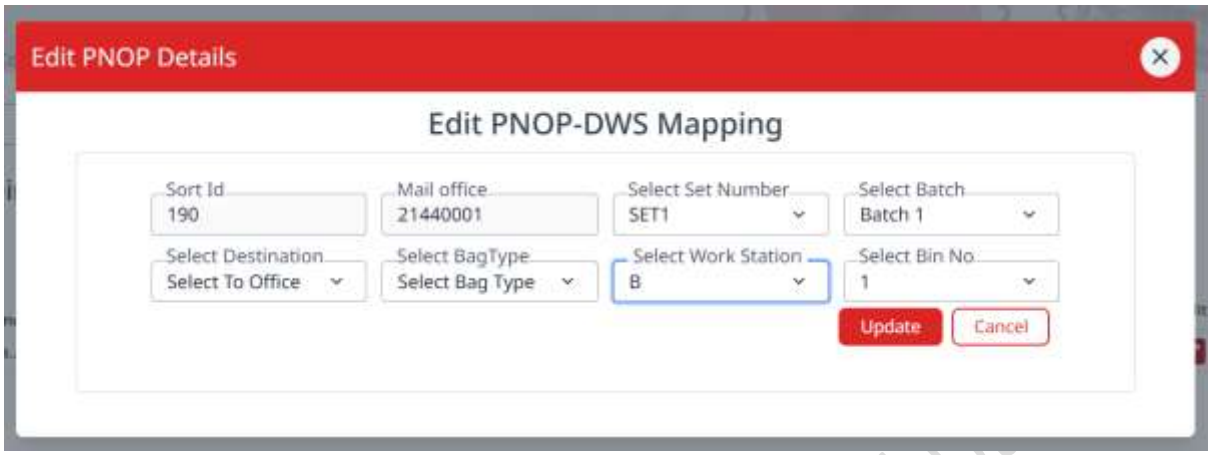


To view the Bin Mapping click on the view PNOP Bin Mapped option.



Upon clicking PNOP Bin Mapped PNOP-DWS Config screen will be displayed. The details will be displayed in the columns viz. Sort ID, Dest Office Name, SetNo, BagType,

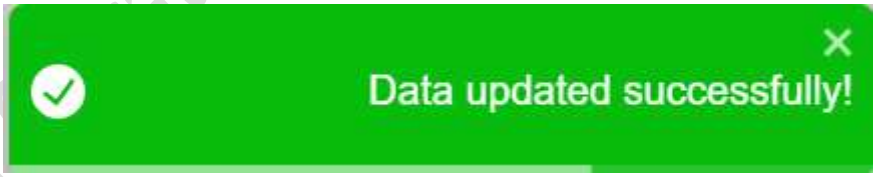
Batch No, Batch No, Work Station, Bin no, PIN Range, Created By, Edit (with edit icon), Delete(with delete icon). For editing the current configuration click on Edit icon.



Upon clicking Edit icon, Edit PNOP-DWS Mapping screen will open. In the screen, following can be edited:

1. Set Number
2. Batch Number
3. Destination
4. Bag Type
5. Work Station
6. Bin Number

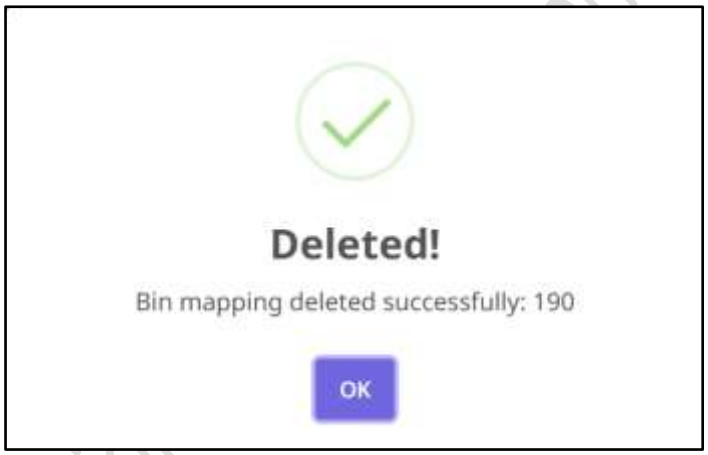
Upon making relevant changes click on Update button.



Upon clicking the Update button a success message will be appeared on the right bottom corner of the screen.

CEPT Operational Guide -for Internal Use

To delete the configuration, click on the Delete icon. Upon clicking the Delete icon a message will prompt to delete the configuration. Click on the Yes, delete it! button.



Upon clicking, the Yes, delete it! button, a success message will be appeared with OK button. Click on OK to complete the delete process.

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