Government of India
Ministry of Communications
Department of Posts

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

APT

OPERATIONAL GUIDE ON EMPLOYEE SELF SERVICE

Centre for Excellence in Postal Technology

Operational Guide

Advanced Postal Technology (APT)

FOR

Employee Self Service

CEPT Training Material -For Internal Use Only

INDEX

1 Introduction 13

2 User Login 13

3 Leave Management System 17

3.1 Apply Leave 18

3.1.1 Apply Leave 19

3.1.2 Apply Leave Curtail:- 24

3.1.3 Apply Leave Convert:- 26

3.2 Withdraw Leave Request 28

3.2.1 Before Approve 29

3.2.2 After Approve 30

3.3 View Leave Balance 32

3.4 Leave Report 33

3.4.1 All Leave Report 33

3.4.2 Un availed Joining Time Report 34

3.5 Initiate Charge Report 35

3.5.1 Relinquish on Leave 36

3.5.2 Assume on Leave 38

3.5.3 Relinquish on Substitute 40

3.5.4 Assume as Substitute 40

3.6 Holiday Calendar 41

3.6.1 Holiday Calendar 42

3.6.2 Closed Holiday List 43

3.6.3 Restricted Holiday List 44

3.7 Upload Fitness Certificate 45

3.8 Report Un availed Joining Time 46

3.9 View Staff on Leave 47

4 Personal Information System 49

4.1 Employee Profile View & Raise Request 50

CEPT Training Material - For Internal Use Only

4.1.1 Communication Details 51
4.1.2 Bank Details 56
4.1.3 Award Details 61
4.1.4 Education Details 64
4.1.5 Family Details 67
4.1.6 Nomination Details 70
4.1.7 Download Service Book 73
4.1.8 View Employee Profile 74
4.2 Annual Immovable Property Returns 77
4.3 Gradation List 80
4.4 No Objection Certificate 82
4.4.1 Apply for NOC 82
4.4.1.1 Apply NOC for Passport/Visa to go abroad. 82
4.4.1.2 Apply NOC for Appearing in Examination. 84
4.4.1.3 Apply NOC for Renewal/Application of Passport. 86
4.4.2 View NOC Status 87
4.5 Intimation to Department 88
4.5.1 Intimation 89
4.5.1.1 Intimation of Purchase of Property. 89
4.5.1.1 Intimation of Disposal of Property. 90
4.5.2 Intimation Report 92
4.6 Annual Performance Appraisal Report(APAR) 93
4.6.1 Update APAR 93
5 Employee Payments System 94
5.1 Pay re-embursement 95
5.1.1 Advances 95
5.1.1.1 Medical Advance 97
5.1.1.2 TA Tour Advance 98
5.1.1.3 TA Transfer Advance 99
5.1.1.4 PC Advance 100
5.1.1.5 HBA Principal 100
5.1.1.6 In Service Training –DTE- Advance 101

CEPT Training Material - For Internal Use Only

5.1.2 Reimbursements 103
5.1.2.1 TA Tour 103
5.1.2.2 Medical Bill 107
5.1.2.3 Transfer TA 109
5.1.2.4 Children Education Allowance 111
5.1.2.5 In Service Training- DTE- Reimb 112
5.1.3 EL Encashment 116
5.1.4 Leave Travel Concession 118
5.1.4.1 LTC Permission/Advance 119
5.1.4.2 LTC Final Reimbursement 120
5.2 Miscellaneous Requests 122
5.2.1 Income Tax Declaration 122
5.3 GPF 125
5.3.1 GPF Advance 125
5.3.2 GPF Statement 126
5.3.3 GPF Withdrawal 128
5.3.4 Update GPF Subscription 129
5.4 Reports 130
5.4.1 Track Request ID 130
5.4.2 Cancel Your Requests 131
5.4.3 Pay Requests Report 132
5.4.4 Detailed Misc. Req Report 134
5.4.5 Pay Slip 135
5.4.6 Other Reports 136
5.5 Know Yourself 137
6. Exit Management 139
6.1 Request Exit 140
6.2 Submit Application 143
6.3 Application Status 146
6.4 Flow chart 148
6.4.1 Summarised Work Flow 148
6.4.2 Detailed Work Flow 149

CEPT Training Material -For Internal Use Only

7 Transfers Module 150
7.1 Home Page 150
7.2 Apply for Transfer 151
7.2.1 Apply for Rule-38 151
7.2.2 Apply for Rule 3 175
7.3 Transfer Status 190
7.3.1 Rule 38 Transfer Status 190
7.3.2 Rule 3 Transfer Status 191
7.4 Transfer Schedule View 193
7.4.1 Rule 38 Schedule View 193
7.4.2 Rule 3 Schedule View 194
7.5 Rule38 Allotment 195
7.6 Flow Chart 196
7.6.1 Transfer under Rule 38 196
7.6.2 Transfer under Rule 3 196
8. Introduction – Recruitment and Promotions 197
8.1 Apply Online 200
8.2 My Applications 207
8.3 Hall Ticket Generation 208
8.4 Flow Chart 209
9 Introduction – Support Desk 211
9.1 Support Desk (For End Users) 212
9.1.1 FAQ's & Documented Solutions 213
9.1.2 Raise Ticket 215
9.1.2.1 Warning messages and its reasons in file attachment process while raising ticket 217
9.1.3 Tickets Raised (EU) 219
9.1.3.1 Closure Confirmation received 221
9.1.3.2 Submit Additional Information sought by Support Desk Support user 224
9.1.4 Report & Analytics (End User) 227
9.1.4.1 Ticket Search 228

CEPT Training Material For Internal Use Only

9.1.4.2 Outward Consolidated Report 231
9.1.4.3 Detailed Report 232
9.2 Flow Chart 236
10. Introduction to ESS Mobile Application 239
10.1 User Login 239
10.2 Leave Management System 241
10.2.1 Apply Leave 242
10.2.2 Closed Holidays 244
10.2.3 Restricted Holidays 245
10.2.4 Cancel Pending Leave 246
10.2.5 Cancel Approved Leave 248
10.2.6 View Leave Report 250
10.2.7 Charge Report 251
10.2.7.1 Relinquish Report 251
10.2.7.2 Assume Report 253
10.2.8 Leave Curtail 255
10.3 Employee Payments 257
10.3.1 Payment Request 258
10.3.1.1 TA Tour 258
10.3.1.2 Medical Bill 261
10.3.1.3 Transfer TA 262
10.3.1.4 In Service Training-DTE-Reimb 264
10.3.1.5 Children Education Allowance 267
10.3.1.6 Operational Training-DTE-Reimb 268
10.3.1.7 Training Prog-Grp A&B Officers DTE Reimb 268
10.3.2 Advance Request 269
10.3.2.1 Medical Advance 269
10.3.2.2 TA Tour Advance 270
10.3.2.3 TA Transfer Advance 272
10.3.2.4 PC Advance 273
10.3.2.5 HBA Principal 274

CEPT Training Material - For Internal Use Only

10.3.2.6 In Service Training-DTE-Advance 275
10.3.2.7 Operational Training-DTE-Adavance 277
10.3.2.8 Training Prog-Grp A&B Officers DTE-Adv 277
10.3.3 Cancel Request 277
10.3.4 IT Declaration 279
10.3.5 EL Encashment 281
10.4 GPF 282
10.4.1GPF Statement 283
10.4.2GPF Withdrawal 284
10.4.3 GPF Advance 285
10.5 Pay Slip 286
10.6 Charge Report 287

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ABBREVIATIONS

SL No	Abbreviation	Description
1.	A/N	After Noon
2.	AAO	Assistant Accounts Officer
3.	ABPM	Assistant Branch Post Master
4.	ACAO	Additional Chief Accounts Officer
5.	Addl.	Additional
6.	AIPR	Annual Immovable Property Returns
7.	AO	Accounts Officer
8.	B.O	Branch Post Office
9.	BPM	Branch Post Master
10.	CCL	Child Care Leave
11.	CE	Competitive Examination
12.	CEPT	Centre for Excellence in Postal Technology
13.	CL	Casual Leave
14.	CO	Circle Office
15.	CTG	Composite Transfer Grant
16.	DAP	Director of Accounts (Postal)
17.	DH	Division Head
18.	DP	Departmental Promotion
19.	DPC	Departmental Promotion Committee
20.	DR	Direct Recruitment
21.	DTE	Domestic Training Expense

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22.	EL	Earned Leave
23.	Est	Establishment
24.	EU	End User
25.	EWS	Economically Weaker Section
26.	EXOL	Extra Ordinary Leave
27.	F/N	Fore Noon
28.	FAQ	Frequently Asked Questions
29.	GDS	Gramin Dak Sevak
30.	GM	General Manager
31.	GPF	General Provident Fund
32.	HO	Head Post Office
33.	HPL	Half Pay Leave
34.	HRMS	Human Resource Management System
35.	IA	Internal Audit
36.	ID	Identification
37.	Info	Information
38.	IT	Information Technology
39.	JPEG / JPG	Joint Photographic Experts Group
40.	KB	Kilobyte
41.	L1	Level 1
42.	L2	Level 2
43.	L3	Level 3
44.	L4	Level 4
45.	L5	Level 5

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46.	L6	Level 6
47.	LDCE	Limited Departmental Competitive Examination
48.	LMS	Leave Management System
49.	LTC	Leave Travel Concession
50.	MC	Medical Certificate
51.	ML	Maternity Leave
52.	MTS	Multi-Tasking Staff
53.	NOC	No objection Certificate
54.	OBC	Other Backward Class
55.	OTP	One Time Password
56.	PA	Postal Assistant
57.	PA Wing	Postal Accounts Wing
58.	PA&F	Postal Accounts and Finance
59.	PAA	Pension Approving Authority
60.	PAO	Postal Accounts Office
61.	PDF	Portable Document Format
62.	PIS	Personnel Information System
63.	PL	Paternity Leave
64.	PM	Postman
65.	PO	Post Office
66.	Pr. AO	Principal Audit Officer
67.	PSA	Pension Sanctioning Authority
68.	PWD	Person With Disability
69.	RH	Restricted Holiday

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70.	RO	Regional Office
71.	SC	Scheduled Castes
72.	Sr. AO	Senior Accounts Officer
73.	ST	Scheduled Tribes
74.	TRCA	Time Related Continuity Allowance
75.	UR	Un Reserved
76.	URL	Uniform Resource Locator
77.	Viz.	Namely

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DISCLAIMER

The operational procedure provided in this Operational Guide is just an illustration for the user for using the Employee self-service portal. If the reader has any doubt in the department ruling and guidelines, he/she should refer to the respective manuals and volumes only. This Operational Guide should not be cited as Rulings.

1 Introduction

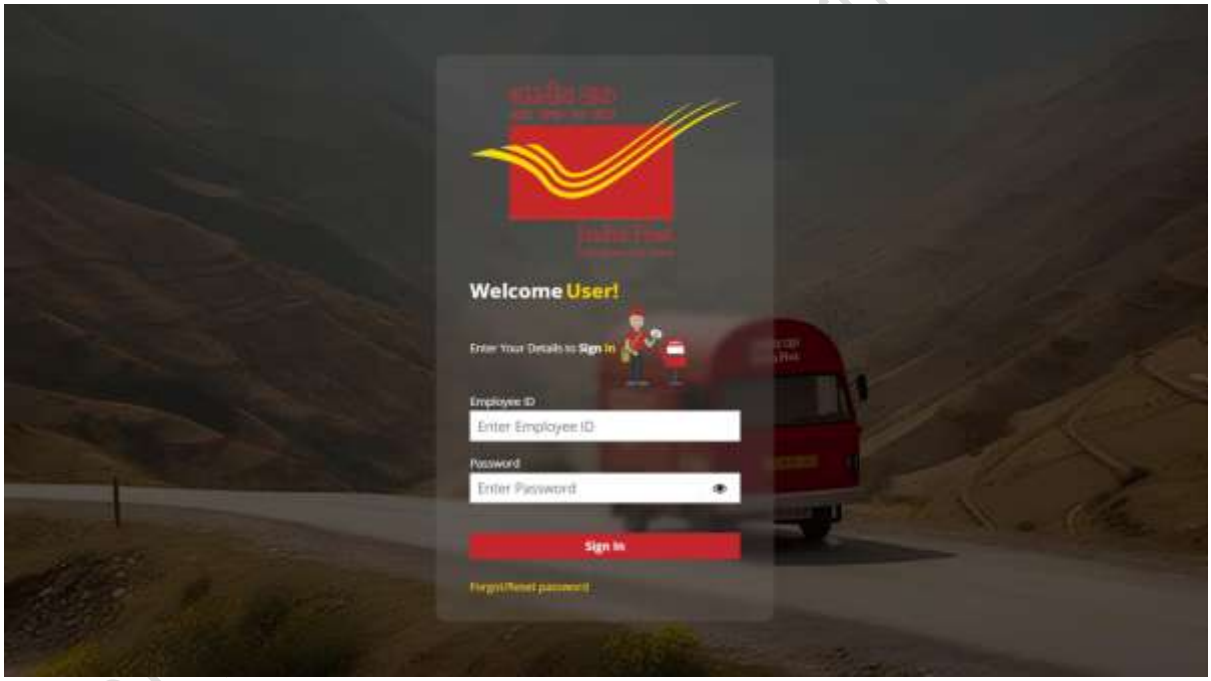
This Operational Guide on Employee Self Service is intended for employees to manage leaves, update personal information, and perform other related tasks.

2 User Login

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

Login Details:

- **Login ID:** Use your Employee ID.
- **Password:** Dop@1234 [Default Password]



Note: Upon login with default password, user may be prompted to change password. When prompted, user needs to change the password other than default password as per password policy and subsequently login with changed password.

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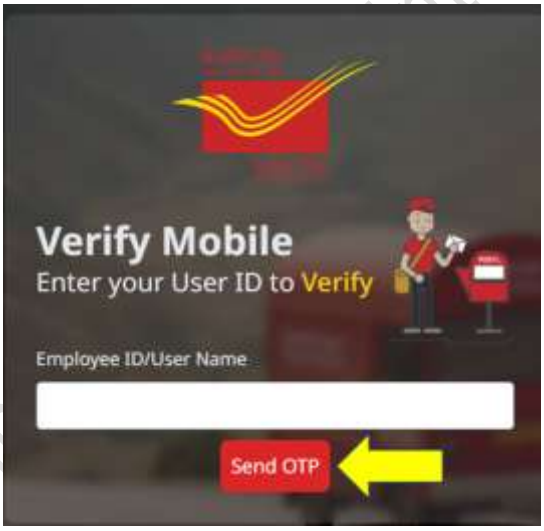
Then onwards user can reset password using password reset link available in the login page.

Mobile number updation is compulsory for resetting password



After clicking on “Forgot / Reset Password”, user will be prompted to enter Employee ID, after entering employee ID, click on “Send OTP” button.

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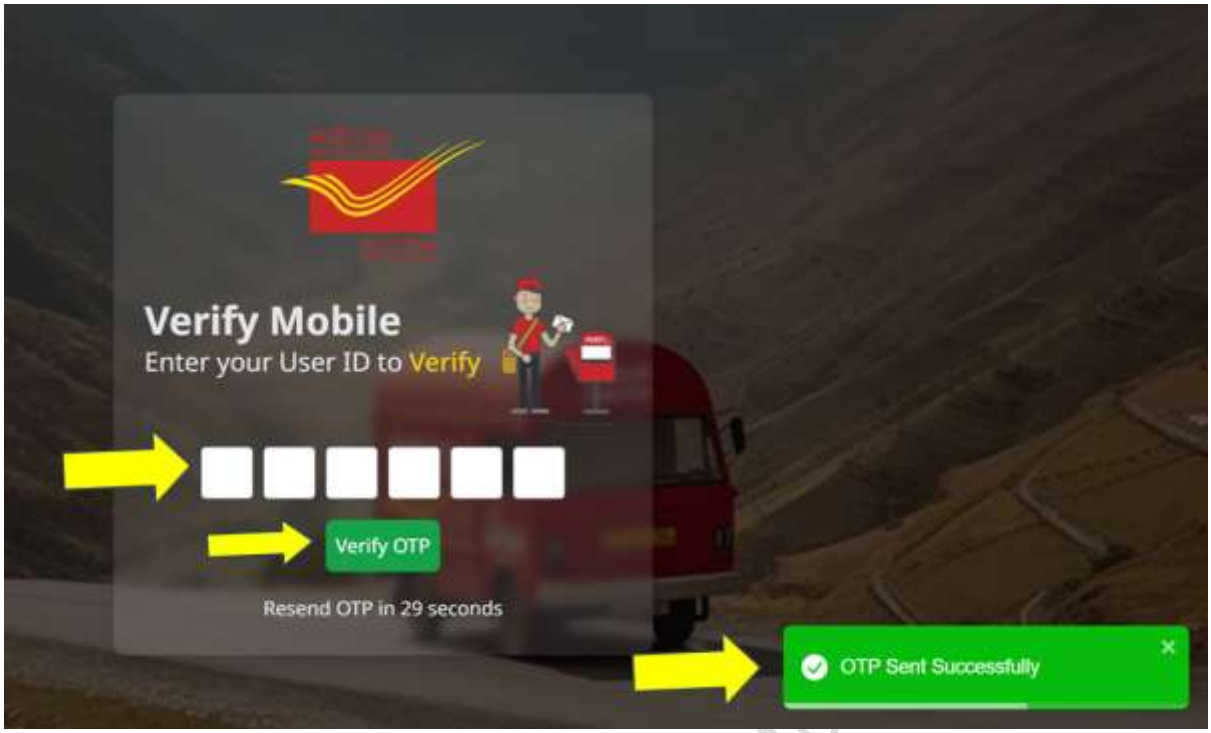
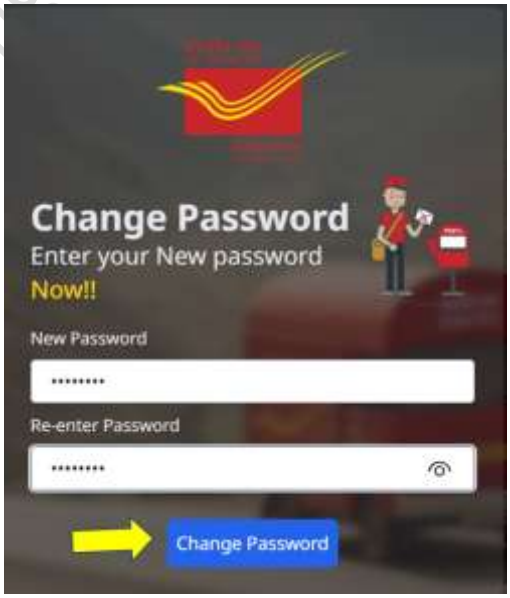


After click on “Send OTP” button, OTP will be sent to the registered mobile number of the employee. User need to enter OTP and click on “Verify OTP”.

After the OTP is validated, a flash pop-up as shown will appear and user will be prompted to change / reset password.



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User will be prompted to enter new password and re-enter new password. After entering them, click on “Change Password” button. A confirmation pop-up about change of password will appear on screen.

After successful “**Sign In**”, User will get Home screen as shown above. On the home screen, user will find cards according to their role assignment. The link for “**Self Service**” is provided in the bottom right corner.

Click on “**Self Service**” icon to access cards related to employee self-service,

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Upon clicking on "**Employee Self Service**", a new page will open containing the following 4 (Four) cards.

(1) Leave Management System (LMS)
(2) Personnel Information System (PIS)
(3) Employee Payments System (EPS)
(4) Exit Management
(5) Employee Transfers
(6) Recruitment and Promotions

Click on the "**Leave Management System**" main card.

3 Leave Management System

Upon clicking the "**Leave Management System**" main card, the page appears with Nine (9) sub cards.

- Apply Leave
- Withdraw leave request
- View Leave Balance
- Leave Report
- Initiate Charge Report
- Holiday Calendar
- Upload fitness certificate
- Report un availed joining time
- View Staff on Leave

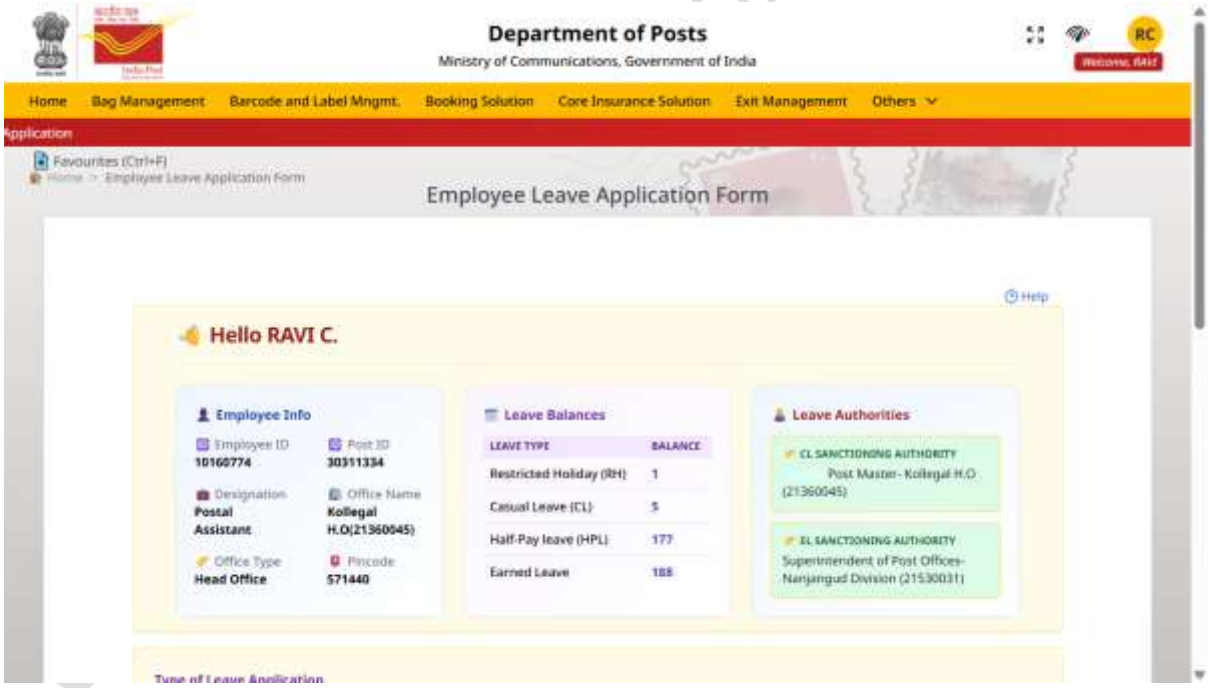
3.1 Apply Leave

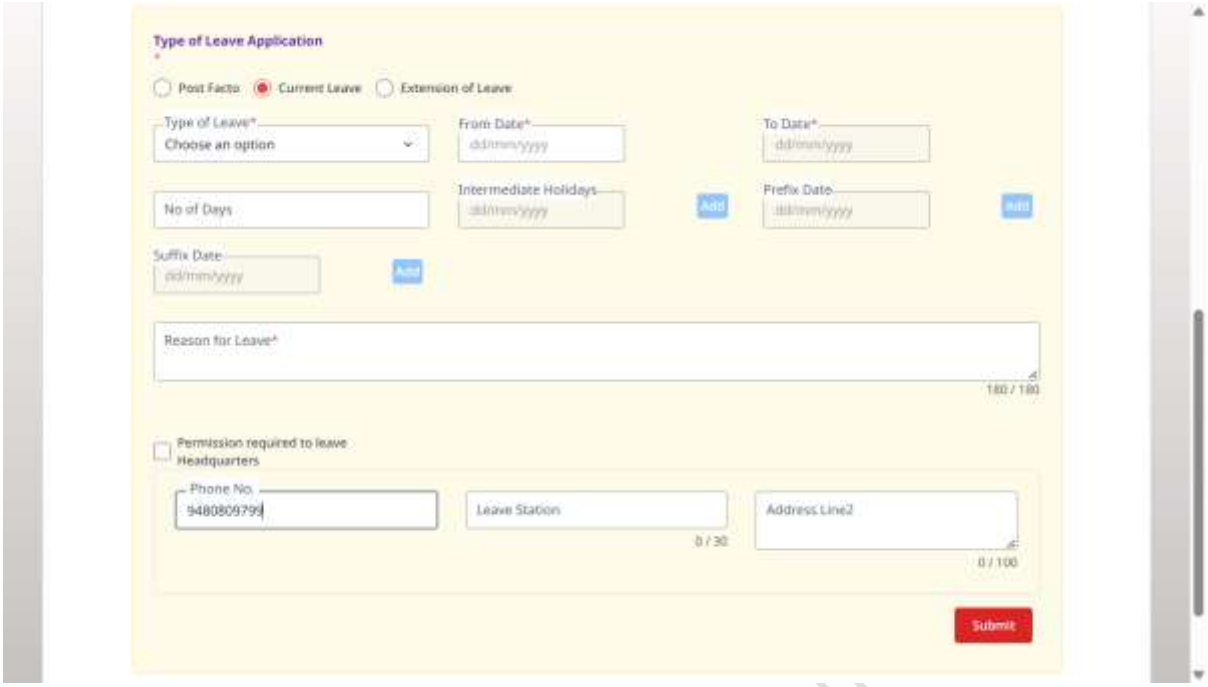
Click on the "**Apply Leave**" sub card under "**Leave Management System**" card.

Upon clicking the "**Apply Leave**" Sub card, Right panel appears with three (3) options.
Apply Leave
Apply Leave Curtail
Apply Leave Convert

3.1.1 Apply Leave

Click on "**Apply Leave**" option to apply the leave request.





On clicking on "**Apply Leave**" option under "**Apply Leave**" Sub-card, a new page will appear. This page will display the Employee information, Leave balances and Leave authorities of the employee.

Under the 'Type of Leave application' section, there are 3 radio buttons provided.

1. **Post Facto-** Select this radio button if you are applying for leave after the leave period has ended.
2. **Current Leave -** Select this radio button if you are applying for leave that is either currently on going or is planned to start.
3. **Extension of Leave-** Select this radio button if you are extending an existing leave period.

The Employee needs to select or fill-in the relevant data in the fields for **'Type of leave', 'From date'** and **'To Date'**. The No. of days based on the leave period will be automatically calculated. They may select **Intermediate holidays** during the leave period and click on the **Add** button. Additionally, they can Select **Prefix date** if the preceding date to the **'From date'** is a Sunday or a Holiday, and click on the **Add** button. They can Select Suffix date if the next day after the **'To date'** is a Sunday or a Holiday and click on **Add** button, option is also provided for Permission required to **leave headquarter.**

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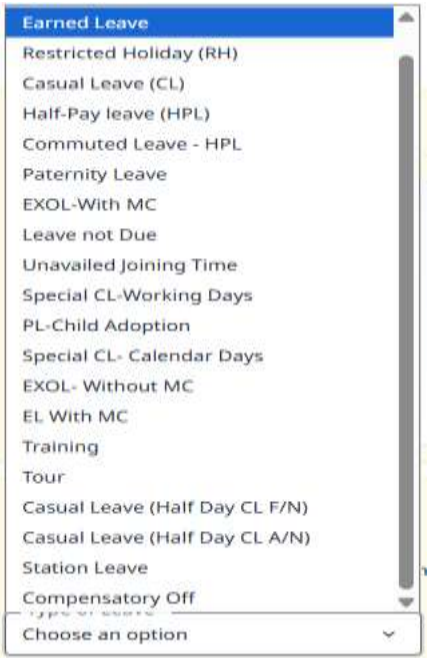
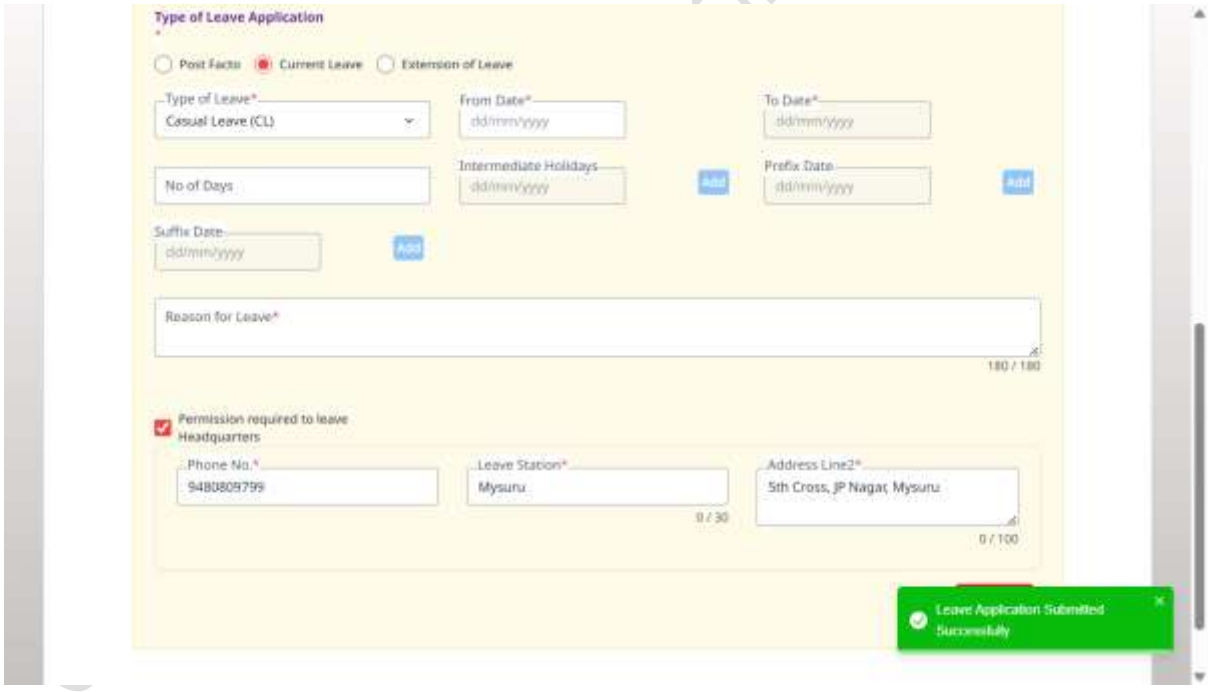
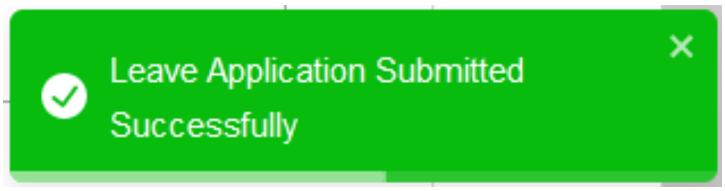


The aforementioned types of leaves can be chosen from the **'Type of leave'** drop down list.



After entering all necessary data, click on **Submit** button.



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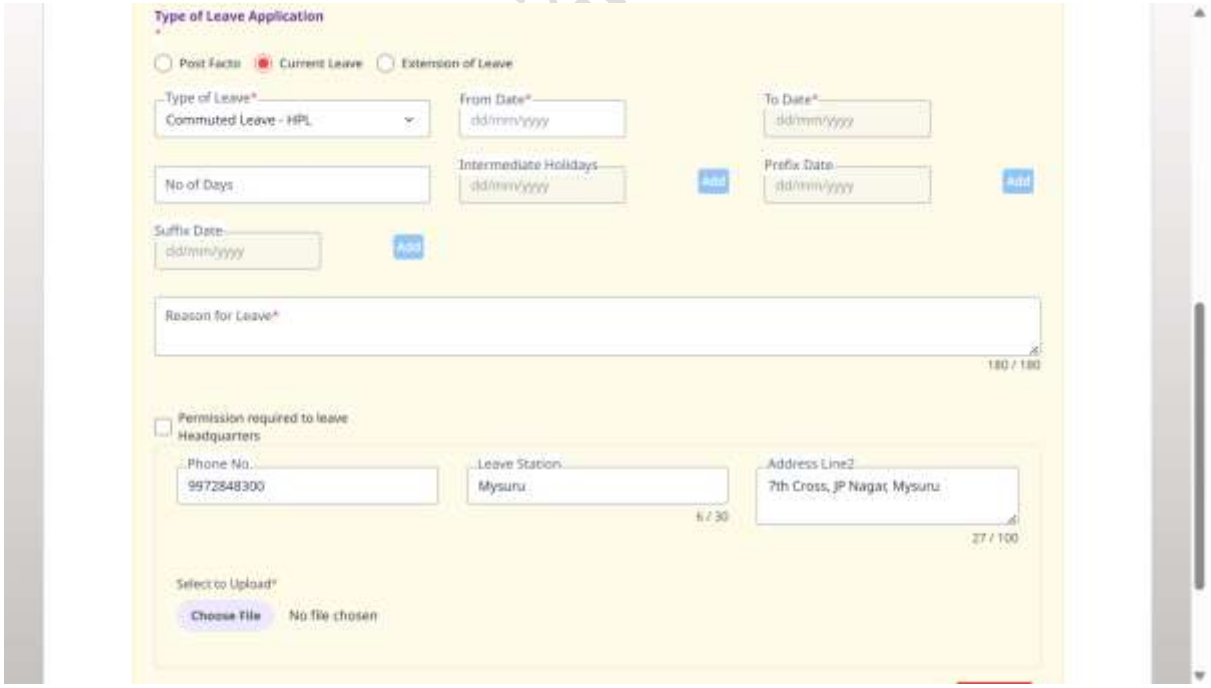
After clicking on **Submit** button, a pop-up message "**Leave Application Submitted Successfully**" will appear.

For applying following kinds of leave, Leave application shown above has to be filled.
Earned Leave
Restricted Holiday (RH)
Casual Leave (CL)
Half-Pay Leave (HPL)
PL-Child Adoption
EXOL-Without MC
Special CL- Working days
Special CL- Calendar days

For applying following kind of Leaves, it is mandatory to upload the supporting document. Only PDF files are allowed. File size should not exceed 500 KB.

Commuted Leave-HPL
EXOL-With MC
Leave not due
EL with MC



For applying Paternity leave, it is mandatory to provide Expected/Date of Delivery as shown below.

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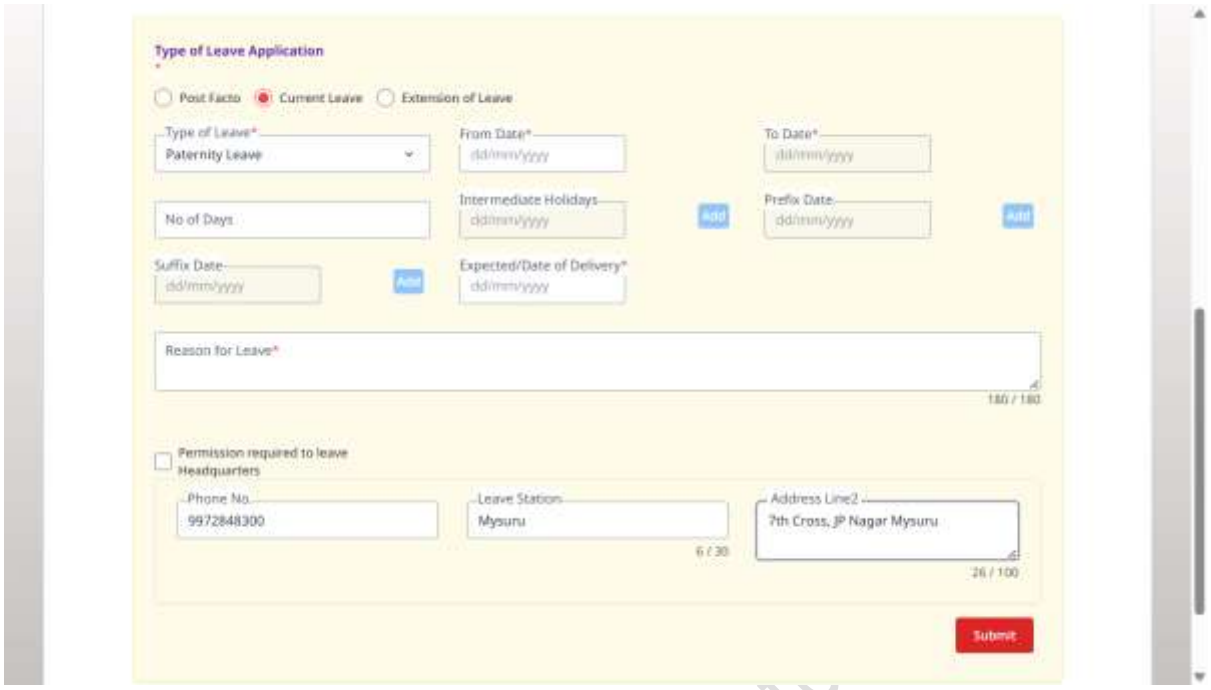
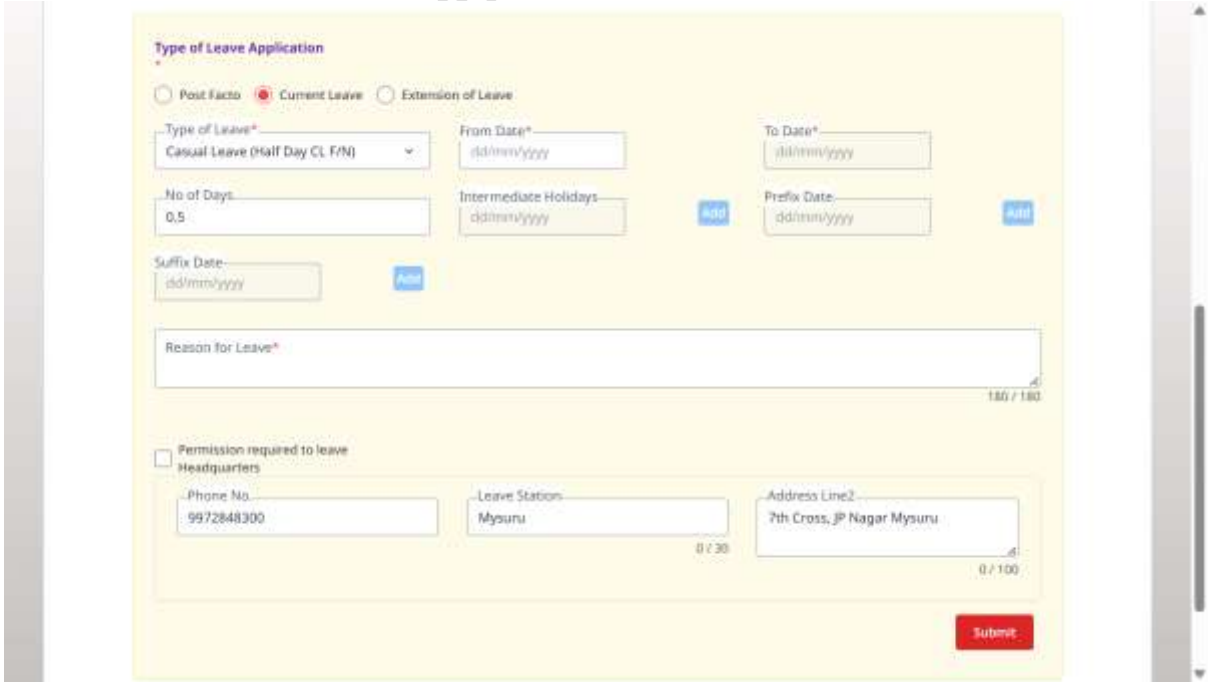
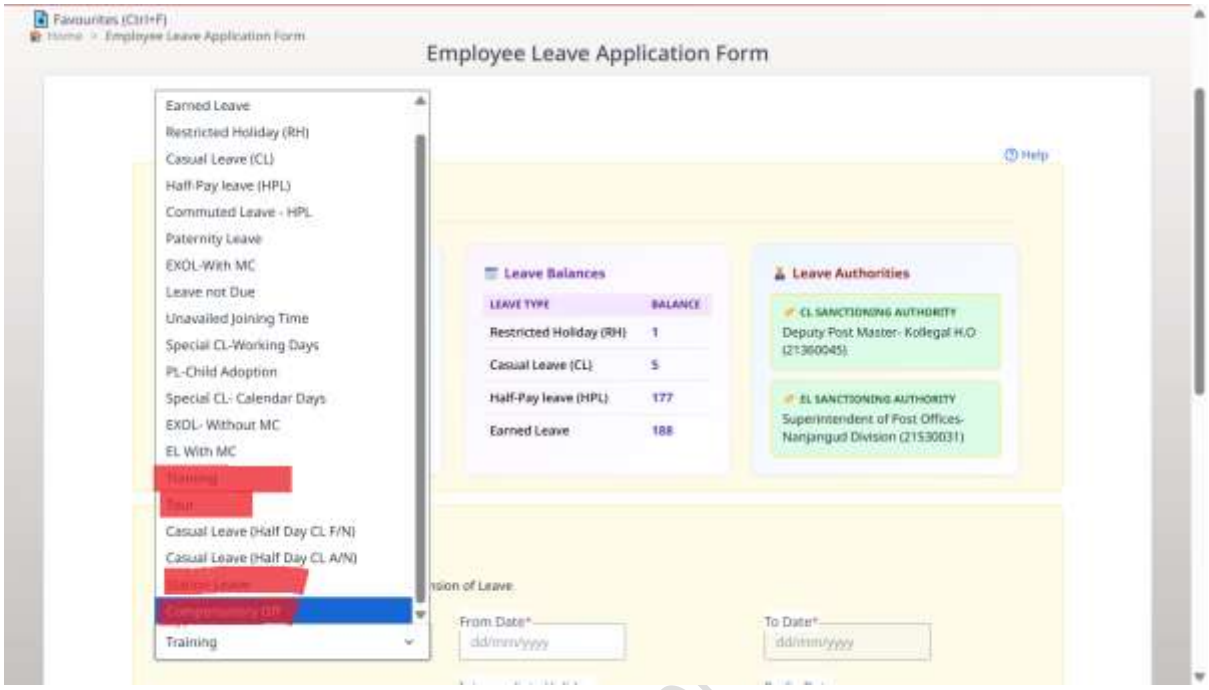


Provision has also been made to apply for Casual Leave for Half day Forenoon/Afternoon. For that following Type of Leave has be selected.

Casual Leave (Half Day CL F/N)
Casual Leave (Half Day CL A/N)



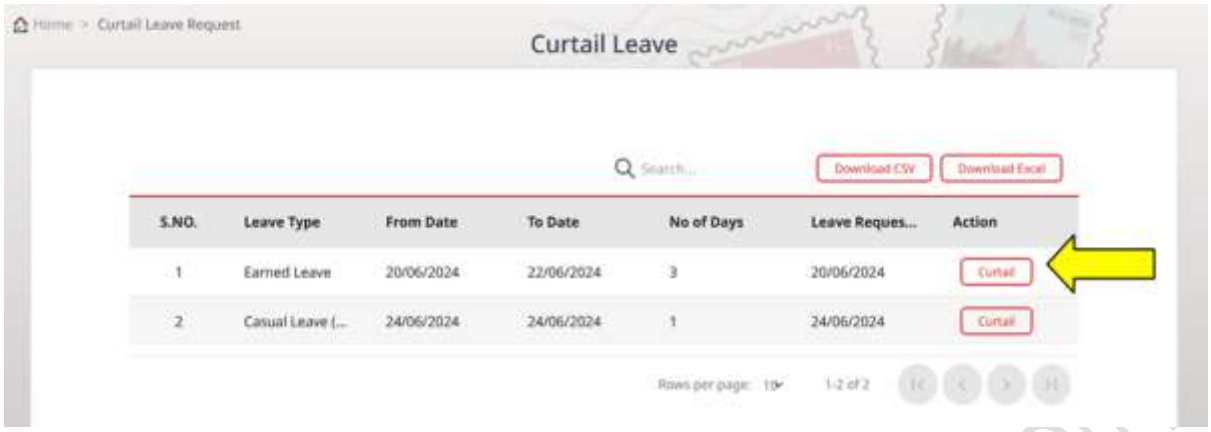
Provision has also been made to update the employees Training, Tour, Station Leave and Compensatory Off details as shown below.



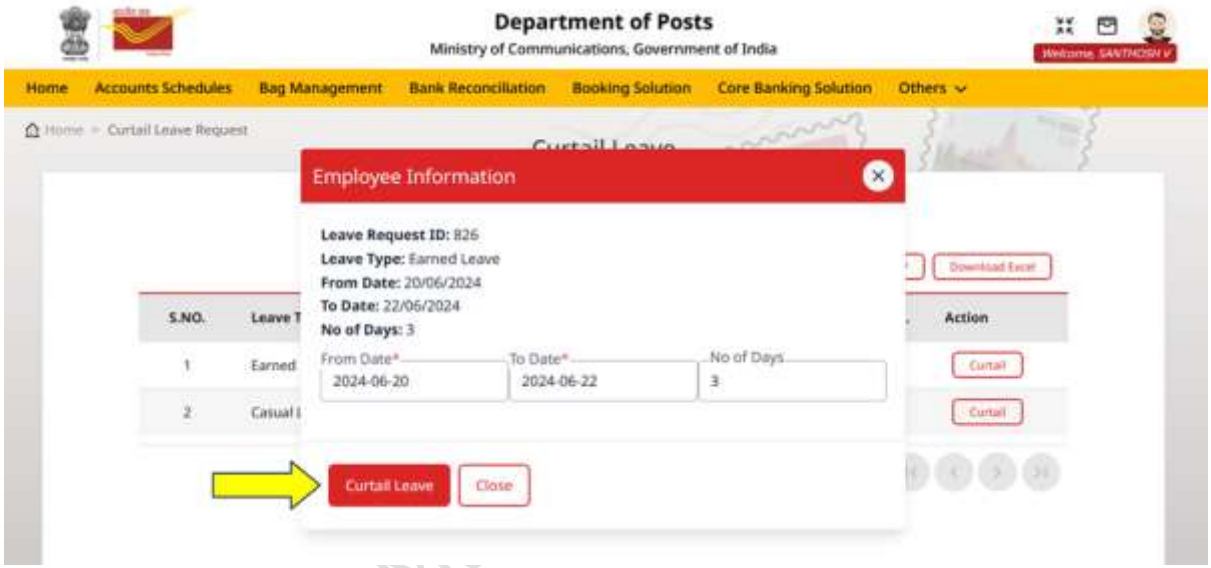
3.1.2 Apply Leave Curtail:-

Curtail leave means to shorten or reduce the duration of an approved leave.

Click on "**Apply Leave Curtail**" option from the available actions. Under "**Apply Leave**" Sub-card, a new page will appear with list of applied leave requests.



Click on **Curtail** Button to view the request information,



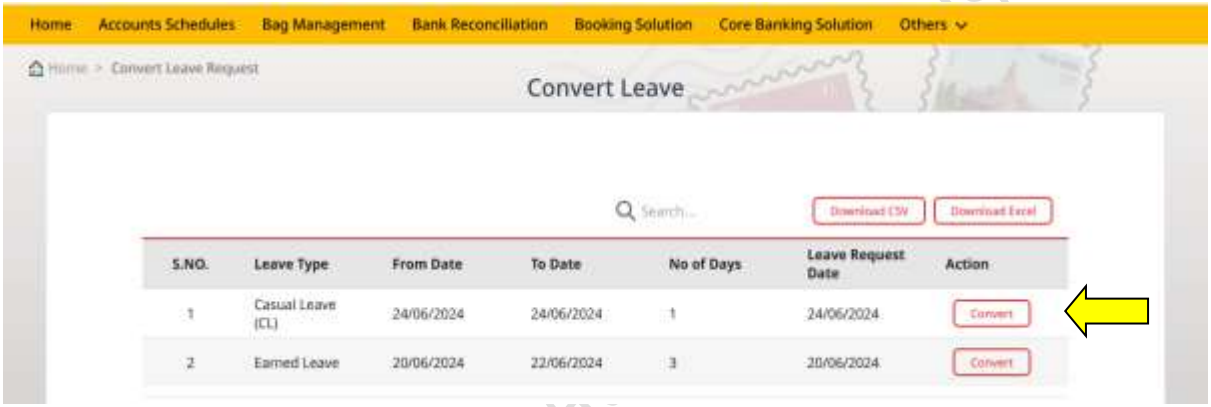
After Click on **Curtail** Button a new window will open containing the Leave information such as Leave Request Id, Leave Type, From Date, To Date and No of Days.
Modify the new proposed leave dates and click on **Curtail Leave** Button. Your Curtail Leave request will be reviewed and approved by Leave sanctioning authority.

After clicking on **Curtail Leave** button **"Leave curtail request submitted successfully"** Message appears. Further the request submitted will be approved/rejected by the Leave authority.

3.1.3 Apply Leave Convert:-

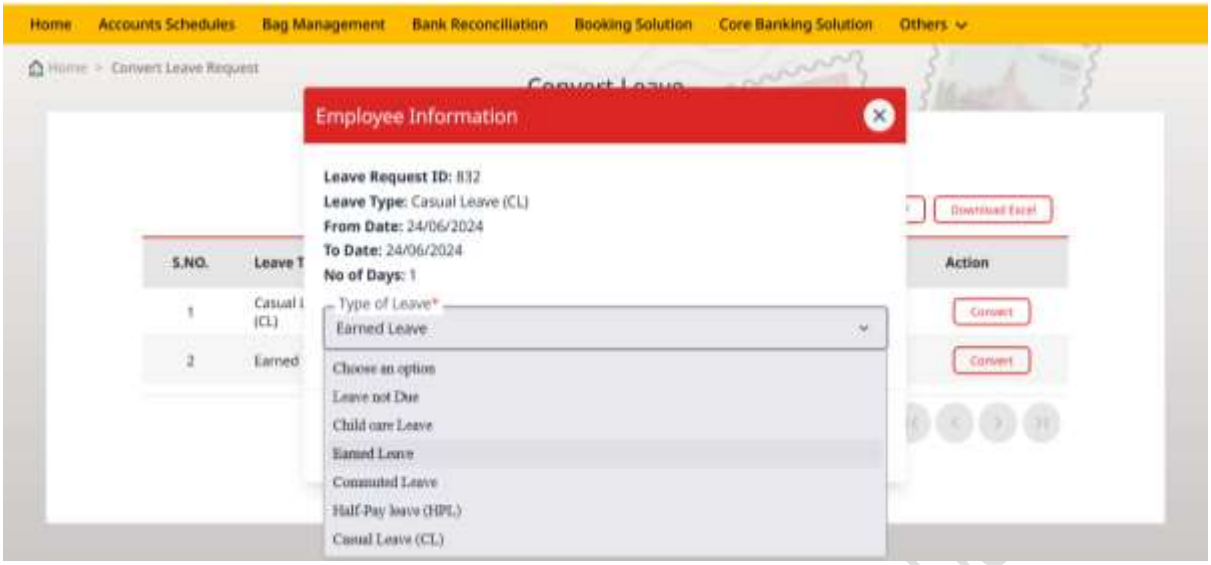
This option is used when changing one type of leave to another. For example an employee may want to convert Casual Leave into Earned leave or vice versa.

Click on "**Apply Leave Convert**" option from the available actions. Under "**Apply Leave**" Sub-card, a new page will appear with list of approved leave requests.



User Click on **Convert** button to convert the Leave from one type to another type.

After Click on **Convert** Button a new window will appear containing the Leave information such as Leave Request Id, Leave Type, From Date, To Date and No of Days. Select the **Type of Leave** to convert against applied leave type.

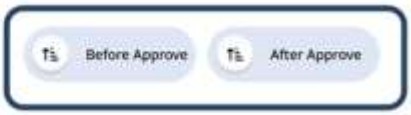


Select the Appropriate type of Leave and click on **Convert Leave** Button. Your Convert Leave request will be reviewed and approved by Leave sanctioning authority.

After clicking on **Covert** button "**Leave Conversion request submitted successfully**" Message appears. Further the request submitted will be approved/rejected by the Leave authority.

3.2 Withdraw Leave Request

Click on "**Withdraw Leave Request**" sub card under "**Leave Management**" card.



Upon clicking the "**Withdraw Leave Request**" Sub card, Right panel appears with two (2) options.

- Before Approve
- After Approve

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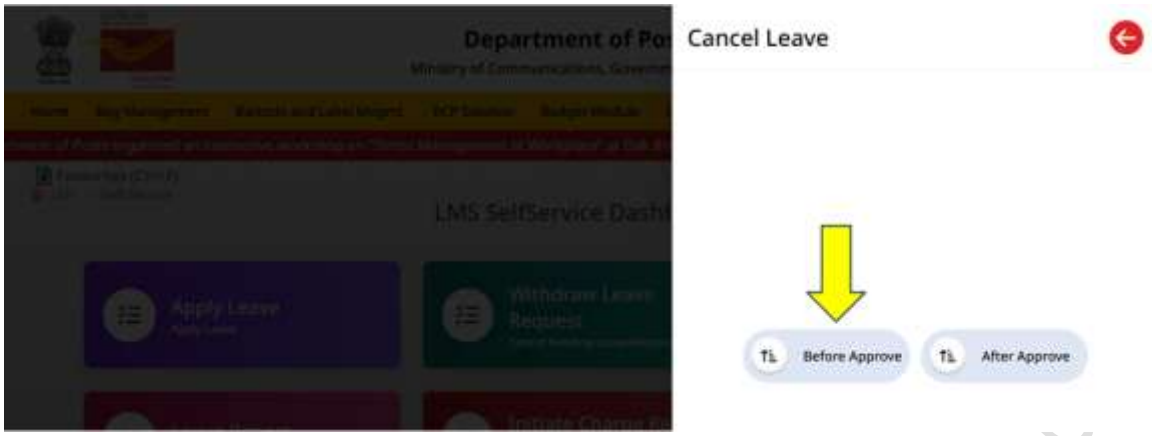
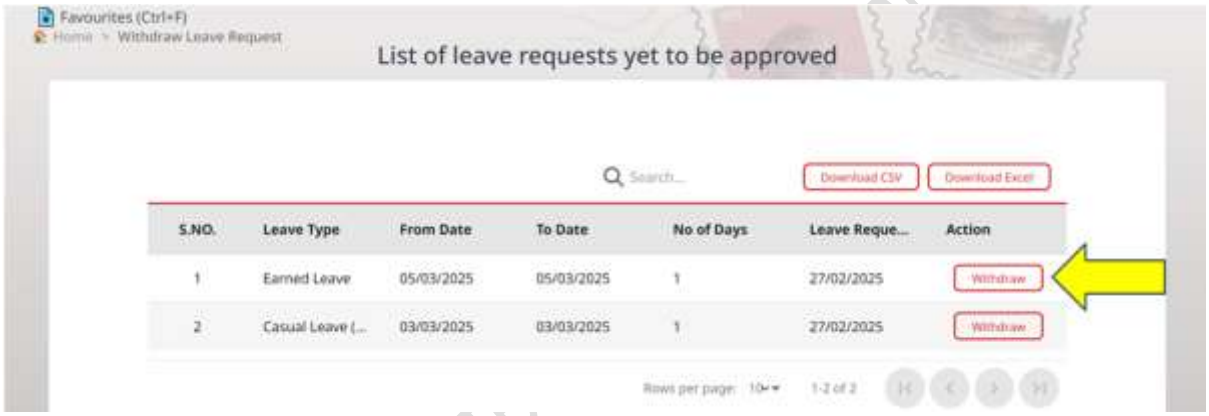
3.2.1 Before Approve

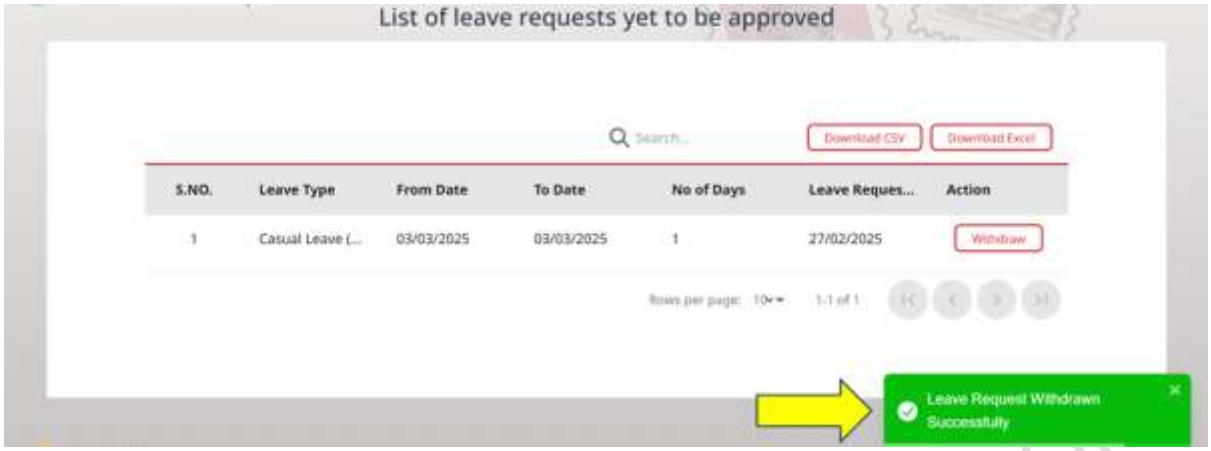


Click on "**Before Approve"** option to cancel the applied leave before the approval by the approving authority.



After click on "**Before Approve**" option, any leaves that have already been applied for will be displayed. Leave request already submitted by employee are shown.
To cancel the leave request, before approve, click on **Withdraw** button next to the leave request.

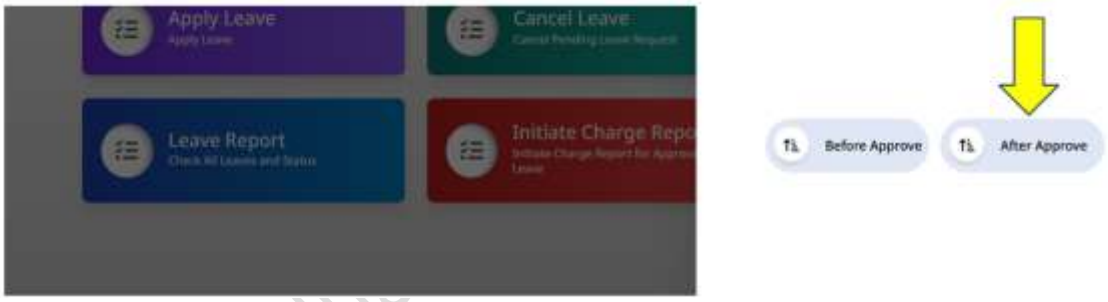
After clicking on **Withdraw** button, a pop-up window will appear, showing brief details of the leave request. Click **Withdraw Leave** to confirm the cancellation.



On clicking the **Withdraw Leave** button, a pop-up message "**Leave request withdrawn Successfully**" will appear.

3.2.2 After Approve

If an employee wishes to cancel any approved leave request(s), they can view the list of already approved leaves on "**After Approval**" Option.



Click on "**After Approve**" option.

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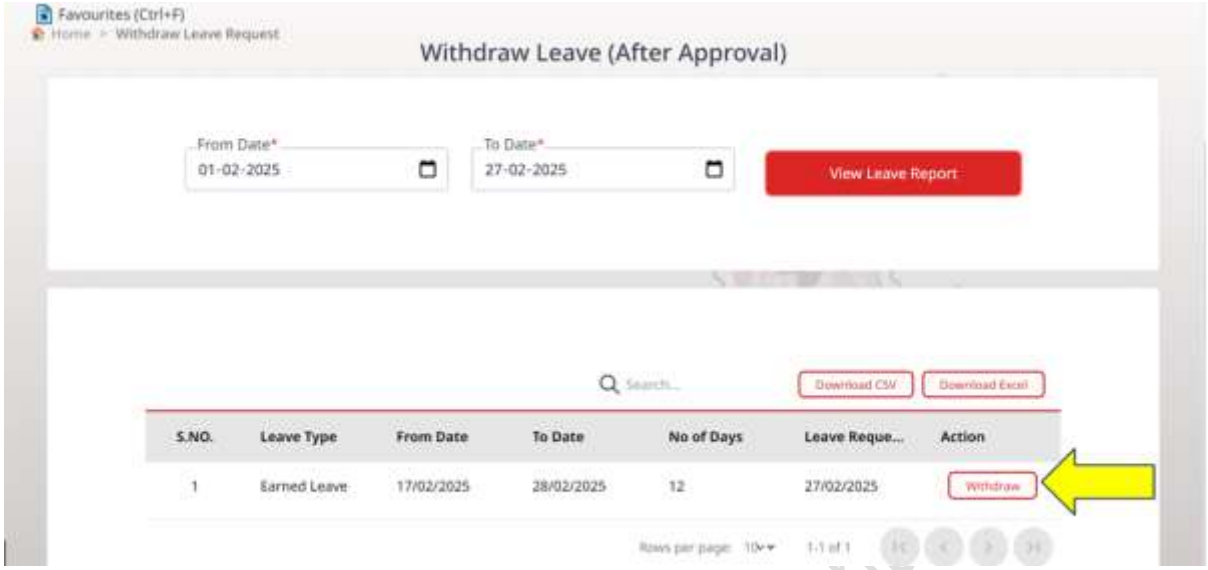
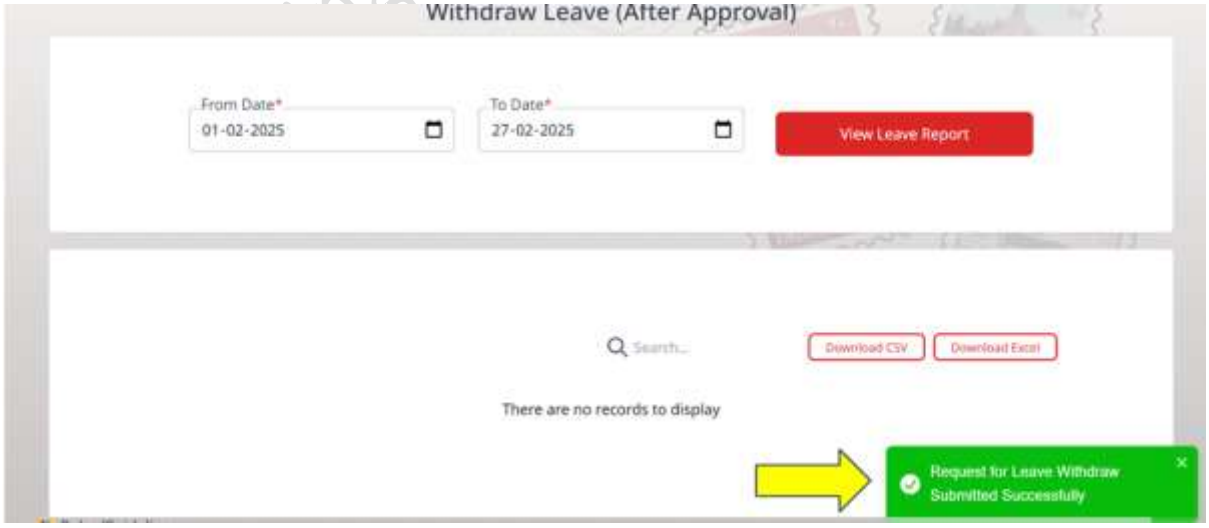
Withdraw leave after approval screen will appear. Select **From** and **To** dates click on View leave report.



It will fetch the leaves that are approved but not availed. Click on **withdraw** button.

After clicking on **Withdraw** button, a pop-up window will appear, showing brief details of the leave request. Click **Withdraw Leave** to confirm the cancellation.



On clicking Withdraw leave button a pop up will appear on bottom right corner of the screen with a message **"Request for leave withdraw submitted successfully".**

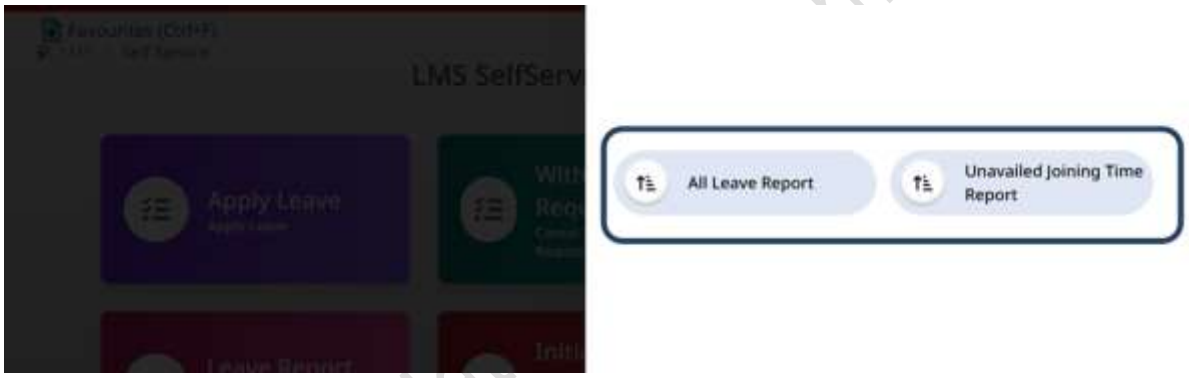
3.3 View Leave Balance

Click on "**View Leave Balance**" sub card under "**Leave Management System**" card.

After clicking on "**View Leave Balance**" sub card, the page shown above will appear. It displays the leave balance of Restricted Holiday (RH), Casual Leave (CL). Earned Leave (EL) and Half-Pay Leave (HPL)

3.4 Leave Report

Click on "**Leave Report**" sub card under "**Leave Management System**" card.

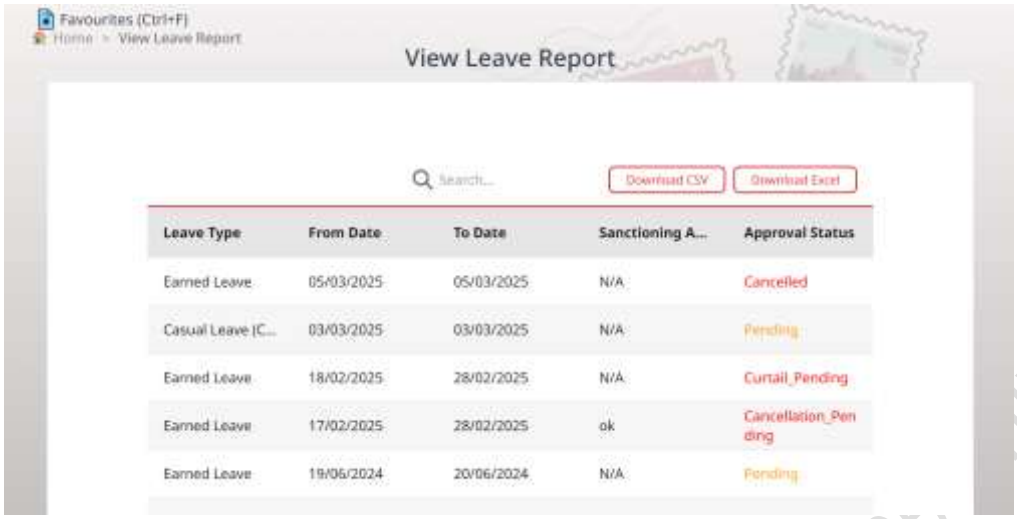


Upon clicking the "**Leave Report**" Sub card, Right panel appears with two (2) options.

- All Leave Report
- Un availed Joining Time Report

3.4.1 All Leave Report

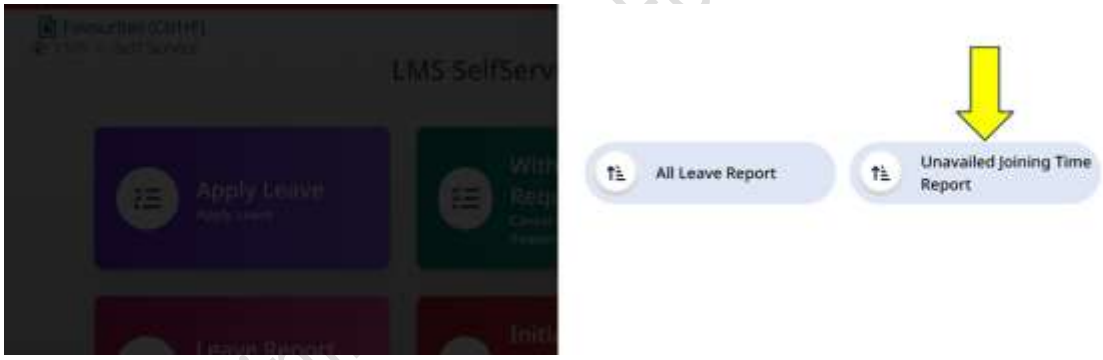
Click on "**All Leave Report**" option under "**Leave Report**" Sub card.



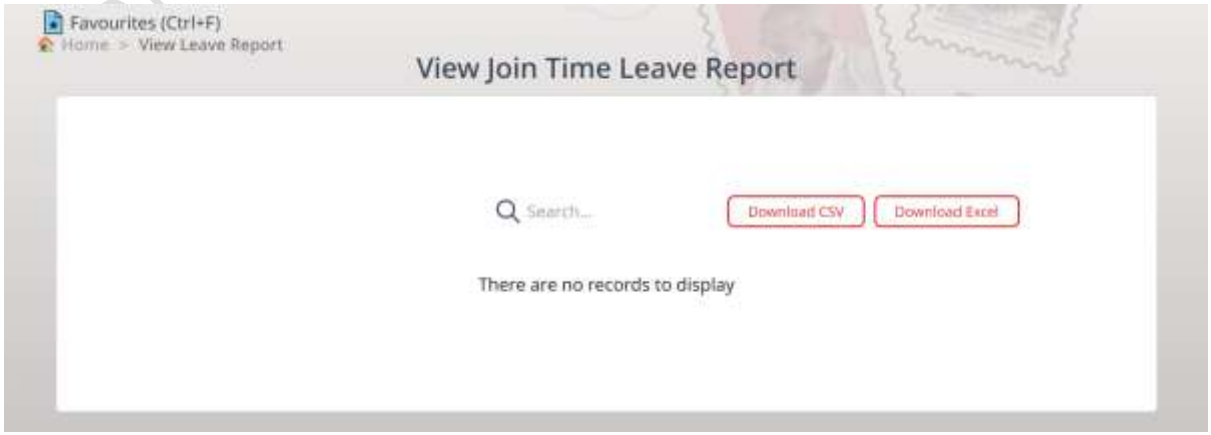
On clicking on "**All Leave Report**", a page displaying all types of leaves with their approval statuses will appear. User can check the **status** of leaves.

3.4.2 Un availed Joining Time Report

This report pertains to Un-availed joining time for logged – in employee.



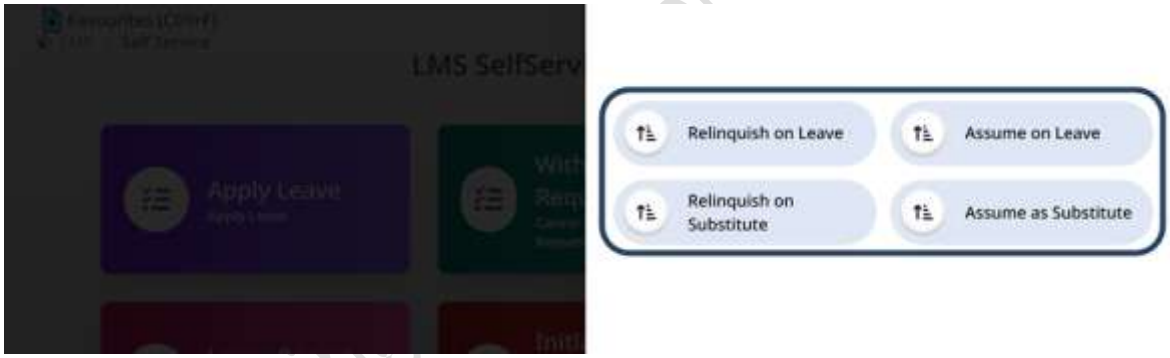
Click on **Un availed joining time report**.



View join time leave report screen will open.

3.5 Initiate Charge Report

Click on "**Initiate Charge Report**" sub card under "**Leave Management System**" card.

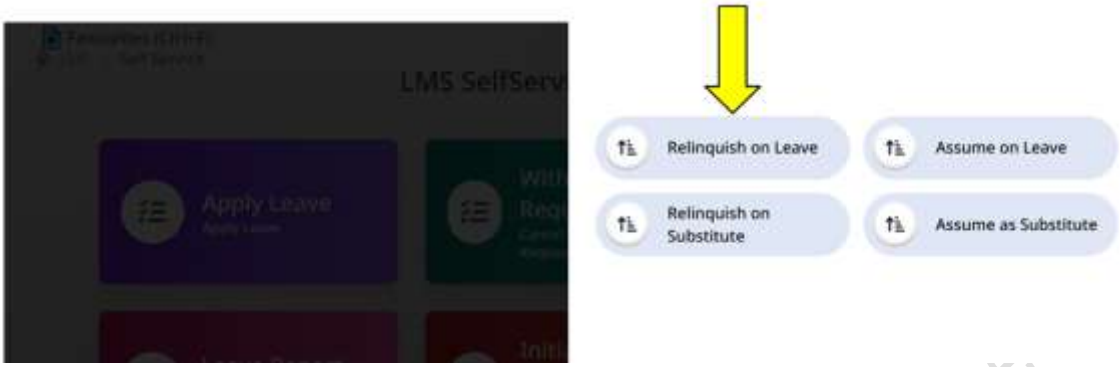


After clicking on **"Initiate Charge Report"** sub card, four options will appear viz.,

- Relinquish on Leave
- Assume on Leave
- Relinquish on Substitute
- Assume as Substitute

3.5.1 Relinquish on Leave

This charge report is initiated when proceeding on leave under office arrangement.



Click on "**Relinquish on leave**" option under "**Initiate Charge Report**" sub card.

After clicking on "**Relinquish on leave**" option, the charge report initiation page will open. This page will show a list of approved leave requests with pending charge reports. The Employee needs to select each row data and click on "**Initiate Relinquish Charge Report**" to initiate the process of Relinquish charge report (i.e. Relieved)

After Clicking "**Initiate Relinquish Charge Report**" a new screen will open with a **Download** button. Click the **Download** button to download the Relinquish charge report in PDF file format.

On clicking download button, a popup will appear on bottom right corner of the screen with a message **"Charge report downloaded successfully".**

3.5.2 Assume on Leave

This charge report is initiated when resumes back to the duty.

Click on the **"Assume on leave"** option under **"Initiate Charge Report"** sub card.

After clicking "**Assume on leave**" option, the charge report initiation page will open. The Page will show a list of approved leave requests with pending assume charge reports. The Employee needs to select each row and initiate the process of Assuming charge report (i.e. joining)by clicking on **Assume charge report** button.

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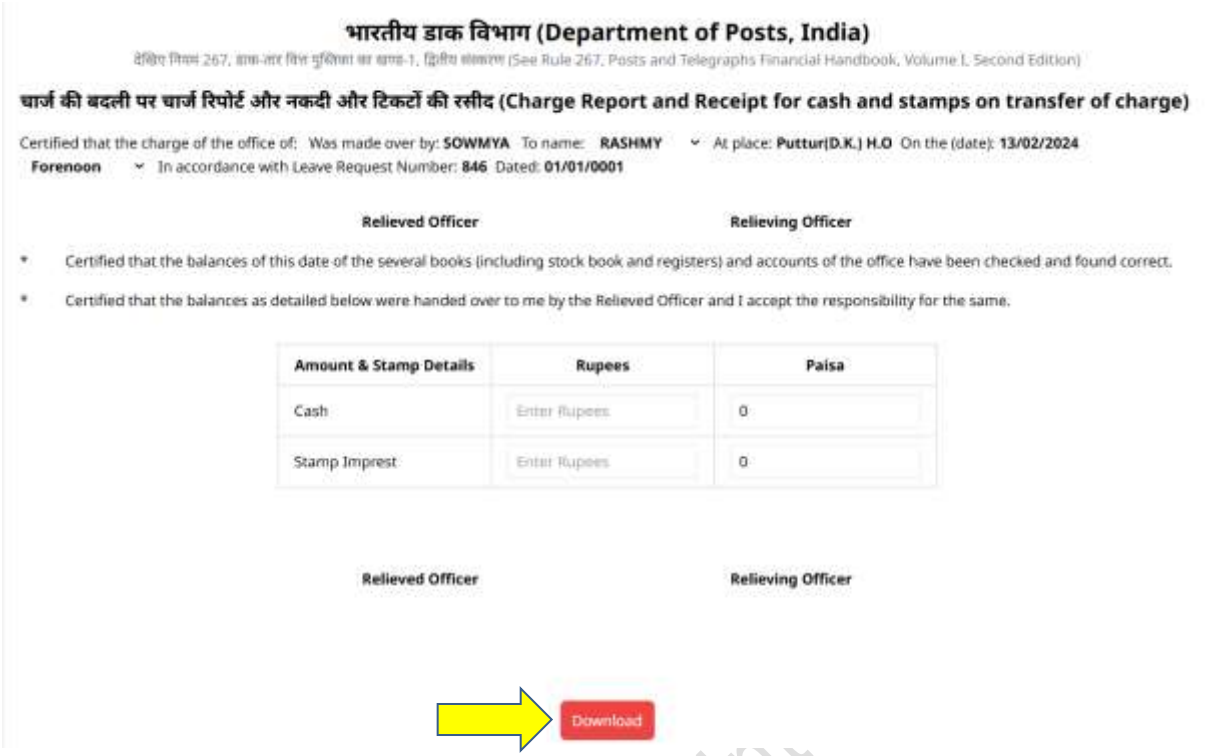
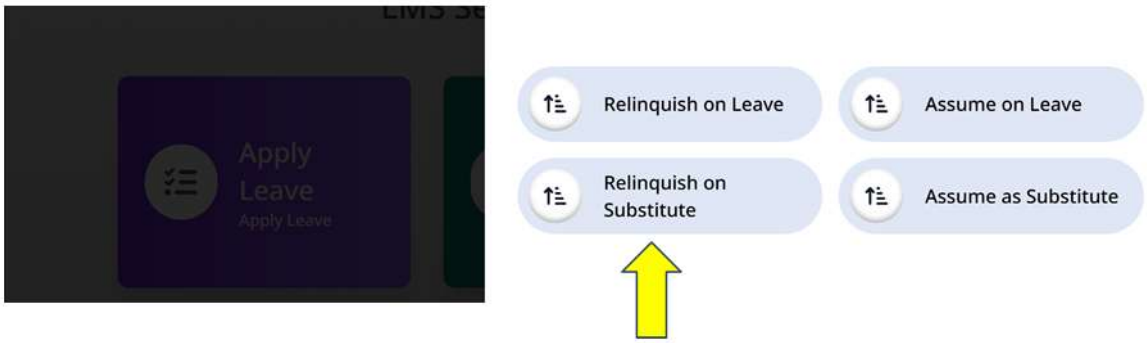


After Clicking "**Assume Charge Report**" button a new screen will open with a **Download** button. Click the **Download** button to download the Relinquish charge report in PDF file format.

On clicking **Download** button, a popup will appear on bottom right corner of the screen with a message **"Charge report downloaded successfully".**

3.5.3 Relinquish on Substitute

This charge report is initialised when proceeding on leave on substitute arrangement.



Click on **"Relinquish on Substitute"** option

Approved leave requests wit substitutes will appear here, (follow the same steps for initiating charge report as explained in Relinquish on Leave option.)

3.5.4 Assume as Substitute

This charge report is initiated when assuming the charge as substitute.

Click on **"Assume as Substitute"** option.

Approved leave requests wit substitutes will appear here, (follow the same steps for initiating charge report as explained in Assume on Leave option.)

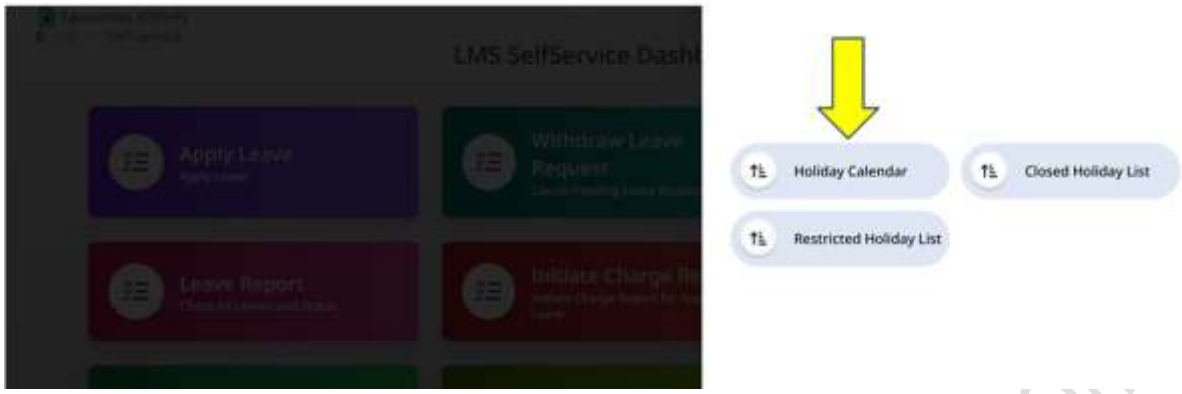
3.6 Holiday Calendar

Click on "**Holiday Calendar**" sub card under "**Leave Management System**"

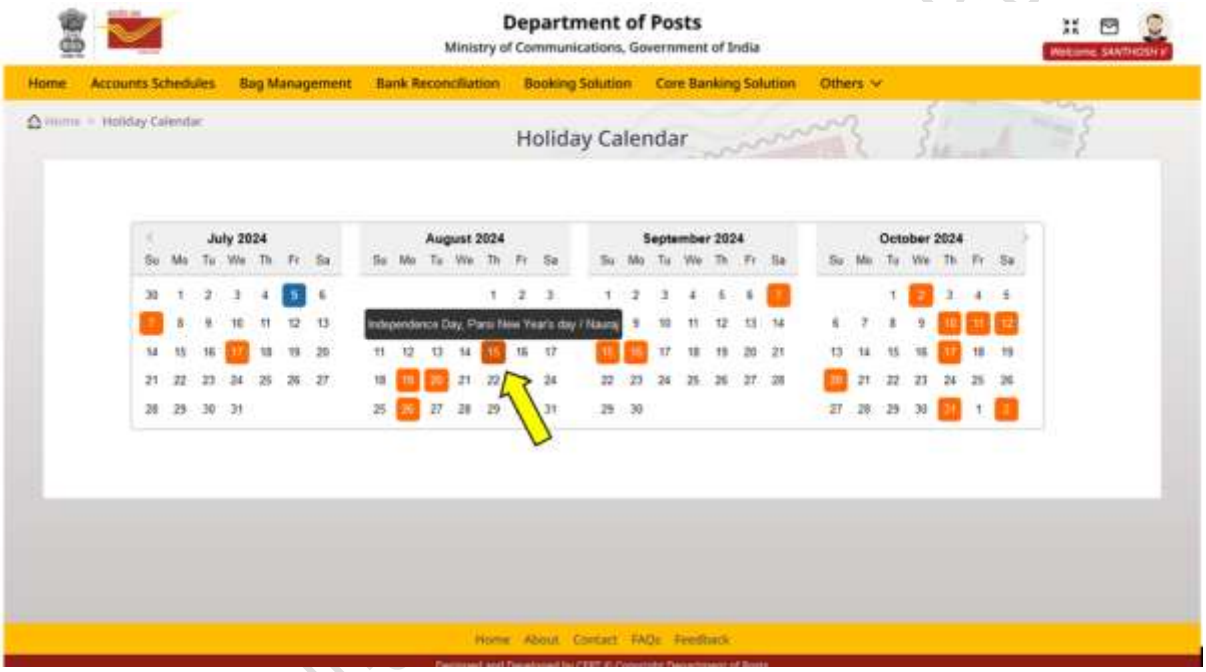
After clicking on **"Holiday calendar"** sub card, three options will appear viz.,

- Holiday Calendar
- Closed Holiday List
- Restricted Holiday List

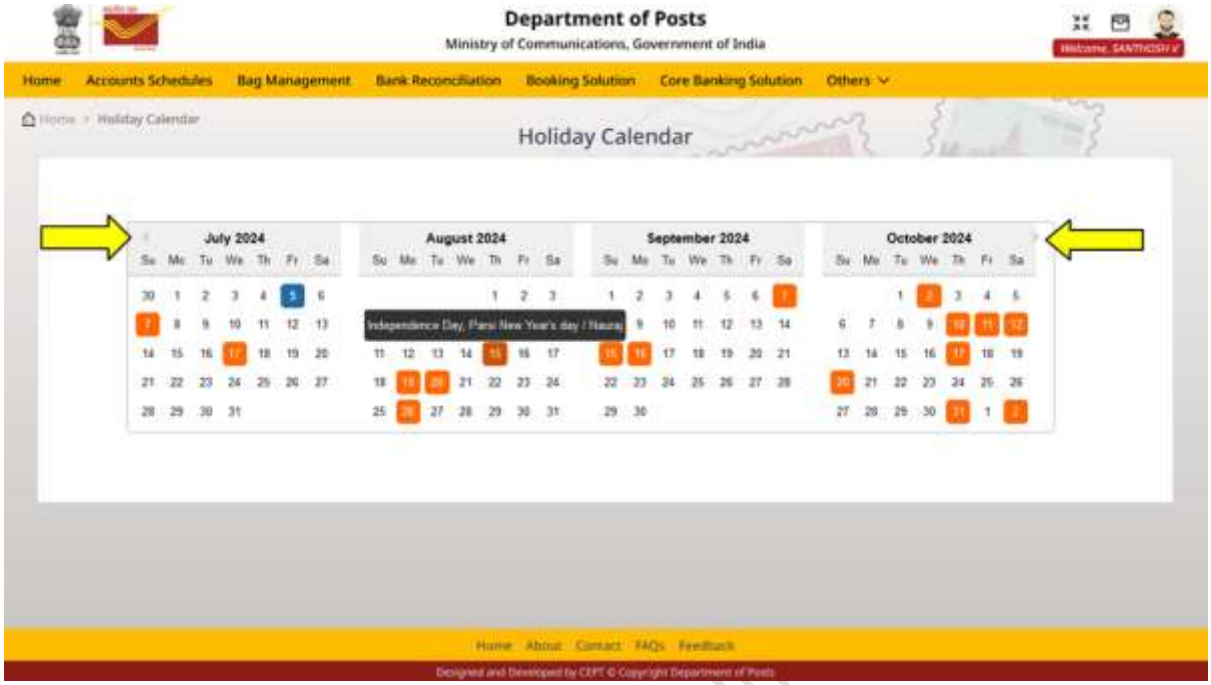
3.6.1 Holiday Calendar



Click on **Holiday Calendar** option

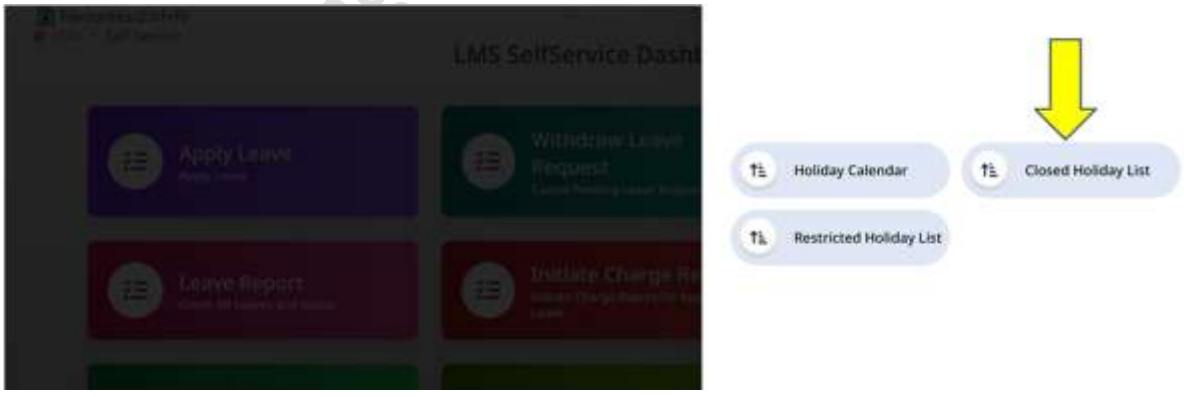


After clicking on "**Holiday Calendar**" option, the above page will appear as shown above. All Closed Holidays are shown in **Orange** coloured and Restricted Holidays are shown in **Blue** coloured. When you hover the mouse pointer over any of these Blue or Orange coloured dates, the holiday description will be displayed.

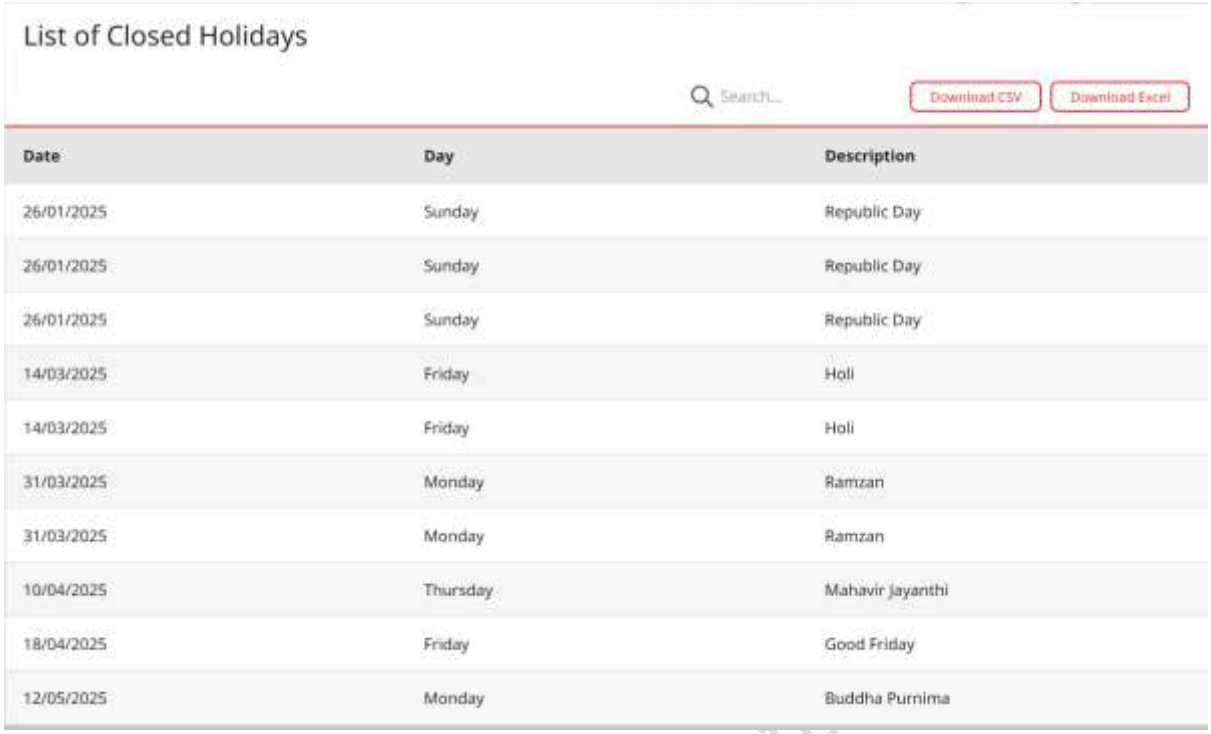


By default, four (4) month-wise calendars starting from the current month will be displayed. Users can navigate forward and backward through the calendars by clicking the <or> icons.

3.6.2 Closed Holiday List



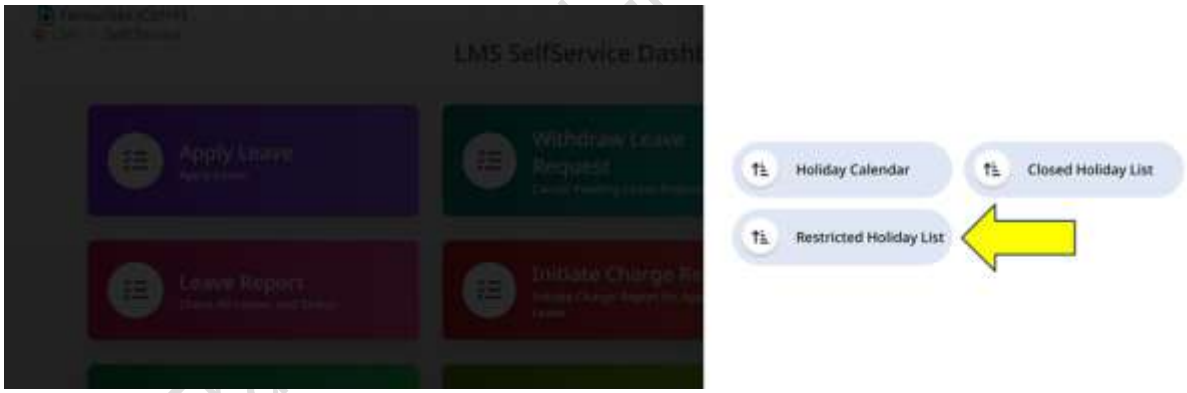
Click on **Closed holiday list**.



Date	Day	Description
26/01/2025	Sunday	Republic Day
26/01/2025	Sunday	Republic Day
26/01/2025	Sunday	Republic Day
14/03/2025	Friday	Holi
14/03/2025	Friday	Holi
31/03/2025	Monday	Ramzan
31/03/2025	Monday	Ramzan
10/04/2025	Thursday	Mahavir Jayanthi
18/04/2025	Friday	Good Friday
12/05/2025	Monday	Buddha Purnima

List of closed holidays will be displayed.

3.6.3 Restricted Holiday List



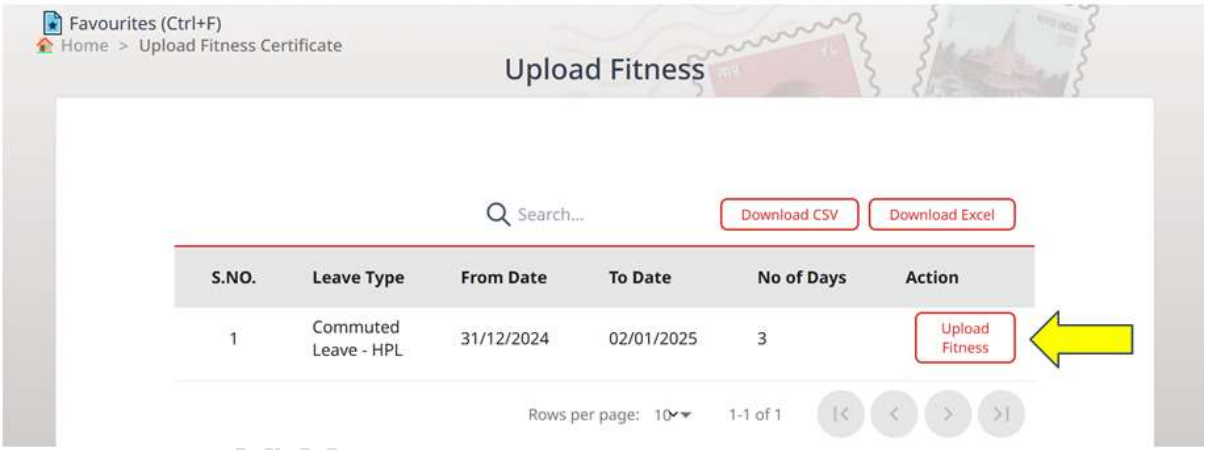
Click on **Restricted Holiday List**

Date	Day	Description
01/01/2025	Wednesday	New Year Day

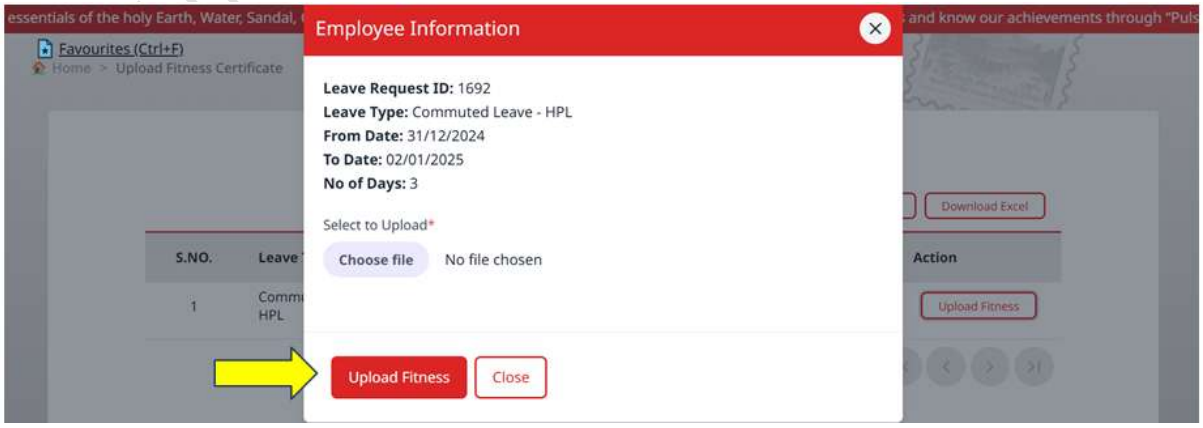
List of Restricted holidays will be fetched.

3.7 Upload Fitness Certificate

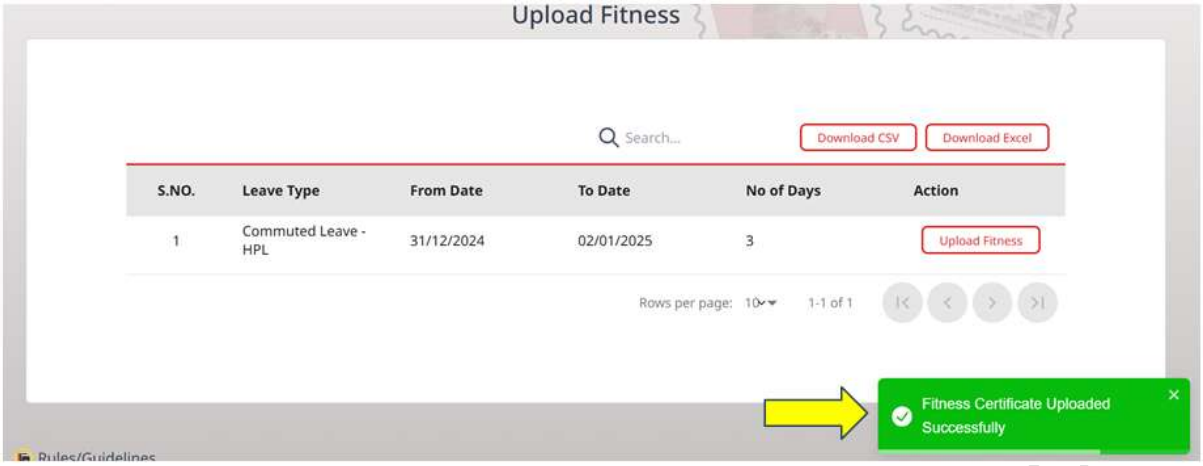
Click on **"Upload Fitness Certificate"** Card.



Upload fitness screen will open with pending requests, click on **"Upload Fitness"** button.



Employee Information screen will open, select the PDF file to be uploaded and click on **"Upload Fitness"** button.

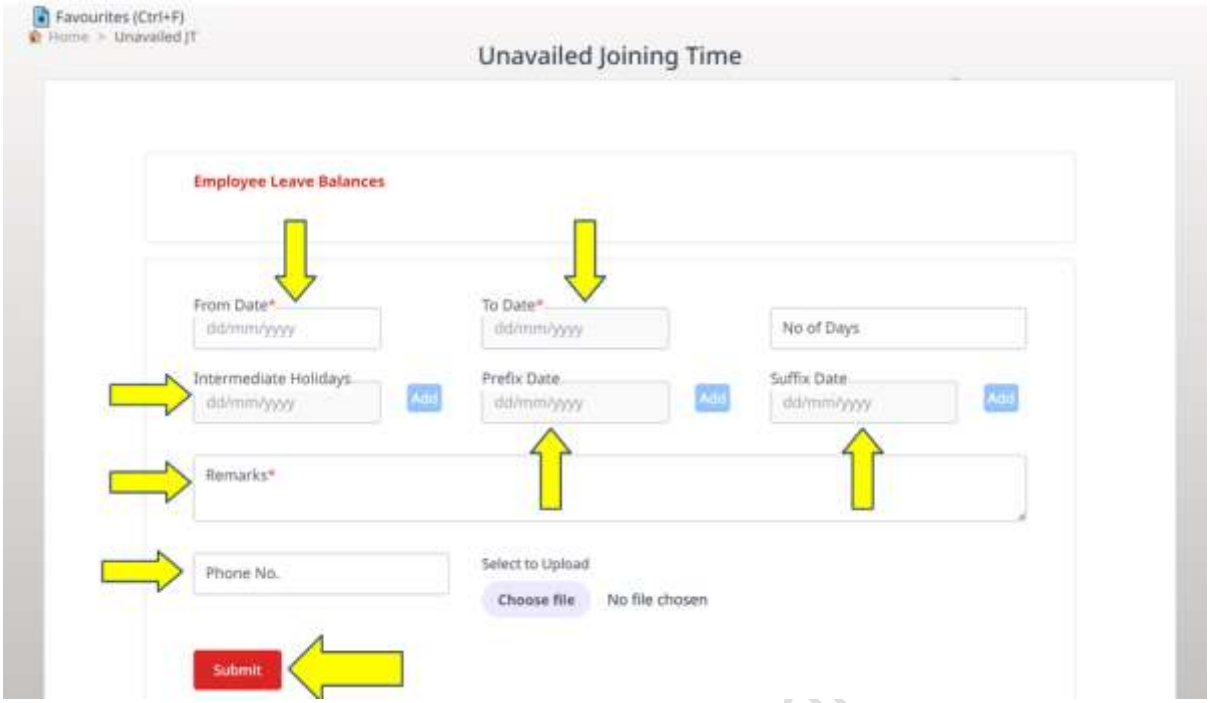


Upload success message will appear as shown above.

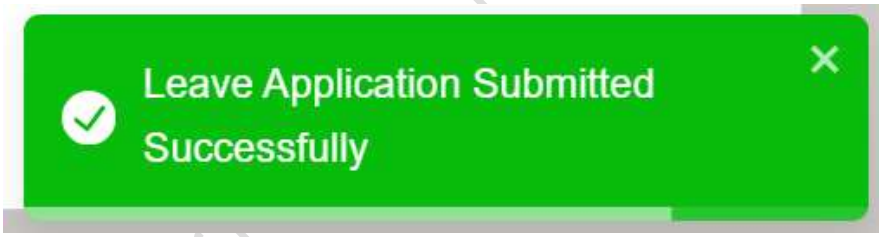
3.8 Report Un availed Joining Time

This option enables users to report un availed joining time.

Click on **"Report Un availed joining time"** main card.



Un availed joining screen will open. Enter From and To dates. Enter intermediate holidays, Prefix and suffix holidays, if any. Then enter remarks, phone number (optional) upload files, if any. Click on **Submit** button.



On clicking Submit button, success message will pop up as shown above

3.9 View Staff on Leave

This option enables the user to view the Staffs on leave.

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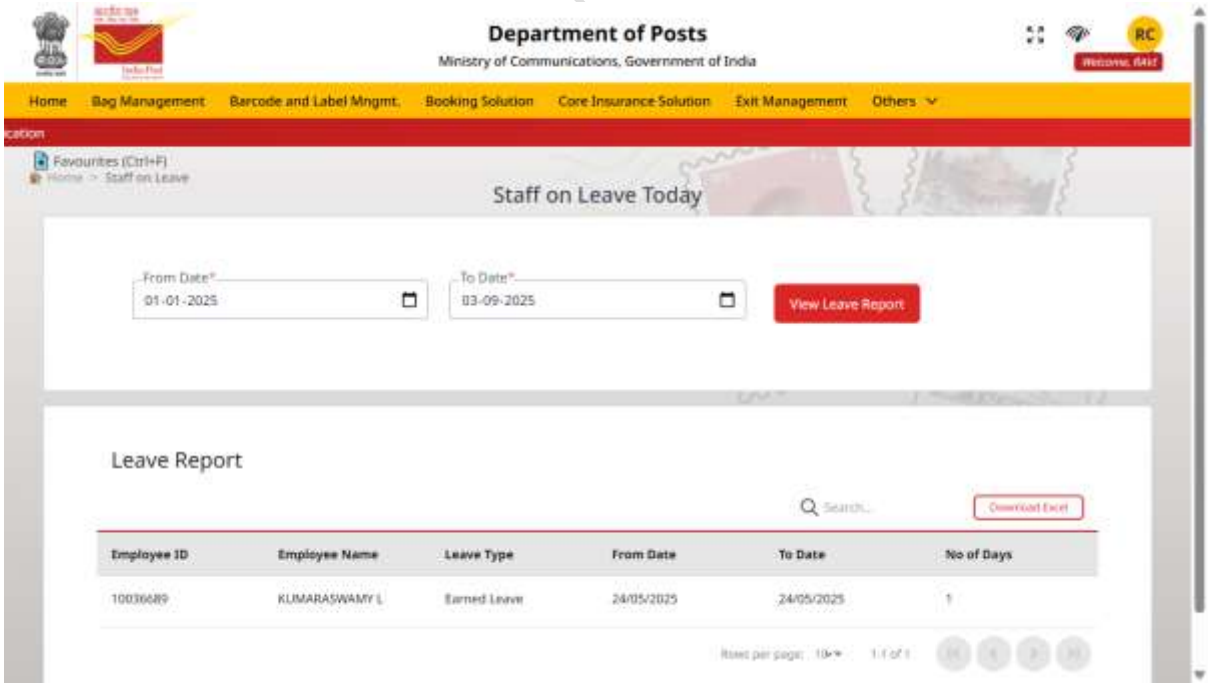
Click on View Staff On leave card. On clicking Staff On Leave Today page will be displayed. Enter From date and To Date and click on View Leave Report to view Leave Report as shown below.



4 Personal Information System

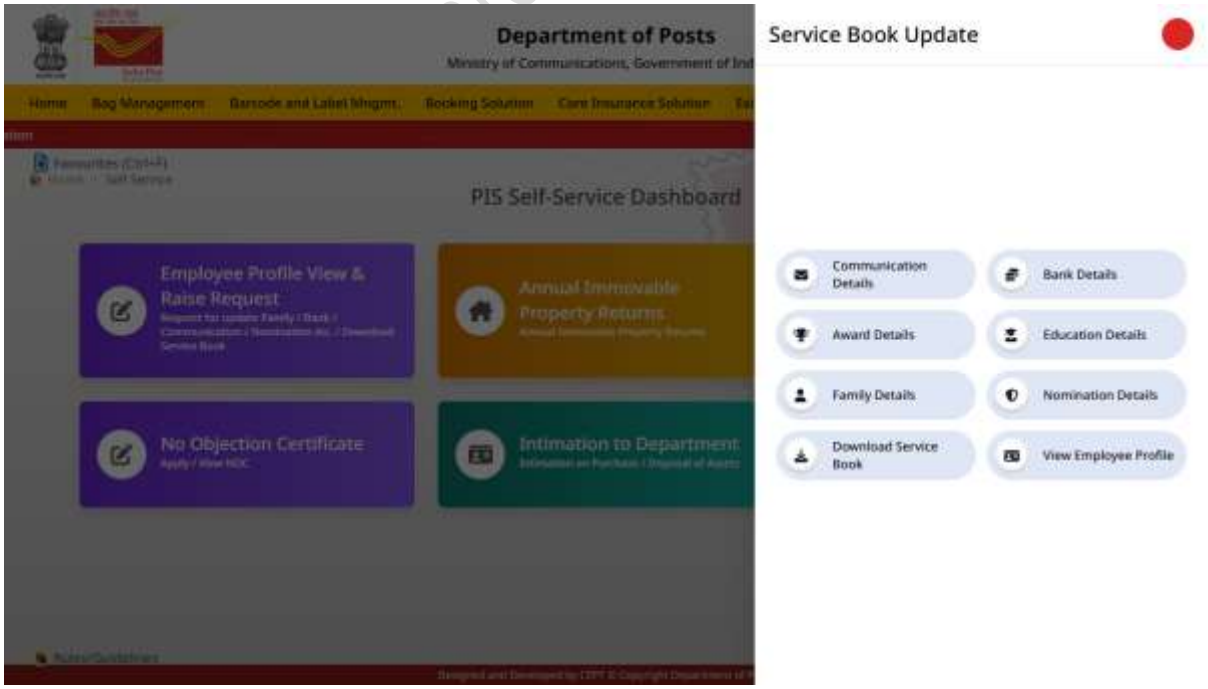
Click on "**Personal Information System**" card.

After clicking on "**Personal Information System**" card, the page shown above will appear with the following 6 sub cards.

- Employee Profile View & Raise Request
- Annual Immovable Property Returns(AIPR)
- Gradation List
- No Objection Certificate
- Intimation to Department
- Annual Performance Appraisal Report(APAR)

4.1 Employee Profile View & Raise Request

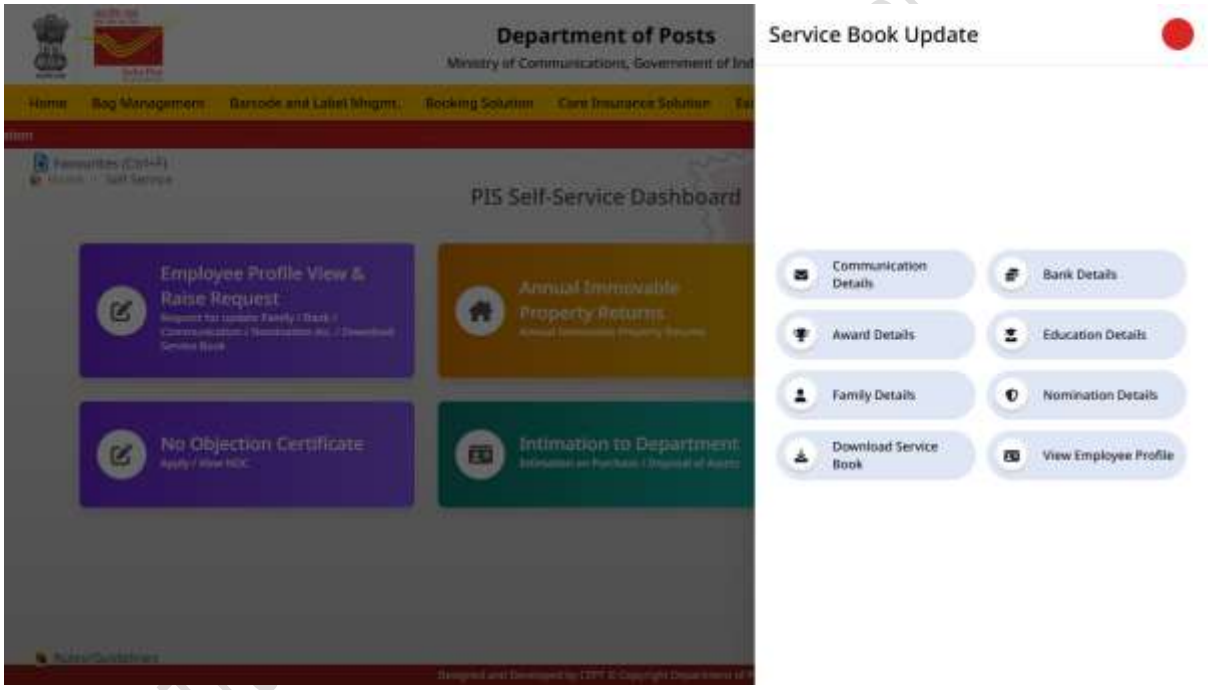
Click on "**Employee Profile View & Raise Request**" sub card.



On clicking on **"Employee Profile View & Raise Request"**, following 8 options appear on screen right panel of the screen viz.

- Communication Details
- Bank Details
- Award Details
- Education Details
- Family Details
- Nomination Details
- Download Service Book
- View Employee Profile

4.1.1 Communication Details



Click on "**Communication Details**" option available in "**Employee Profile View & Raise Request**" sub card.

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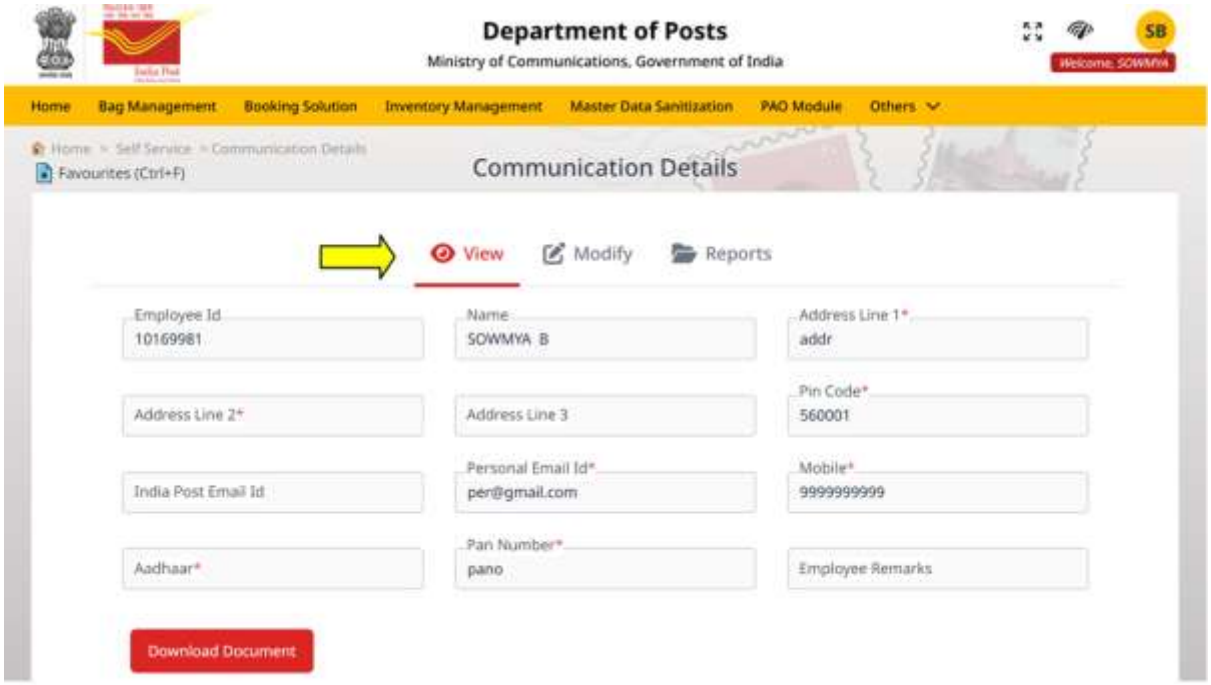
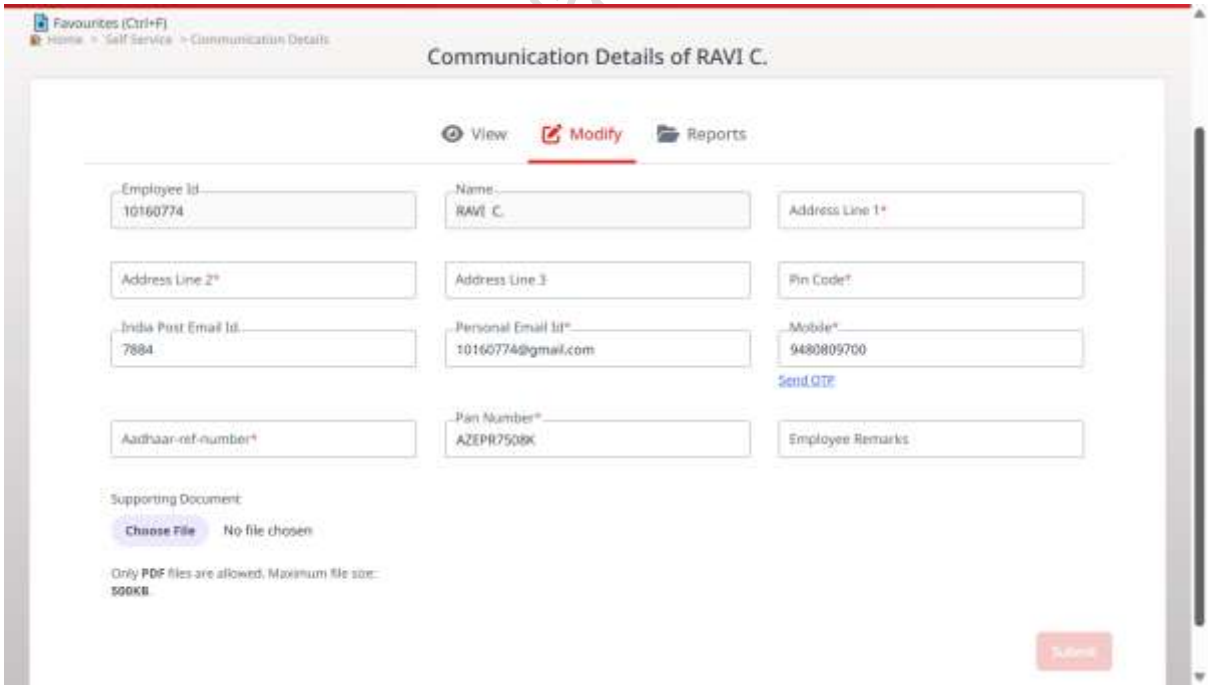
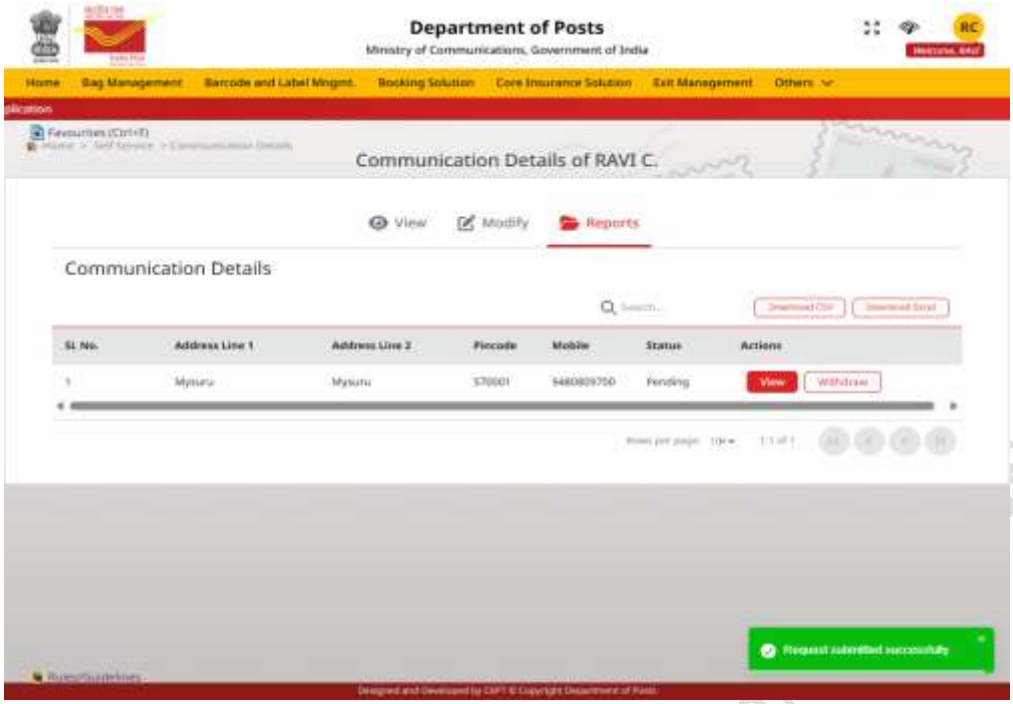


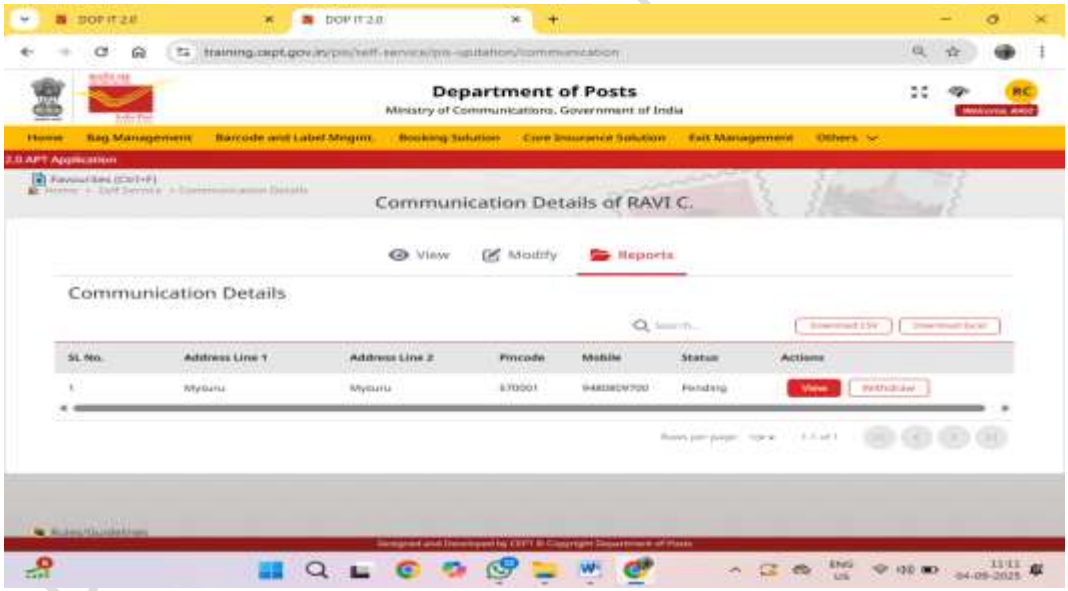
On clicking "**Communication Details**" option, the communication details page will open with 3 tabs viz., **View, Modify, and Reports**. By default, the **View** tab will be shown containing the employee's communication details such as Name, Address, e-mail IDs (personal and official, if available), Mobile Number, Aadhaar, PAN.



On clicking on the **'Modify'** tab, user is able to modify the details; OTP validation is mandatory for submission of the request. User can also upload the PDF documents if any, after modifying details click on the **Submit** button. Modified details need to be approved by approving authority.



After clicking on **Submit** button, a pop up will appear on bottom right corner of the screen with message **"Request Submitted Successfully".**



A reports detail is available to see the report of Modification requests raised by the user. Click on **View** button to see the Modification request details.

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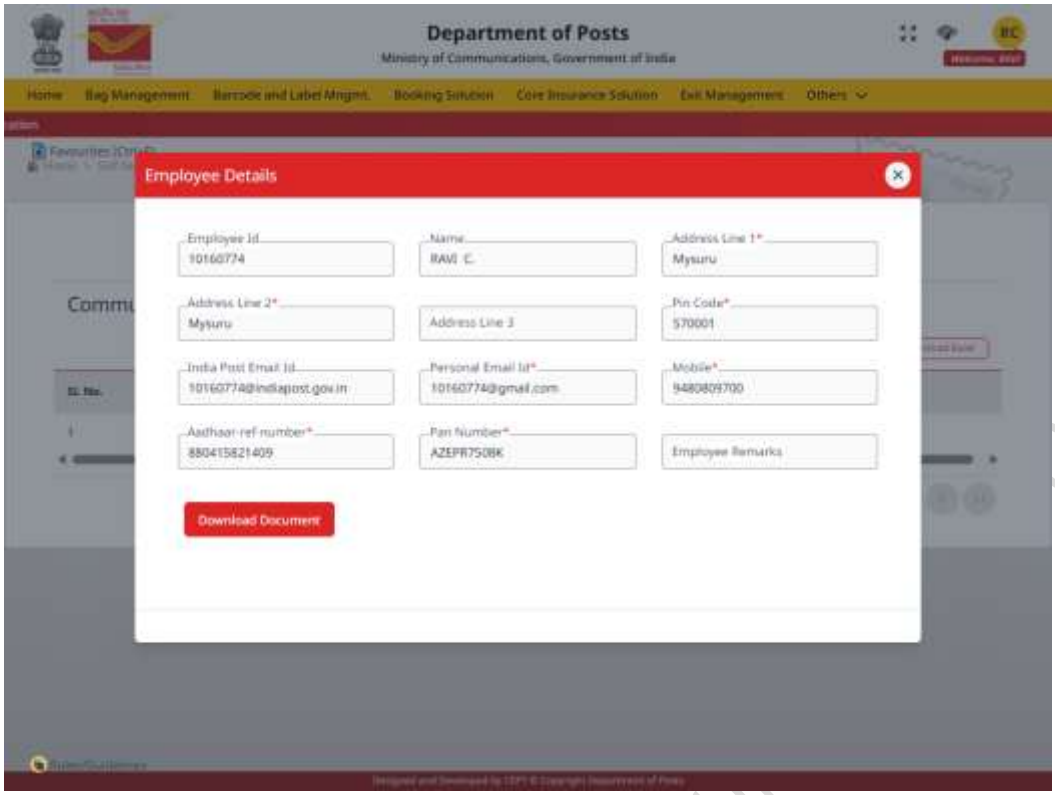

On clicking **View** button Employee details screen will appear. Report can be downloaded in PDF format.

Click on **Withdraw** button to withdraw the request.

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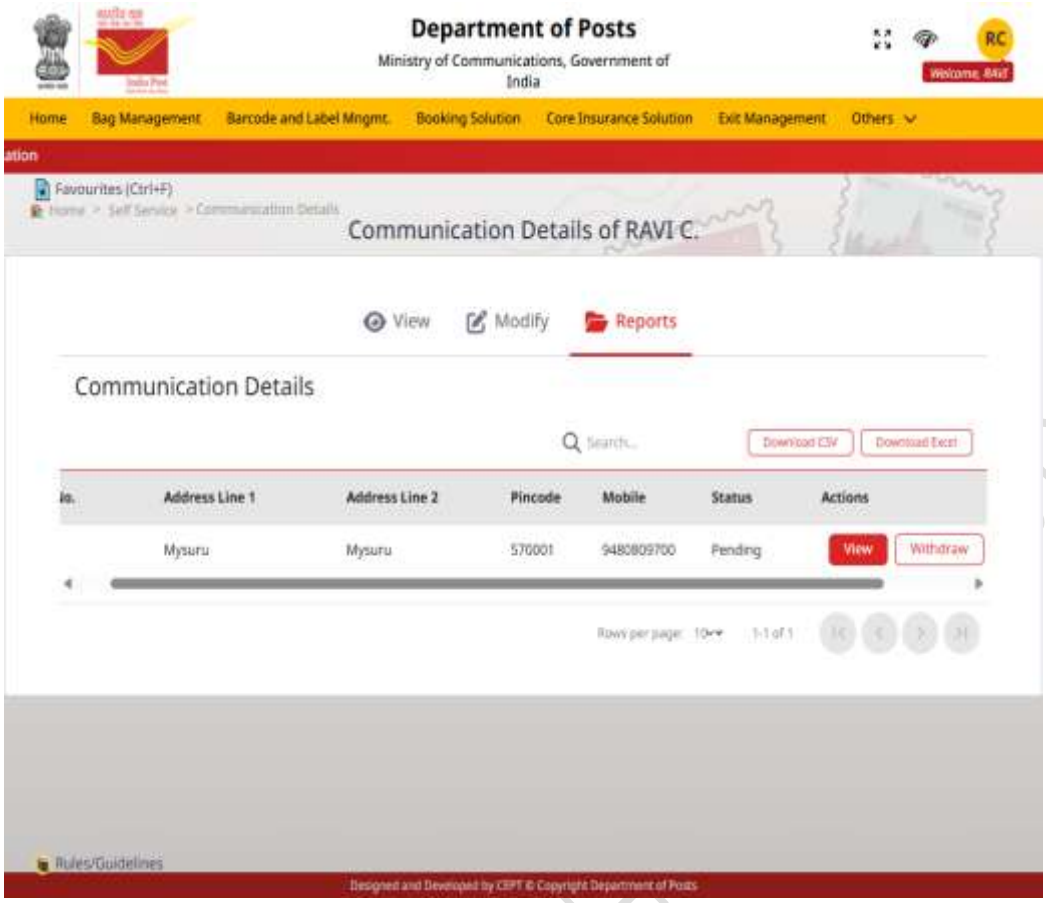
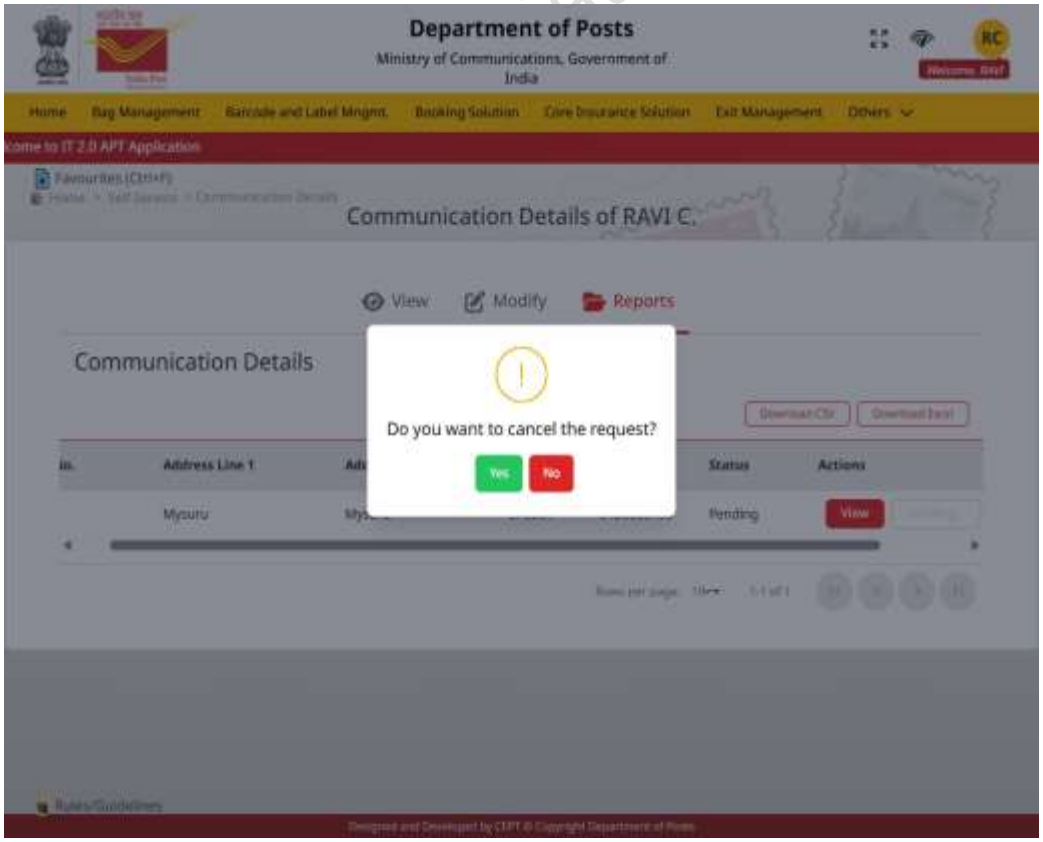


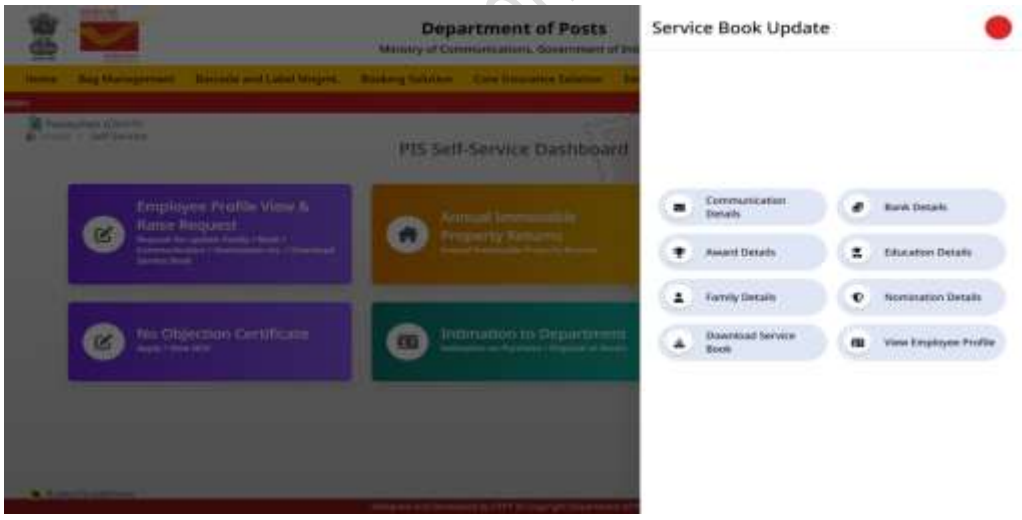
On clicking **Withdraw** button, confirmation will appear.



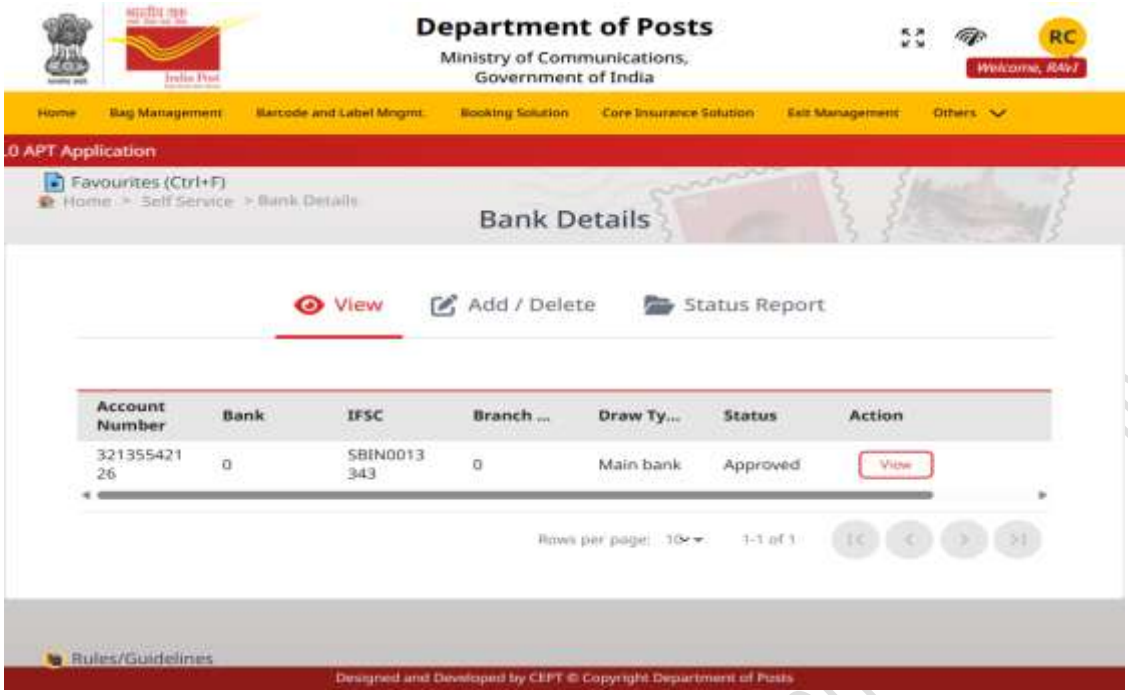
Click on **Yes** button.

On clicking **Yes** button message will appear as **"Request Cancelled Successfully".**

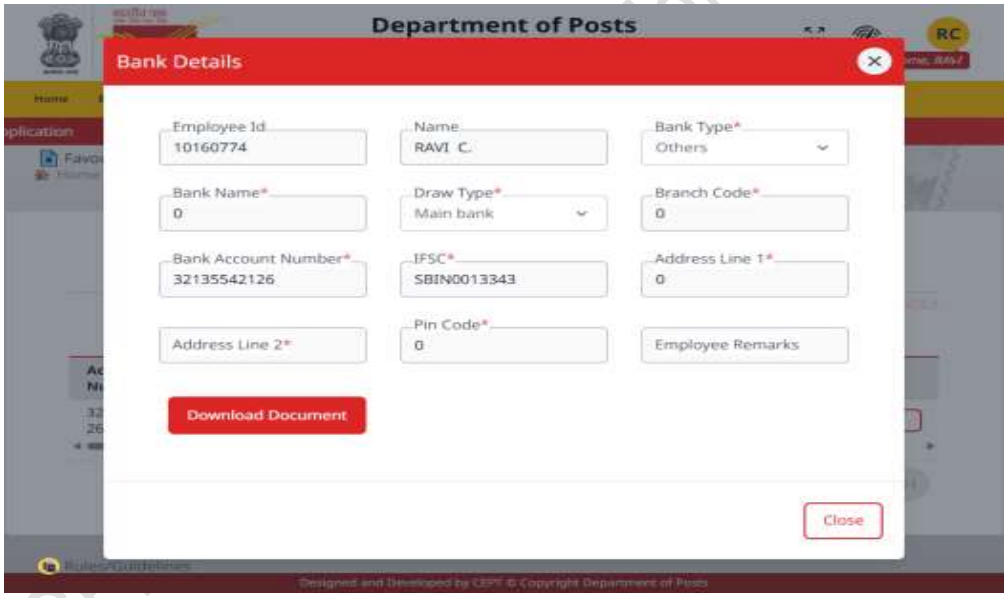
4.1.2 Bank Details



Click on "**Bank Details**" option under "**Employee Profile View & Raise Request**" sub card.

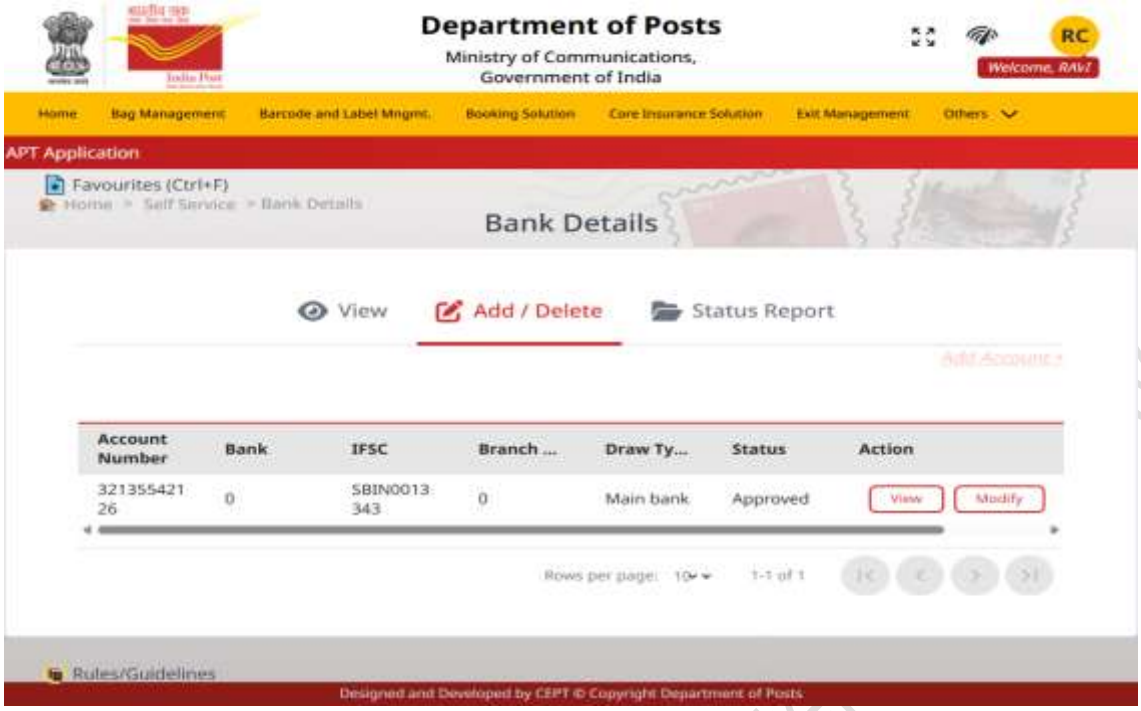


Bank details screen will appear with three tabs, **View, Modify and Status Report**.
Under View tab already available Bank details will be seen.
Click on **View** button to view bank details.

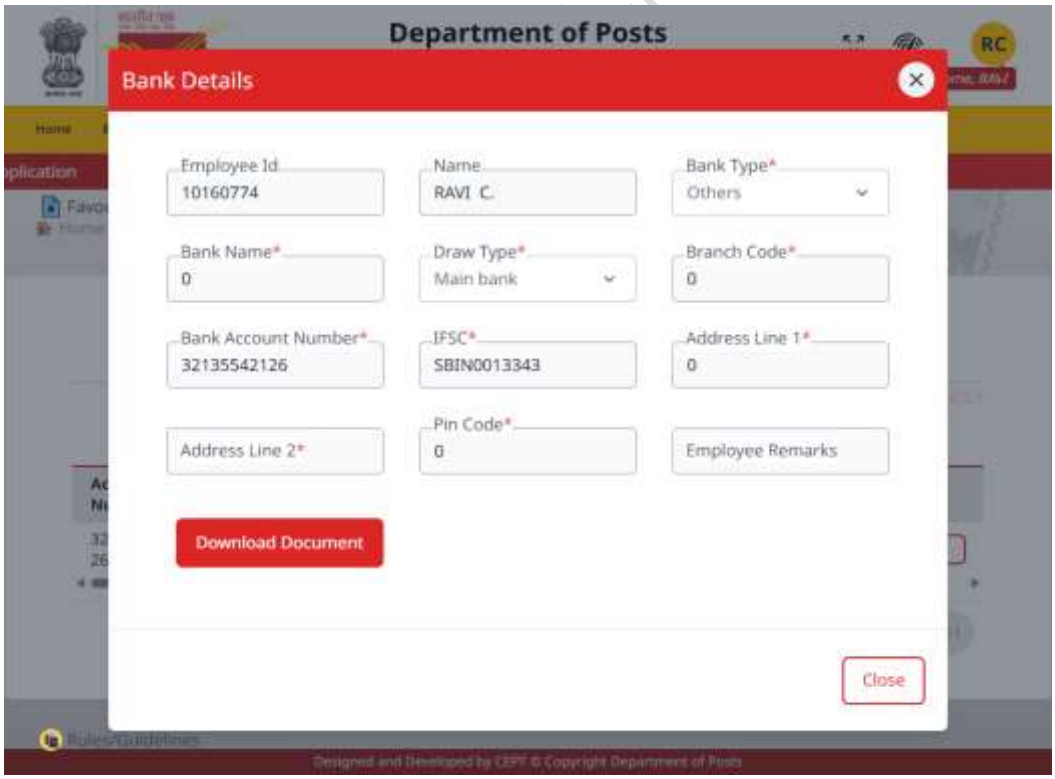


On clicking **View** button Bank details screen will open. Bank details uploaded by the user can be downloaded in PDF format.

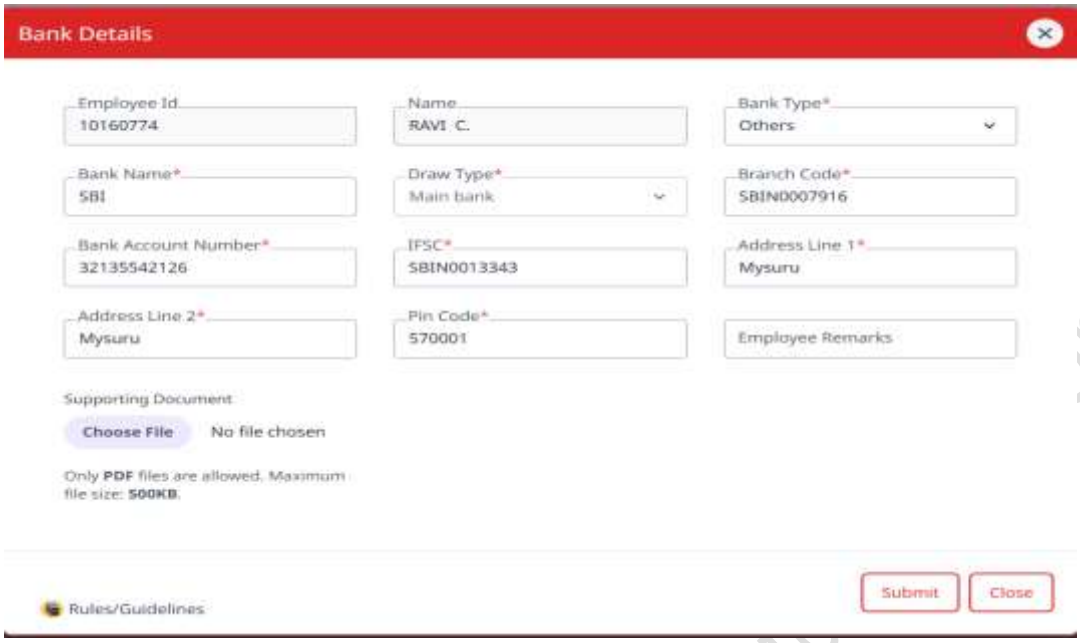
View/Modify button is provided to view/modify the Bank details under Add/Delete TAB



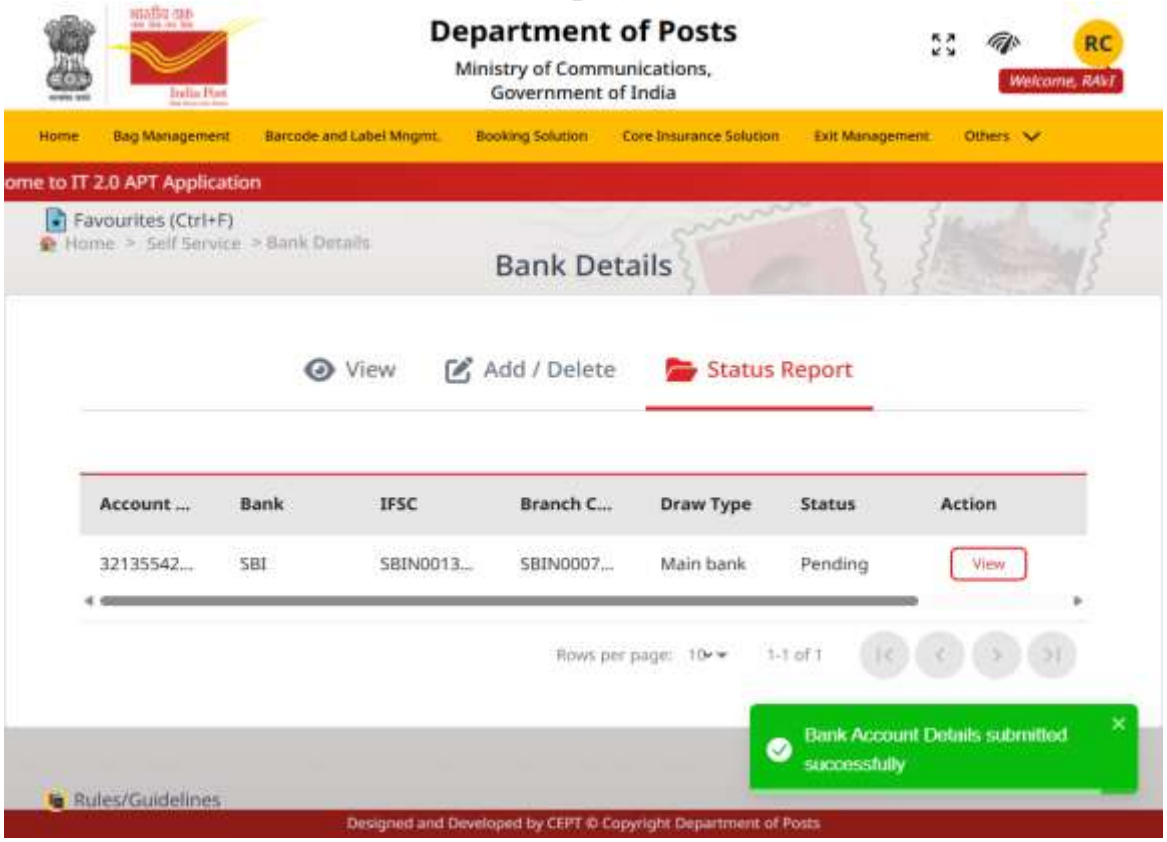
Click on **view** button, to view the bank details. The bank details uploaded by the user can be downloaded in PDF Format by clicking on Download Document button.



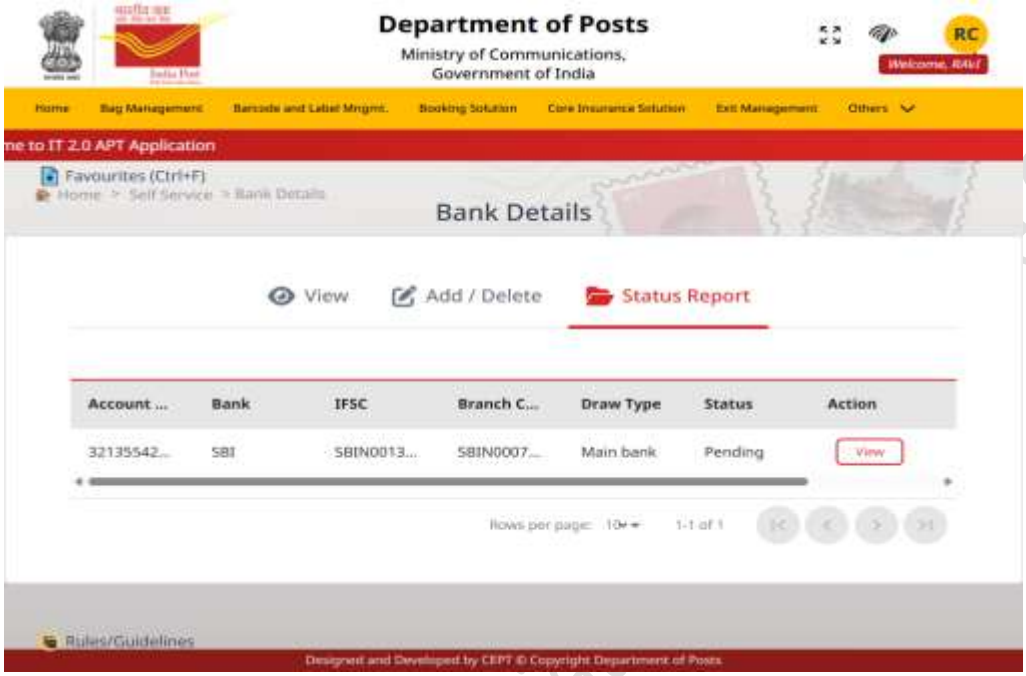
Click on **Modify** button, to modify the bank bank details. After modifying the bank details click on Submit button.



On click of submit button, "**Bank Account details submitted successfully**" Message will be displayed as shown below.



Status Report option is provided to view the status of requests raised for Bank details. Once modified bank details approved by approving authority, Status will become approved.



User can view the bank details by clicking on View Button.

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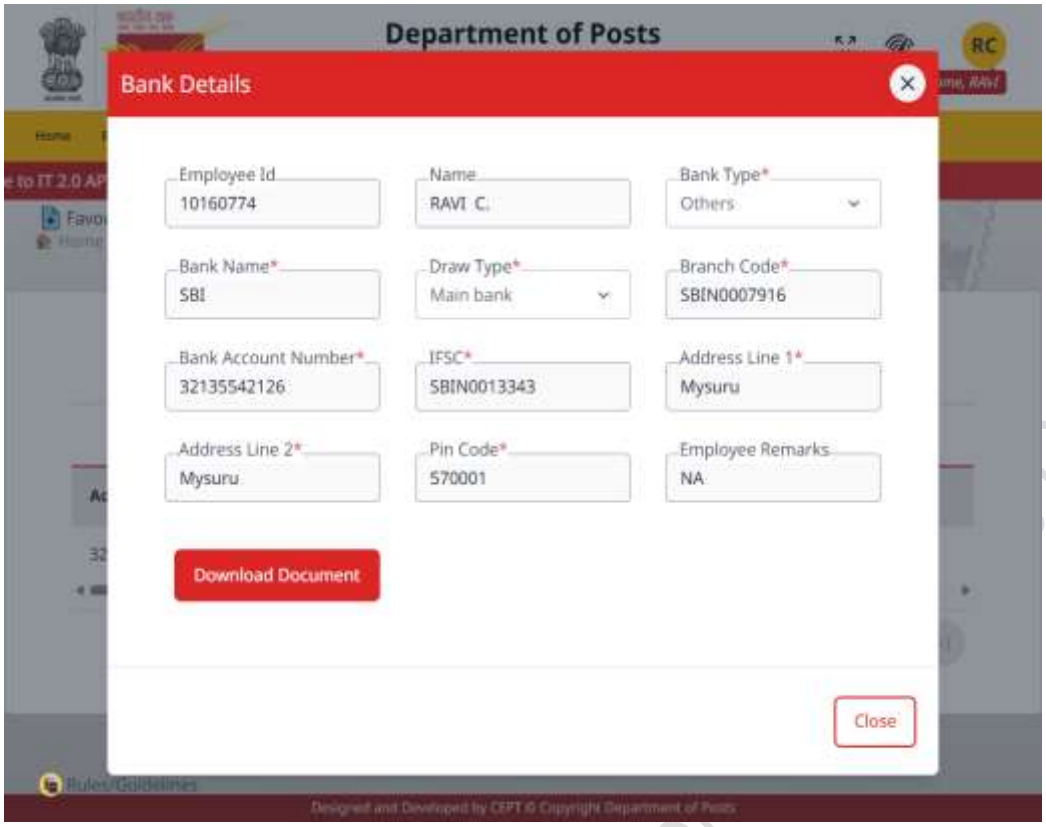
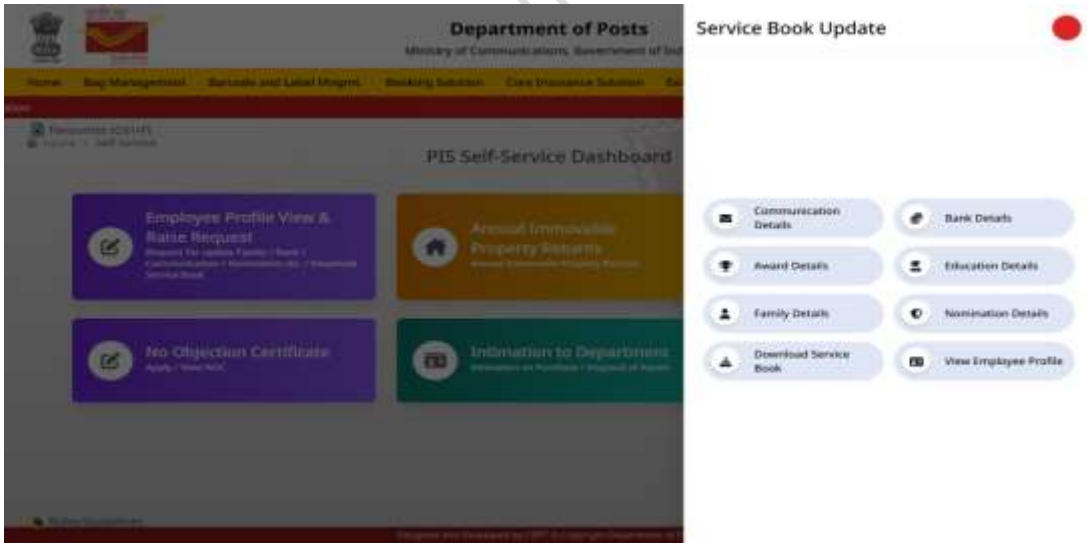
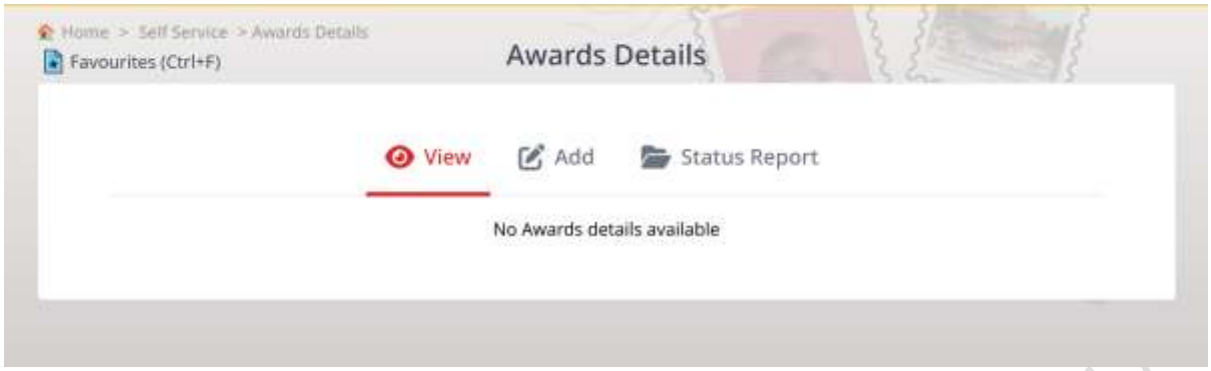


4.1.3 Award Details

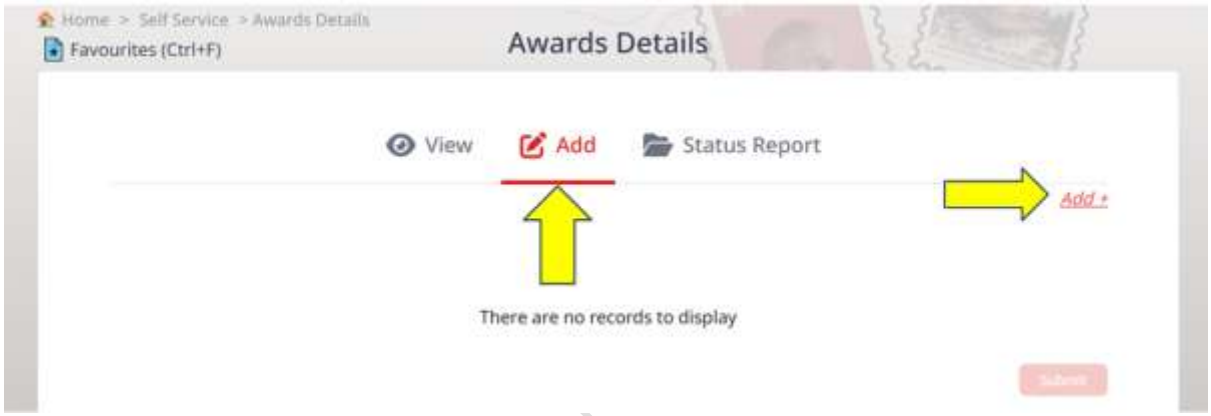


Click on “**Award Details**” option under “**Employee Profile View & Raise Request**” sub card.

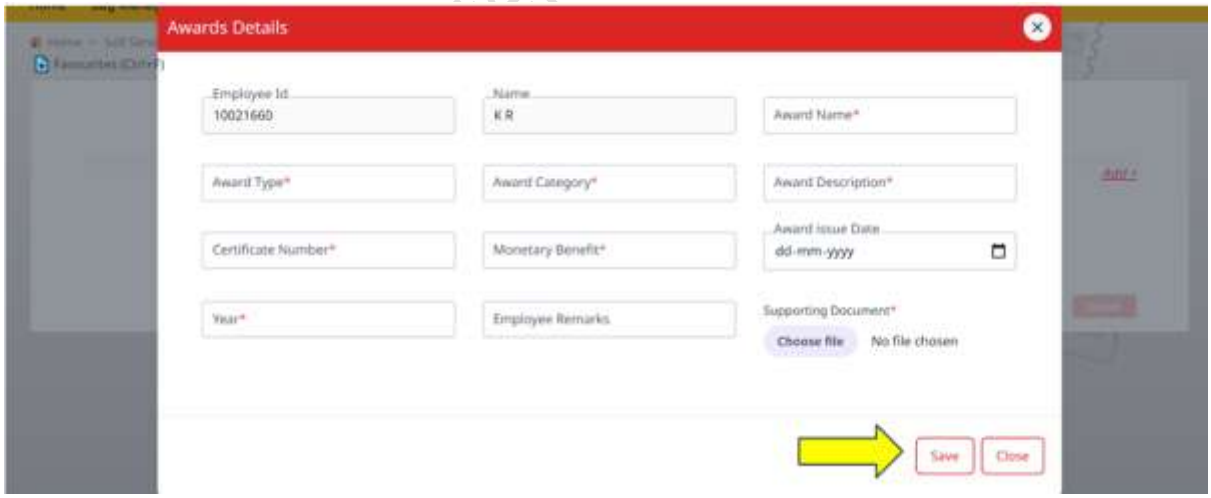


A new screen will appear with three tabs such as **View, Add and Status Report**.

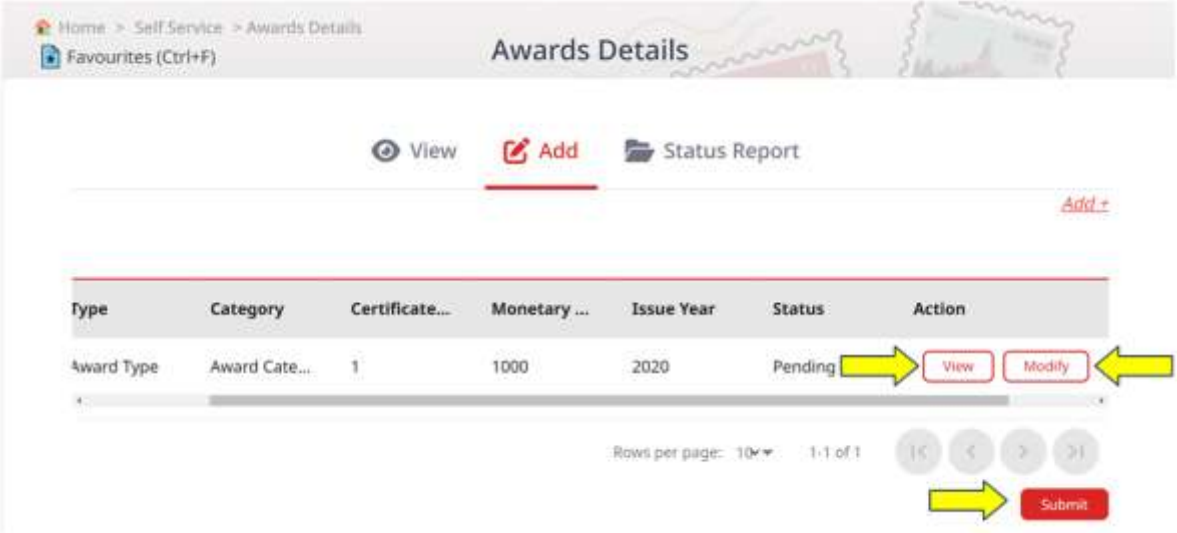
For adding Award details click on **Add** button



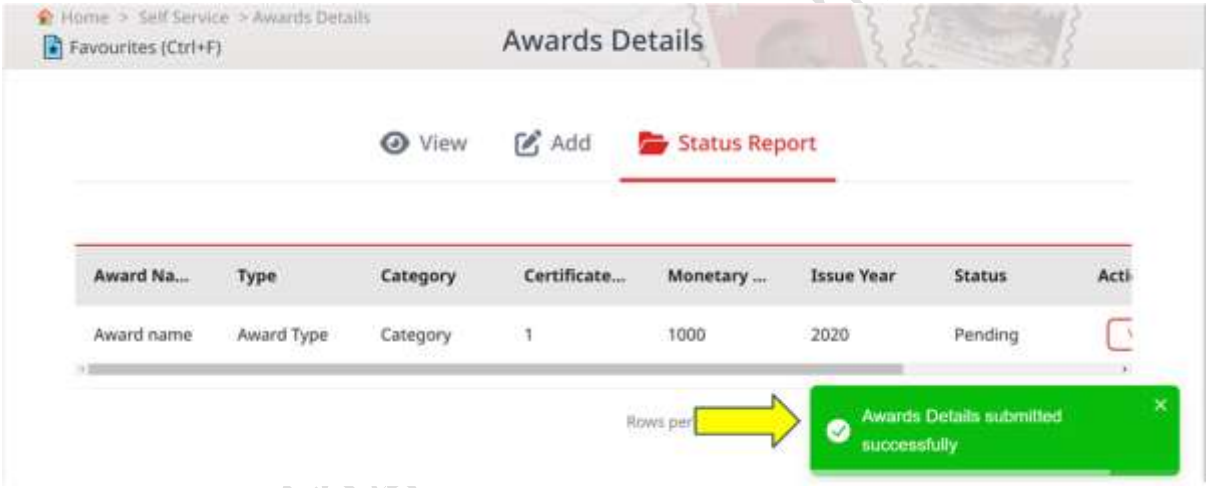
Then click on **Add+** button .



After clicking the **Add+** button, Award details form will open to add the Award details. Fill the fields such as Award Name, Award Type, Award Category, Award Description, Certificate No, Monetary Benefit, Award Issue Date, year and Remarks. Upload the award certificate and click the **Save** button.

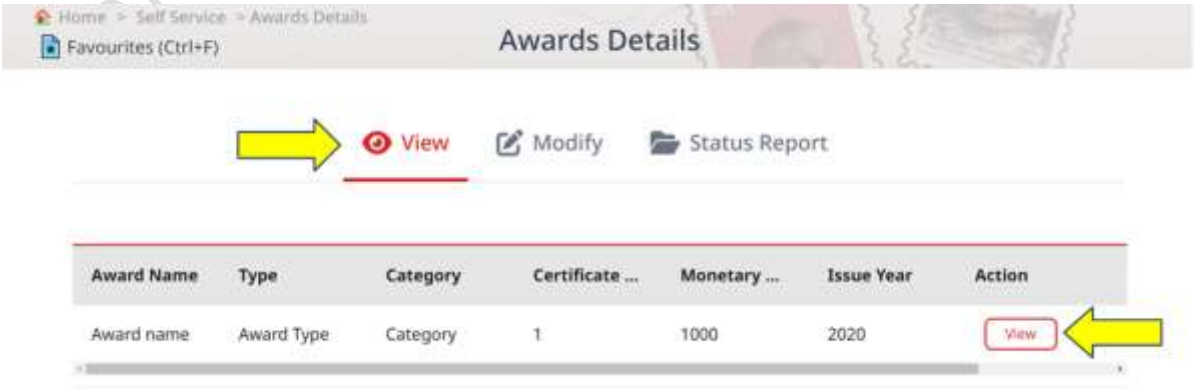


On clicking **Save** button A row will be created with entered award details.
Click on **View** to view the details, click on **Modify** to modify the entered details.
Click on **Submit** button to submit the details for Approval.

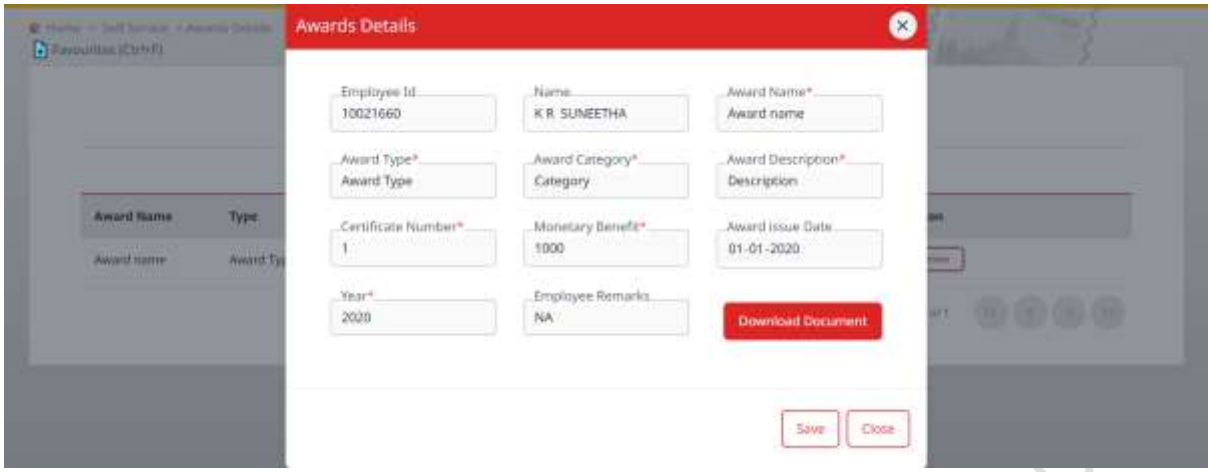


On clicking **Submit** button success message will appears **"Award details submitted successfully.**

The Approved Award details will appear on View tab.



Click on **View** button to View the details.

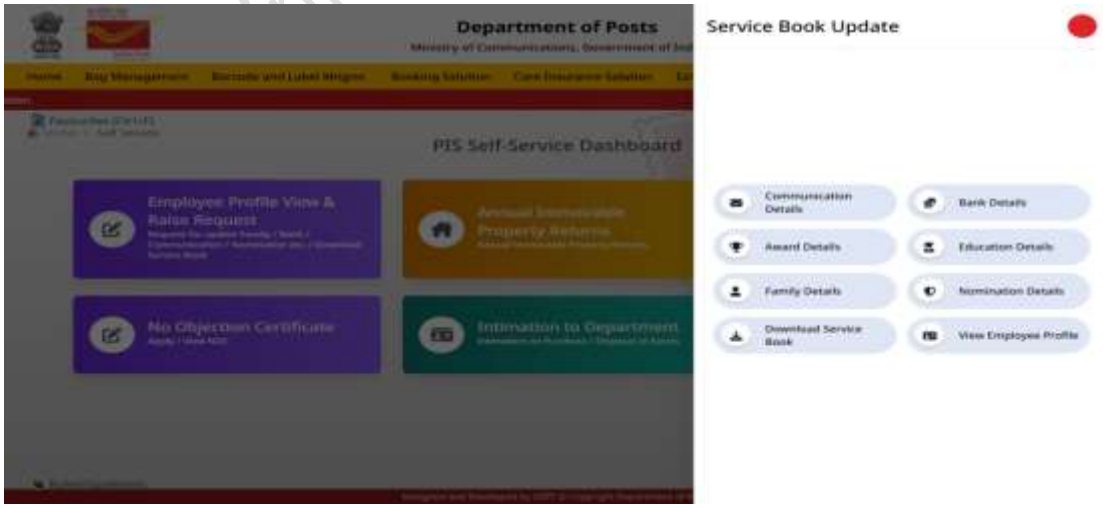


Award Details screen will appear to view.

Status Report Tab is provided to view the status of Award details entered by the Employee.

Click on **Status Report** tab, screen will open with award details; user can view the award details entered by clicking on view button.

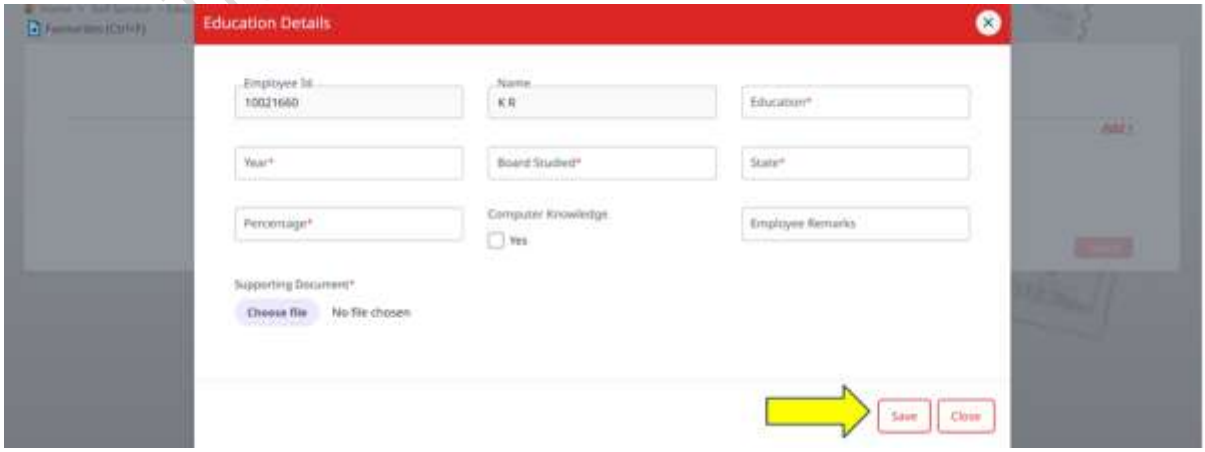
4.1.4 Education Details



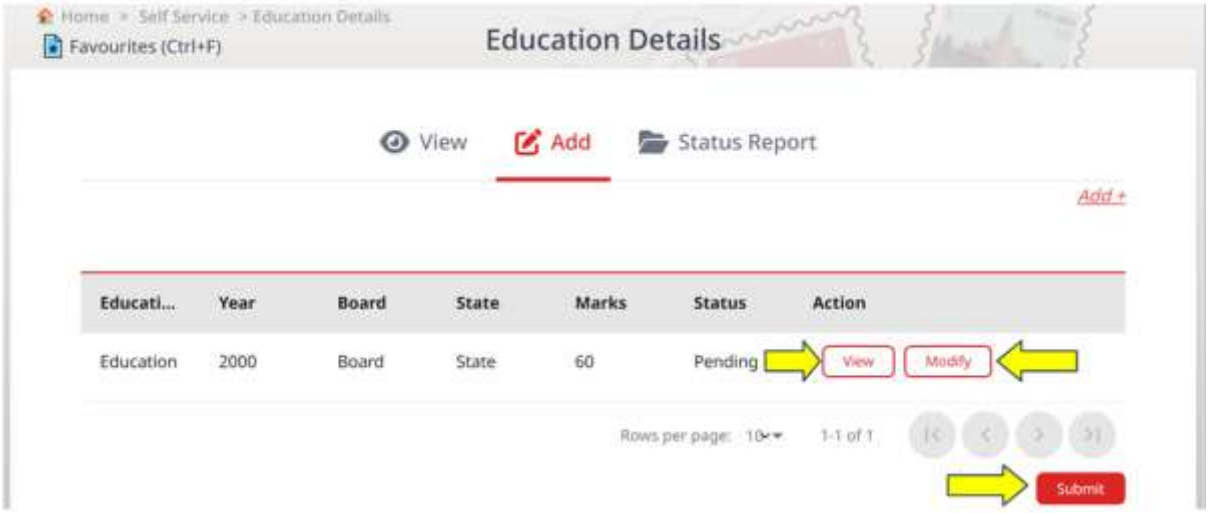
Click on "**Education Details**" option under "**Employee Profile View & Raise Request**" sub card.

A new screen will appear with three options **View, Add and Status Report**.

Click on "**Add**" tab to Add Education details.
Then click on "**Add+**" button.

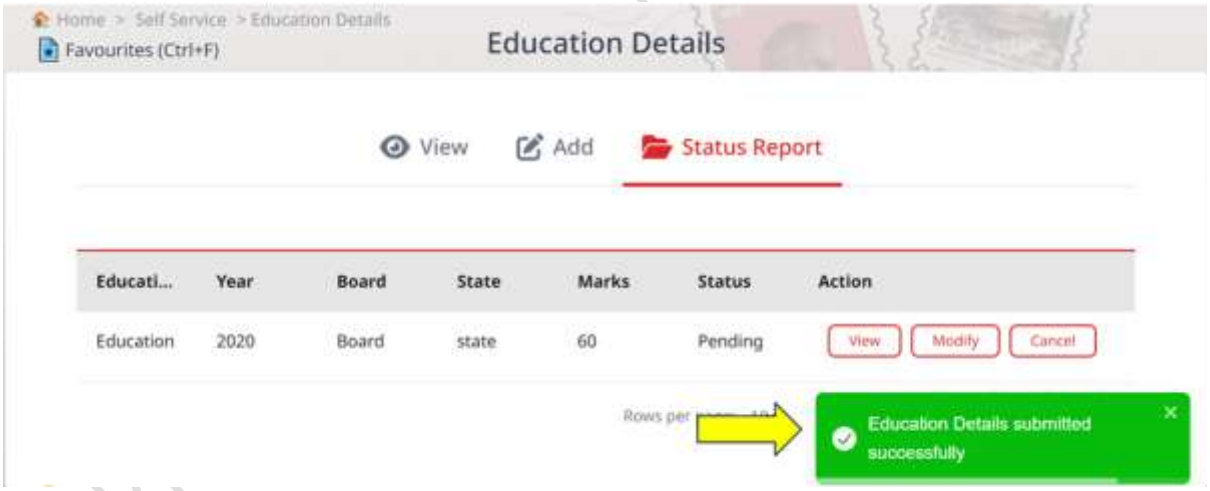


Education details form will open to add the education details. Fill in fields such as Education Qualification, Year, Board Studied, State, Percentage, Computer knowledge and Remarks. Upload the education certificate in PDF format and click the **Save** button. You can add all your educational qualifications by clicking the **Add** button for each one.



A row will be created with entered details, click on **Modify** button to modify the details, if required.

Click on **Submit** Button.



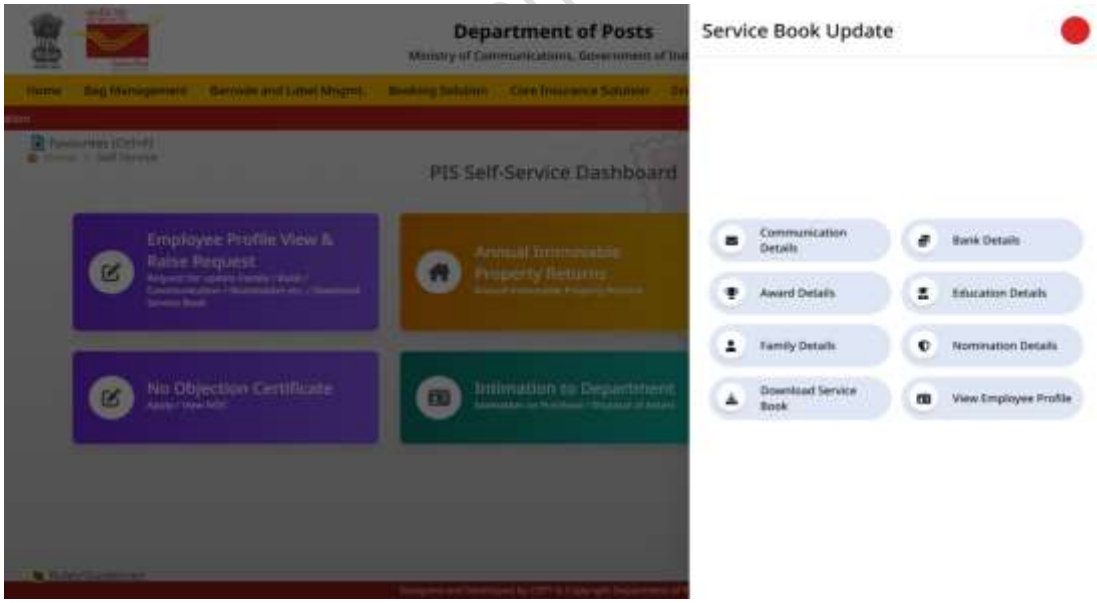
Request will be submitted to Approver for Approval and a success message will appear as **" Education details submitted successfully".**

The Approved requests will be appearing in View tab.

User can check the status of requests submitted through **Status Reports** tab.

user can view the education details, by clicking view button.

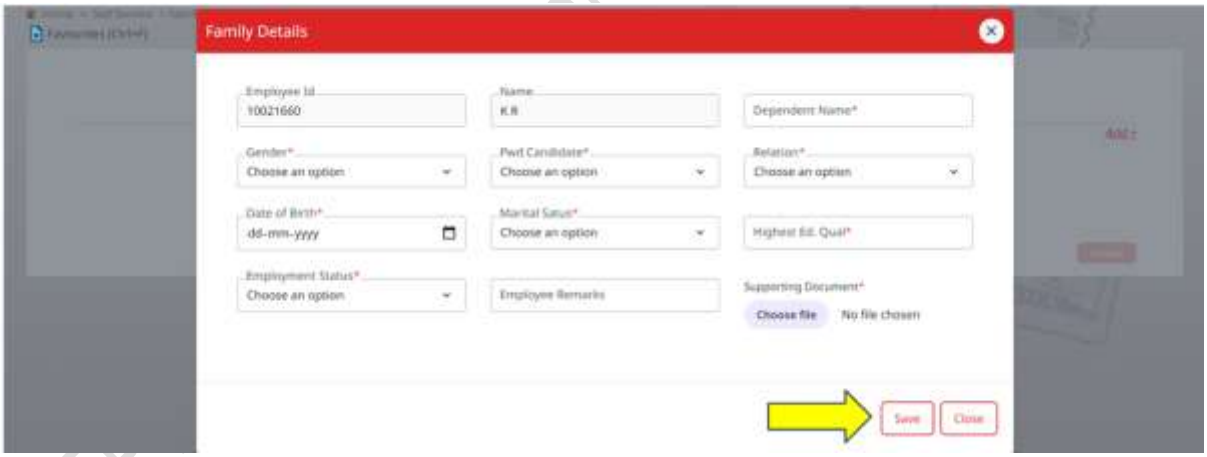
4.1.5 Family Details



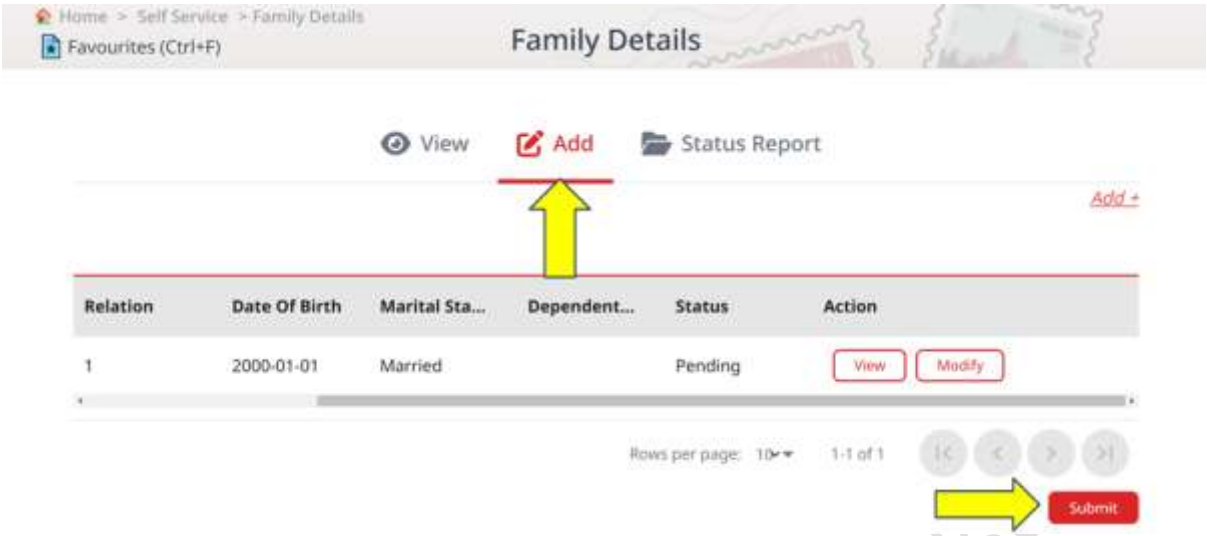
Click on "**Family Details**" option under "**Employee Profile View & Raise Request**" sub card.

A new screen will appear with three options **View, Add and Status Report**

Click on **Add** tab to Add Family details.
Then click on **Add+** button.

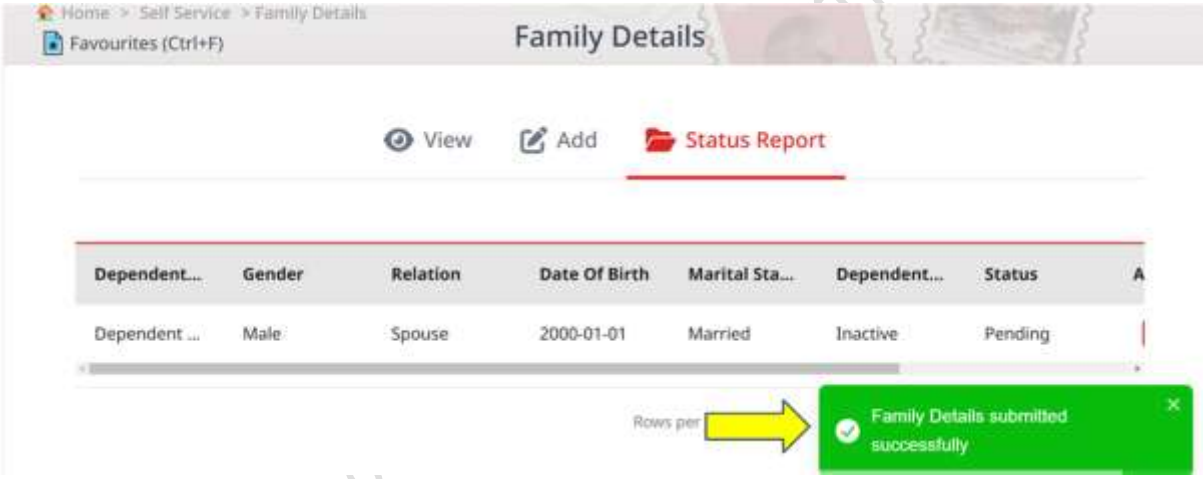


Family details form will open to add the Family details. Fill in fields such as Dependent Name, Gender, Pwd Candidate, Relation, Date of Birth, Marital Status, Educational qualification, Employment status uploading supporting document in PDF format and click on **Save** button.



A row will be created with entered details, click on **Modify** button to modify the details, if required.

Click on **Submit** Button.



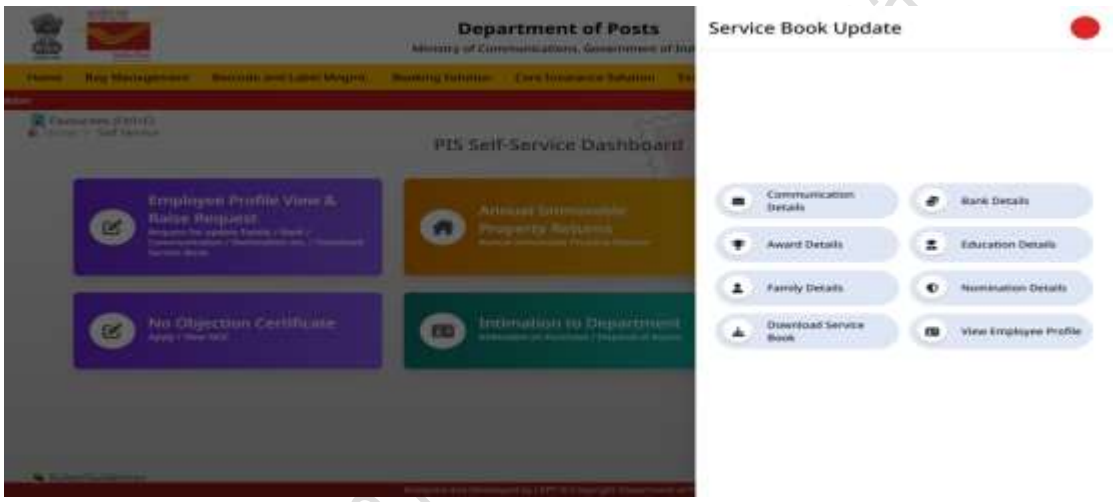
Request will be submitted to Approver for Approval and a success message will appear as **"Family details submitted successfully".**

The Approved requests will be appearing in **View** tab.

User can check the status of requests submitted through **Status Reports** tab.

Click on view button to view the family member details entered.

4.1.6 Nomination Details



Click on **"Nomination Details"** option under **"Employee Profile View & Raise Request"** sub card.

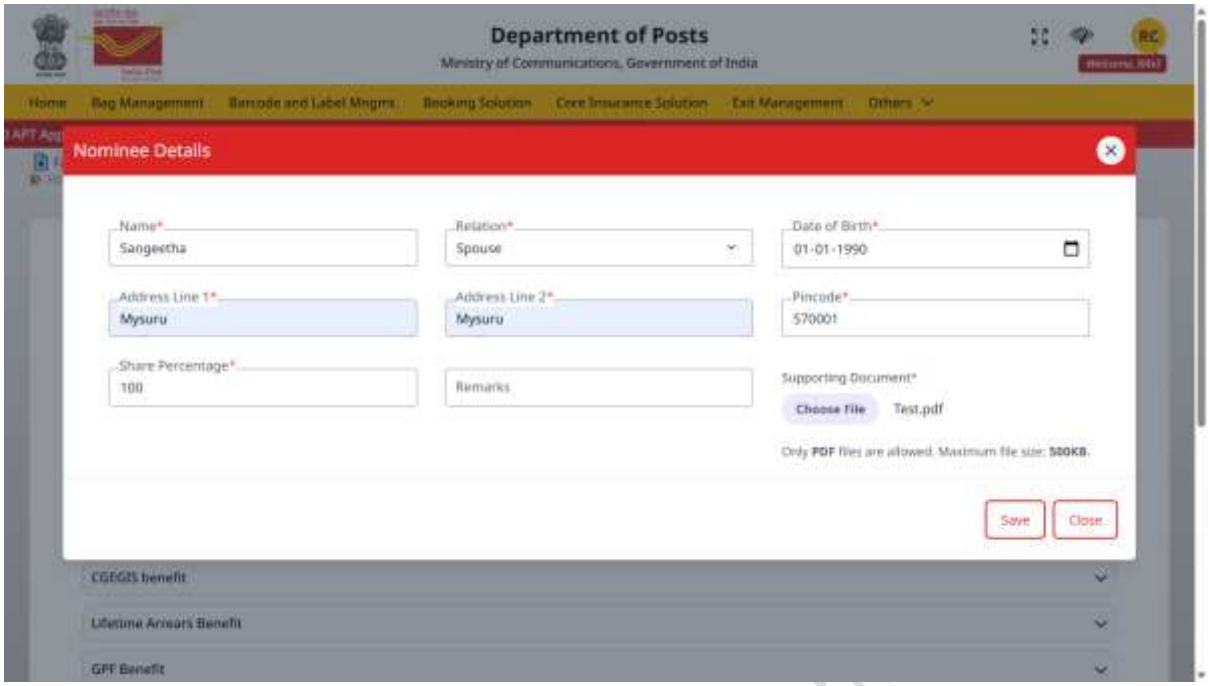
A new screen will appear with various nomination categories.

CEPT Training Material Use Only

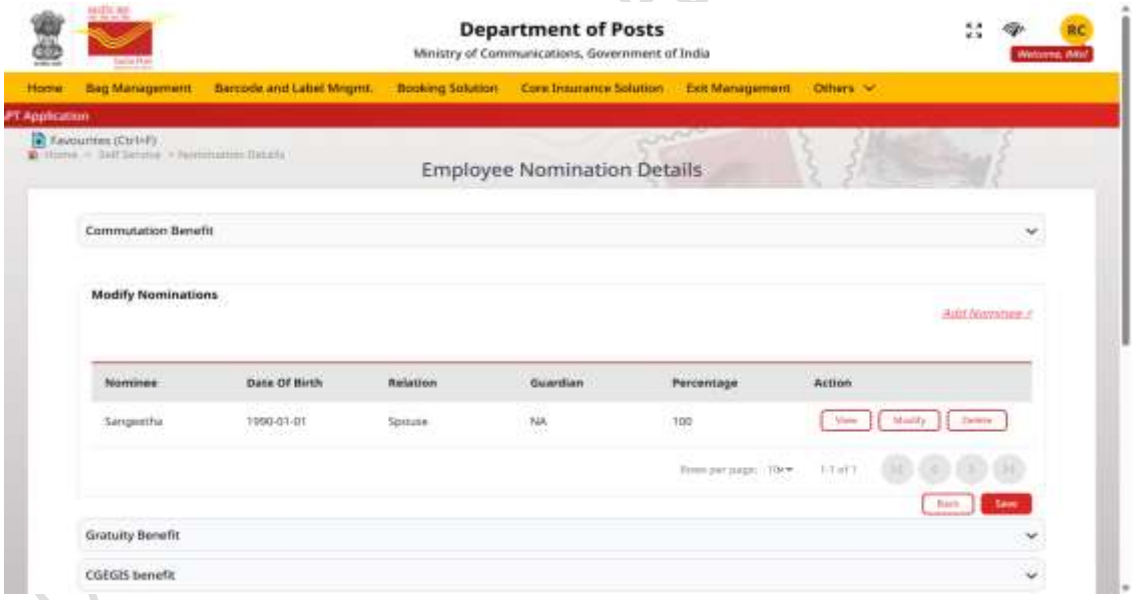
Here how to add nomination details for **"Commutation Benefit"** is illustrated. The process of adding nomination to remaining categories remains same.

Click on Commutation benefit, if nomination details already registered then the record will be shown. If not added, then click on Add button.

On clicking Add button, a new window will be opened for entering nomination details.

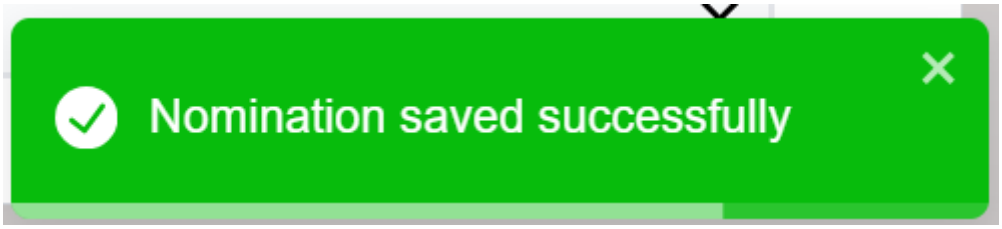


Enter all the mandatory details and upload supporting document and then click on Save button.



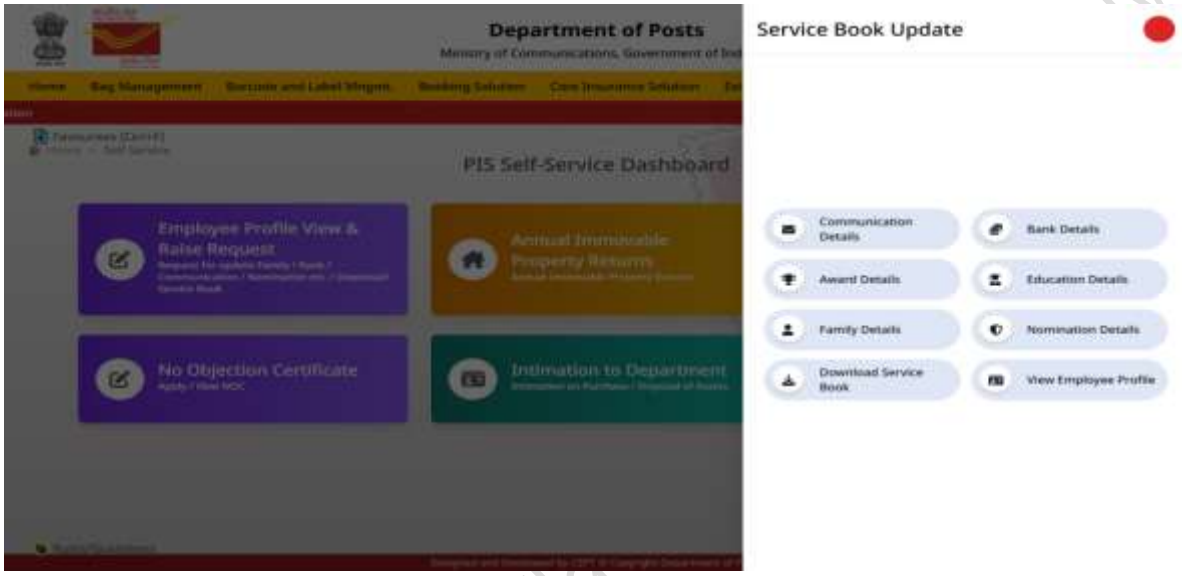
On clicking **Save**, A row will be created with entered data, click on **View** button to view , **Modify** button to Modify and **Delete** button to delete entered data.

Click on **Save** Button to save nomination details. More nominees can be added by clicking on **Add Nominee +** button.

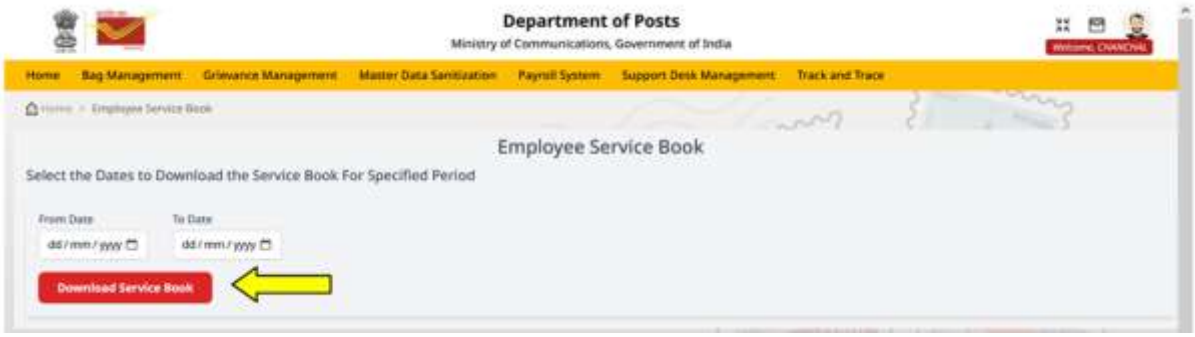


A success meassage will appear as shown above.
Same procedure will be followed for adding nomination to other categories.

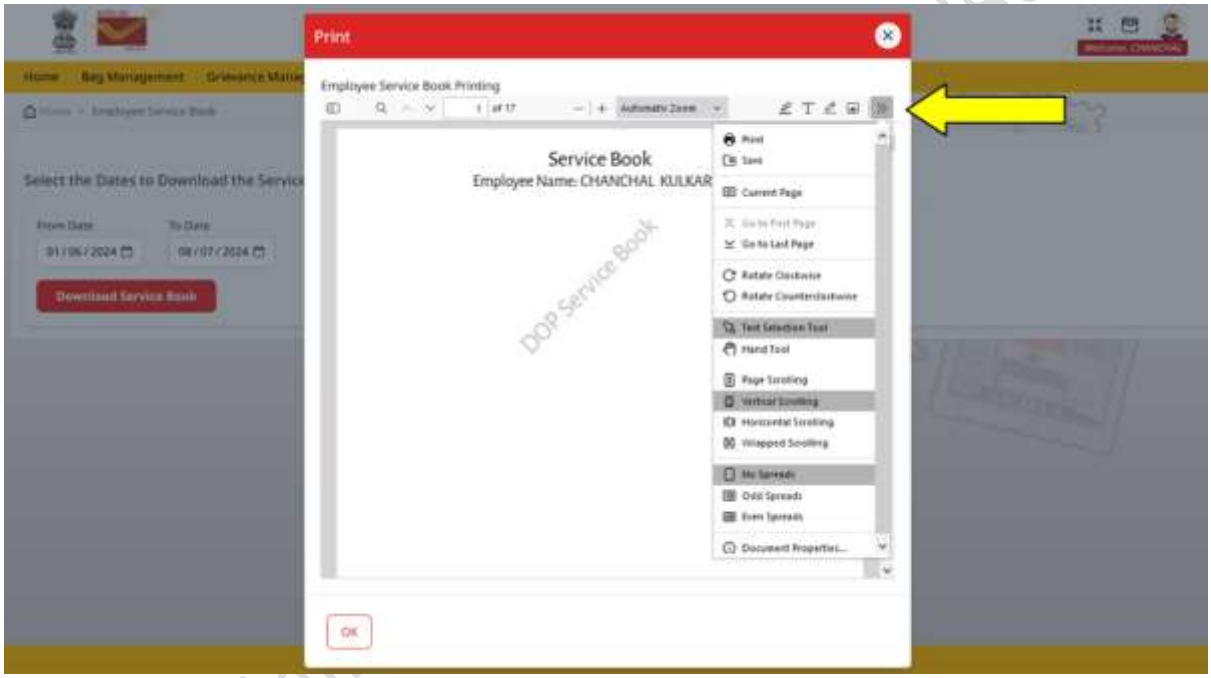
4.1.7 Download Service Book



Click on "**Download Service Book**" option under "**Employee Profile View & Raise Request**" sub card.

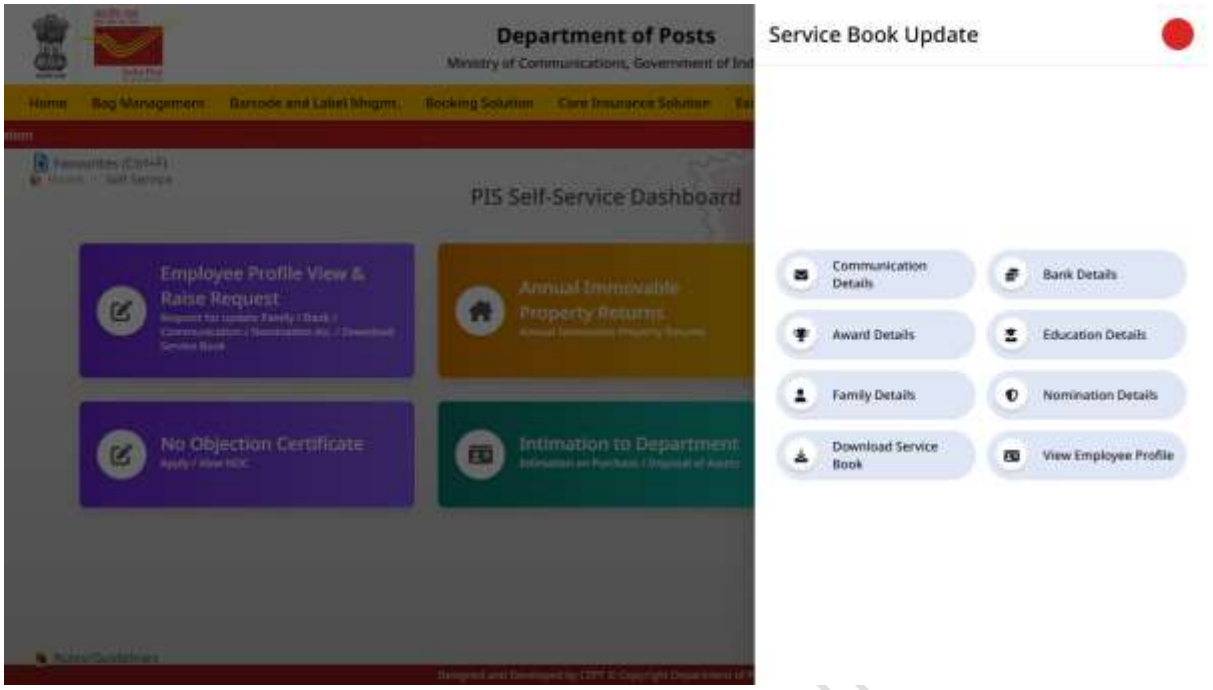


After clicking on "**Download Service Book**" option, page as shown above will appear provision of "**Download Service Book**" button is made available for the specified date. Select the From date and To date and Click on **Download Service Book** button.

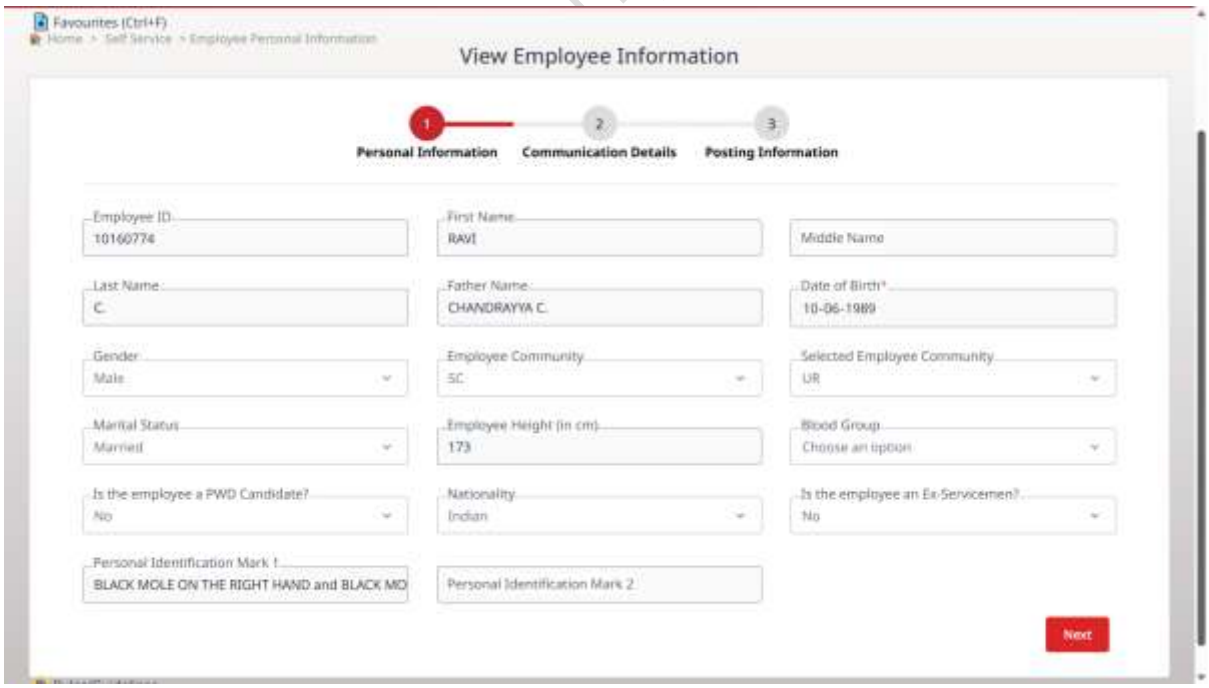


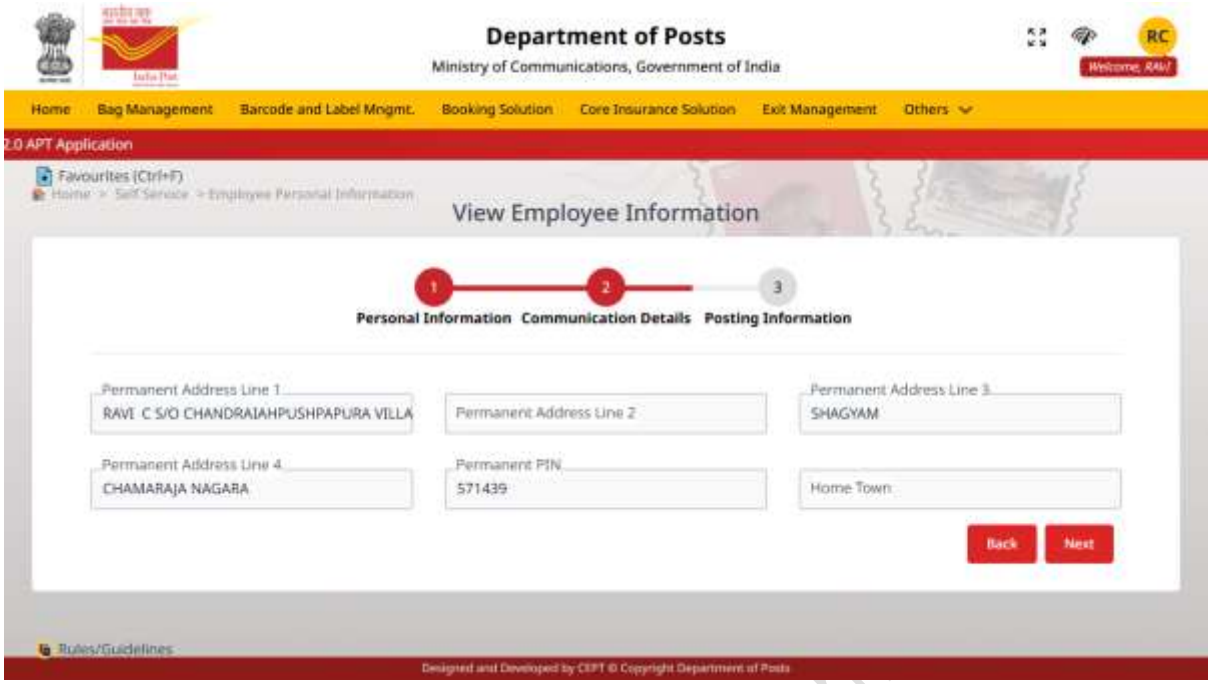
After clicking on "**Download Service Book**" button, pop-up window will show service book of employee with tools to download and print it.

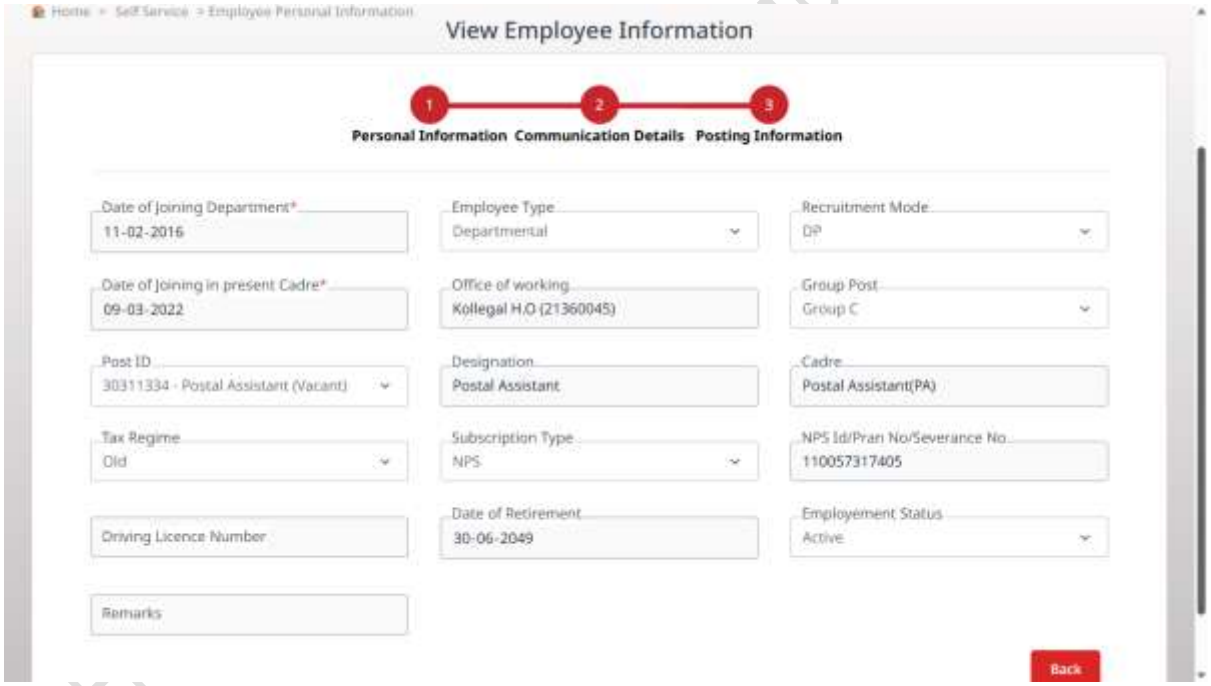
4.1.8 View Employee Profile



On clicking View Employee Profile, Following screen will be appeared, in which employee can view his/her **Personal Information, Communication Details and Posting Information.**



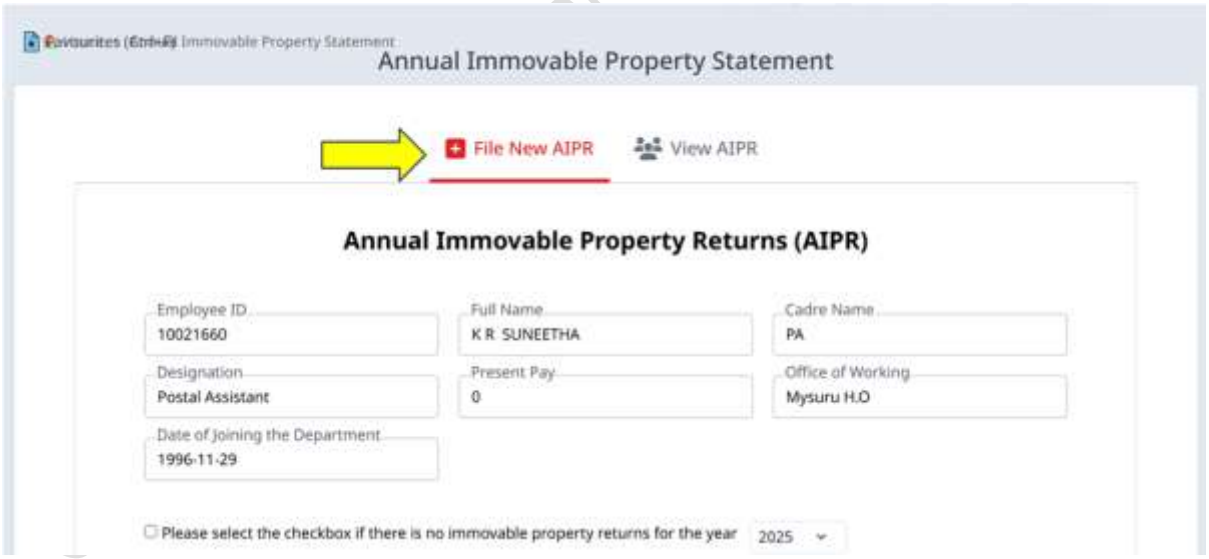

Department of Posts
Ministry of Communications, Government of India
RC
Welcome, RAVI
Home
Bag Management
Barcode and Label Mngmt.
Booking Solution
Core Insurance Solution
Exit Management
Others
2.0 APT Application
Favourites (Ctrl+F)
Home > Self Service > Employee Personal Information
View Employee Information
1
Personal Information
2
Communication Details
3
Posting Information
Permanent Address Line 1
RAVI C S/O CHANDRAIAHPUSHPAPURA VILLA
Permanent Address Line 2
Permanent Address Line 3
SHAGYAM
Permanent Address Line 4
CHAMARAJA NAGARA
Permanent PIN
571439
Home Town
Back
Next
Rules/Guidelines
Designed and Developed by CEPT © Copyright Department of Posts

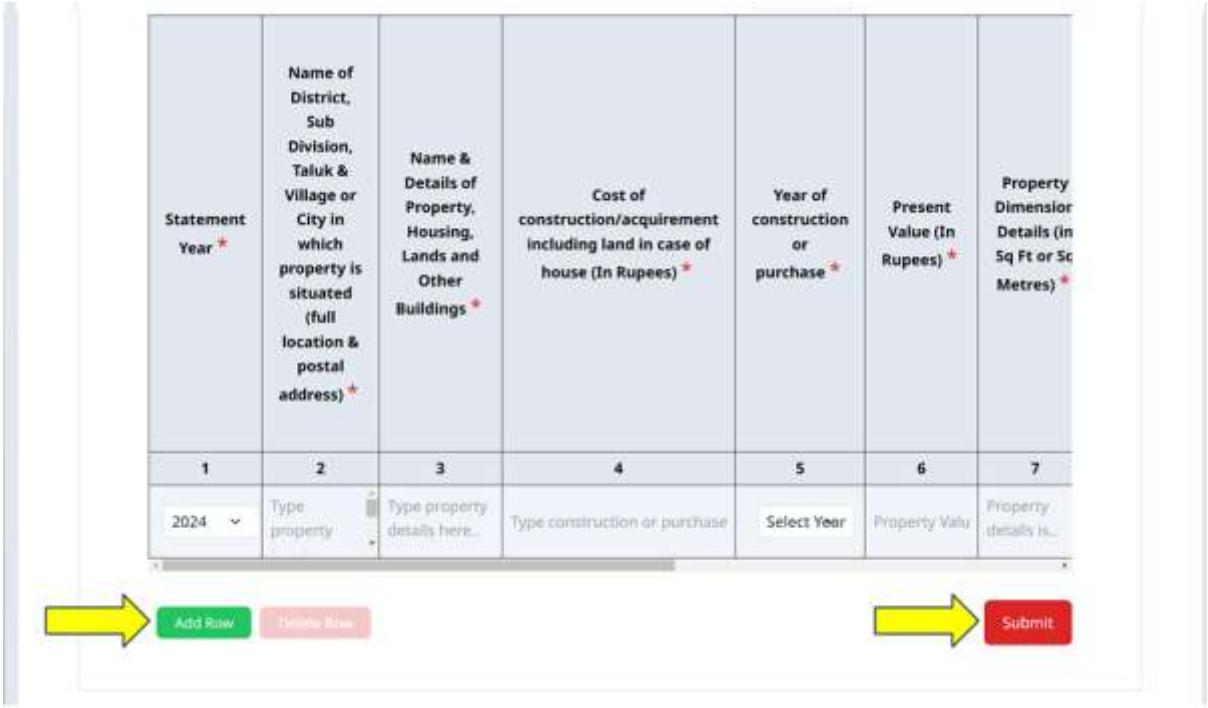

Home > Self Service > Employee Personal Information
View Employee Information
1
Personal Information
2
Communication Details
3
Posting Information
Date of Joining Department*
11-02-2016
Employee Type
Departmental
Recruitment Mode
DP
Date of Joining in present Cadre*
09-03-2022
Office of working
Kollegal H.O (21360045)
Group Post
Group C
Post ID
30311334 - Postal Assistant (Vacant)
Designation
Postal Assistant
Cadre
Postal Assistant(PA)
Tax Regime
Old
Subscription Type
NPS
NPS Id/Pran No/Severance No
110057317405
Driving Licence Number
Date of Retirement
30-06-2049
Employement Status
Active
Remarks
Back

4.2 Annual Immovable Property Returns

Click on **"Annual Immovable Property Returns"** sub card available under **"Personal Information System"** card.

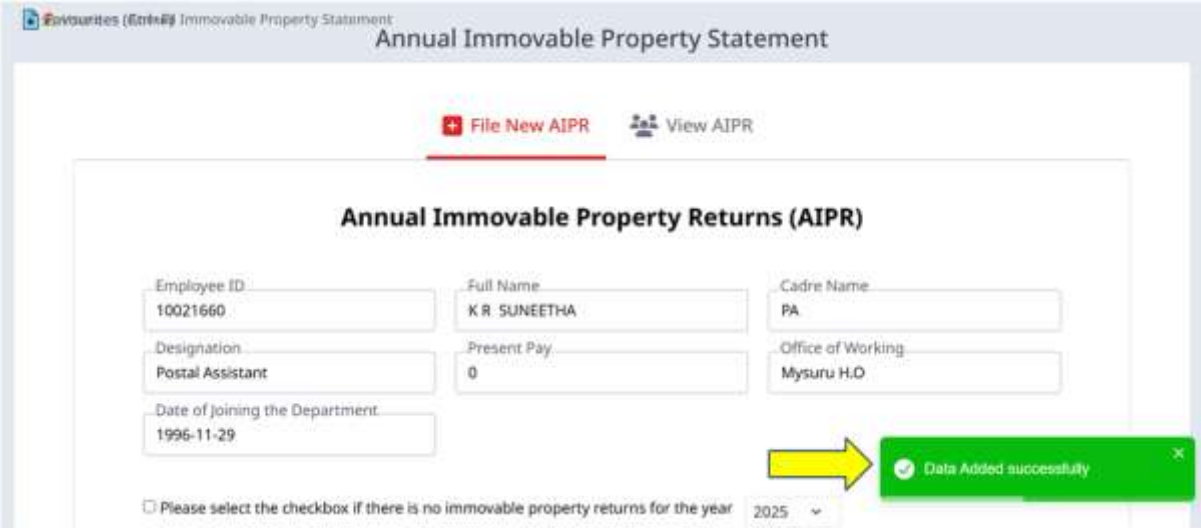
After clicking on **"Annual Immovable Property Returns"** sub card, page as shown above with 2 tabs, **'File New AIPR'** and **'View A IPR',** will appear as shown Below.



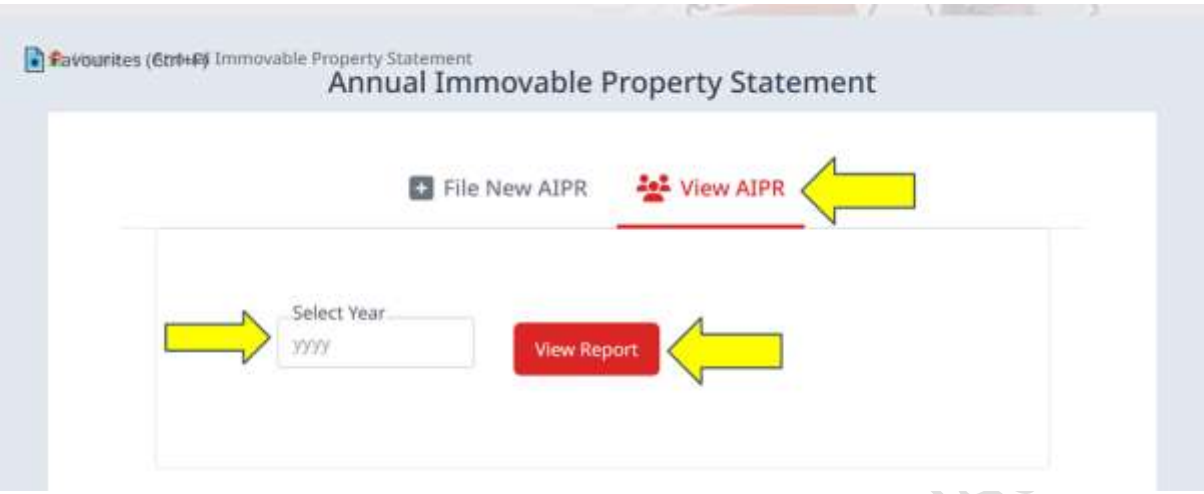


Select the check box next to the **"Please select the checkbox if there is no immovable property returns for the year"** (by default this check box will be unchecked). Select the year from the drop down list, Enter address, Property Details, Type Construction or Purchase, select year of construction/ purchase from drop down, enter present value, enter property dimension, Property holder name, , Relationship with property holder, Acquisition method, Acquisition year, Annual Income, and Remarks

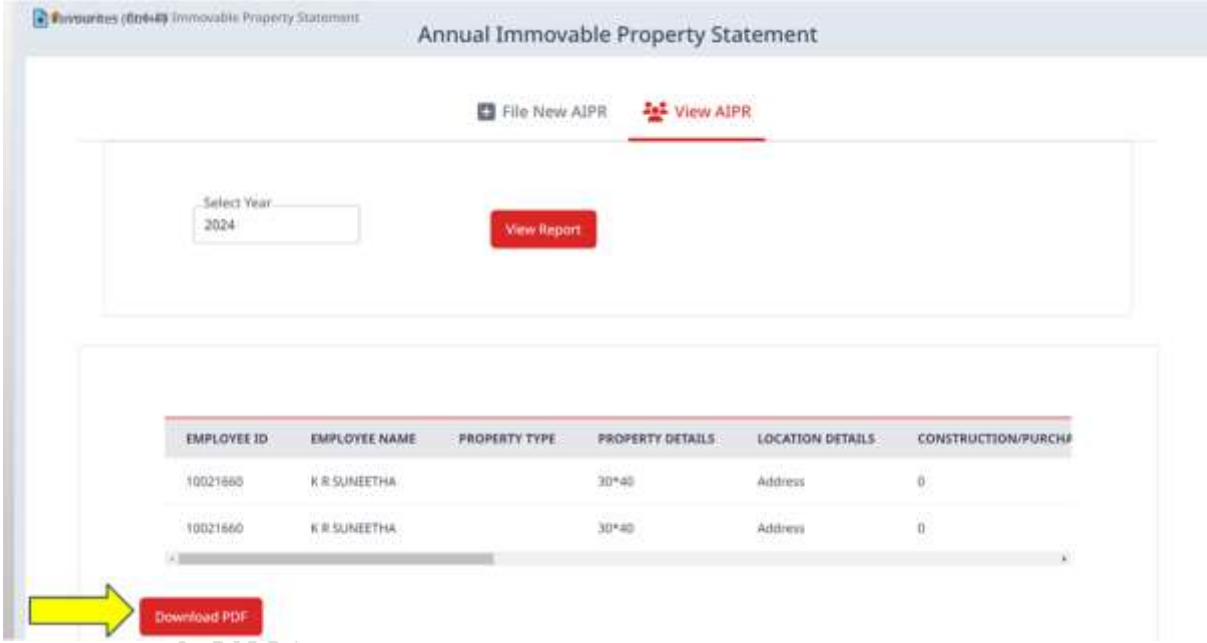
Click on **Add Row** button to add more rows, click on Delete Row button to delete rows. After entering all the details click on **Submit** button.



On clicking **Submit** button, a success message will appear with a message **"Data Added Successfully".**



Click on **'View AIPR'** tab to view approved AIPRs. Select the year, click on **View Report** button.



List of statements submitted and Approved will be fetched as shown. user can download these approved AIPR 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: 10021660
Employee Name: K R SUNEETHA
Employee Cadre: Group C
Employee Designation: Postal Assistant
Office of Working: Mysuru H.O
Present Pay: 0
Date of Joining the Department: 29/11/1996

Name of the District, Subdivision, Taluk, and Village	Property Type (House, Plot, etc.)	Cost of Construction/Acquirement (*)	Year of Construction or Purchase	Present Value (*)	Property Dimensions (Sq Ft or Sq Metres)	Present Owner Name	Relationship with the Owner	Acquisition Method (Bought, Gifted, etc.)	Acquisition Year	Annual Income from Property (*)	Remarks
Address		0	2024	1500000	30*40	Name	Relationship	Method	2024	100000	
Address		0	2024	1500000	30*40	Name	Relationship	Method	2024	100000	

Signature:

Designation:

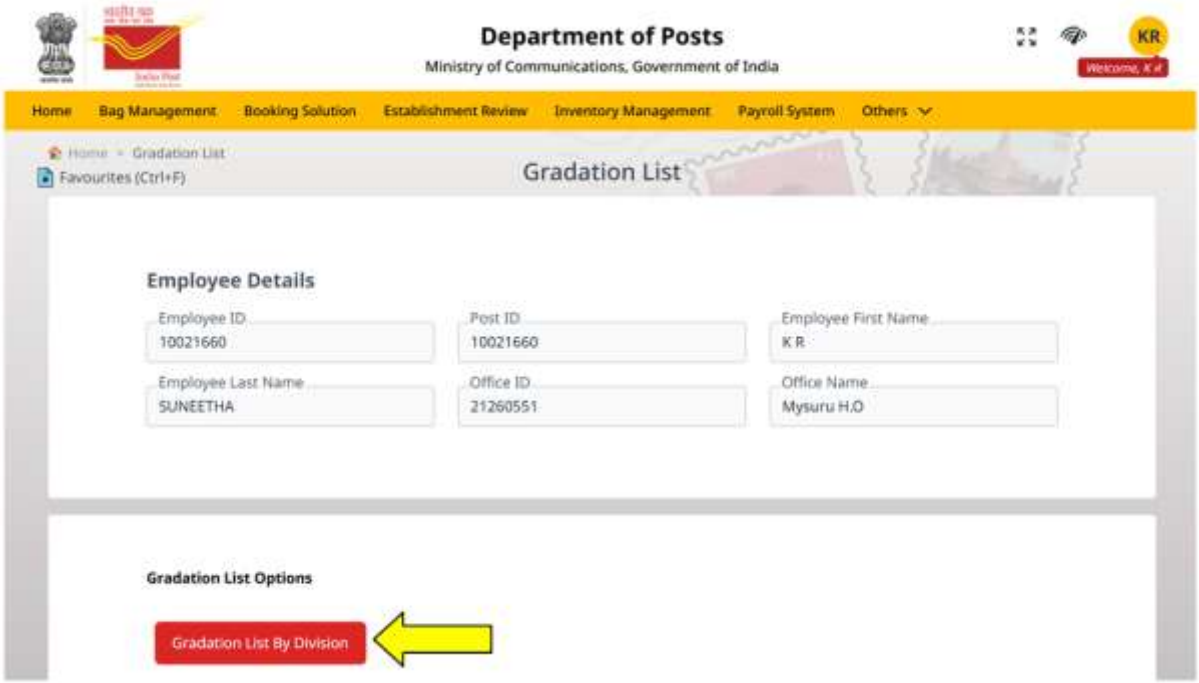
Date: 28/02/2025

1. * Approximate value may be indicated if accurate assessment is not possible.
2. ** Includes short-term leases.
3. This form is to be submitted annually by Class I and II service members under Rule-15(3) of the CCS (Conduct) Rules.
4. Avoid using 'No Change' or 'As in previous year' and provide full details.

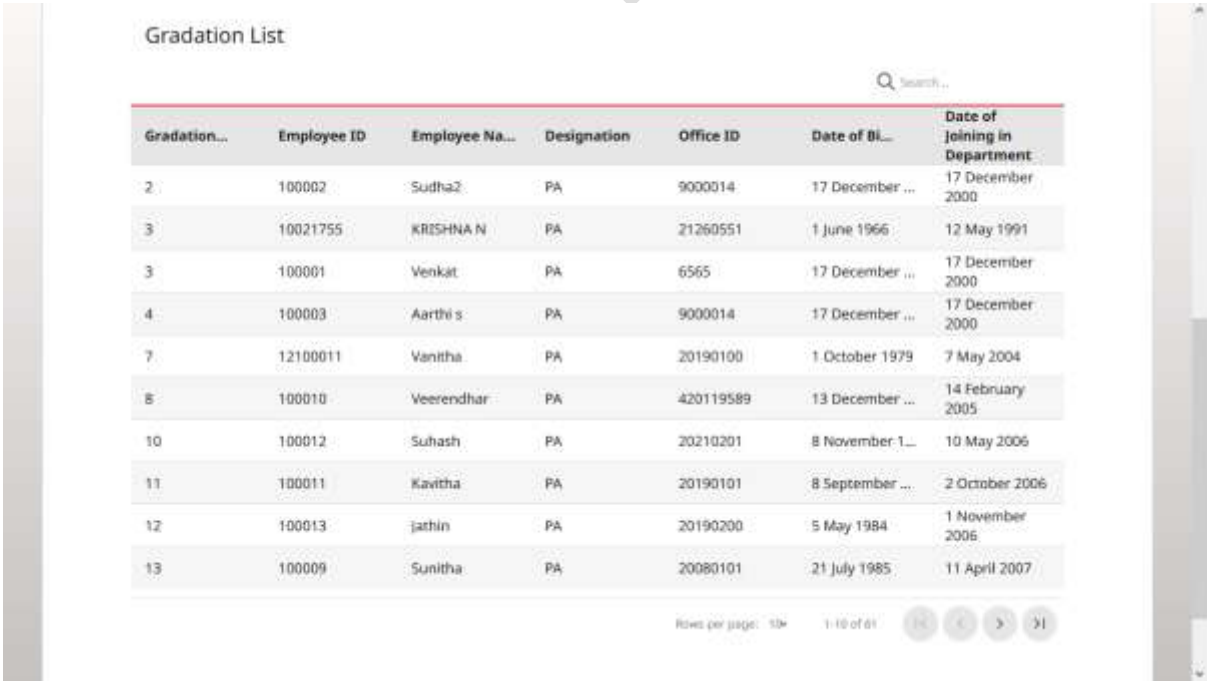
The downloaded PDF will appear as shown above.

4.3 Gradation List

Click on **"Gradation List"** sub card available under **"Personal Information System"** card.



After clicking on "**Gradation List**" sub card, page shown above will appear with the "**Gradation List by Division**" button.



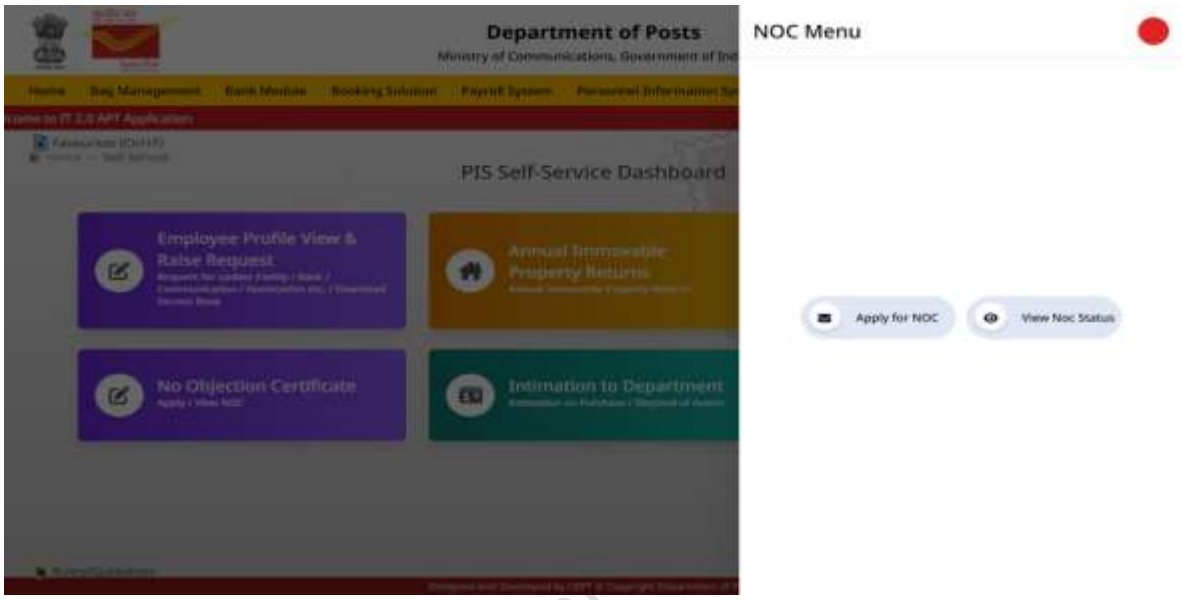
Clicking on **Gradation List by Division** button, gradation list will be shown as above.

4.4 No Objection Certificate

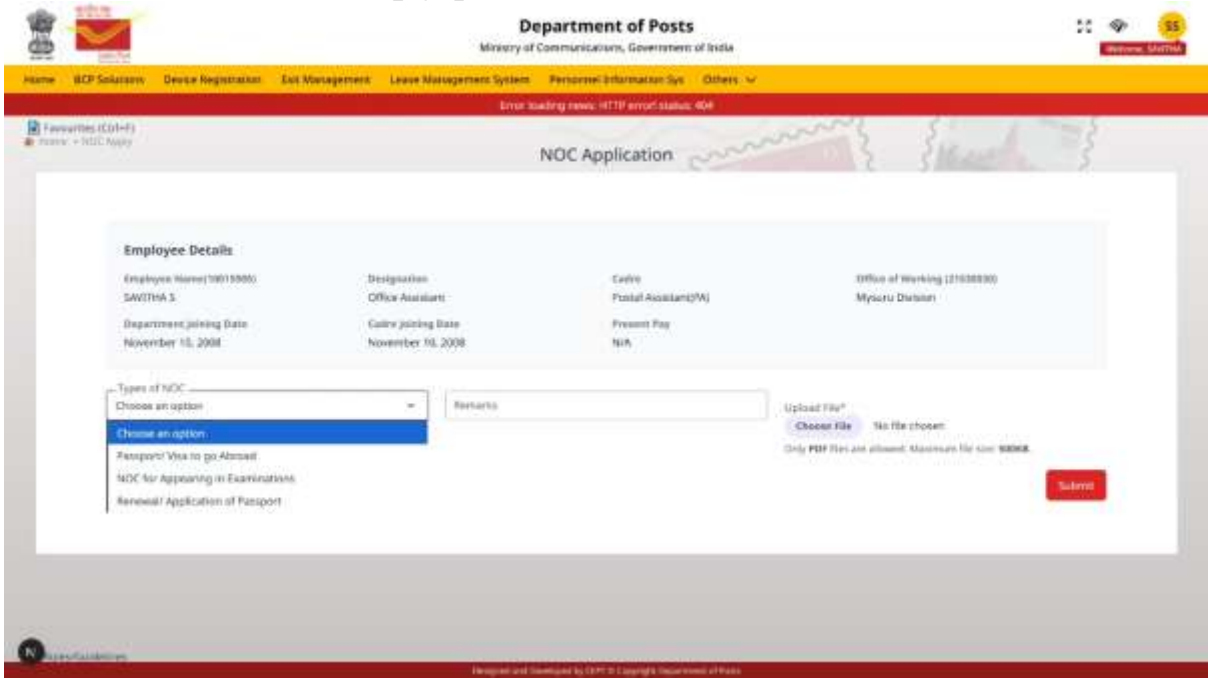
This option is used to apply for No objection certificate for following reasons. Passport/Visa to go abroad, NOC for appearing in Examinations and Renewal/Application of Passport.

4.4.1 Apply for NOC

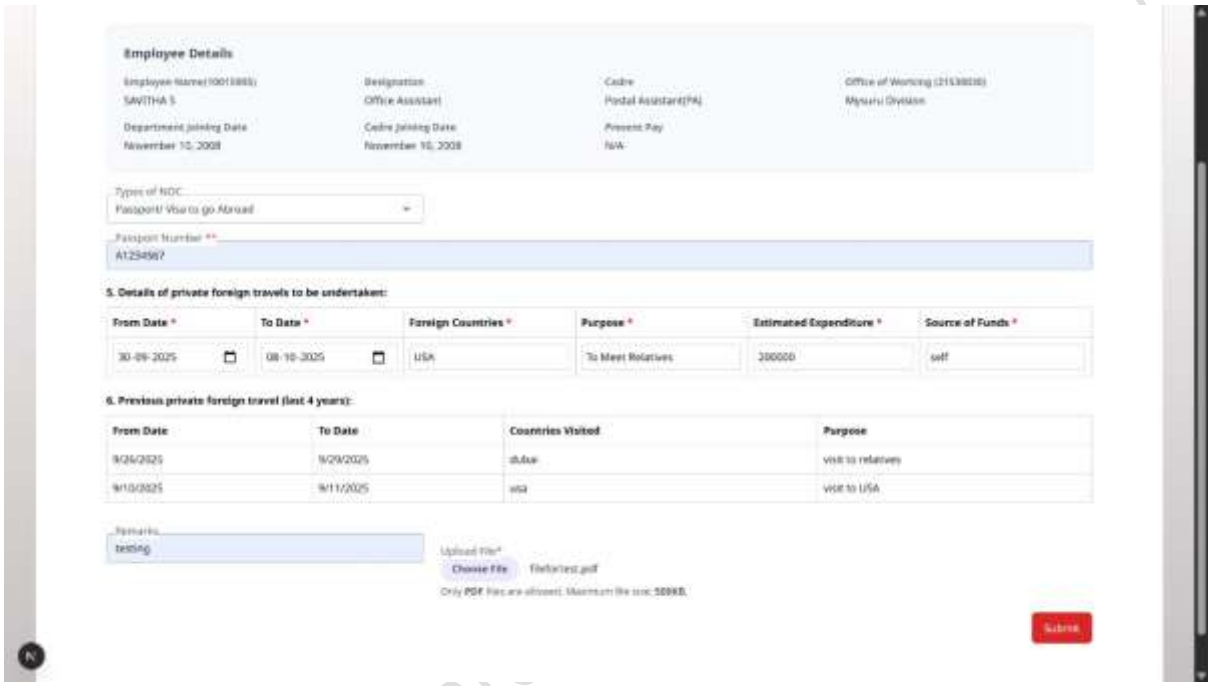
4.4.1.1 Apply NOC for Passport/Visa to go abroad.



Click on Apply for NOC option available under sub card No Objection certificate. On clicking Apply for NOC, **"NOC Application"** page will be opened.

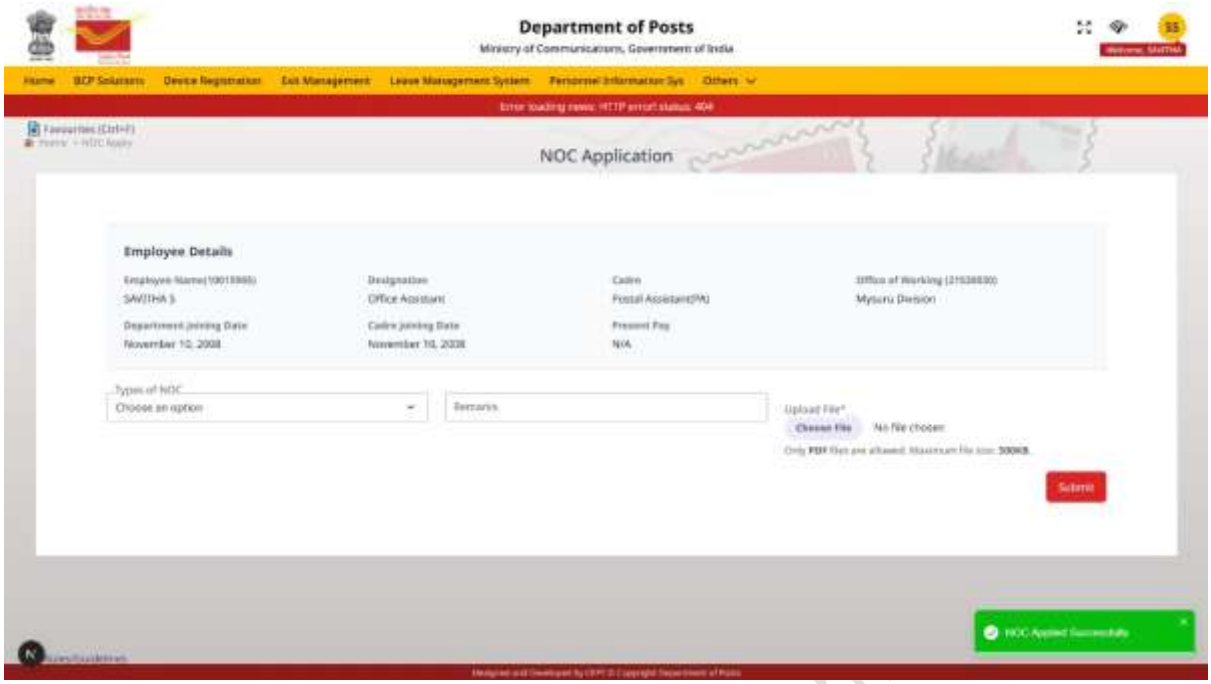


Select Type of NOC as **"Passport/Visa to go Abroad". Enter Passport Number and Enter the details of private foreign travels to be undertaken such as From date, To date, Foreign Countries, Purpose, Estimated Expenditure and Source of Funds in Para no.5. Previous private foreign travel details of last 4 years displayed in Para no.6.**



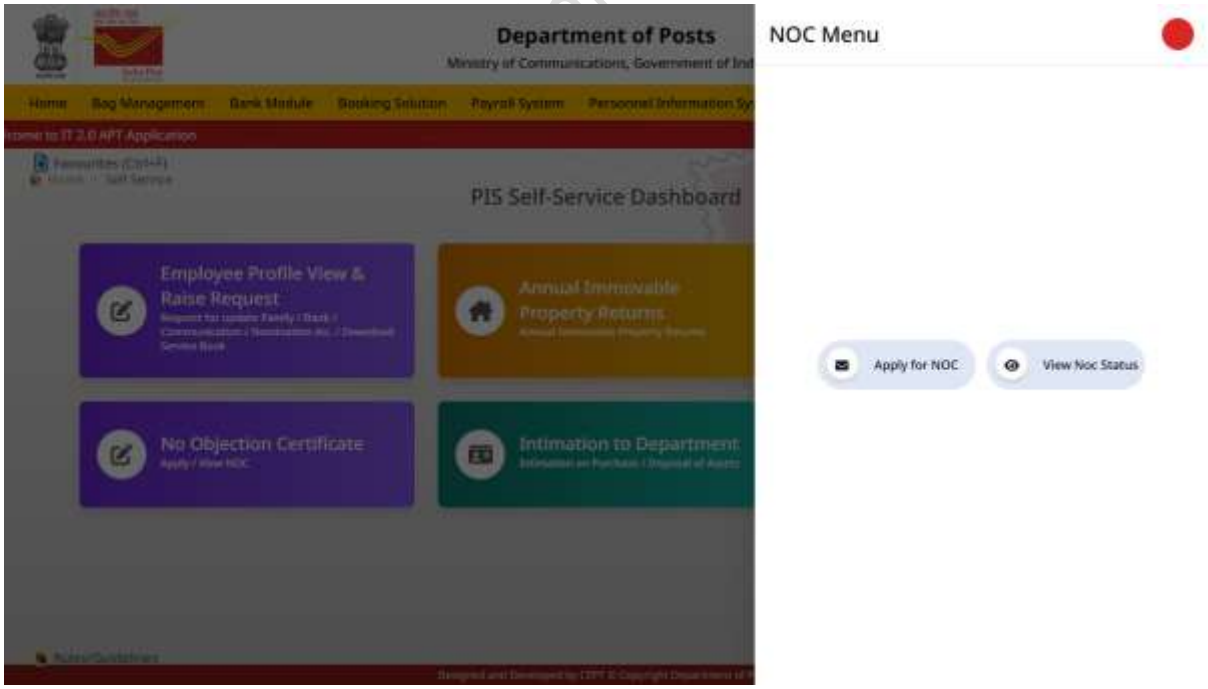
Upload the required documents in PDF format and click on Submit button.

CEPT Training Ma

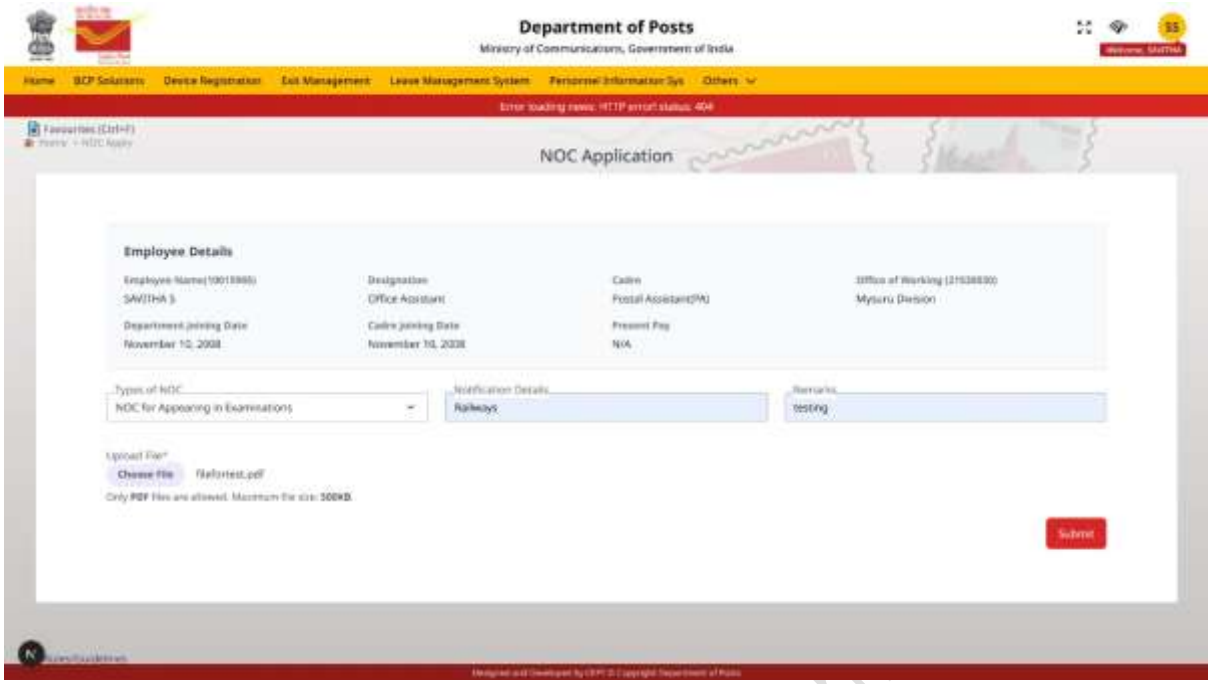


On click of submit button, “NOC Applied Successfully” message will be displayed.

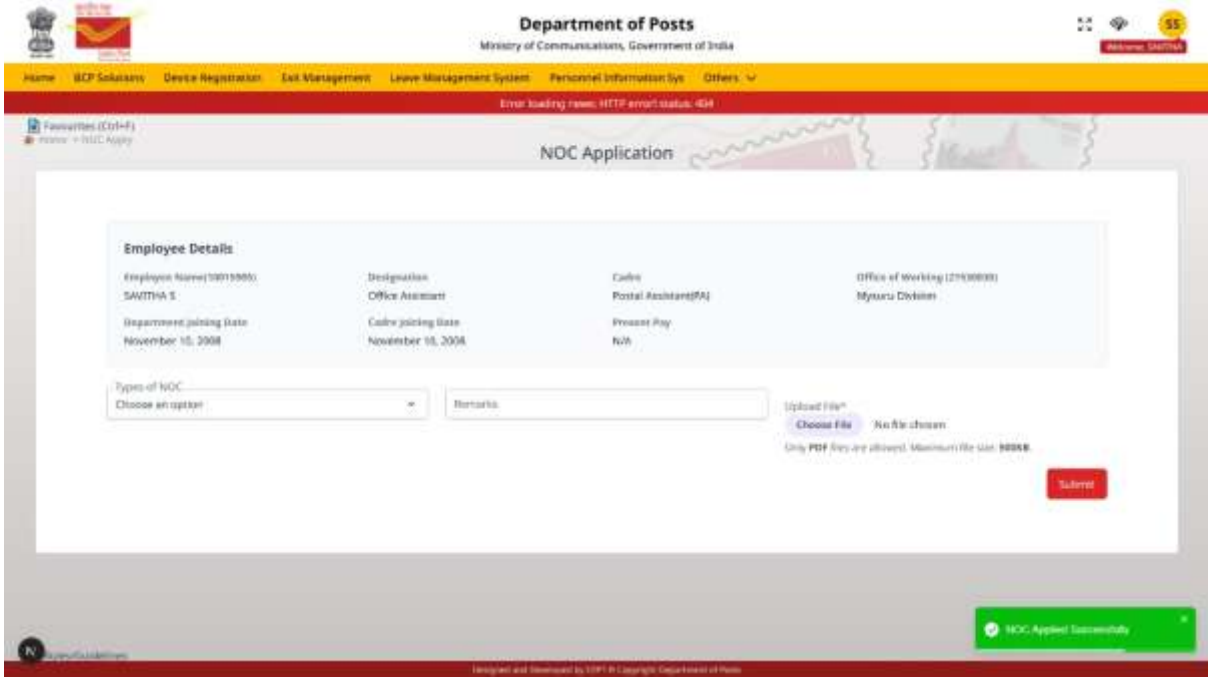
4.4.1.2 Apply NOC for Appearing in Examination.



Click on Apply for NOC option available under sub card No Objection certificate. On clicking Apply for NOC, **“NOC Application”** page will be opened.

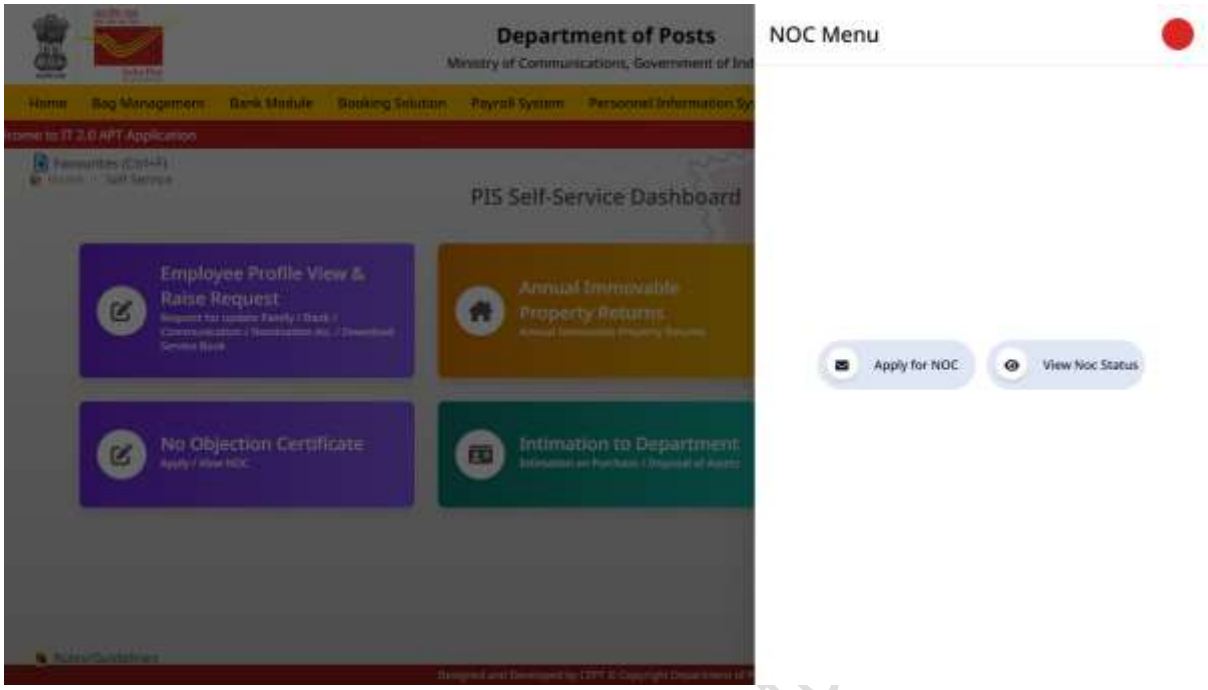


Select Type of NOC as “NOC for Appearing in Examinations”, enter the notification details and Remarks. Upload the required file for issuing NOC and click on submit button.

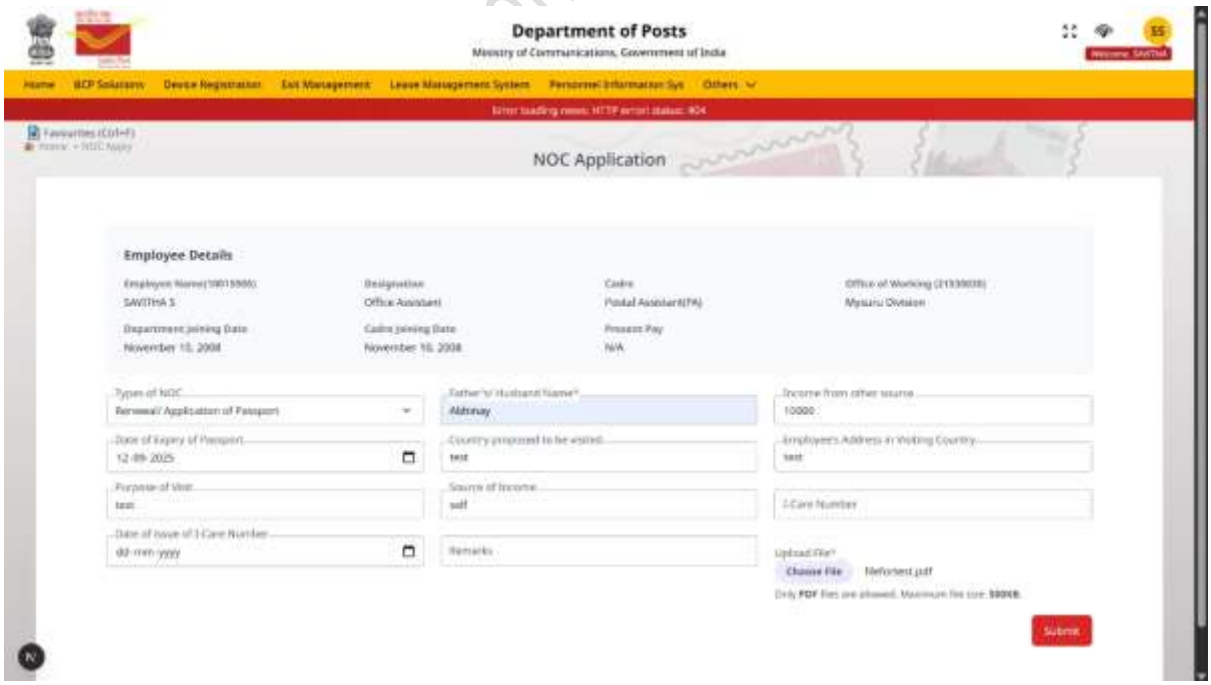


On click of submit button, “**NOC Applied Successfully**” message will be displayed.

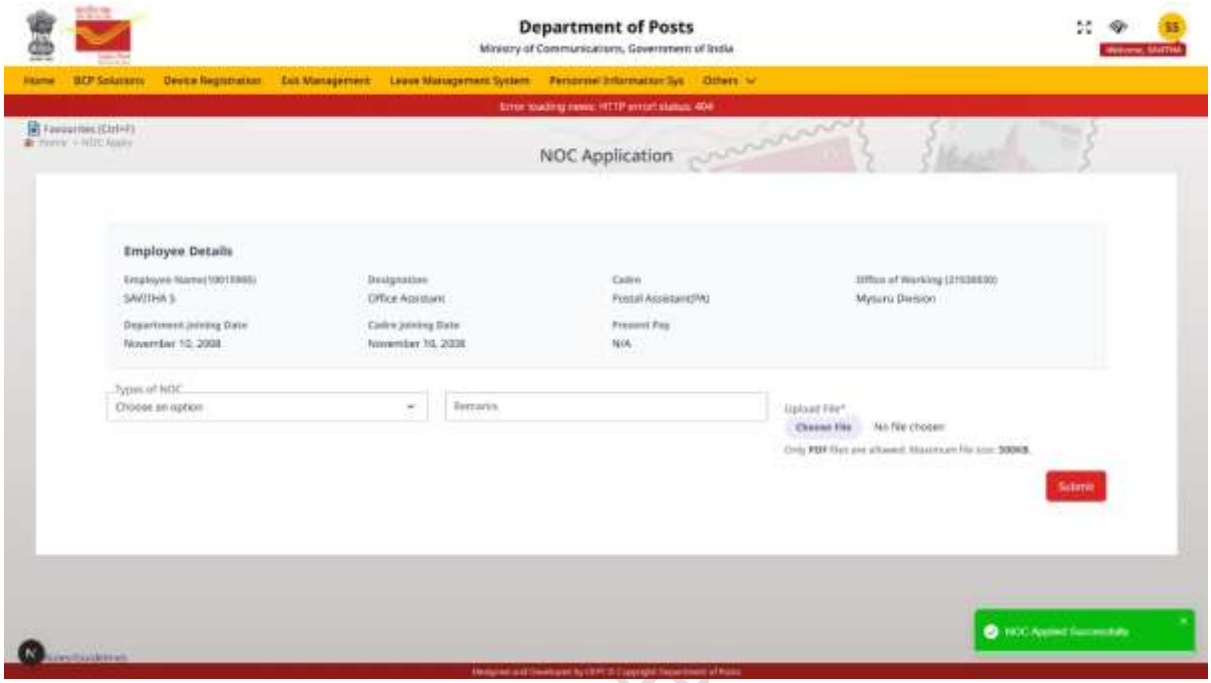
4.4.1.3 Apply NOC for Renewal/Application of Passport.



Click on Apply for NOC option available under sub card No Objection certificate. On clicking Apply for NOC, **"NOC Application"** page will be opened.



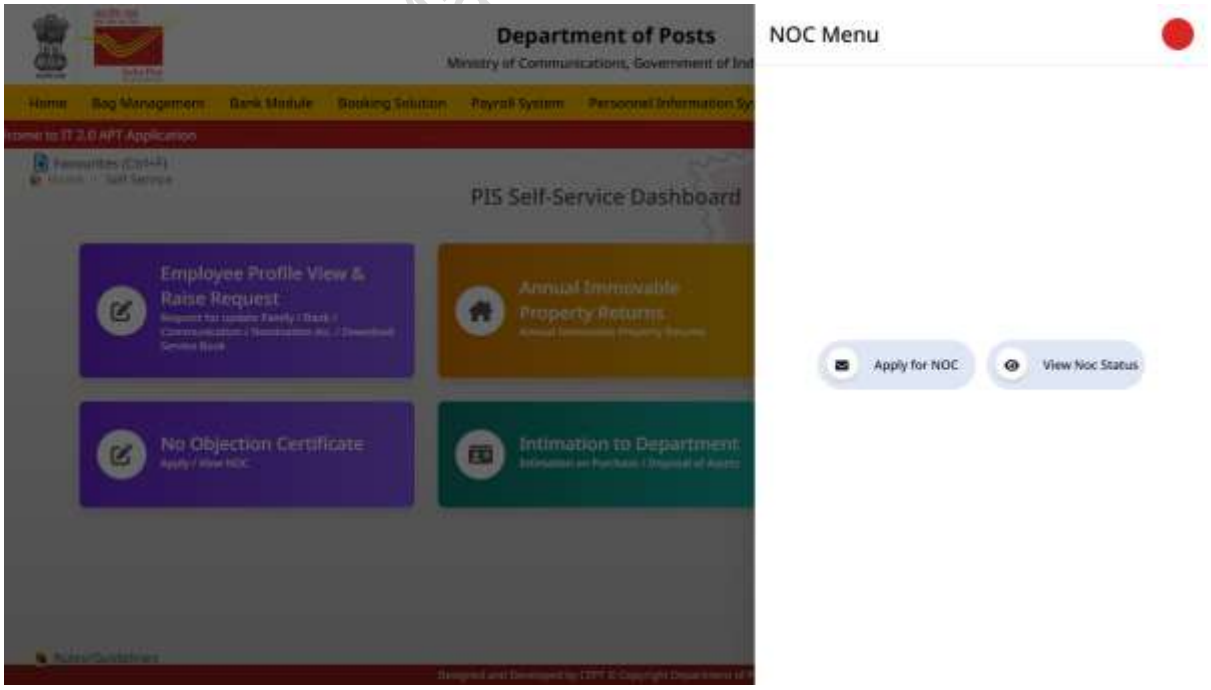
Select NOC type as “Renewal/Application of Passport”, Enter all mandatory fields and upload the required document in PDF format for issuing NOC and click on Submit button.



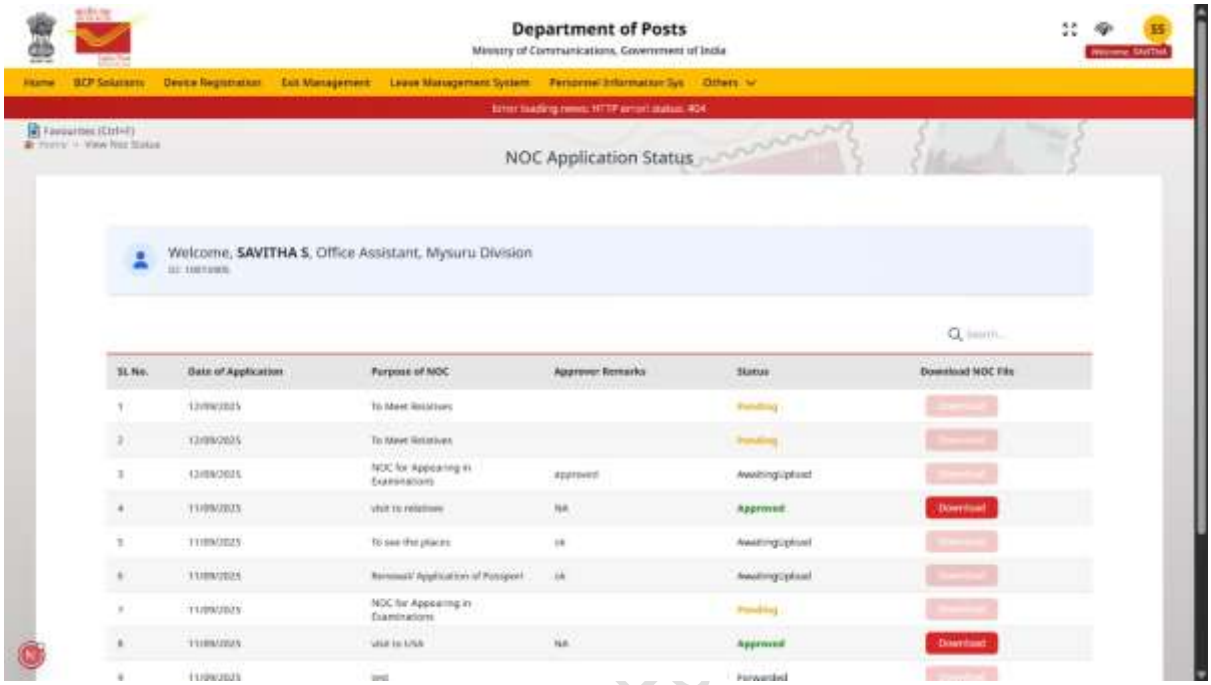
On click of submit button, “**NOC Applied Successfully**” message will be displayed.

4.4.2 View NOC Status

In this option status of NOC can be viewed.



Click on View **NOC Status option** available under sub card No Objection certificate. On clicking NOC Application Status Page will be opened. Here various statuses of NOC applied will be displayed.



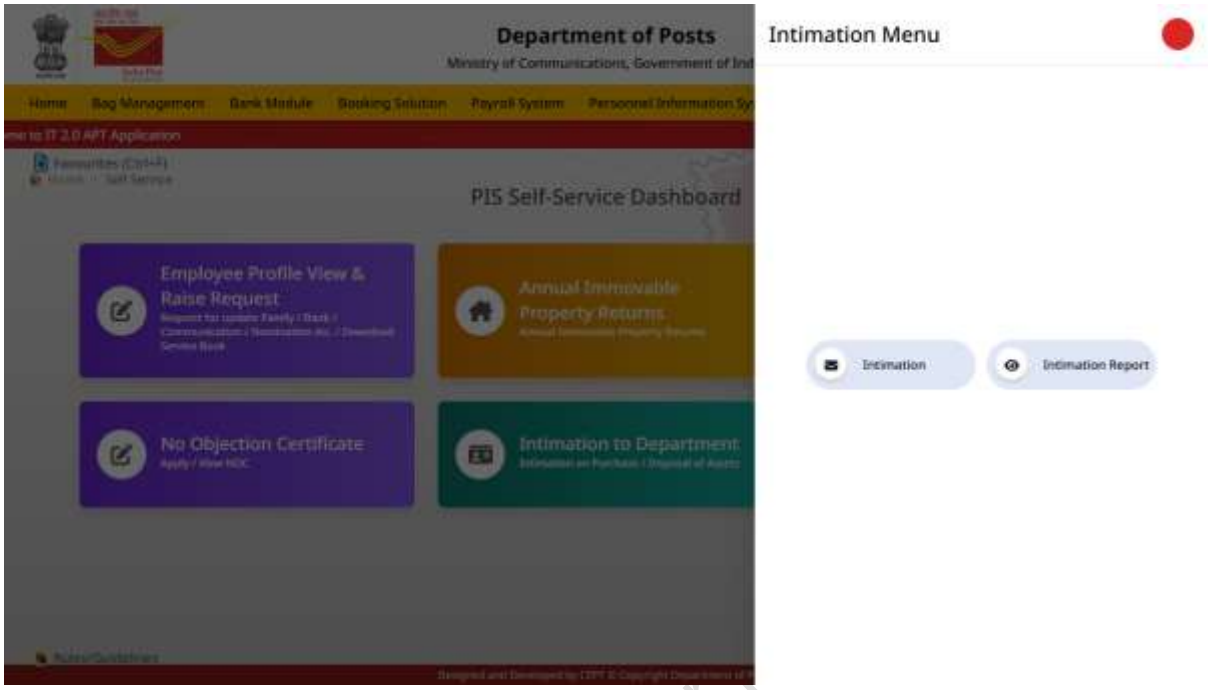
4.5 Intimation to Department

In this option any Purchase/Disposal of the property by the employee can be intimated to the department.

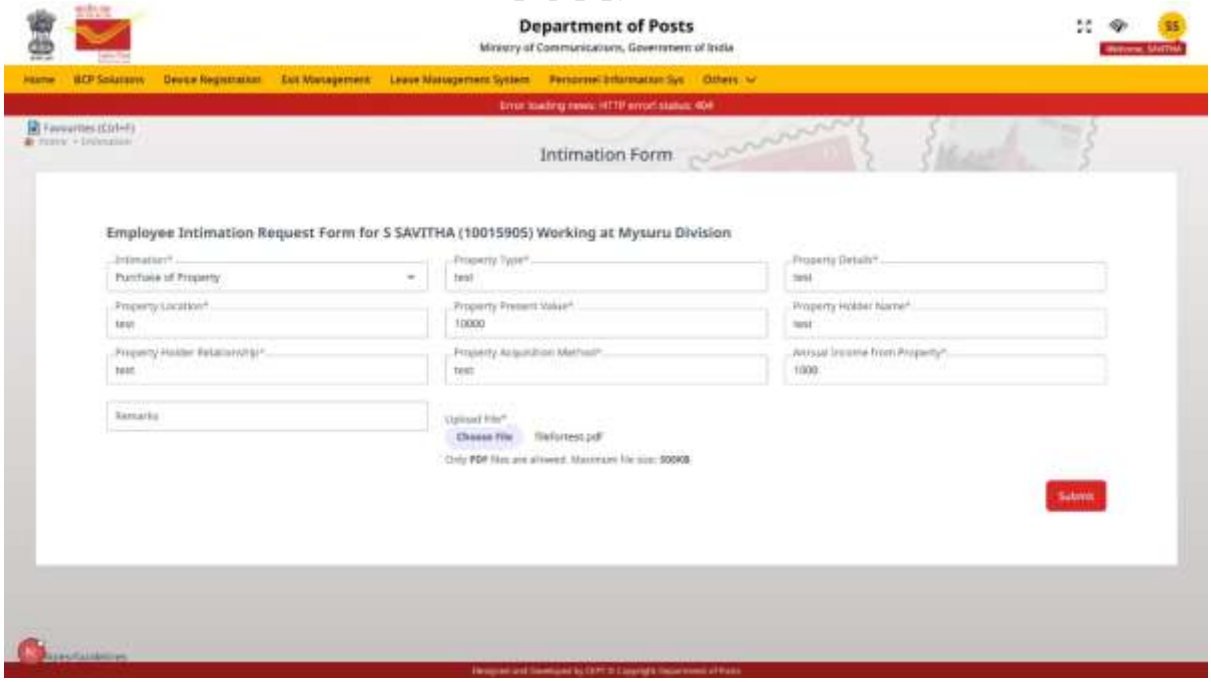
CEPT Training Material - Re

4.5.1 Intimation

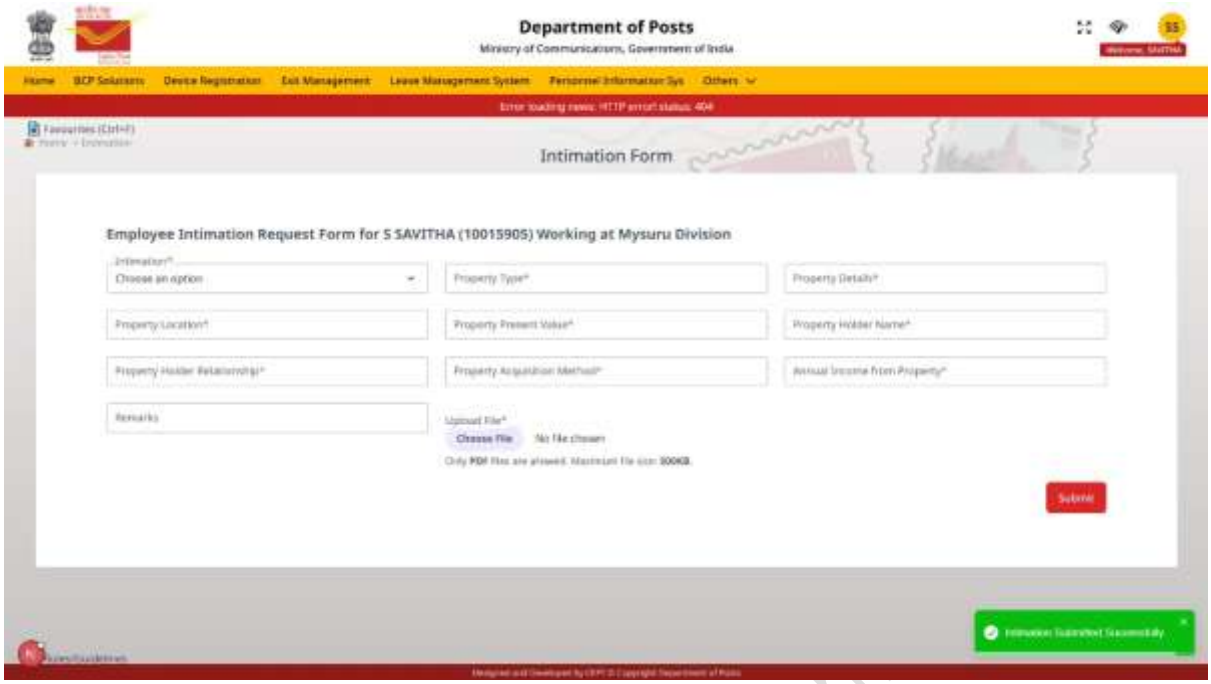
4.5.1.1 Intimation of Purchase of Property.



Click on **Intimation** option available under "**Intimation to Department**" sub card. On clicking, Intimation Form Page will be opened.

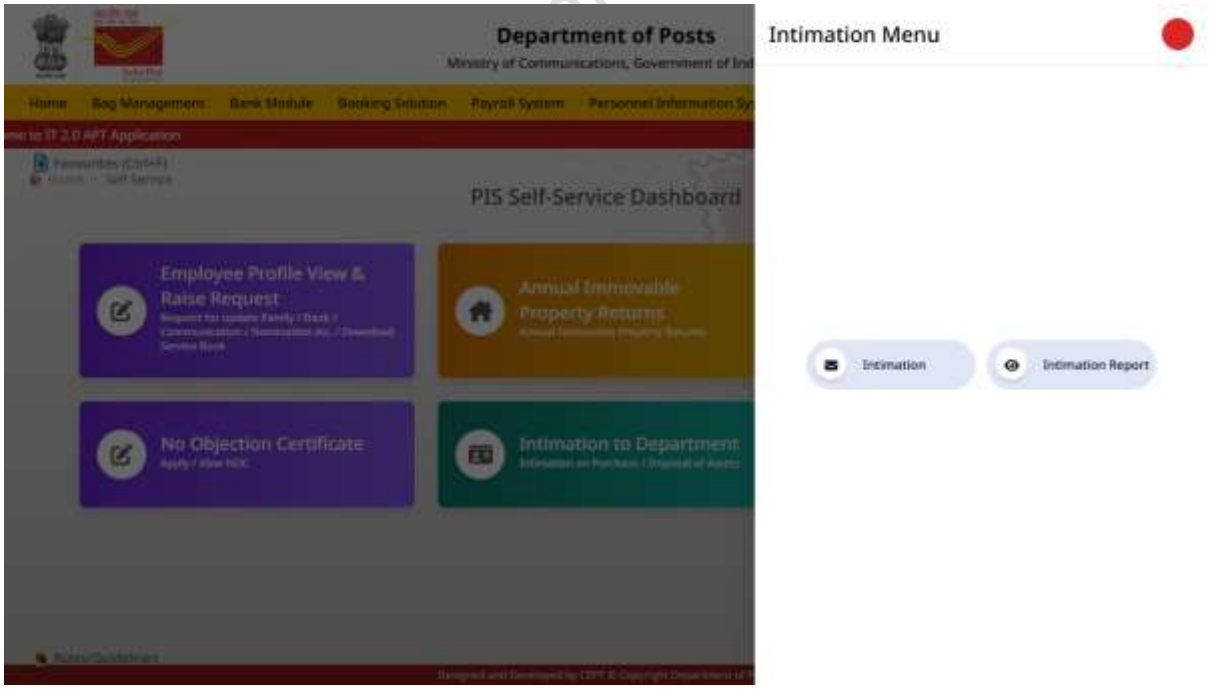


Select Intimation as "Purchase of Property", and enter all mandatory fields available in the form and upload the document in PDF Format and click on Submit button.

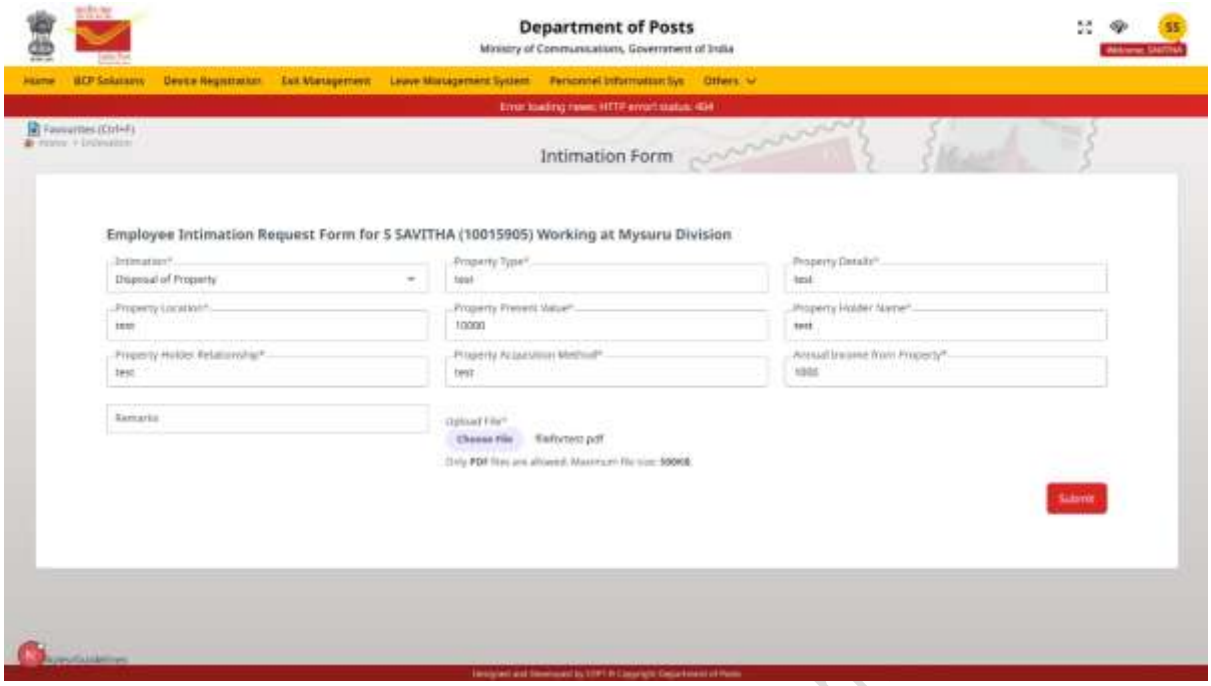


On click of Submit button, "**Intimation submitted successfully**" Message will be displayed.

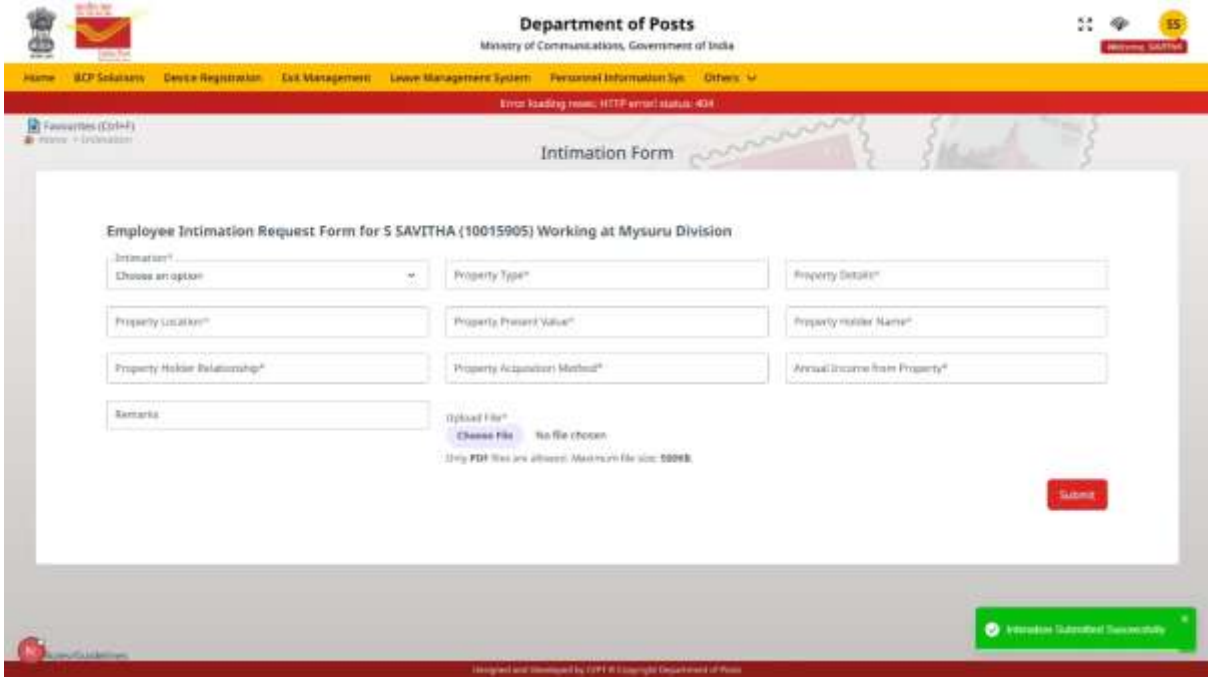
4.5.1.1 Intimation of Disposal of Property.



Click on **Intimation** option available under "**Intimation to Department**" sub card. On clicking, Intimation Form Page will be opened.



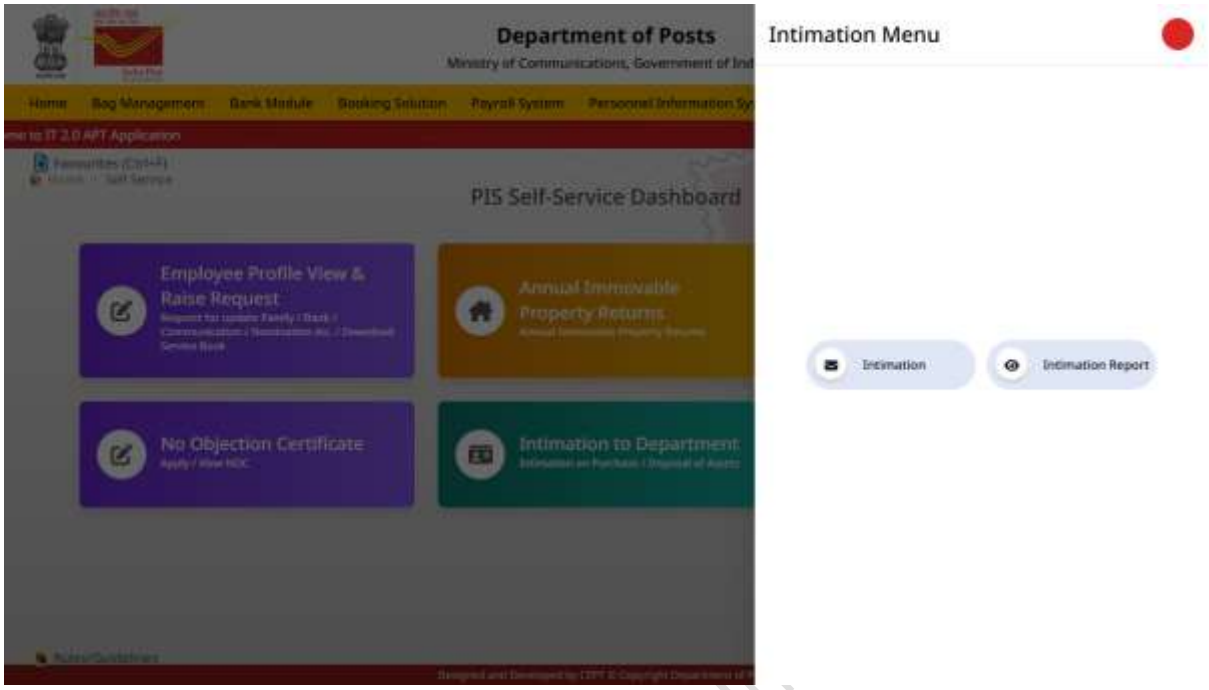
Select Intimation as “Disposal of Property”, and enter all mandatory fields available in the form and upload the document in PDF Format and click on Submit button.



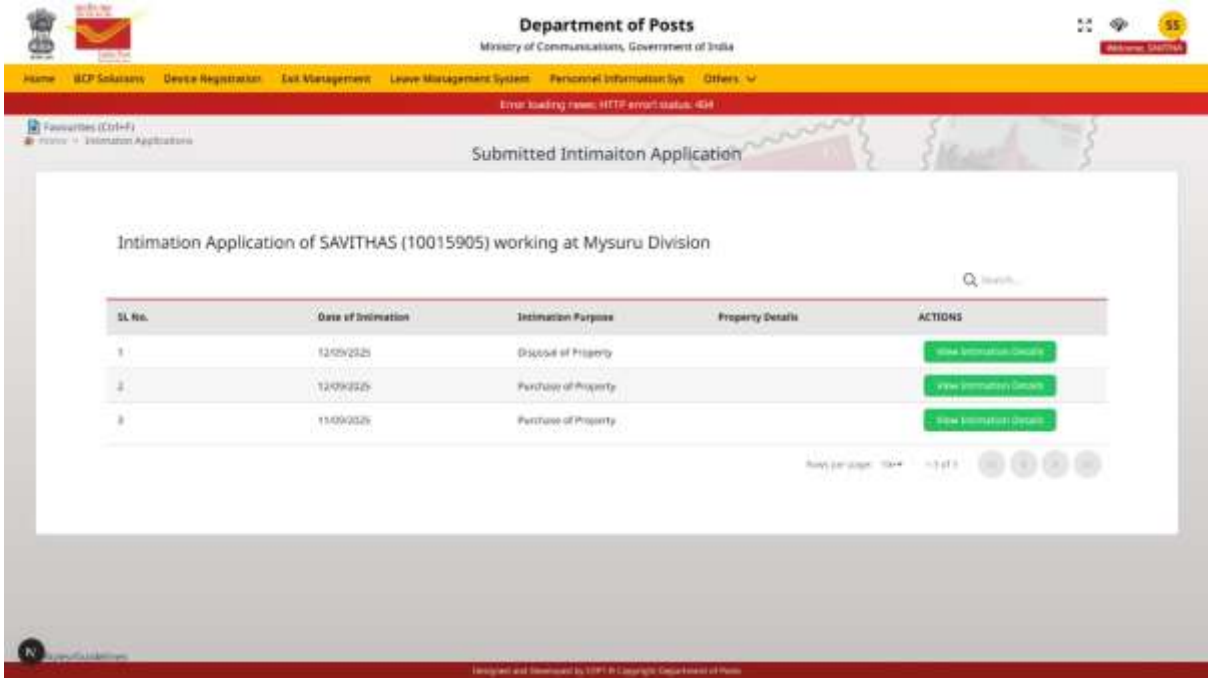
On click of Submit button, “**Intimation submitted successfully**” Message will be displayed.

4.5.2 Intimation Report

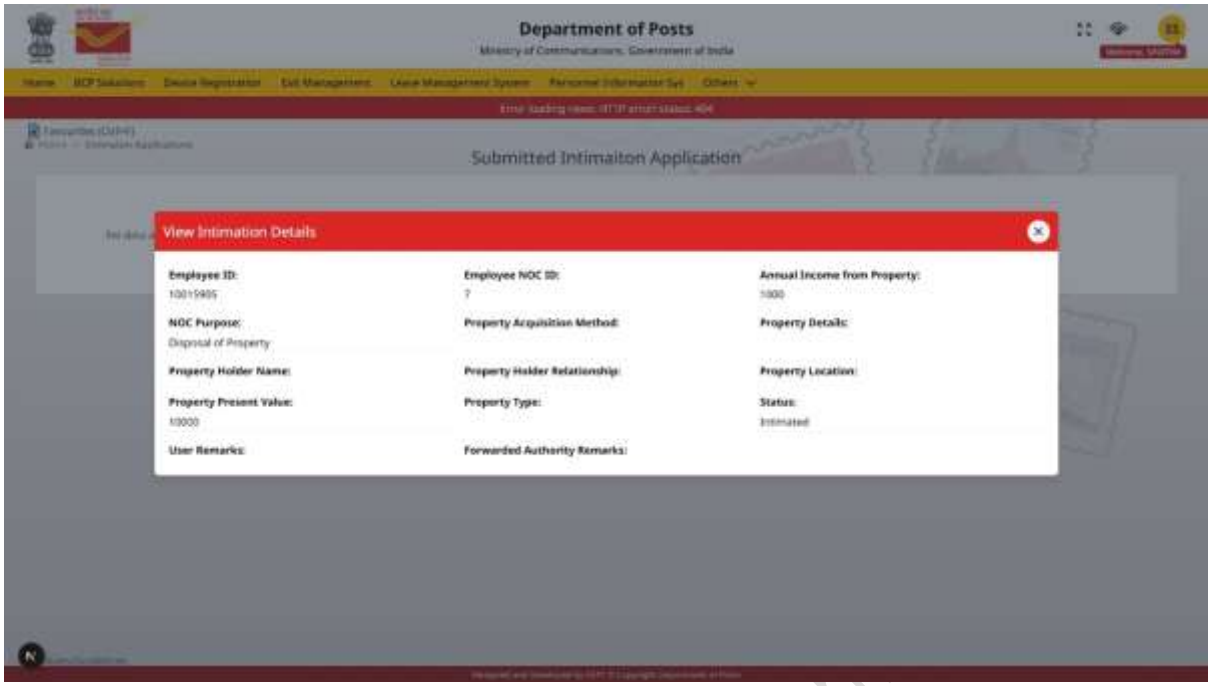
In this option status of intimation can be viewed.



Click on “Intimation Report” option available under “Intimation to Department” sub card. On clicking, “Submitted Intimation Application” page will be opened.



Click on “View Intimation Details” Option available under the heading **Actions**



On clicking on “View Intimation Details”, intimation status will be displayed as above.

4.6 Annual Performance Appraisal Report(APAR)

4.6.1 Update APAR

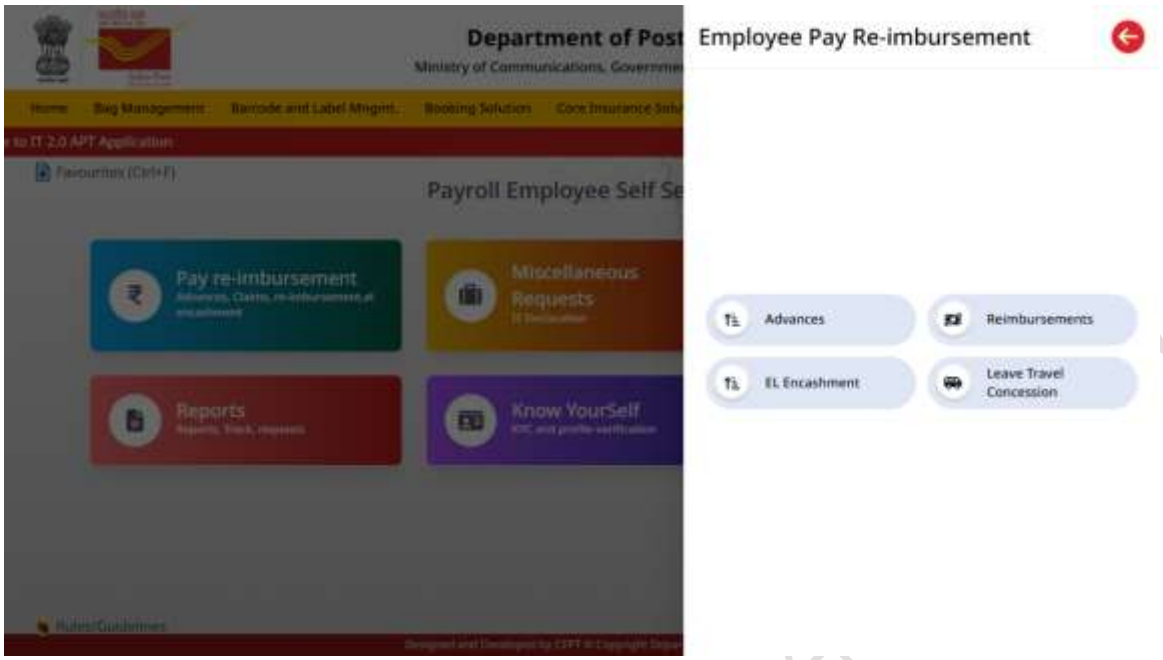
CEPT Training Material -For Inter

5 Employee Payments System

Click on "**Employee Payments System**" card.

After clicking on "**Employee Payments System**" card, "**Employee Self Service**" page will be displayed.

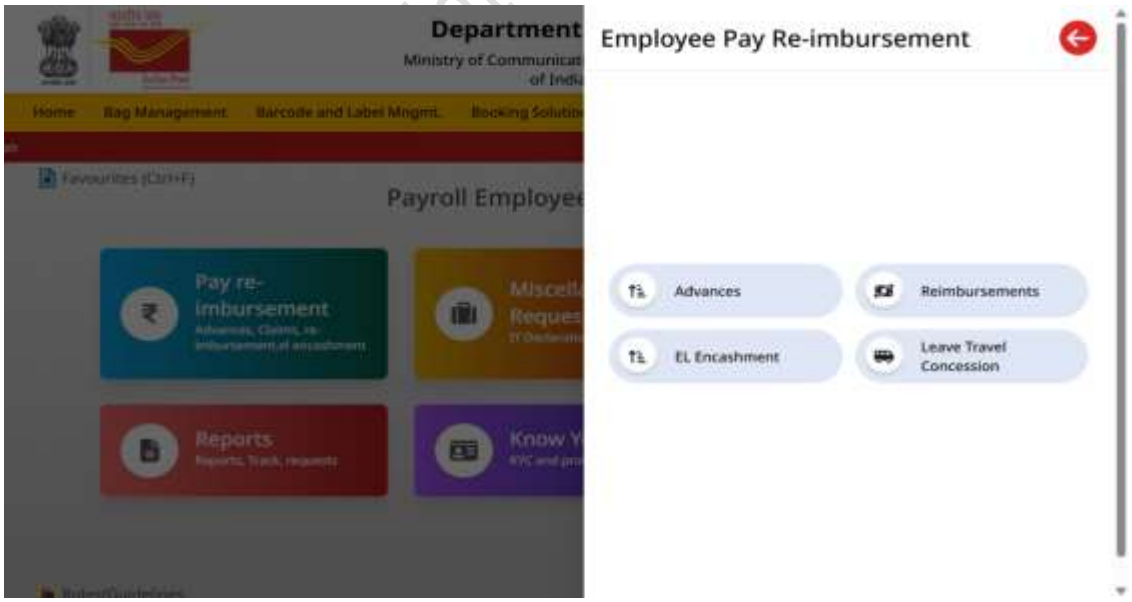
5.1 Pay re-embursement



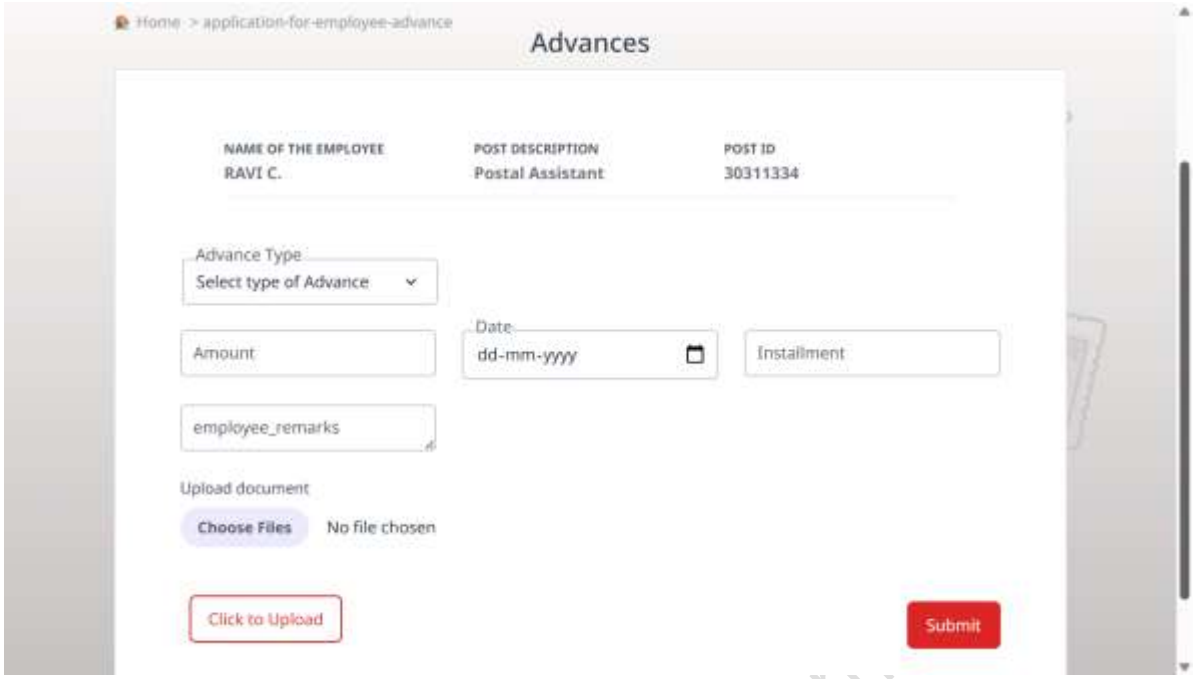
After clicking on "**Pay re-imbursement**" Sub –card, following options are seen.

- Advances
- Reimbursements
- EL Encashment
- Leave Travel Concession

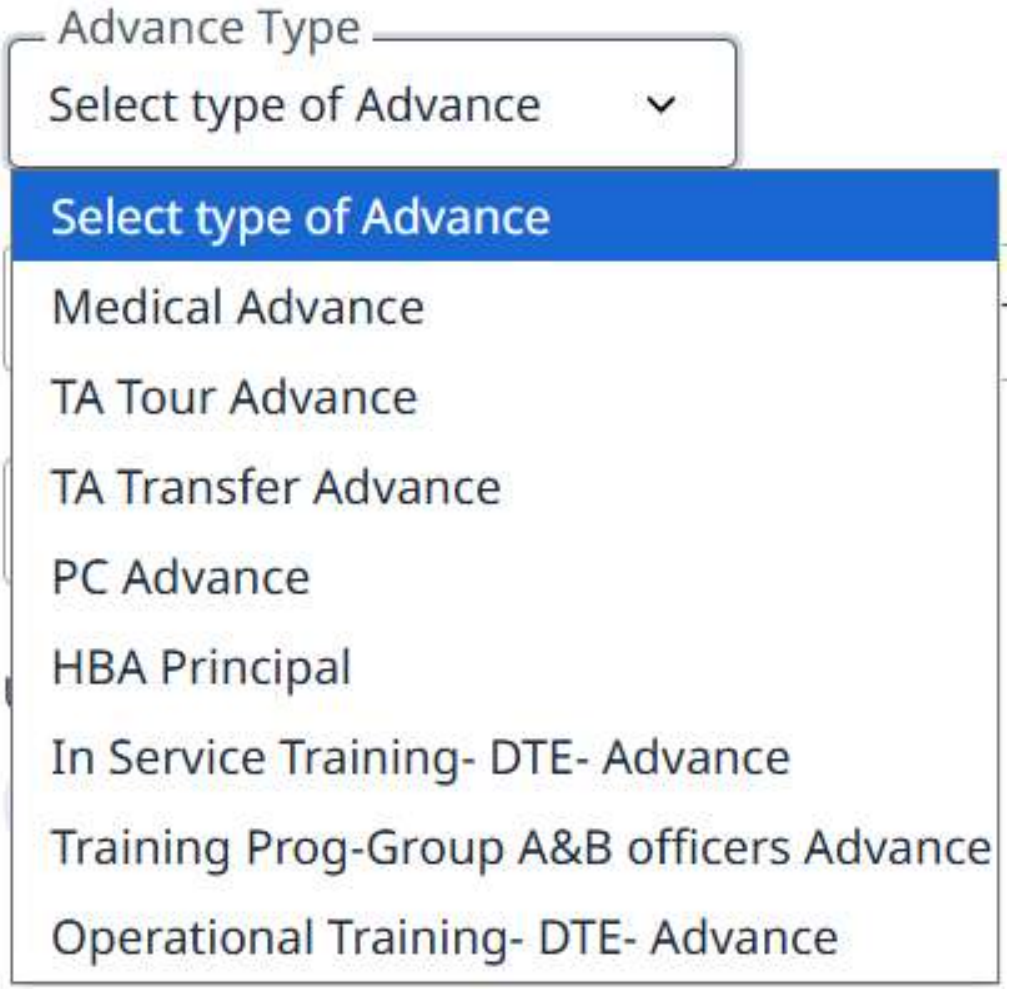
5.1.1 Advances



Click on "**Advances**" option under "**Pay re-imbursement**" sub card.



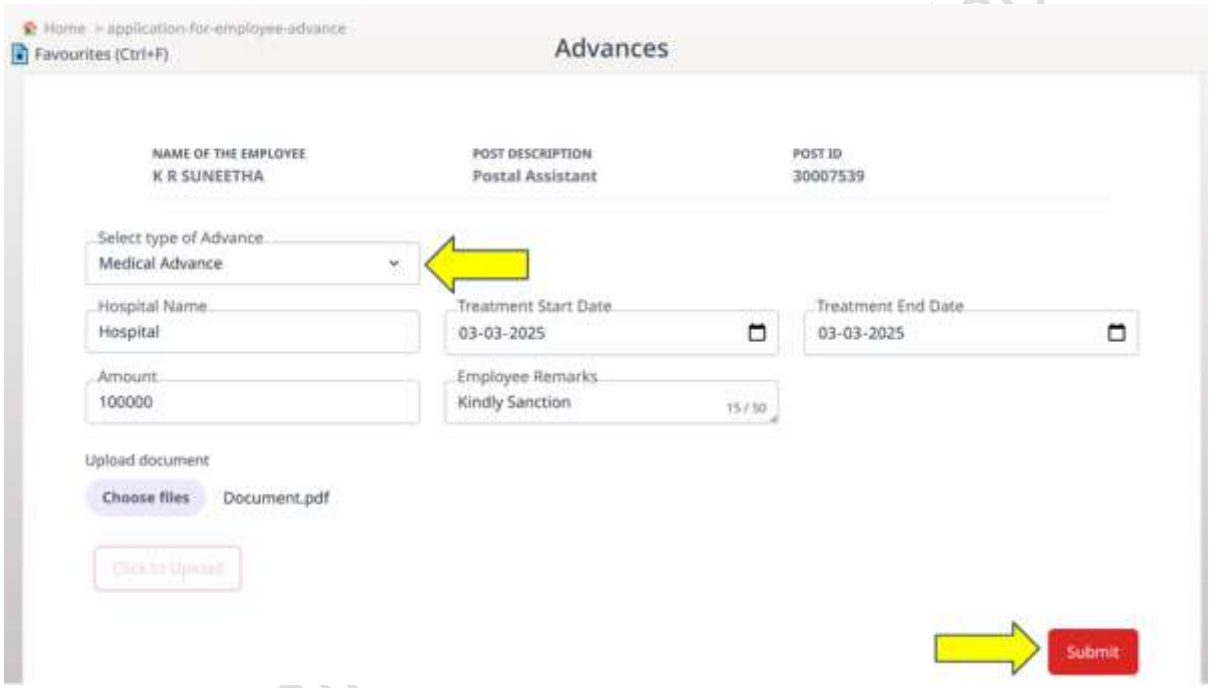
Advances screen will open.



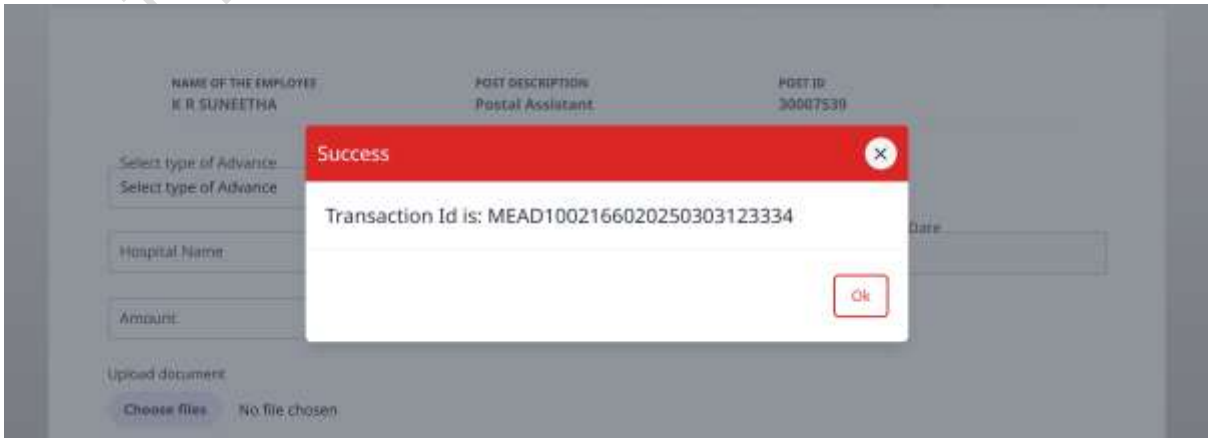
Employee can apply many Advances such as

- Medical Advance
- TA Tour Advance
- TA Transfer Advance
- PC Advance
- HBA Principal
- In Service Training –DTE- Advance
- Training Prog- Group A&B Officers Advance
- Operational Training –DTE- Advance

5.1.1.1 Medical Advance

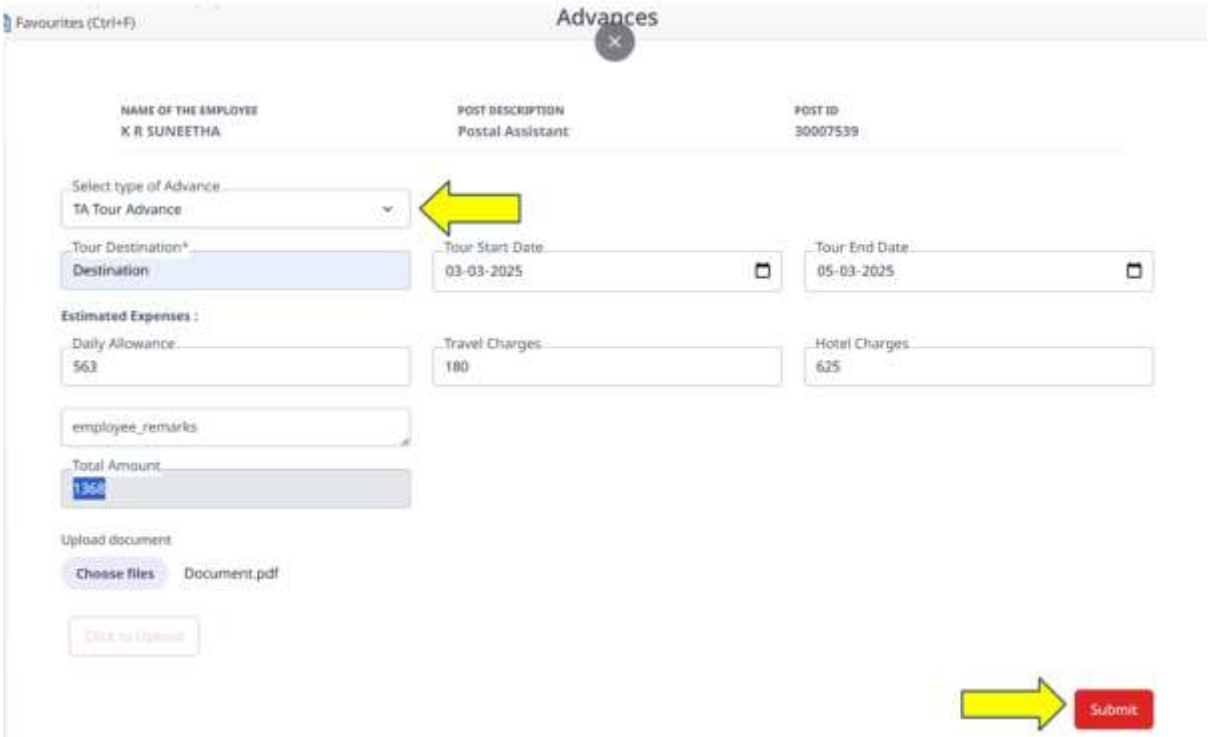


Select Type of Advance as **Medical Advance**; Enter Hospital Name, Treatment Start Date, Treatment End Date, Amount and Remarks. Upload the PDF file document, if necessary and click on **Submit** Button.

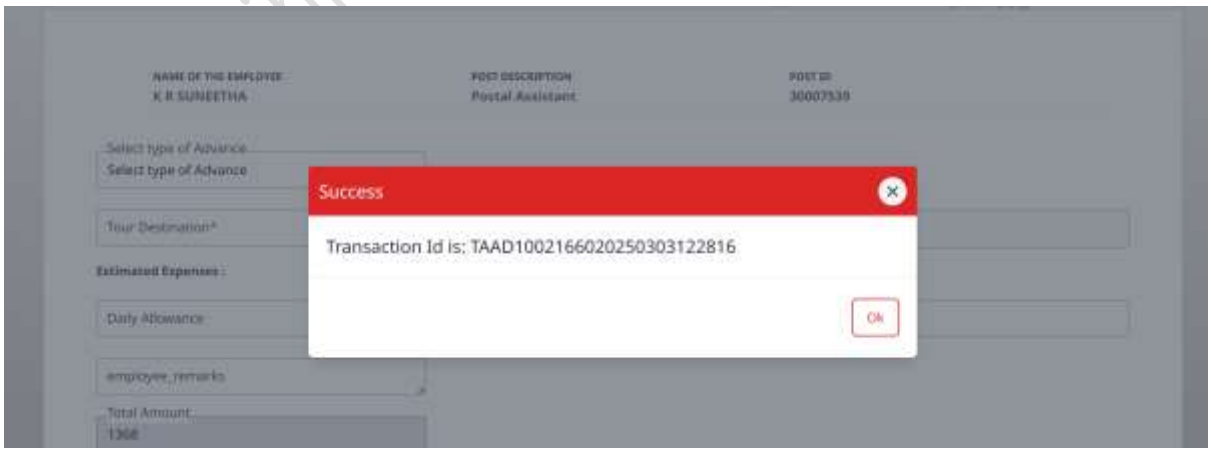


Transaction ID will be generated and the request will be moved to Forwarding Authority for further process.

5.1.1.2 TA Tour Advance

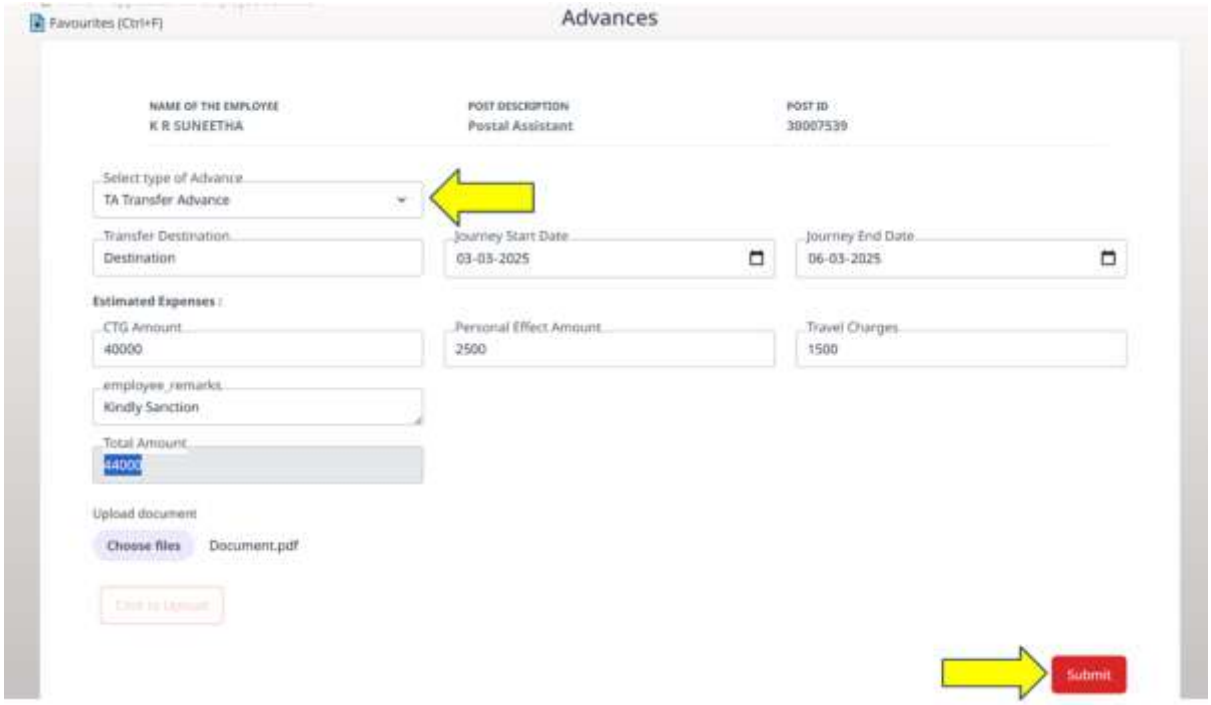


Select **TA Tour Advance** from Type of Advance, Enter Tour Destination, Tour Start date and Tour End date, enter estimated expenses of Daily Allowance; Travel Charge; Hotel Charges; Enter the Remarks. Upload the PDF file document, if necessary and click on **Submit** Button.



Transaction ID will be generated and the request will be moved to Forwarding Authority for further process.

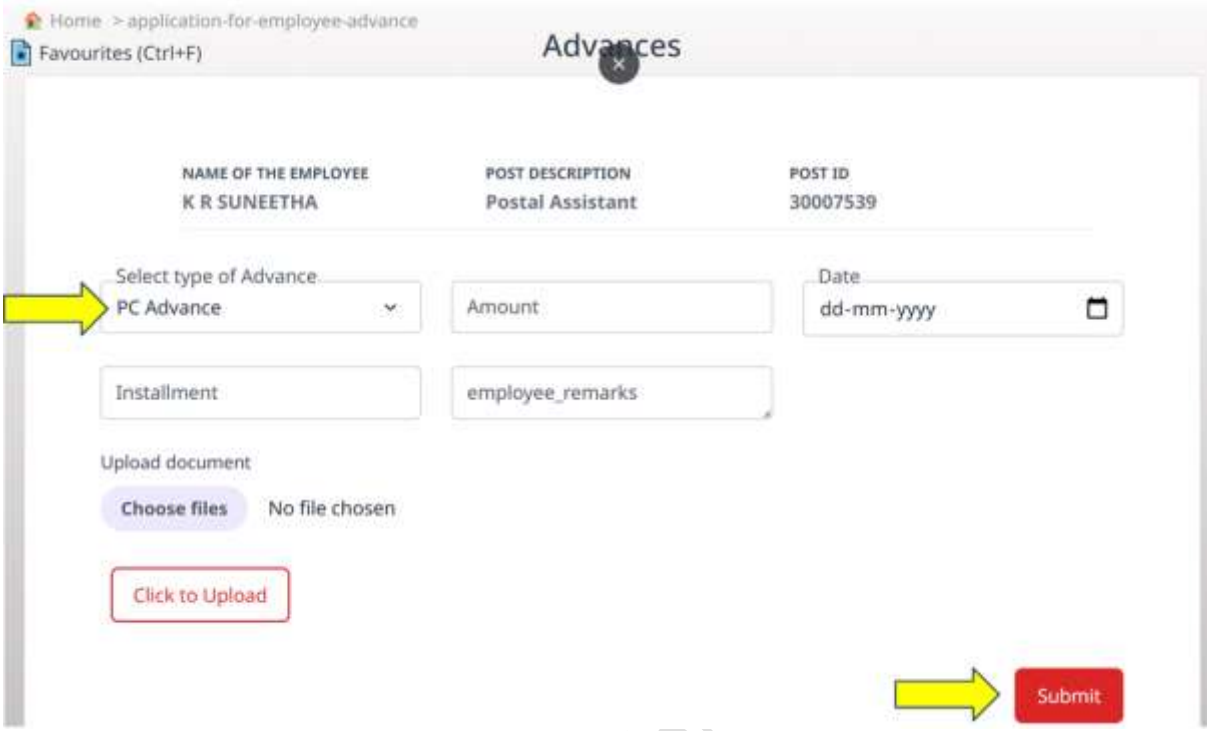
5.1.1.3 TA Transfer Advance



Select Advance Type as **TA Transfer Advance**, Enter Transfer Destination, Journey start date, Journey end date, Estimated Expenses i, e CTG Amount; Personal Effect Amount; Travel charges and enter Remarks Upload the PDF file document, if necessary and click on **Submit** Button.

Request transaction ID generated. The applied request transferred to Forwarding Authority.

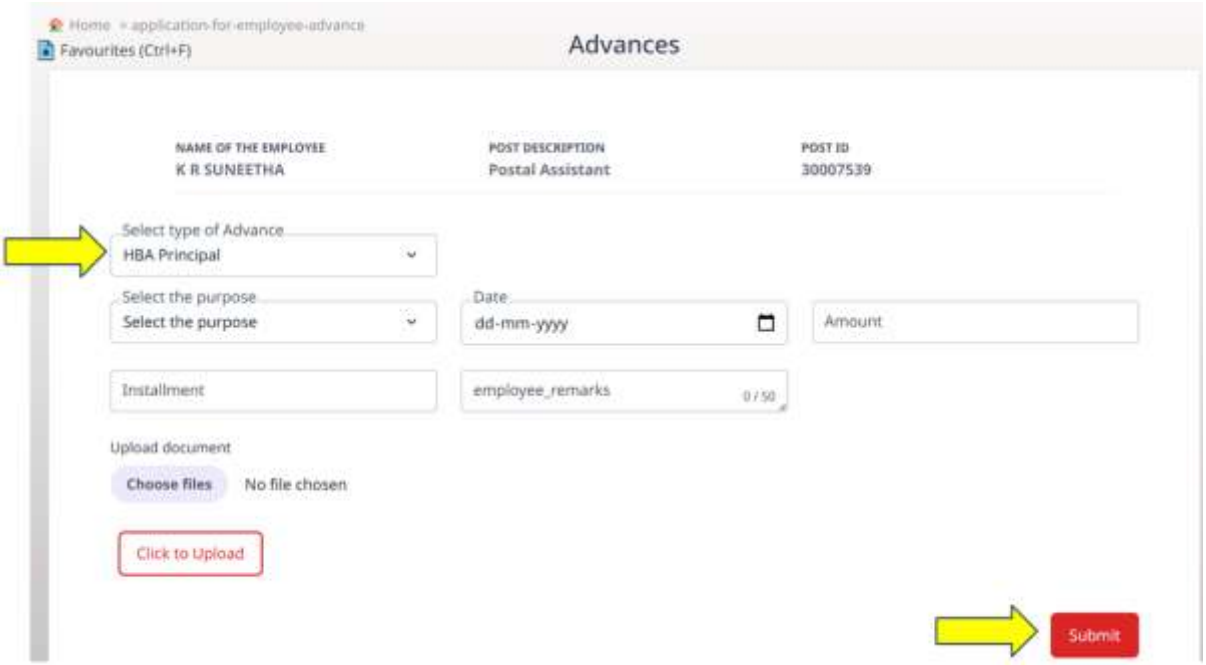
5.1.1.4 PC Advance



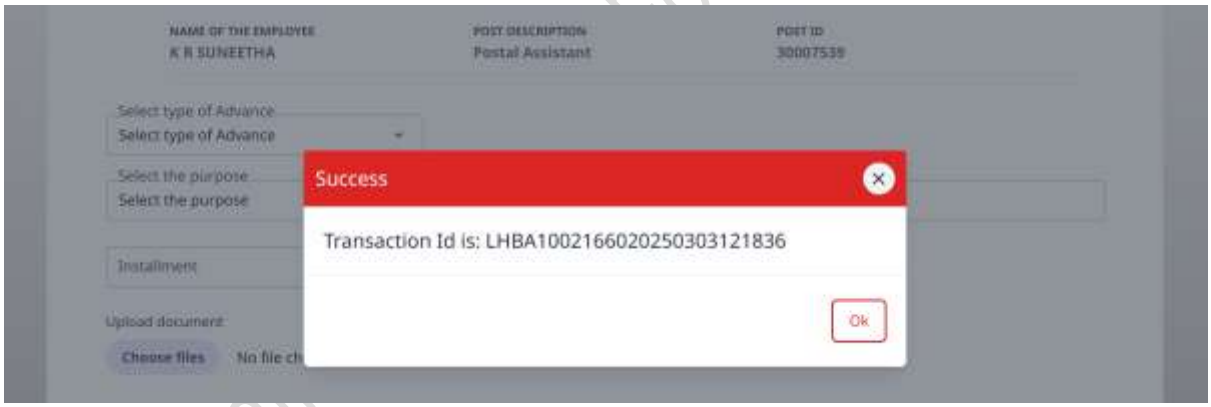
Select **PC Advance** for Type of Advance, Enter Amount, Date, and Instalment and enter the Remarks. Upload the PDF file document, if necessary and click on **Submit** Button.

Transaction ID will be generated and the request will be moved to Forwarding Authority for further process.

5.1.1.5 HBA Principal



Select **HBA Principal** from Type of Advance, Select the purpose as Construction of New house on already own plot/ Purchasing plot+ Construction/ Purchase of new ready built house/ Renovation of Existing house Enter Date, Amount, Instalment enter the Remarks. Upload the PDF file document, if necessary and click on **Submit** Button.

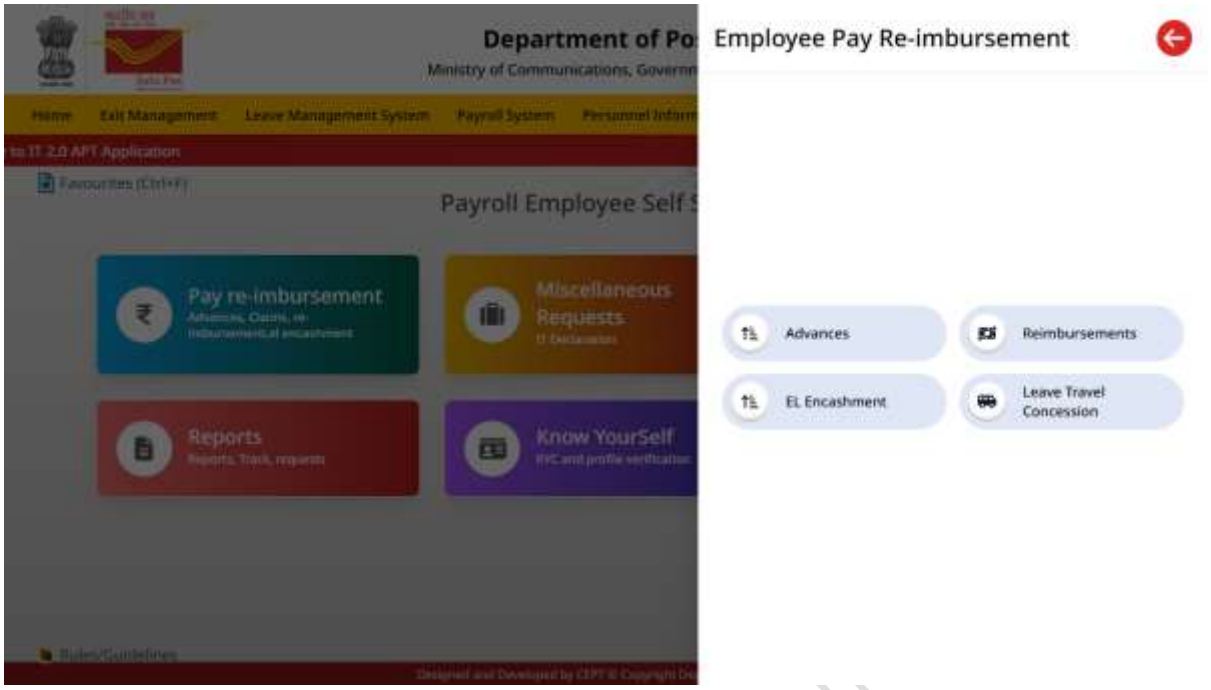


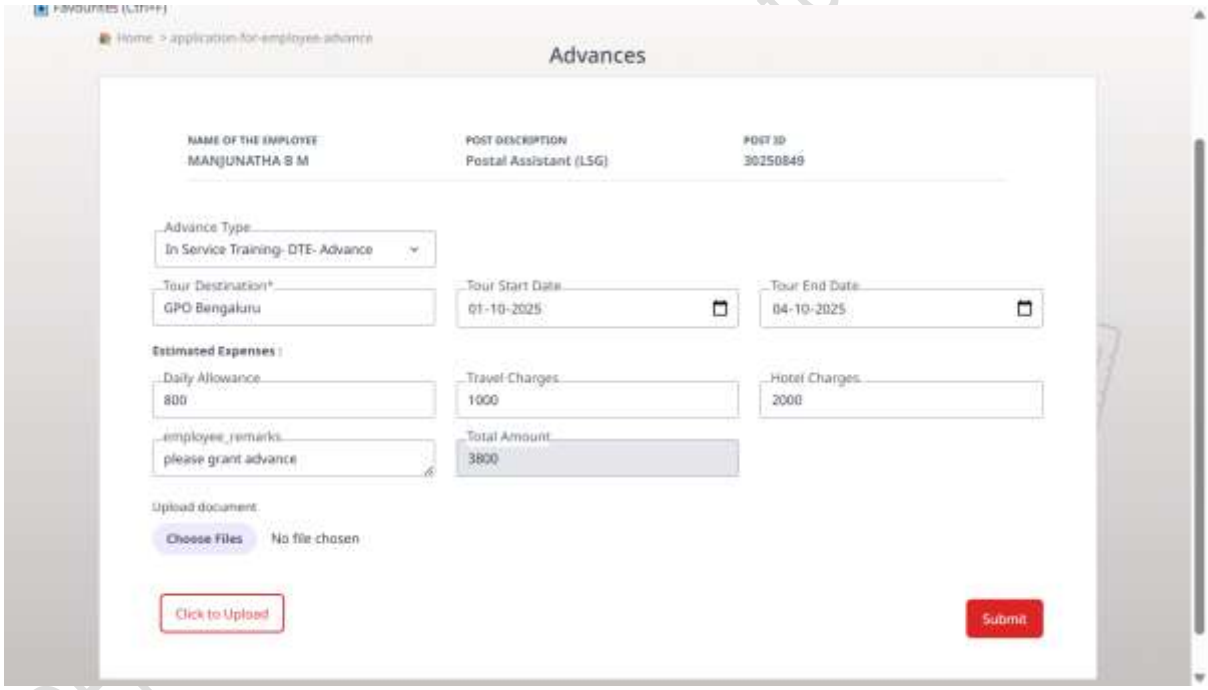
Transaction ID will be generated and the request will be moved to Forwarding Authority for further process.

5.1.1.6 In Service Training –DTE- Advance

This option is used to apply for any in service training advance.

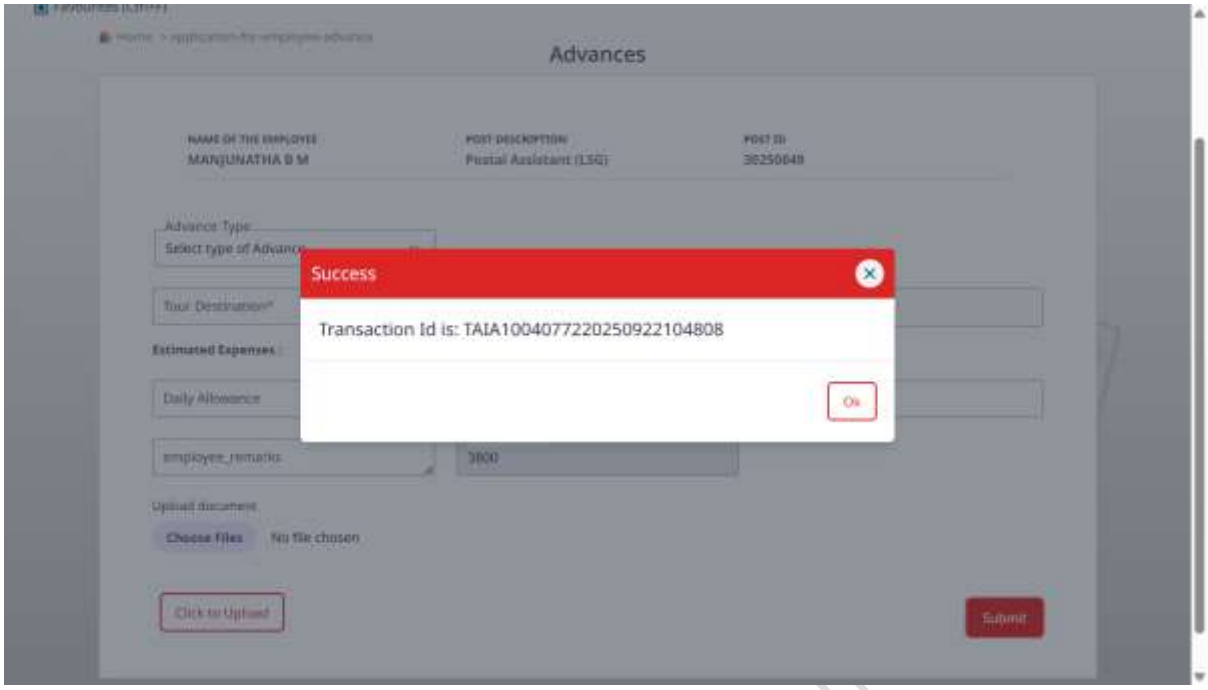
Click on "**Advances**" option available under **"Pay-reimbursement"** sub card





Select advance type as “In Service Training DTE-Advance”, Enter Tour destination, Tour start date, Tour end date and enter the estimated expenses details such as Daily allowance, Travel allowance, Hotel Charges and employee remarks. If any documents needs to be uploaded then same can be uploaded in PDF Format. After entering all mandatory fields click on Submit button.

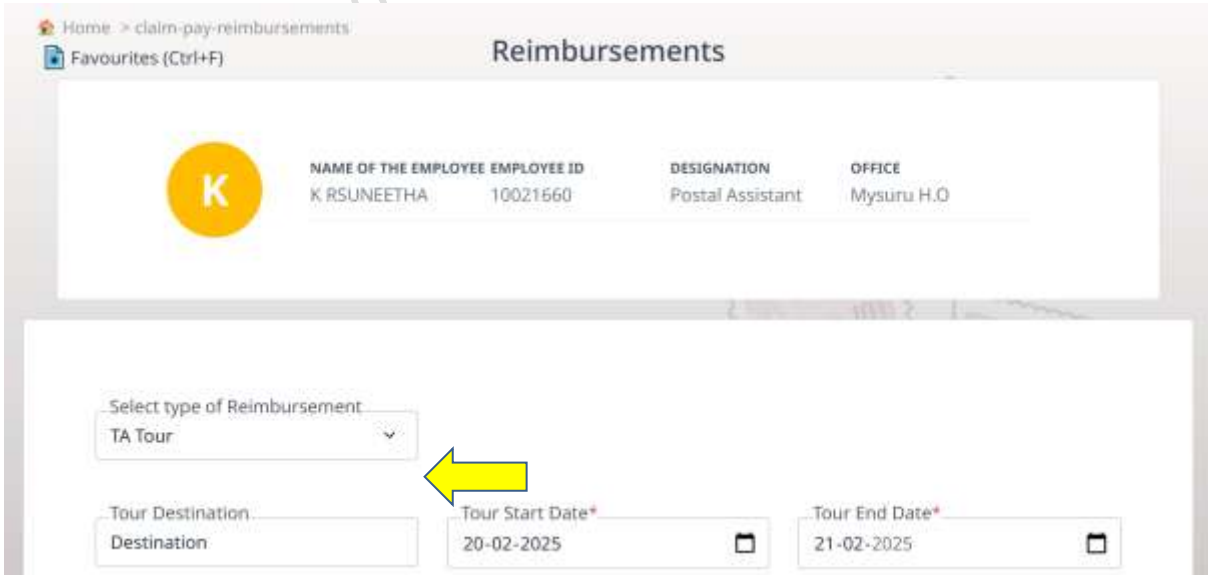
On clicking submit button a success window will pop-up and Transaction ID is generated successfully.

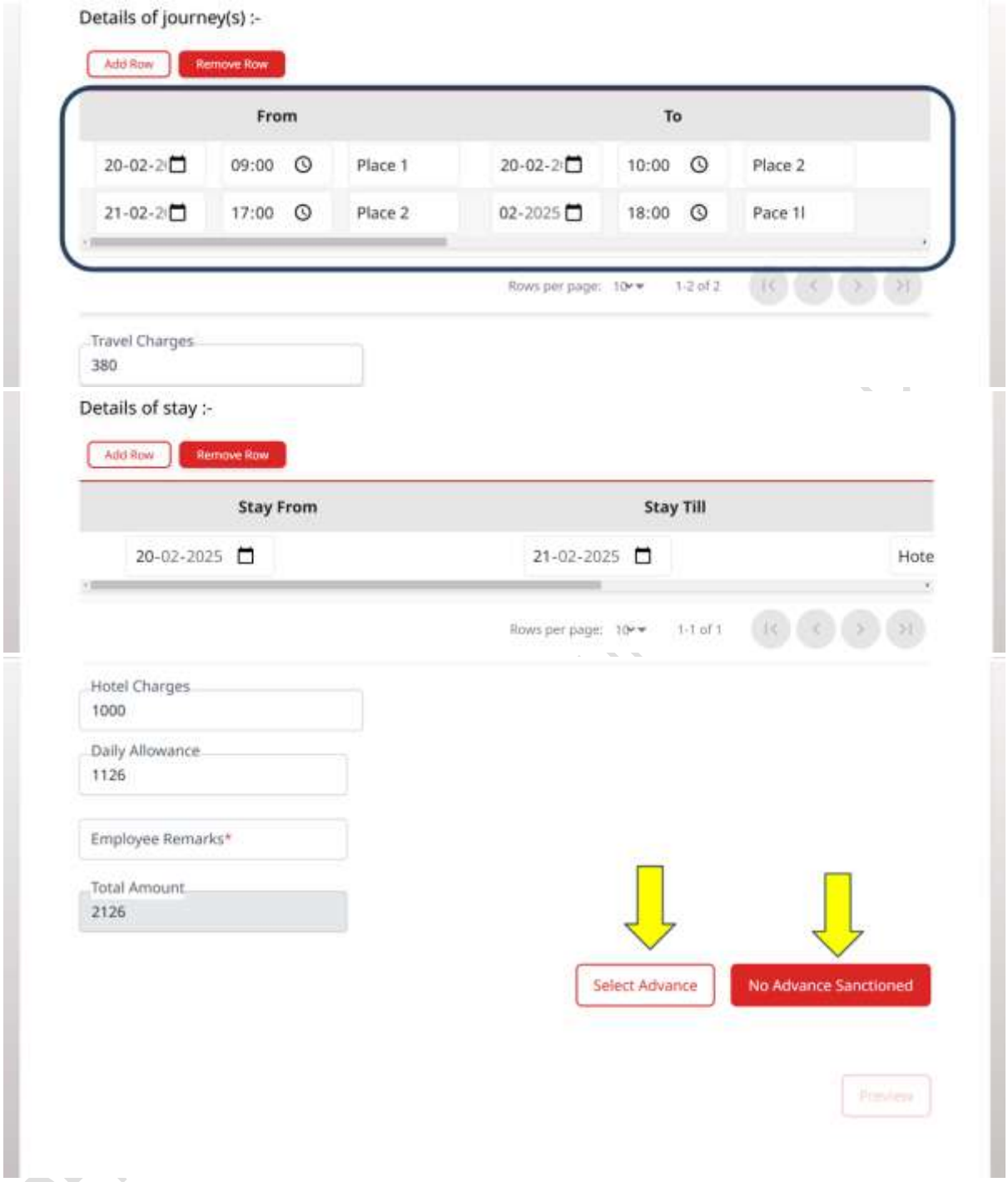


In the same way as said above, **Training Prog- Group A&B Officers Advance and Operational Training –DTE- Advance** can be applied.

5.1.2 Reimbursements

5.1.2.1 TA Tour





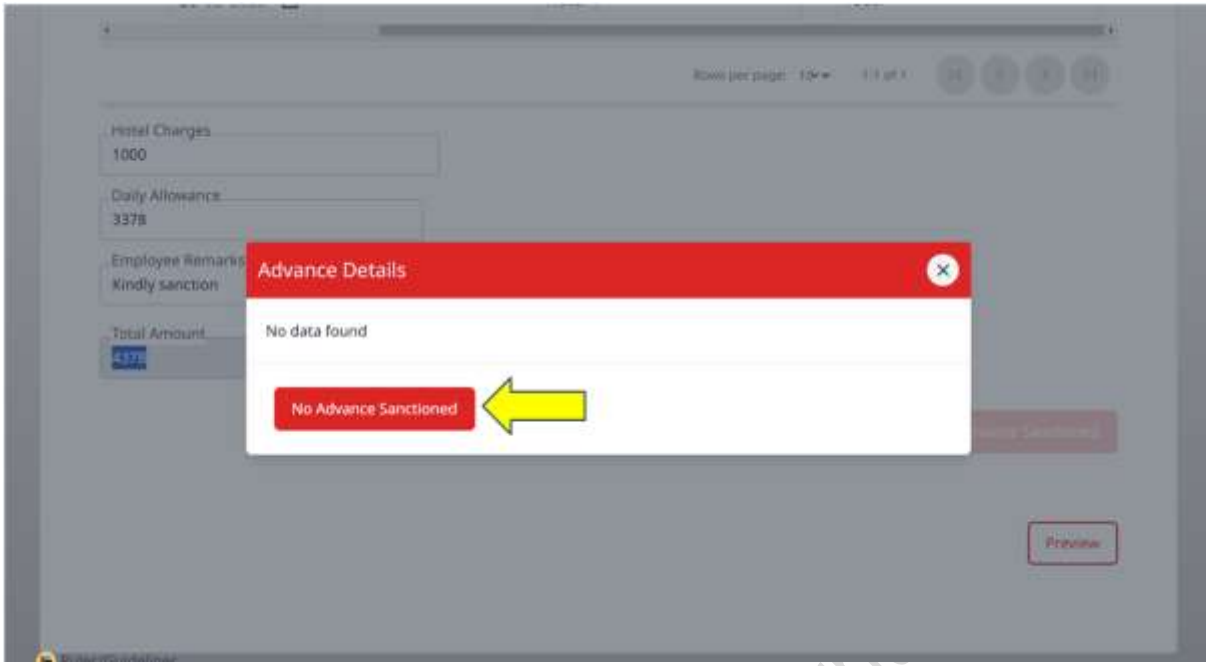
Select **TA Tour** from Reimbursement Type Tab, Enter Tour Destination,Tour start date, tour end date.

Enter the Details of Journey- From date and Time,To date and Time,Mode, Distance, Fare Paid and Remarks. Click on Add Row to createmore rows.

Total Travel Charge will be Auto calculated based on data entered.

Enter Details of Stay-Stay from , stay till, Hotel Name and Rate per Day.

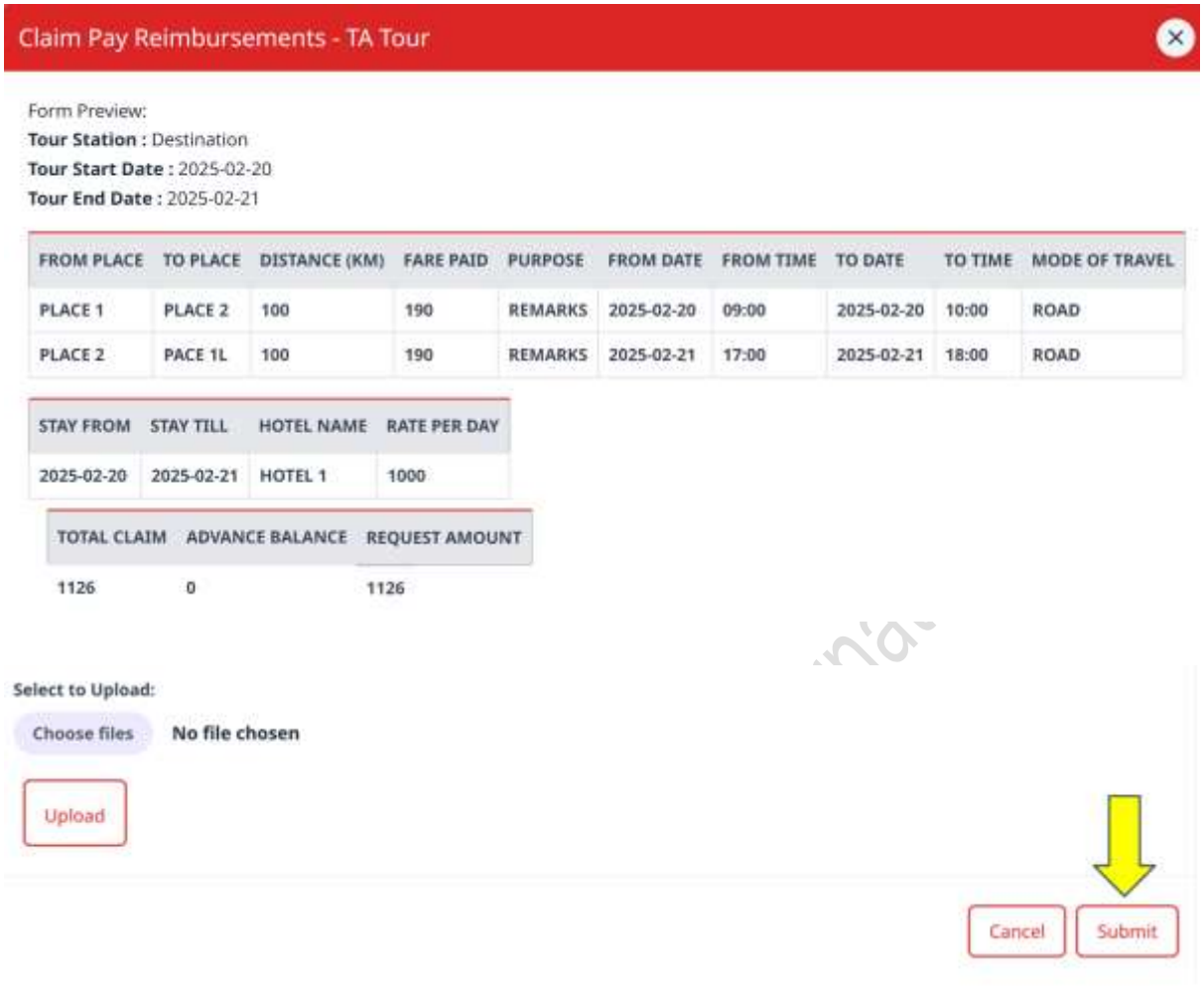
Hotel charges will be auto calculated based on data entered. Enter Daily Allowance Amount. Enter Remarks.



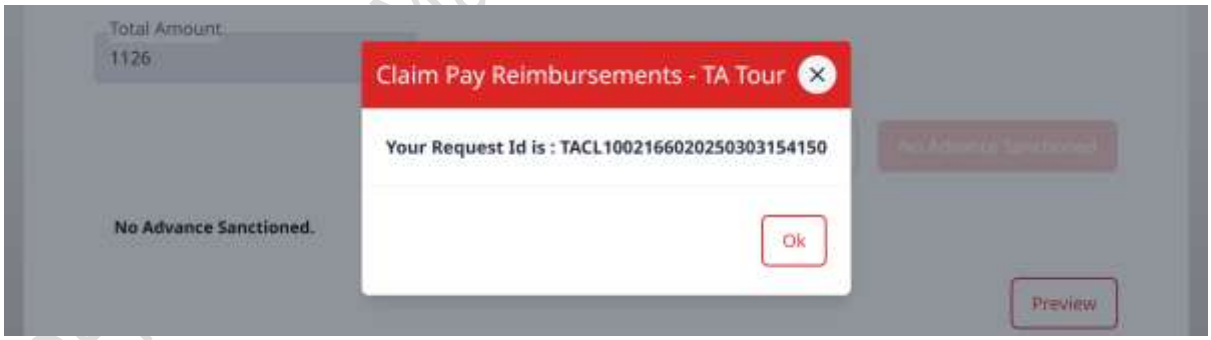
Click on **Select Advance** Button, After clicking on **Select Advance** button a new window will appear if any advance already taken select the Advance and click on **OK** button. If advance not taken click on **No advance taken** Button after that click on **Submit** button.

Click on **Preview** button to Preview the Details entered.

CEPT Training Material - For Internal

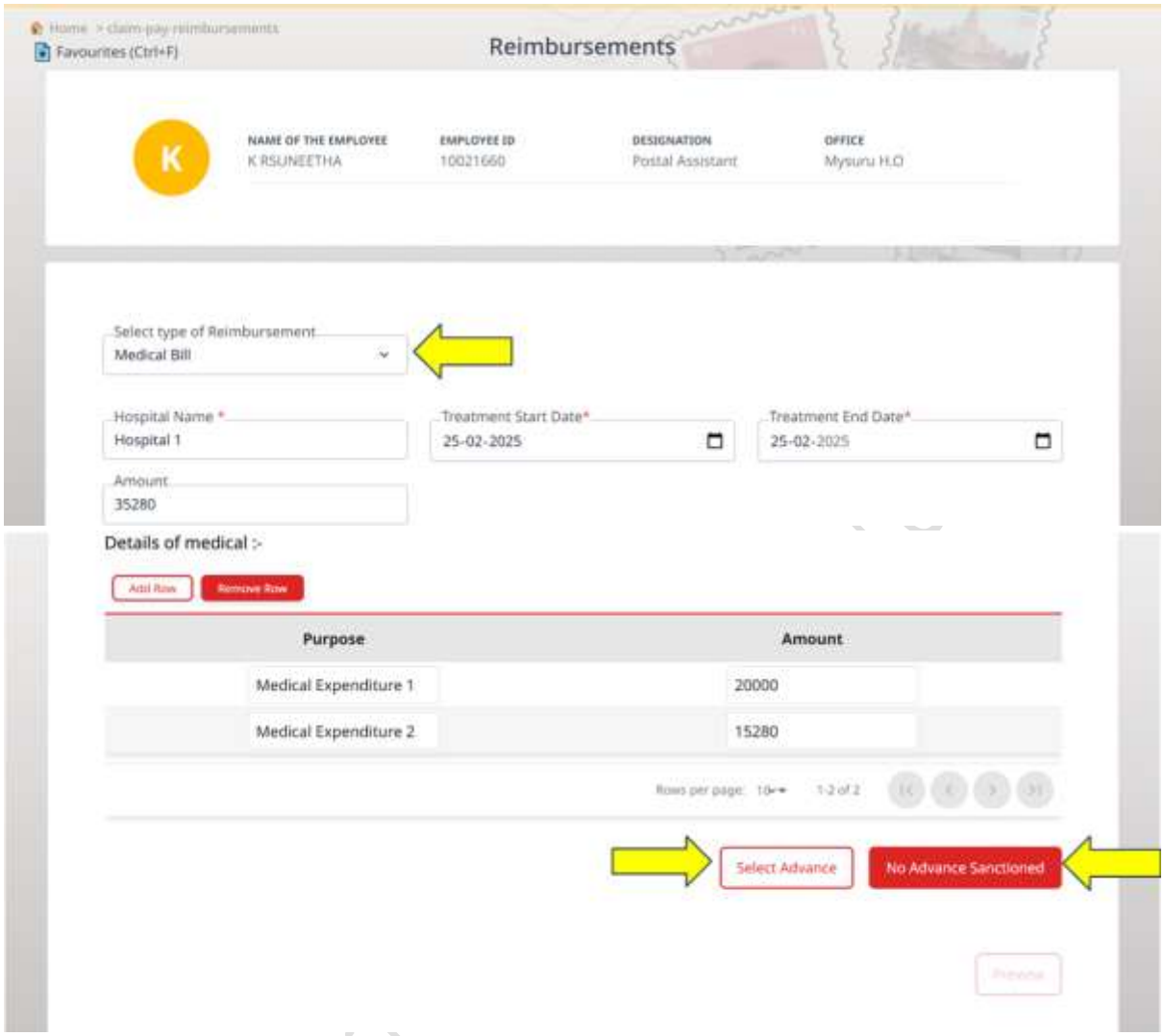


Claim Pay Reimbursements- TA TOUR screen will open, check the entered details, upload the PDF file if any, then click on **Submit** button.



Request Id will be generated and request will be moved to forwarding Authority for further processing.

5.1.2.2 Medical Bill

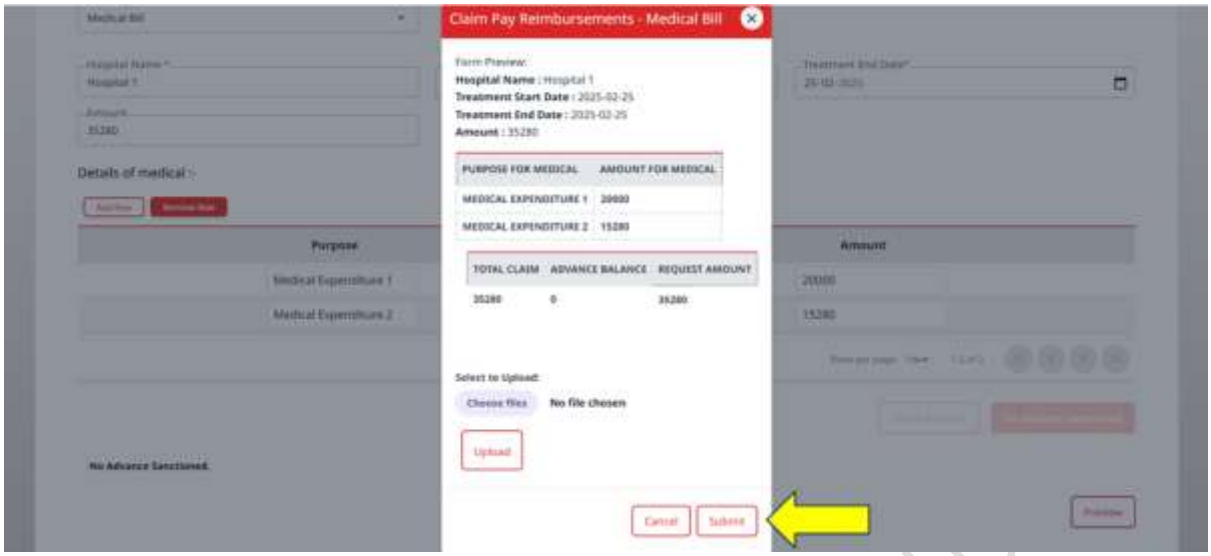


Select Reimbursement type as Medical Bill, Enter Hospital name, Treatment start date, Treatment End Date and Amount.

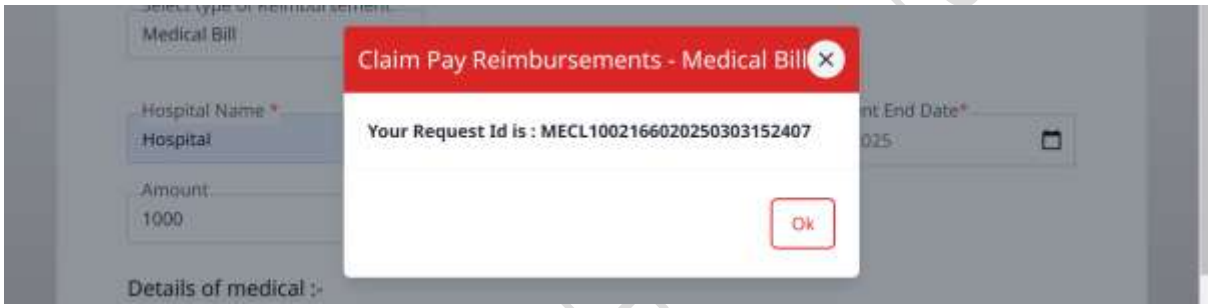
Enter Details of Medical- Purpose and Amount.

Click on **Select Advance** button to fetch the Advance details otherwise click on **No Advance Sanctioned** button.

After that Click on **Preview** button.



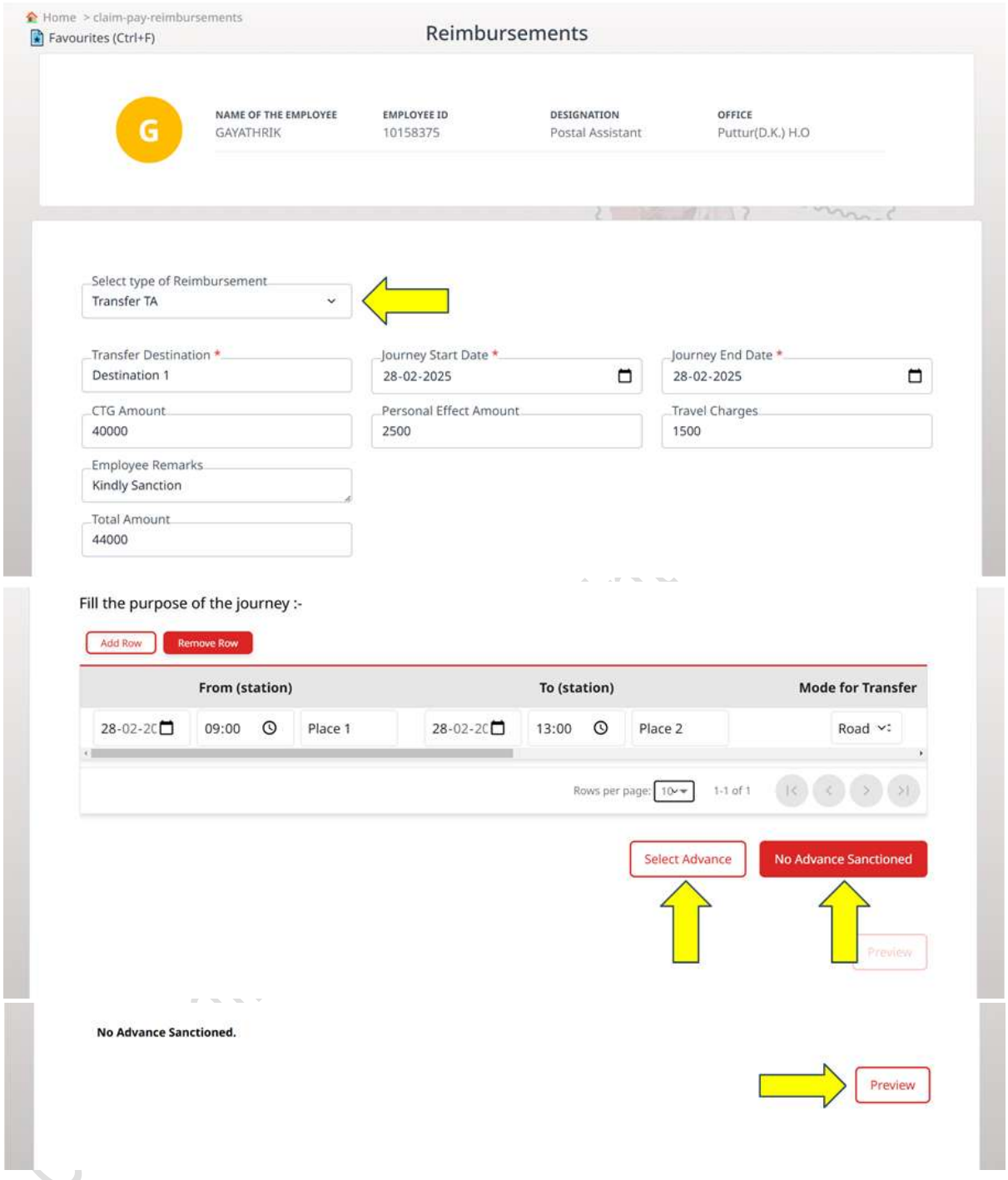
Preview the information; upload the PDF file, if any. Then Click on **Submit** Button.



Request Id will be generated and request will be moved to forwarding Authority for further processing.

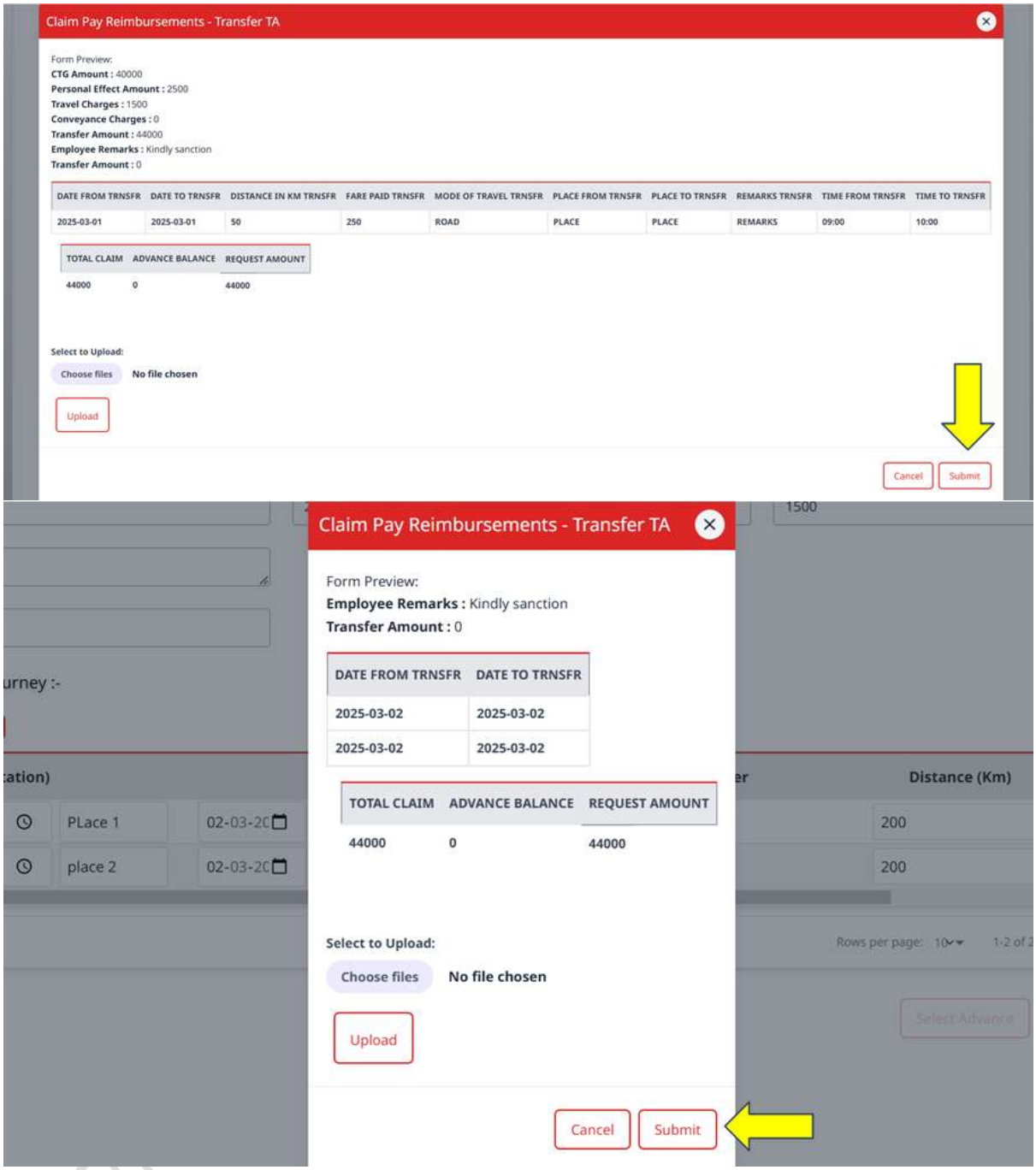
CEPT Training Material

5.1.2.3 Transfer TA



Select Reimbursement type as **Transfer TA**, Enter Transfer Destination, Journey start and End dates, CTG Amount, Personal Effect Amount, Travel Charges and Enter Remarks.

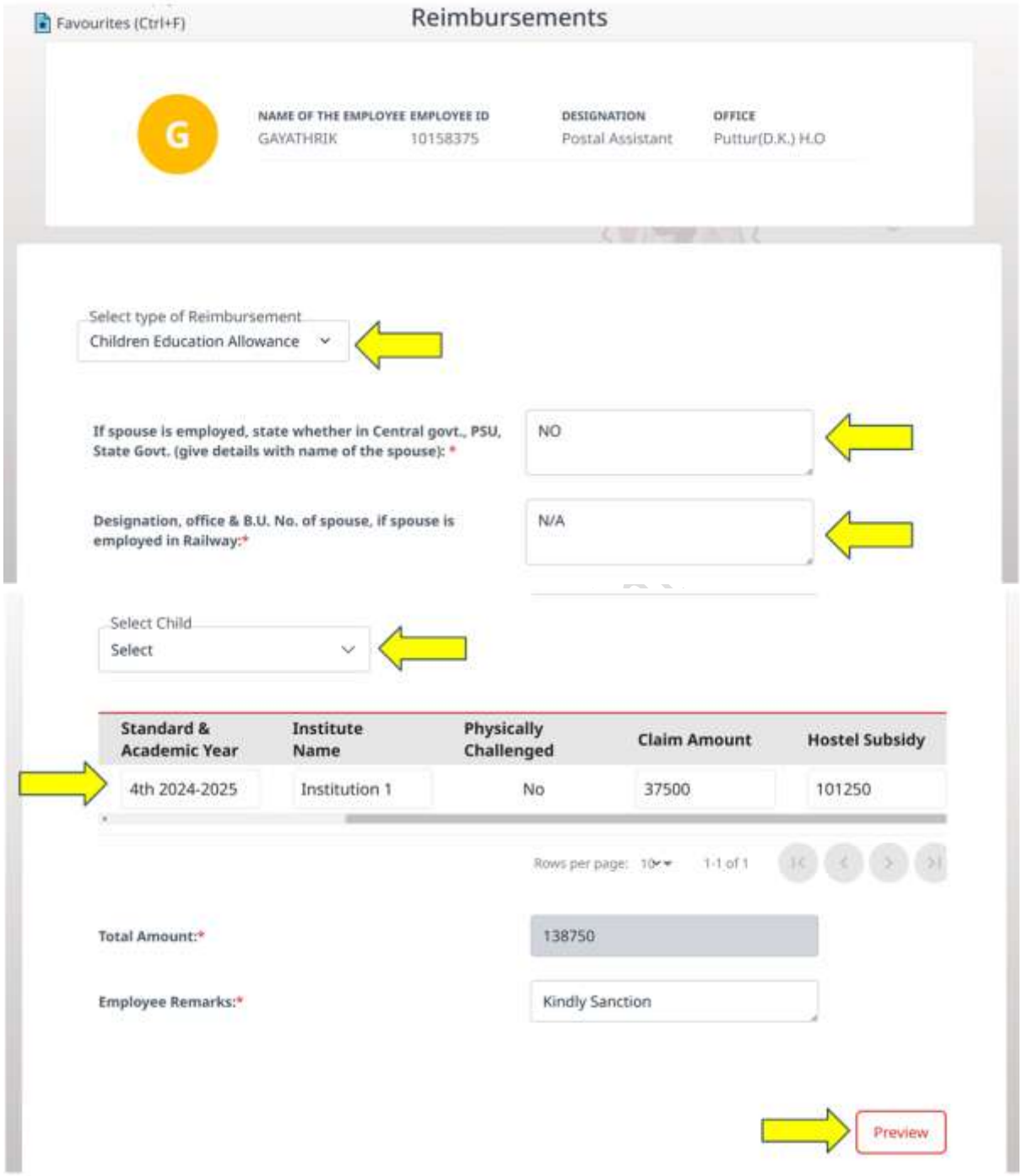
Click on **Select Advance Button**, After clicking on **Select Advance** button a new window will appear if any advance already taken select the Advance and click on **OK** button. If advance not taken click on **No advance taken** Button, Click on **Preview** button to Preview the Details entered.



Verify the Data preview, upload the document if any, in PDF format and then click on **Submit** button.

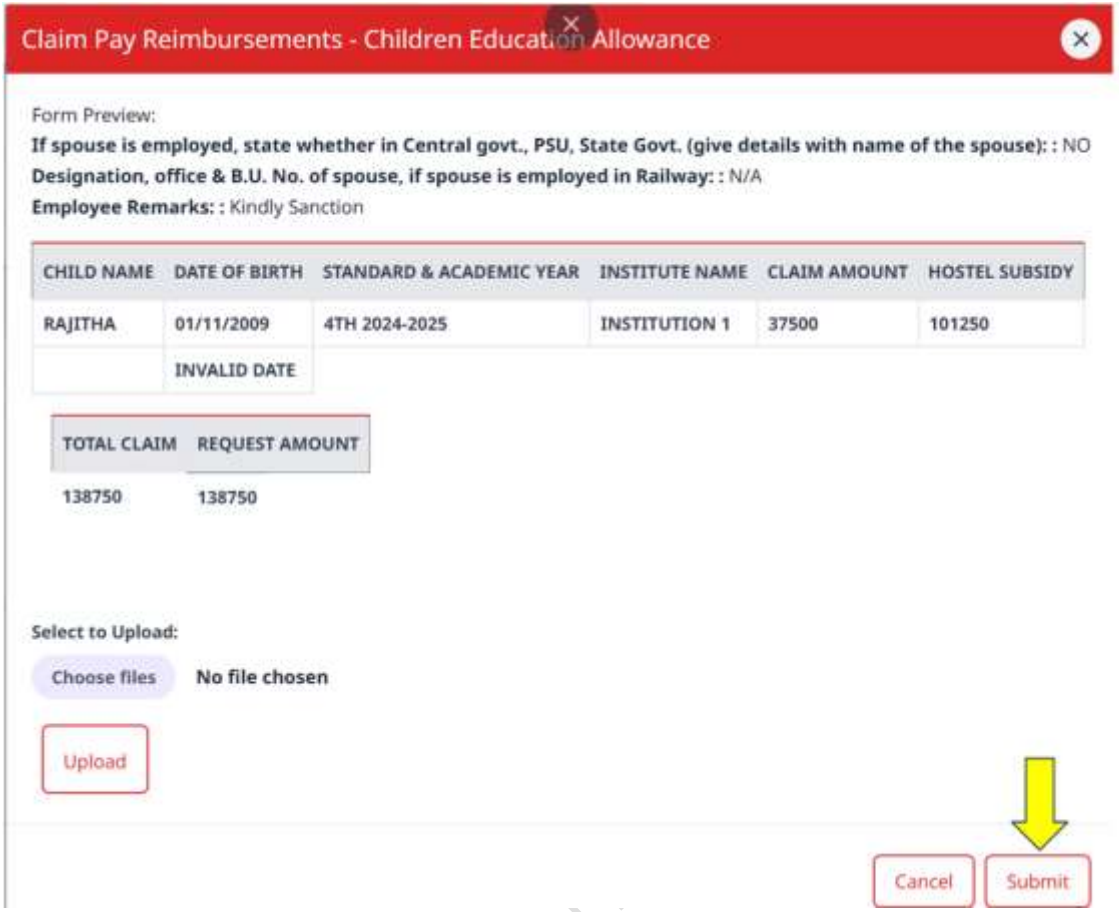
Reimbursements request id success message appeared. The request transfer to Forwarder to forward.

5.1.2.4 Children Education Allowance



Select Reimbursement Type as **Children Education Allowance**, Filled in the asked information.

Select the Child for whom CEA has to be claimed, Enter Standard and Academic year, Institution Name, Enter Claim Amount and Hostel Subsidy Amount. Enter Remarks and click on **Preview** Button.

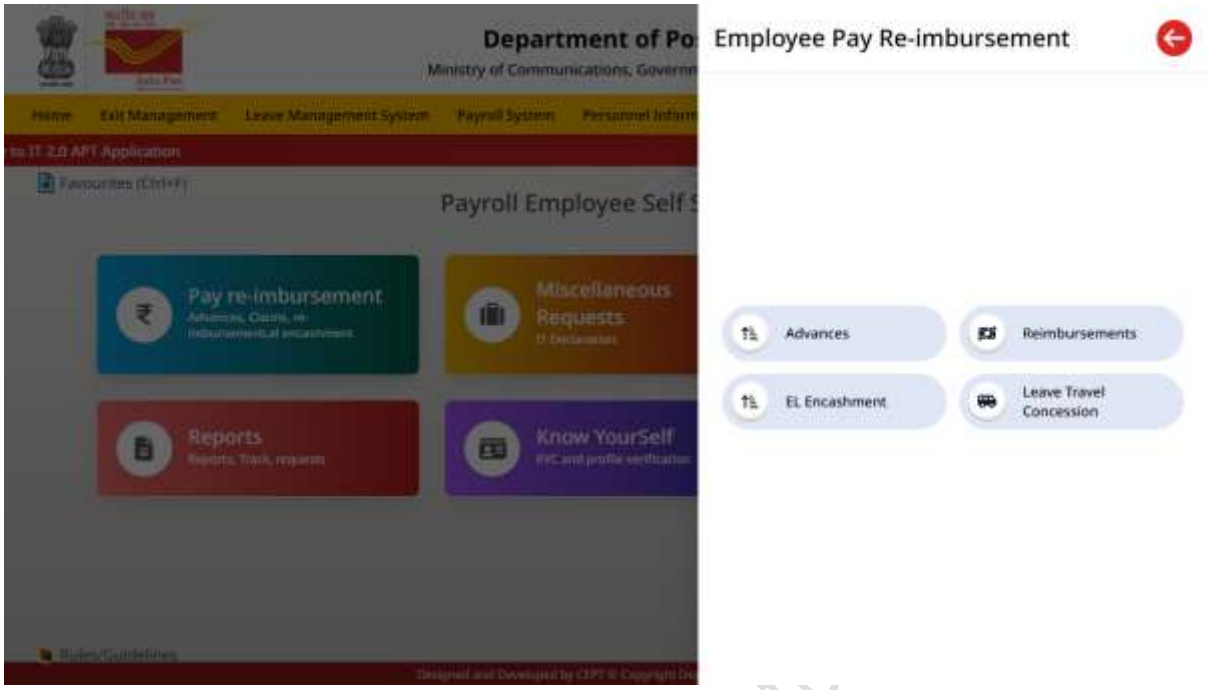


Verify the Data preview, upload the document if any, in PDF format and then click on **Submit** button.

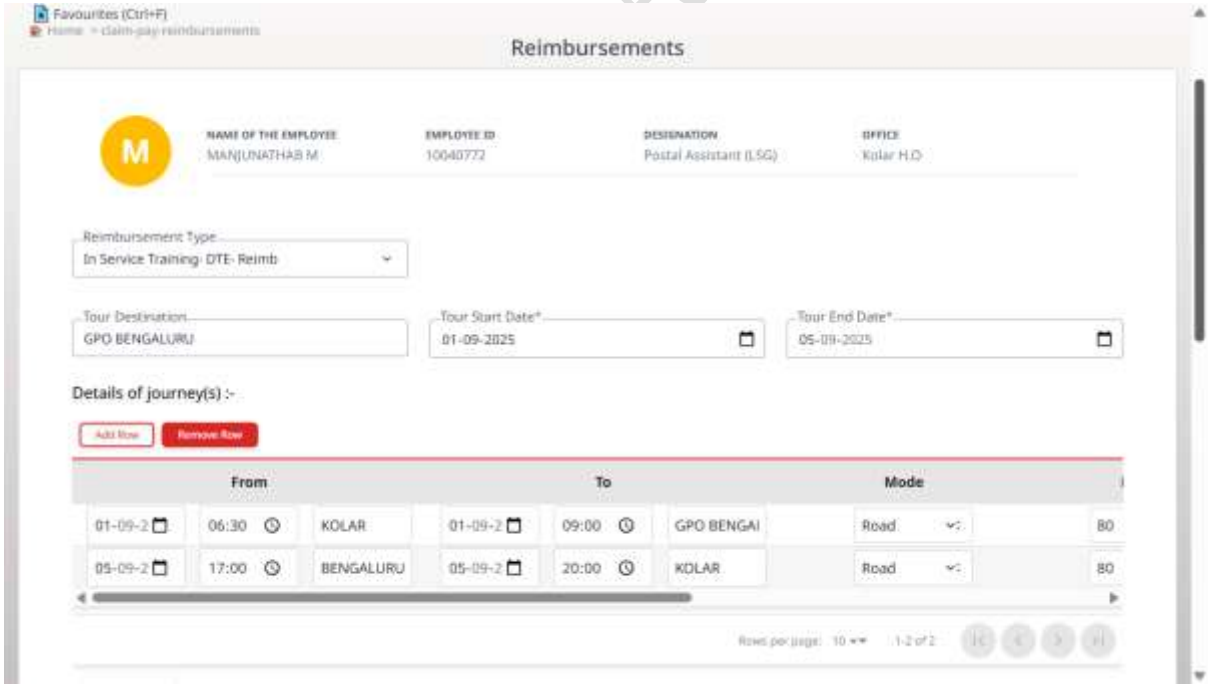
Request Id will be generated and request will be moved to forwarding Authority for further processing.

5.1.2.5 In Service Training- DTE- Reimb

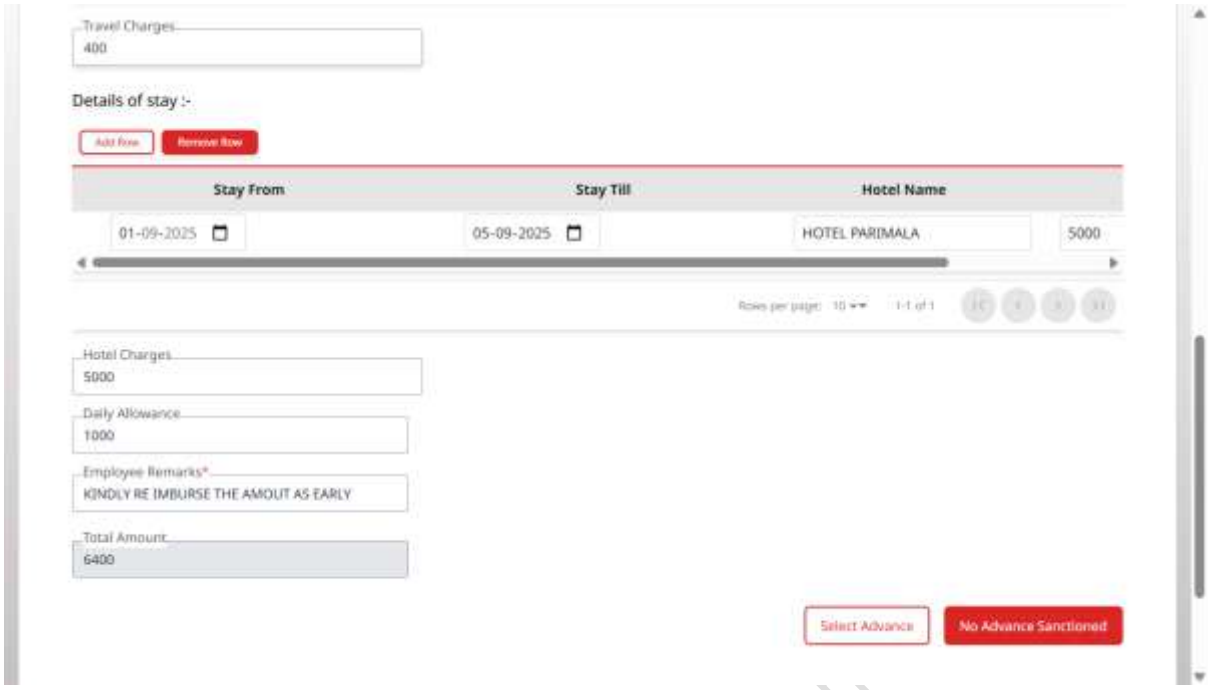
In this option, request for re-imbursement for in service training can be submitted.



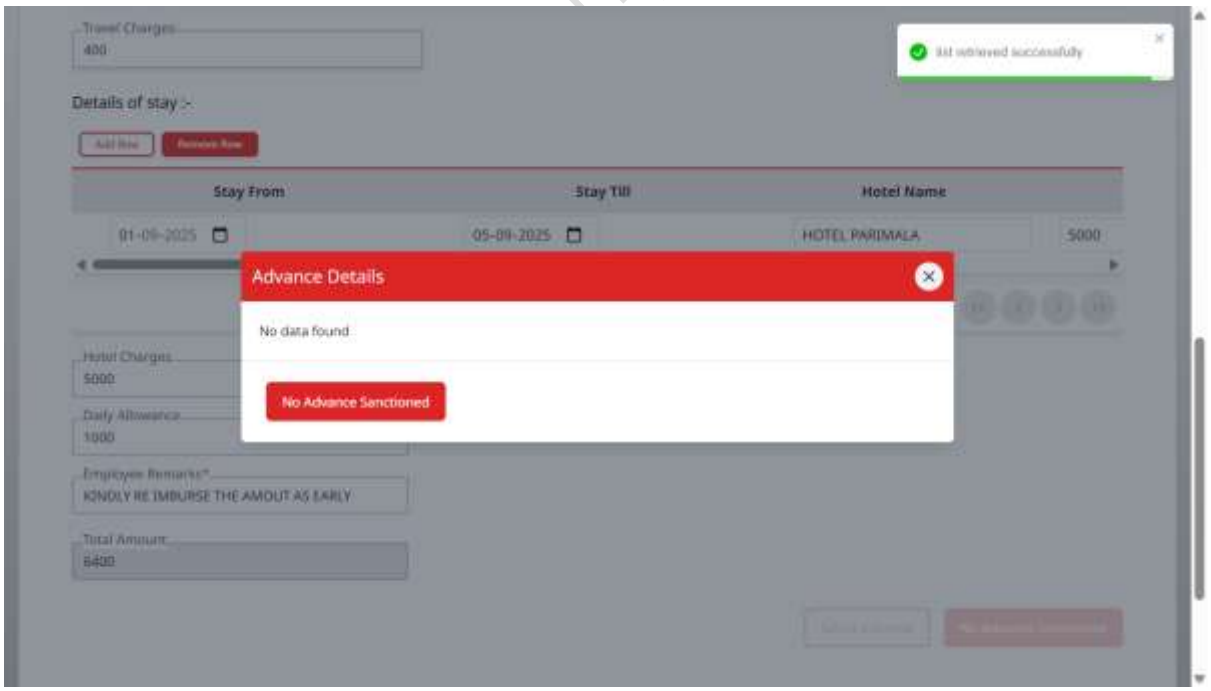
Click on **"Reimbursement"** option available under **"Pay-reimbursement"** sub card

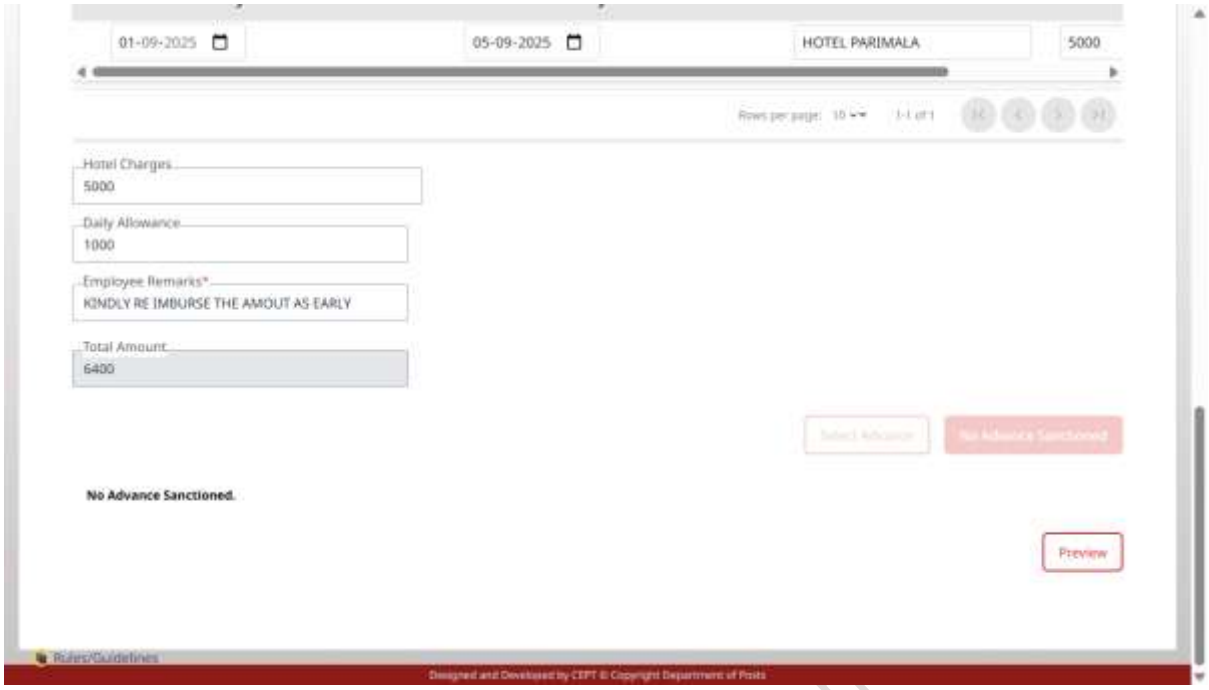


Select Reimbursement Type as **"In Service Training DTE-Reimb" , enter Tour destination, Tour start Date, Tour end Date, and Enter Details of the journey.**

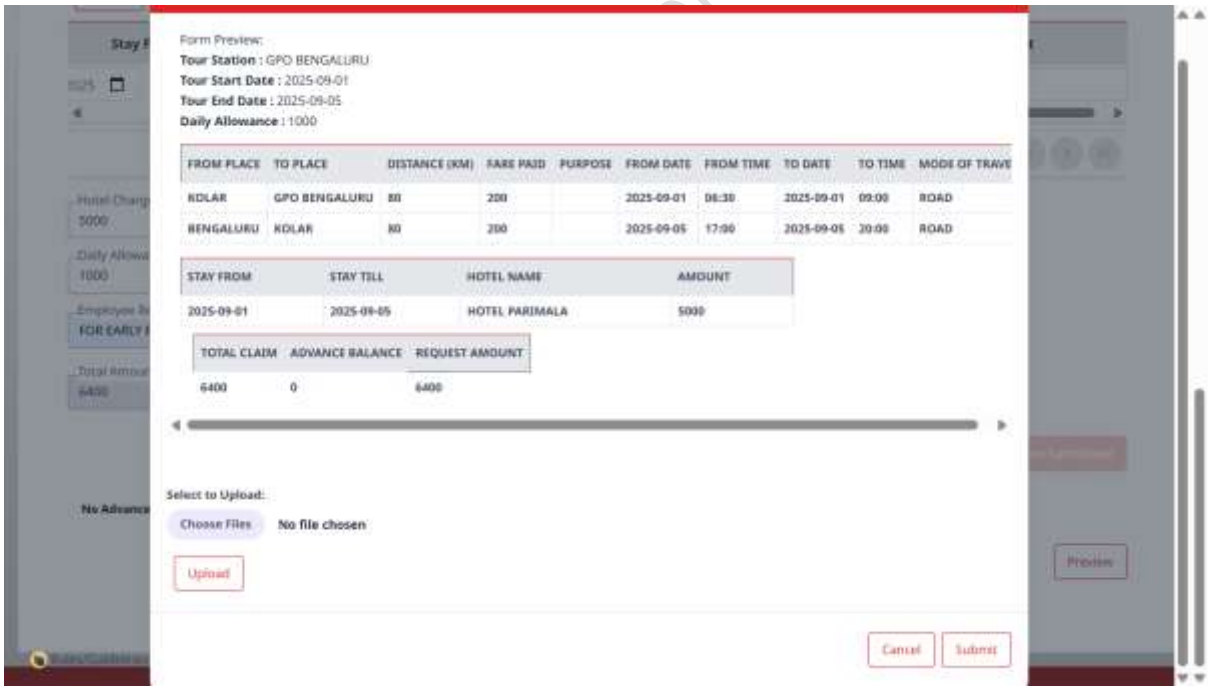


Enter Details of Stay such as , Stay From date, Stay Till date, Hotel name and amount. Enter Daily allowance and employee Remarks. If any advance taken, then select the advance taken, by clicking on “Select Advance” button.

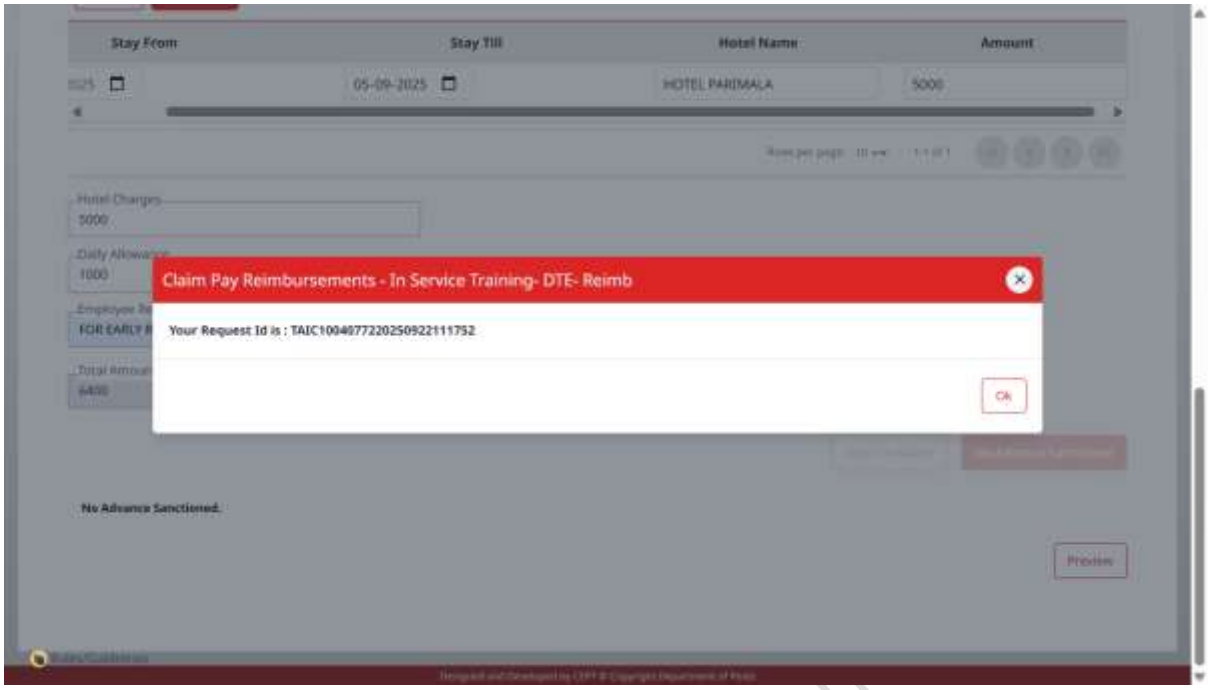




After entering all the details, click on **"Preview" button.**



On clicking "Preview" button, all the details entered will be displayed**.** Click on **"Submit" button** to submit the reimbursement request.



On click of submit button, re-imbursement request submitted successfully and Request id is generated successfully.

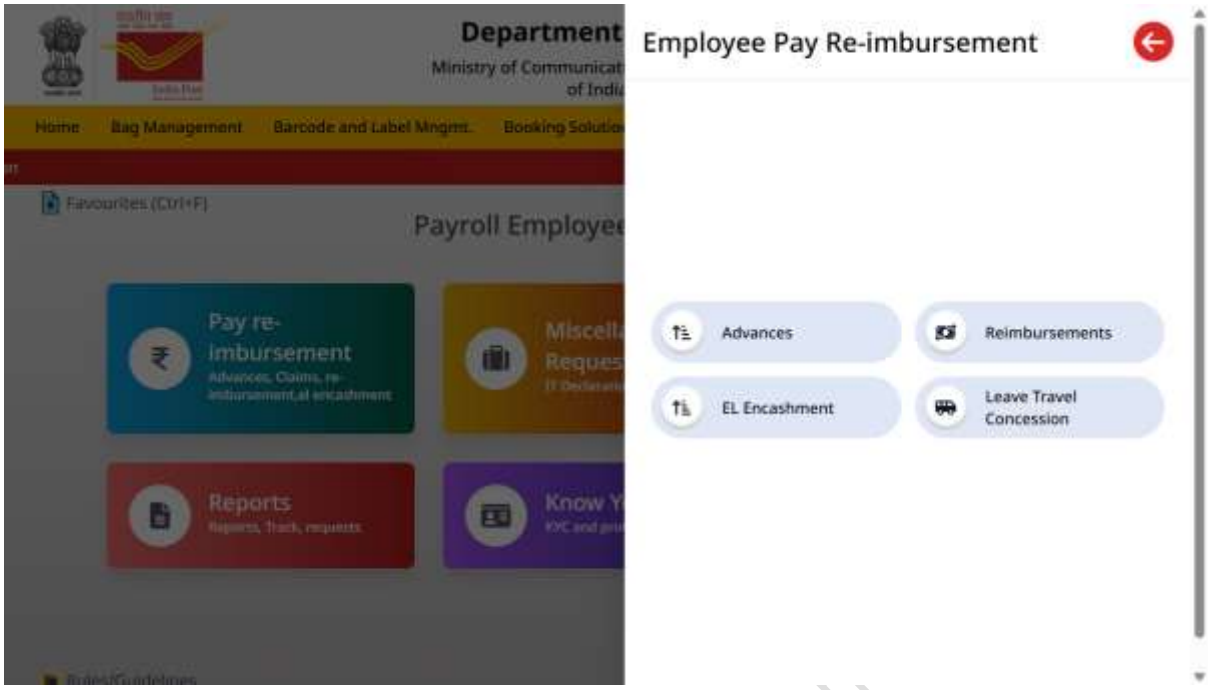
In the same way as said above, request for **Training Prog- Group A&B Officers** and **Operational Training –DTE- Reimb** cab be submitted.

5.1.3 EL Encashment

Request for EL encashment is submitted in this option.

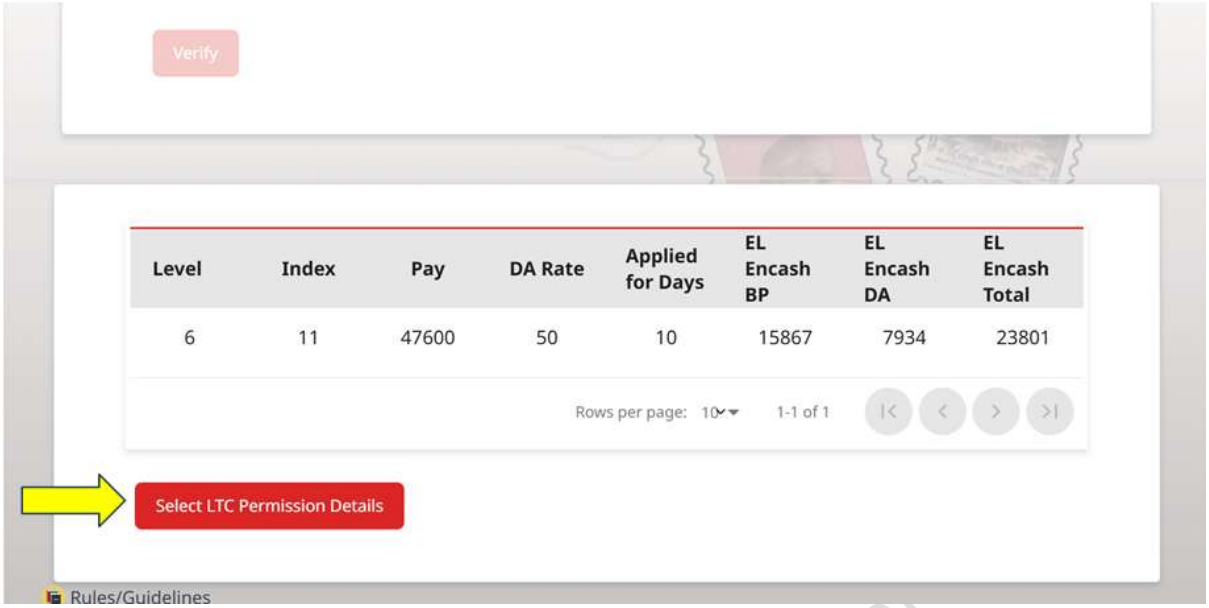
Note: Before EL Encashment request, employee has to submit his/her request for LTC Permission/Advance and get it sanctioned/approved. Only sanctioned/approved permission/advance request will be available for selection upon clicking on "Select LTC Permission Details". Otherwise employee will see an error message "Data is null"

CEPT Training Material - For Intern



Click on "**EL Encashment**" option available in "**Pay re-imbursement**" sub card.

EL encashment requests page shown as above. It allows the logged in employee / user to select the purpose for EL Encashment from drop down (i.e. LTC) Enter the number of Days, input Remarks and click on **Verify** button.

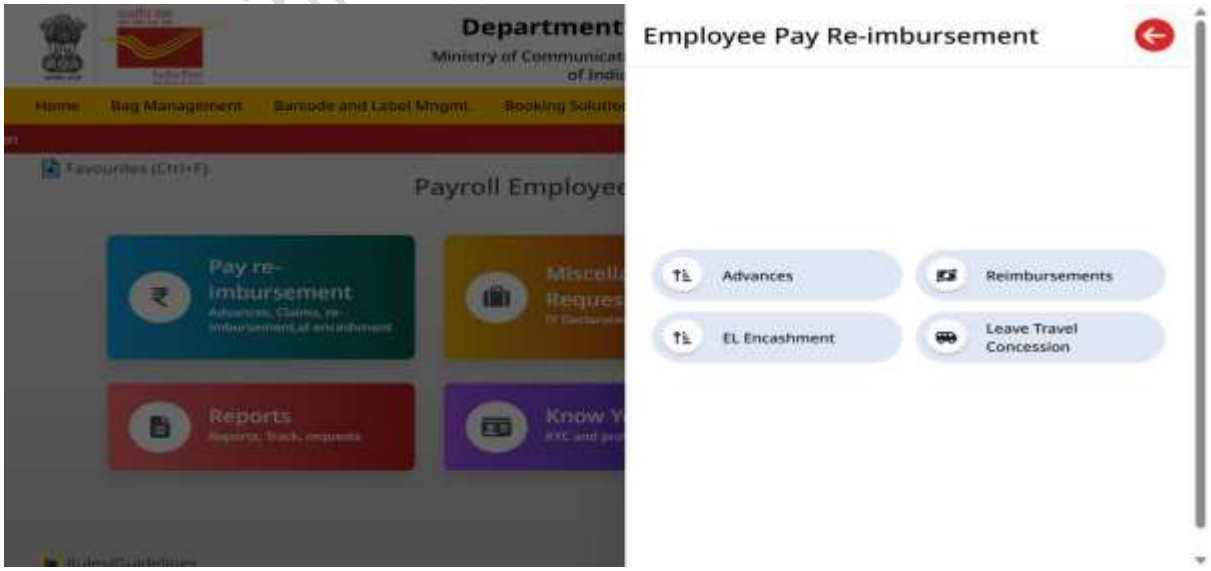


After clicking on **Verify** button, a new row will be displayed as above with Level, Index, Pay, DA rate, Applied for Days, EL En-cash BP, EL En-cash DA and Total EL En-cash amount with **Select LTC Permission Details** Button.

Select the LTC Permission Details, by clicking on "**Select LTC Permission Details**" button and submit the EL Encashment request.

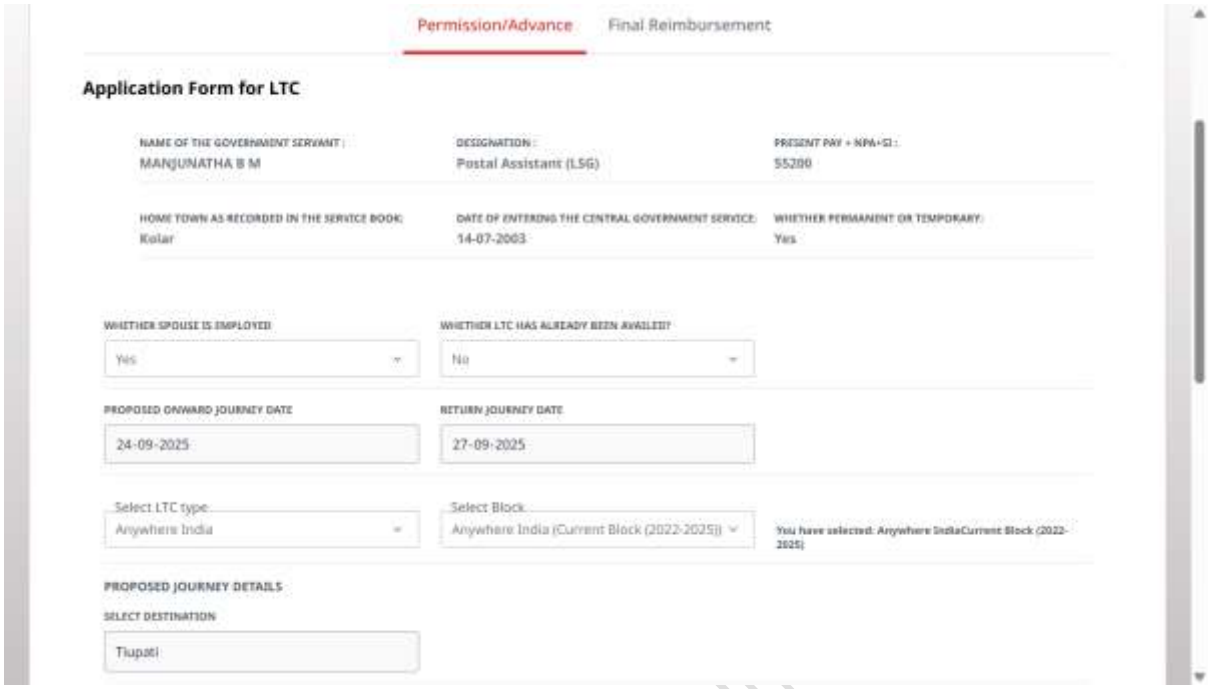
5.1.4 Leave Travel Concession

Click on Leave Travel Concession option available under "Pay re-imbursement" sub card to apply for Permission/Advance and Final Reimbursement for LTC.

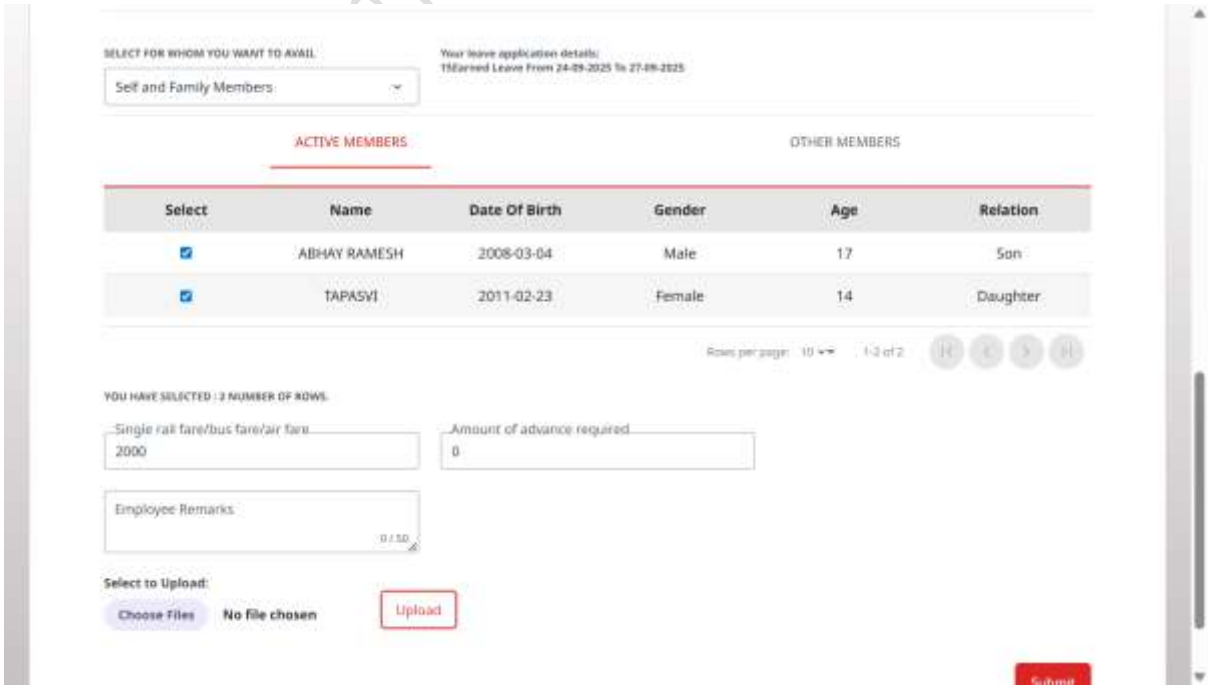


Training Material For Internal

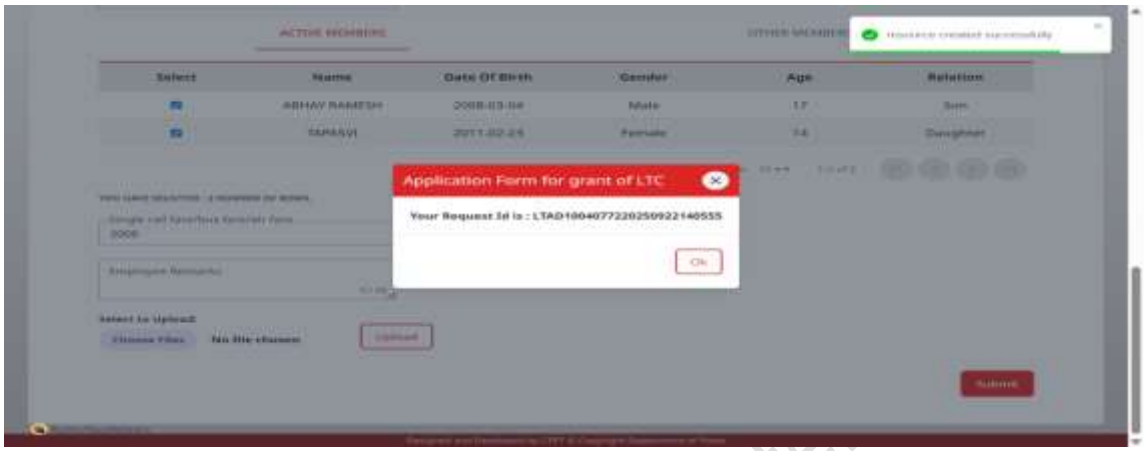
5.1.4.1 LTC Permission/Advance



Click on **Permission/Advance Tab**, specify whether wife is Govt employee or not and eligible for LTC or not. Specify proposed onward journey date and return date journey date.
Select LTC type-Anywhere India, Home town, In-lieu Home town.
Select Block, and Enter Destination.



Select for whom availing LTC –Self, Family Members, Self and Family members, fill the details based on selected option.
Specify the single rail/bus/air fare, enter the amount of advance required and enter remarks.
Upload the required documents in PDF format and click on **Submit** Button.

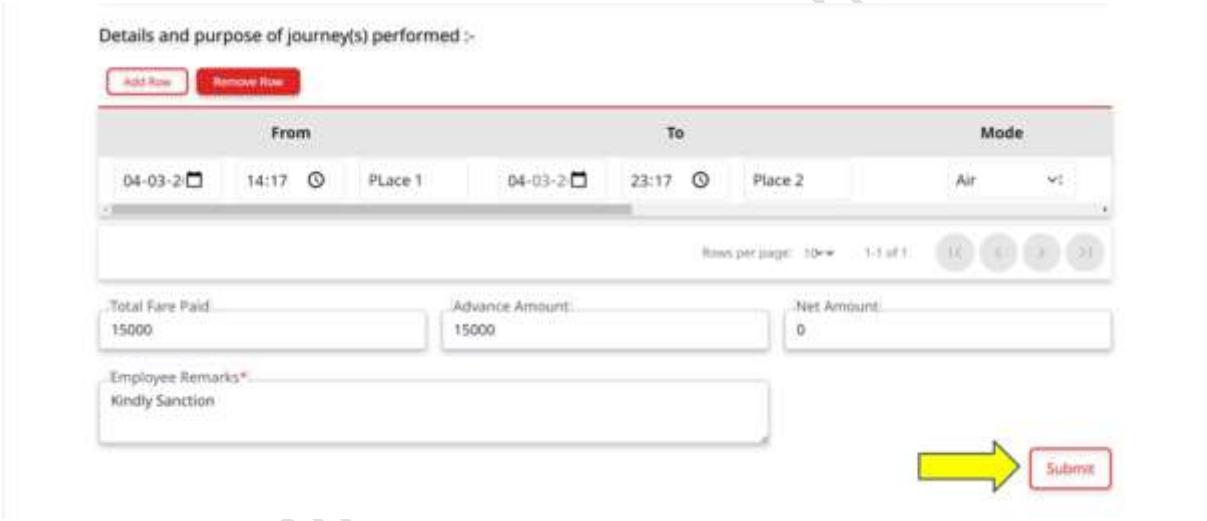


Request ID will be generated and request will be moved to Forwarding authority for further action.

5.1.4.2 LTC Final Reimbursement

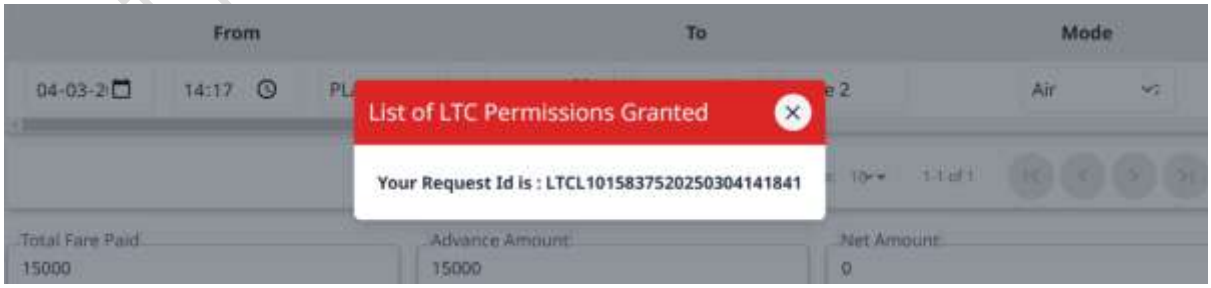
Click on **Final Reimbursement tab**, click on **Select LTC Permission/Advance Details hyperlink** to fetch the permission and Advance data.

Permission/ Advance data will be fetched as shown above.



Then enter the journey details- Journey start and end date and time, place mode of journey, Distance, fare and enter remarks.

Enter Employee Remarks and click on **Submit** button.

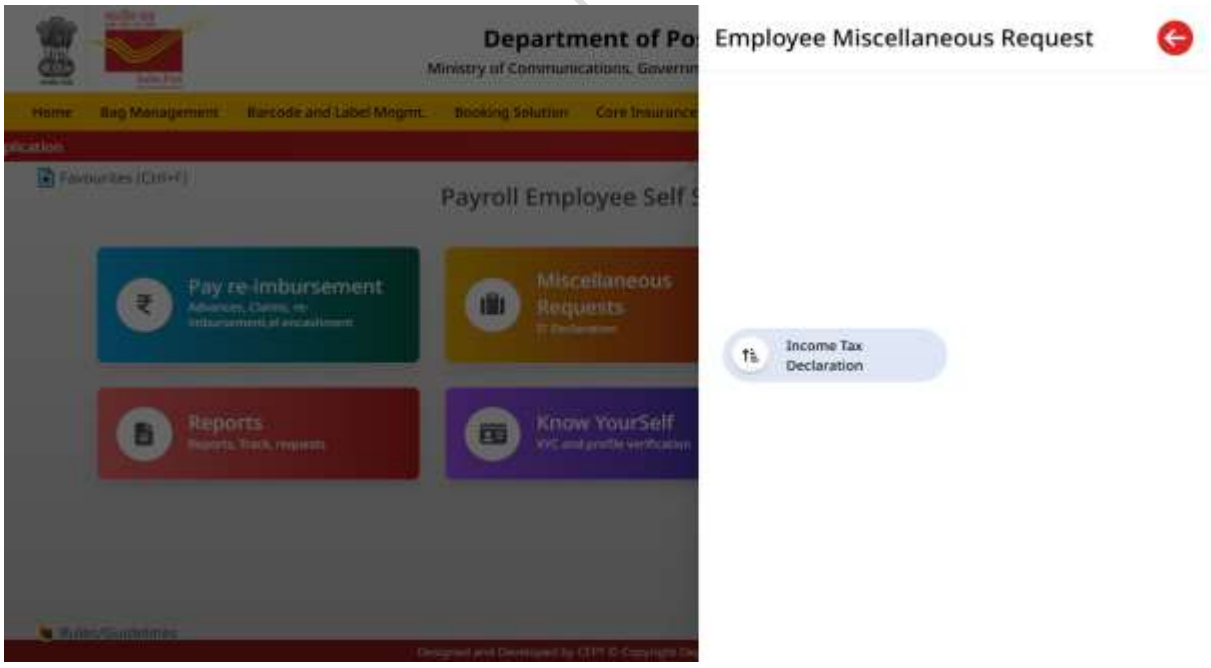


Request ID will be generated and request will be moved to Forwarding authority for further action.

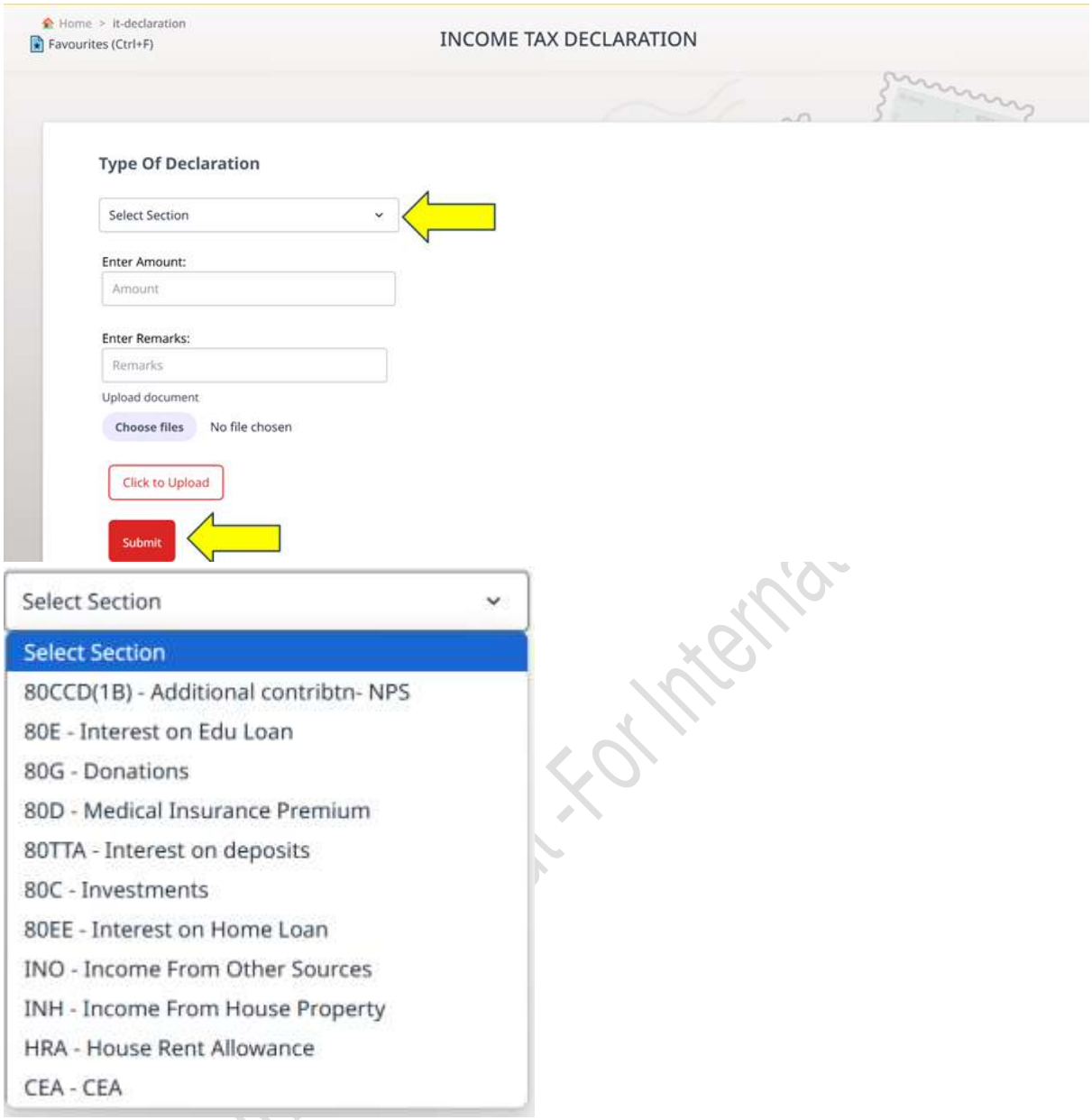
For Internal Use Only

5.2 Miscellaneous Requests

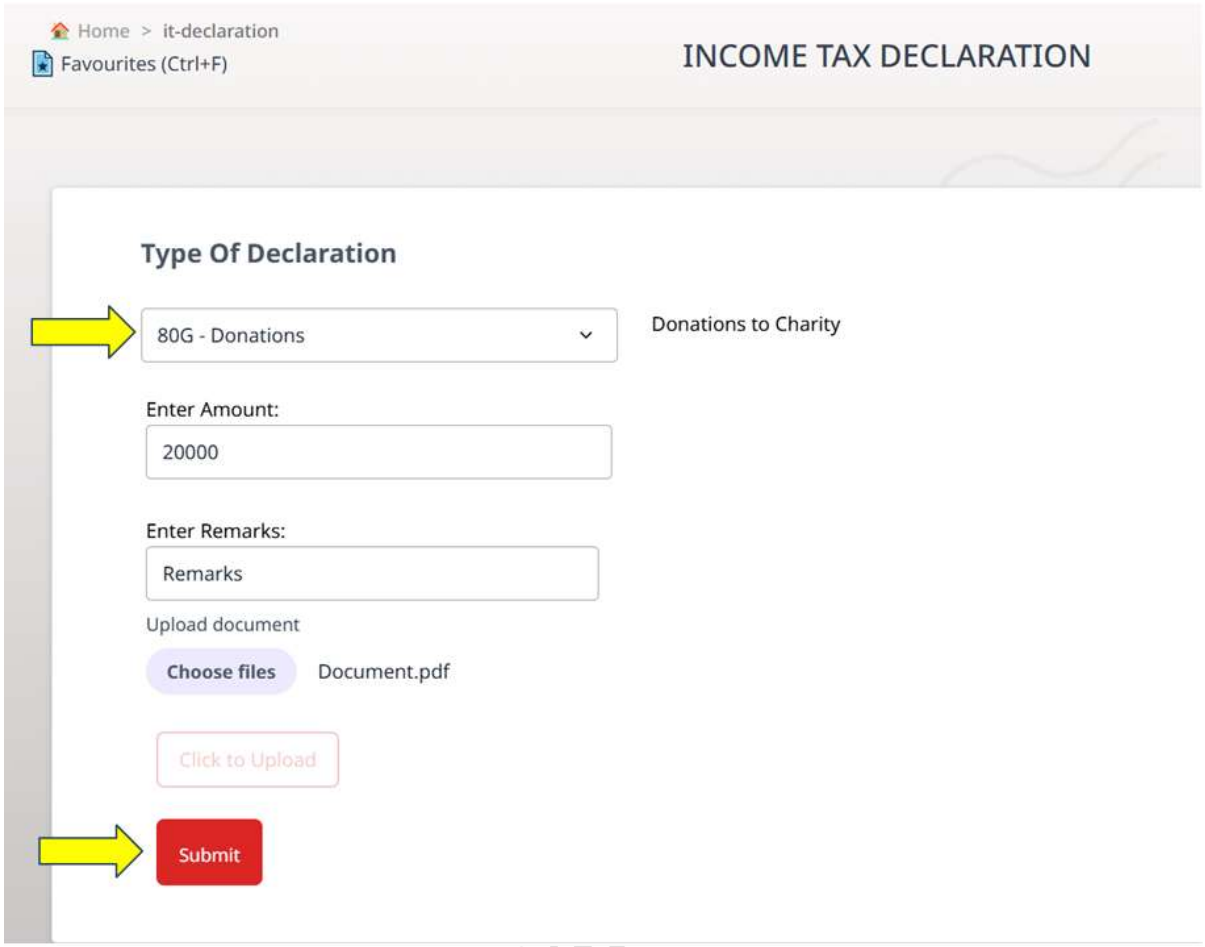
5.2.1 Income Tax Declaration



Click on **"Income Tax Declaration"** option available in **"Miscellaneous Requests"** sub card.



Under section field provision of different sections of Income Tax Act under which deductions and exemptions can be claimed are made available in drop down list as shown in above screen. User can select desired section and submit details regarding Income Tax deductions, if any, through this page.



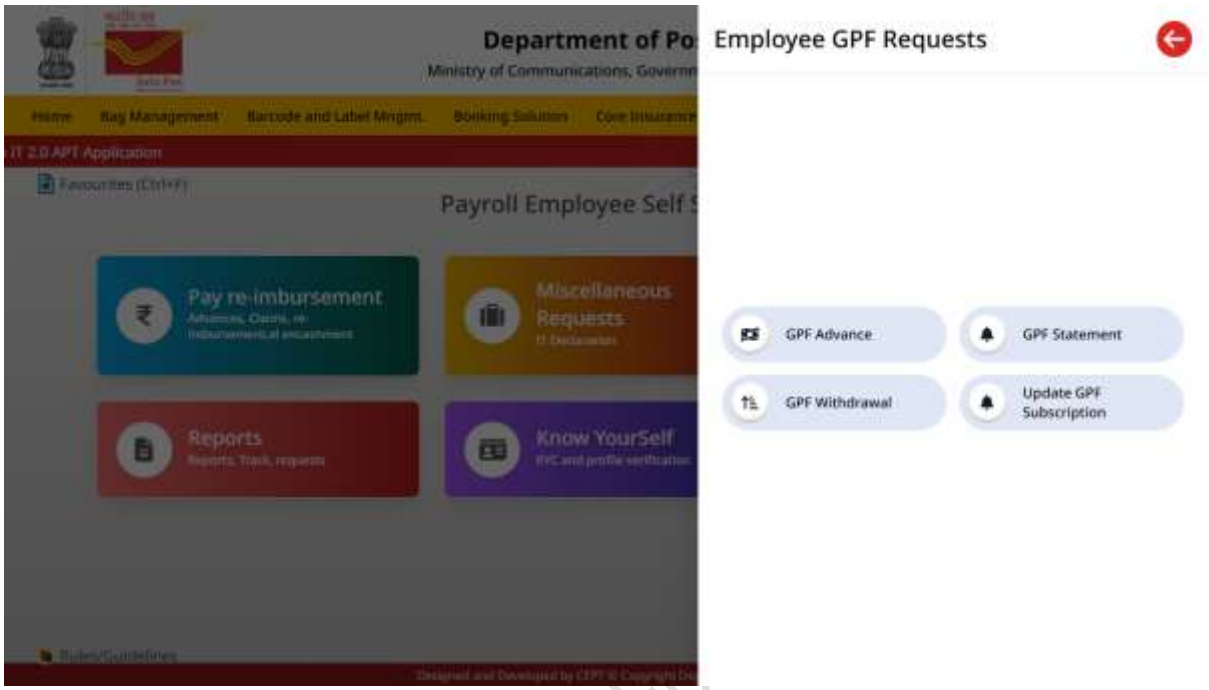
After selection of section, enter amount, enter remarks, upload the document if any (PDF Format) and click on **Submit** button**.**

Request ID will be generated and request will be moved to Approving authority for further action.

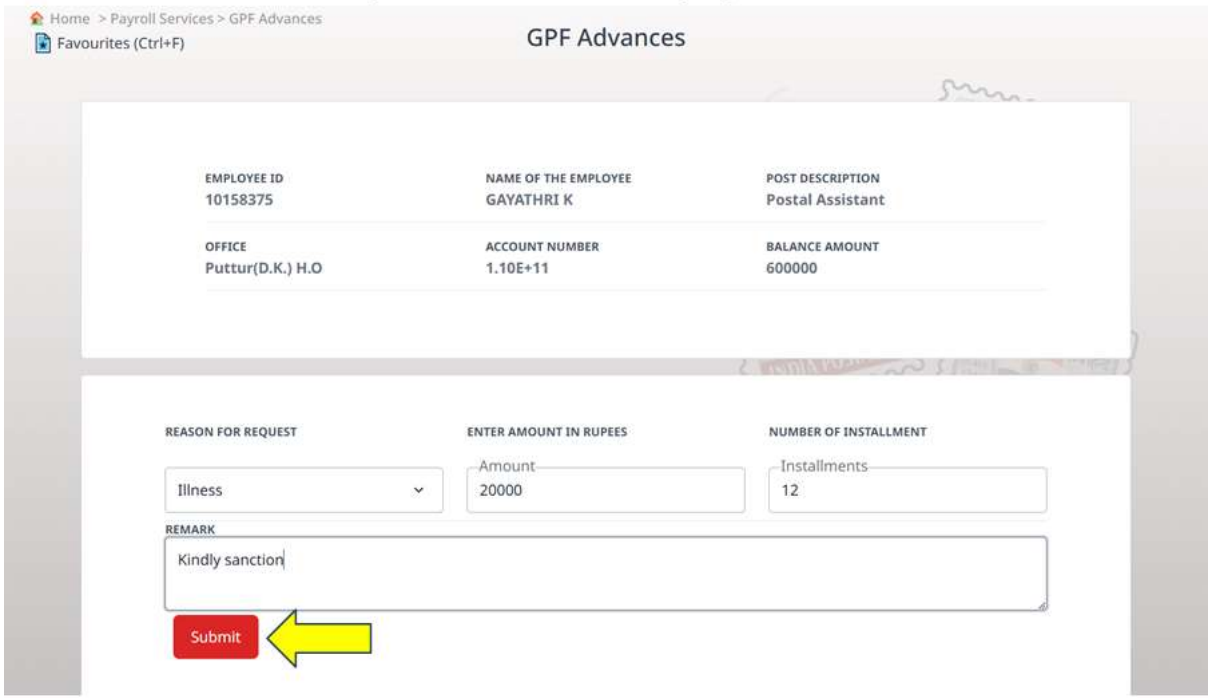
Note: This Request will be available for Approve/Reject in DDO login in Approval and Disbursements (DDO)→Approve Misc. Request page.

5.3 GPF

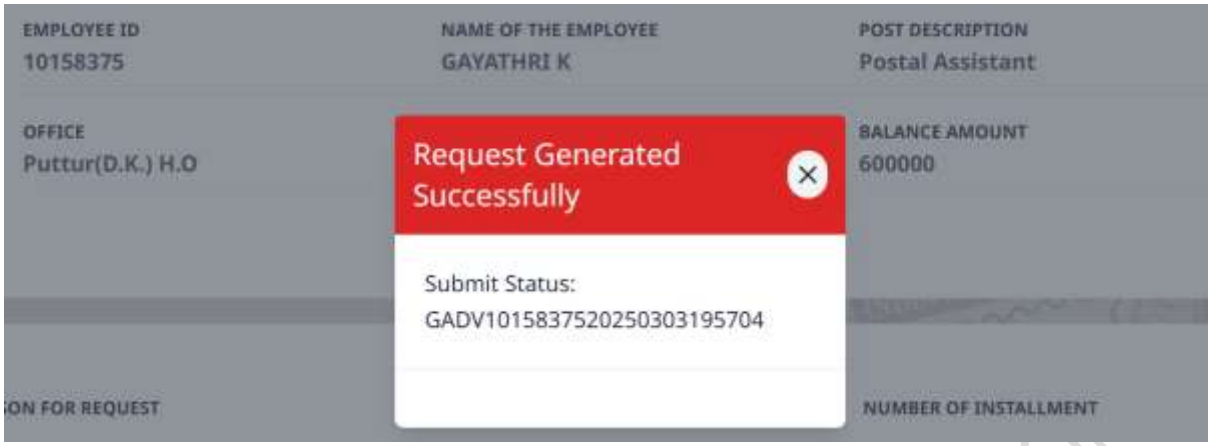
5.3.1 GPF Advance



Click on **"GPF Advance"** option available in **"GPF"** sub card.

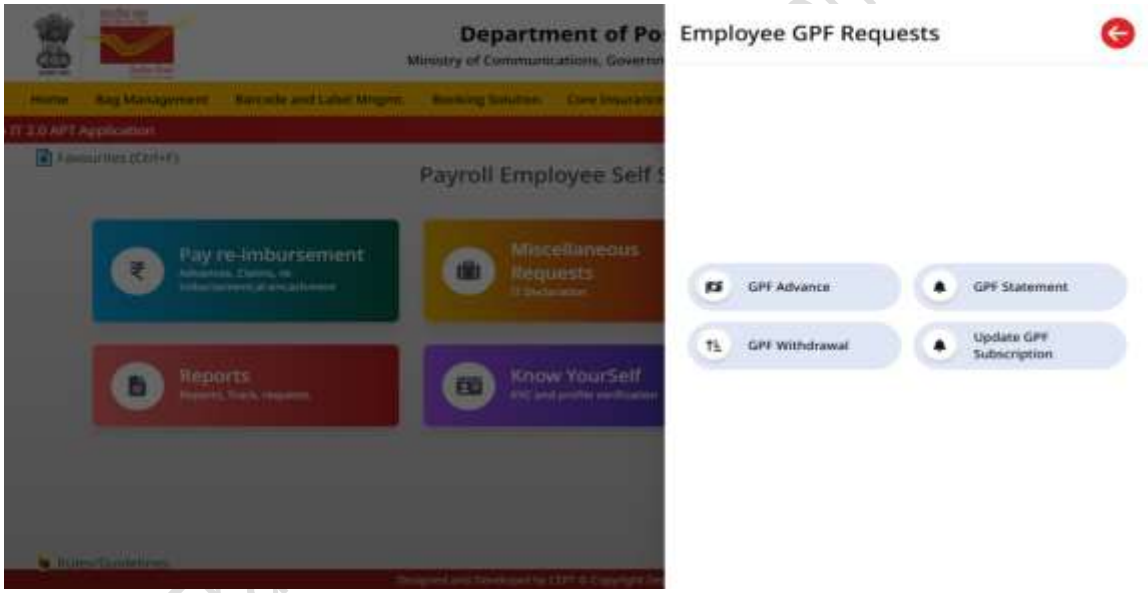


Enter the Reason for Advance Illness/Education/Obligatory/Expenses/Legal proceedings Cost/Cost of Defence/Pilgrimage/Consumer Durables. Enter amount, Instalments (between 25 to 36) and Remarks then click on **Submit** button.



Request Id will be generated and request will be moved to forwarding Authority for further processing.

5.3.2 GPF Statement



Click on "**GPF Statement**" option available in "**GPF**" sub card.

Enter Employee ID; select the year for which statement to be generated then click on "**Generate PDF**". The GPF statement for the selected financial year will then be downloaded in PDF format. Statement will be as shown below.

Department of Post
Office of the Director of Accounts (P)
GPF Balance Slip

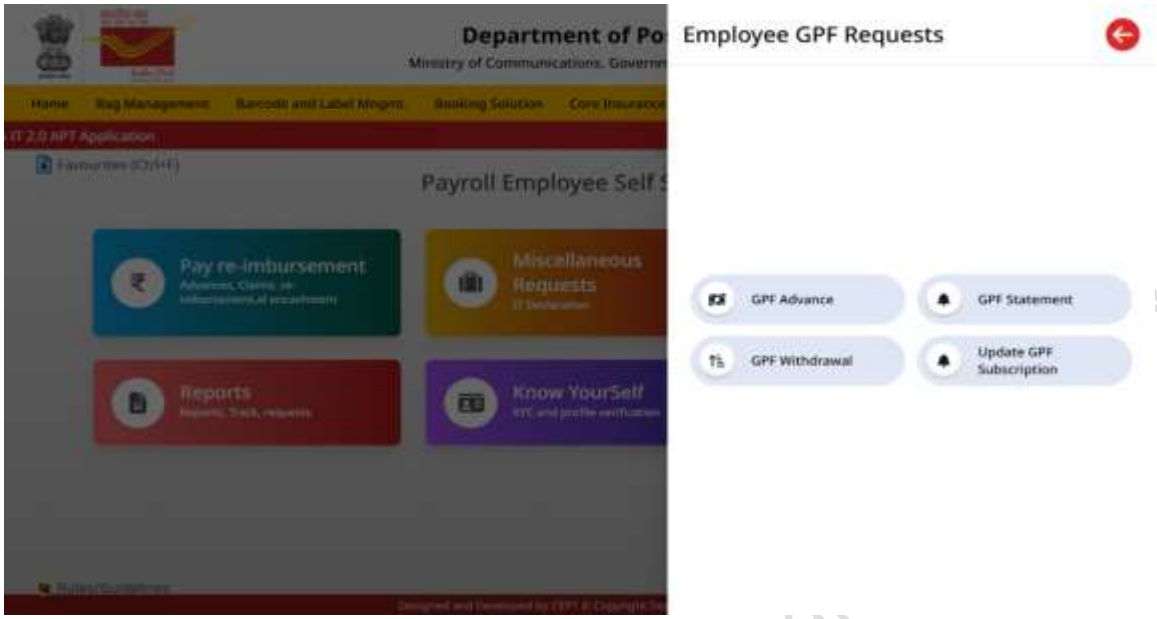
Office of Working	Puttur(D.K.) H.O	Rate of Interest Q1:
Financial Year	2025-26	Rate of Interest Q2:
Account Code	1.10E+11	Rate of Interest Q3:
Name of the Employee	GAYATHRI K	Rate of Interest Q4:
EMP ID	10158375	

Month	Office	Subscription	Recovery	Withdrawals

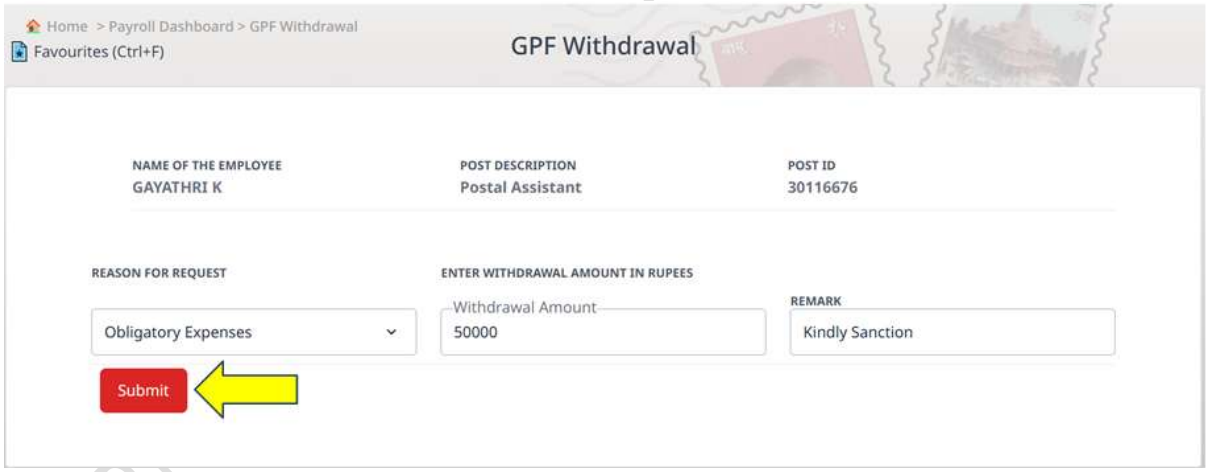
Opening Balance as on 1st April, 2023	600000
Deposits and Refunds	0
Interests	0
Total	600000
withdrawals	0
closing Balance	600000

Note :-
The subscriber is requested to satisfy himself or herself as to the correctness of the statement and to bring errors, is any, to the notice of the AO/AAO/JAO within one month from the date of its receipt.

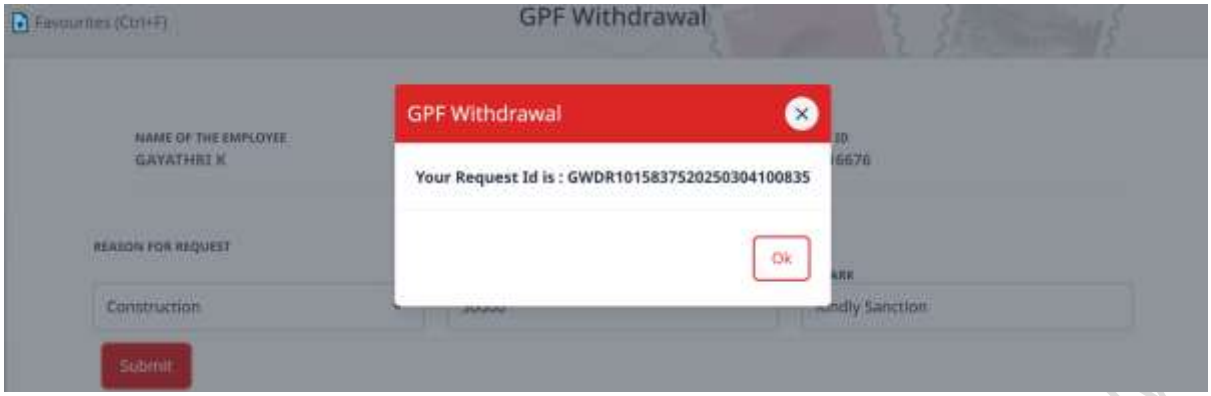
5.3.3 GPF Withdrawal



Click on **"GPF Withdrawal"** option available in **"GPF"** sub card.



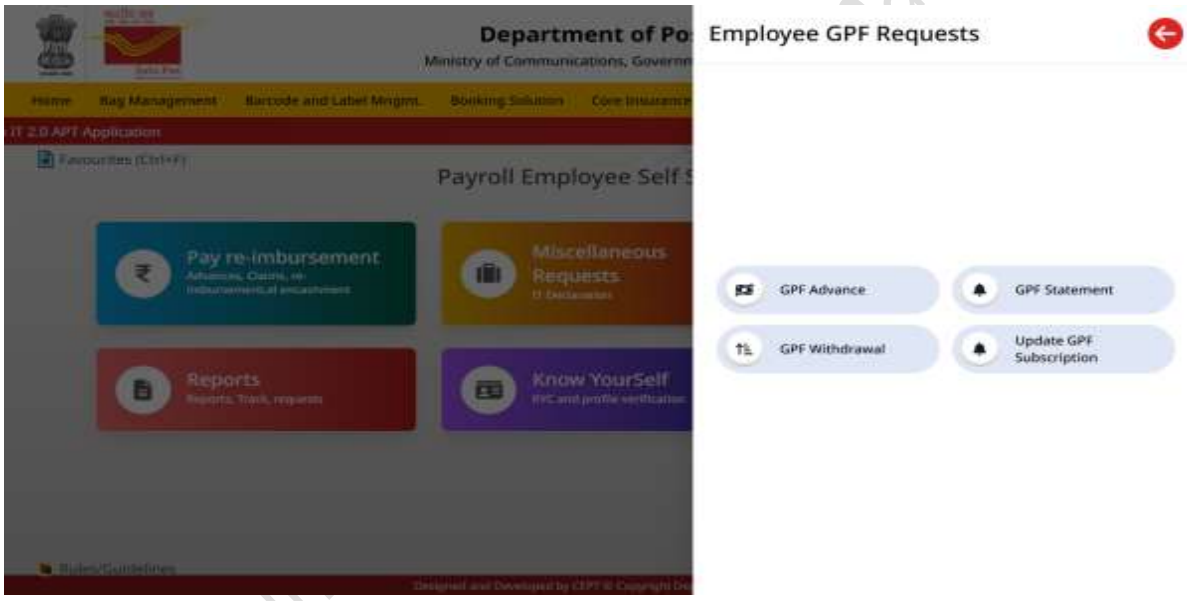
Select Reason for Withdrawal- Obligatory Expenses/Housing/Education/Consumer Durables/Illness/Purchase-Repair motor car/Leasehold-Free hold/No-Without reason/GIS Subscription/Construction, Enter withdrawal Amount and Remarks.
Click on **Submit** button.



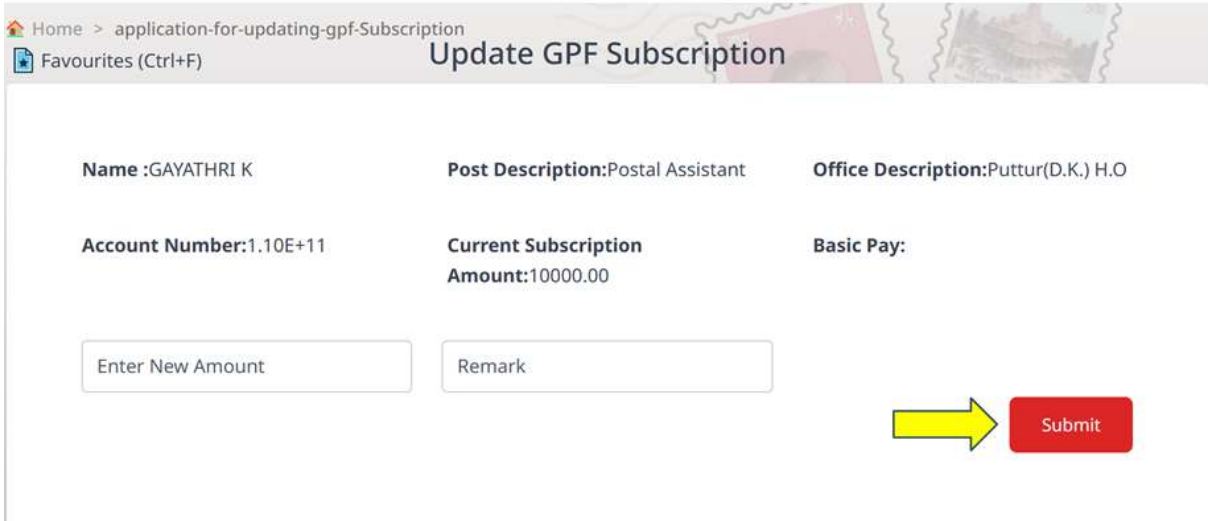
Request ID will be generated and request will be moved to forwarding authority for further action.

5.3.4 Update GPF Subscription

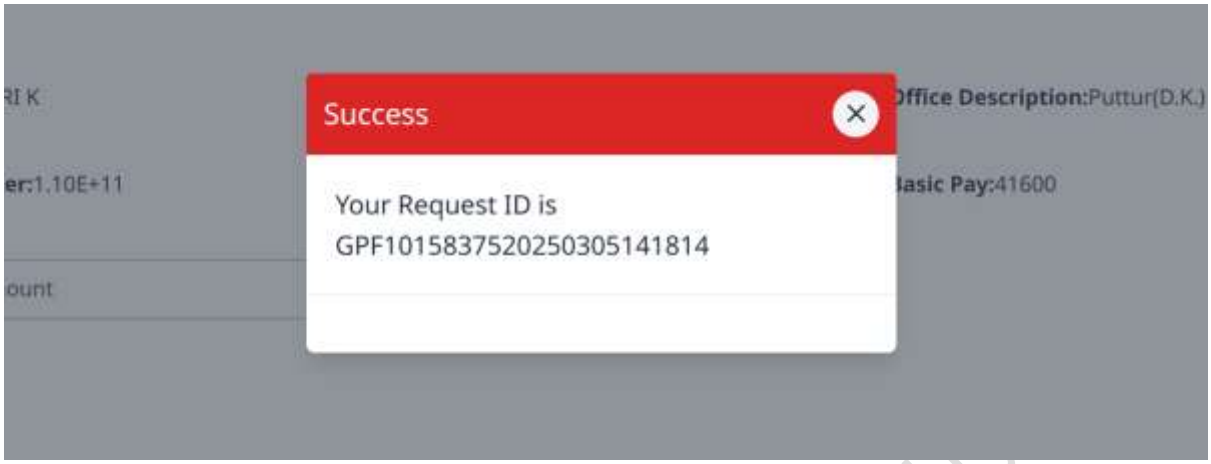
GPF subscription amount can be updated in this option.



Click on "**Update GPF Subscription**" option available in "**GPF**" sub card.



Enter the new GPF Subscription amount and Remarks and then click on Submit button.

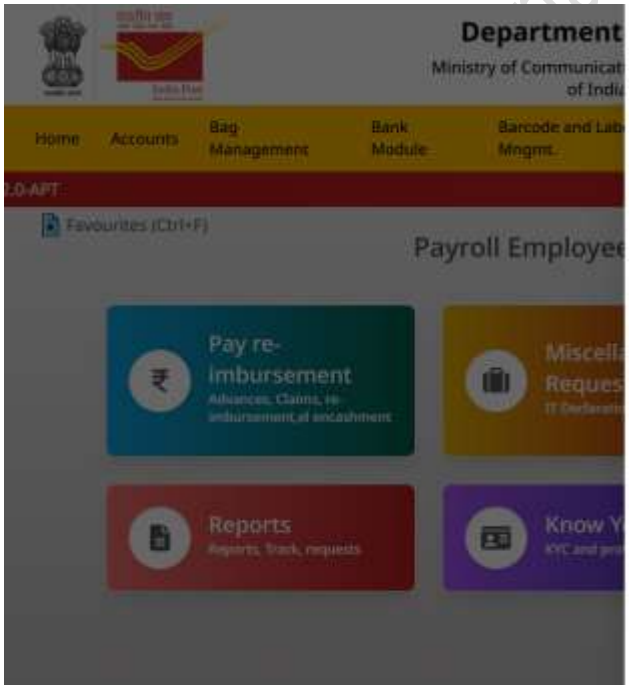


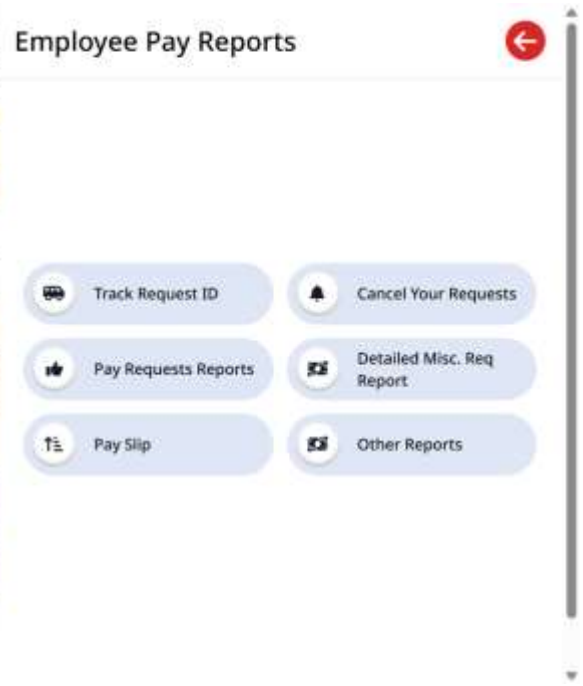
On click of submit button, Request ID will be generated and request will be moved to Approving authority for further action.

5.4 Reports

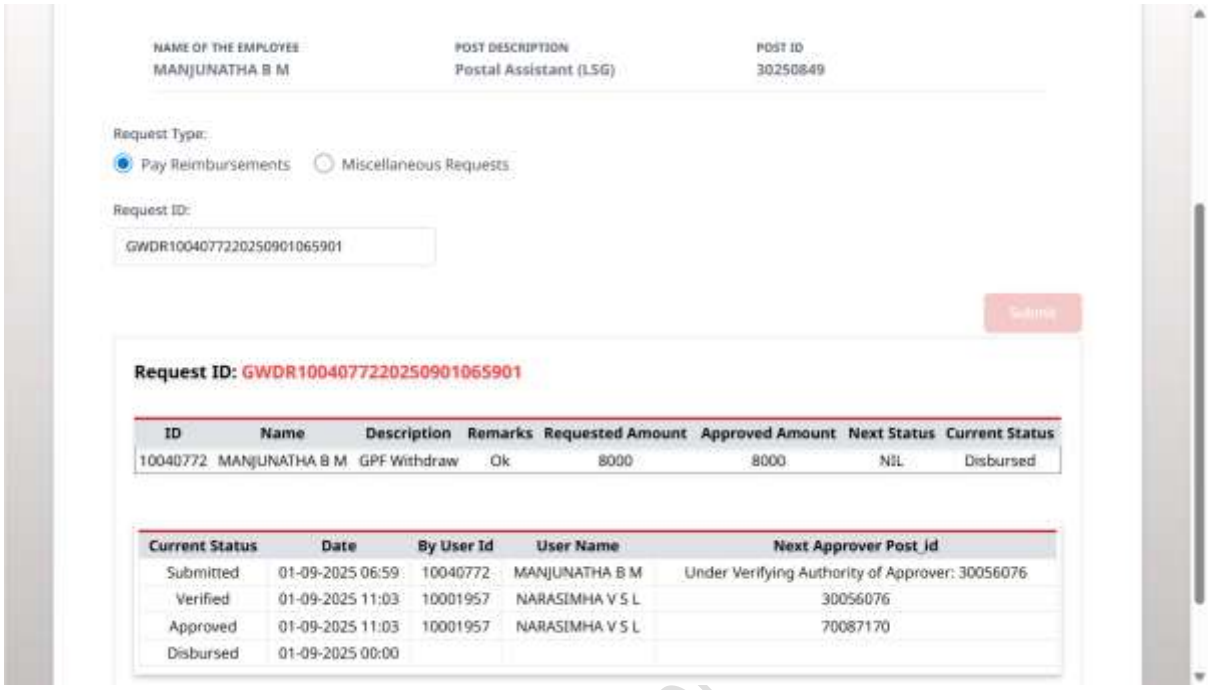
5.4.1 Track Request ID

To track the various requests using request ID, click on Track Request ID option available under **Reports** sub card.





Select the Request type as **Pay Reimbursements** or **Miscellaneous Requests** and enter the Request ID and Click on submit button. On clicking submit button, the results will be shown as per the request ID.



NAME OF THE EMPLOYEE: MANJUNATHA B M
POST DESCRIPTION: Postal Assistant (LSG)
POST ID: 30250849

Request Type:
Pay Reimbursements | Miscellaneous Requests

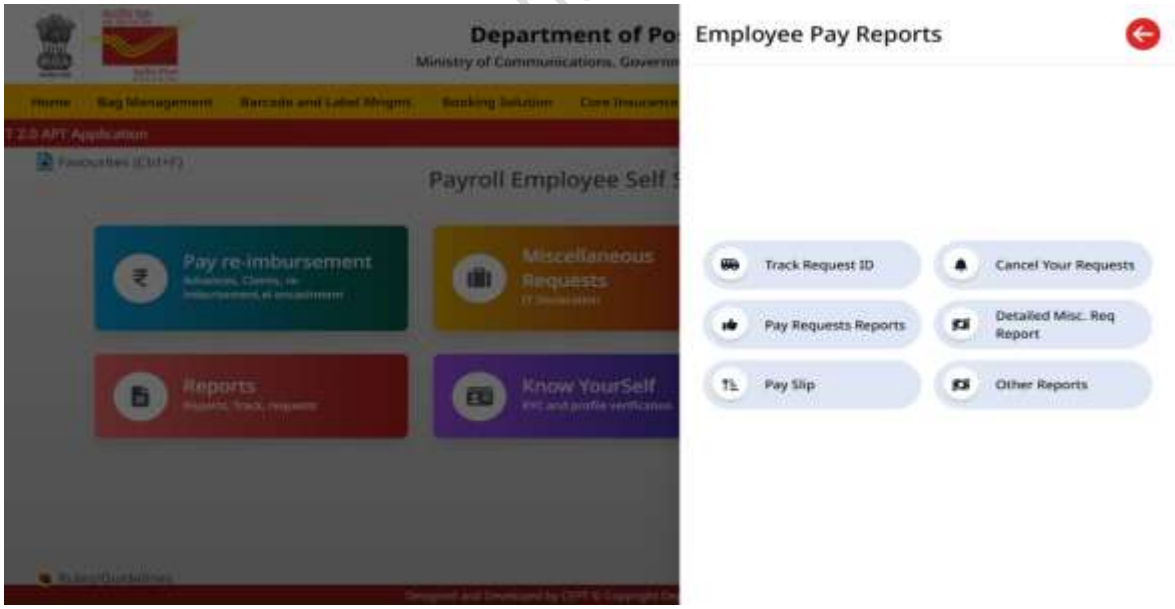
Request ID: GWDR10040772202509010659O1

Request ID: GWDR10040772202509010659O1

ID	Name	Description	Remarks	Requested Amount	Approved Amount	Next Status	Current Status
10040772	MANJUNATHA B M	GPF Withdraw	Ok	8000	8000	NIL	Disbursed

Current Status	Date	By User Id	User Name	Next Approver Post_id
Submitted	01-09-2025 06:59	10040772	MANJUNATHA B M	Under Verifying Authority of Approver: 30056076
Verified	01-09-2025 11:03	10001957	NARASIMHA V S L	30056076
Approved	01-09-2025 11:03	10001957	NARASIMHA V S L	70087170
Disbursed	01-09-2025 00:00			

5.4.2 Cancel Your Requests

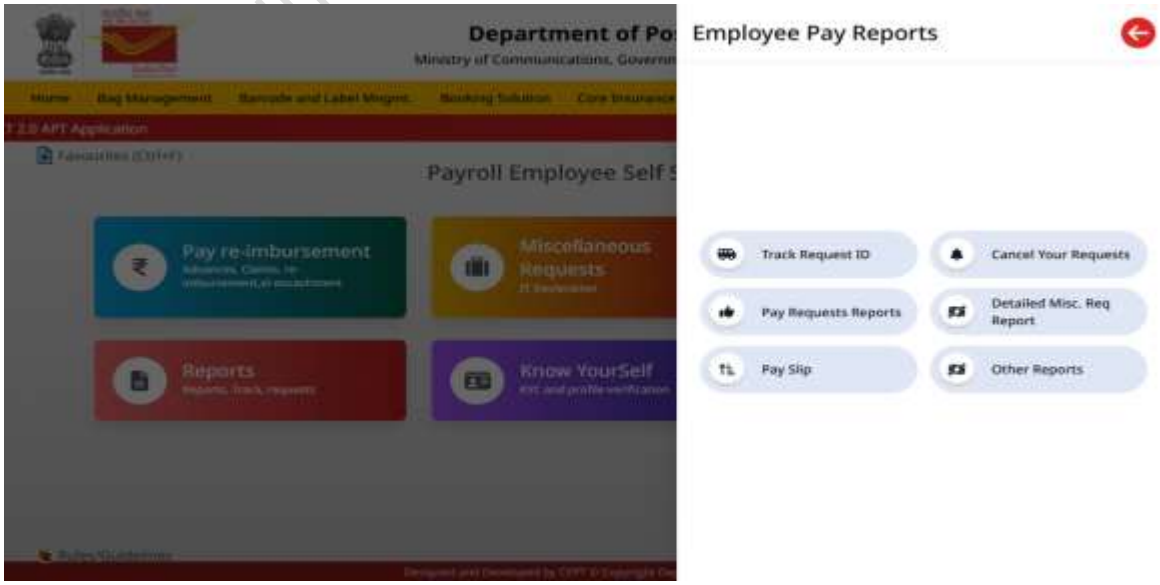


Click on "**Cancel Your Requests**" option available in "**Reports**" sub card.

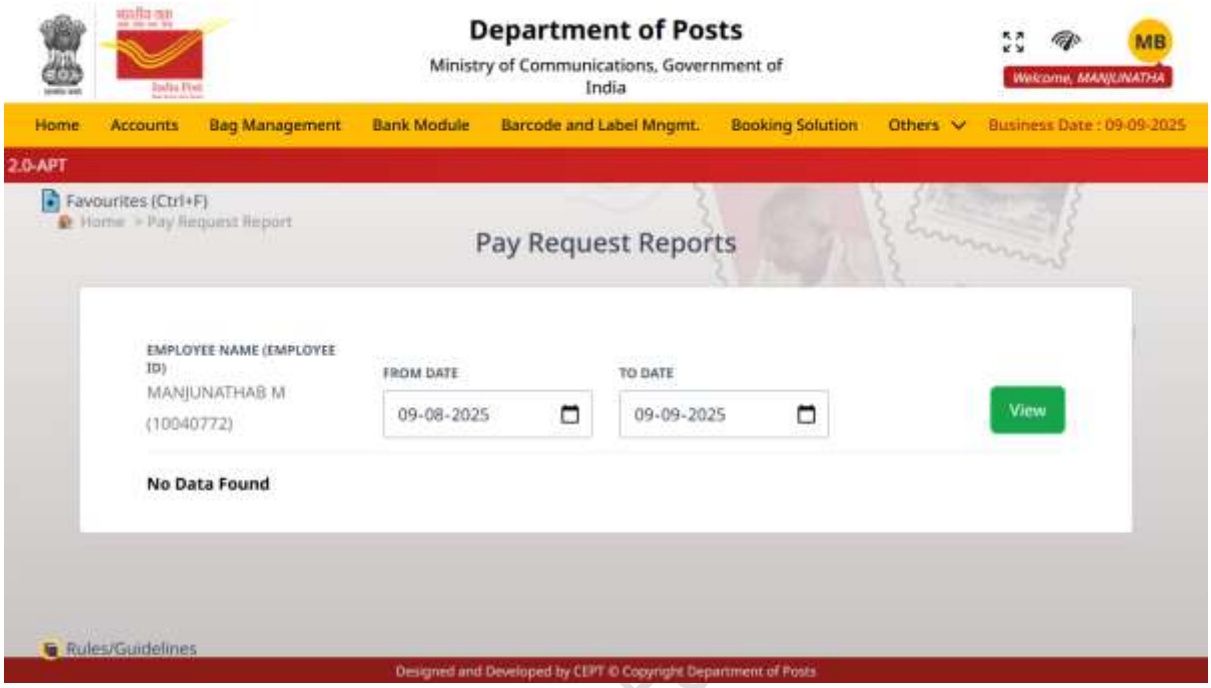
Requests raised by user are listed here, click on **cancel** button corresponding to request ID, to cancel the requests before approval.

Cancellation success message will appear as above.

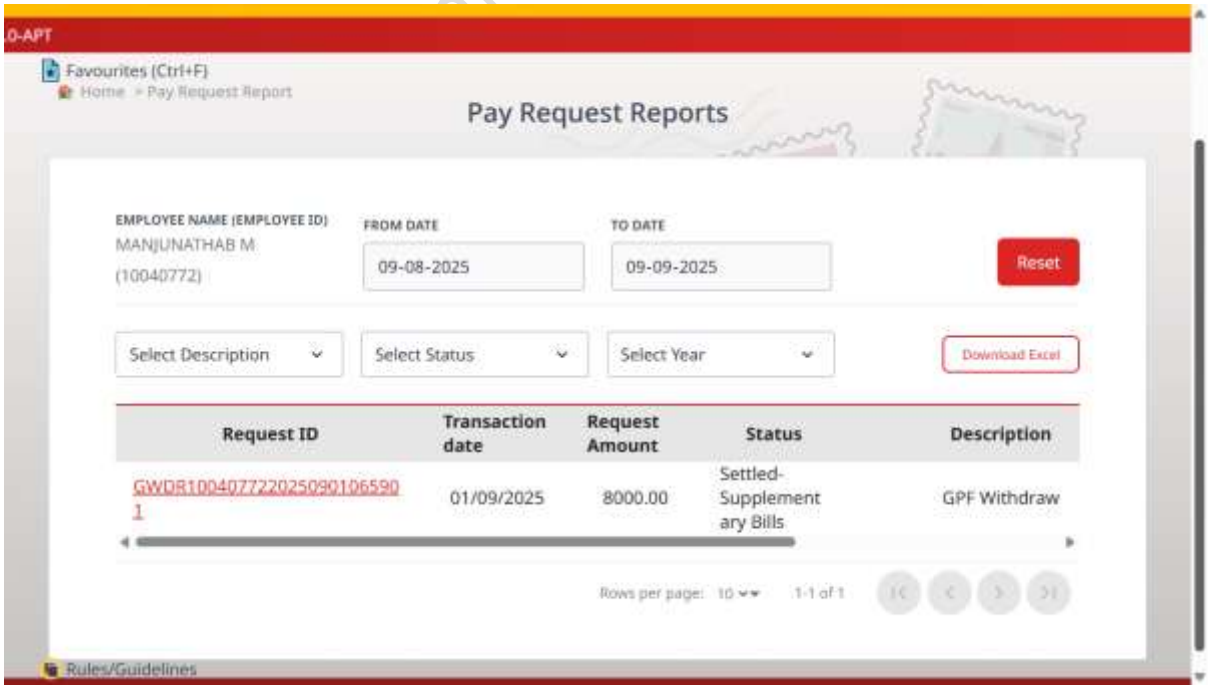
5.4.3 Pay Requests Report



Click on **"Pay Requests Reports"** option available in **"Reports"** sub card.

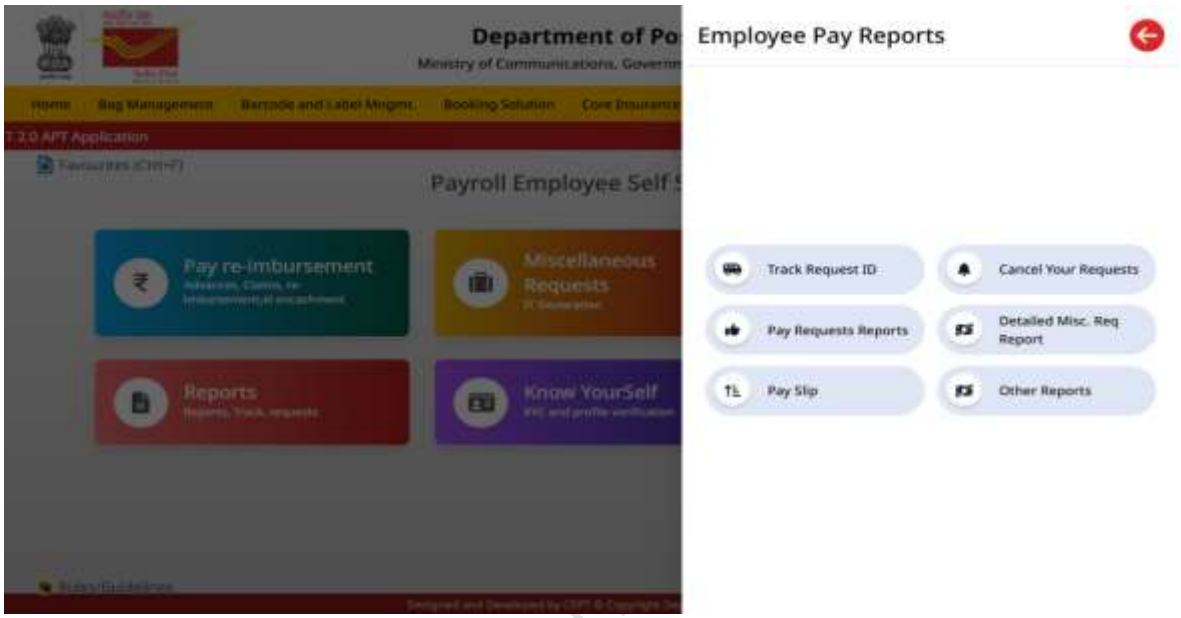


Select From Date and To Date and click on **View** button. On clicking view button, results will be shown in Tabular form which can be downloaded in Excel Format.



Report will fetch all the Pay Requests submitted by user. Filter option is provided to view the Reports By **Requests Description/Status/ year wise** requests.

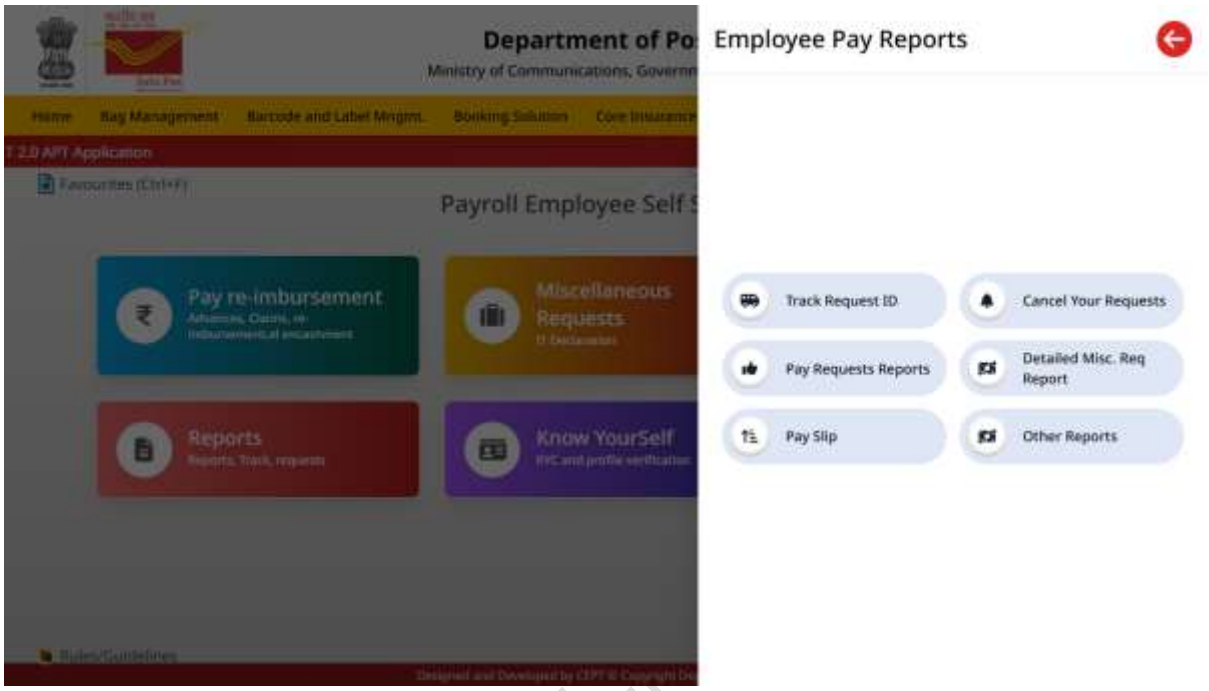
5.4.4 Detailed Misc. Req Report



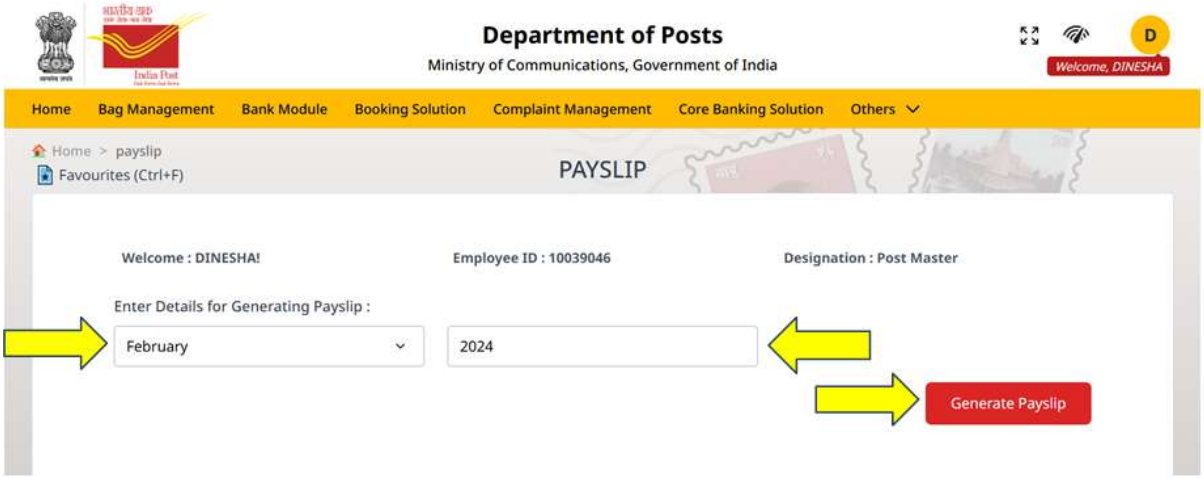
Click on "**Detailed Miscellaneous Requests Report**" option available in "**Reports**" sub card.

Report will fetch all the Miscellaneous Requests submitted by the user. Report can be filtered **Description wise, Status wise and Year wise.**

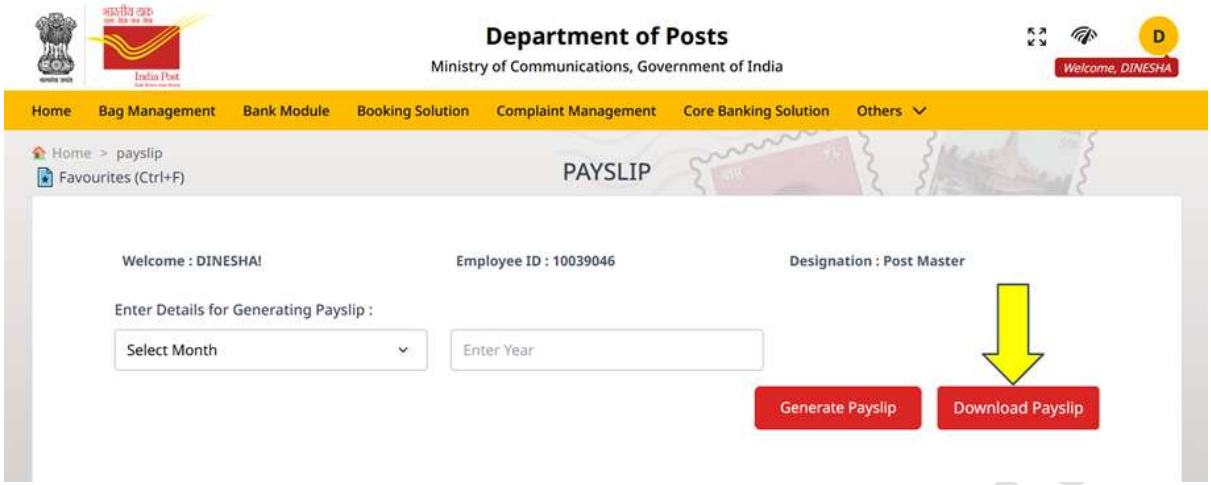
5.4.5 Pay Slip



Click on "**Pay slip**" option available in "**Reports**" sub card.



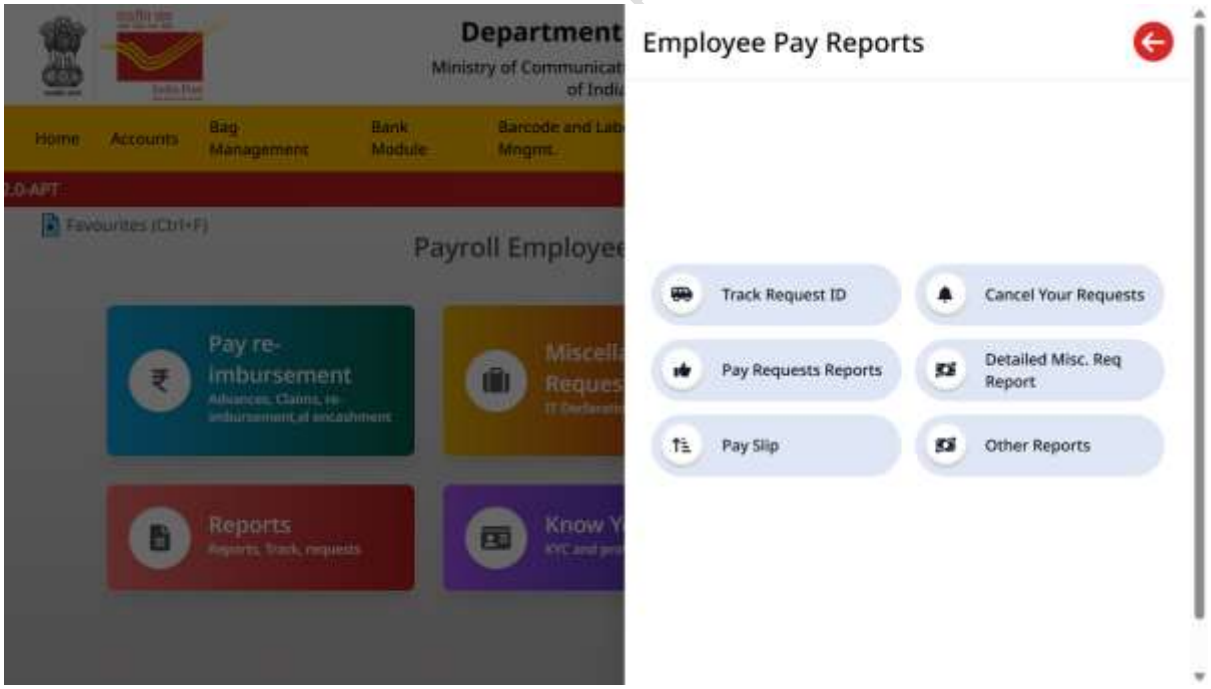
Select Month From, Enter Year, Click on **Generate Pay Slip** button.



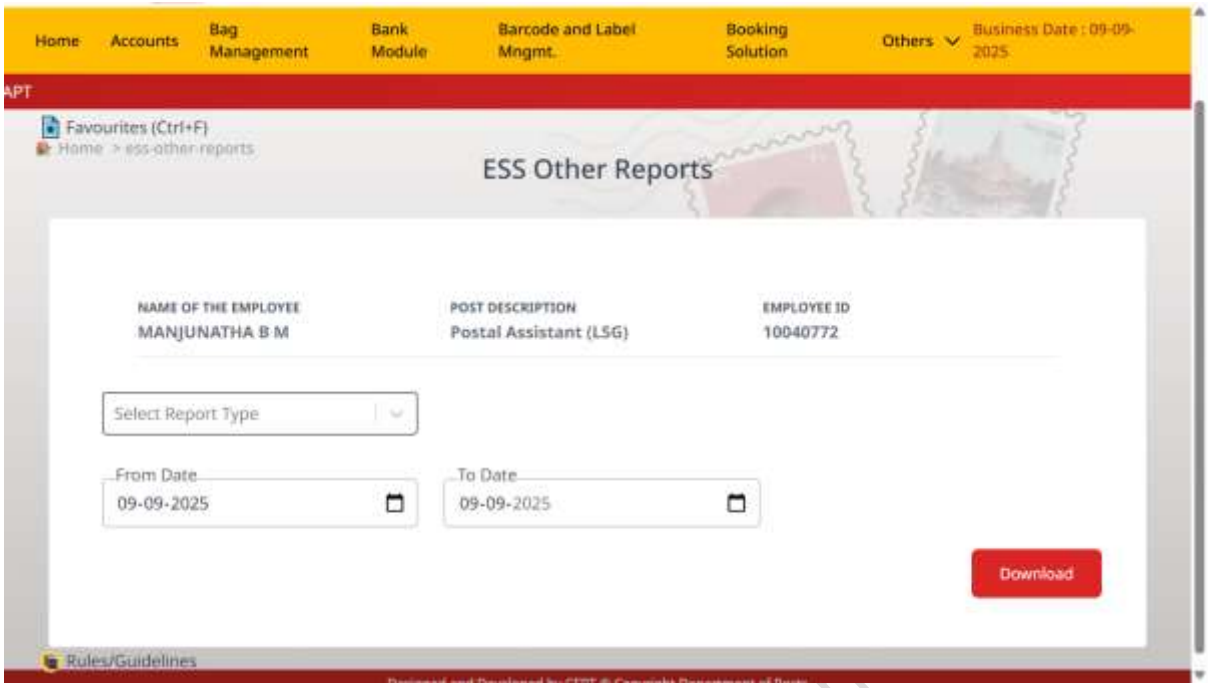
After Generating Pay slip, **Download Pay slip** button will appear, click on **Download pay slip** button to get salary Slip in PDF format.

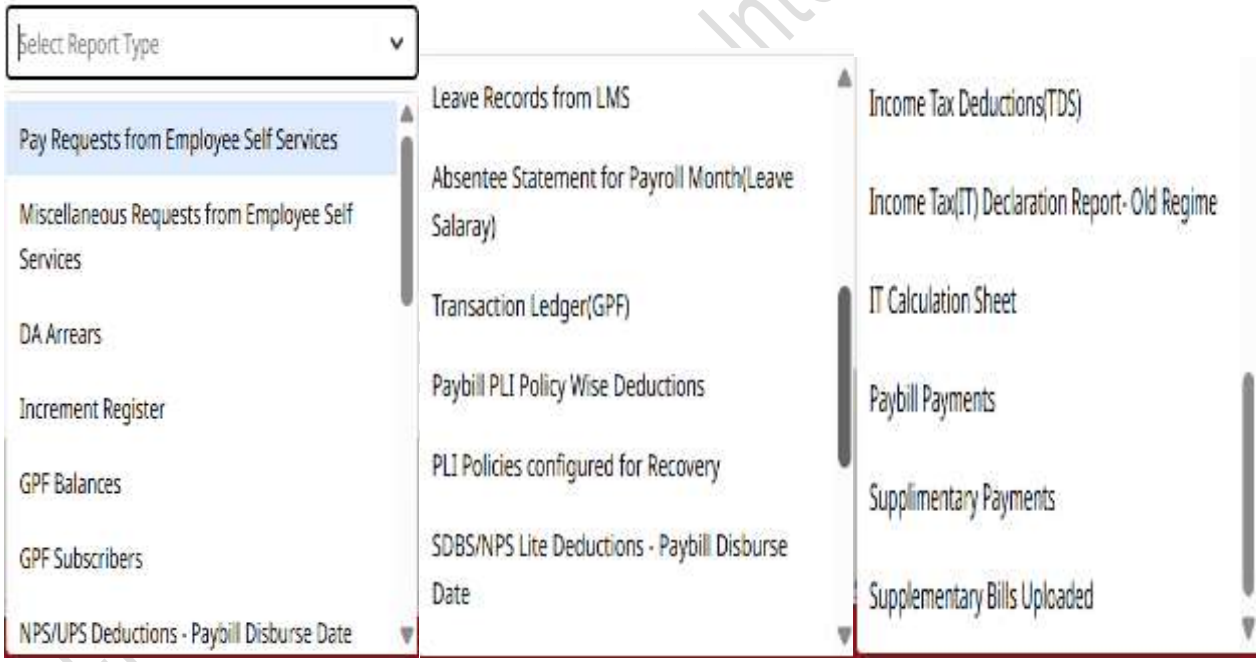
5.4.6 Other Reports

To view other pay related Reports, Click on Other Reports option available under **Reports** sub card.



For Internal Use

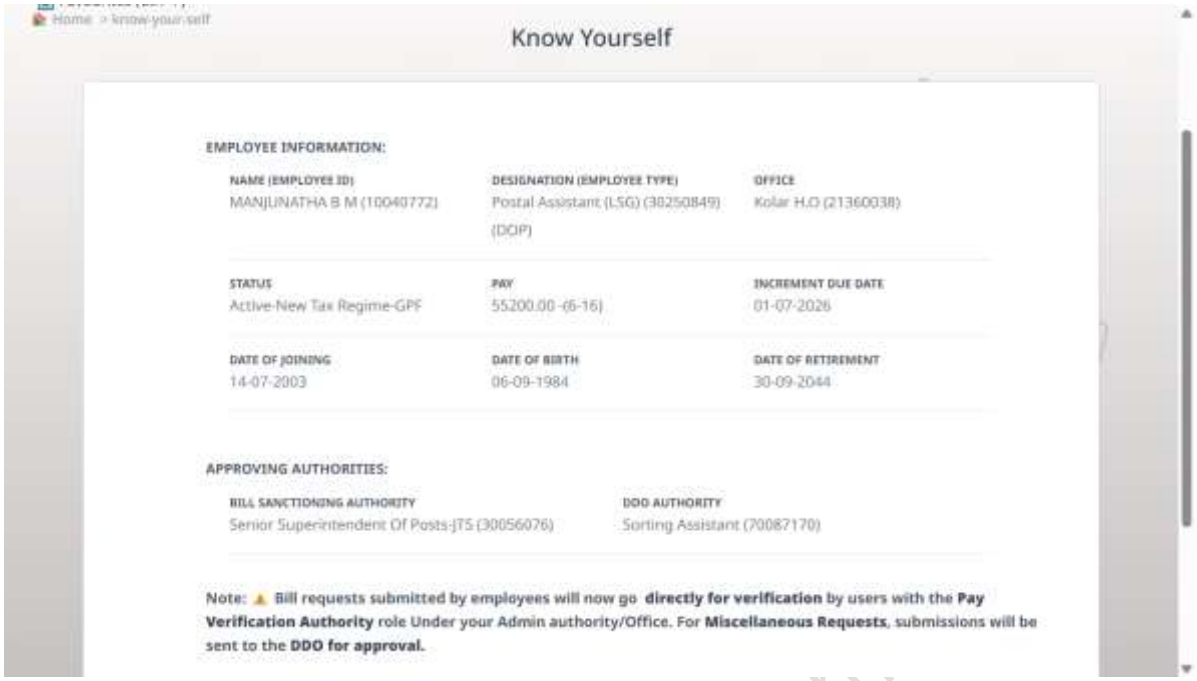




Select the Report Type and Enter From date and To date Click on Download button to download the reports.

5.5 Know Yourself

On clicking on Know Yourself sub card, **"Know Yourself"** page will be opened, where employee can see his/her Employee Information, Approving authorities and Bank Information as shown in below screens.



Note: ⚠ Bill requests submitted by employees will now go **directly for verification** by users with the **Pay Verification Authority** role Under your Admin authority/Office. For **Miscellaneous Requests**, submissions will be sent to the **DDO for approval.**

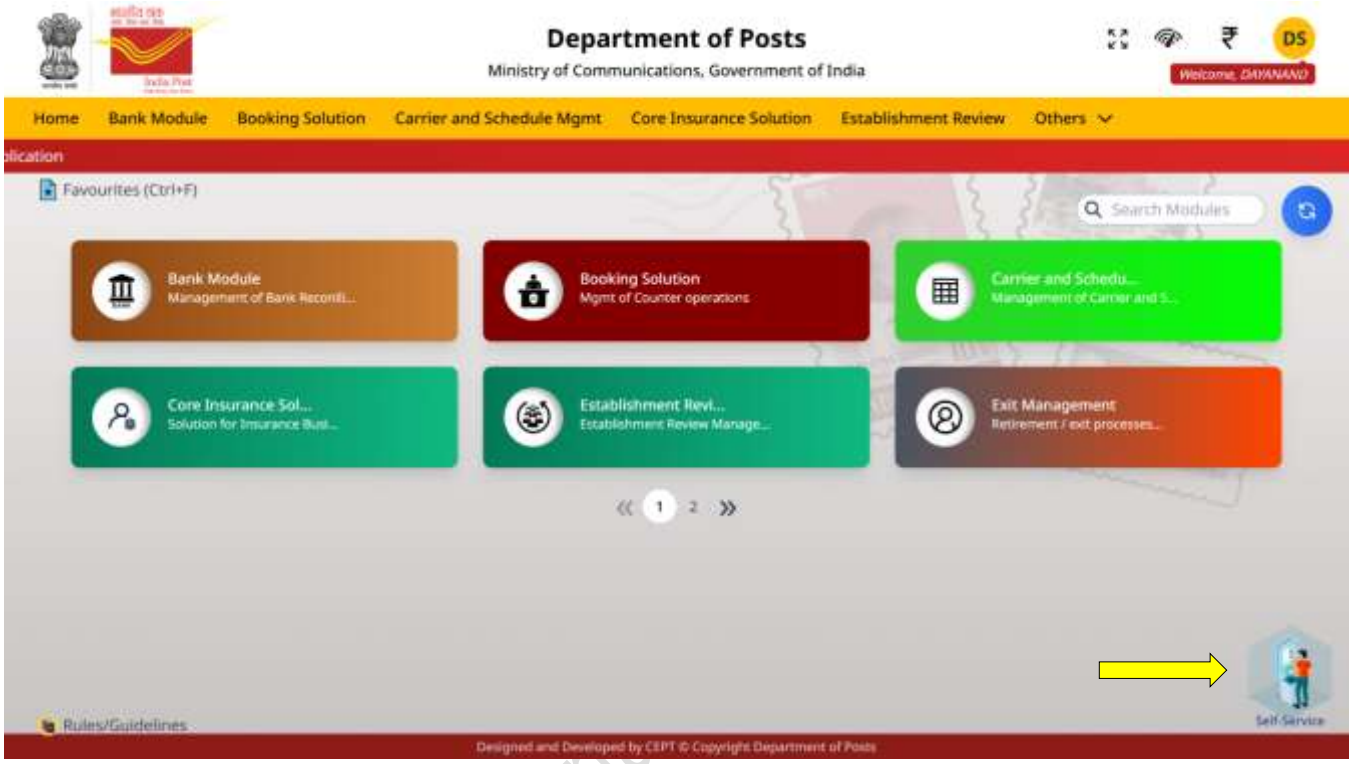
BANK INFORMATION:

DRAW TYPE	DRAW TYPE ID	BANK TYPE	STATUS	ACCOUNT NO.	IFSC CODE
MAIN BANK	6000	HOME	APPROVED	32135542126	SBIN0013343

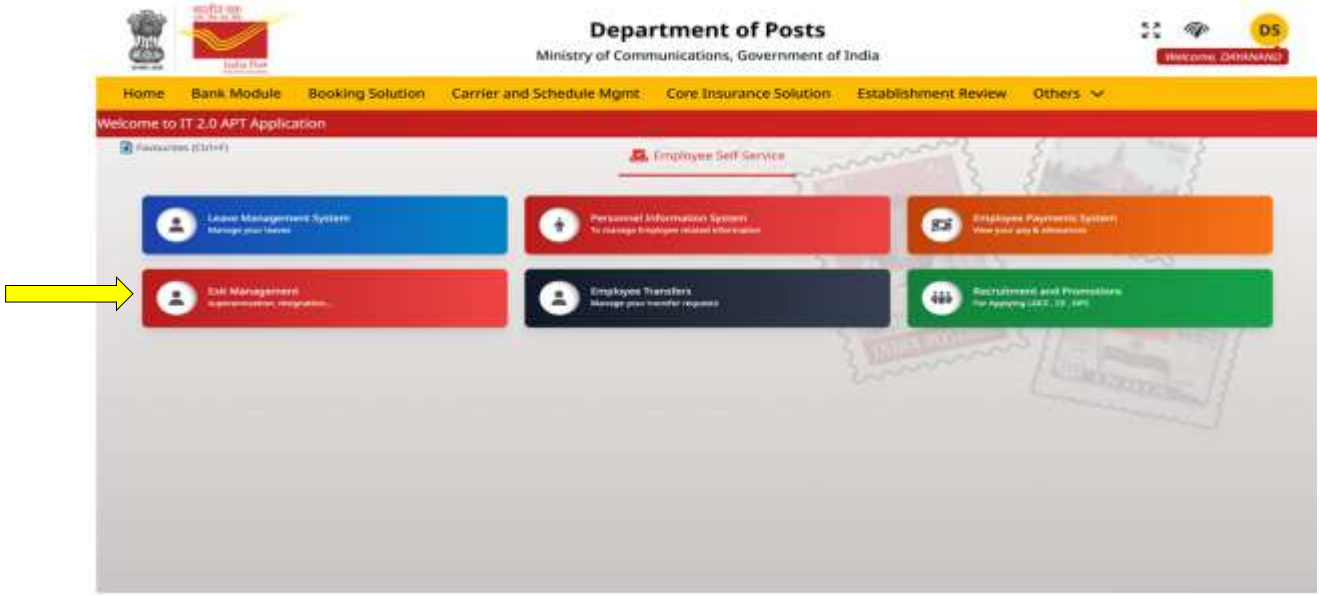
CEPT Training

6. Exit Management

This Operational Guide on Exit Management is prepared to support departmental employees in accurately applying retirement and exit procedures as part of their operational responsibilities.

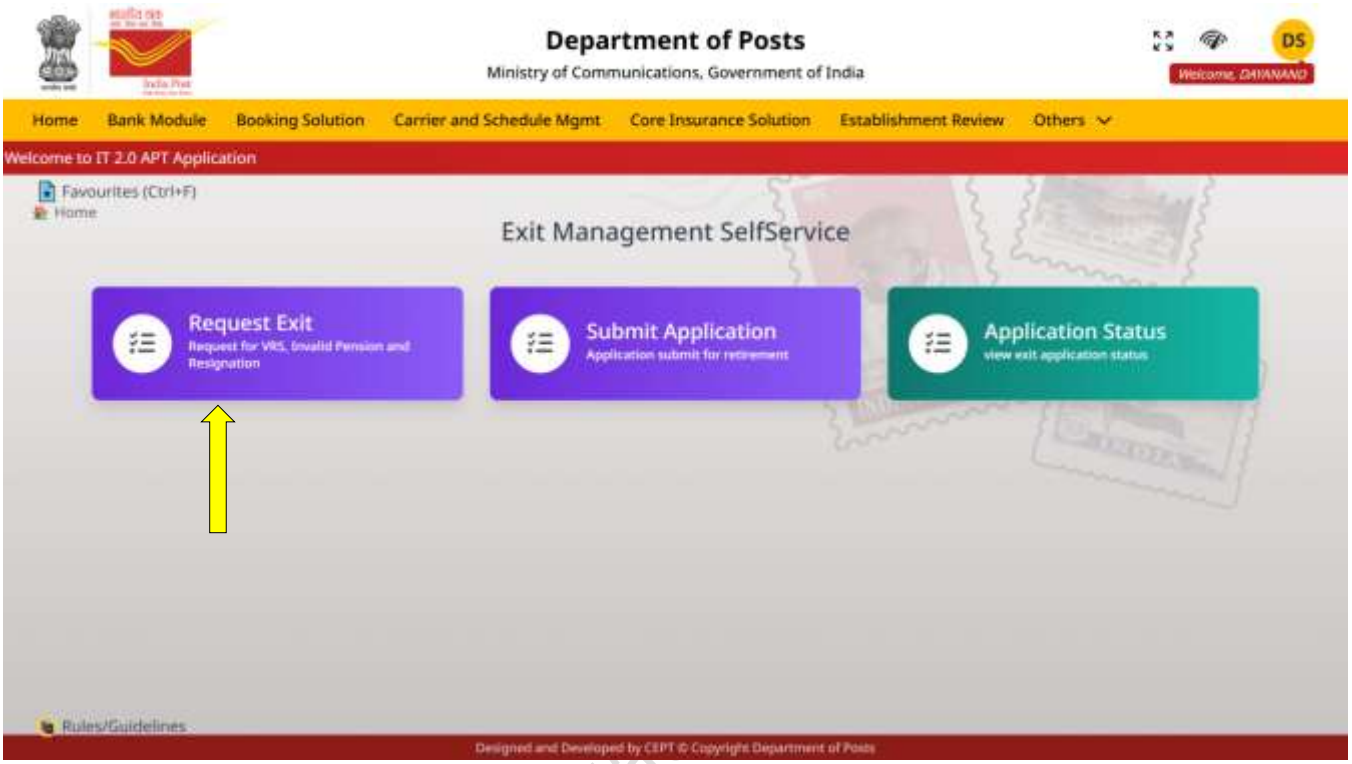


Login as user. In Home page, locate “Self Service” available in the right bottom of the page.

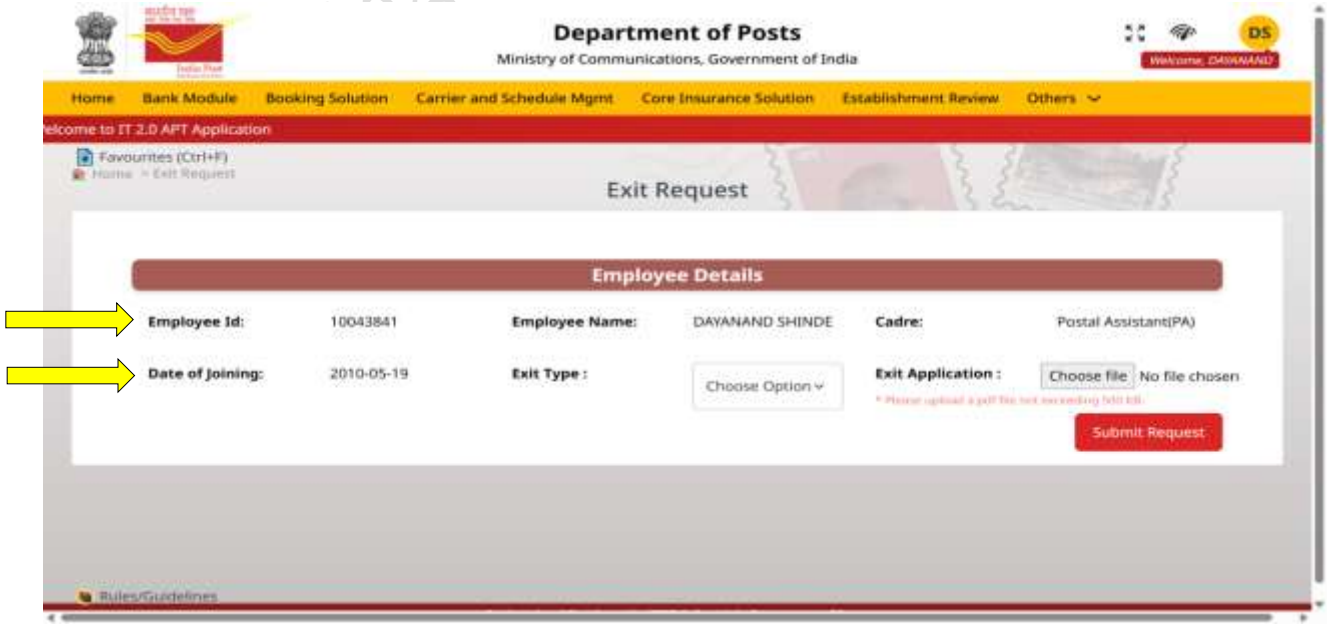


On clicking on Self Service, Employee Self-Service Screen will appear with various sub cards. Click on Exit Management sub card.

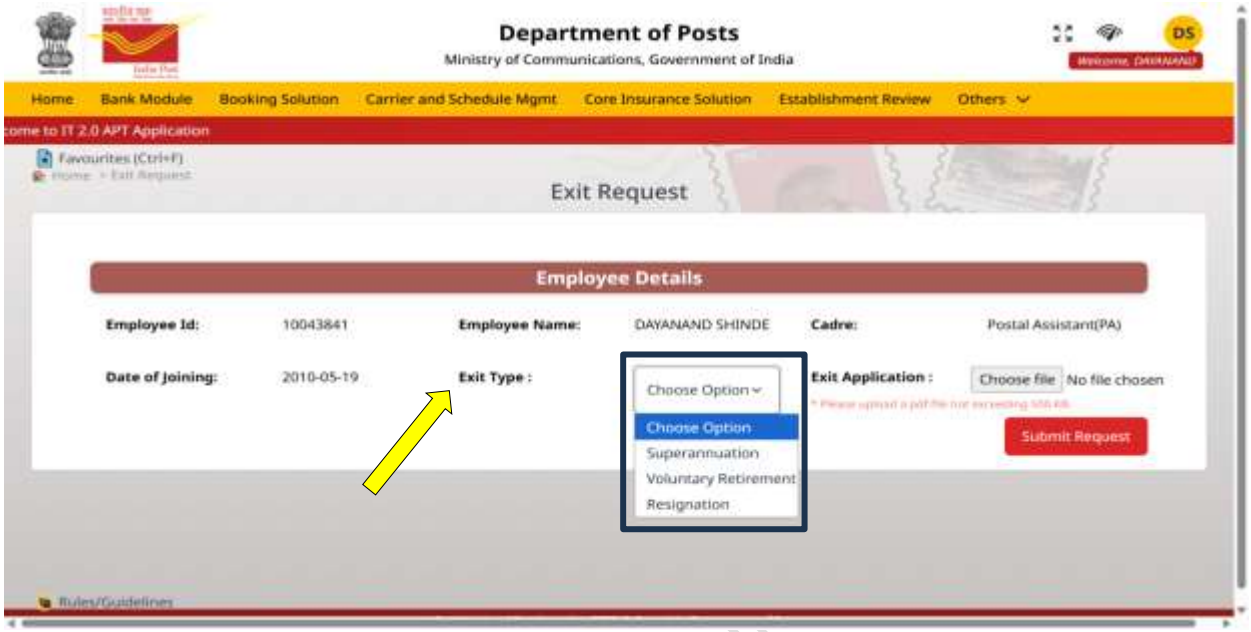
6.1 Request Exit



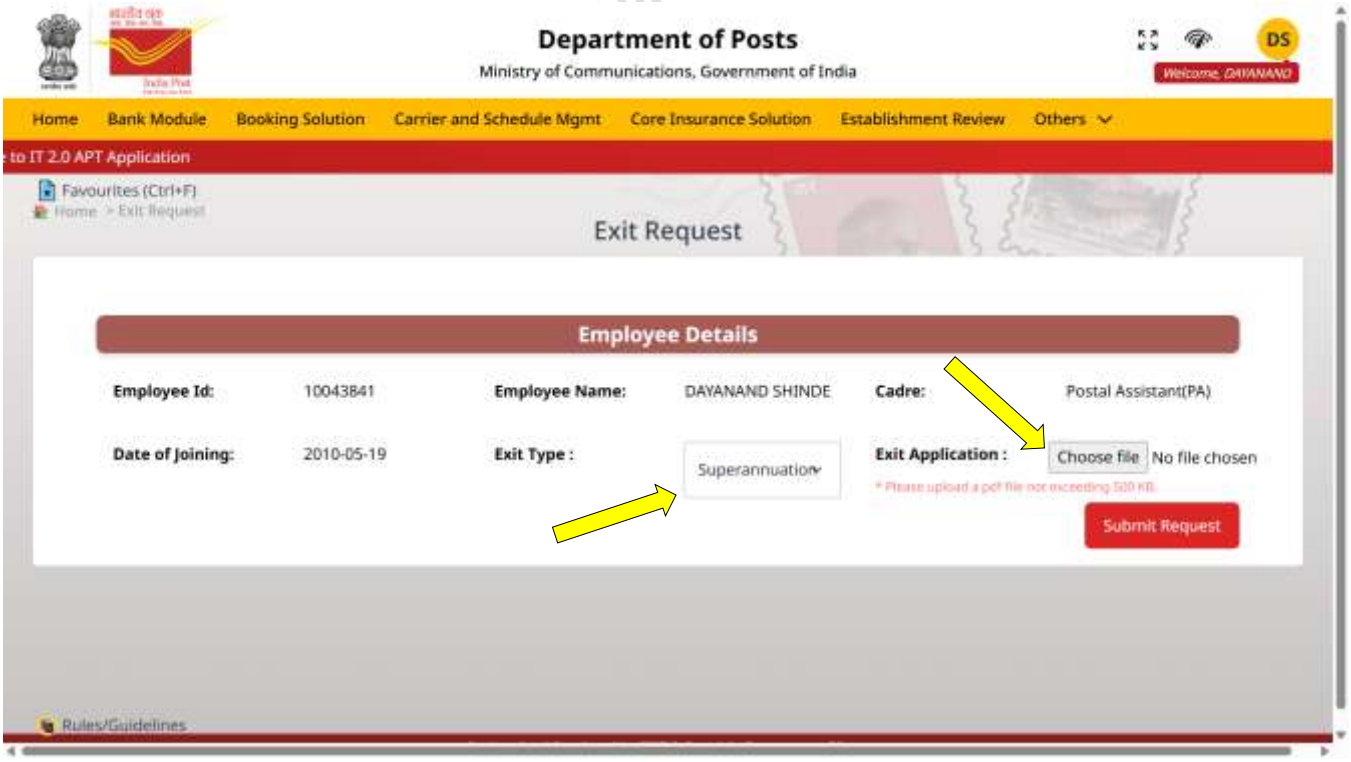
On clicking on Exit Management sub card, Exit Management SelfService Dashboard will appear with three sub cards. They are Request Exit, Submit Application and Application Status. Request Exit sub card is used for applying VRS, Superannuation and Resignation. Click on Request Exit sub card.



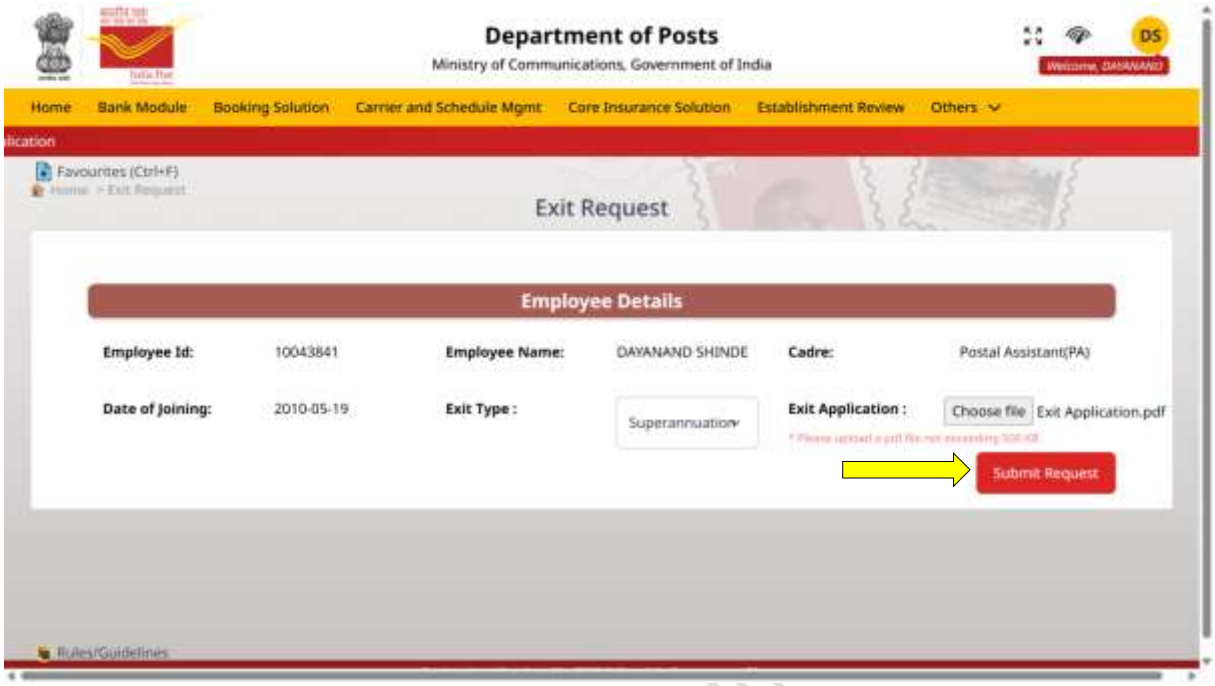
On clicking on Request Exit sub card, Exit Request screen will appear with Employee Details viz., Employee ID, Employee Name, Cadre, Date of Joining and Exit type and Exit Application.



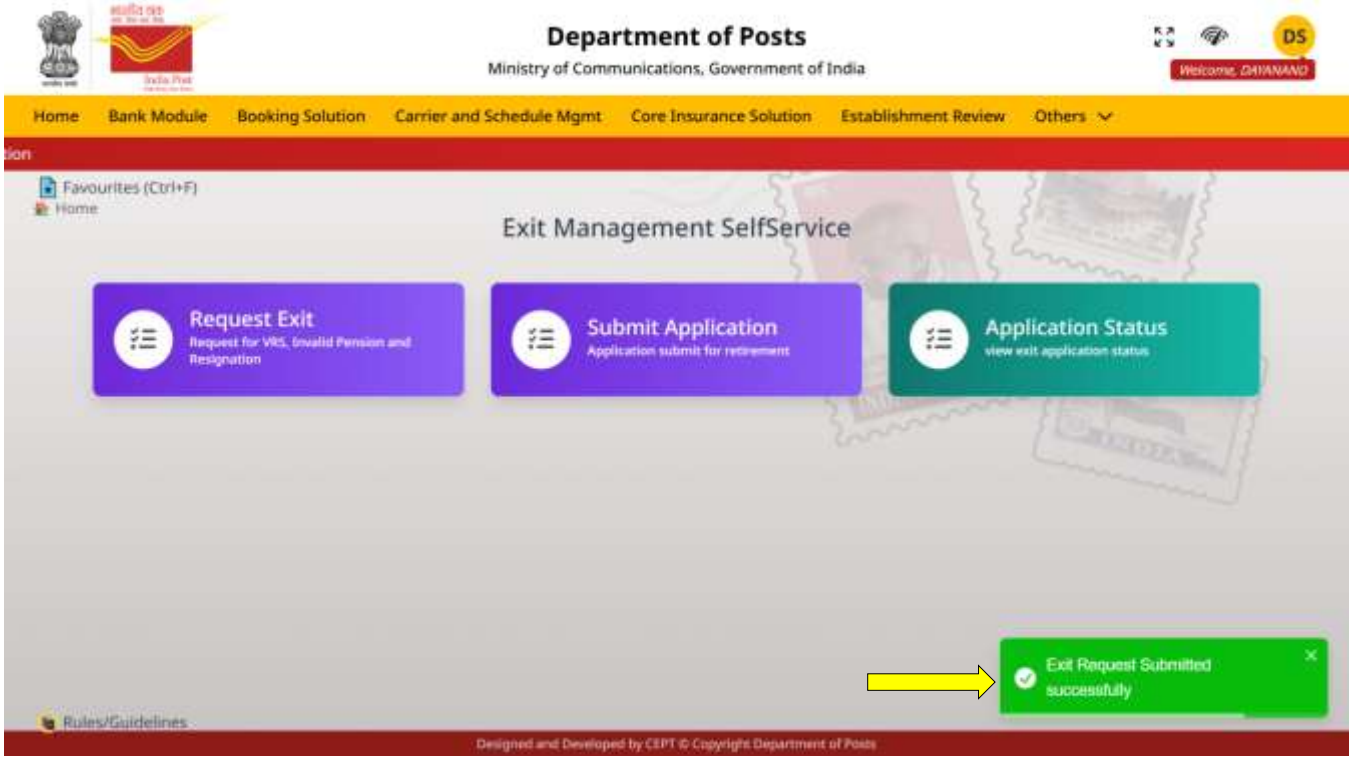
Using the drop down menu, user can select the Exit type. Various types of Exit available in the drop down are Superannuation, Voluntary Retirement and Resignation.



Example: Select the Exit Type as Superannuation. User has to upload Exit Application request letter in PDF with size less than 500 KB.

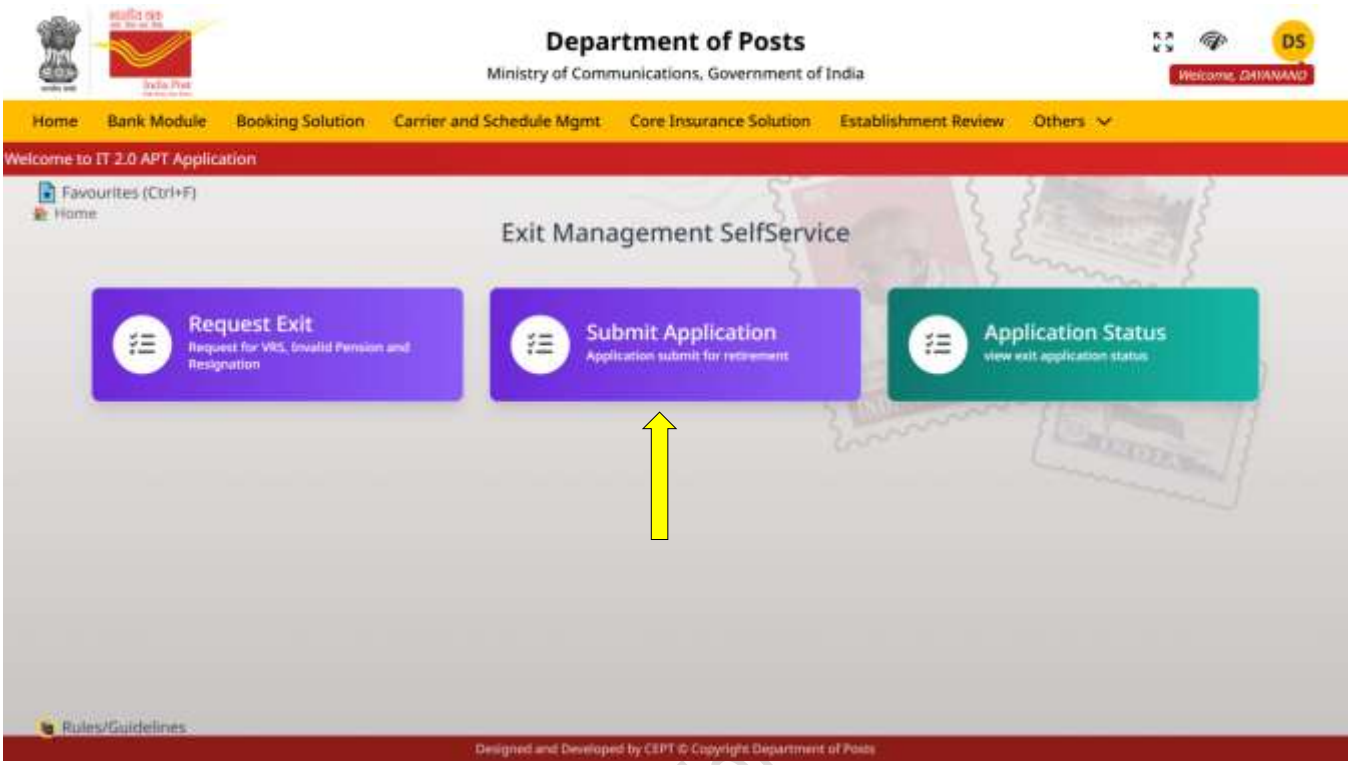


After uploading the request letter in PDF from the local drive, click on Submit Request button.

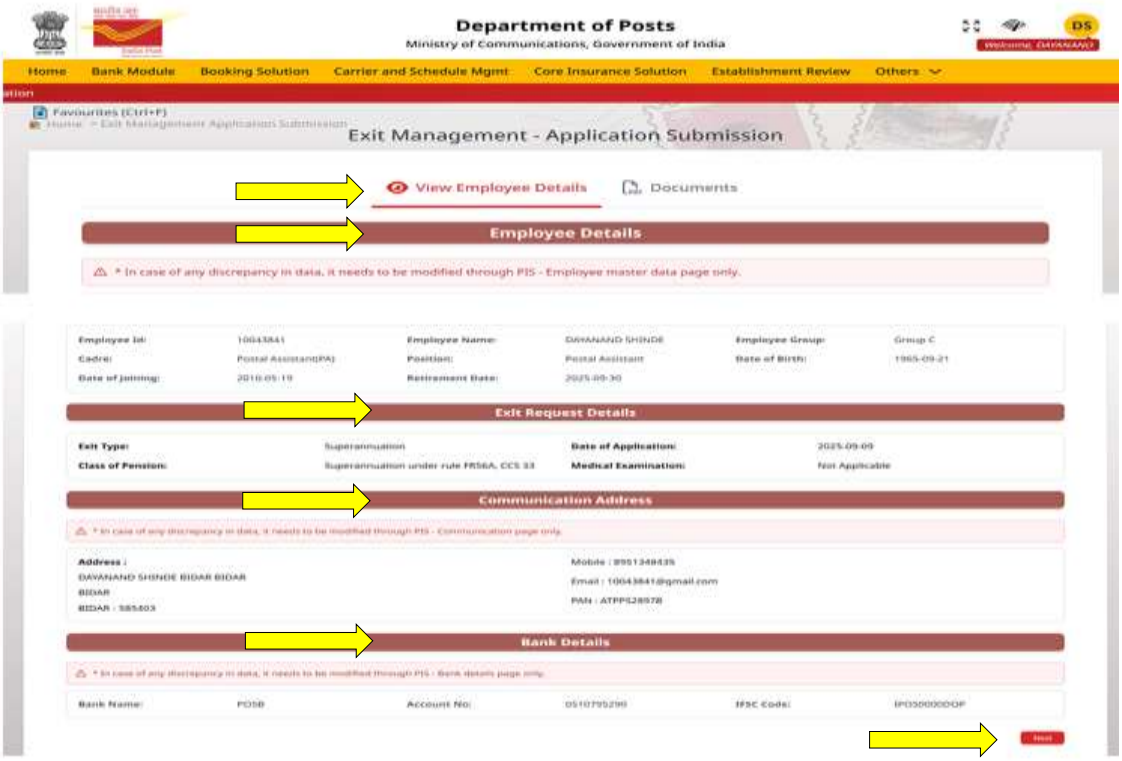


On clicking on Submit Request button, a message “Exit Request Submitted successfully” will appear in the right hand bottom of the page.

6.2 Submit Application



After requesting Exit, the next process is to Submit Application for retirement. Click on Submit Application sub card.

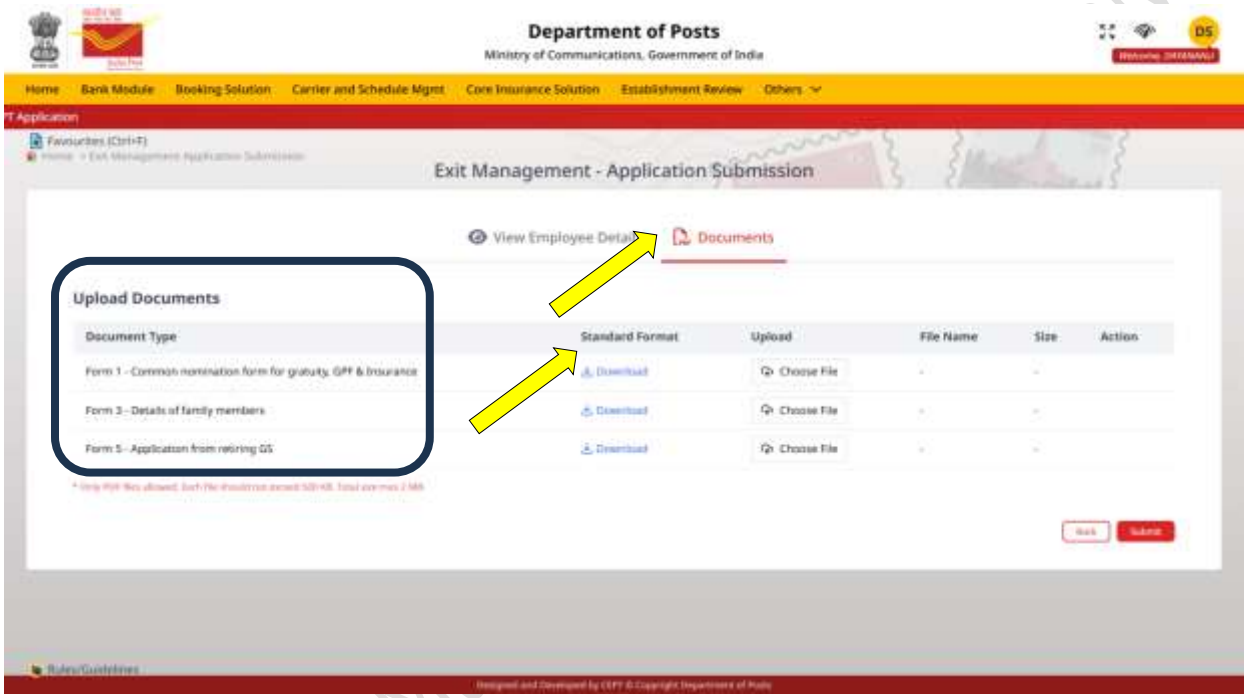


On clicking on Submit Application sub card, Exit Management – Application Submission screen will open with two toggle buttons. They are View Employee Details and Documents.

By Default, View Employee Details page will appear which contains various details like Employee Details, Exit Request Details, Communication Address and Bank Details.

User has to once cross check the available details before proceeding further.

On confirming all the available details, user has to click on Next button provided in the right bottom of the page.



On clicking on Next button, screen will toggle automatically and shift to Documents page. Here, the user has to upload the documents. The documents to be uploaded are:

- Form 1 – Common Nomination form for gratuity, GPF & Insurance
- Form 3 – Details of Family Members
- Form 5 – Application from retiring GS

Note: User has the option to download the forms in Standard format.

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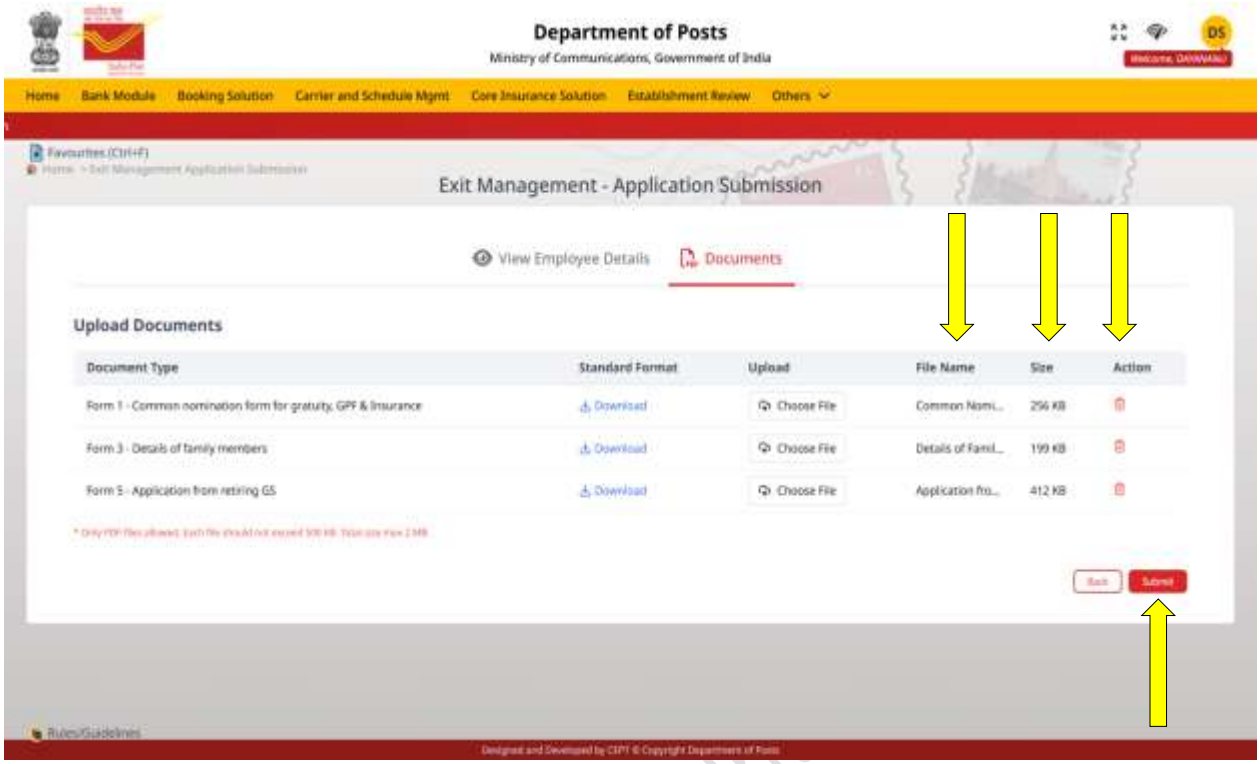
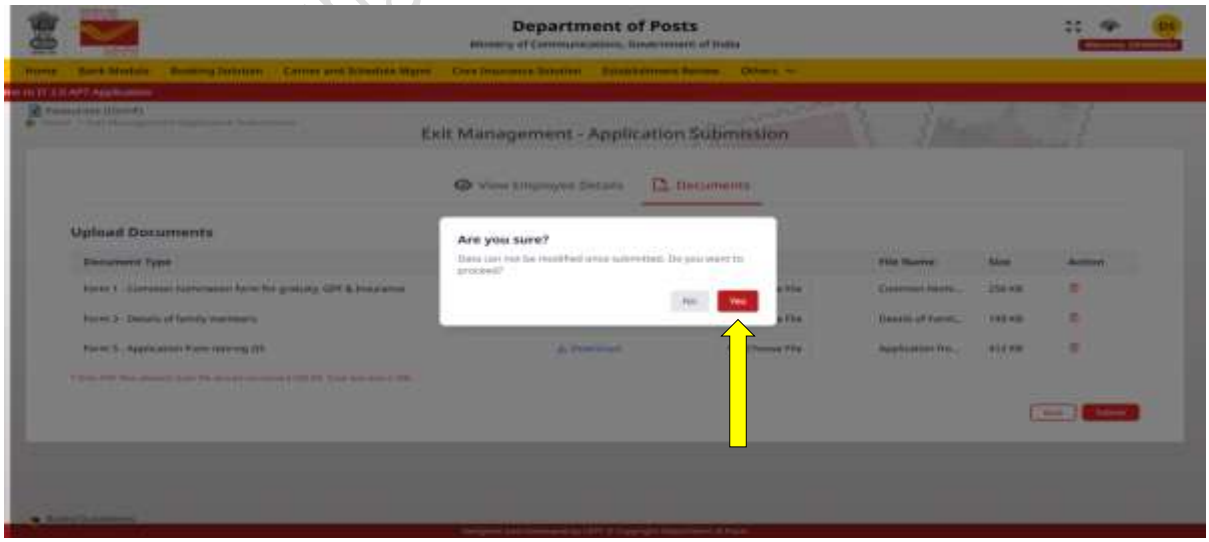


The forms in standard format should be printed and filled and then can be uploaded against each document type. Only PDF files are allowed for uploading and size of each file should not exceed 500 KB and total maximum size should not exceed 2 MB.

If user has wrongly uploaded a file and wants to delete, a provision is made to delete the uploaded file under Action head. Deletion of uploaded file can be done by clicking on Delete button Symbol shown under Action head.

After confirming the details, click on Submit button.



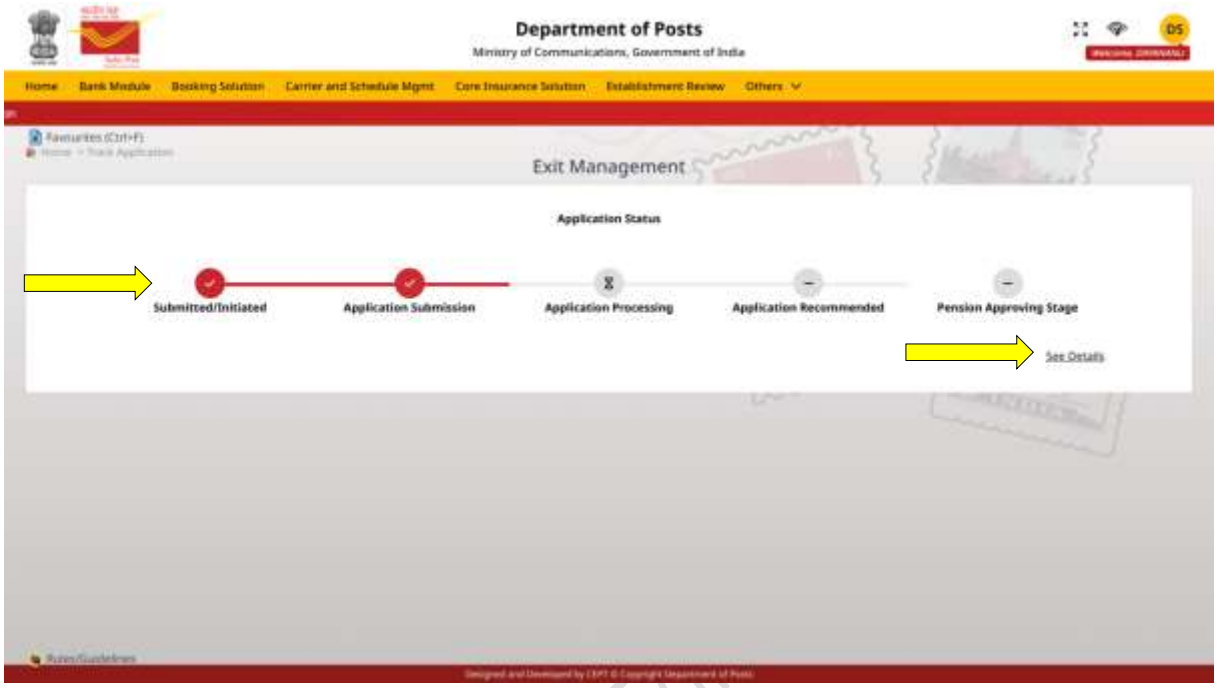
On clicking on Submit button, a message “Data cannot be modified once submitted. Do you want to proceed?” will appear. If the user is sure to submit the data, click on Yes button.

On clicking on Yes button, a message : “Your application has been submitted successfully” will appear.

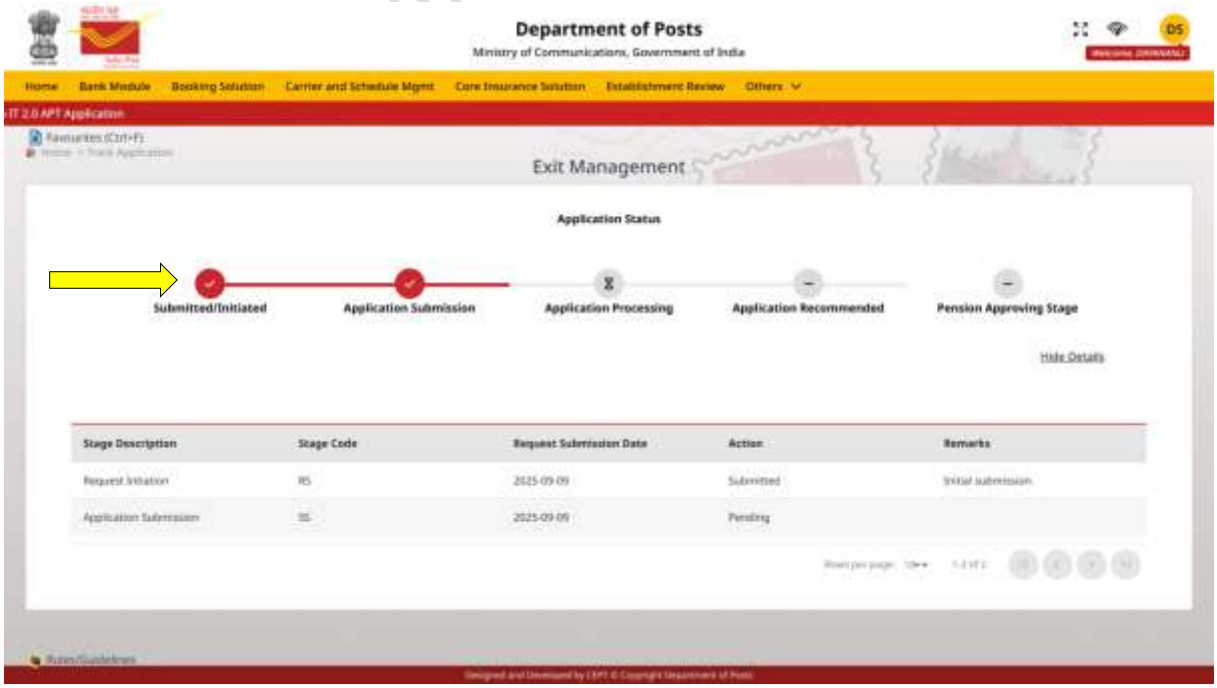
This completes the process involved in Submission of Application by the Applicant.

6.3 Application Status

Application Status card is used to view the Exit Application Status for the Exit request applied by the employee. Click on Application Status sub card under Exit Management SelfService screen.



On clicking on Application Status sub card, user can view the status of the Exit application submitted. The flow chart will be shown stage wise. The various stages include Submitted/Initiated, Application Submission, Application Processing, Application Recommended and Pension Approving Stage.



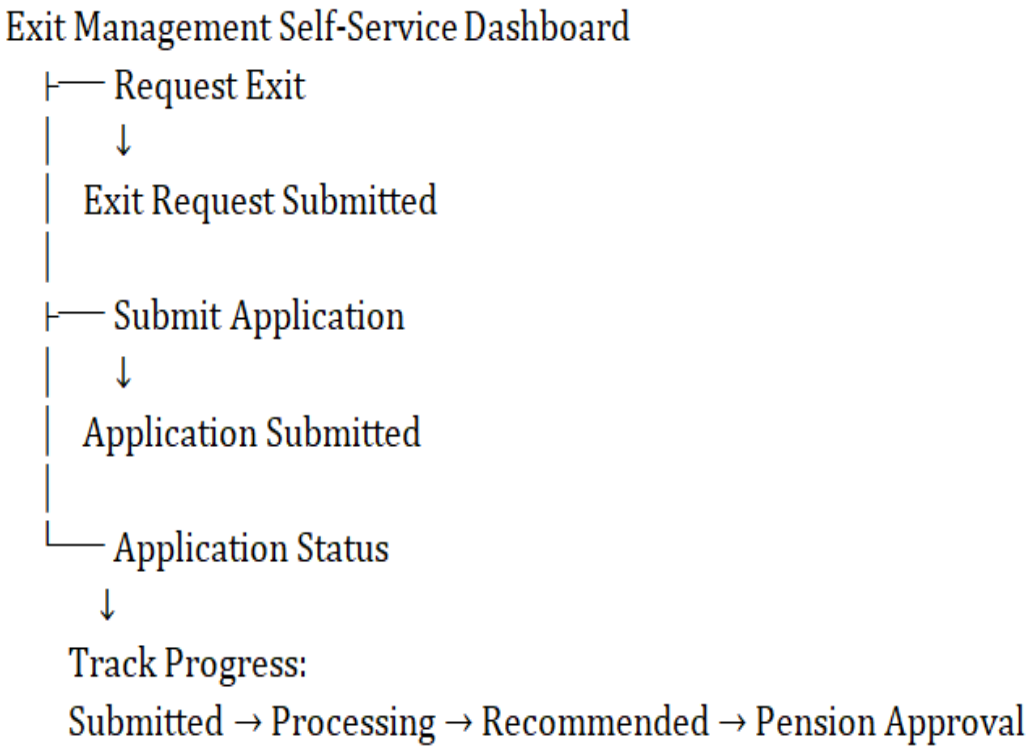
To see the details, click on See Details hyperlink. On clicking on See Details link, a table showing Stage Description, Stage Code, Request Submission Date, Action and Remarks will appear.

As seen in flow chart above, red colour tick mark indicates the current stage of the application. The same can also be ascertained from the detailed table from the Action head.

Note: The action to be taken further at all levels will be discussed separately in administration part.

6.4 Flow chart

6.4.1 Summarised Work Flow



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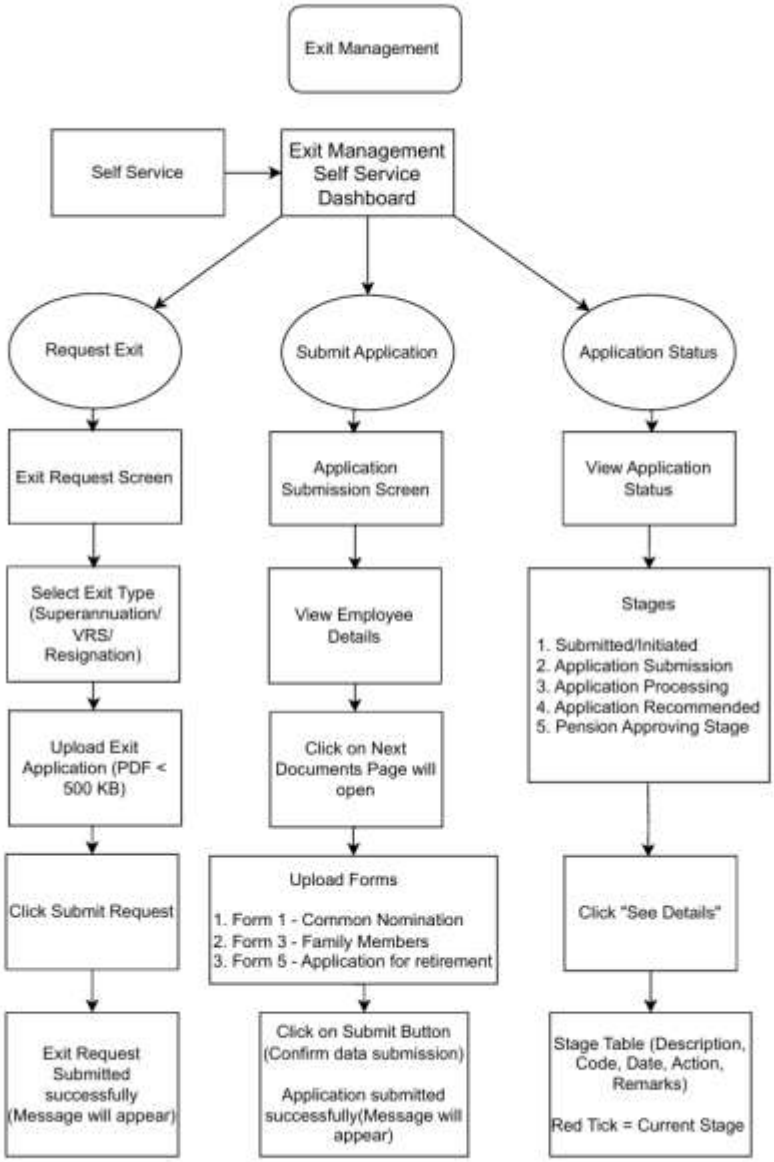
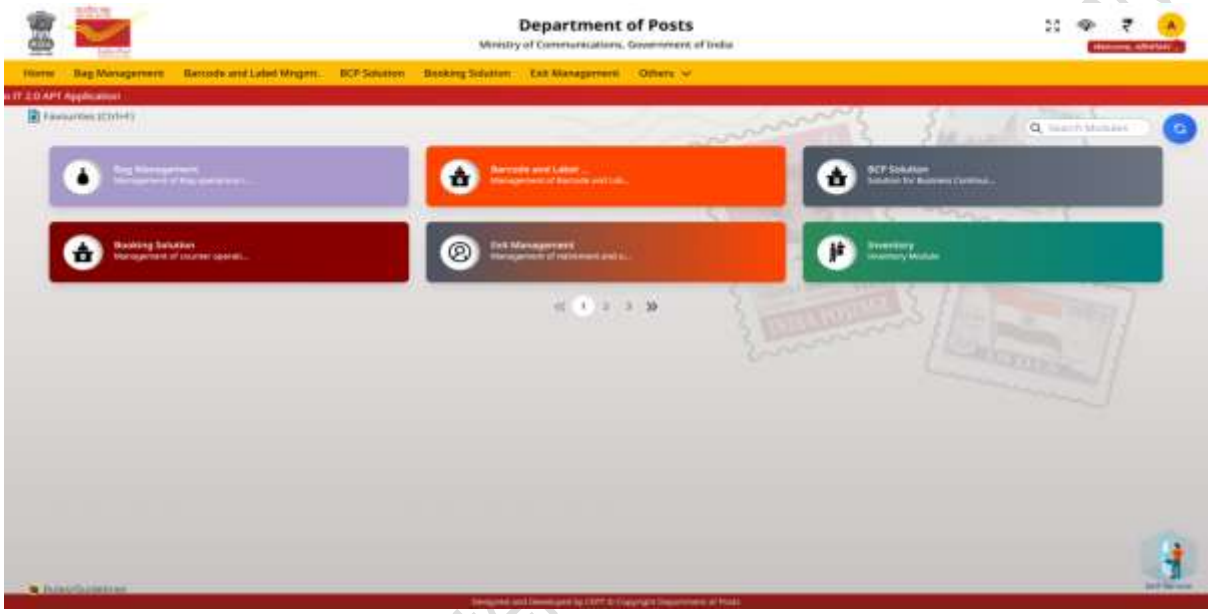
6.4.2 Detailed Work Flow



7 Transfers Module

The Transfers Module enables end users to submit applications for transfers under Rule-38 and Rule-3, monitor the status of their applications, access provisional allotments, and view the official transfer schedule.

7.1 Home Page



Upon successful login, the system displays the home screen, where users can access various cards corresponding to the tasks and responsibilities assigned to them.

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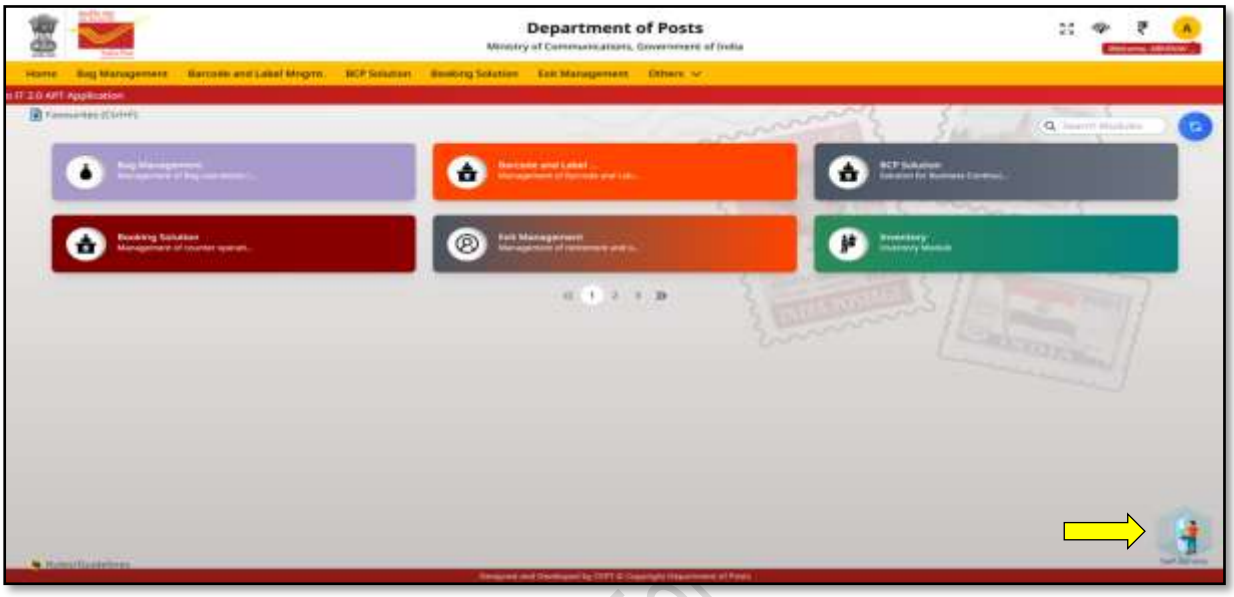
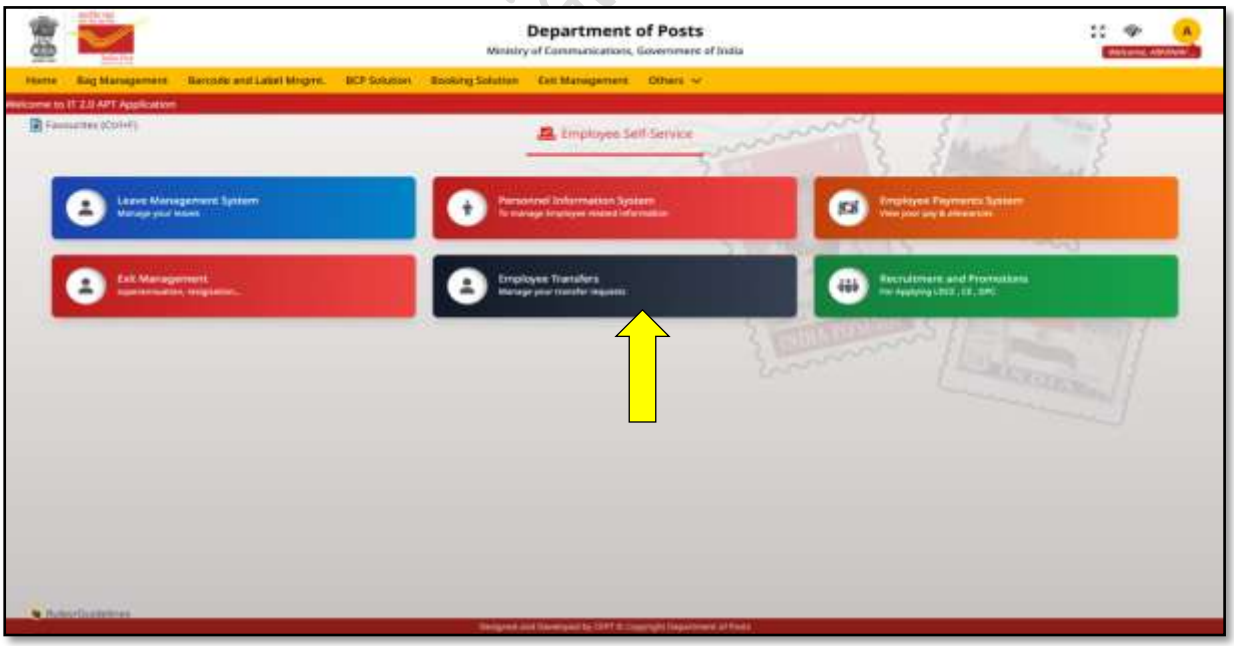
7.2 Apply for Transfer

7.2.1 Apply for Rule-38

All eligible departmental employees are provided with the facility to submit applications for Rule-38 transfers through the Employee Self Service module.

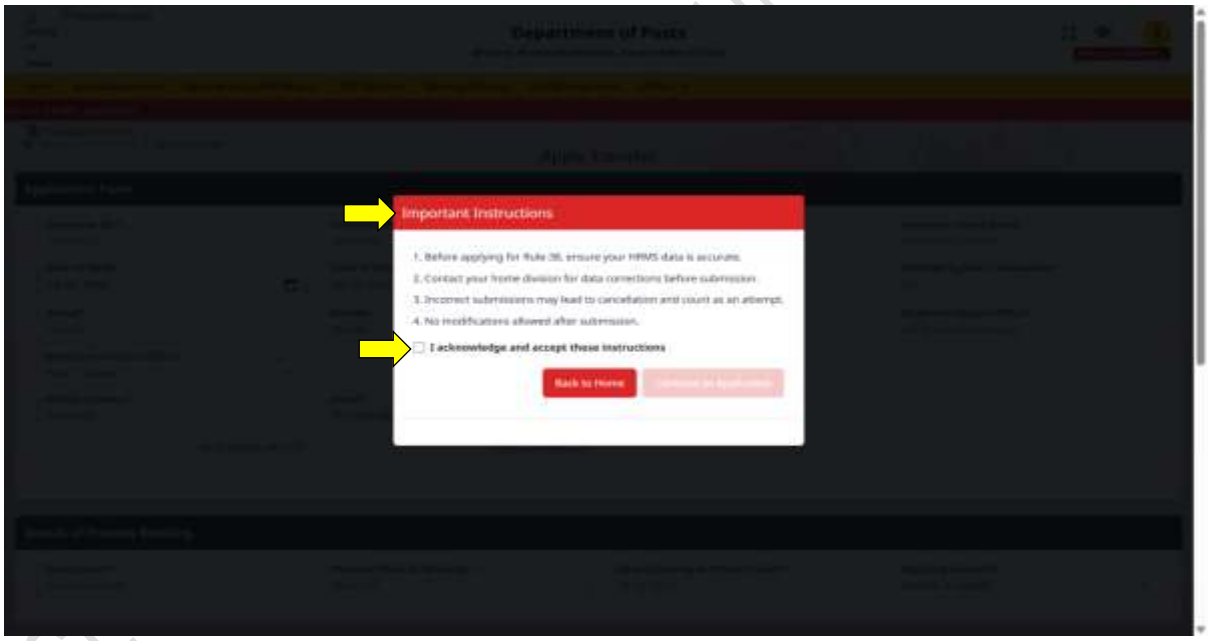


Click on the “Self-Service” icon to proceed.

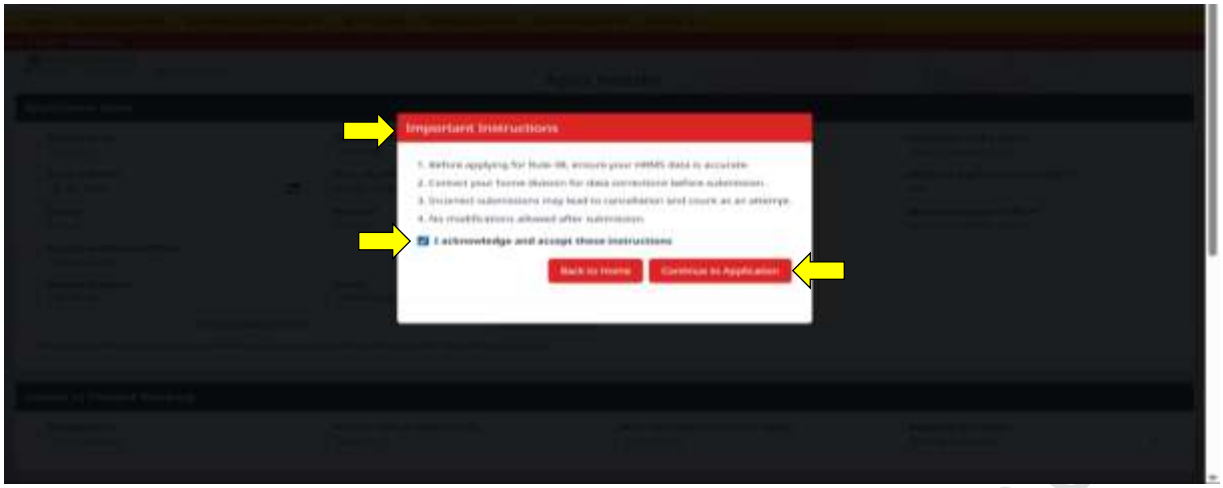


Upon selecting the ‘Self-Service’ icon, the ‘Employee Self-Service’ screen is displayed. To access the Transfers portal, the user must select the ‘Employee Transfers’ card.

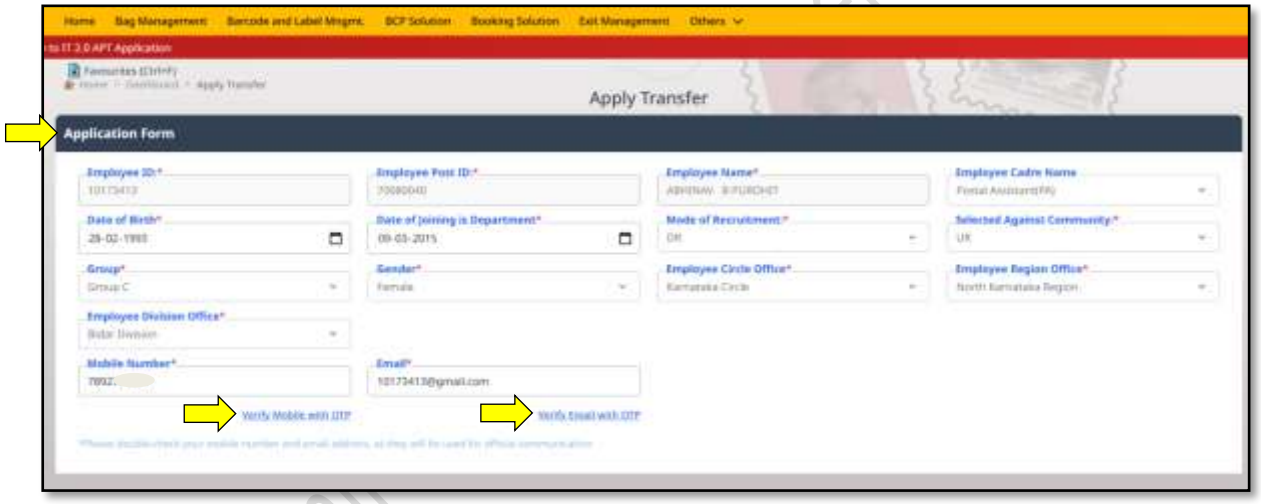
When the user selects the 'Employee Transfers' card, various sub-cards are displayed, as illustrated in the image above. To initiate a Rule-38 transfer application, the user must select the 'Apply Transfer Rule 38' sub-card.



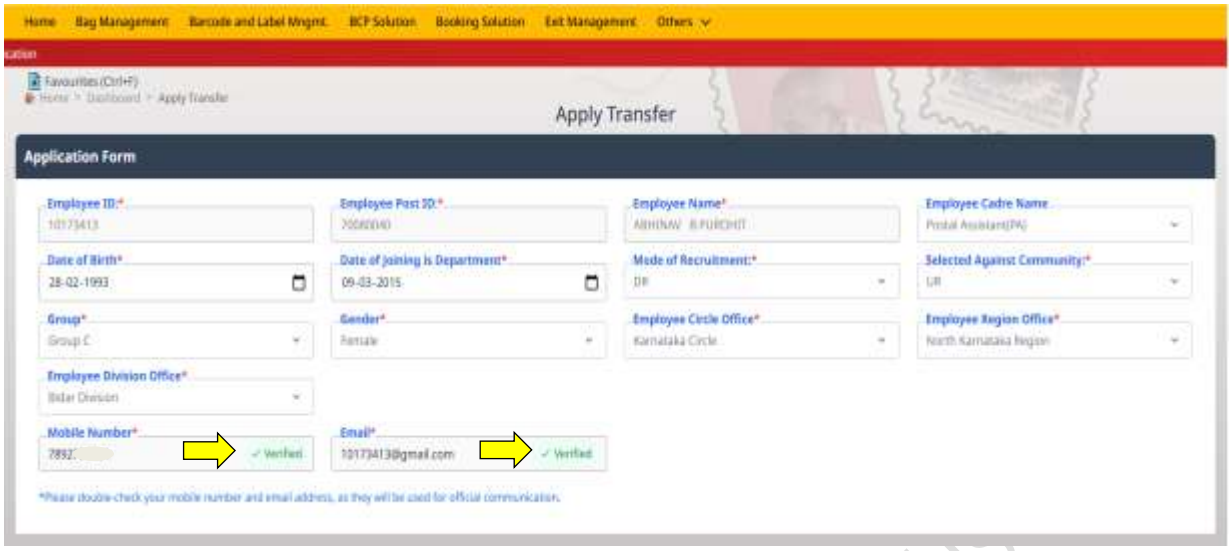
Upon clicking on 'Apply Transfer Rule 38' sub card, Important Instructions dialogue box appears. User has to carefully read the instructions, acknowledge and accept the instructions by tick marking the check box.



User has to tick mark the check box and click on ‘Continue to Application’ button. Please note that the button ‘Continue to Application’ will be enabled only after tick marking the acknowledge check box.



When user clicks on the ‘Continue to application’, Apply Transfer screen will appear. This screen is divided into several parts: 'Application Form,' 'Details of Present Working,' 'Transfer Application Details,' 'Division Preference,' and 'Deputation Details’.

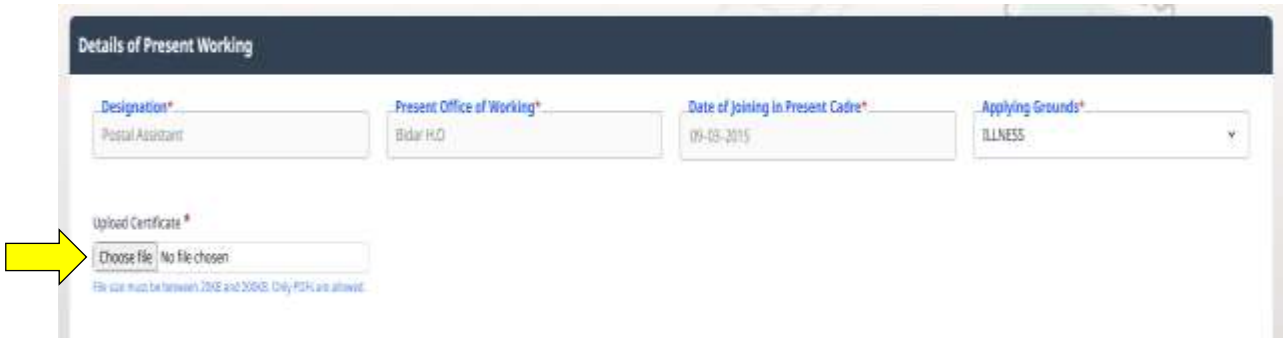


In the 'Application Form' section, most of the fields will be auto-fetched from PIS (HRMS) and will not be editable. Only Mobile number and Email are editable and are mandatory. Below the Mobile Number and Email fields, using the hyperlinks, verify both Mobile Number and Email with OTP.

After verifying the details in the 'Application Form' section, scroll down to access the other sections of the transfer screen.

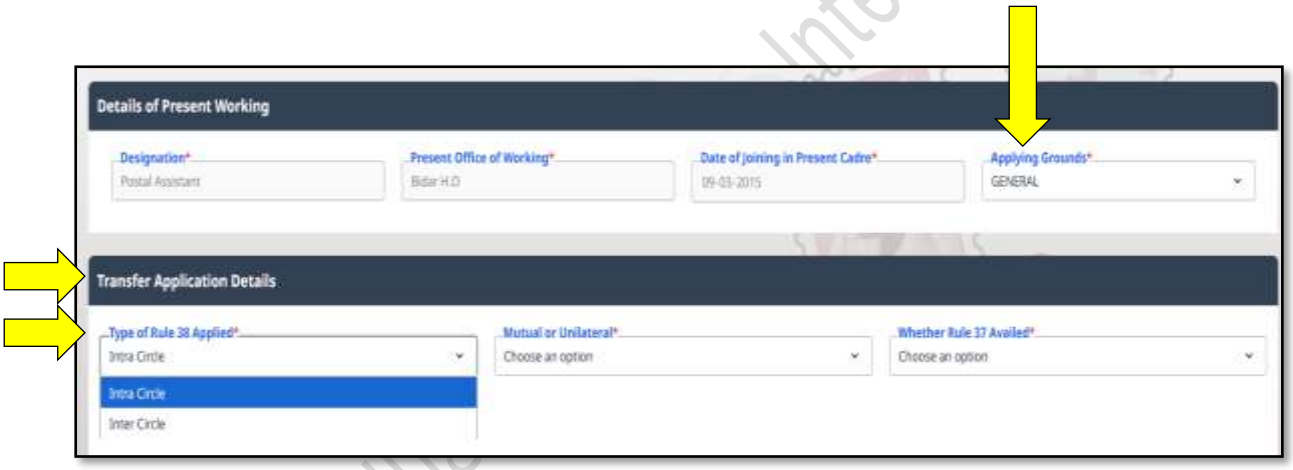
Check the details displayed under the ‘Details of Present Working’ section. The user needs to select the ‘Applying Grounds’ from the dropdown menu. The Available options for applying grounds are as follows.

- Illness
- Compassionate Appointment
- PwBD
- Spouse
- General



Note: In case the user selects the 'Applying Grounds' as ILLNESS or SPOUSE, one more field 'Upload Certificate' will be enabled. User has to upload the valid supporting document for the applying grounds as ILLNESS or SPOUSE. The file size of the certificate must be between 20KB and 200KB only in PDF format. Rest procedure remains the same for all 'Applying Grounds'.

Select the 'Applying Grounds' and proceed to the 'Transfer Application Details' section.



In the 'Transfer Application Details' section, the user needs select the 'Type of Rule-38 Applied' field. Two options are available: 'Intra Circle' and 'Inter Circle'. Choose the relevant option.
If the user is applying for Intra Circle transfer then, 'Applying Circle (Intra circle)' option by default selects the present circle. If the user is applying for Inter Circle transfer, then the user needs to select the 'Applying Circle' from the Drop-down.

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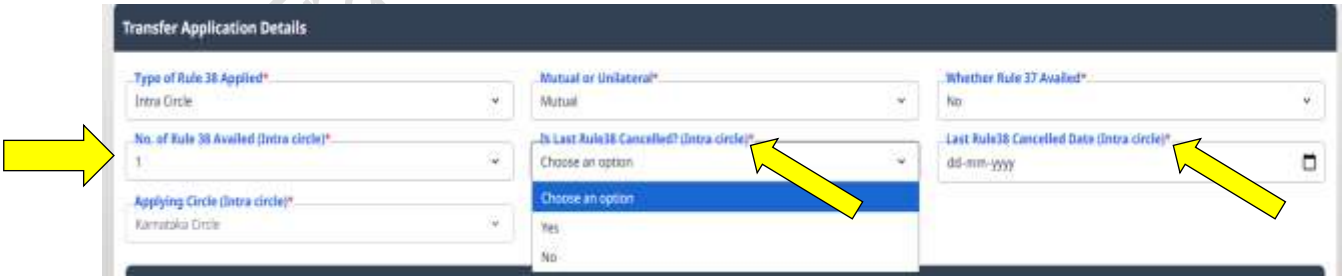
Next, select either 'Unilateral' or 'Mutual' from the drop down box for applying transfer, under 'Mutual' or 'Unilateral' head.

Mutual Rule 38 transfer

Just for instance select 'Mutual'.
Also, select from the drop down box, 'Whether Rule 37 Availed' and 'No of Rule 38 Availed(Intra Circle)' fields. User has to select 'Yes' or 'No' for 'Whether Rule 37 Availed' field and the numbers 0/1/2 for 'No of Rule 38 Availed(Intra Circle)' field.

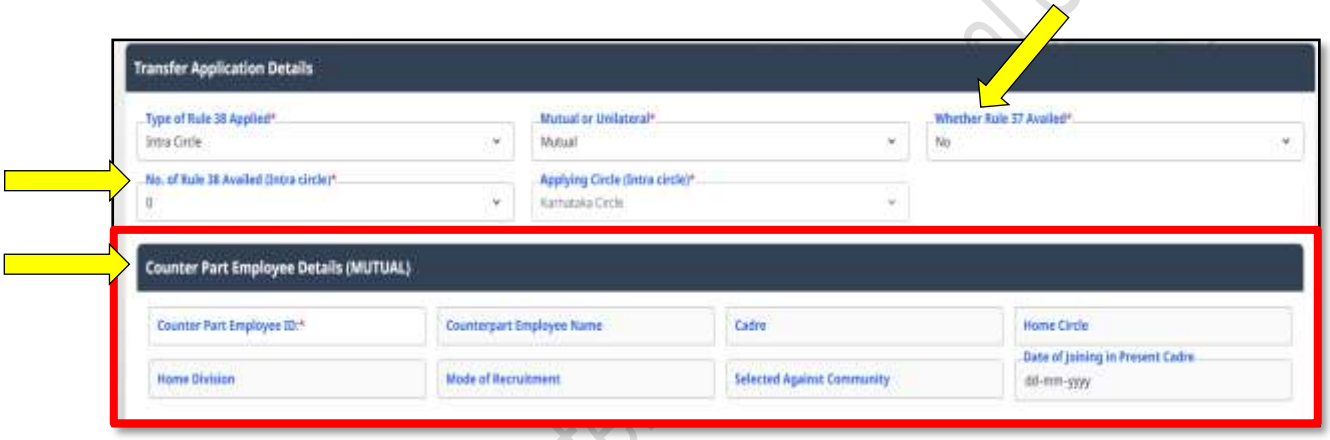
If in case, user selects 'Whether Rule 37 Availed' field as 'Yes', then one more field 'Rule 37 Availed Date' will appear and user has to provide the correct 'Rule 37 Availed Date' using the calendar.



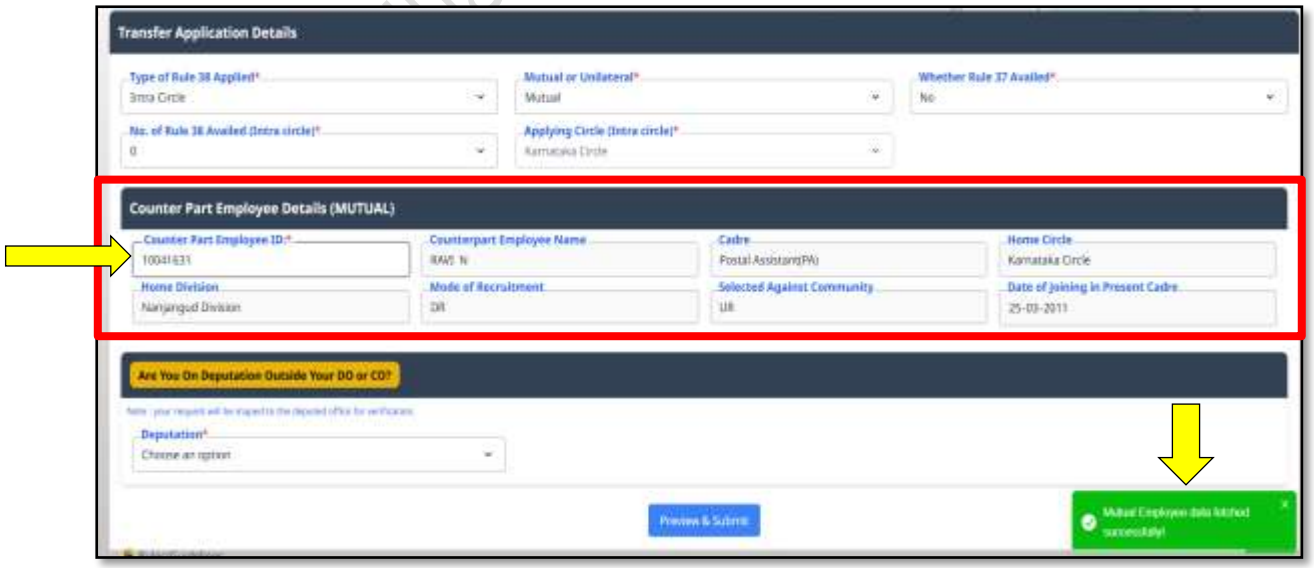
If in case, user selects 1 for 'No of Rule 38 Availed(Intra Circle)' field, two more fields 'Is last Rule38 Cancelled?(Intra Circle)' and 'Last Rule38 Cancelled Date(Intra Circle)' will appear. If user selects 'Yes' from drop down for 'Is last Rule38 Cancelled?(Intra Circle)' field, user has to capture 'Last Rule38 Cancelled Date(Intra Circle)' using the calendar.

If user selects 'No' from drop down for 'Is last Rule38 Cancelled?(Intra Circle)' field, user has to capture the 'Last Rule38 Joining Date(Intra Circle)' using the calendar.

Here, for instance, select 'Whether Rule 37 Availed' as No and 'No of Rule 38 Availed (Intra Circle)' as 0.

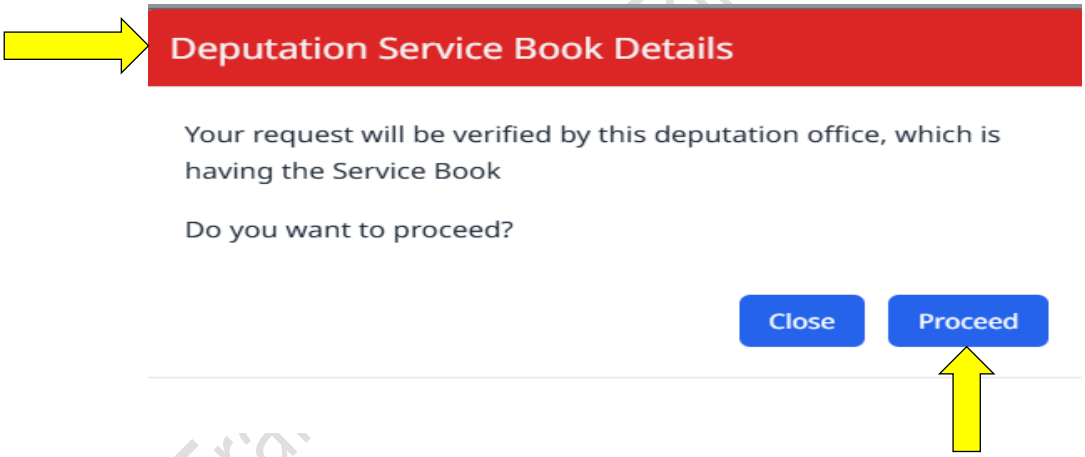


On selecting 'Mutual' in 'Mutual or Unilateral', additional field will be created to enter the employee details of the 'Counter Part Employee'.



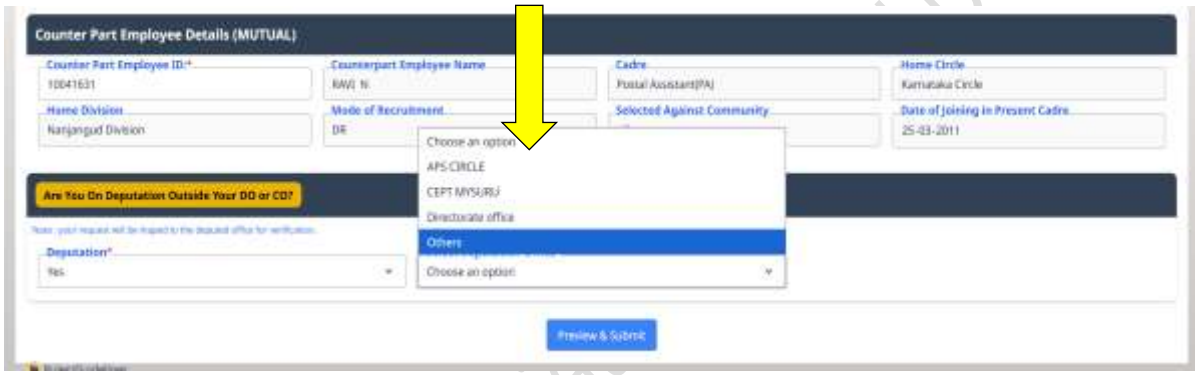
On entering the ‘Counter Part Employee ID’, employee details are auto fetched with a pop up message ‘Mutual Employee data fetched successfully’.

Answer the question 'Are you on Deputation Outside Your DO or CO?' by selecting 'Yes' or 'No' from the drop-down menu.

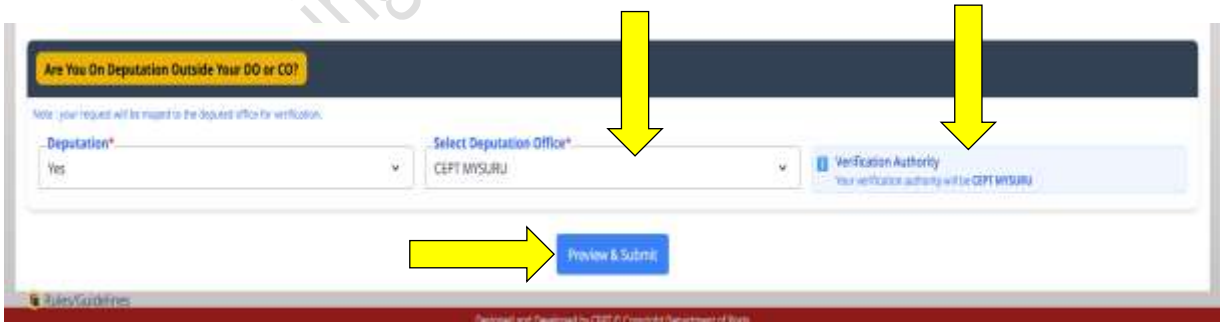


If the answer is 'Yes,' a message will pop up in connection with Deputation Service Book Details. Click on Proceed button.

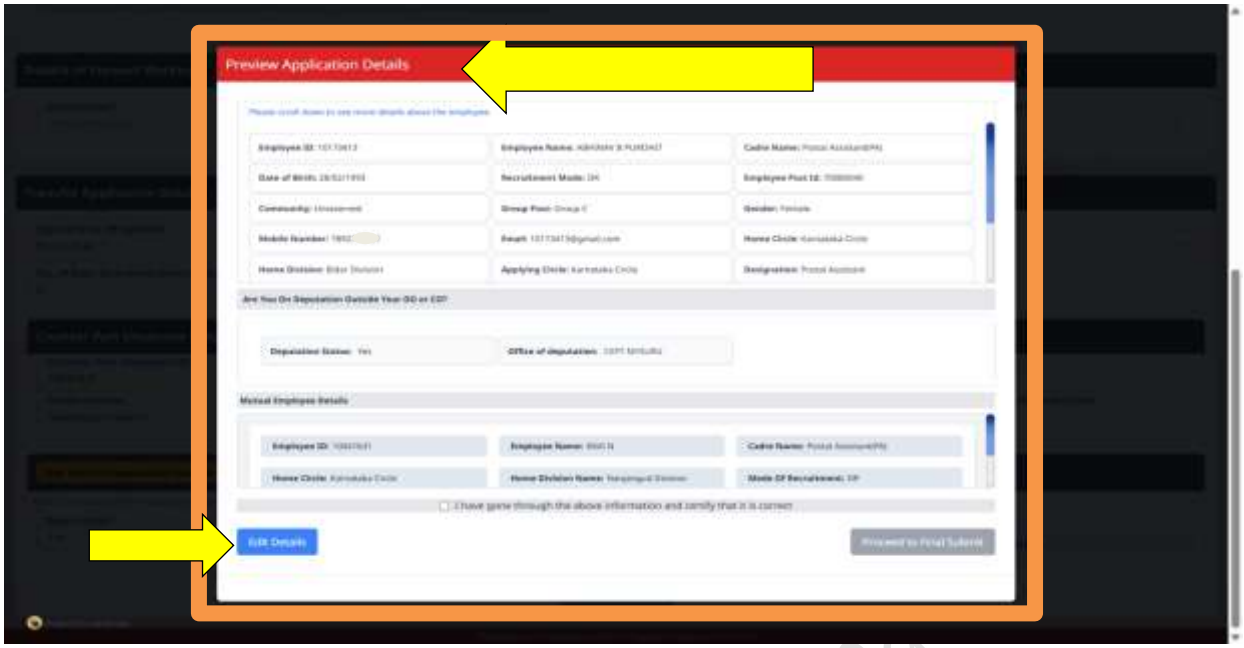
Upon clicking on Proceed button, option to select Deputation Office will appear.



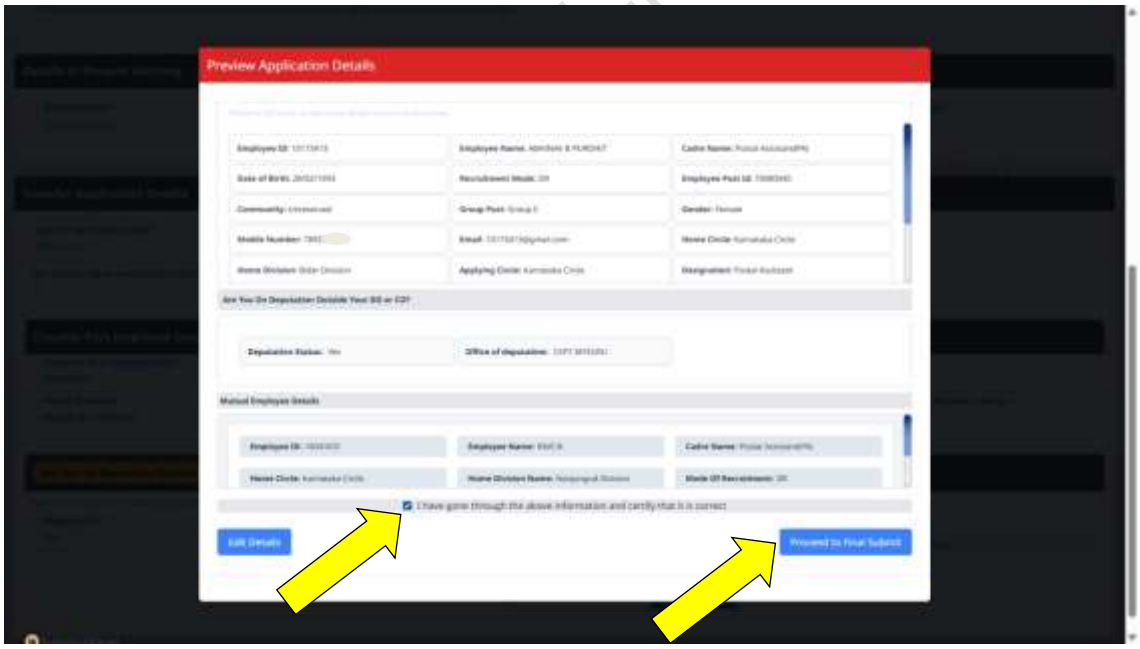
The Deputation offices as available in the drop down box are APS Circle, CEPT MYSURU, Directorate office and Others.
User must select the relevant option from the drop down box to select the Deputation Office.



Select the Deputation Office. On selecting the Deputation Office, information will be displayed: Verification Authority –The verification Authority will be the Deputation Office.
After confirming the details, user should click on 'Preview & Submit' button.



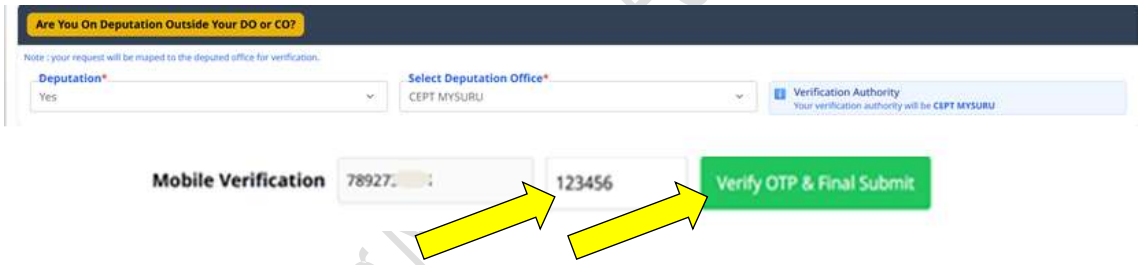
After clicking the 'Preview & Submit' button, a pop-up window will display the preview application details. The user will have the option to edit the details by clicking the 'Edit Details' button.



If satisfied with the information displayed, the user can tick mark the check box to certify that the information provided is correct and proceed to the final submission by clicking the **'Proceed to Final Submit'** button.

Upon clicking the **'Proceed to Final Submit'** button., Mobile Verification field will appear. User has to input the mobile number and click on Generate OTP button.

Upon clicking, 'OTP sent successful', message will appear.



After receipt of OTP through SMS, enter the OTP in Enter OTP field then click on **Verify OTP and Final Submit** button.

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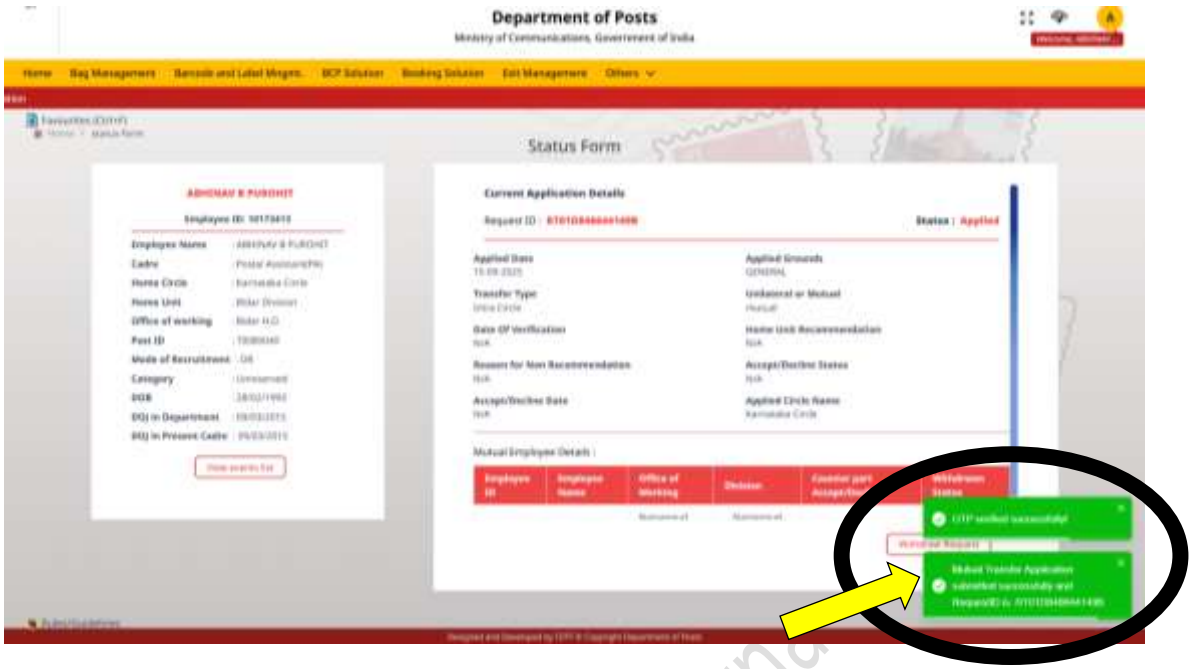
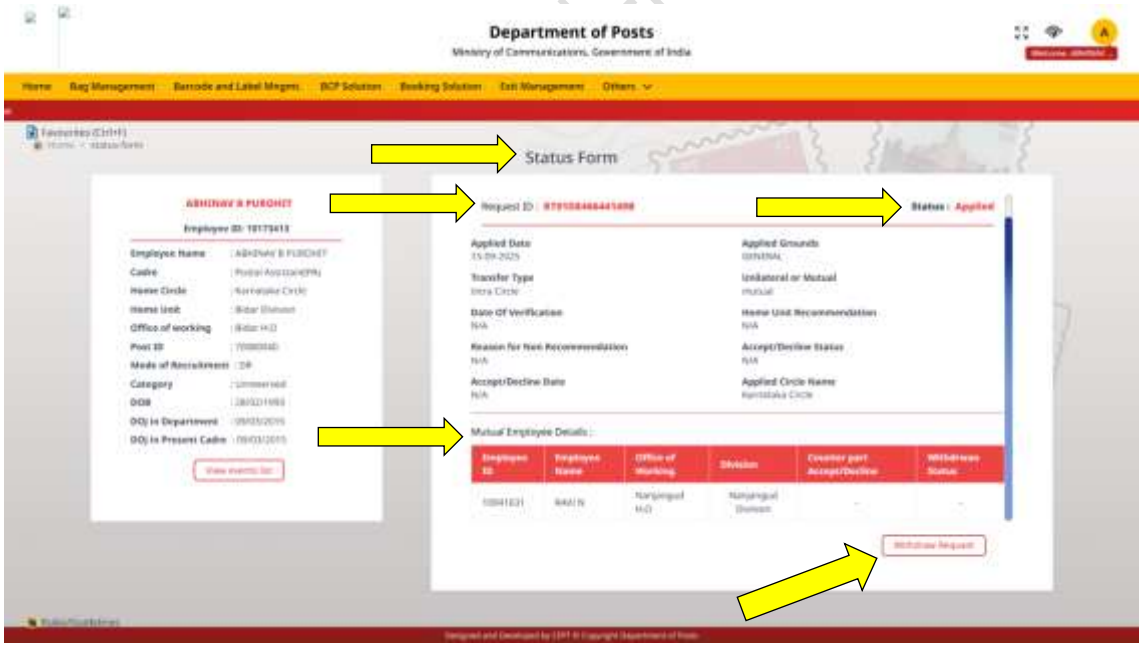
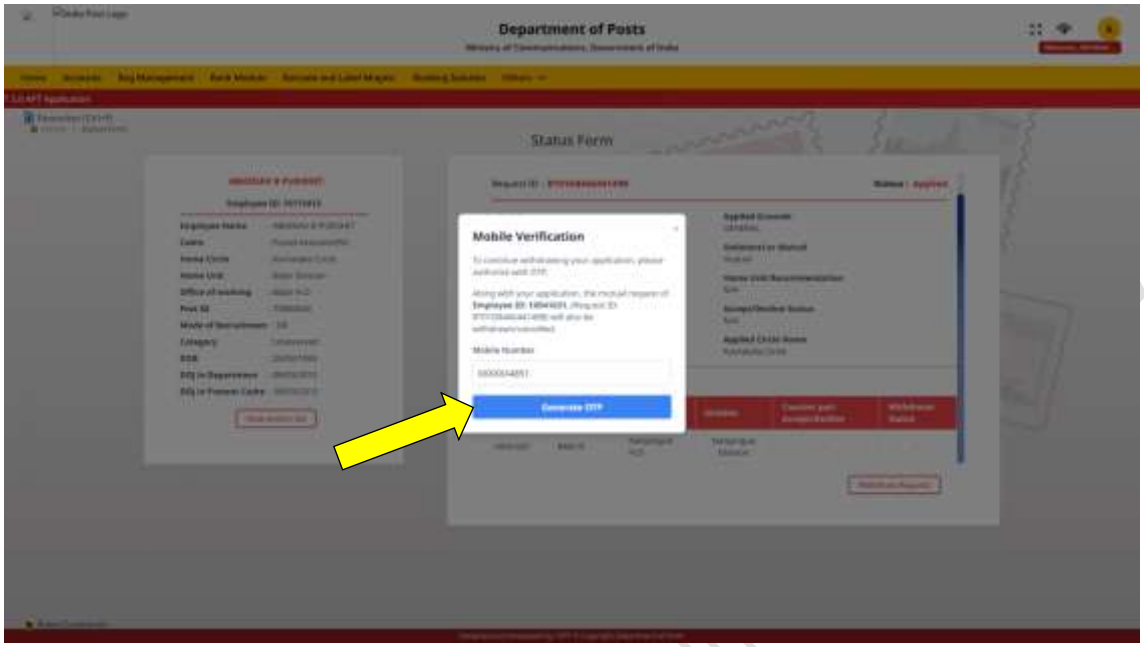


Upon clicking on **Verify OTP and Final Submit** button, OTP will be verified and the Mutual Transfer application will be submitted successfully and Request ID will appear in the right hand bottom of the screen.

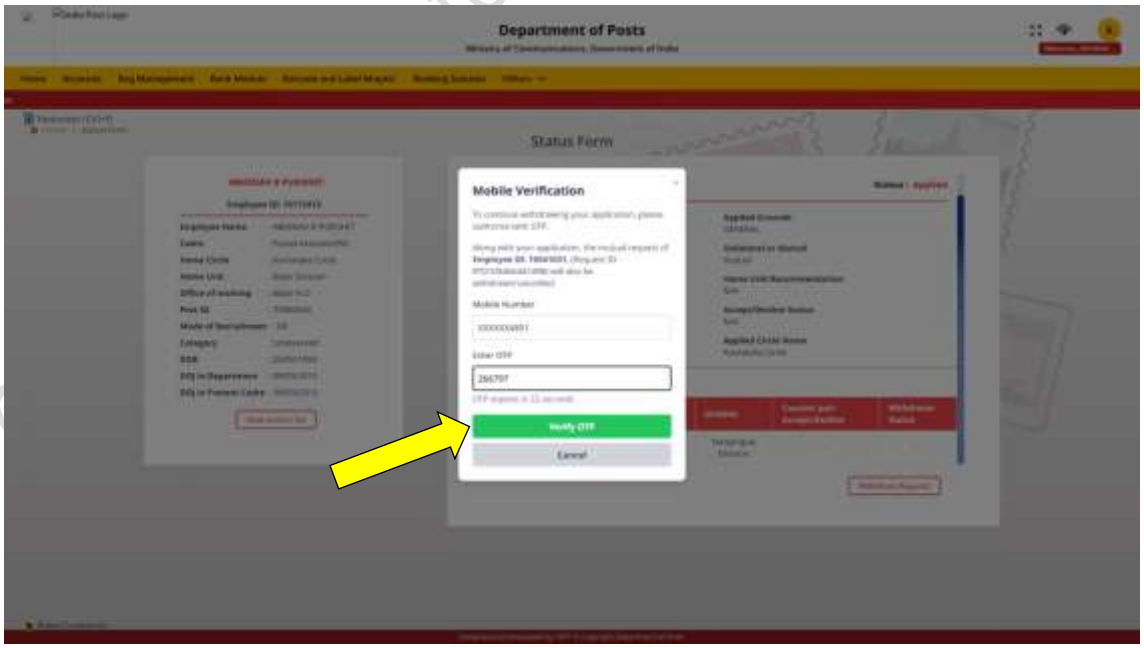


The Status Form will be displayed which contains the details like Request ID, Status, Mutual Employee Details etc. It can be observed that the 'Status' is 'Applied'.

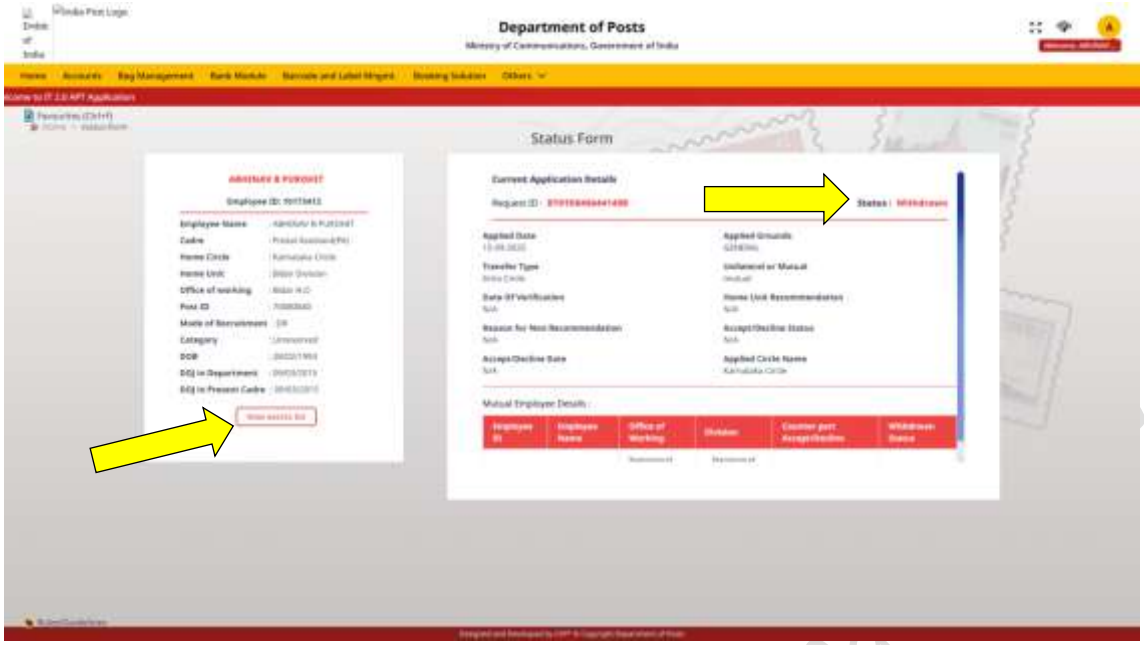
Below the Status Form, User can find ‘Withdraw Request’ button. ‘Withdraw Request’ button is available for the employee to withdraw the request.



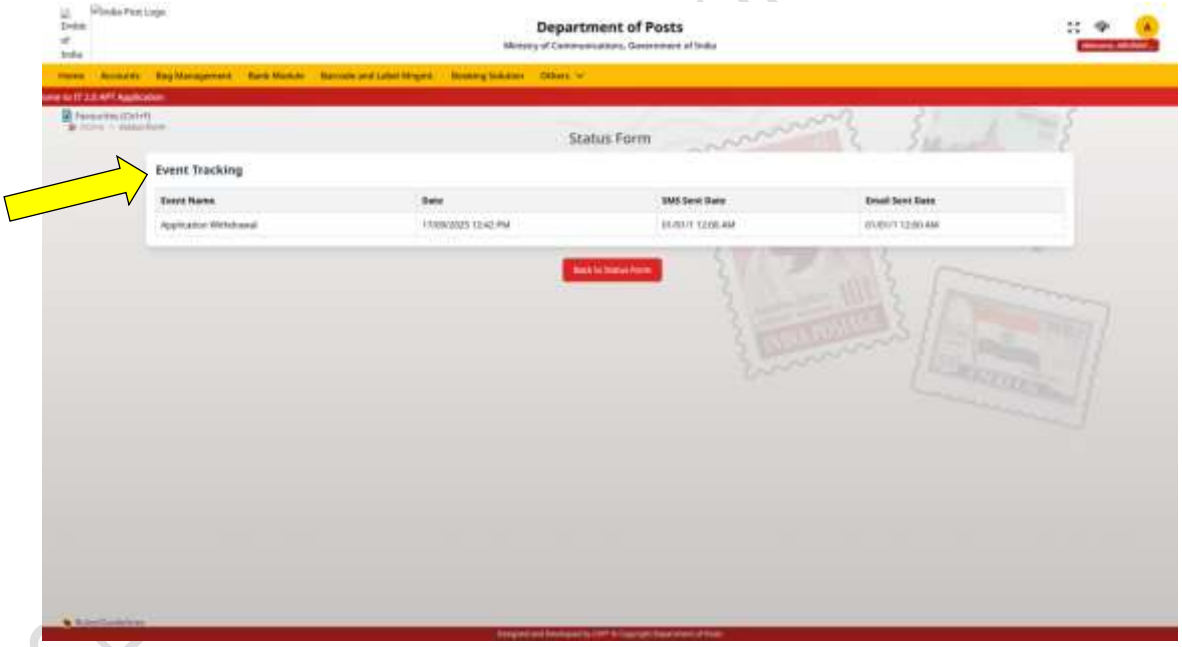
Upon clicking on the ‘Withdraw Request’ button, a Mobile Verification screen will appear. User has to click on ‘Generate OTP’ button to generate the OTP. The OTP will be sent to the registered mobile number of the User.



User has to enter the OTP and click on Verify OTP.

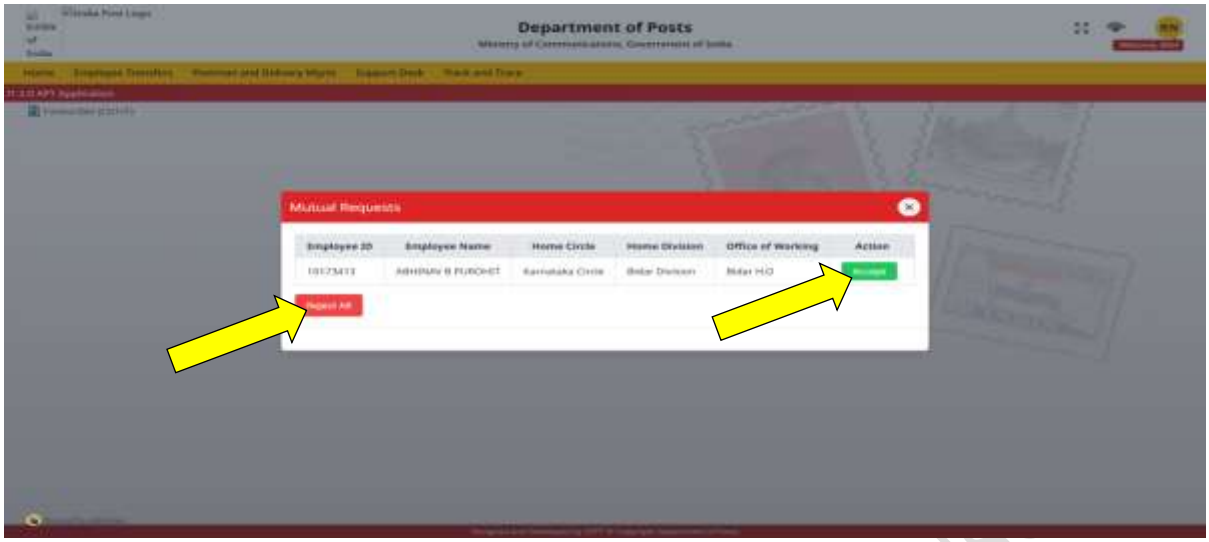


Once the verification of OTP is successful, the 'Status Form' will appear and the 'Status' changes to 'Withdrawn'.

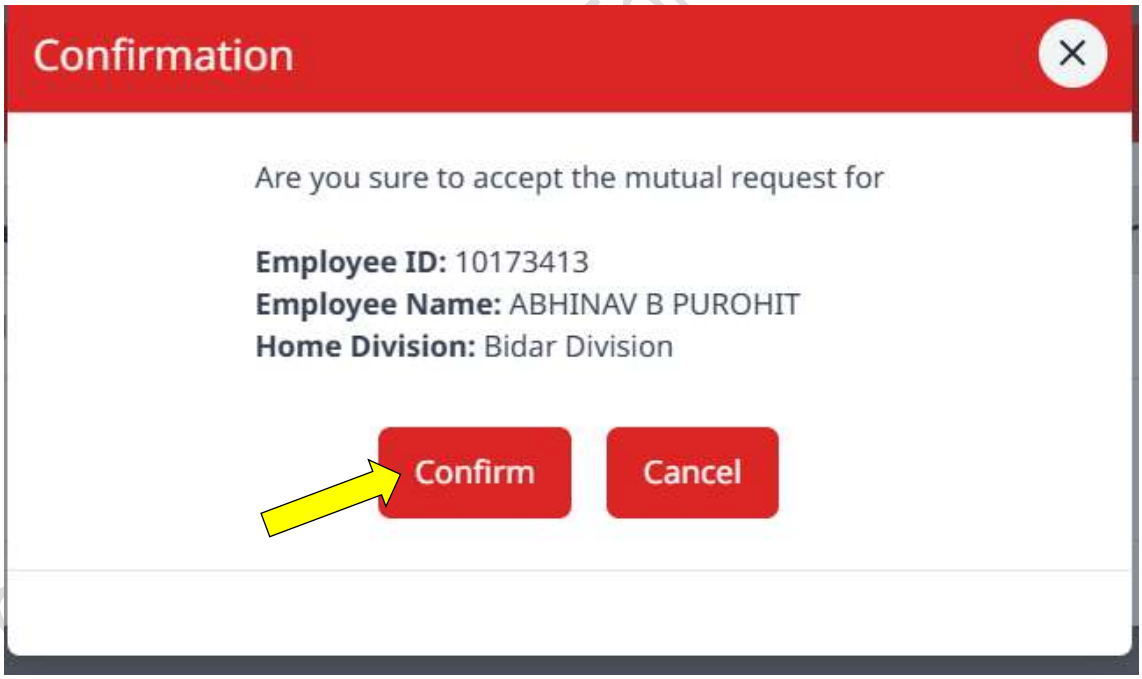


User can also view the events list by clicking on 'View events list'. Event Tracking with Event Name, Date, SMS Sent Date, Email Sent Date will be displayed.

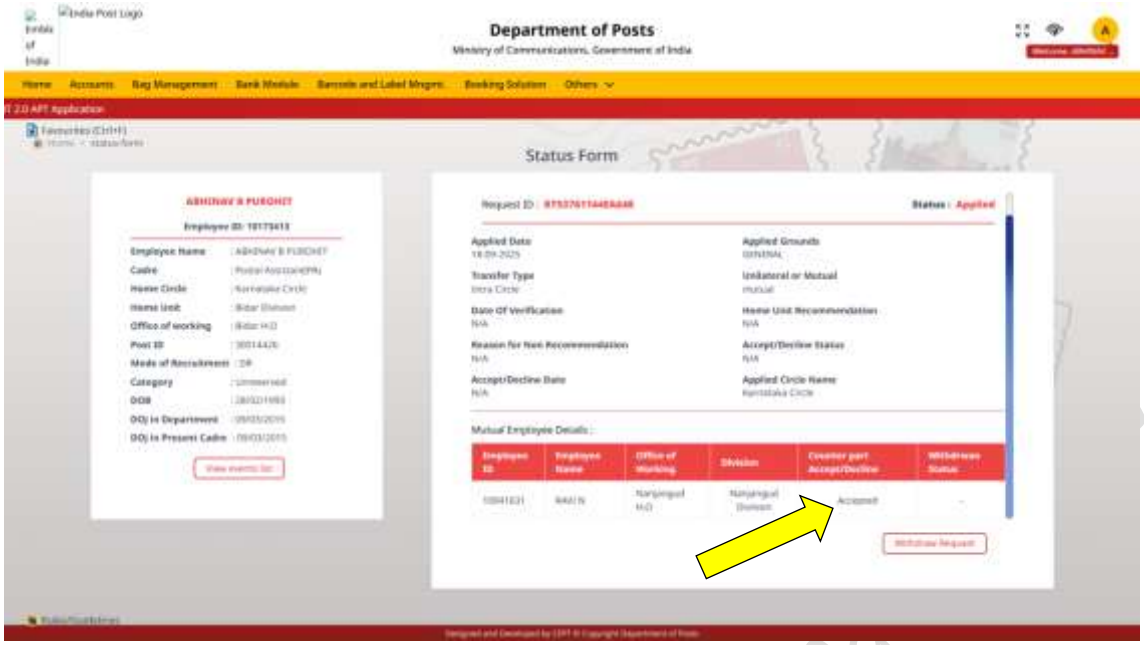
Note: The employee with whom the mutual Rule 38 transfer has been applied using above procedure should login and accept the mutual Rule 38 transfer request in order to effect the transfer.



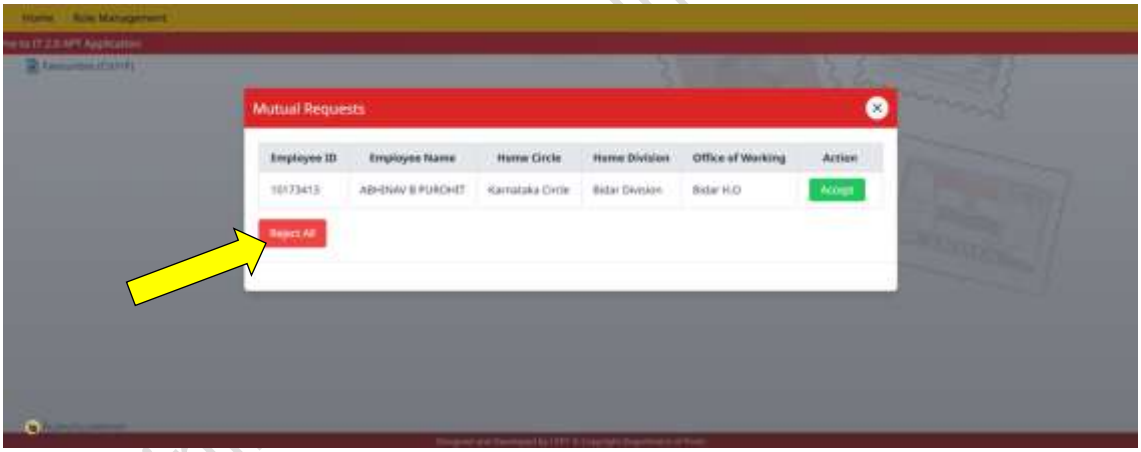
After a Mutual Transfer Request is placed by an employee, the Counterpart employee should access the 'Transfer' card and click on the 'Apply Transfer Rule 38' sub card. System will show the Mutual Requests screen with mutual requests. Counterpart employee may accept the request by clicking on the 'Accept' button available against the request.



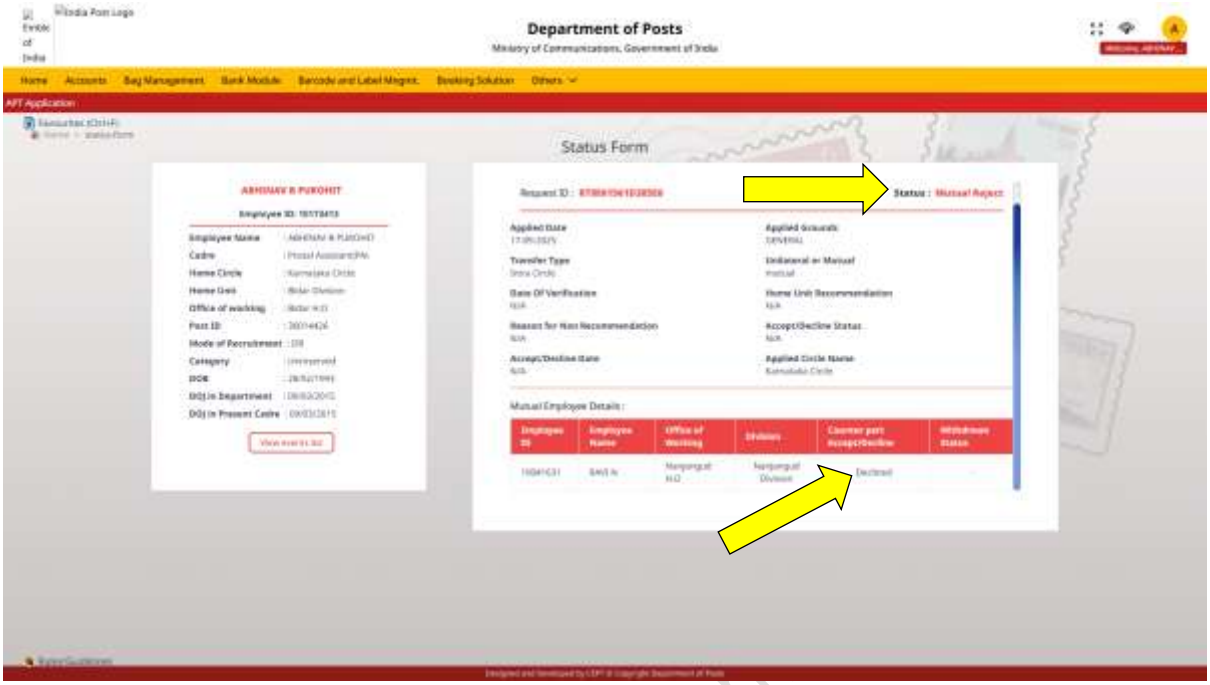
Upon clicking on 'Accept' button, system will pop up a message asking for confirmation. Click on 'Confirm' button.
Remaining procedure will be same for the Counterpart Employee for applying the Rule 38 Transfer.



Once the Counterpart employee accepts the Mutual Transfer request, the same will appear as Accepted under Mutual Employee Details.



The Counterpart Employee can also reject the request by clicking on 'Reject All' button.



Once the Counterpart Employee rejects the transfer, the same will appear as Declined under Mutual Employee Details and the Status will change to 'Mutual Reject'.

Unilateral Rule 38 transfer

Select 'Unilateral' in 'Mutual or Unilateral' drop down.

Also, select from the drop down box, 'Whether Rule 37 Availed' and 'No of Rule 38 Availed(Intra Circle)' fields. User has to select 'Yes' or 'No' for 'Whether Rule 37 Availed' field and the numbers 0/1/2 for 'No of Rule 38 Availed(Intra Circle)' field.

If in case, user selects 'Whether Rule 37 Availed' field as 'Yes', then one more field 'Rule 37 Availed Date' will appear and user has to provide the correct 'Rule 37 Availed Date' using the calendar.

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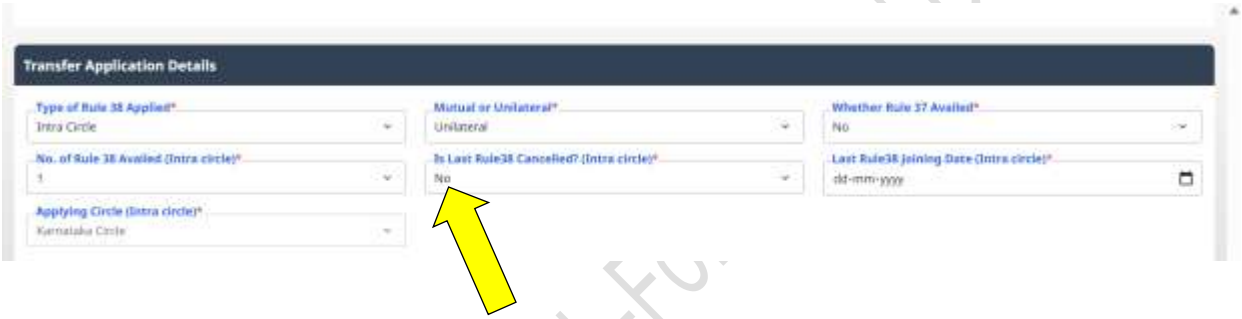
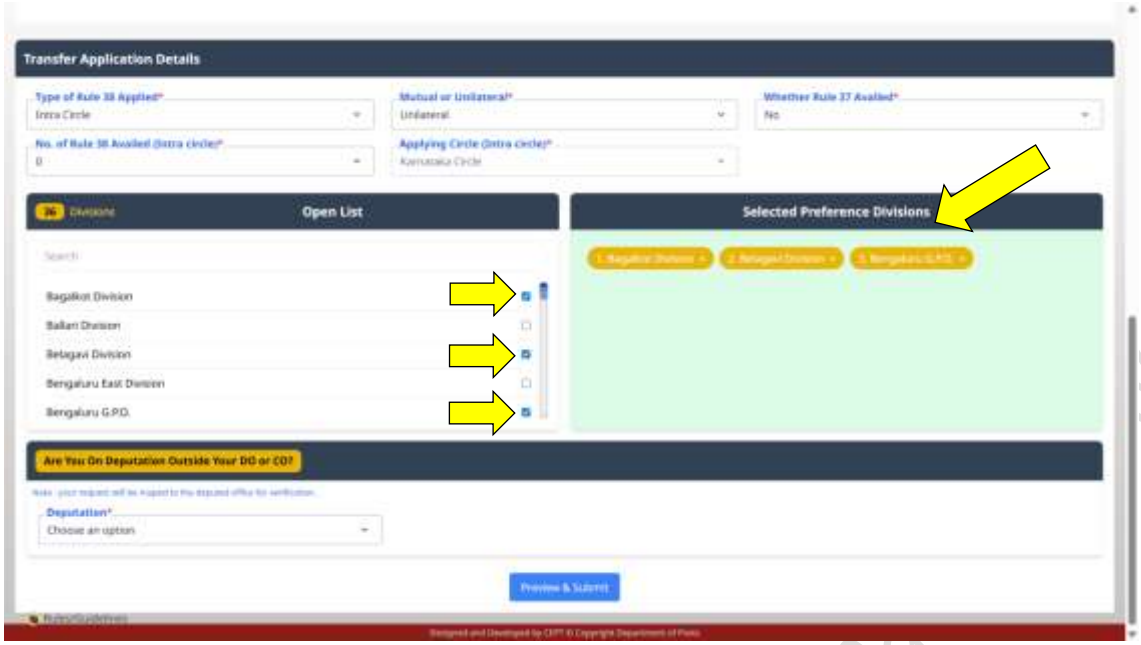
If in case, user selects 1 for 'No of Rule 38 Availed(Intra Circle)' field, two more fields 'Is last Rule38 Cancelled?(Intra Circle)' and 'Last Rule38 Cancelled Date(Intra Circle)' will appear. If user selects 'Yes' from drop down for 'Is last Rule38 Cancelled?(Intra Circle)' field, user has to capture 'Last Rule38 Cancelled Date(Intra Circle)' using the calendar.



If user selects 'No' from drop down for 'Is last Rule38 Cancelled?(Intra Circle)' field, user has to capture the 'Last Rule38 Joining Date(Intra Circle)' using the calendar.

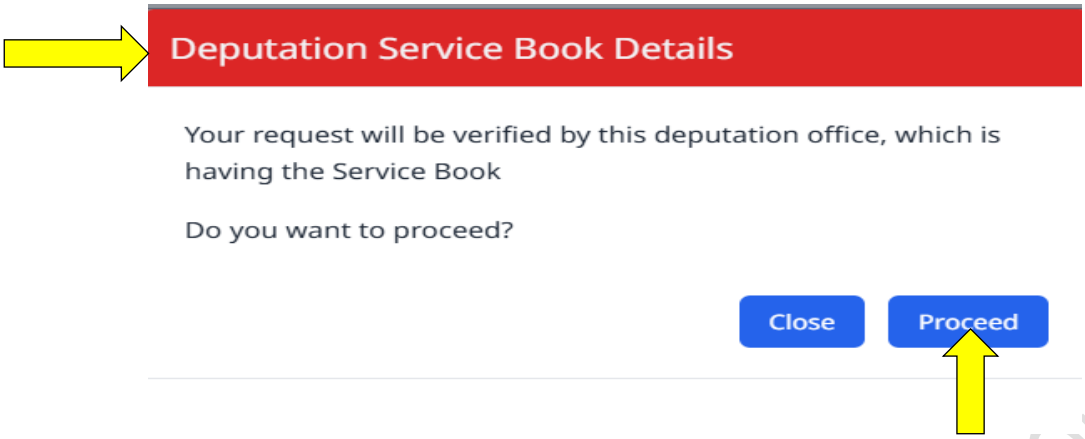
Here, for instance, select 'Whether Rule 37 Availed' as No and 'No of Rule 38 Availed (Intra Circle)' as 0.

Material - For Use Only



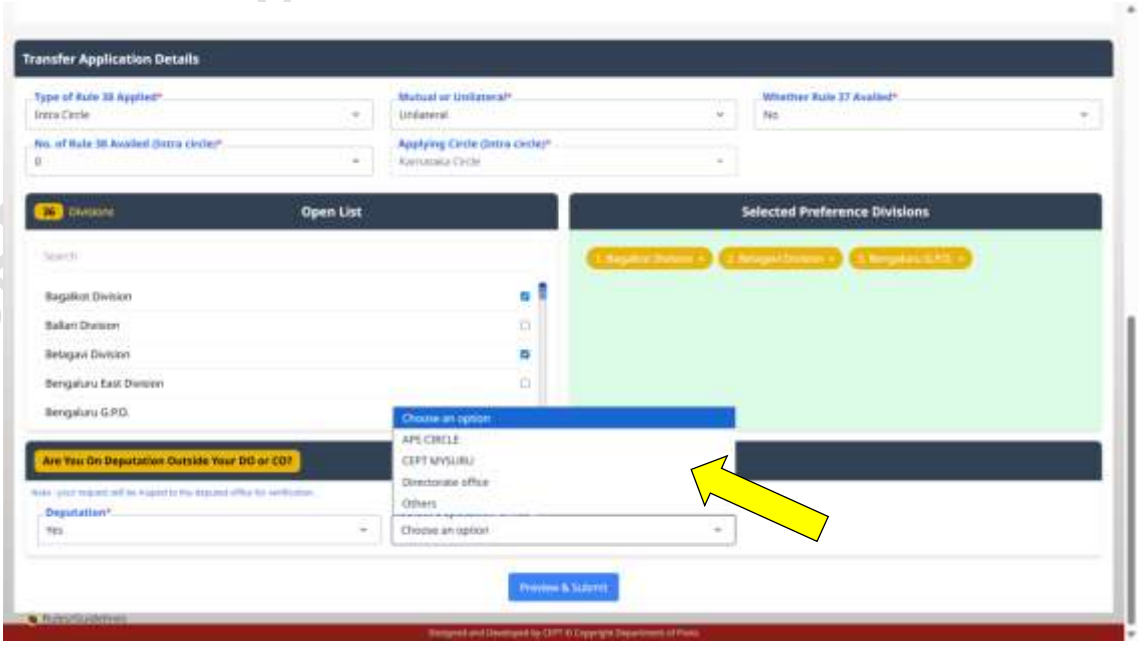
Based on ‘Applying Circle’, Division preferences will be displayed in the ‘Open List’ table. All divisions under the circle will be listed. As personal preferences, user can select one or more divisions by tick marking the check boxes provided against each Division Name,. The selected division names will then appear in the 'Selected Preference Divisions' table, arranged in the order of preference specified by the user.

Answer the question 'Are you on Deputation Outside Your DO or CO?' by selecting 'Yes' or 'No' from the drop-down menu.



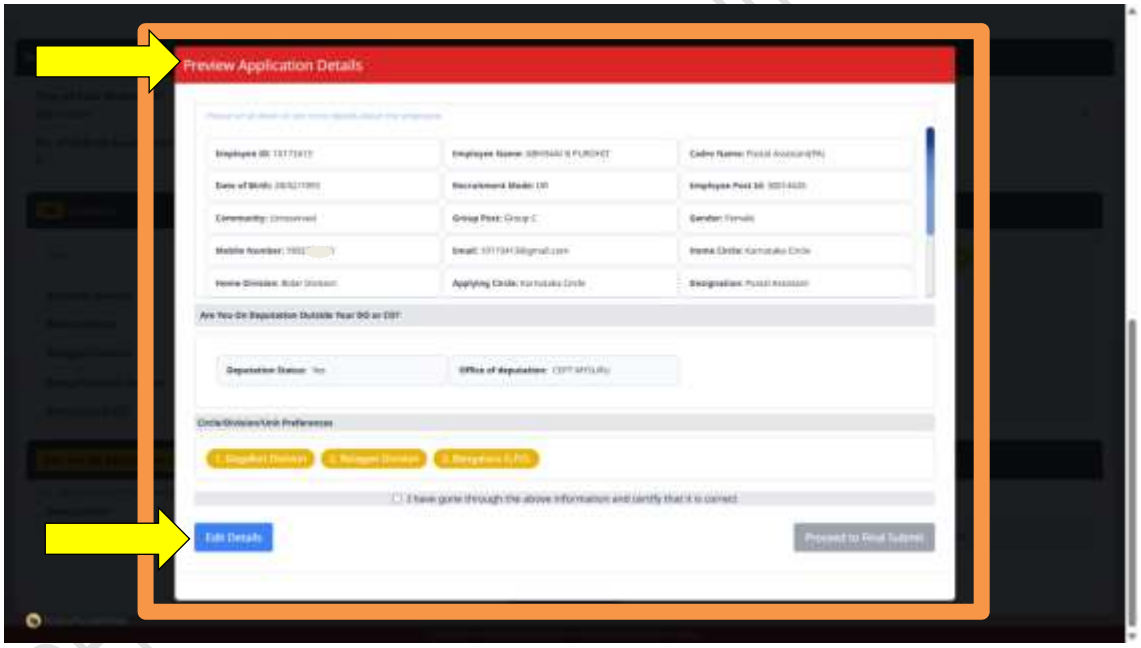
If the answer is 'Yes,' a message will pop up in connection with Deputation Service Book Details. Click on Proceed button.

Upon clicking on Proceed button, option to select Deputation Office will appear.

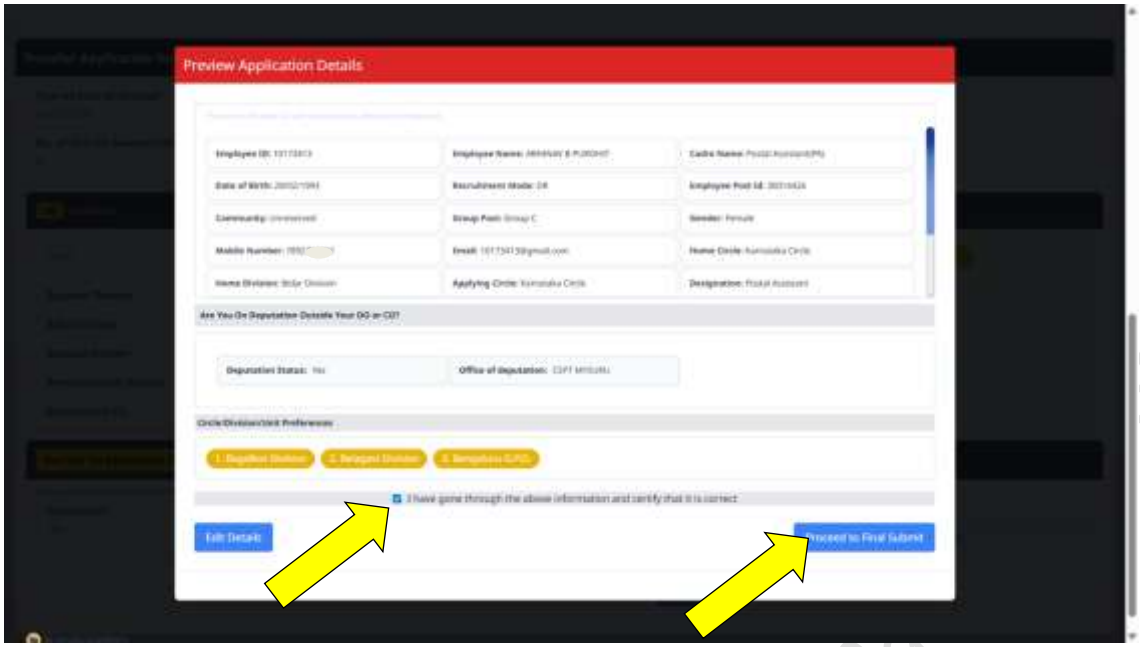


The Deputation offices as available in the drop down box are APS Circle, CEPT MYSURU, Directorate office and Others.
User must select the relevant option from the drop down box to select the Deputation Office.

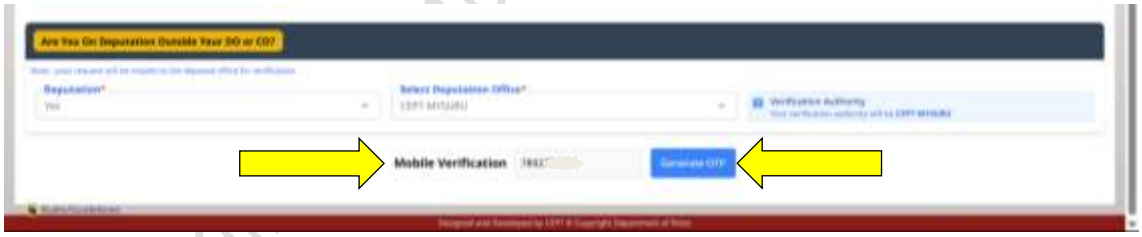
Select the Deputation Office. On selecting the Deputation Office, information will be displayed: Verification Authority –The verification Authority will be the Deputation Office.
After confirming the details, user should click on 'Preview & Submit' button.



After clicking the 'Preview & Submit' button, a pop-up window will display the preview application details. The user will have the option to edit the details by clicking the 'Edit Details' button.

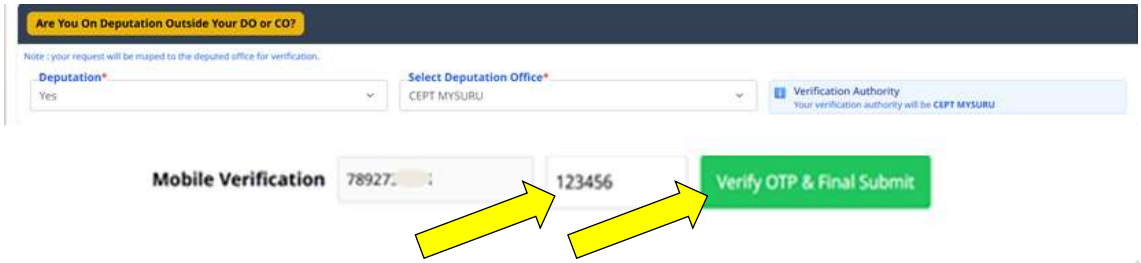


If satisfied with the information displayed, the user can tick mark the check box to certify that the information provided is correct and proceed to the final submission by clicking the **'Proceed to Final Submit'** button.

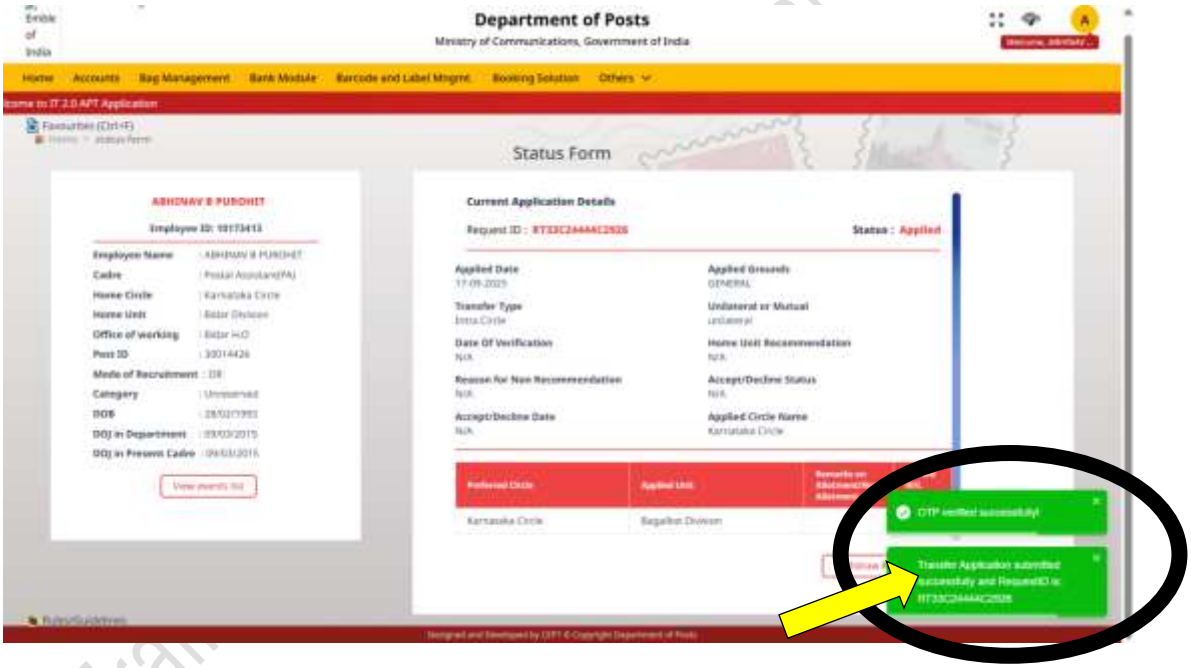


Upon clicking the **'Proceed to Final Submit'** button., Mobile Verification field will appear. User has to input the mobile number and click on Generate OTP button.

Upon clicking, 'OTP sent successful', message will appear.

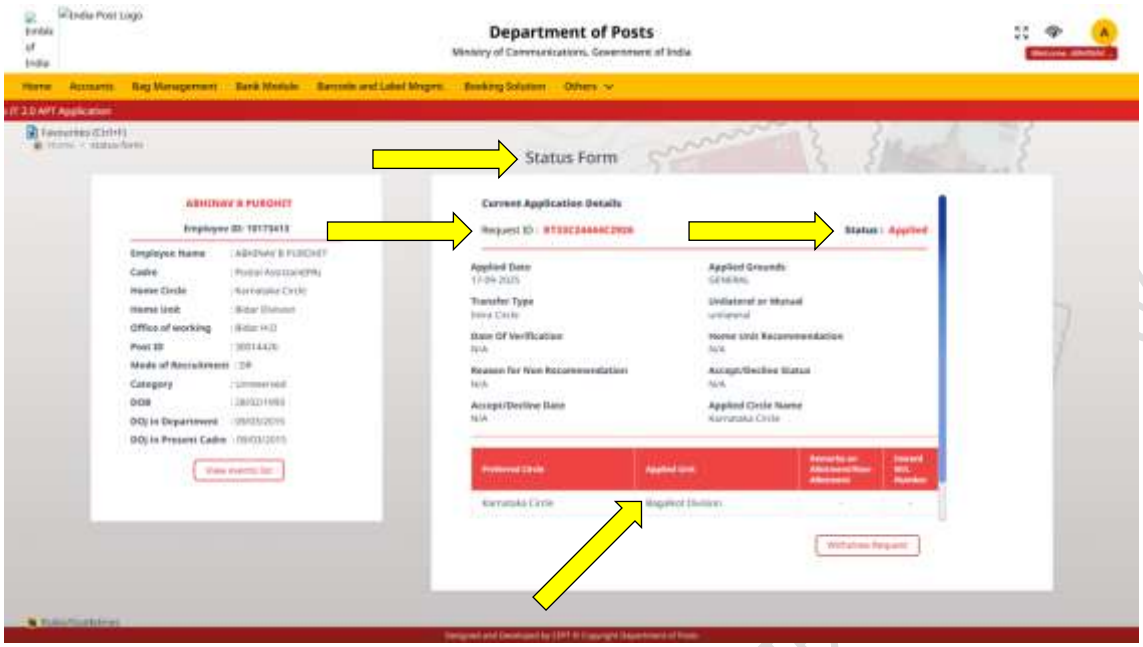


After receipt of OTP through SMS, enter the OTP in Enter OTP field then click on **Verify OTP and Final Submit** button.



Upon clicking on **Verify OTP and Final Submit** button, OTP will be verified and the Unilateral Transfer application will be submitted successfully and Request ID will appear in the right hand bottom of the screen.

CEPT Training Use Only



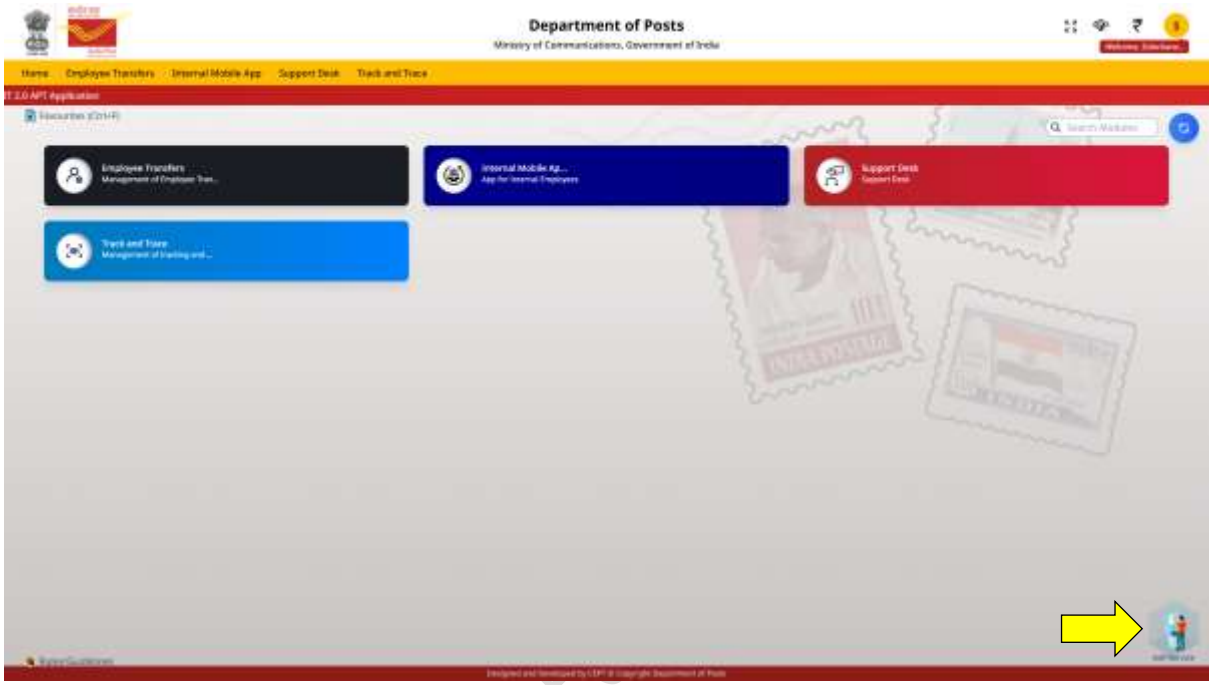
The Status Form will be displayed which contains the details like Request ID, Status, Applied Office Details etc. It can be observed that the 'Status' is 'Applied'.

Note: The process to apply for Inter Circle Rule 38 Transfer also remains same as above except that the user has the option to select the Circle as per his choice.

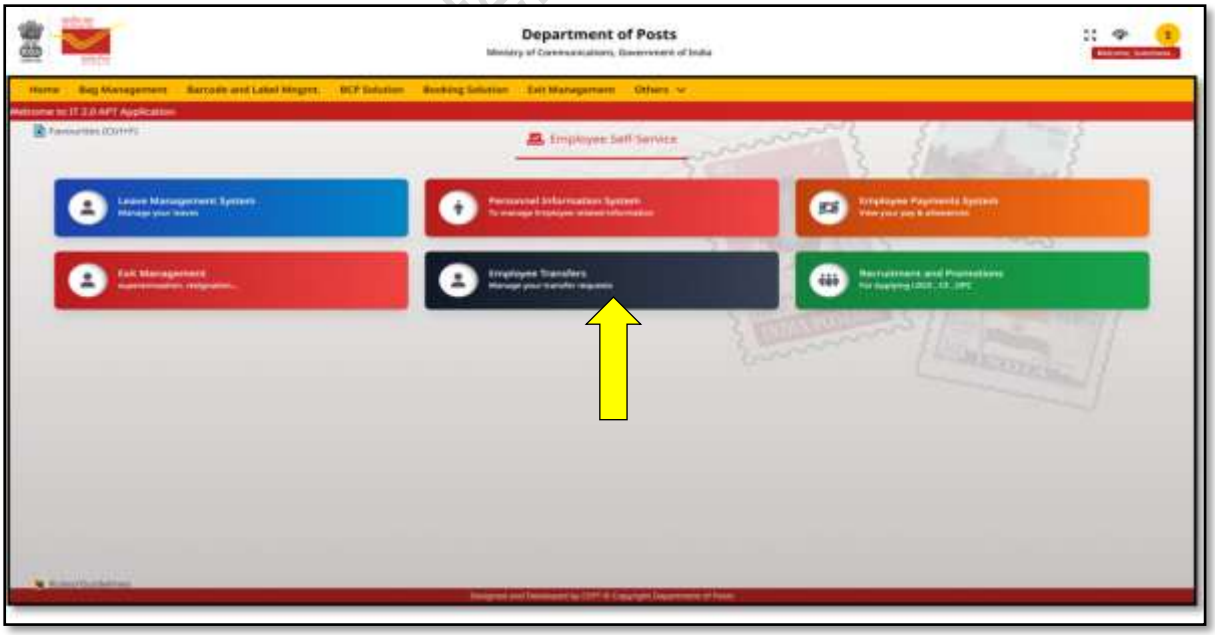
CEPT Training Material - For Internal Use Only

7.2.2 Apply for Rule 3

All eligible Gramin Dak Sevaks (GDS) have been provided the option to apply for a Rule 3 transfer through the Employee Self Service (ESS) module.

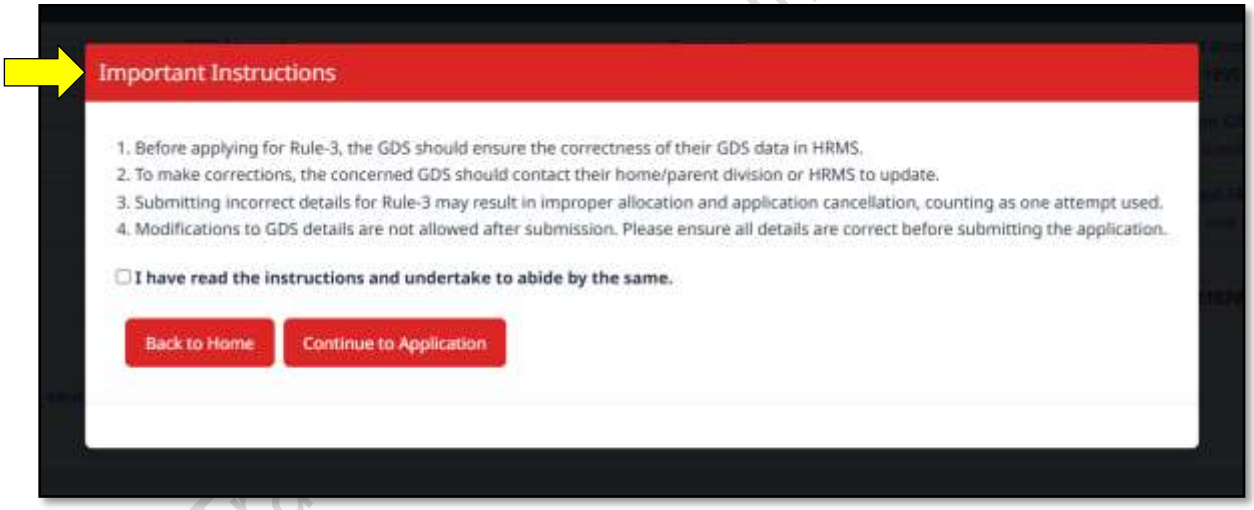


Click on the “Self-Service” icon to proceed.

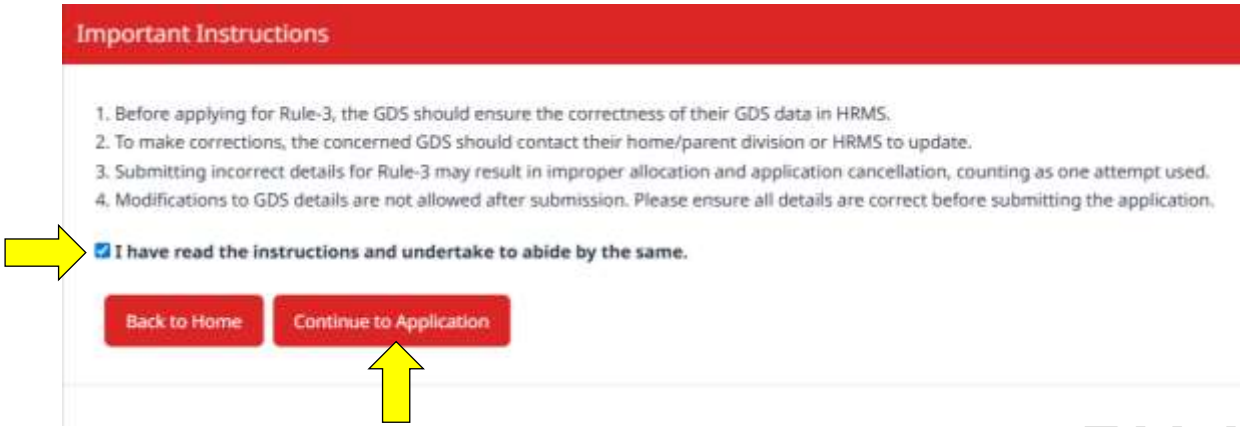


On clicking the 'Self-Service' icon, the 'Employee Self-Service' screen will appear. Click on the **'Employee Transfers'** card to access the Transfers portal.

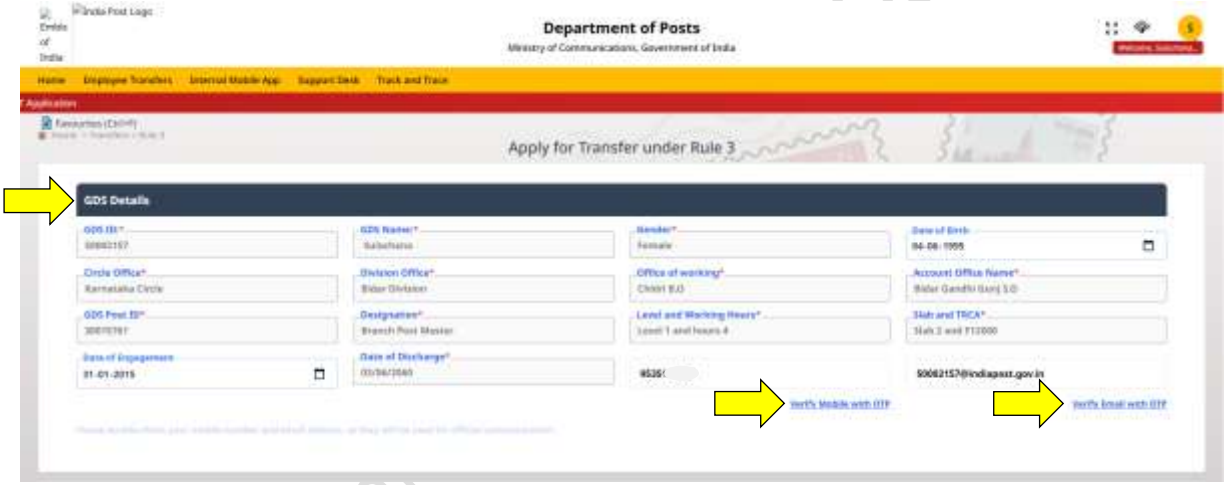
When you click on the 'Employee Transfers' card, various sub-cards will appear as shown in the image above. To apply for a Rule 3 transfer, click on the **'Apply Transfer Rule 3'** sub-card.



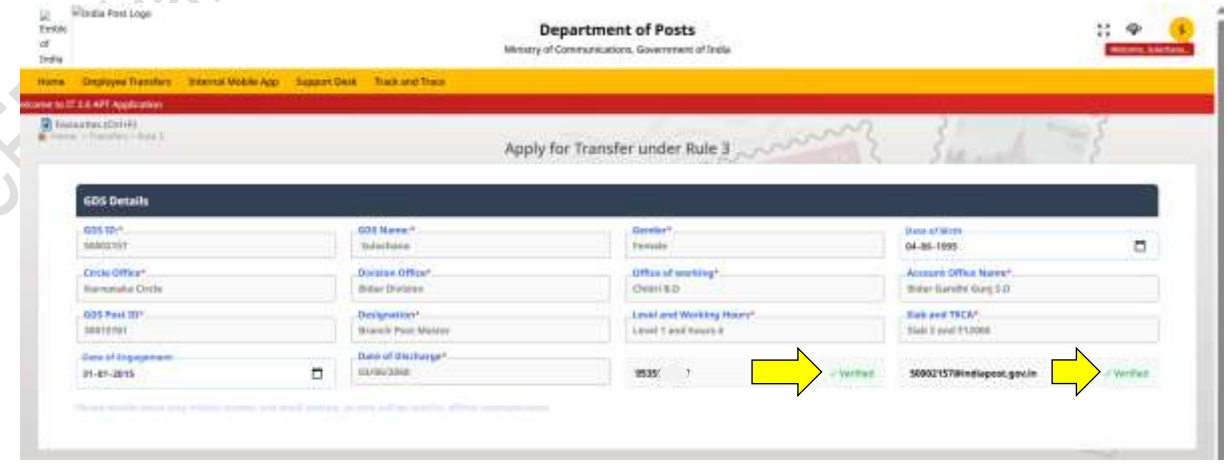
When the user clicks on the 'Apply Transfer Rule 3' sub-card, the system will display important instructions to be followed while applying for the transfer.



The user must provide consent by **tick marking the checkbox** to confirm that they have read the instructions. After that, click the **'Continue to Application'** button to proceed.

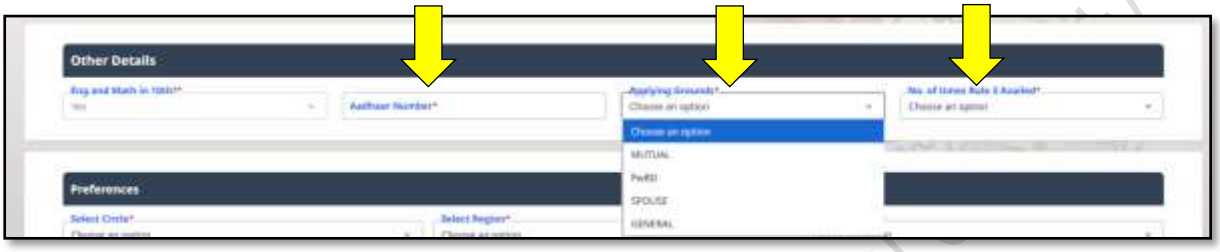


When user clicks on the ‘Continue to application’, Apply for Transfer under Rule 3 screen will appear. This screen is divided into three parts: 'GDS Details,' 'Other Details’ and ‘Preferences’.



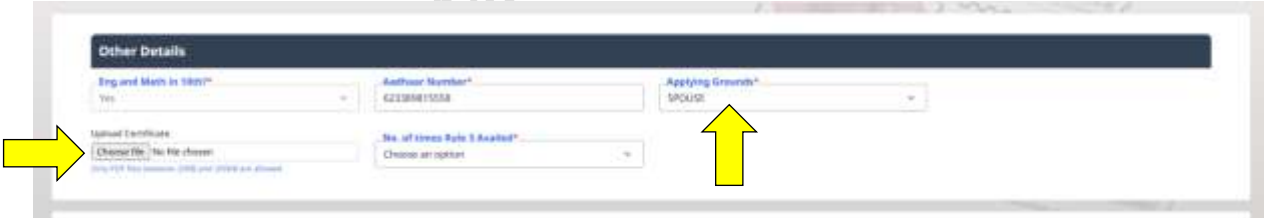
In the 'GDS Details' section, most of the fields will be auto-fetched from PIS (HRMS) and will not be editable. Only Mobile number and Email are editable and are mandatory. Below the Mobile Number and Email fields, using the hyperlinks, verify both Mobile Number and Email with OTP.

After verifying the details in the 'GDS Details' section, scroll down to access the other sections of the transfer screen.



Check the details displayed under the 'Other Details' section. The user needs input 'Aadhar Number', select the 'Applying Grounds' from the dropdown menu, and select the 'No of times Rule 3 Availed'. The Available options for applying grounds are as follows.

- ❖ Mutual
- ❖ PwBD
- ❖ Spouse
- ❖ General



Note: In case the user selects the 'Applying Grounds' as SPOUSE, one more field 'Upload Certificate' will be enabled. User has to upload the valid supporting document for the applying grounds as SPOUSE. The file size of the certificate must be between 20KB and 200KB only in PDF format.

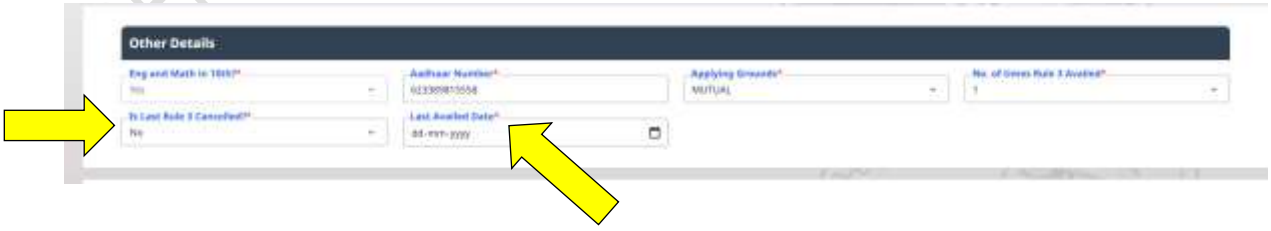
CEPT Training Material -For Internal

Note: In case the user selects the 'Applying Grounds' as PwBD, one more field, PWD Status will be enabled and user has to select the PWD Status from the drop down menu. One more field 'Upload Certificate' will be enabled. User has to upload the valid supporting document for the applying grounds as PwBD. The file size of the certificate must be between 20KB and 200KB only in PDF format

Mutual Rule 3 transfer

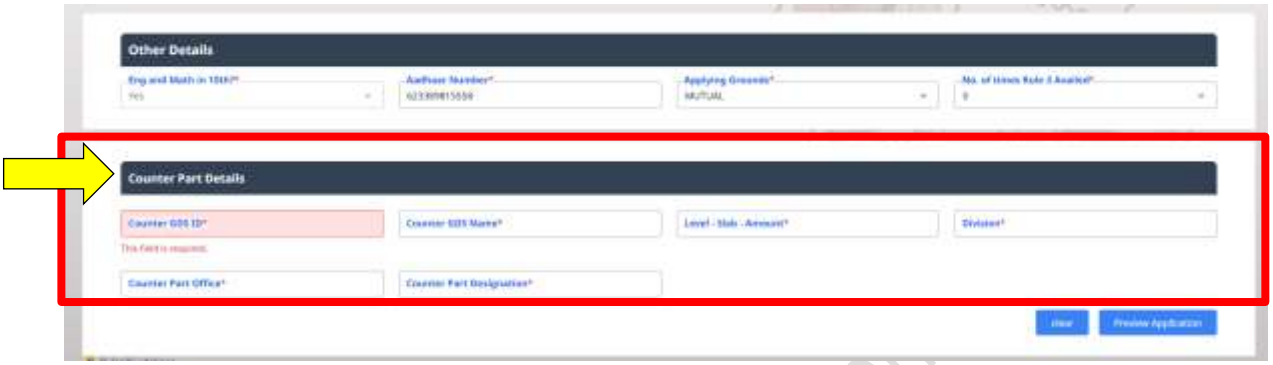
Select 'Mutual' under 'Applying Grounds'.
Also, select from the drop down box 'No of times Rule 3 Availed' field. User has to select the numbers 0/1/2/3 for 'No of times Rule 3 Availed'' field.

If in case, user selects 1/2/3 for 'No of times Rule 3 Availed' field, one more field 'Is last Rule 3 Cancelled?' will appear.

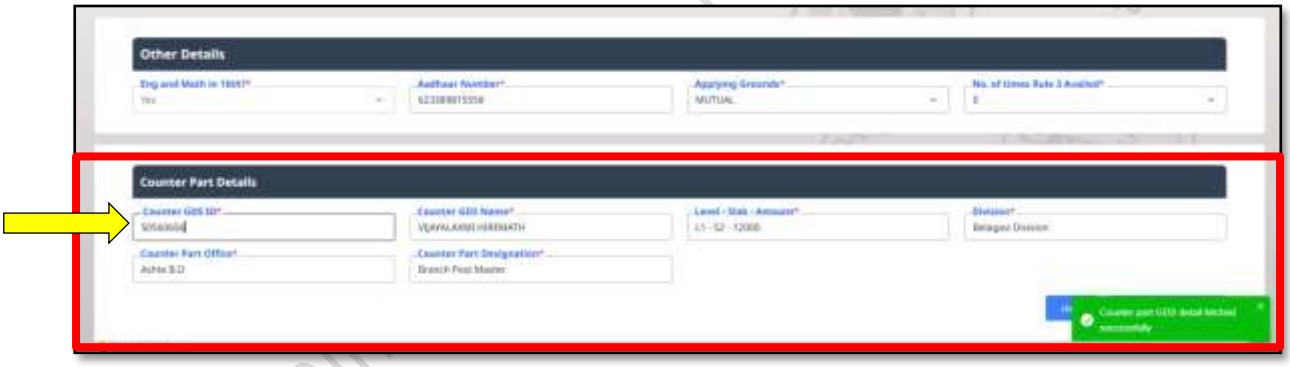


If user selects 'No' from drop down for 'Is last Rule 3 Cancelled?' field, user has to capture 'Last Availed Date' using the calendar.

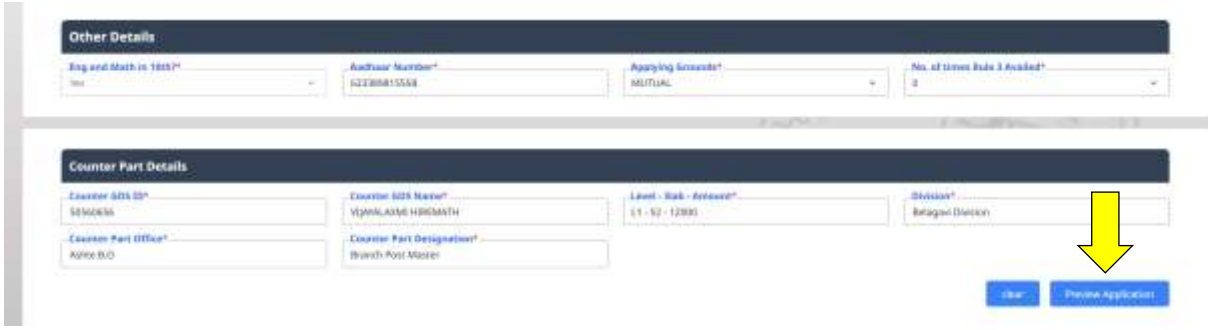
Here, for instance, select 'No of times Rule 3 Availed' as 0.



On selecting 'Mutual' in 'Applying Grounds', additional field will be created to enter the Counter GDS ID of the 'Counter Part GDS'.



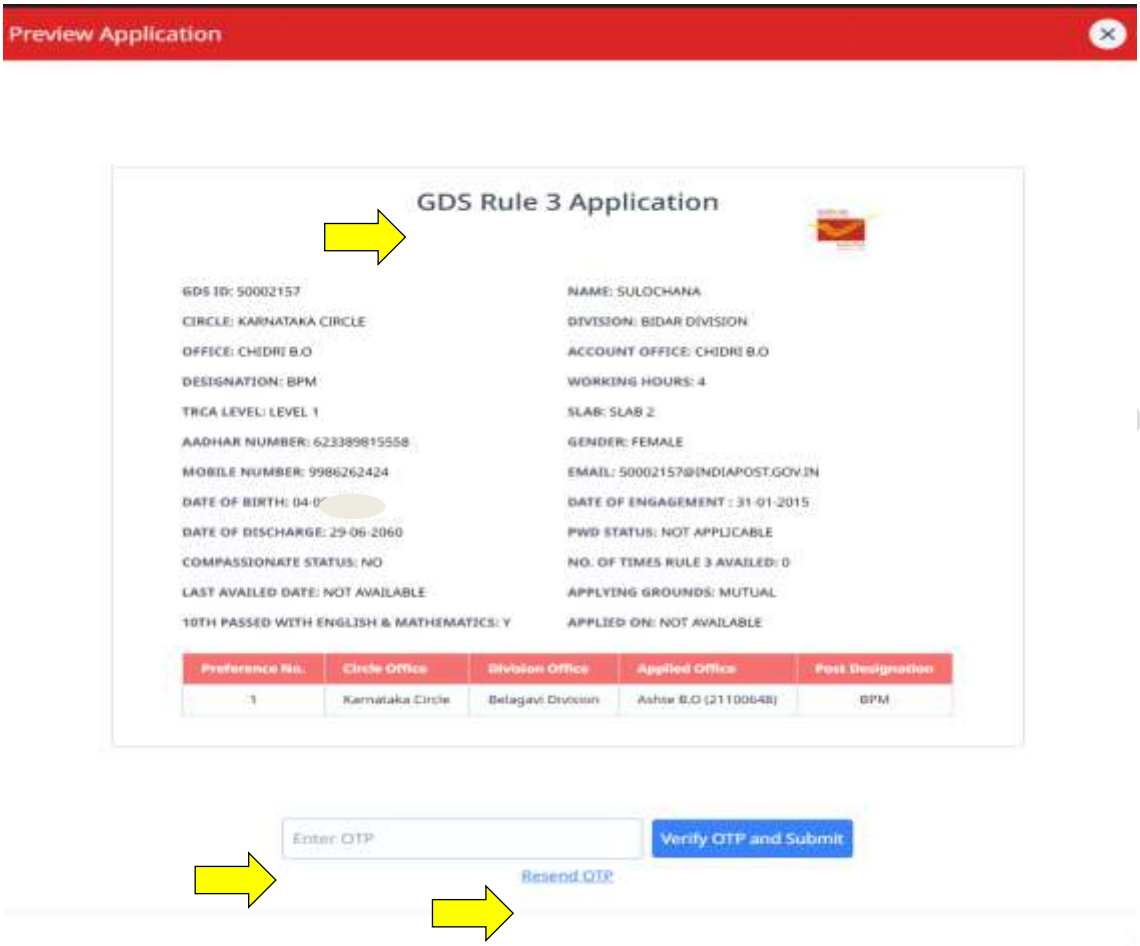
On entering the 'Counter GDS ID', GDS details are auto fetched with a pop up message 'Counter Part GDS detail fetched successfully'. The details include Counter GDS Name, Level Slab – Amount, Division, Counter Part Office and Counter Part Designation.



On confirming the details, click on ‘Preview Application’ button.

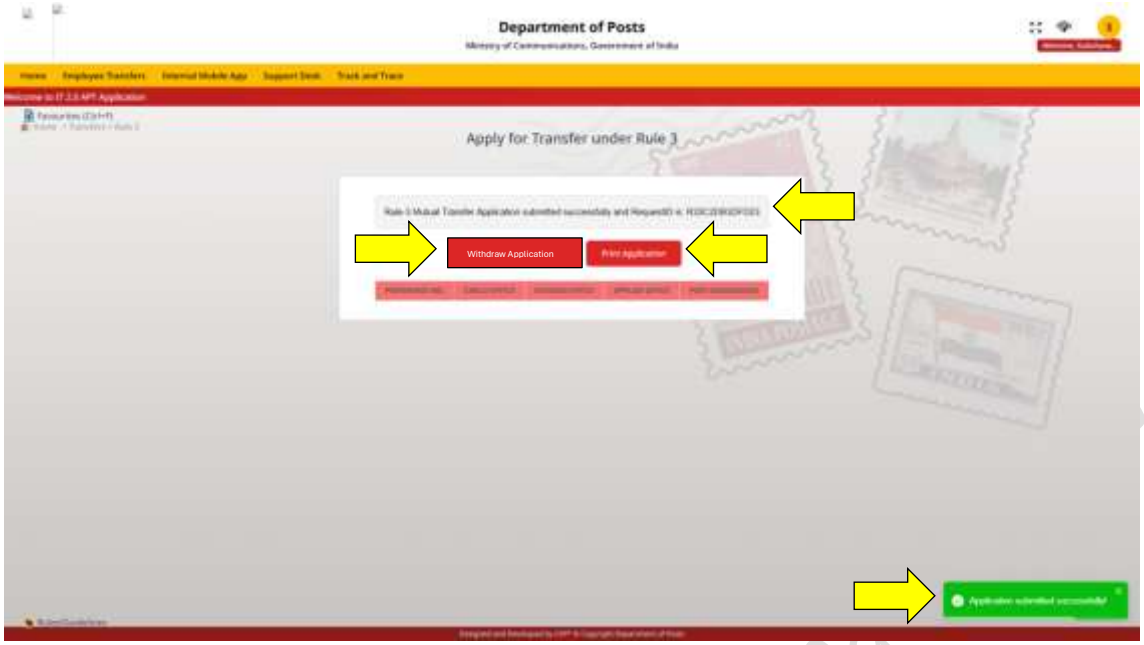
Upon clicking on ‘Preview Application’ button, GDS Rule 3 Application screen will appear for viewing various details. On confirming the details, click on ‘Please verify Mobile Number’ button.

CEPT Training Material - For

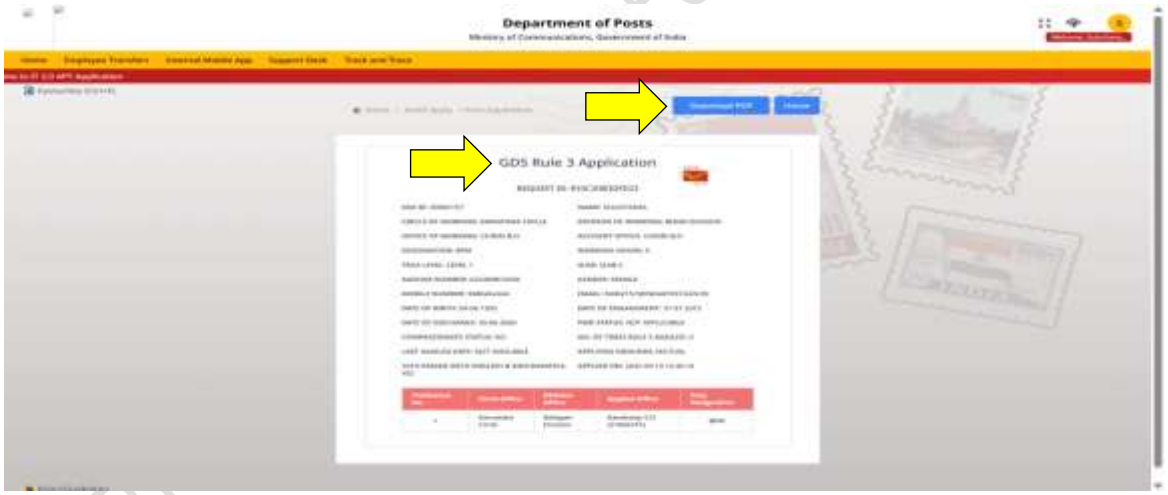


OTP will be generated and sent to the registered mobile number. However, if user fails to enter OTP within 60 seconds, there is option provided for regeneration of OTP using 'Resend OTP' link just below the 'Enter OTP' field.

User has to enter the OTP and click on 'Verify OTP and Submit' button.

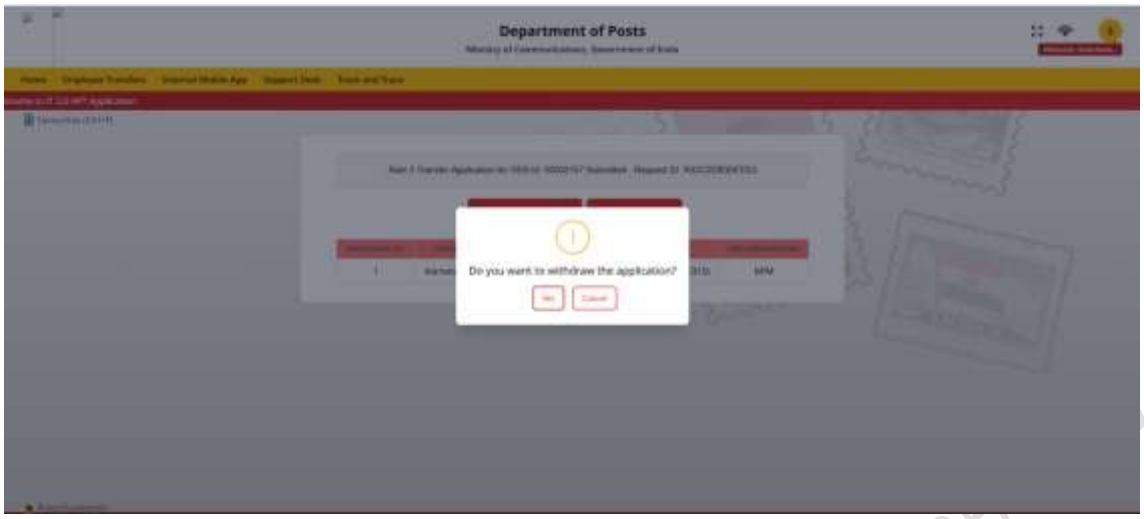


Upon clicking on 'Verify OTP and Submit' button, a message 'Application submitted successfully' will appear in the bottom right of the screen and Application will be submitted successfully with Request ID. User also has the provision to print Application by clicking on 'Print Application' button.

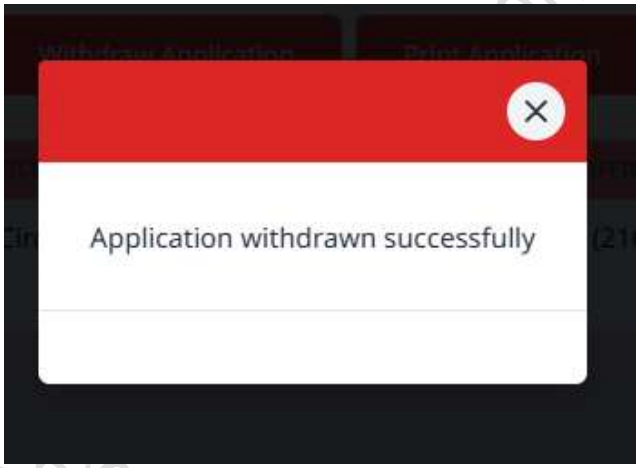


Upon clicking on 'Print Application' button, a fresh page with the application opens. User has the option to download the application by clicking on 'Download PDF' button. PDF will be downloaded to the local drive and can be printed or stored as record.

User also has the option to withdraw the application. User has to click on 'Withdraw Application' button to withdraw the transfer request.



Upon clicking on 'Withdraw Application' button, a confirmation message 'Do you want to withdraw the application?' will appear. User has to click on 'Yes' button to withdraw the application.

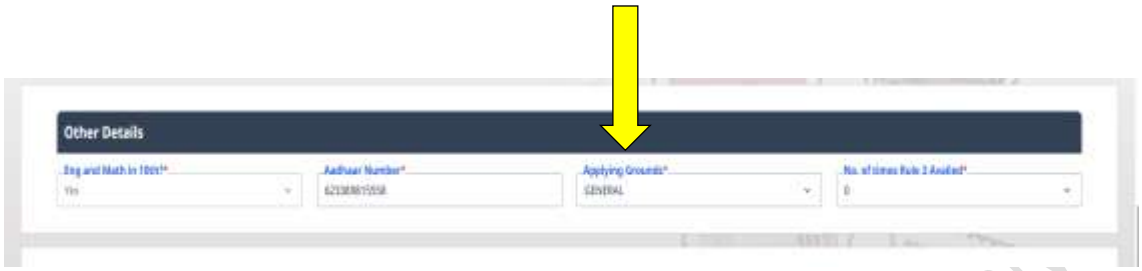


Upon clicking on 'Yes' button, application will be withdrawn with a message: 'Application withdrawn successfully'.

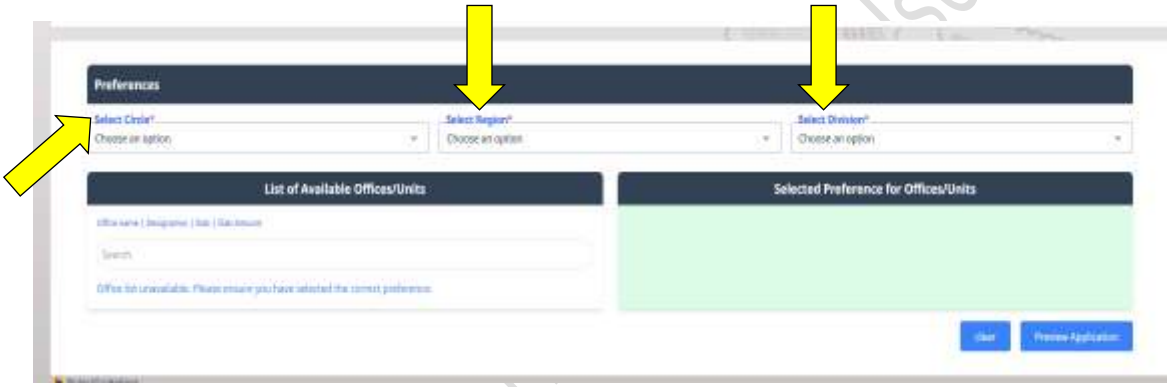
Note: The Counter Part GDS also has to login and access Employee Transfers and Apply Rule 3 Transfer. There, the Counter Part GDS finds the mutual request. The request needs to be accepted and the transfer application must be submitted. **Refer Mutual Transfer Rule 38 section. Process remains same.**

CEPT Training Internal Use

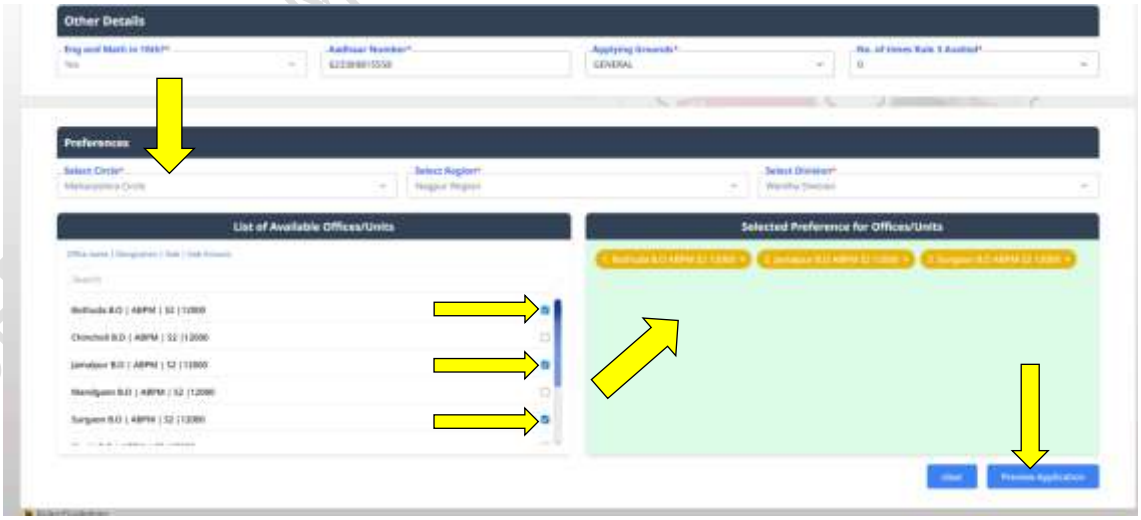
General Rule 3 transfer



Select 'General' under 'Applying Grounds' and select 'No of times Rule 3 Availed' as 0(for example). Proceed to the next portion of the application screen.

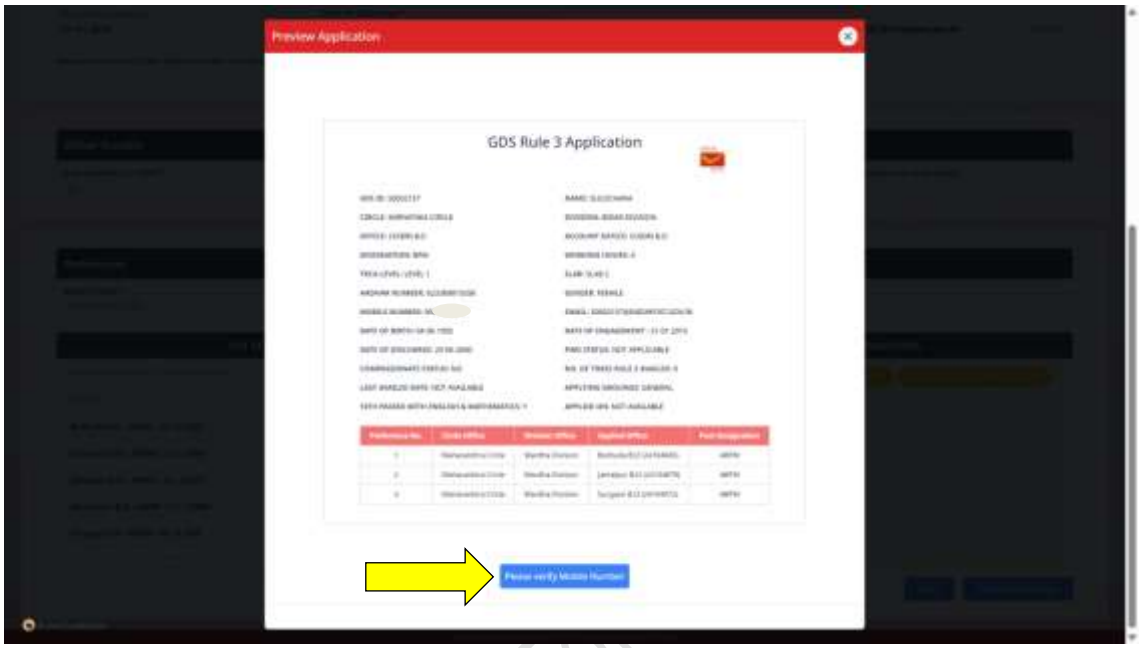


In the next portion of the application, user has to mention the Preferences for the transfer sought. From the drop down menus, User has to select the Circle, Region and Division.

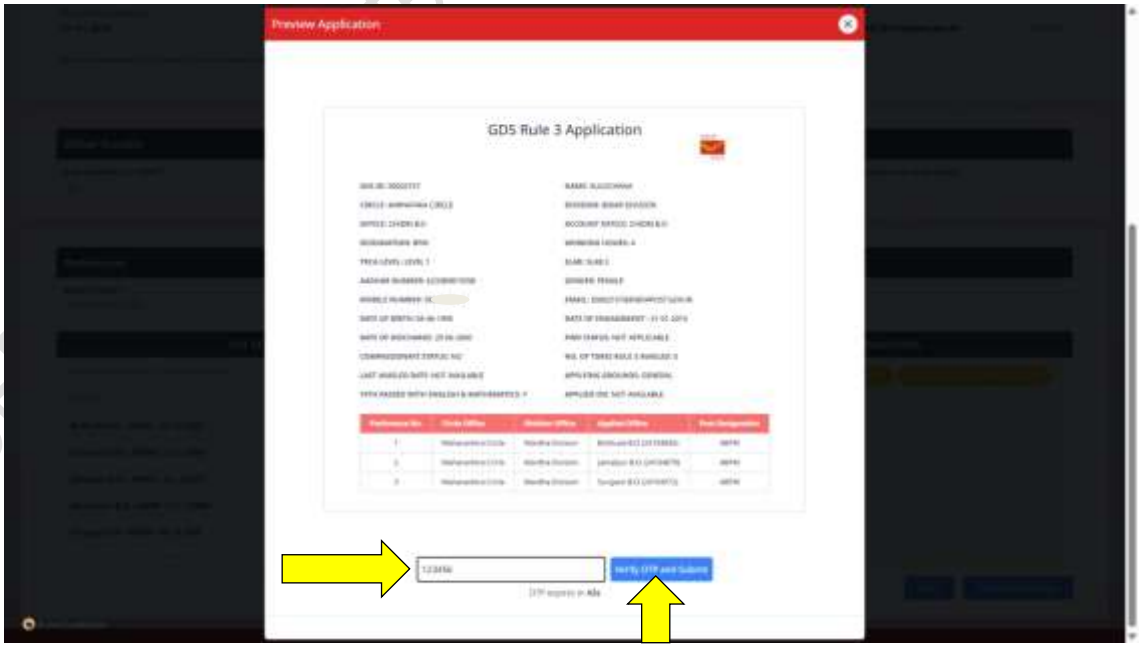


Depending on the selection of the Circle, Region and Division by the User, system will display the List of Available Offices/Units. Search field is also provided to search the name of the unit directly by entering the name of the office. User has to provide the preference from the List of Available

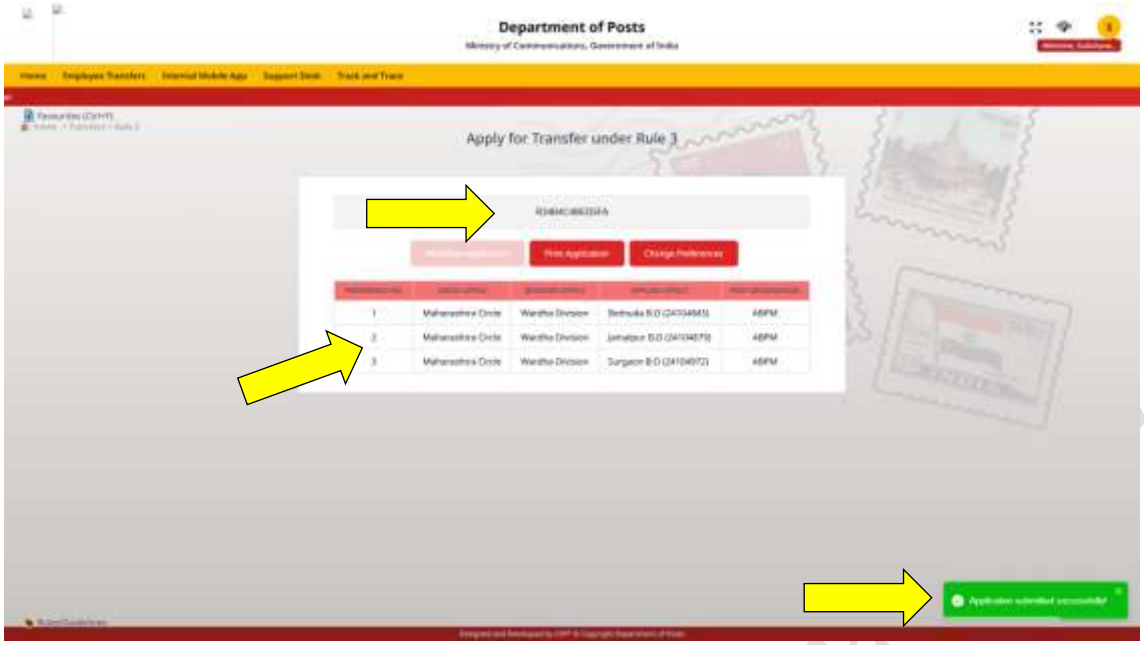
Offices/Units by marking the tick box available against the name of the office. The selected preference will appear on the right side in the order of the preference given by the User. On confirming the details, user has to click on 'Preview Application' button.



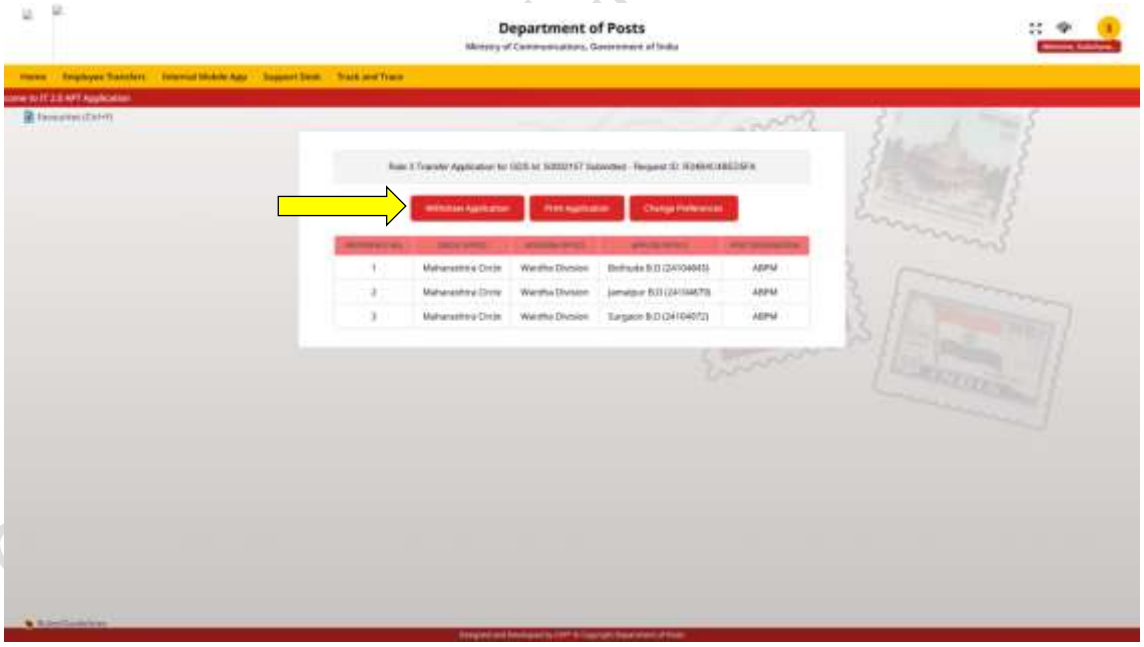
Upon clicking on 'Preview Application' button, a fresh GDS Rule 3 Application screen will appear with all the details. User has to cross check the details. On confirmation, click on 'Please Verify Mobile Number' button.



OTP will be generated and sent to the registered mobile number. User should enter the OTP within 60 seconds and click on 'Verify OTP and Submit' button.

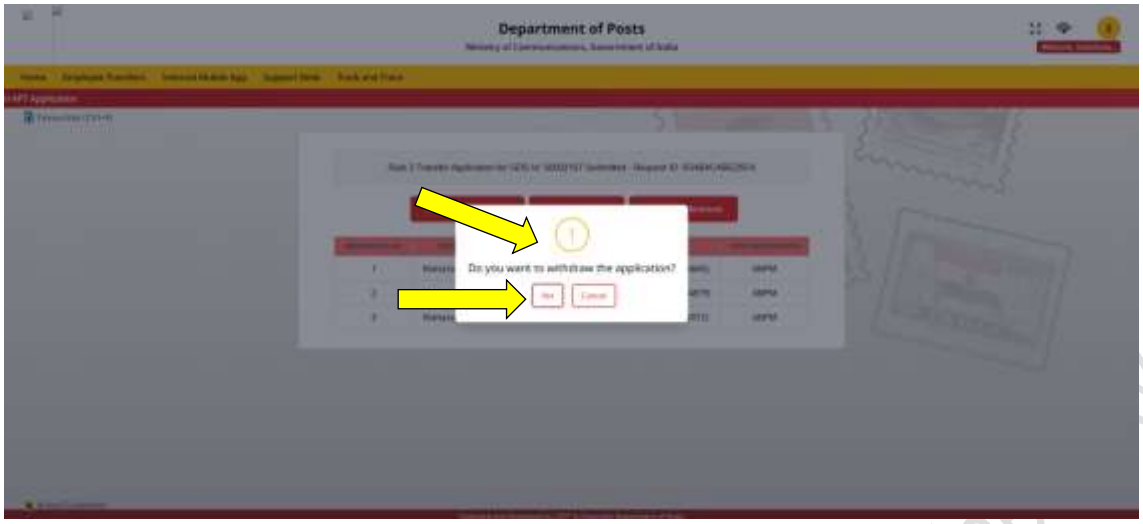


Upon clicking on 'Verify OTP and Submit' button, Application will be submitted with a message in right bottom of the screen as: 'Application Submitted Successfully'. Application Number will be displayed along with preferences given by the user.

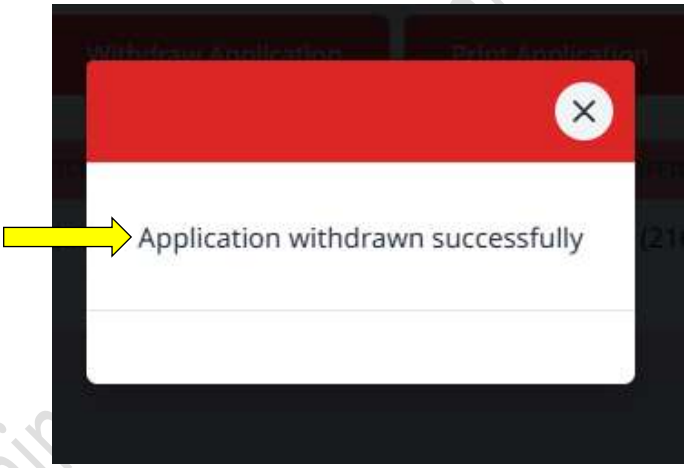


User has the option Withdraw Application, Print Application and Change Preferences by clicking on the respective toggle buttons available.

To Print the Application, User has to click on ‘Print Application’. The above screen will be displayed. User can download the application in PDF by clicking on ‘Download PDF’ button. The PDF will be downloaded to local system. The same can be stored as record.



To withdraw the application, user has to click on 'Withdraw Application' button. Upon clicking on 'Withdraw Application' button, a confirmation message 'Do you want to withdraw the application?' will appear. User has to click on 'Yes' button to withdraw the application.



Upon clicking on 'Yes' button, application will be withdrawn with a message: 'Application withdrawn successfully'.

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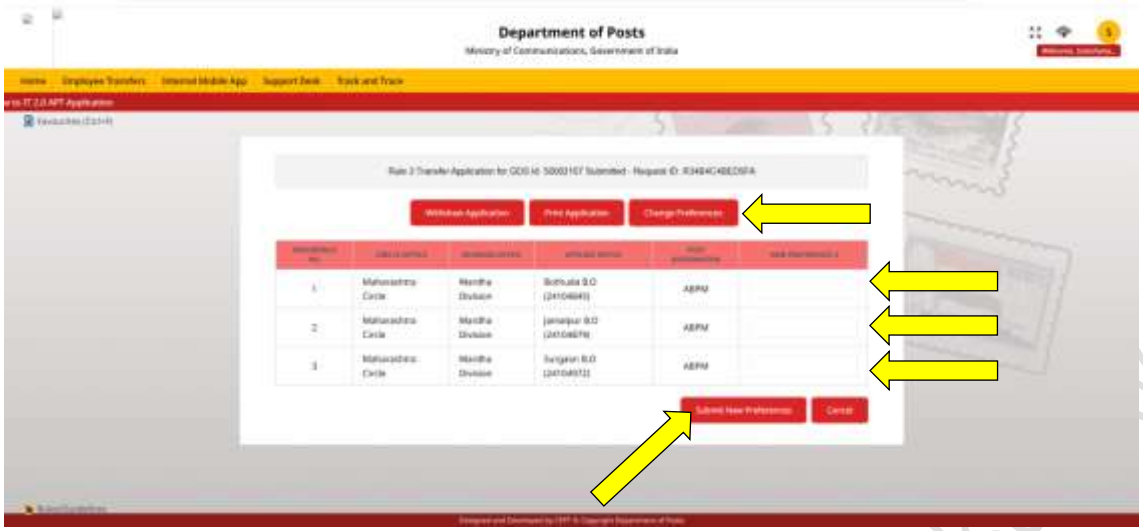
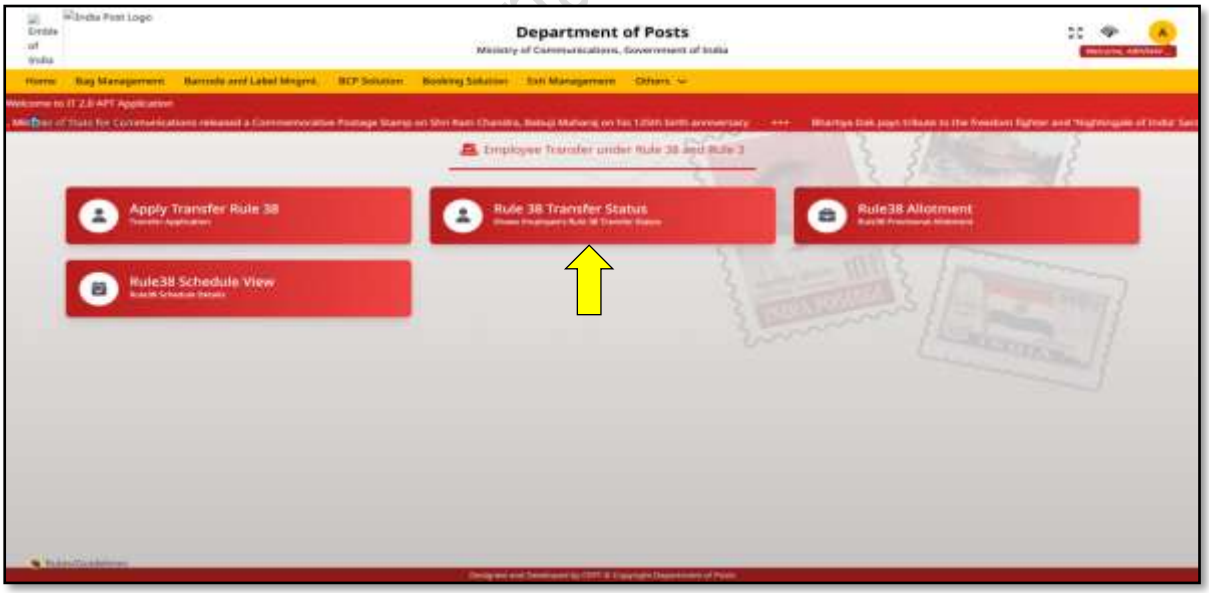


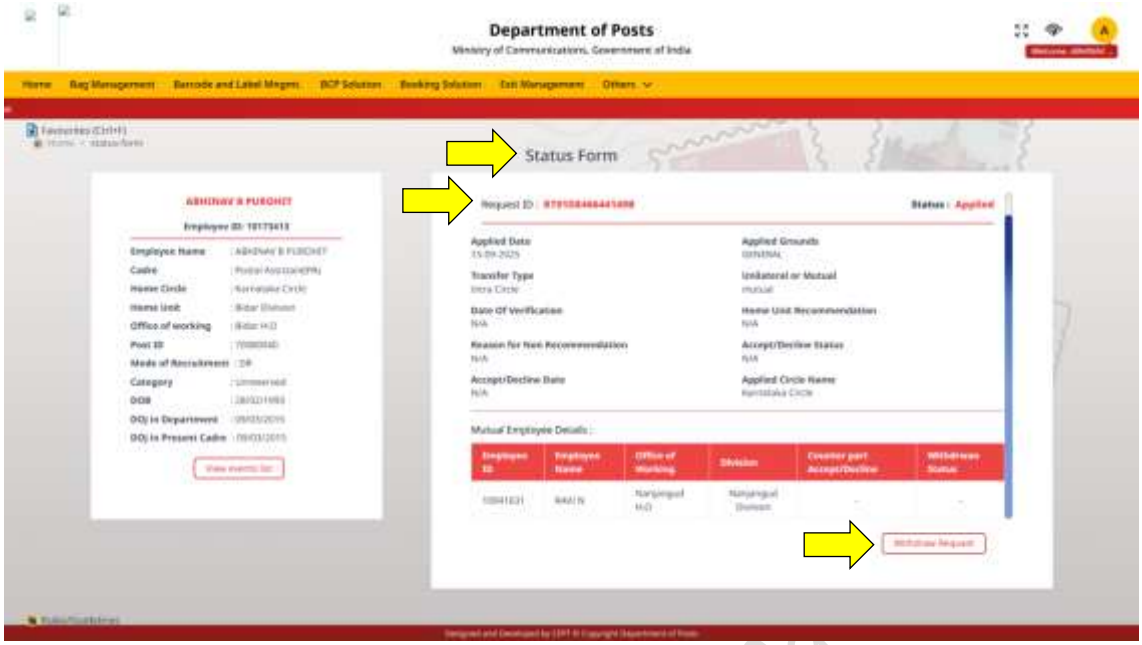
To Change the Preferences in the application, user has to click on 'Change Preferences' button. Upon clicking on 'Change Preferences' button, a screen will be displayed where user has to enter New Preferences in the field available against each preference entry. After giving the new preferences, user should click on 'Submit New Preferences' button.

7.3 Transfer Status

7.3.1 Rule 38 Transfer Status



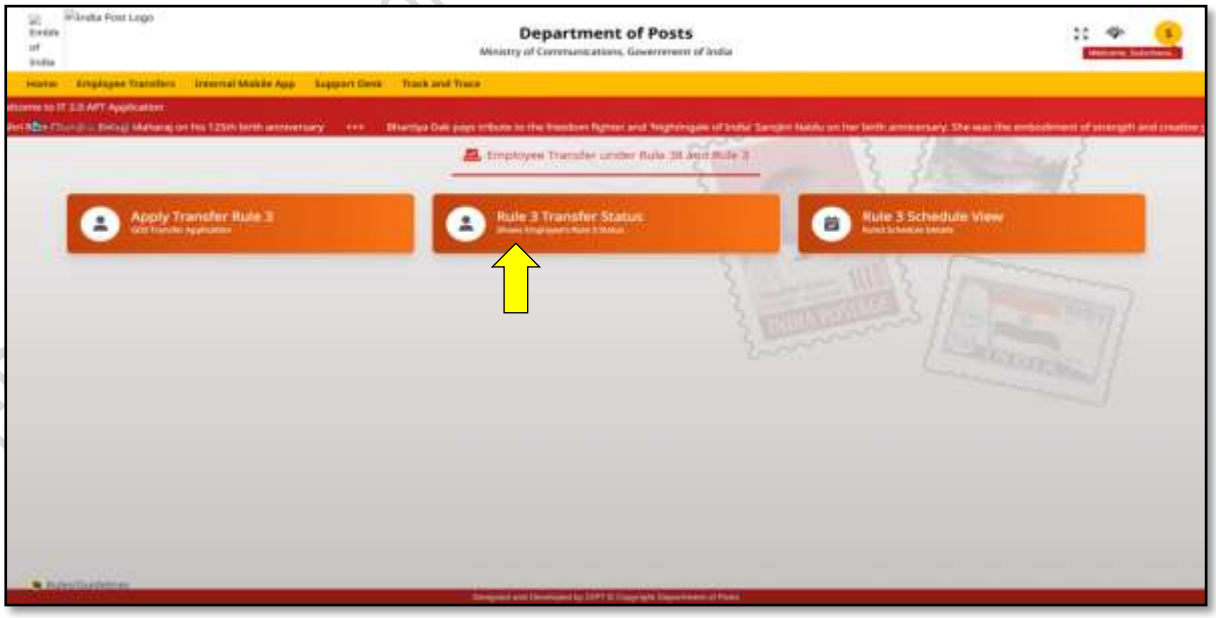
This is the sub-card available under the Self Service - Employee Transfer card to check the status of the Rule-38 application. Click on 'Rule 38 Transfer Status' sub card.



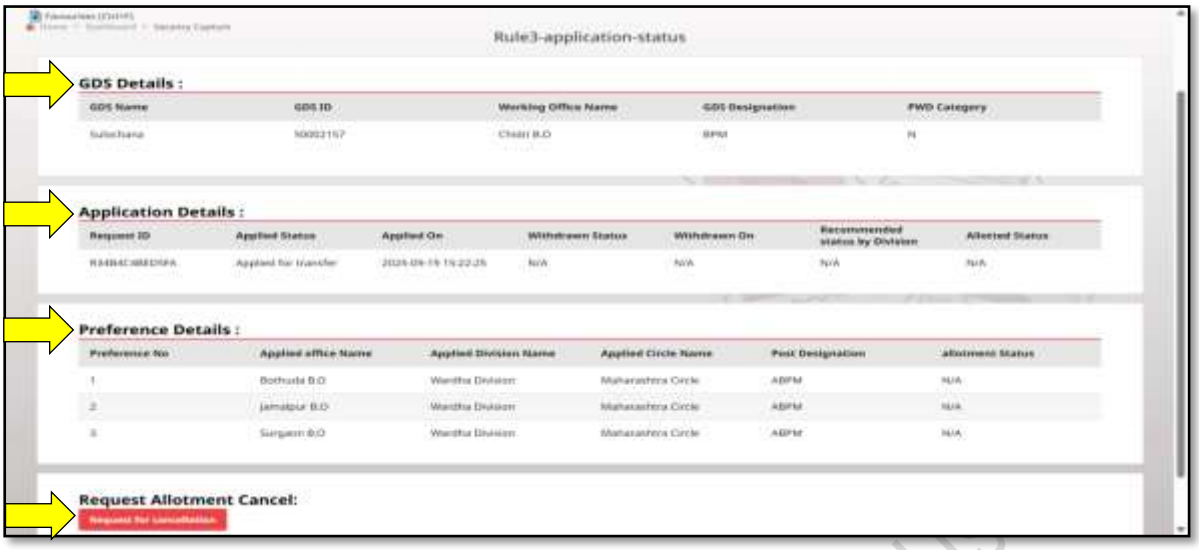
On clicking 'Rule 38 Transfer Status' sub card, **Status Form** screen will appear as shown in the above image. User can check the Transfer Request ID number, Home Unit Recommendation, Accept/Decline Status and other details.

If the user wishes to withdraw the Rule 38 transfer request, the same can be done by clicking on "Withdraw Request" button. This has been discussed already.

7.3.2 Rule 3 Transfer Status

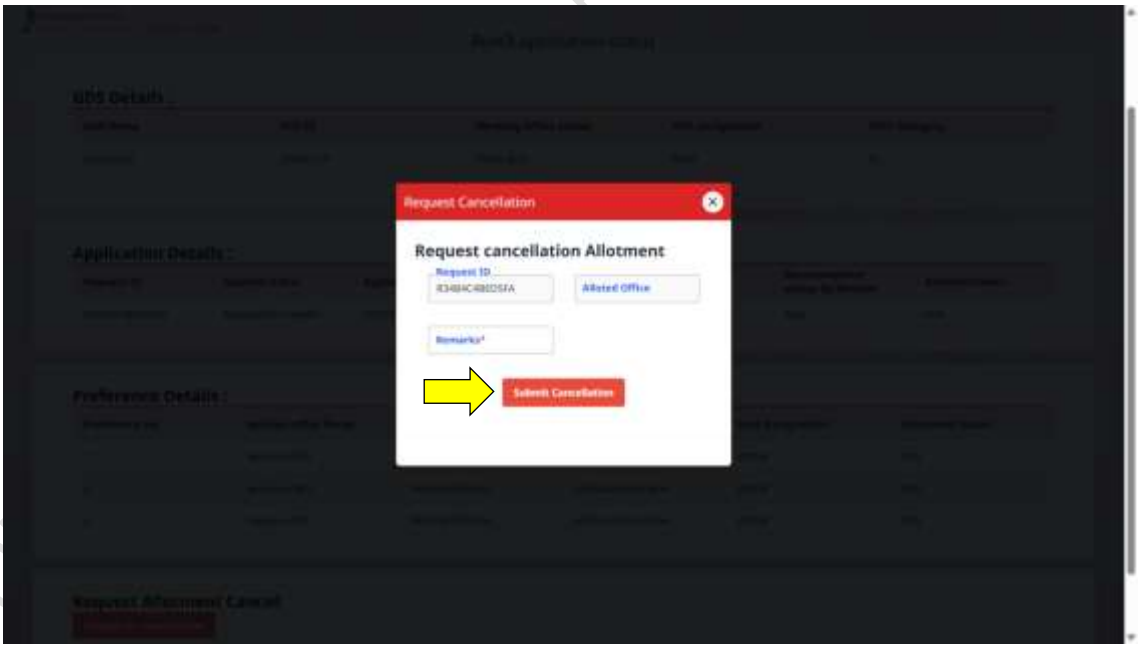


The user can check the status of their Rule-3 transfer application by using the **'Rule 3 Transfer Status'** sub-card available under the 'Employee Transfers' card in the Employee Self-Service portal.



On clicking 'Rule 3 Transfer Status', the status will be shown as above. Various details such as GDS Details, Application Details, and Preference Details will be visible.

User also has the option to Request for cancellation of Allotment. To cancel the allotment, request can be placed by clicking on 'Request for cancellation' button provided in the bottom portion of the screen.

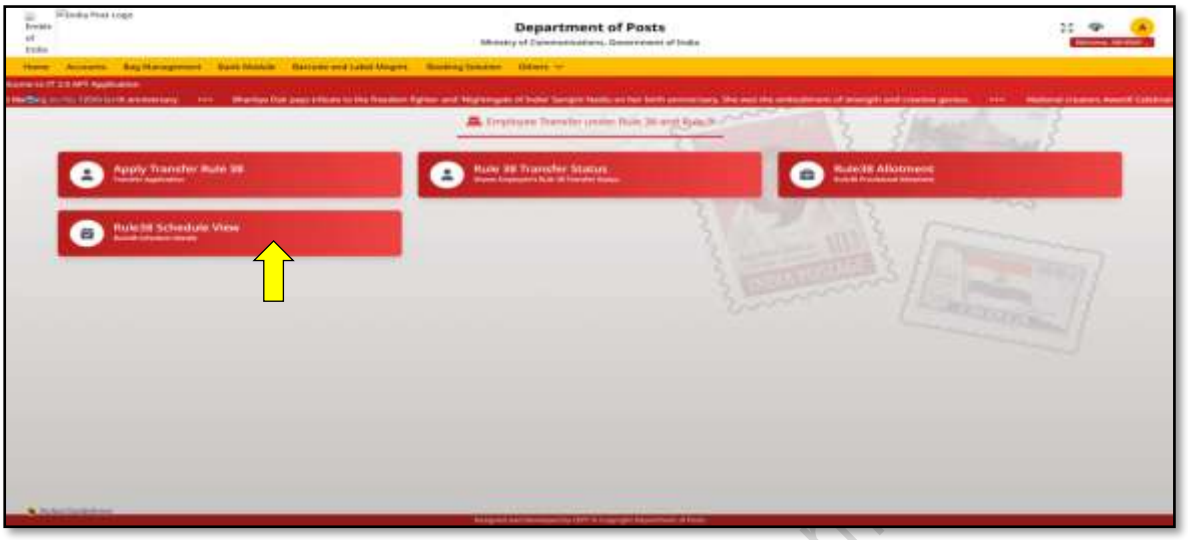


Upon clicking on 'Request for cancellation' button, the message will appear with Request ID, Allotted Office, and Remarks. User has to cross check the details and click on 'Submit Cancellation' button.

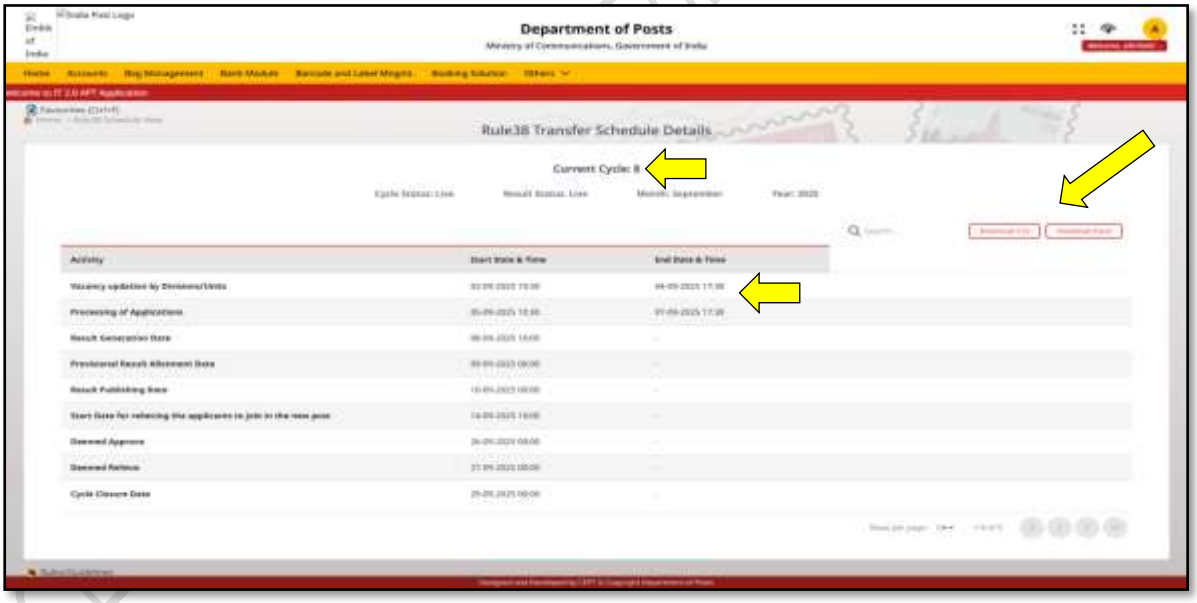
For Internal Use

7.4 Transfer Schedule View

7.4.1 Rule 38 Schedule View



'Rule 38 Schedule' can be checked by the user by using 'Rule 38 Schedule View' sub-card. Click on 'Rule 38 Schedule View' sub-card.

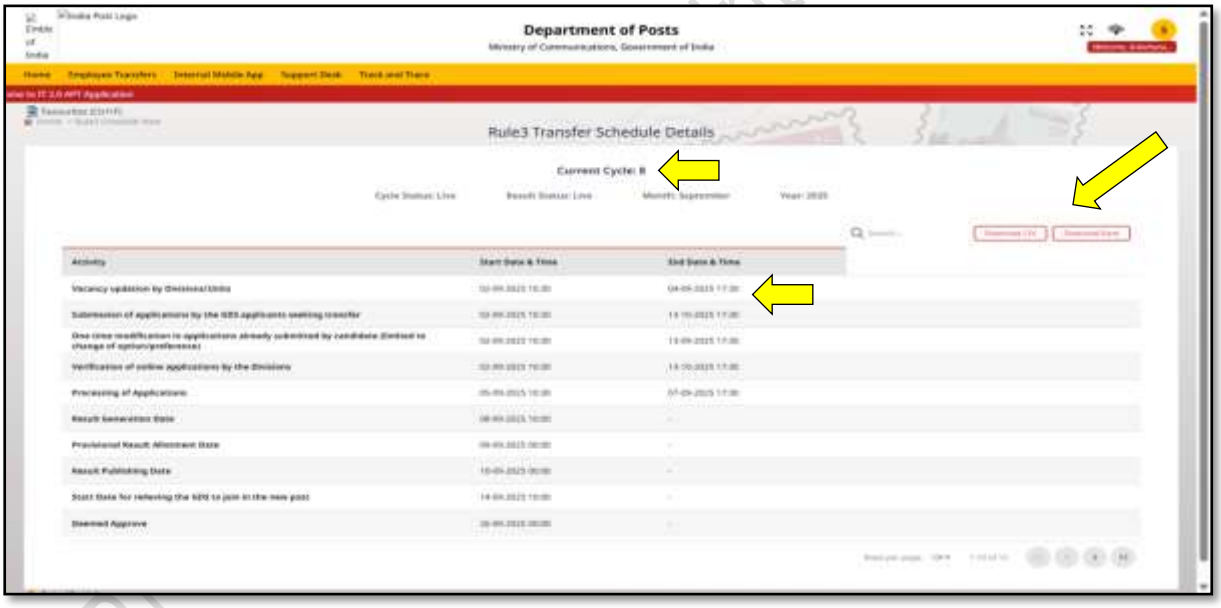


After clicking the 'Rule 38 Schedule View' sub-card, the screen shown above will be displayed. The user can view details such as the current cycle number, cycle status, result status, month and year. Additionally, the user can check time limit set for vacancy updation by divisions/units, processing of applications, and more, as shown in the image above.

User can download in information in Excel or CSV format.

7.4.2 Rule 3 Schedule View

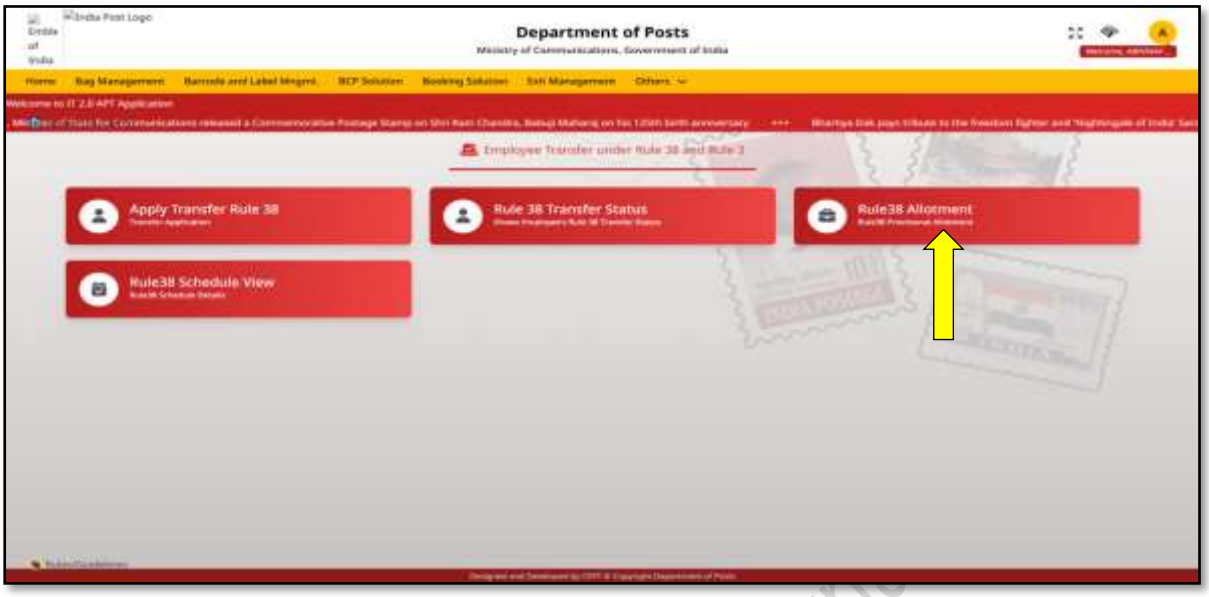
'Rule 3 Schedule' can be checked by the users by using 'Rule 3 Schedule View' sub-card. Click on **'Rule 3 Schedule View'** sub-card.



After clicking the 'Rule 3 Schedule View' sub-card, the screen shown above will be displayed. The user can view details such as the current cycle number and cycle status. Additionally, the user can check time limit set for updating the vacancy by divisions/units, processing of applications, and more, as shown in the image above.

User can download in information in Excel or CSV format.

7.5 Rule38 Allotment

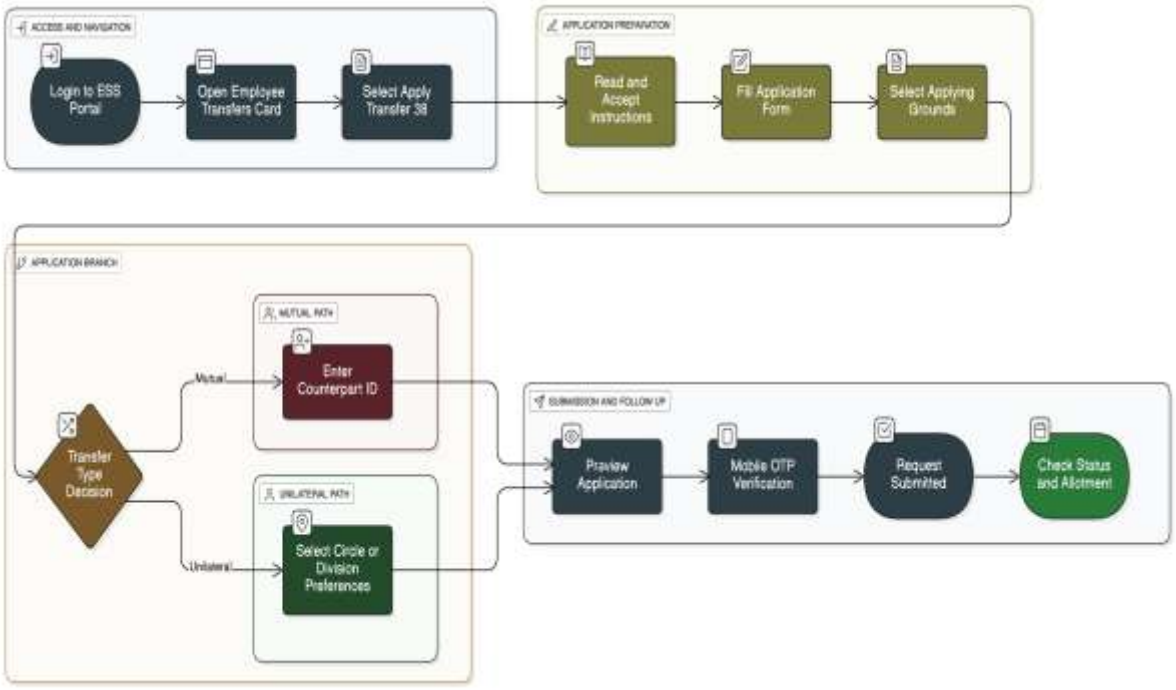


User has the option to Check the allotment status of the Rule38 application. In order to check the Rule38 Allotment status, User has to navigate to Self-Service – Employee Transfers – Rule 38 Allotment.

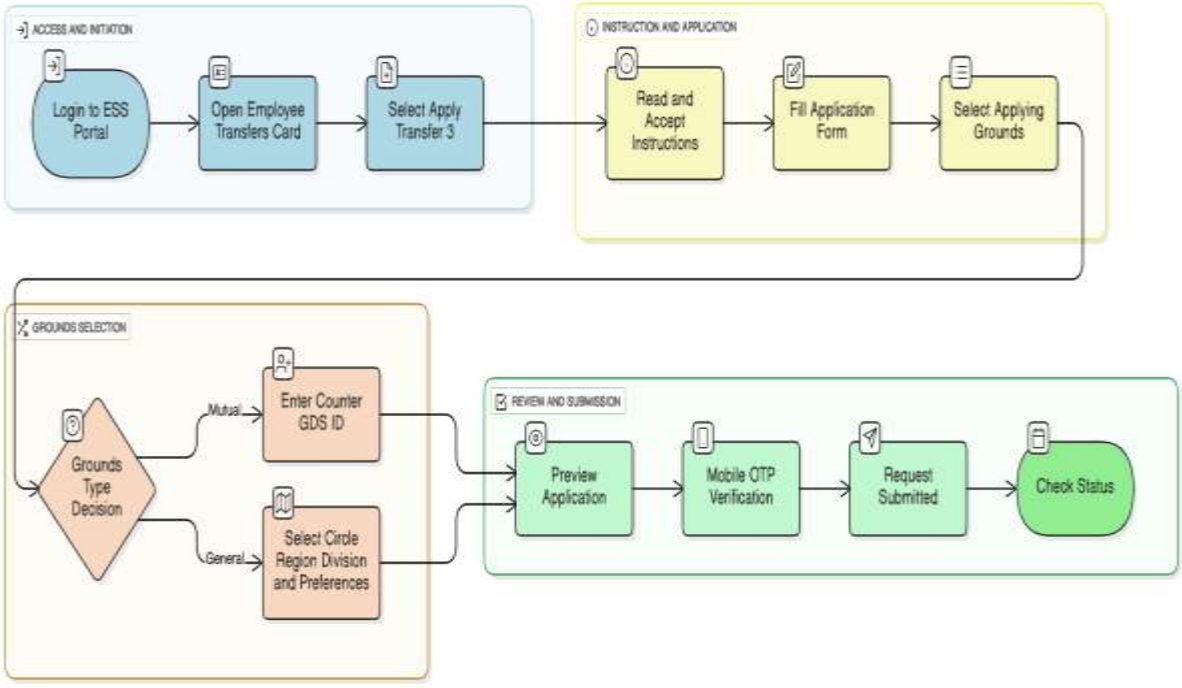
Upon clicking on Rule38 Allotment, user can see the allotment list. Since, the allotment is closed, the screen above shows 'Provisional allotment window is closed'.

7.6 Flow Chart

7.6.1 Transfer under Rule 38

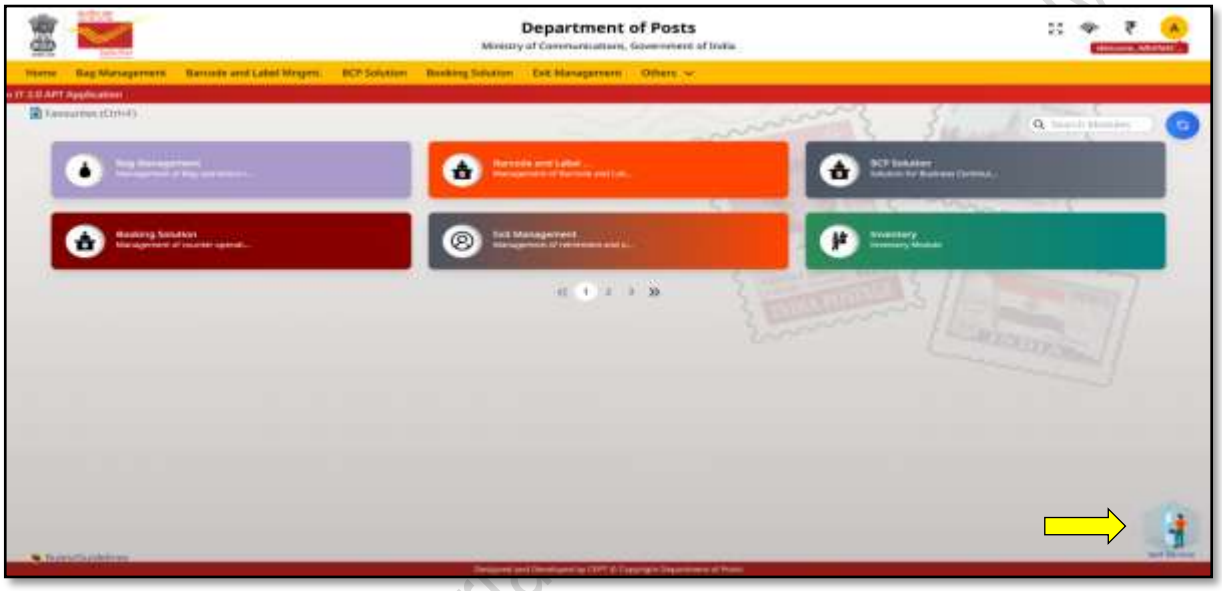


7.6.2 Transfer under Rule 3



8. Introduction – Recruitment and Promotions

This Operational Guide on Recruitment and Promotions is prepared to support departmental employees in accurately applying for Recruitment and Promotions procedures as part of their operational responsibilities. In this module, employees can apply for LDCE, CE and DPC.



Upon successful login, the system displays the home screen, where users can access various cards corresponding to the tasks and responsibilities assigned to them.

All eligible departmental employees are provided with the facility to submit applications for Recruitment & Promotions through the Employee Self Service module.

Click on the “Self-Service” icon to proceed.

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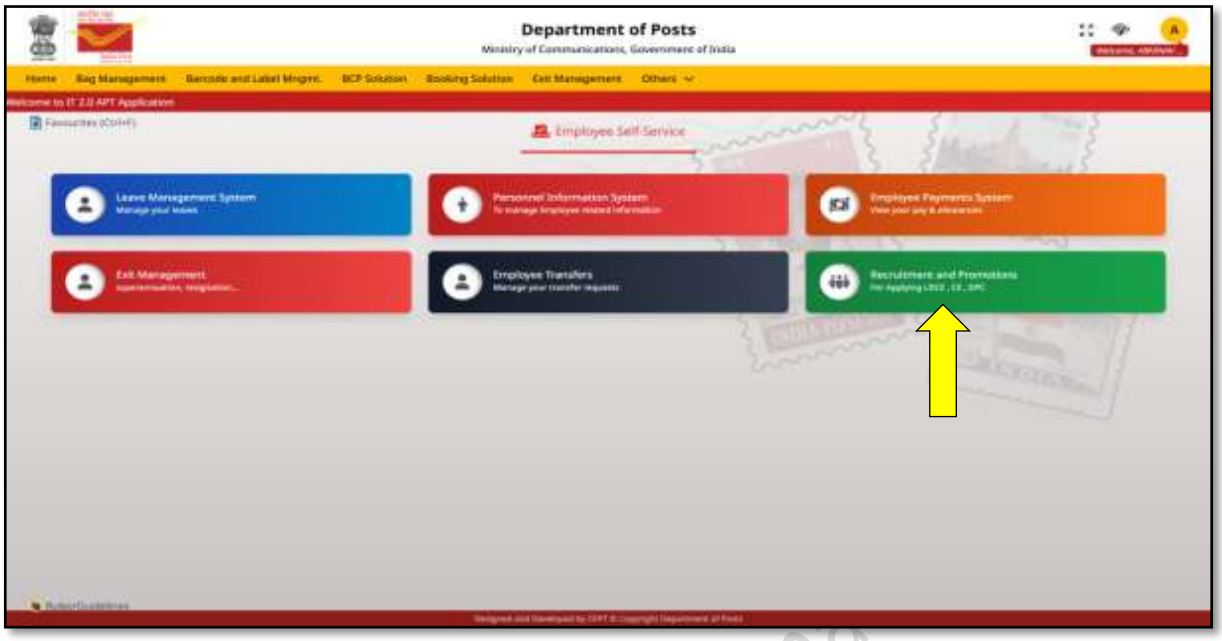
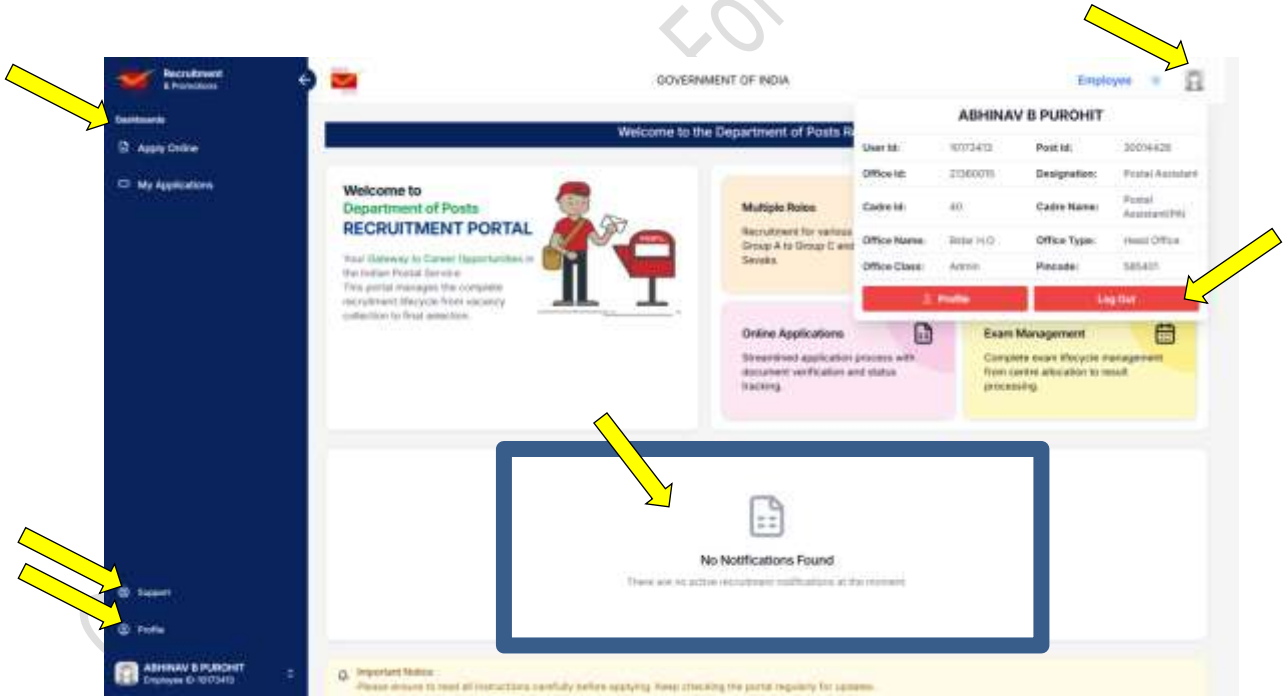


Upon selecting the 'Self-Service' icon, the 'Employee Self-Service' screen is displayed. To access the Recruitment and Promotions module, the user must select the 'Recruitment and Promotions' sub card.



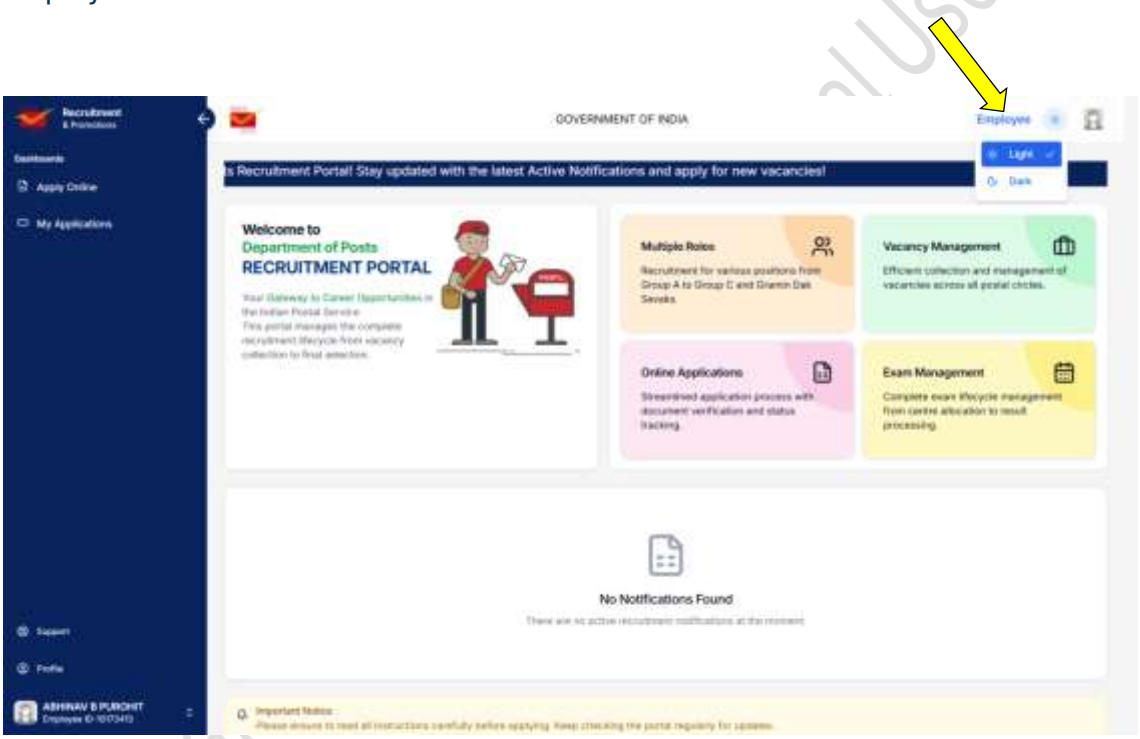
When the user selects the 'Recruitment and Promotions' sub card, a fresh page will be displayed as illustrated in the image above.

User can see his employee details by clicking on the icon in the top right corner of the screen. The details like User ID, Post ID, Office ID, Designation, Cadre ID, Cadre

Name, Office Name, Office Type, Office Class, Pin code will be displayed. User has the option to log out. To log out, user should click on 'Log Out' button.
On the left hand side of the screen, a Dashboard is provided to the user to Apply and check the status of the applied applications.

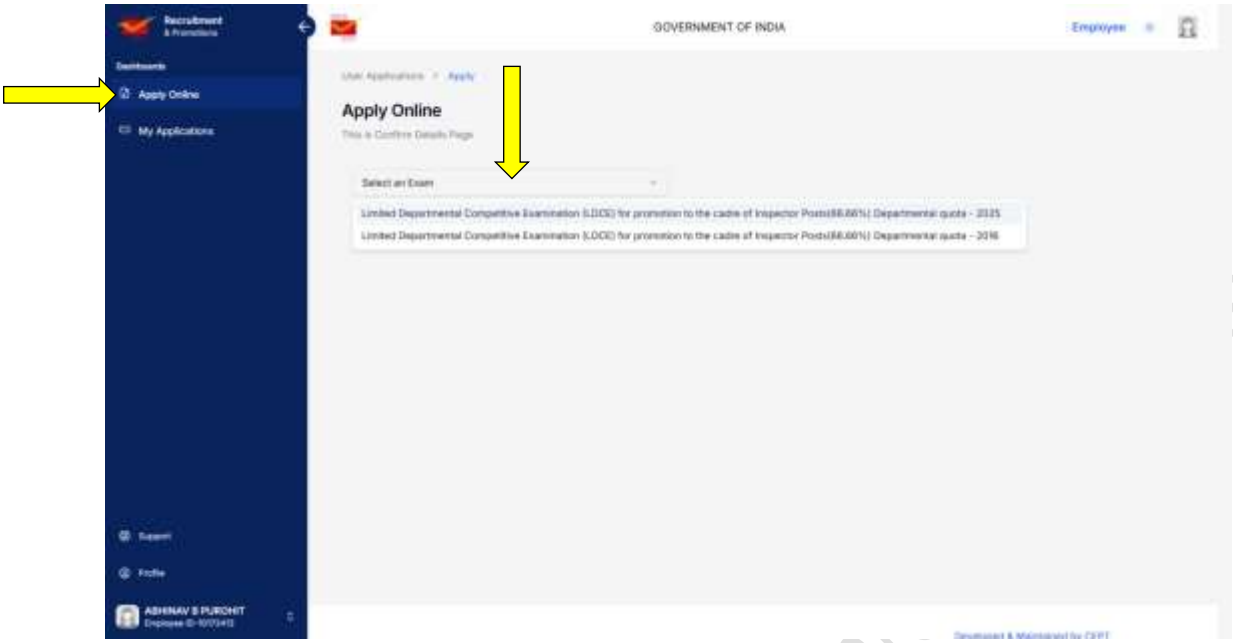
In the bottom of the dashboard, two icons are provided. They are 'Support' and 'Profile'. Support section should be used in case the user wishes to get any support from the technical team. Profile section should be used to know the details of the profile of the employee.

Notifications, if any, in connection with Recruitment and Promotions will be displayed in the centre of the screen.



User has the option to change the screen to Light or Dark Mode to improve the readability. To change the screen mode, user has to click on 'Light' or 'Dark' as desired.

8.1 Apply Online



On the left hand side of the screen, in the Dashboard, Click on ‘Apply Online'.

Upon clicking, ‘Apply Online’ screen will appear. Based on the cadre of the candidate, notifications are displayed.

Select an exam from the drop down box to which user is interested to apply.

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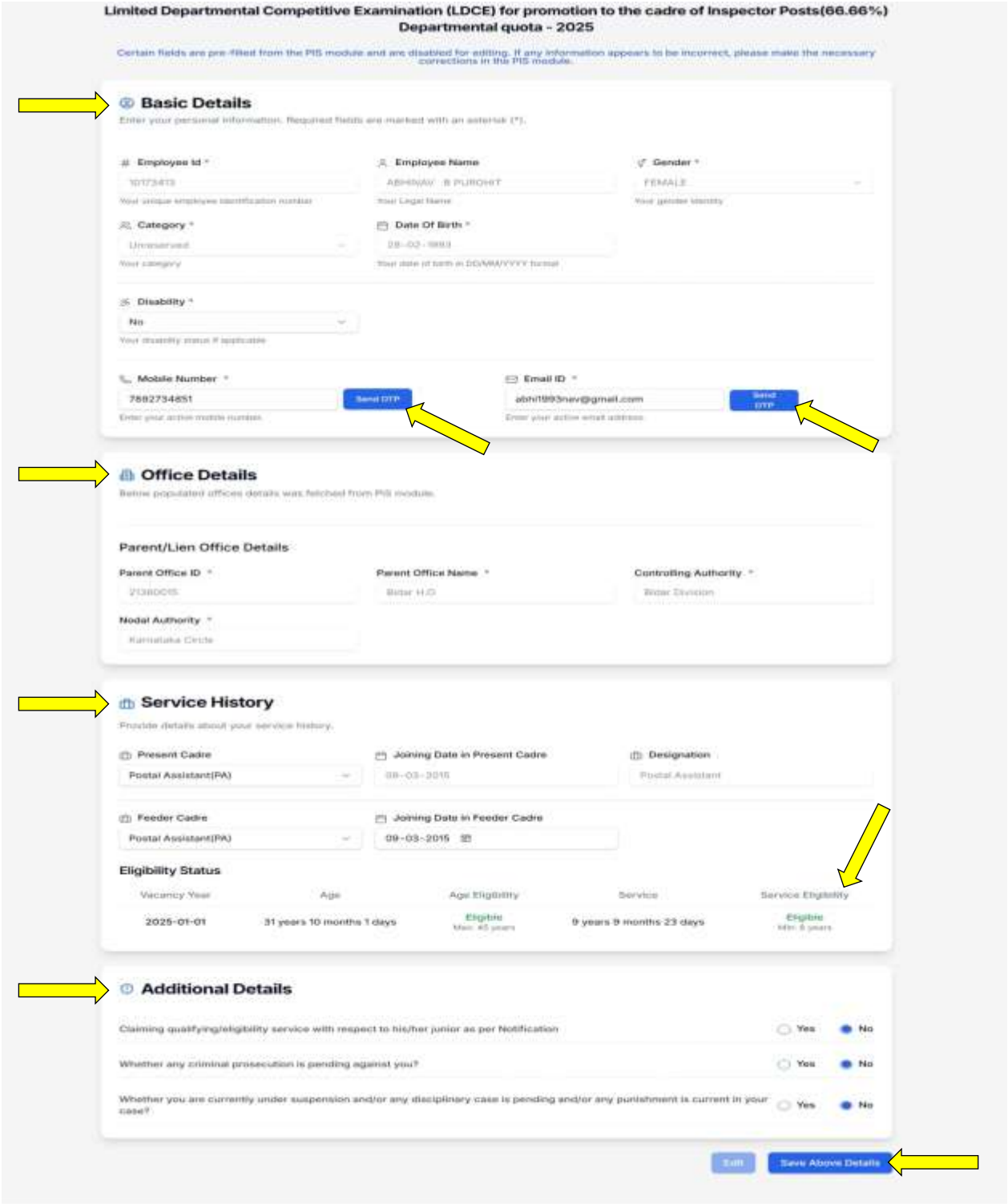


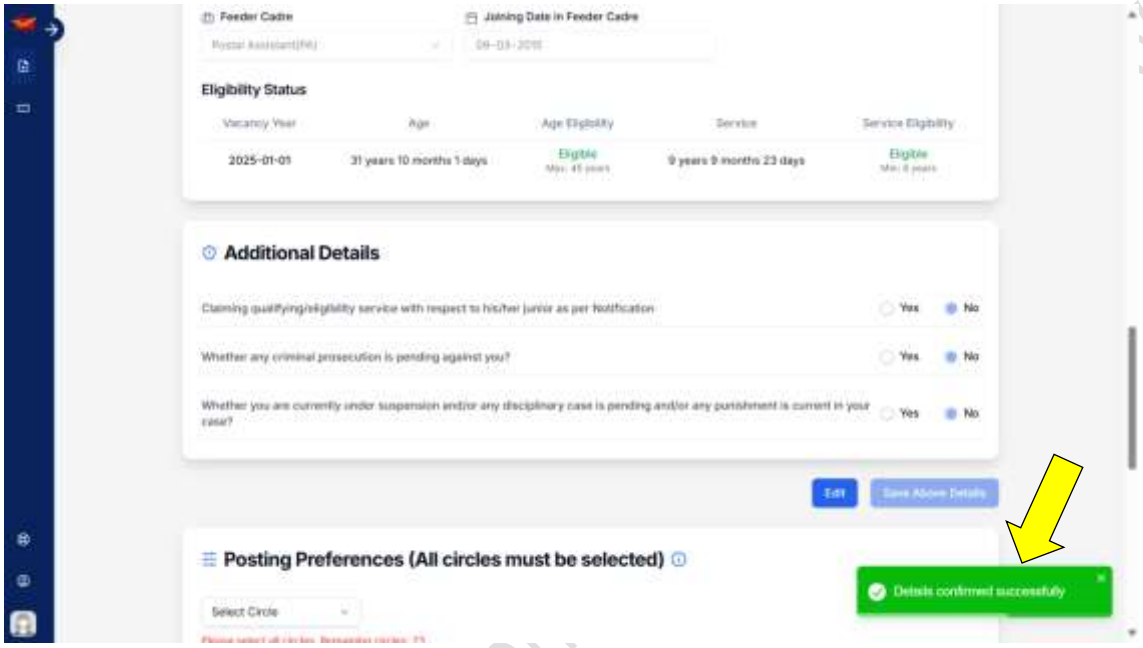
Upon selecting an Examination, Detailed form for filling the particulars of employee will be displayed. This form includes various details such as Basic Details, Office Details, Service History and Additional Details.

Certain fields are pre-filled and are disabled for editing. If entry in any field is incorrect, the same may be corrected in PIS module.

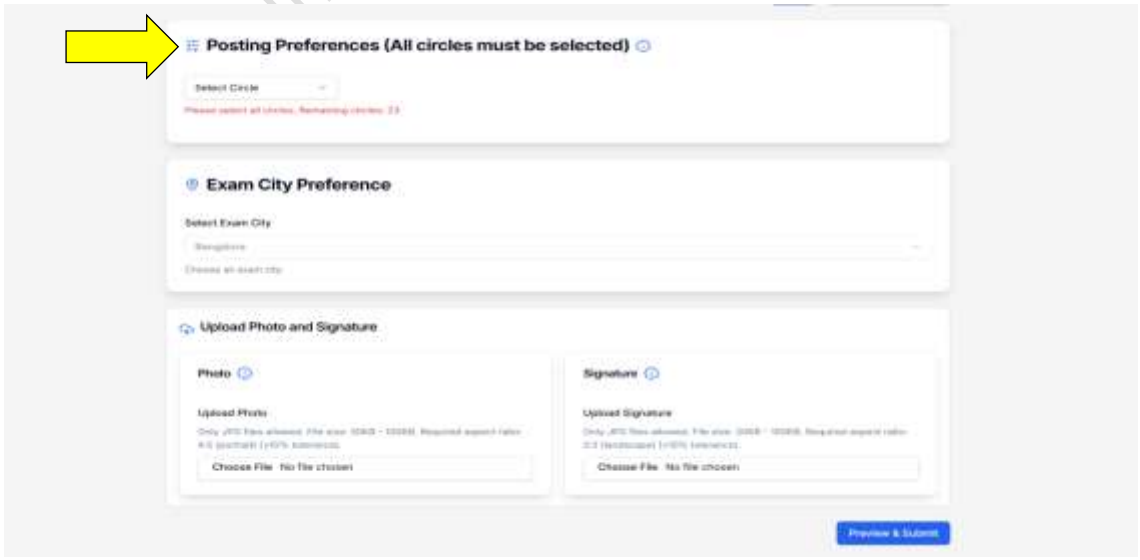
Mobile number and e-mail should be verified by OTP.

User has to check the eligibility status in the Service History field. If the user is eligible, the remarks as 'Eligible' will be shown under 'Service Eligibility' head under 'Service History' section.

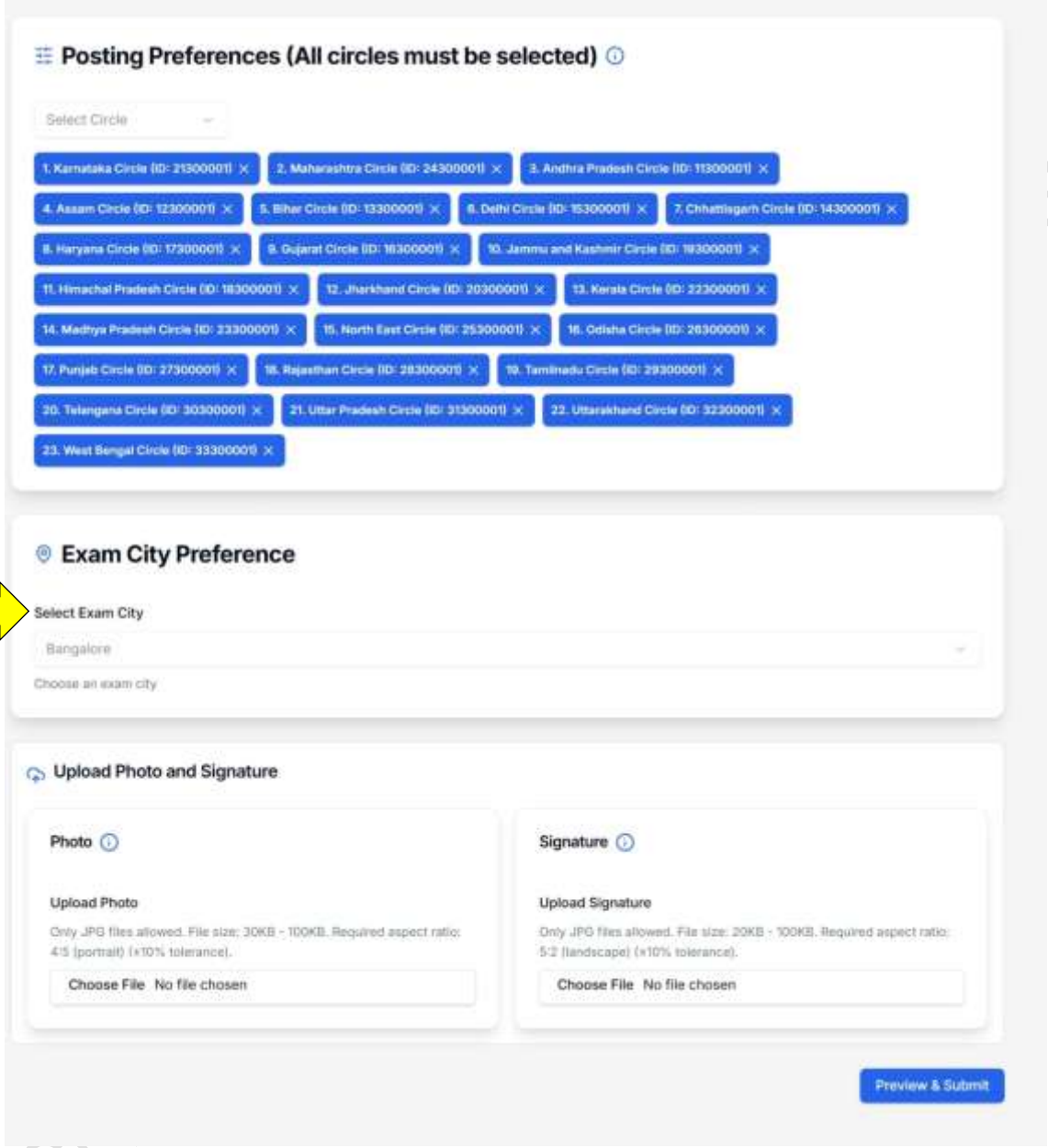
On confirmation of all the details, User has to click on 'Save Above Details' button.



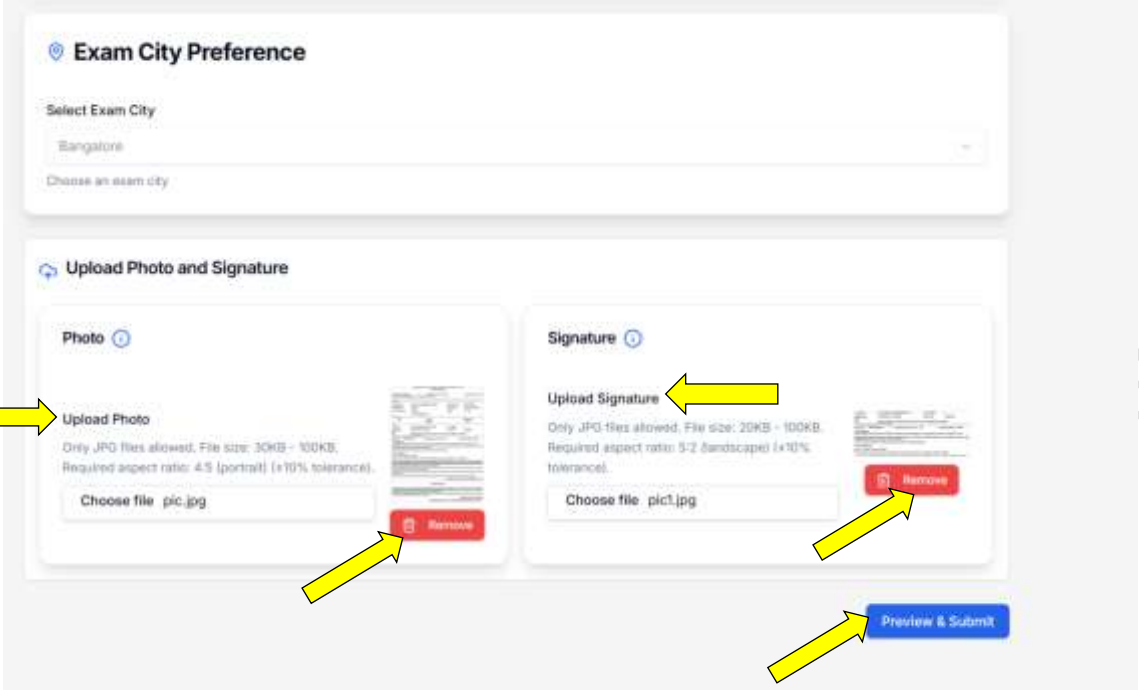
Upon clicking on 'Save Above Details' button, a message: 'Details confirmed successfully' will appear.



On confirming the details, a fresh field will be enabled to the user to enter Posting Preferences. User has to select all the circles in the order of their preference, from the 'Select Circle' dropdown box. Please note that all the Circles must be selected.

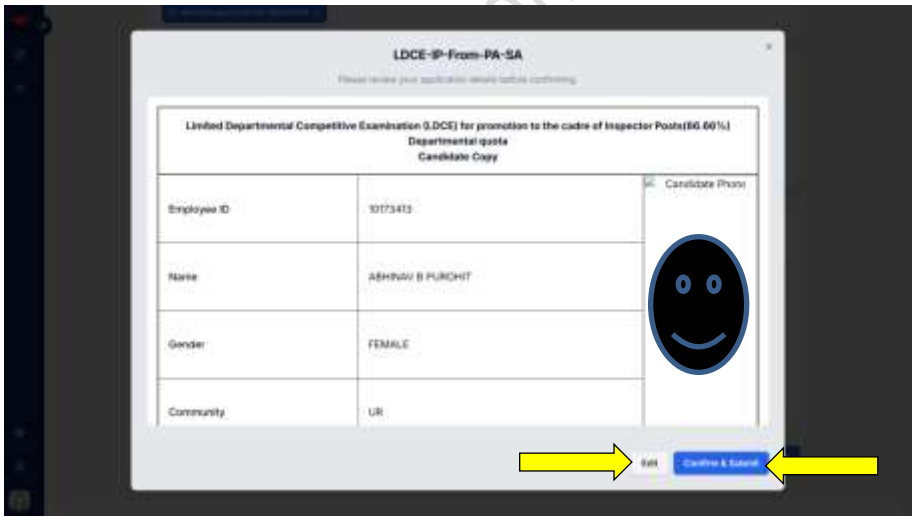


After giving the preference of Posting, the Exam City Preference will be automatically selected by the system. It usually will be the Circle Headquarters of the Employee.

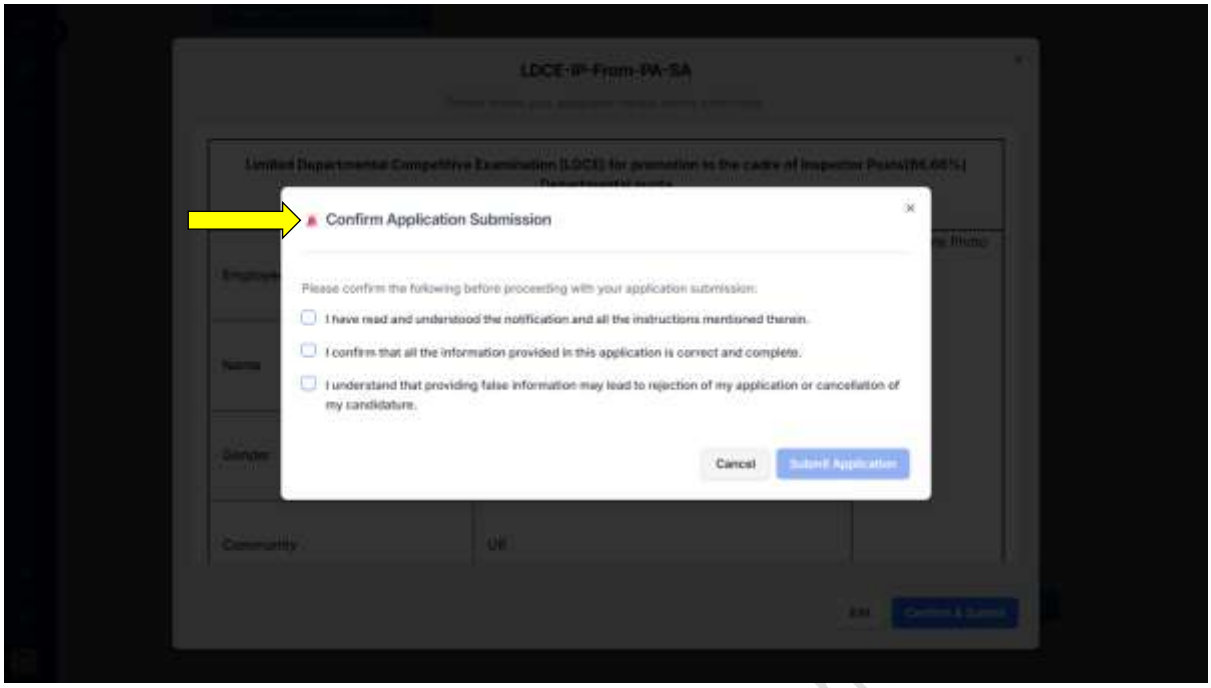


Candidate has to upload Photo & Signature. Please note that uploading of Photo and Signature must meet the requirements of file type and size and aspect ratio. If incorrect files are uploaded, the same may be removed by clicking on 'Remove' button.

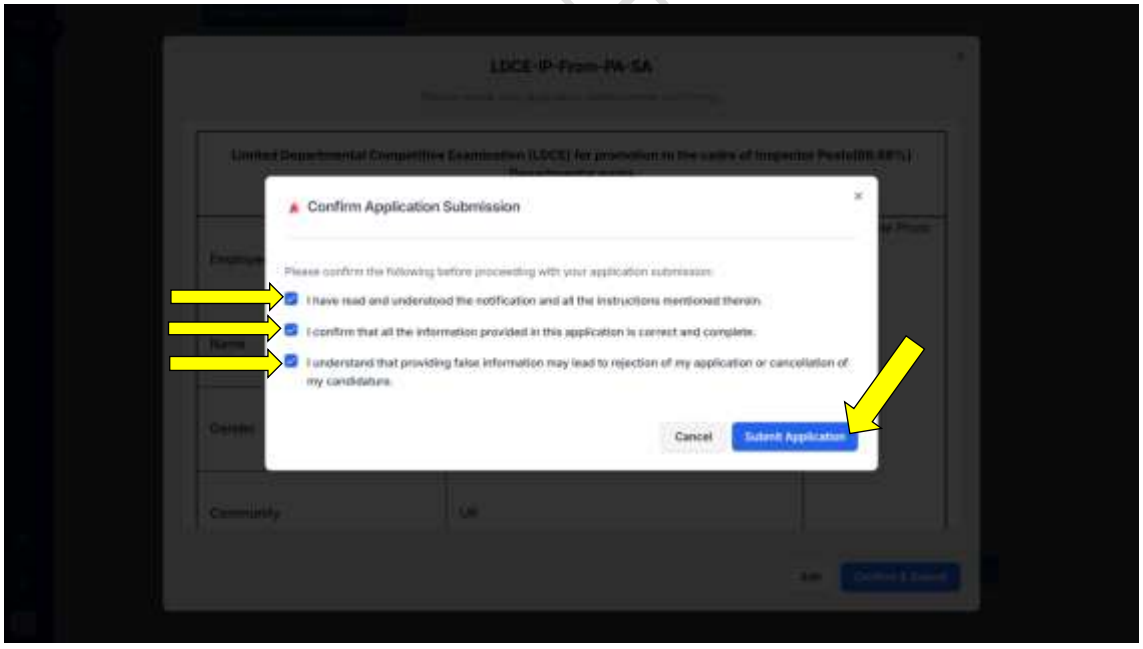
On successful uploading of the files, Click on "Preview & Submit' button.



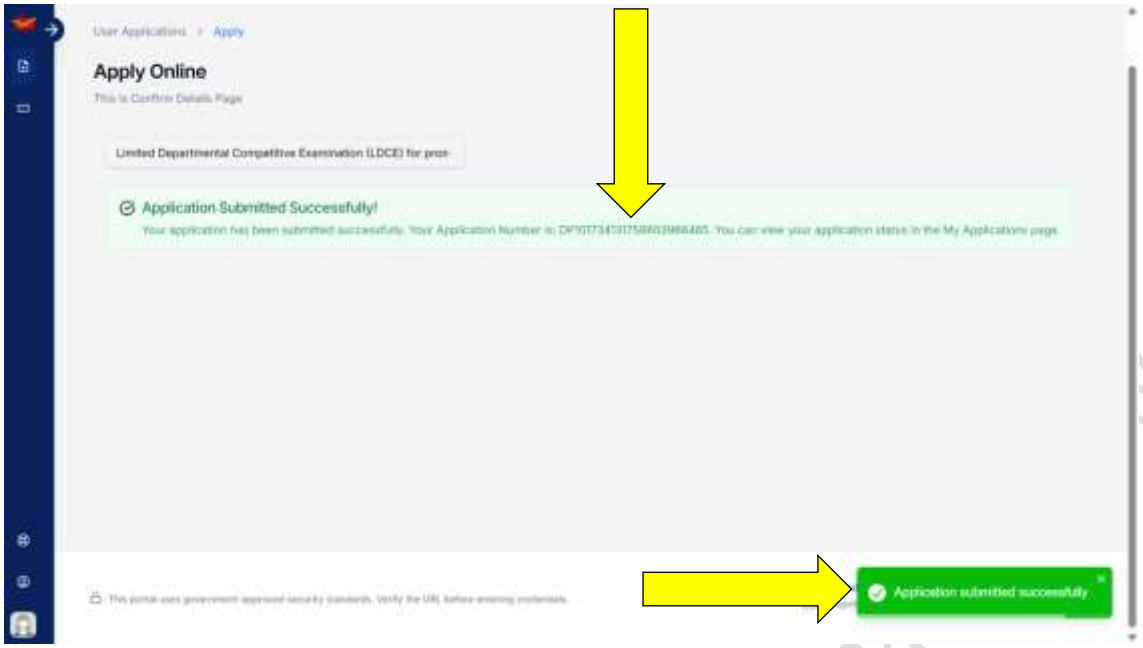
Upon clicking on 'Preview & Submit' button, review application will be displayed as above. User has the option to edit the application if any incorrect details are fed. To edit the application, User should click on 'Edit' button. If User is satisfied with all the details in the application as displayed in Preview screen, User should click on 'Confirm & Submit' button.



Upon clicking on 'Confirm & Submit' button, the confirmation screen will be displayed. User has to carefully read the instructions before proceeding further.



Please note that the User has to tick mark the checkboxes for having read the instructions. After tick marking the check boxes, User has to click on 'Submit Application' button.



Upon clicking on 'Submit Application' button, a message: 'Application submitted successfully' will be displayed on the right bottom of the screen. Also, application number will be generated and displayed as visible in the screenshot above.

Note: After submission, the application will be visible to the Verifying Authority for verification.

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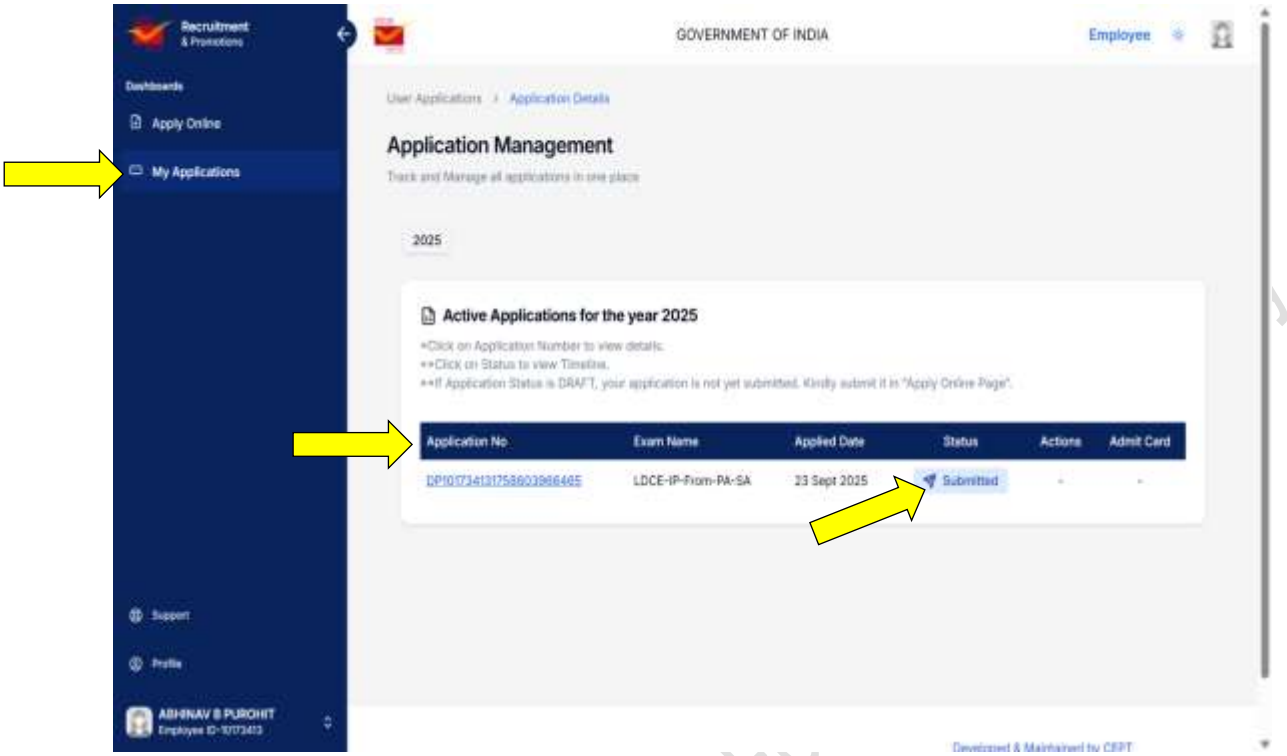
8.2 My Applications



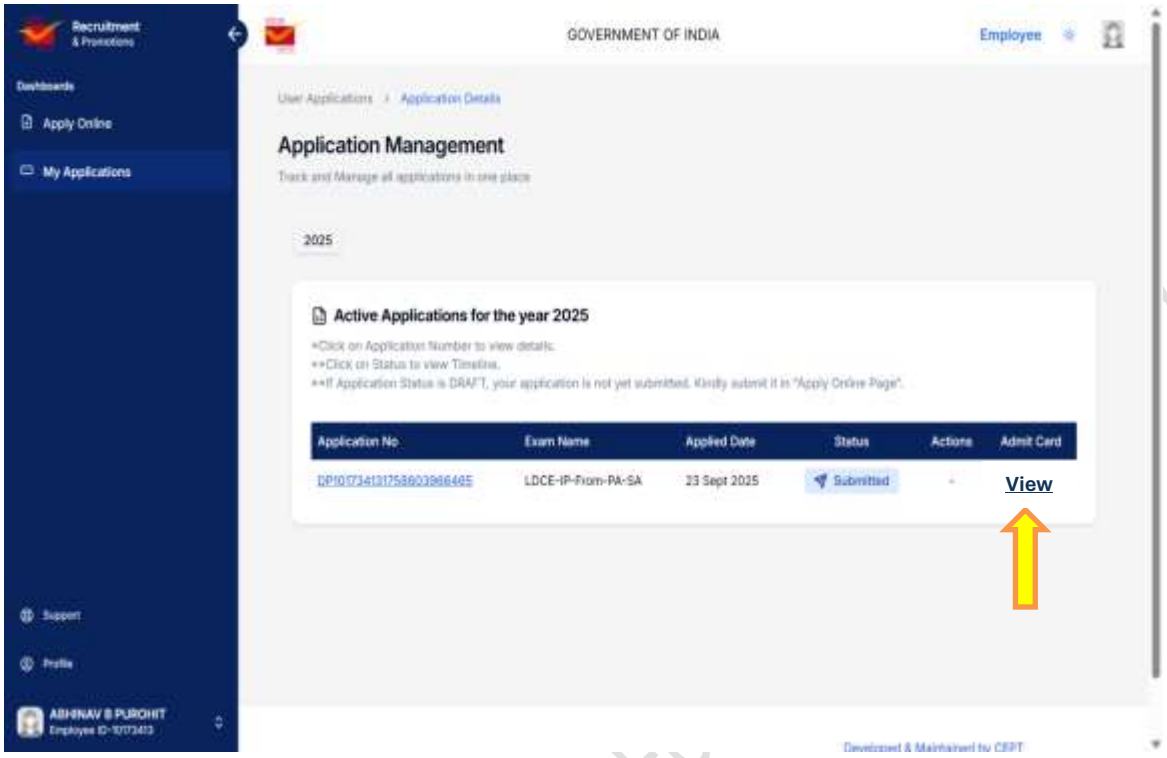
To access details of already submitted applications, User has to click on 'My Applications' in the Dashboard, on the left side of the Home screen.

Upon clicking, Application Management screen will appear with records of the active applications submitted by the User. The information will be provided in tabular form. Table contains details such as Application No, Exam Name, Applied Date, Status, Actions and Admit Card.

It can be observed from the above screenshot that the Status of the application is 'Submitted'. This should be verified by the Verifying Authority and Nodal Authority.

CEPT Training Material

8.3 Hall Ticket Generation



Upon selecting 'My Applications' option, Application Management screen will be visible. Active Applications will be visible.

User can download the Admit card for appearing to the examination by clicking on ‘View’ button available under the head ‘Admit Card’.

Note: Hall ticket will be available for view only after the Controlling Authority and Nodal Authority verify the candidature.

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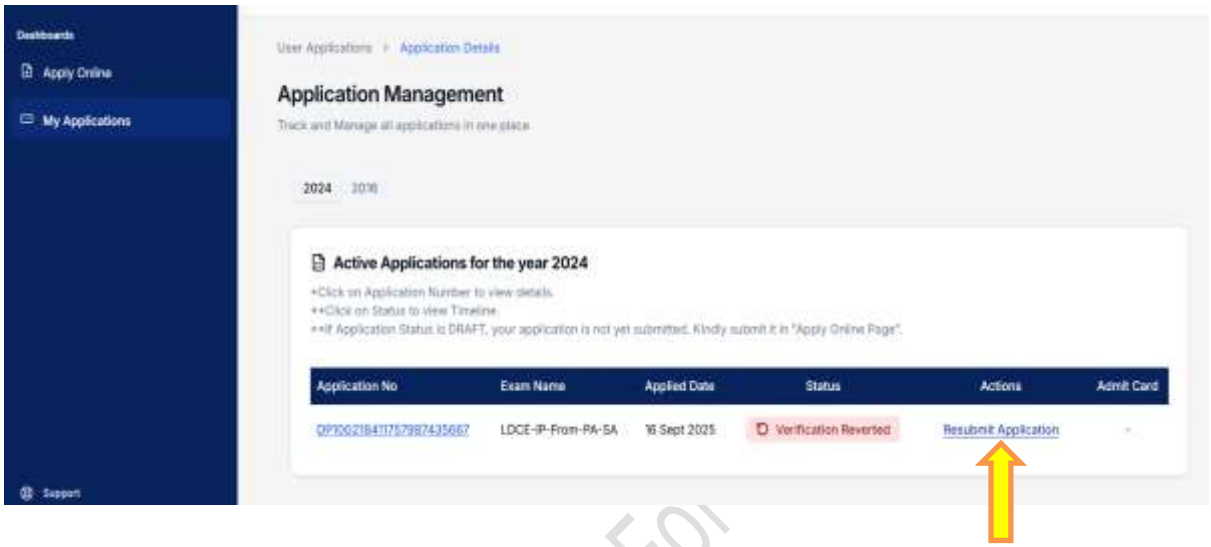
Note: Re-submission of application for the application reverted by Controlling authority for correction

After clicking **"My Applications"** in the sidebar, a new screen will appear showing the status of your applications.



Candidates are responsible for checking this page regularly for updates until the date of the examination.

Click the **"Resubmit Application"** hyperlink.

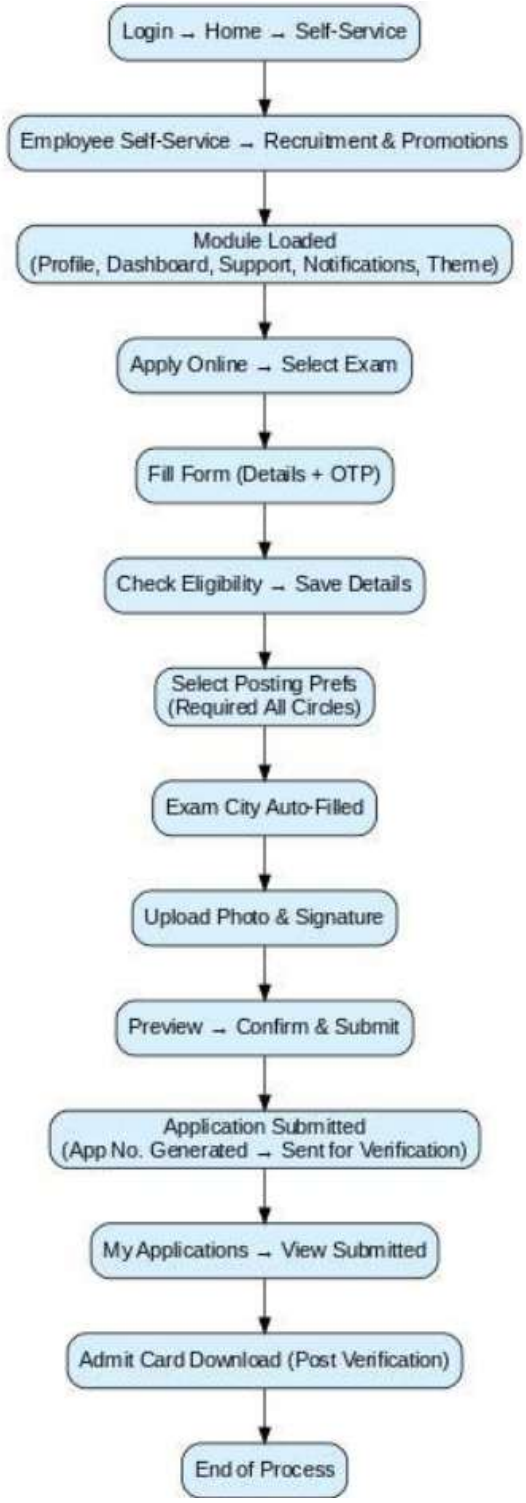
User can then correct any entries marked as incorrect by the Controlling Authority and adjust the post preferences as needed.

After making the necessary updates, User must resubmit the application.

If User disagrees with the changes requested by the **Controlling Authority**, User should meet Controlling Authority in person to resolve the issue before resubmitting. It must be noted that if the application is not resubmitted correctly by the deadline, discrepancies may lead to rejection.

CEPT Training Material For

8.4 Flow Chart



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9 Introduction – Support Desk

This Operational Guide on Support Desk Management is designed to assist end-users (i.e., departmental employees) in raising tickets for any functional or technical issues encountered across various modules used within the office.
Once a ticket is raised by the end-user, the resolution process may involve up to six levels of escalation. A typical six-level escalation matrix is illustrated below.

SL NO	Support Desk Level	Office in charge
1	Level -1	Divisional Office
2	Level -2	Regional Office
3	Level -3	Circle Office
4	Level -4	CEPT L1 Support
5	Level -5	CEPT L2 Support
6	Level -6	CEPT L3 Support

Depending on the sub-module selected while raising a ticket, the corresponding Support Desk support levels are pre-configured. Each sub-module will have a minimum of three and a maximum of six support levels. For any configuration ranging from 3 to 6 levels, inclusion of all three CEPT support levels is mandatory.

Once the Support Desk Support user provides a resolution to the ticket, the End User is required to confirm Closure Confirmation within 48 hours of receiving the resolution remarks. The End User may either: Confirm the resolution and close the ticket, or Re-route the ticket back to the same Support Desk Support user for further action. If no action is taken within the 48-hour window, the ticket will be automatically closed.

Support Desk Support user may seek additional information for better clarity of the issue description. In such case, End User need to furnish the additional information sought within 7 days. Else, the ticket will be closed automatically.

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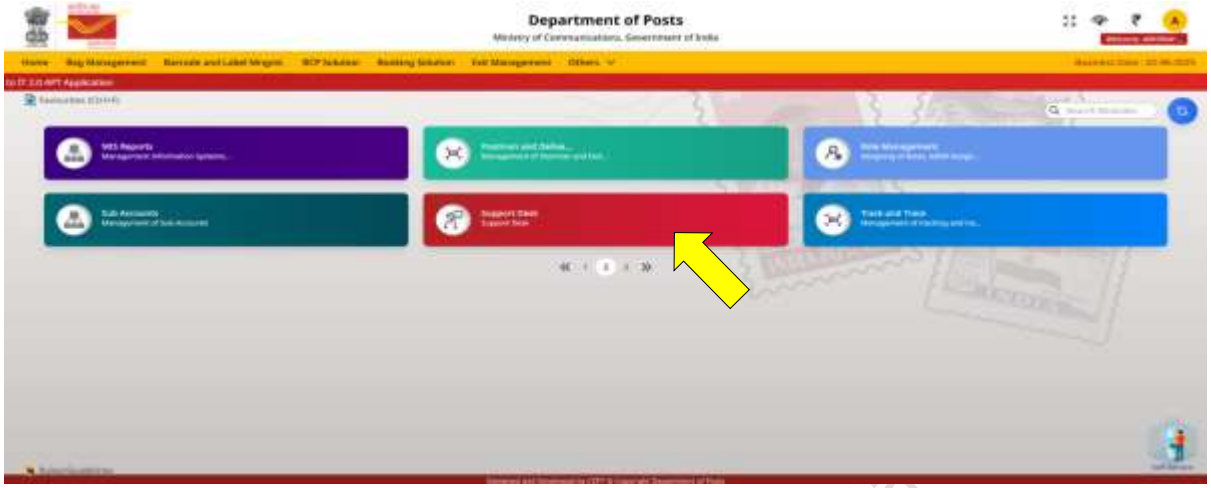
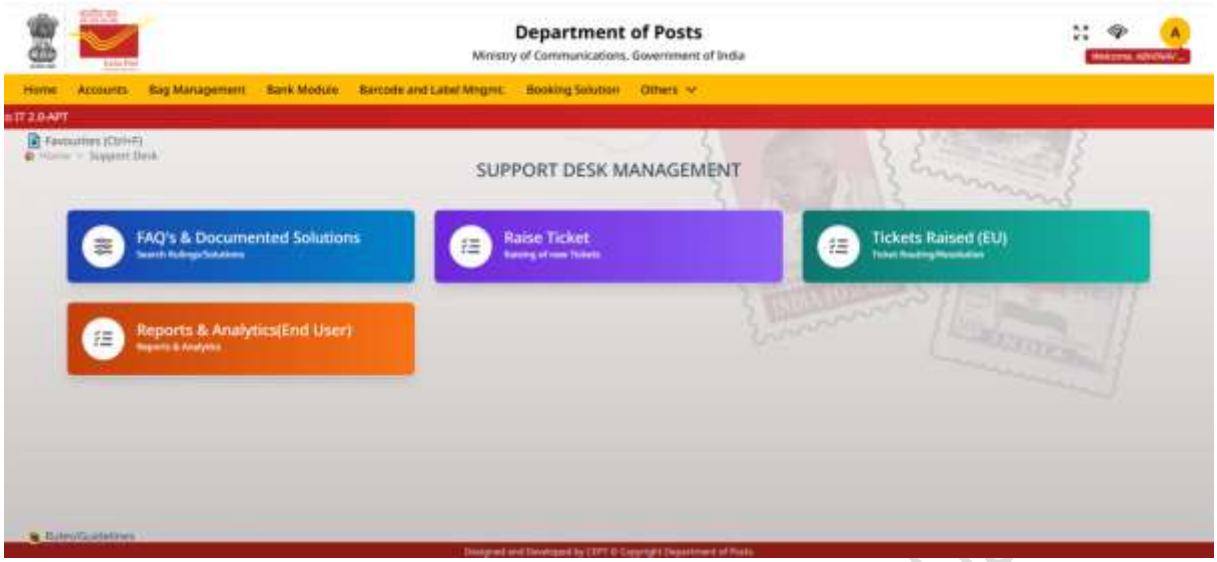
9.1 Support Desk (For End Users)



In Home page, locate “Support Desk” card and click on it. User can navigate and locate by clicking on page numbers or << or >> button available in the bottom of page.

Alternatively, user can type any key words of card title i.e. either Support or Desk in searcher field available. After typing key characters, only the cards having the key word entered in searcher field will be filtered and displayed. Then user can easily locate and click on “Support Desk” card.



After clicking on “Support Desk” card, Support Desk Management page with 4 (four) sub cards will appear viz,,

- FAQs &Documented Solutions
- Raise Ticket
- Tickets Raised (EU)
- Reports & Analytics(End User)

9.1.1 FAQ’s & Documented Solutions

Click on “FAQ’s & Documented Solutions” sub card under “Support Desk” card.

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After clicking on “FAQ’s & Documented Solutions” sub card, page as shown above will appear.

In this page, three (3) tabs are available viz.,

- **FAQ**
- **Operational Guides and**
- **Rulings**

If CEPT Admin of Support Desk has uploaded any documents like FAQ, Operational Guides and Rulings related to the category and module, the same will be displayed under the concerned tabs for reference by user.
The files can be viewed or downloaded by using the respective buttons provided against each document.

End user is always advised to refer to these documents before raising ticket to any issue. After referring to the documented solution, end user may get resolution to their issues. Even after referring to such documents, if end user still wishes to raise ticket, it can be done by using ‘Raise ticket’ sub card option.

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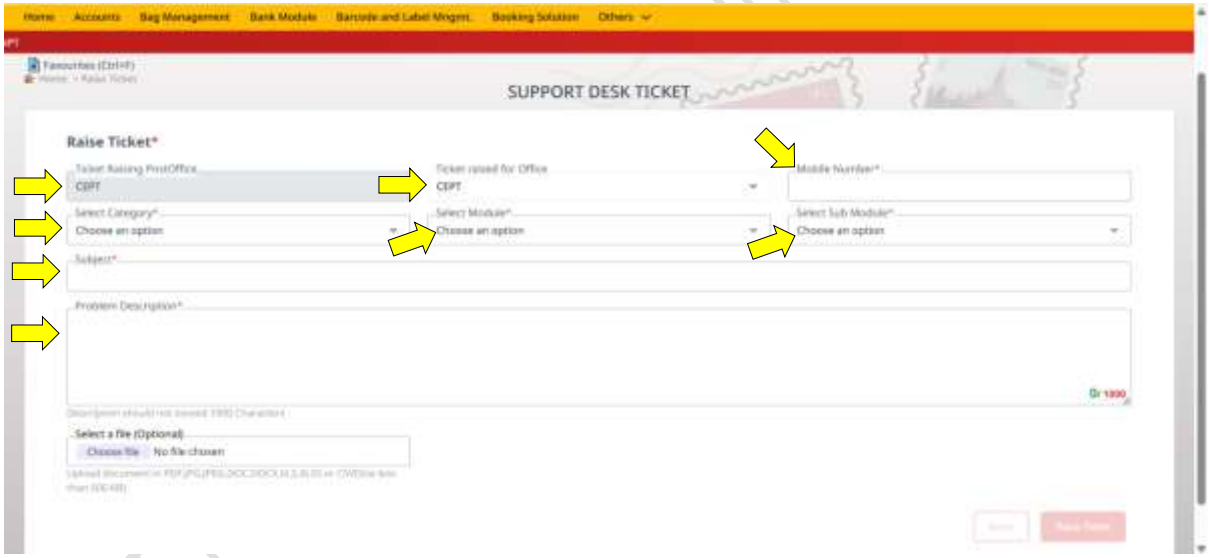
9.1.2 Raise Ticket

Click on “Raise Ticket” sub card to raise ticket on issues being faced on various modules.



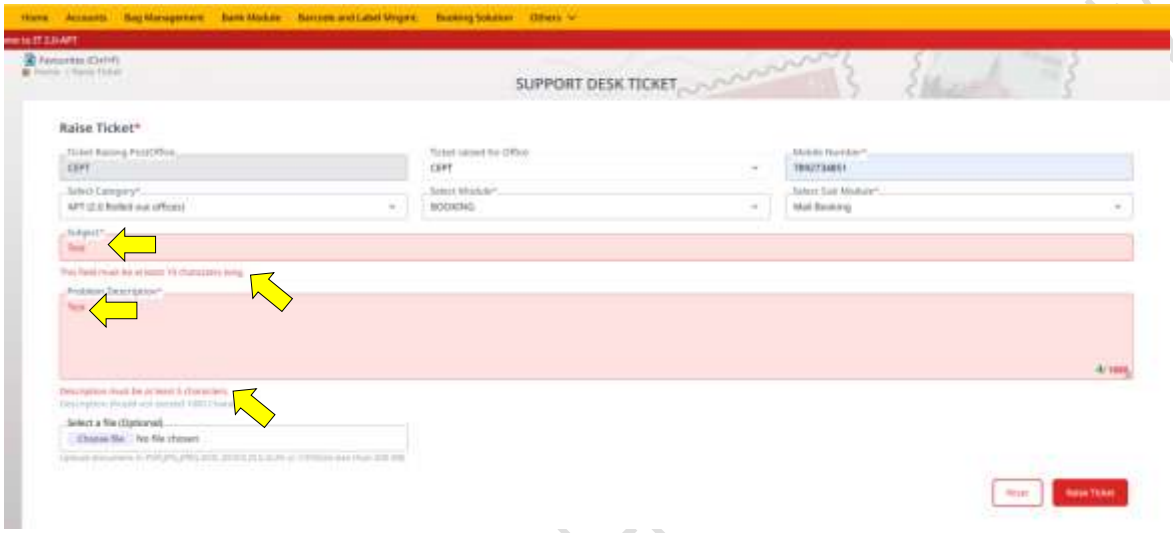
After clicking on “Raise Ticket” sub card, support desk ticket screen will be displayed.

By default, ‘Ticket Raising Post Office’ and ‘Ticket raised for Office’ fields will be auto filled with the name of the office to which the logged in user is mapped. In ‘Ticket raised for Office’, name of the office can be selected through drop down list, If user wishes to raise a ticket on behalf of some other office. User has to enter his mobile number mandatorily.

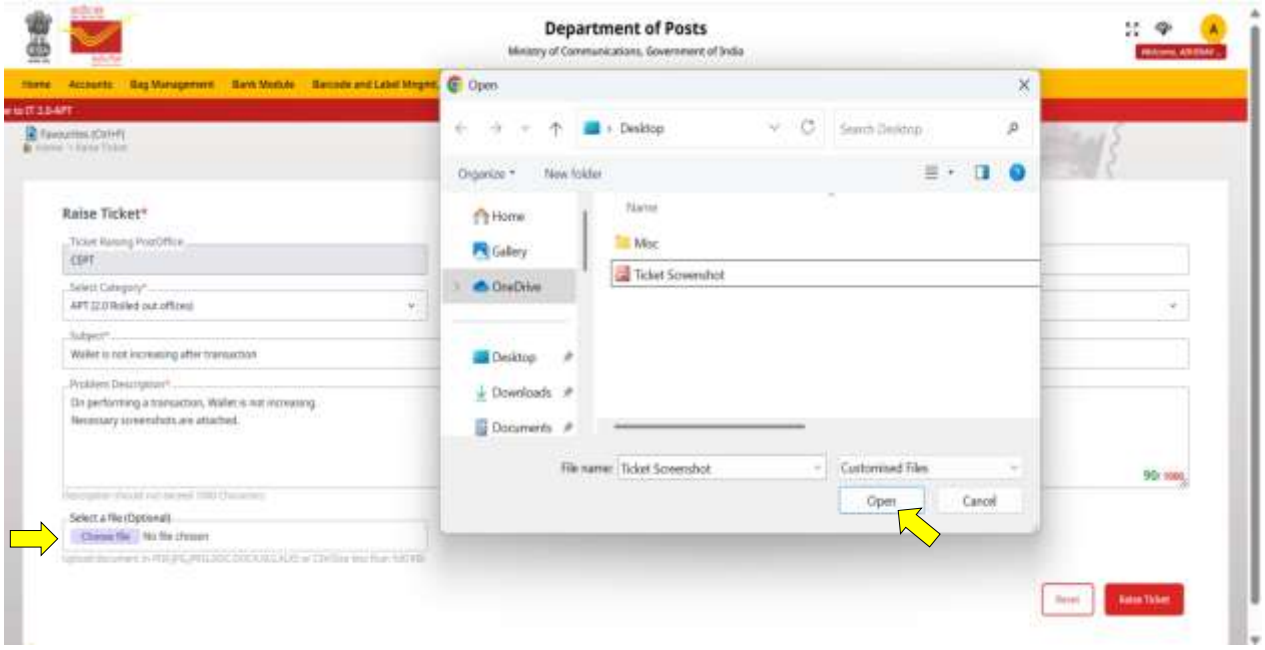
Note :- If ticket is raised on behalf of some other office, details will be available in the login of user who raised the ticket and resolution and other event details will also be routed to the user who raised the ticket.

Selection of Category, Module and Sub Module are mandatory and appropriate selection can be made using the drop down list in each of these fields.

Enter Subject and Problem Description in the concerned fields.

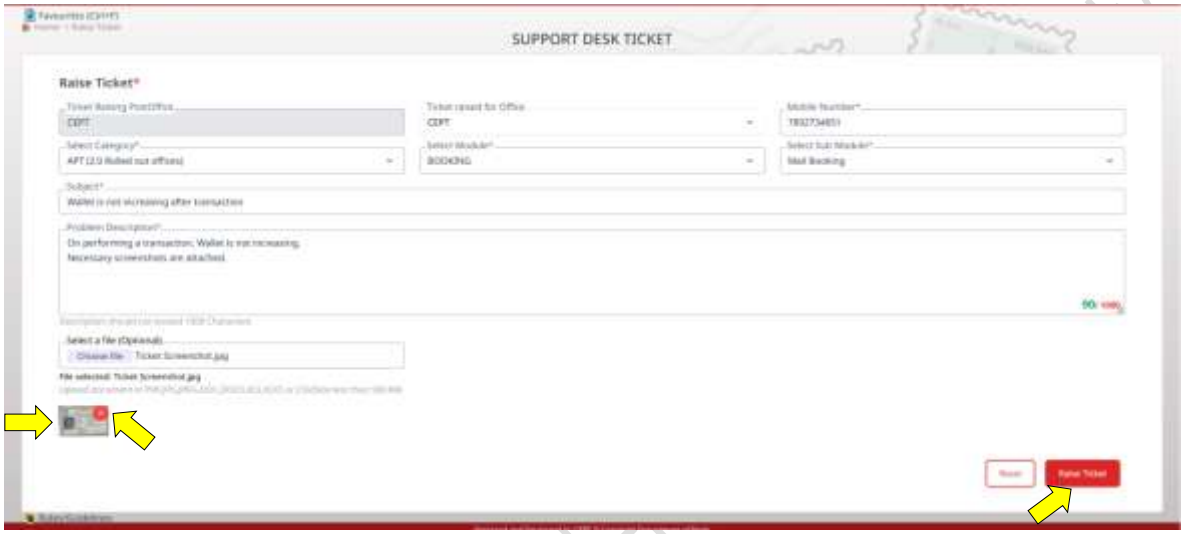


Note :- Minimum of 10 characters to be entered both in 'Subject' & 5 characters in 'Problem Description' field. Else, alert message as shown above will appear.



While raising ticket, supporting documents, images can be attached by clicking on "Choose File" button in 'Select a file (Optional)' field, browse for the required file / image in the local system and click on "Open" button. However, ticket can be raised without attachment also.

Note :- Only 1 (one) file either in PDF/JPEG/JPG/DOC/DOCX/XLS/XLSX/CVV file format with file size less than 500 KB can be attached.

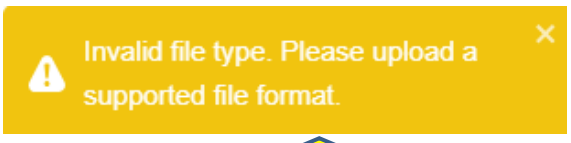


In case any file is attached successfully, its thumbnail image is shown below the 'Select a file (Optional)' field. To remove the attached file, click on "x" mark of the thumbnail image of attached file.

To raise a ticket, click on "Raise Ticket" button.

9.1.2.1 Warning messages and its reasons in file attachment process while raising ticket

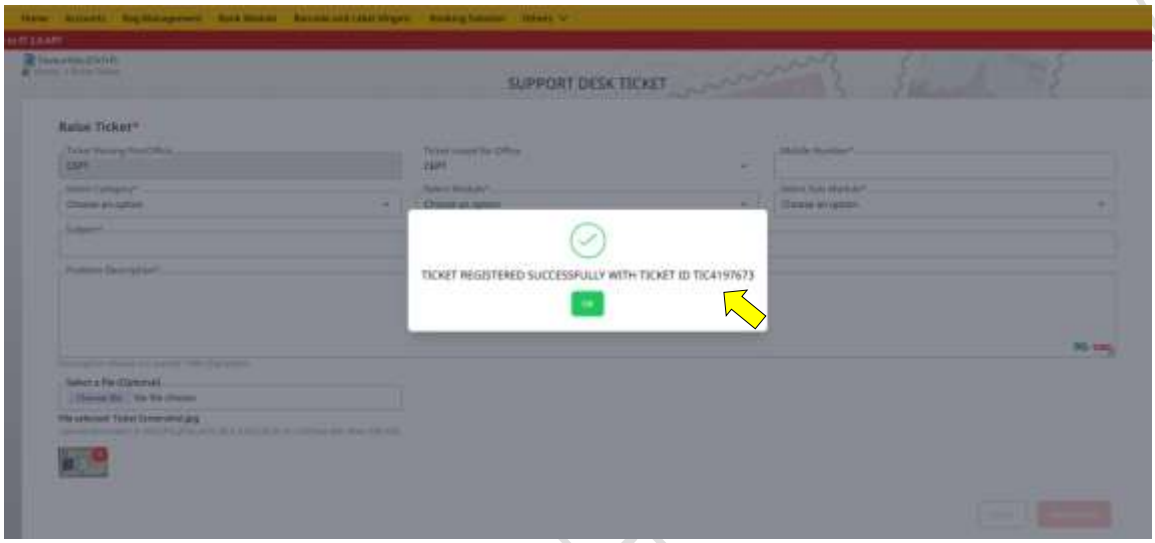
In case file size of prescribed file format exceeds 500 KB limit, then a flash pop-up message as shown will appear in the bottom right corner of screen



In case selected file format is other than supported format, a flash pop-up message as shown will appear in the bottom right corner of screen

Possible warning messages and its reasons in file attachment process while raising of Support Desk ticket by End User in “Raise Ticket” option are shown above.

Solution : - To avoid such warning messages, attach a file of valid format having file size less than 500 KB.



After clicking on “Raise Ticket” button, a unique 10 digit ticket ID will be generated and pop-up message as shown above will appear with ticket ID. Click on “Ok” button to close the pop-up message

For Example: In above screen shot, ticket ID generated is “**TIC4197673**”

Ticket will be routed to the concerned Support Desk Support user as per the pre-configuration done for each category, module and sub module.

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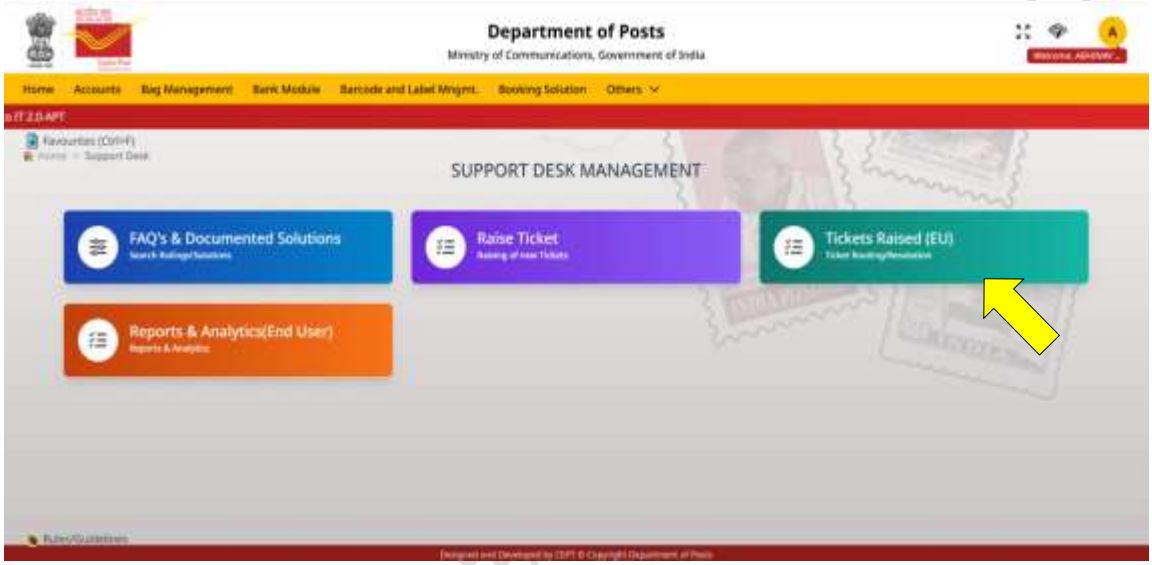
9.1.3 Tickets Raised (EU)

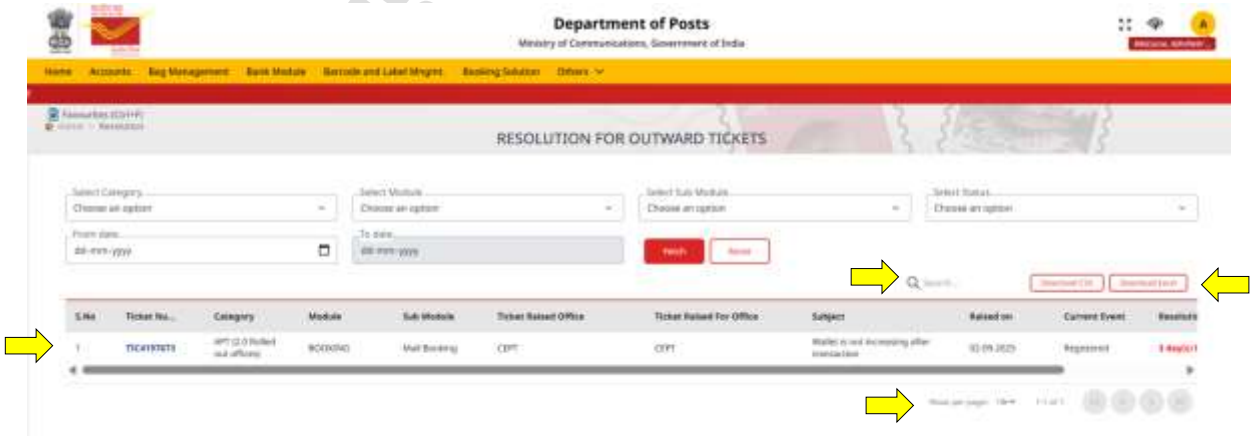
All tickets raised by End User before its closure will be available in Tickets Raised (EU).

List of closed tickets can be viewed in 'Detailed Report – End User' by applying status for 'closed'.

Routing details of closed tickets can be fetched by using 'Ticket Search' by furnishing valid ticket ID.



Click on "Tickets Raised (EU)" sub card available under "Support Desk" card.

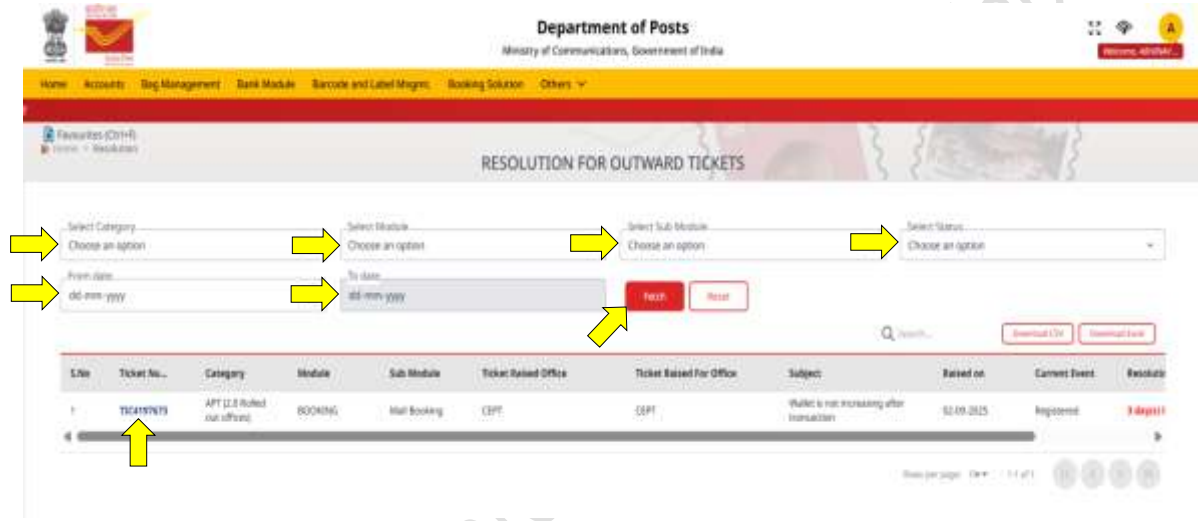


After clicking on "Tickets Raised (EU)" sub card, page as shown above with tabular information with column headers viz., Sl. No., Ticket Number, Category, Module, Sub Module, Ticket Raised Office, Ticket Raised For Office, Subject, Raised on, Current Event, Resolution Time left, Priority will be displayed without applying any filter(s).

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.



User can apply various filters like by Category, Module, Sub Module, Status, From Date, To Date by selecting appropriate values in the concerned fields and click on “Fetch” button. Then only those tickets meeting the applied filter criteria will be displayed. To know more about the ticket, click on the desired Ticket ID.

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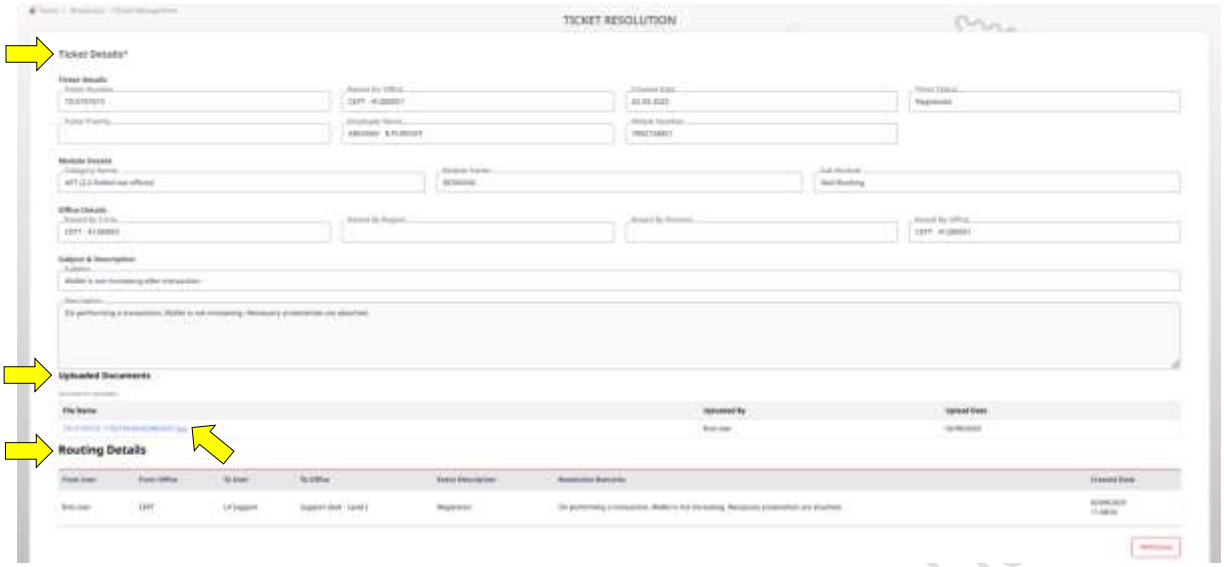
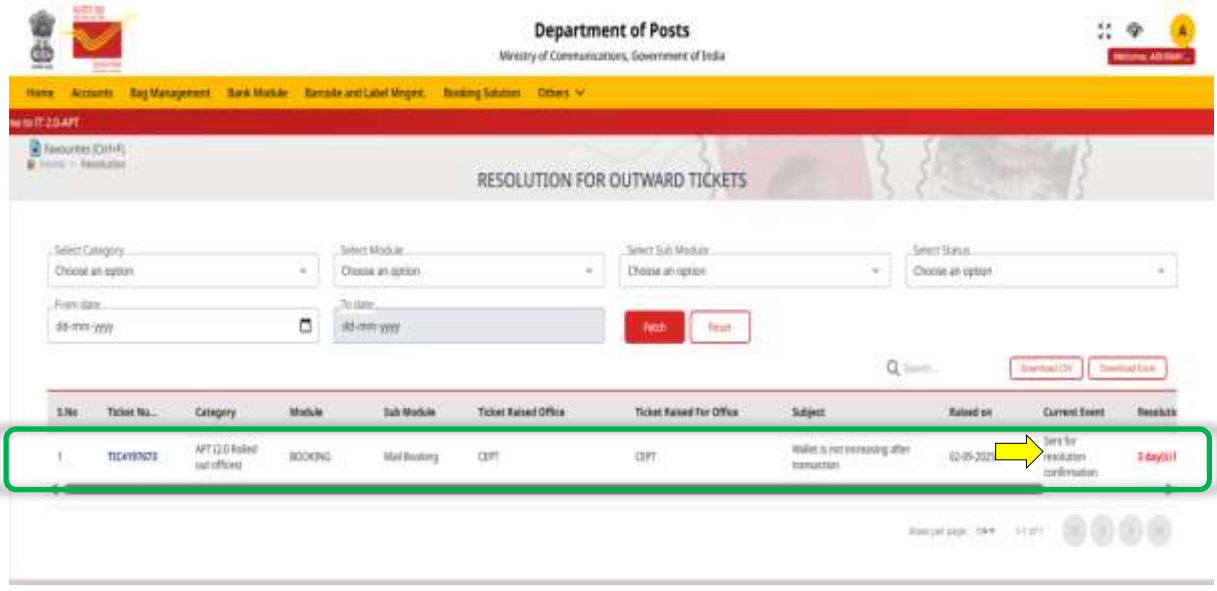


After clicking on the desired ticket ID, page with 'Ticket Details', 'Uploaded Documents' (if any) and 'Routing Details' will be displayed as shown above.

When clicked on the file name appearing under 'Uploaded documents' section, uploaded file will be downloaded as per the browser settings.

9.1.3.1 Closure Confirmation received



Click on "Tickets Raised (EU)" sub card. Then, page as shown above will be displayed.

In case resolution is provided by Support Desk Support user of any level (L1 through L6), End User need to click on the ticket ID for which 'Current Event' is shown as 'Sent for resolution confirmation'.

After clicking on the desired ticket ID, another page opens showing the Ticket details and Routing Details with “Closure Confirmation” button.

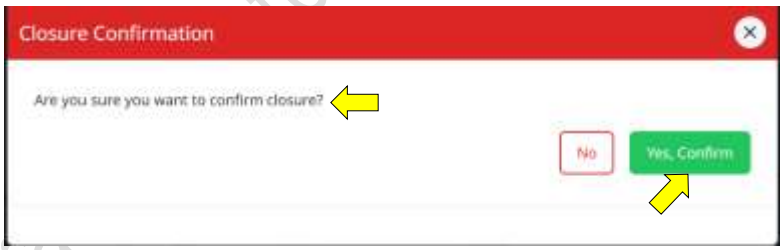
In Routing Details, resolution provided will be shown under column header ‘Resolution Remarks’.

Click on “Closure Confirmation” button if satisfied by the resolution provided.

Confirm Closure Confirmation

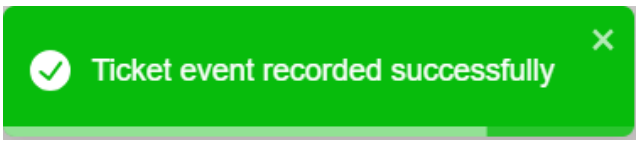
End user can see the resolution under the ‘Resolution Remarks’ column header and has to click on “Closure Confirmation” button if satisfied by the resolution.

Note : - If closure confirmation is not updated within 48 hours of providing resolution remarks, it gets auto closed.



After clicking on “Closure Confirmation” button, a dialogue box as shown above will appear seeking closure confirmation as “Are you sure you want to confirm closure?” with two buttons viz., “Yes, Confirm” and “No”.

If resolution provided to the End User has resolved the issue, click on “Yes, Confirm”



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After clicking on “Yes, Confirm” button, a flash pop-up message as displayed above will appear and ticket gets closed.

Note : - After updating of event description, ticket will not be available in “Tickets Raised (EU)” sub card.

List of closed tickets can be viewed in ‘Detailed Report – End User’ by applying status for ‘closed’.

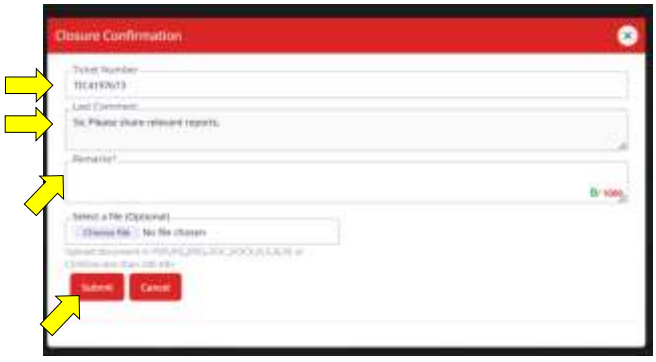
Routing details of closed tickets can be fetched by using ‘Ticket Search’ by furnishing valid ticket ID.

Closure confirmation not confirmed

End user to view the resolution under the ‘Resolution Remarks’ column header and click on “Closure Confirmation” button.

Note : - If closure confirmation is not updated within 48 hours of providing resolution remarks, it gets auto closed.

If the resolution provided by Support Desk Support team has not resolved the issue or End User is not ready to accept the resolution provided, End User need to click on “No” button.



Upon clicking on “No” button, dialogue box as shown above will appear to enter remarks and attach any one supporting file (if required – this is optional – if attached,

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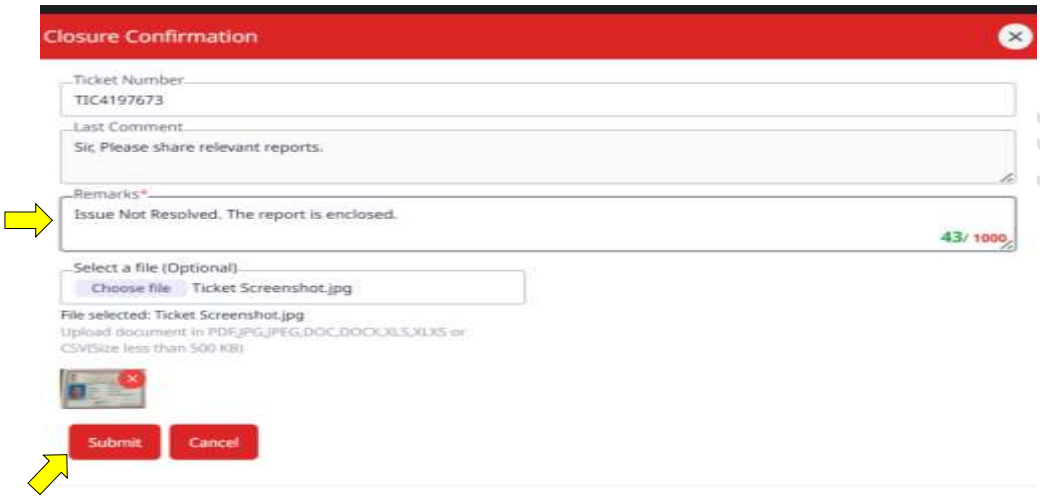
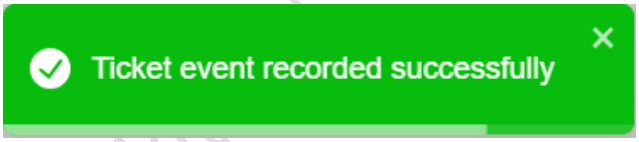
file should be in valid format with file size less than 500 KB) with two buttons “Submit” and “Cancel”.

Clicking on “Cancel” will close the dialogue box and redirect to the result of Tickets Raised (EU) page.



Enter suitable remarks and attach file (if required) and click on “Submit” button.



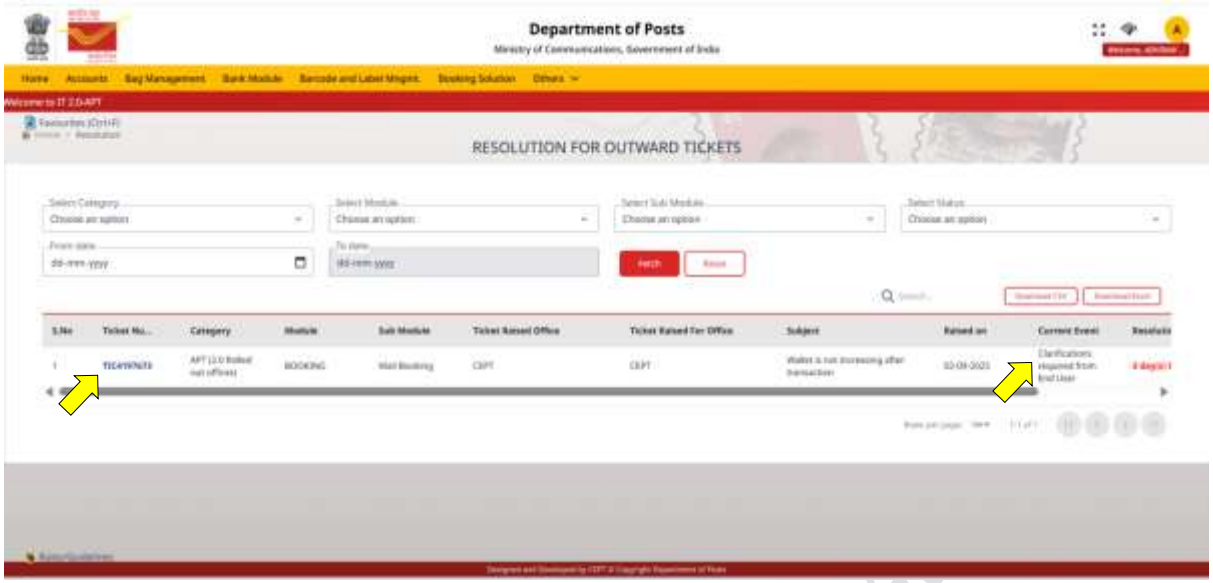
After clicking on “Submit” button, a flash pop-up message as displayed above will appear and the ticket gets re-routed to the Support Desk support user who provided the resolution remarks.

Closure confirmation not updated within 48 hours of providing resolution

Note : - If closure confirmation is not updated, ticket gets auto closed after 48 hours of providing resolution remarks.

9.1.3.2 Submit Additional Information sought by Support Desk Support user

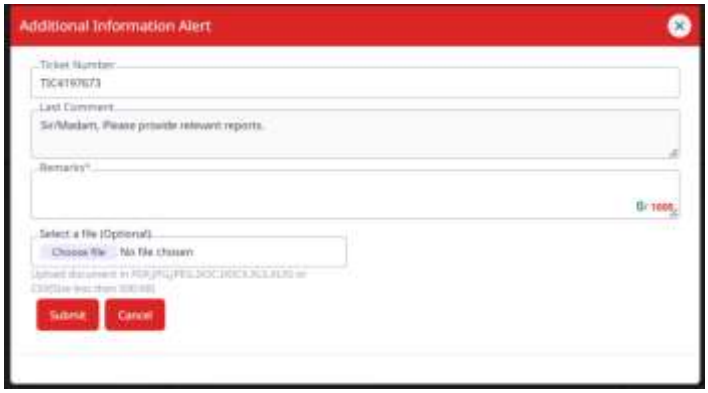
Support Desk Support user may seek clarification / additional information for better clarity of the issue description. In such case, End User need to furnish the additional information sought within 7 days. Else, the ticket will be closed automatically.



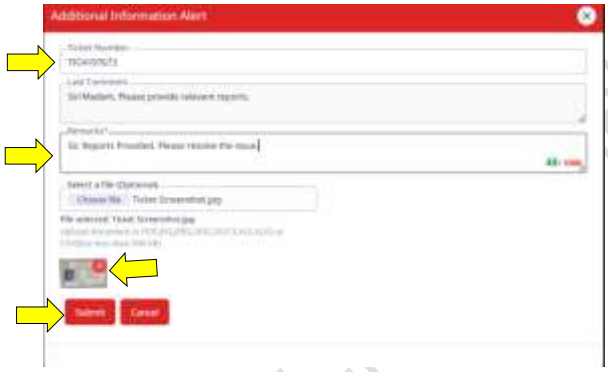
In “Ticket Raised”, search and locate Ticket ID for which ‘Clarification required for End User’ remarks available under the column header ‘Current Event’ and click on the desired ticket ID.

After clicking on the desired ticket ID, page showing the ticket details will be shown. Under ‘Routing Details’ section, End User will find “Submit Additional Information” button. Click on this button.

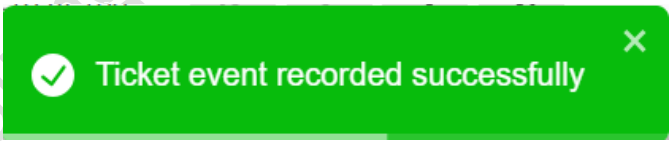
Note: User can Withdraw the ticket if the resolution provided by Support Desk Support User satisfies the user and the issue stands resolved.



After clicking on “Submit Additional Information” button, a dialogue box as shown above will appear.



Enter additional information sought by the Support Desk Support user in ‘Remarks’ field. If required attach file (this is optional). If file attached, End User to ensure that, only one file of valid format with file size less than 500 KB is attached. Click on “Submit” button. Clicking on “Cancel” button will re-direct to Ticket Raised page.



After clicking on “Submit” button, a flash pop-up message as shown above will appear and the ticket will be re-routed to the Support Desk Support user who sought Additional Information.

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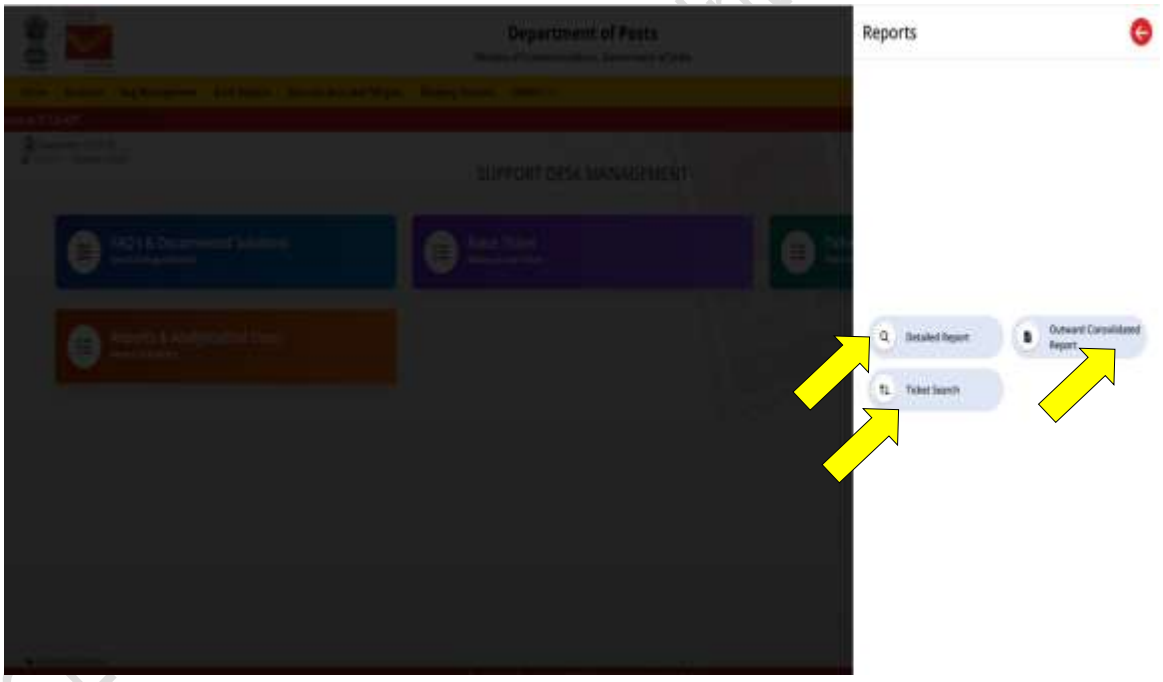
9.1.4 Report & Analytics (End User)

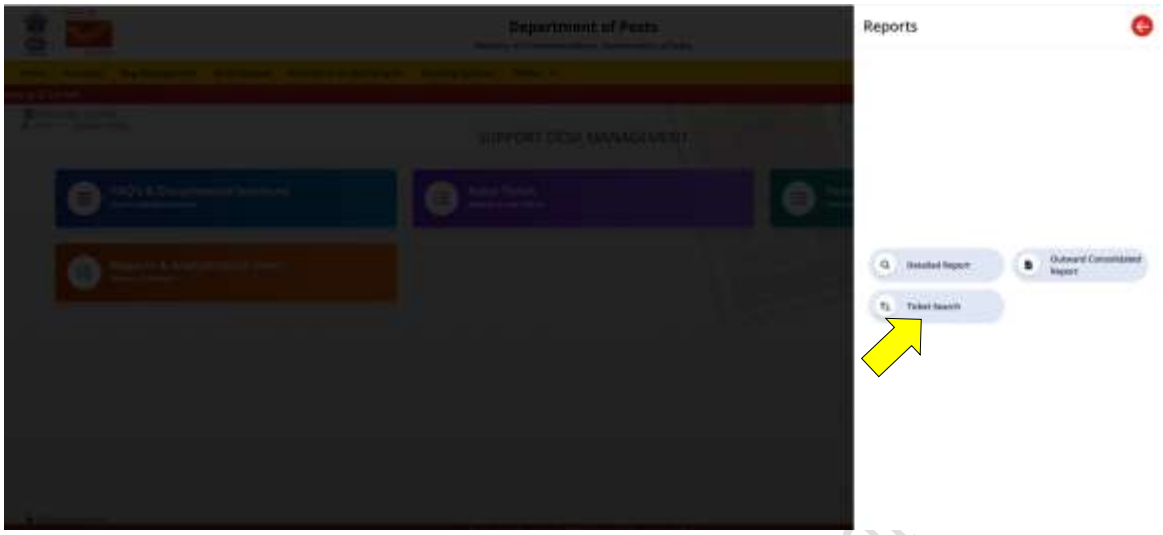
Click on “Reports & Analytics (End User)” sub card available under “Support Desk” card.



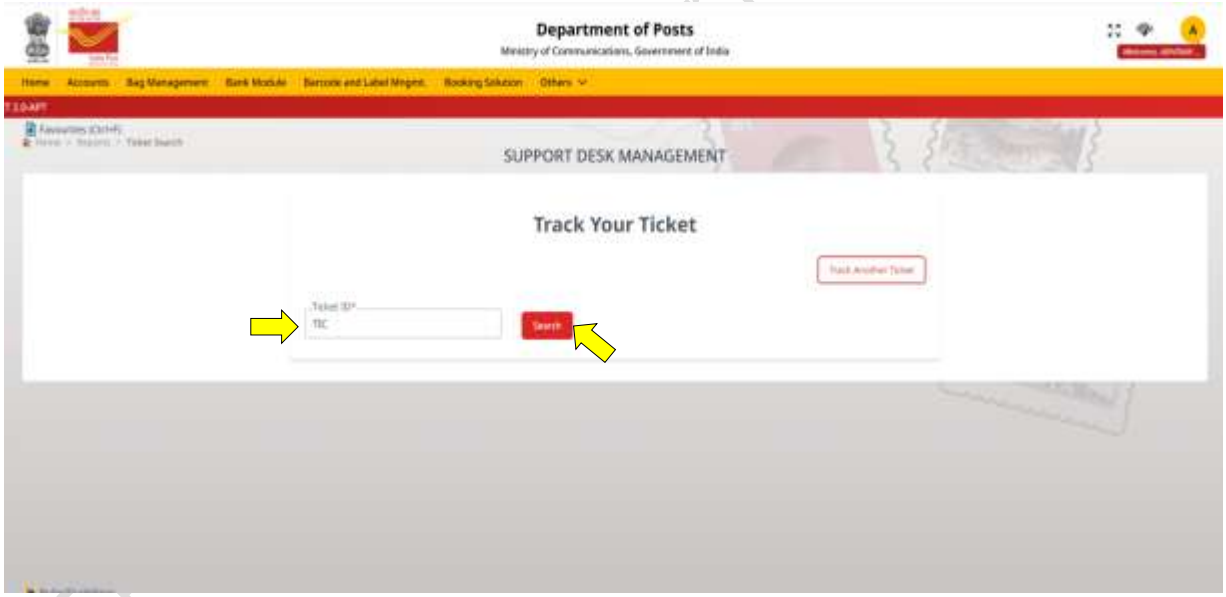
After clicking on “Reports & Analytics(End User)” sub card, following 3 (three) options will be available in side panel for selection.

- **Ticket Search**
- **Outward Consolidated Report**
- **Detailed Report**

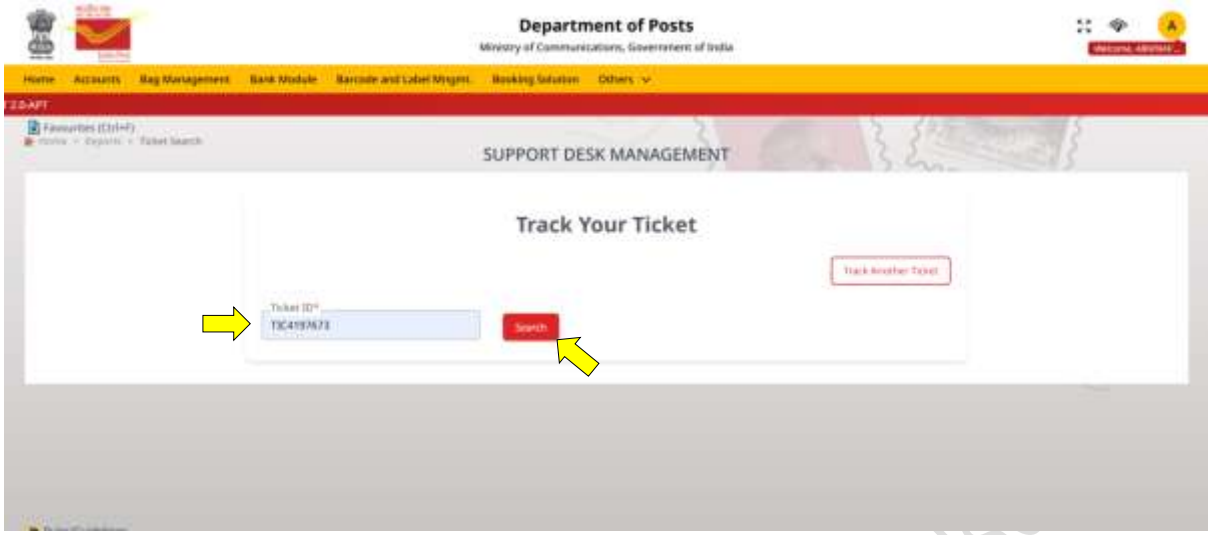
9.1.4.1 Ticket Search



Click on “Ticket Search” option under “Reports & Analytics” sub card.



After clicking on “Ticket Search” option, page as shown above will appear with option to enter Ticket ID in ‘Ticket ID’ field. Prefix for the ticket ID “TIC” will be auto-filled. Enter the seven digits of the ticket ID as generated at the time of raising ticket and click on “Search” button.



Note : - Correct ticket ID needs to be entered to search and fetch details of ticket.

After entering valid ticket ID and clicked on “Search” button, ‘Ticket Details’, ‘Uploaded Documents’ (if any) and ‘Routing Details’ will be displayed as shown below.

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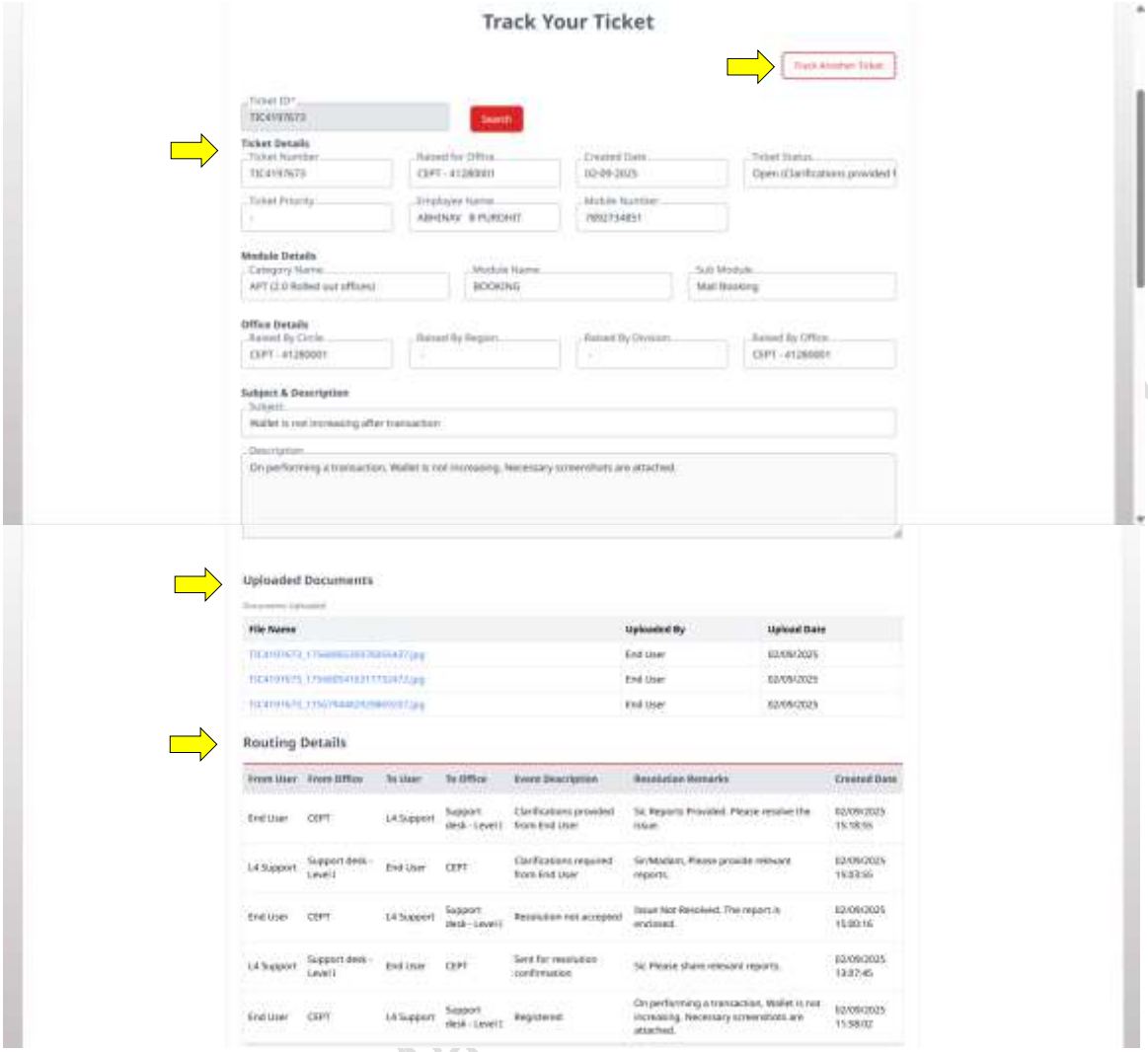

User can track other tickets using button “Track Another Ticket” provided on the Right Hand top corner.

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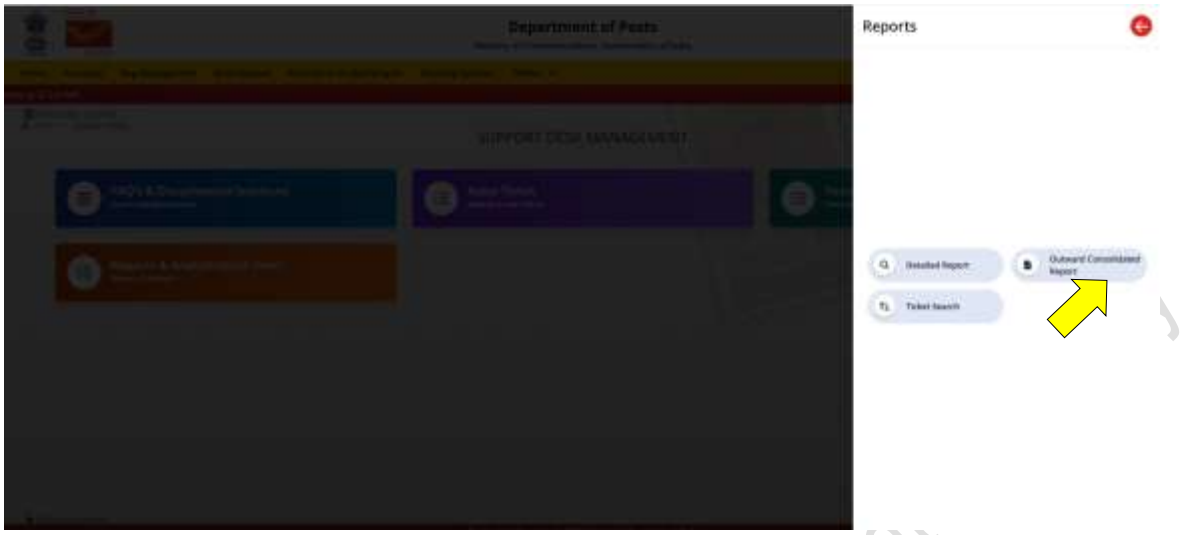
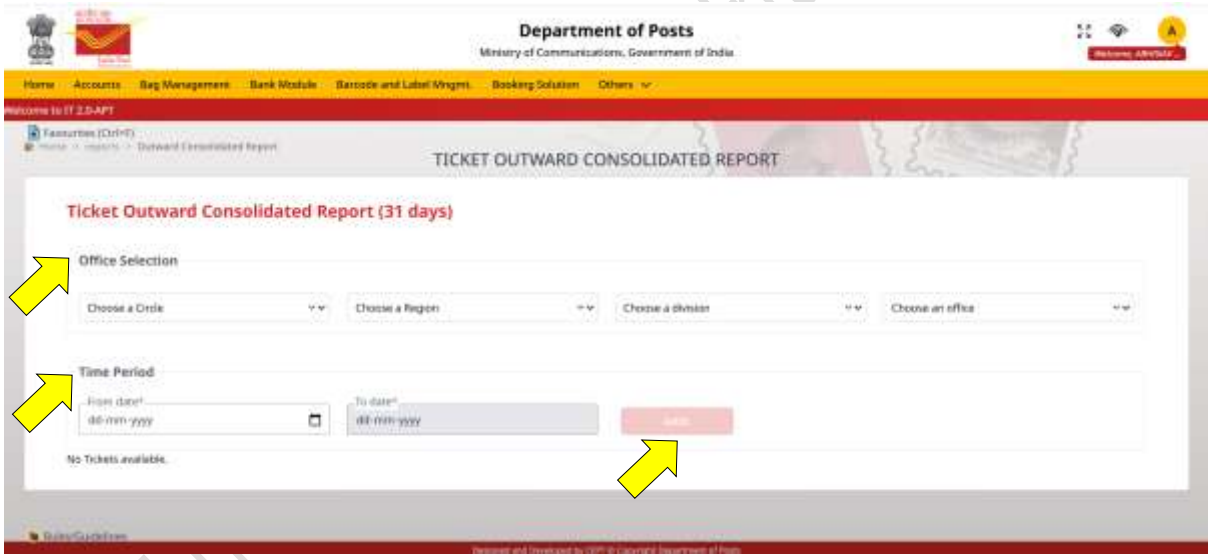
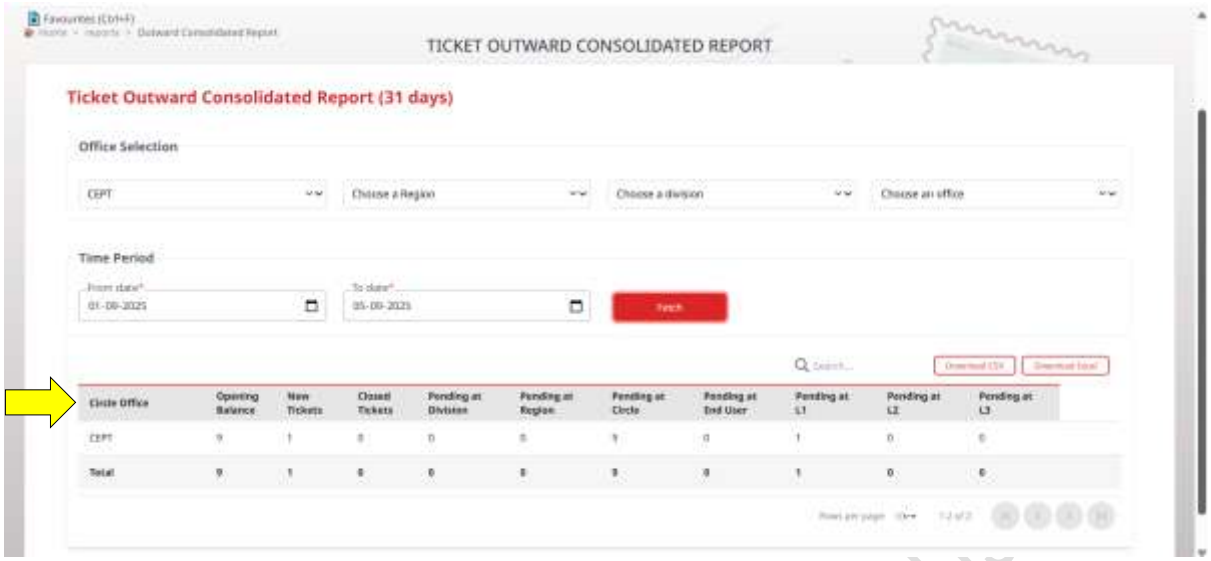
9.1.4.2 Outward Consolidated Report



Click on “Outward Consolidated Report” option under “Reports & Analytics” sub card.



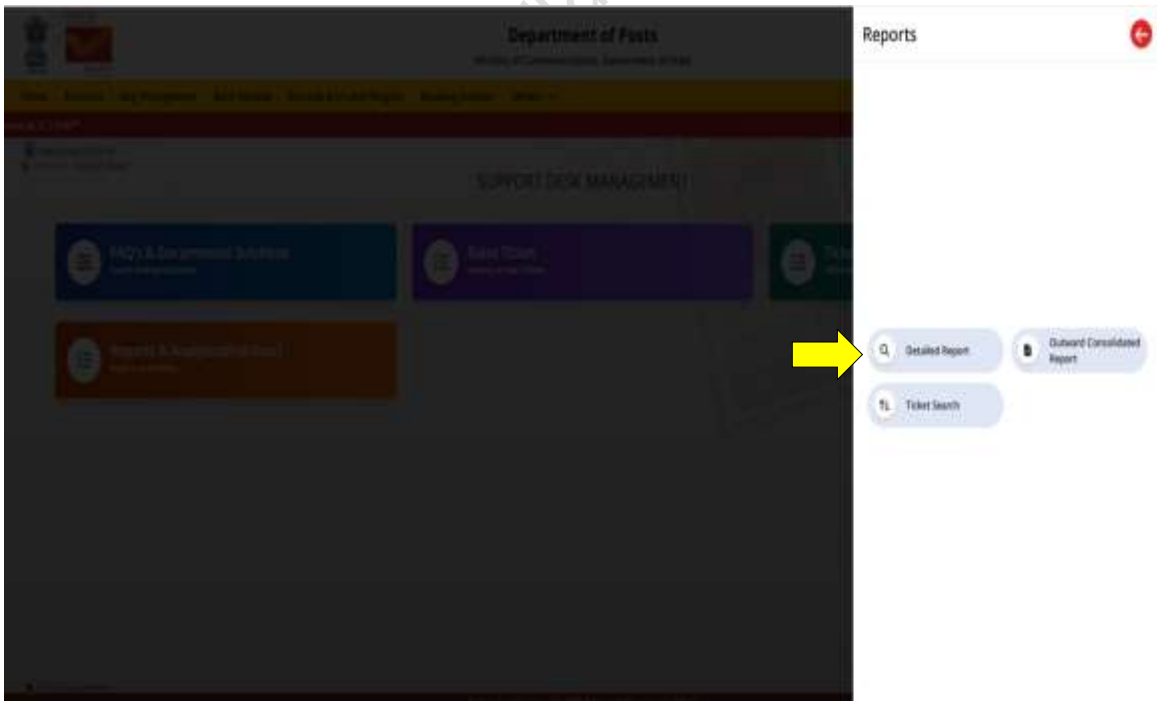
Under Outward Consolidated Report, user can see the ticket outward consolidated report. In the screen, user has to select the Office under Office Selection Head viz., Circle Name, Region Name, Division name and Office name and Time period viz., From Date and To date. After providing the details, user has to click on Fetch Button to get the consolidated report.

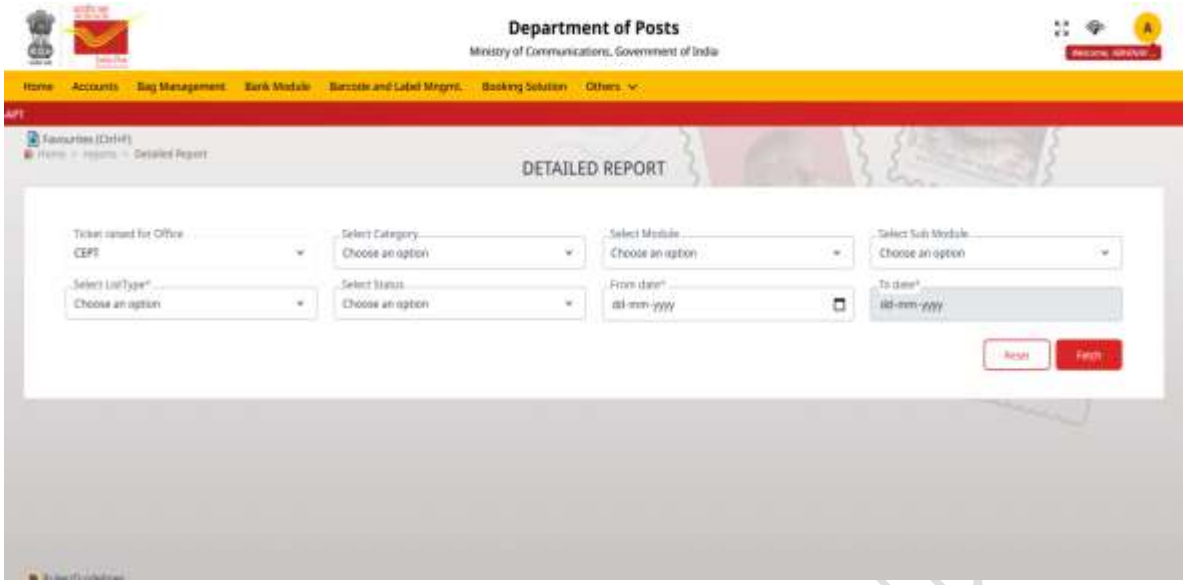


A sample Outward Consolidated Report is as shown above and the report includes the details of Circle Office, Opening Balance, New Tickets, Closed Tickets, Pending at Division, Pending at Circle, Pending at End User, Pending at L1, L2 and L3.

9.1.4.3 Detailed Report

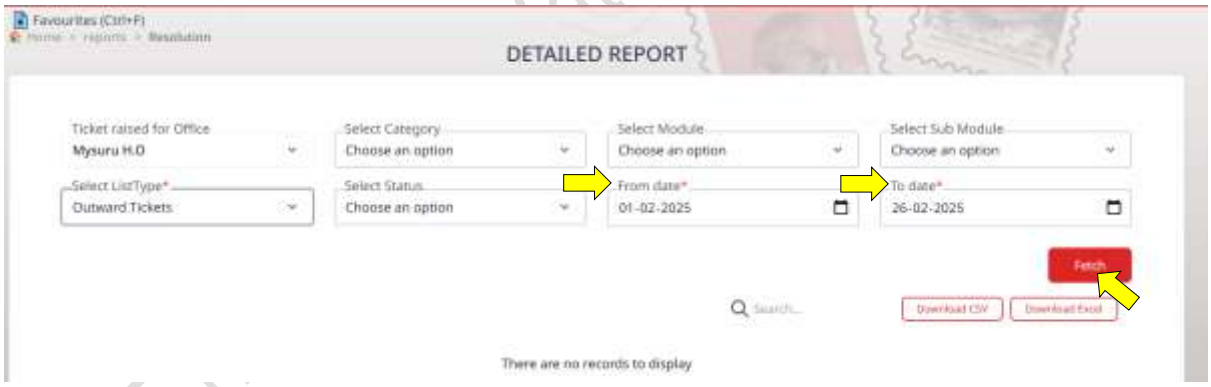
Click on “Detailed Report” option under “Reports & Analytics” sub card.





After clicking on “Detailed Report” option, detailed report page as shown above will appear.

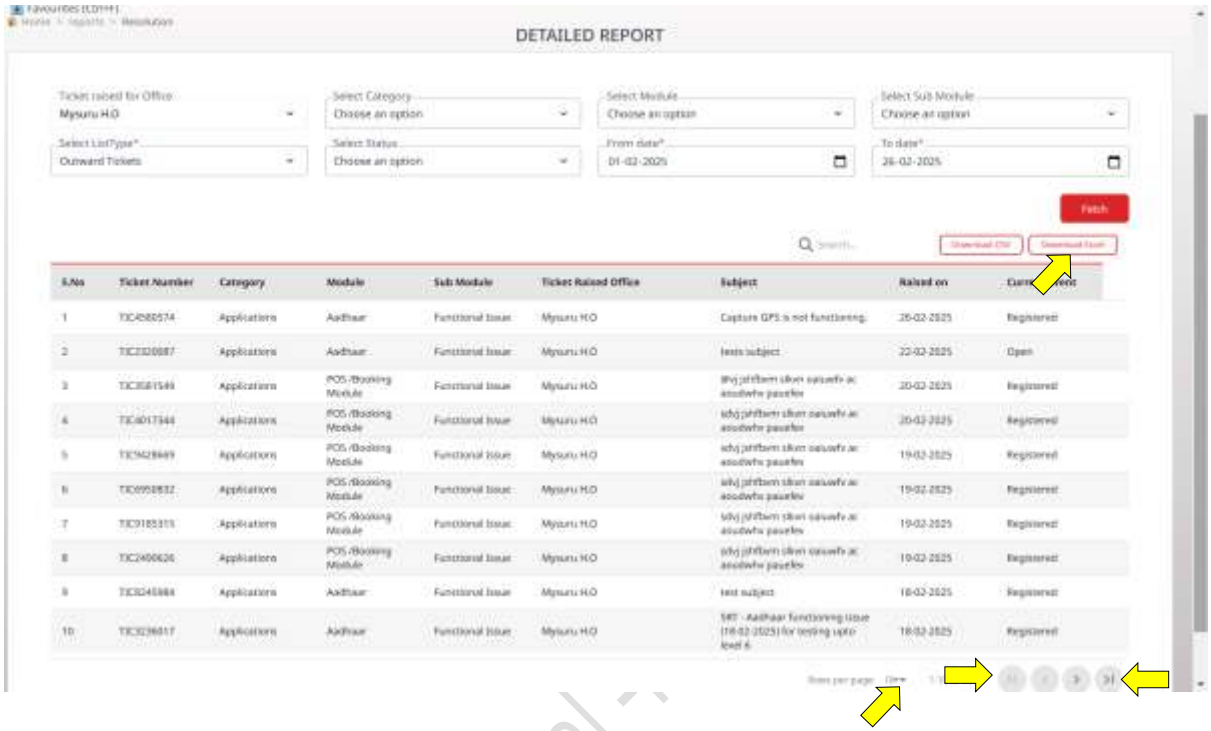
Here, to illustrate, Report of Mysuru HO has been generated.



User can apply various filters for the required report depending on category, module and sub module, status. Select Outward Tickets in ‘Select List Type’ field . Select From date and To Date. Click on “Fetch” button. Selection of list type and date range is mandatory.

Note : - Selected date range should not exceed 30 days.

A sample Detailed report for illustration is extracted from Mysuru Head Post Office. The screenshot is attached below.



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 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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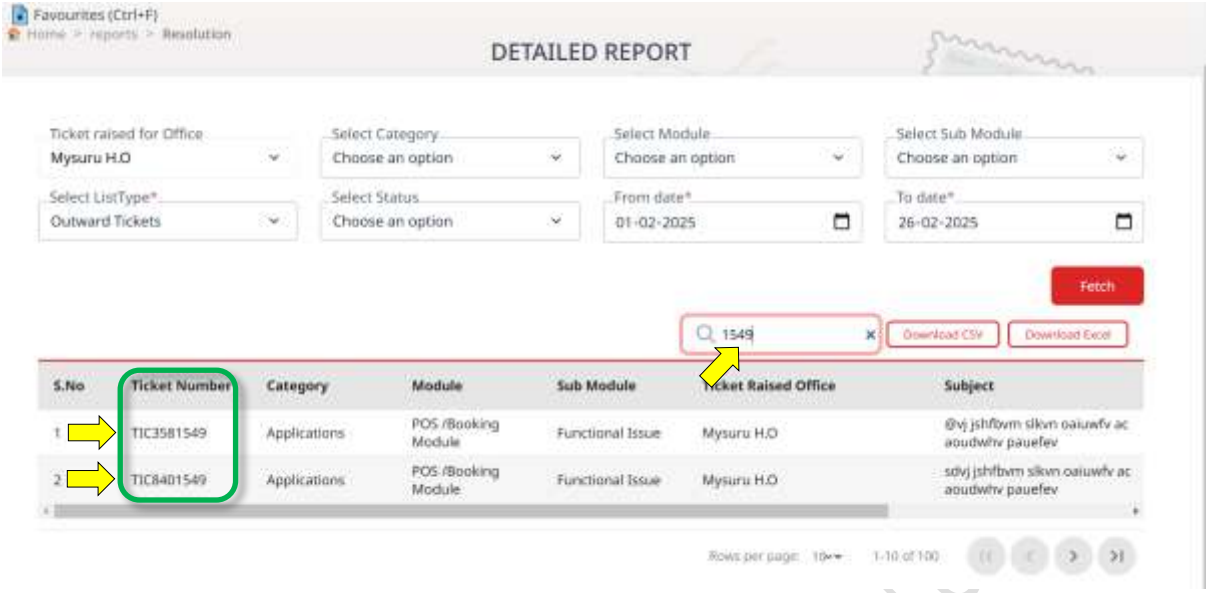

Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.

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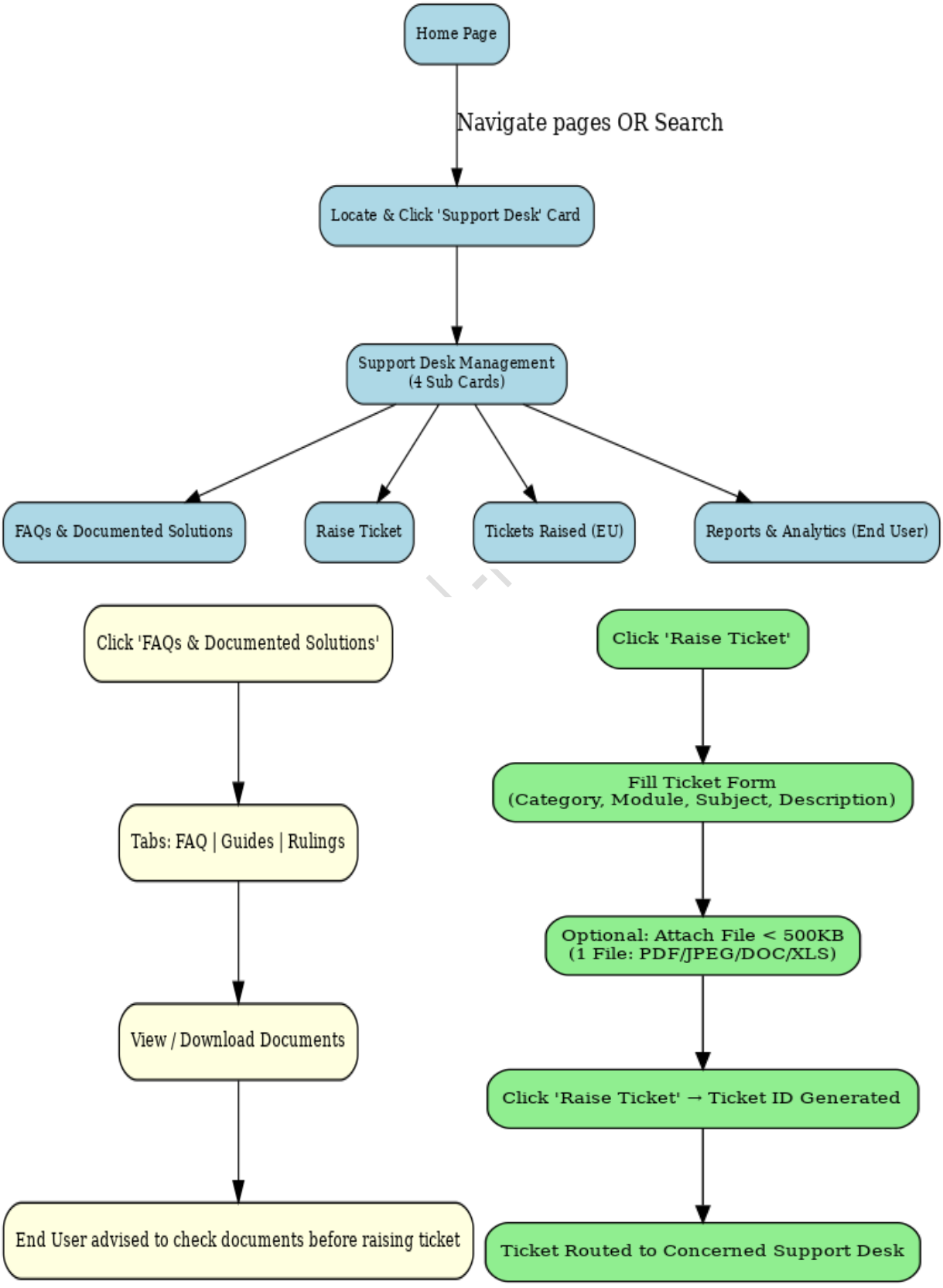
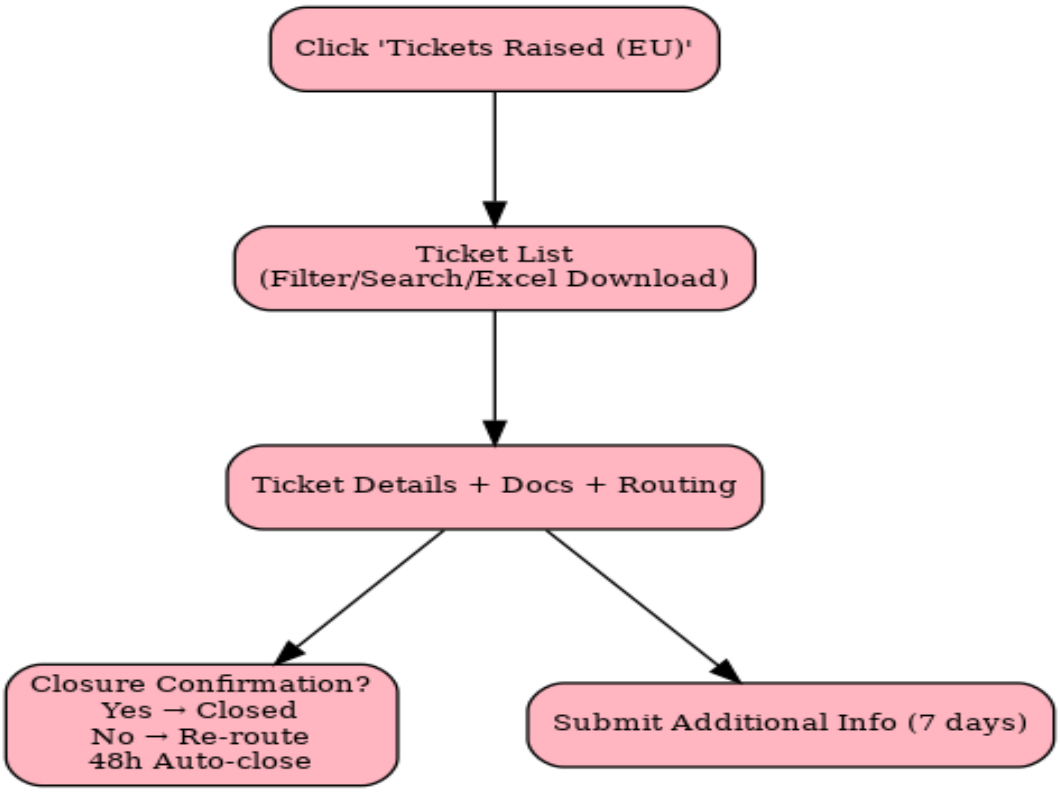
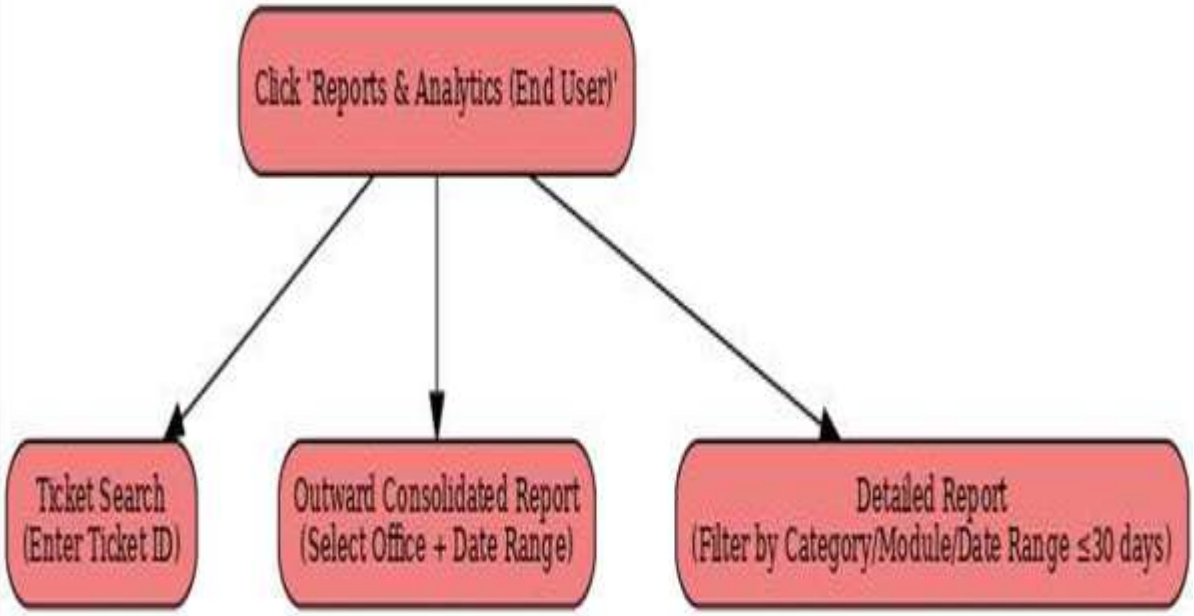
9.2 Flow Chart





CEPT Training Material



CEPT Training Material -For

10. Introduction to ESS Mobile Application

The Employee Self-Service (ESS) Mobile Application is designed to empower employees by providing easy access to various HR-related services. This user-friendly app allows employees to manage their personal information, apply for leave, access pay slips, submit reimbursement claims, and handle other tasks seamlessly from their mobile devices. With the ESS Mobile App, employees can perform multiple functions, including:

- Applying for and managing leave requests.
- Submitting and tracking reimbursement claims.
- Accessing payslips and financial statements.
- Managing General Provident Fund (GPF) transactions.
- Submitting IT declarations and other official requests.

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10.1 User Login

User can login to ESS Mobile App by clicking on ESS App Installed on Mobile Device.

On clicking ESS_ 2.0 icon App will open with options to login

Enter “**User ID**” (Employee ID) and “**Password”** then click on “**Login”** Button.

On clicking Login button, Employee Login Successful and home page will open as shown,

More options is Provided to Access more Options available.

Notification Button is provided to Access notifications.

Welcome message with User name along with Date and Time is Available on top of the screen.

Some options are provided on the Home screen for quick access to user, such as Apply Leave, Cancel leave, Closed Holidays, Restricted Holidays, Payment Request, GPF Advance and Pay slip.

Material -For Internal Use Only

10.2 Leave Management System

Click on Three line available on top left corner of the screen to open more options.

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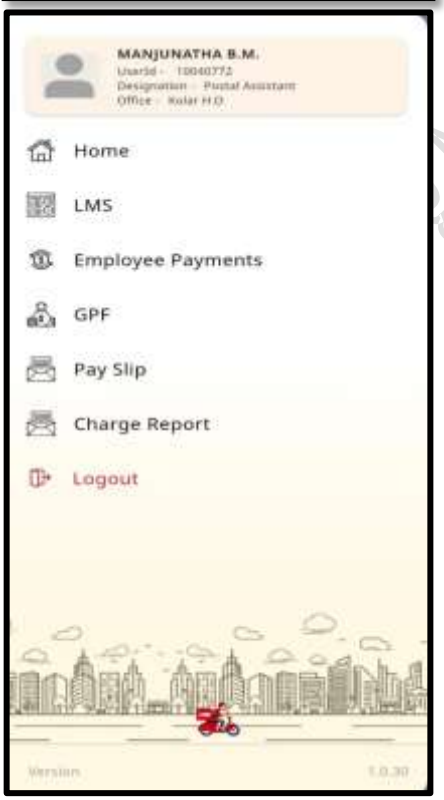

Upon clicking Icon More options will open with pop up screen from left side of the screen.

Screen Contains Options such as –

- Home
- LMS
- Employee Payments
- GPF
- Pay Slip
- Charge Report
- Logout

Click On **"LMS"** option.

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Upon clicking the "**LMS**" option, LMS Screen will open with 5 options such as-

- Apply Leave
- Closed Holidays
- Restricted Holidays
- Cancel Pending Leave
- Cancel Approved Leave
- View Leave Report
- Charge Report
- Leave Curtail

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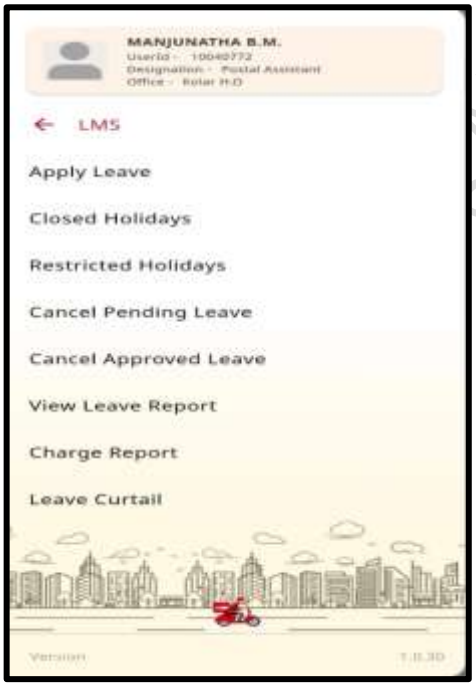
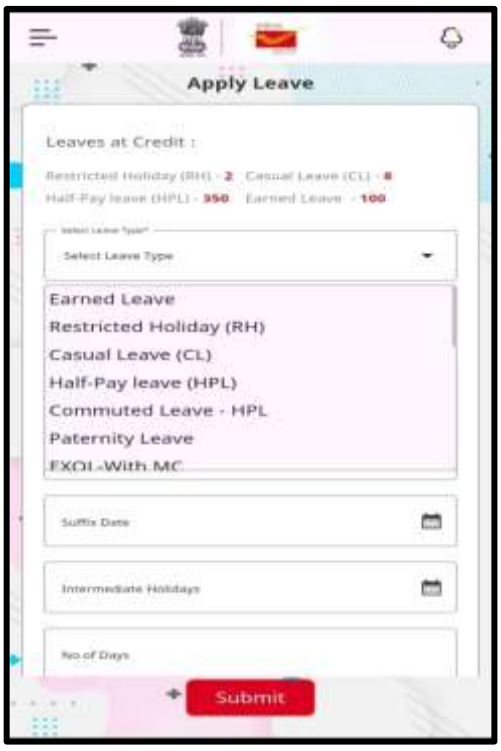
10.2.1 Apply Leave



Apply leave option provides option for applying of different kinds of leaves such as – Earned Leave(E L), Restricted Holiday (R H), Casual Leave (C L), Half-Pay Leave (HPL), Commuted Leave-HPL, Paternity Leave, EXOL-with MC, Leave not Due, Unavailed Joining time, Special CL-Working Days, PL-Child Adoption, Special CL-Calendar Days, EXOL-Without MC, EL With MC, Training, Tour, Casual Leave(Half Day CL F/N), Casual Leave(Half Day CL A/N), Station Leave, and Compensator Off.

Click on "**Apply Leave"** option.



On clicking Apply Leave option, "**Apply Leave**" screen will open.

Screen shows the Leaves at credit of the employee.

Select Leave type, Enter From date, enter To date, Enter Prefix date, Suffix Date (if any), Intermediate Holidays.

Number of Days will be auto calculated based on Selected Leave from and to Dates.

Enter Reason for Leave (Mandatory), Check "Permission required leaving Headquarters" option if necessary.

Enter Mobile number (Mandatory), Enter Leave Station (Mandatory) and Leave Address.

For Medical leave, option is provided to upload Medical certificate.

After Filling all necessary details click on "**Submit**" button.

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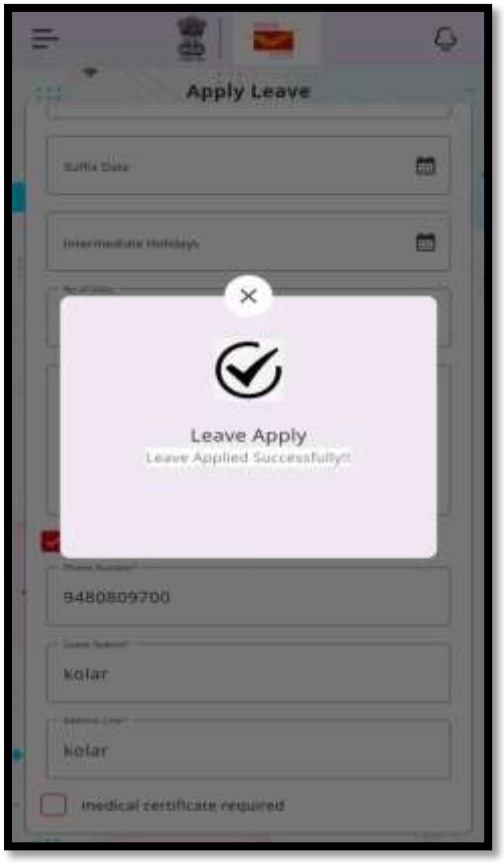

On clicking Submit button, "**Leave Applied Successfully**" message will appear as shown. In the same way as explained above, other kinds of Leave can be applied.

10.2.2 Closed Holidays

Option is provided for the user to access the list of "**Closed Holidays"** during current calendar year.

Click on "**Closed Holidays"** option.

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On Clicking **Closed Holiday** list option, List of "**Closed Holidays**" will be displayed.

10.2.3 Restricted Holidays

Option is provided for the user to access the list of "**Restricted Holidays**" during current calendar year.

Click on "Restricted Holidays" option.

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On Clicking **Restricted Holidays** option, the list of Restricted Holidays during current calendar year will be displayed as shown.

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10.2.4 Cancel Pending Leave

Cancel Pending Leave option provided for cancellation of Pending leave requests before Approval.

Click on **"Cancel Pending Leave"** option.

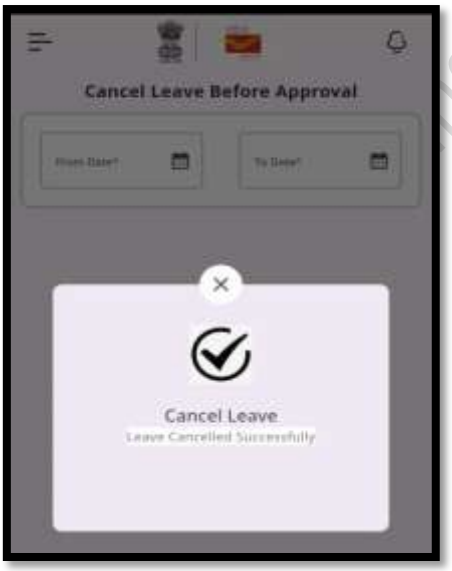
On clicking **"Cancel Pending Leave"** option, **"Cancel Leave before Approval"** screen will open.

Enter **"From"** date and **"To"** date to fetch the leave requests.

On selection of from and to dates pending leave requests will be fetched as shown.

Click on "**Red Into mark**" under "**Action"** button.

On Clicking into Mark, leave information screen will open, with leave request details, click on "**Cancel Leave"** button to cancel leave.



On clicking Cancel Leave button leave request will be cancelled and a success message will as "Leave Cancelled Successfully".

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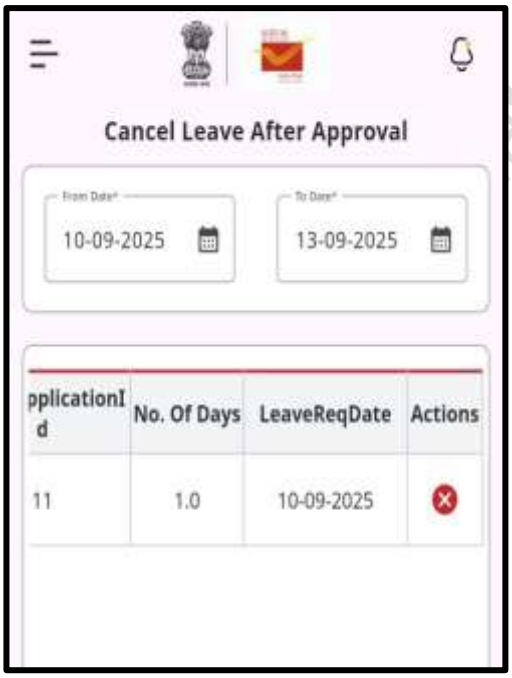
10.2.5 Cancel Approved Leave

This option is used to cancel the approved leaves.

Click on “Cancel Approved Leave” Option



On Clicking Cancel Approved Leave, “Cancel Leave after Approval screen will be opened. On Selection of from Date and to date, the approved leaves will be displayed. Click on “**Red into Mark**” provided under Actions, to cancel the
leave after Approval.

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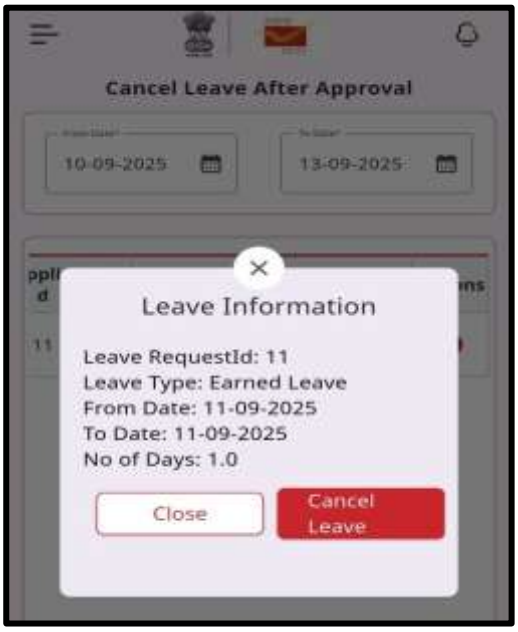
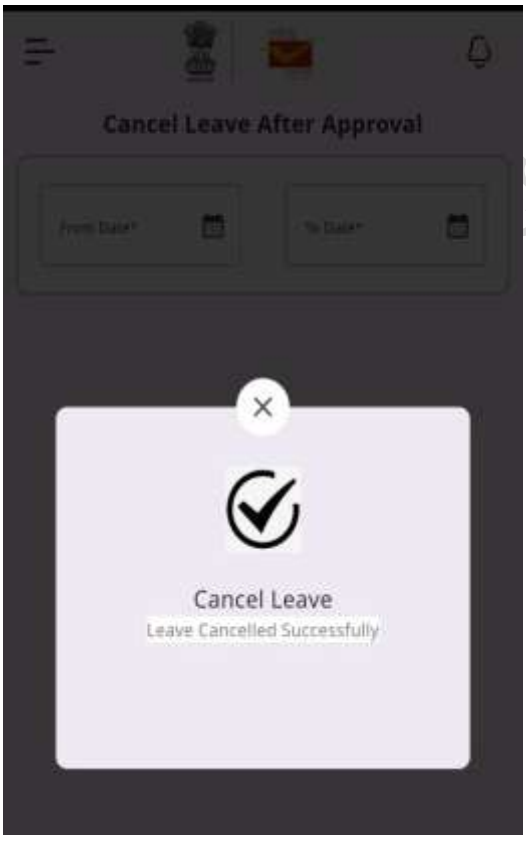


On Clicking Red Into Mark, Leave Information Screen will be opened. Click on Cancel Leave button.



On Clicking Cancel Leave button, "Leave Cancelled Successfully" Message will be displayed.

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10.2.6 View Leave Report

This option is used to view the Leave Report.

Click on **"View Leave Report"** option.

FromDate	ToDate	LeaveApplicationId	LeaveType	NoOfDays	LeaveReqDate	ApproveStatus
13-03-2025	13-03-2025	2027	Half-Pay leave (HPL)	1	13-03-2025	Pending
09-04-2025	10-04-2025	2026	Half-Pay leave (HPL)	2	13-03-2025	Pending
23-04-2025	23-04-2025	2025	Casual Leave (CL)	1	13-03-2025	Pending
20-03-2025	20-03-2025	2024	Casual Leave (CL)	1	13-03-2025	Pending
15-07-2025	15-07-2025	2023	Half-Pay leave (HPL)	1	13-03-2025	Pending
02-07-2025	02-07-2025	2020	Casual Leave (CL)	1	13-03-2025	Pending

On clicking **"View Leave Report"** option, **"Leave Report"** screen will open.

Select **"From"** and **"To"** dates, on selection of from and to dates list of leaves will appear as shown.

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10.2.7 Charge Report

In this option, Relinquish/Assume Charge report can be initiated for approved leaves.

10.2.7.1 Relinquish Report

This charge report is initiated when the official is proceeding on Leave.

Click on “Charge Report” option.

On Clicking Charge report, Charge report screen will be opened. Select Relinquish Report.

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On selecting Relinquish Report, approved leaves will be displayed for which Relinquish Charge report can be initiated. Click on Icon available under heading **Actions** to initiate Relinquish Charge report.

Select the Date and Session (Forenoon/Afternoon) and click on Generate button.

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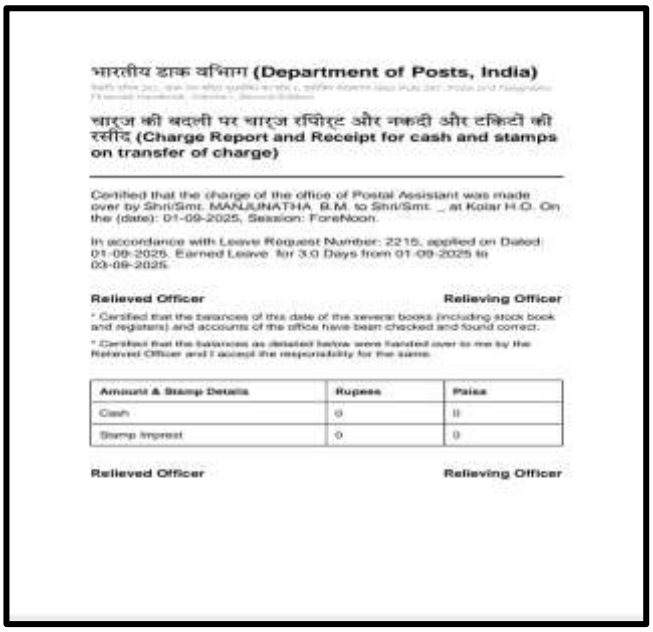


भारतीय डाक विभाग (Department of Posts, India)

चार्ज की बदली पर चार्ज रिपोर्ट और नकदी और टिकिटों की रसीद (Charge Report and Receipt for cash and stamps on transfer of charge)

Certified that the charge of the office of Postal Assistant was made over by Shri/Smt. MANJUNATHA B.M. to Shri/Smt. _ at Kolar H.O. On the (date): 01-09-2025, Session: ForeNoon.

In accordance with Leave Request Number: 2215, applied on Dated 01-09-2025, Earned Leave for 3.0 Days from 01-09-2025 to 03-09-2025.

Relieved Officer — Relieving Officer

* Certified that the balances of this date of the several books (including stock book and registers) and accounts of the office have been checked and found correct.

* Certified that the balances as detailed below were handed over to me by the Relieved Officer and I accept the responsibility for the same.

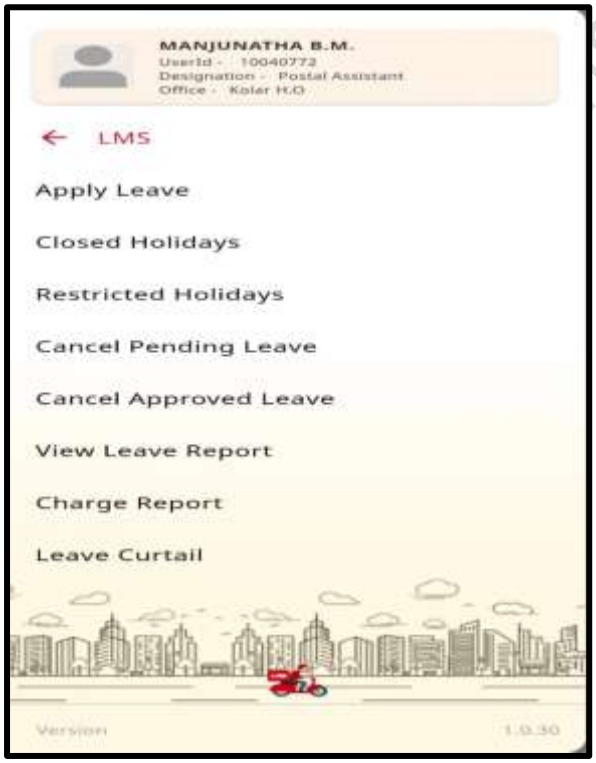
Amount & Stamp Details	Rupees	Paisa
Cash	0	0
Stamp Imprest	0	0

Relieved Officer — Relieving Officer

On Clicking Generate Button, Relinquish Charge Report will be opened in PDF Format.

10.2.7.2 Assume Report

This Charge report is initiated by the official when resuming back to the job.



Click on Charge Report option.

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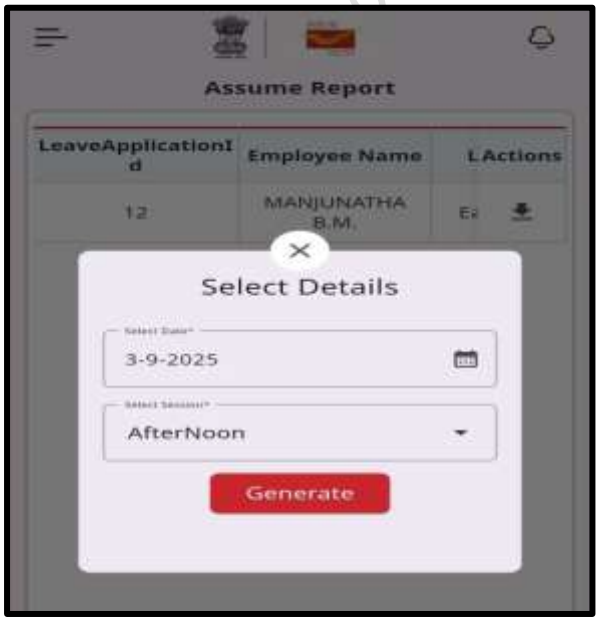
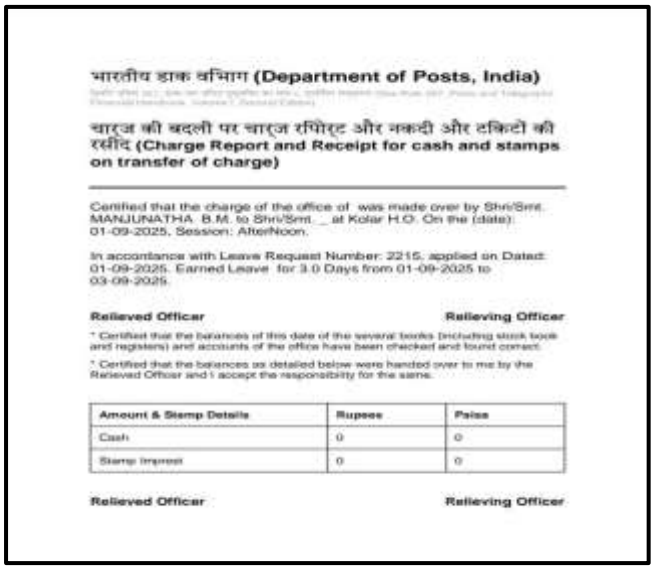
Select Assume Report

On selecting Assume Report, approved leaves will be displayed for which Assume Charge report can be initiated. Click on Icon available under heading **Actions** to initiate Assume Charge report.



Select the date on which charge is assumed and select the session (Forenoon/Afternoon) and then click on Generate button.

For Internal Use Only



भारतीय डाक विभाग (Department of Posts, India)

चार्ज की बदली पर चार्ज रिपोर्ट और नकदी और टिकिटों की रसीद (Charge Report and Receipt for cash and stamps on transfer of charge)

Certified that the charge of the office of was made over by Shri/Smt. MANJUNATHA B.M. to Shri/Smt. at Kolar H.O. On the (date): 01-09-2025, Session: AfterNoon.

In accordance with Leave Request Number: 2215, applied on Dated: 01-09-2025, Earned Leave for 3.0 Days from 01-09-2025 to 03-09-2025.

Relieved Officer — Relieving Officer

* Certified that the balances of this date of the several books (including stock book and registers) and accounts of the office have been checked and found correct.

* Certified that the balances as detailed below were handed over to me by the Relieved Officer and I accept the responsibility for the same.

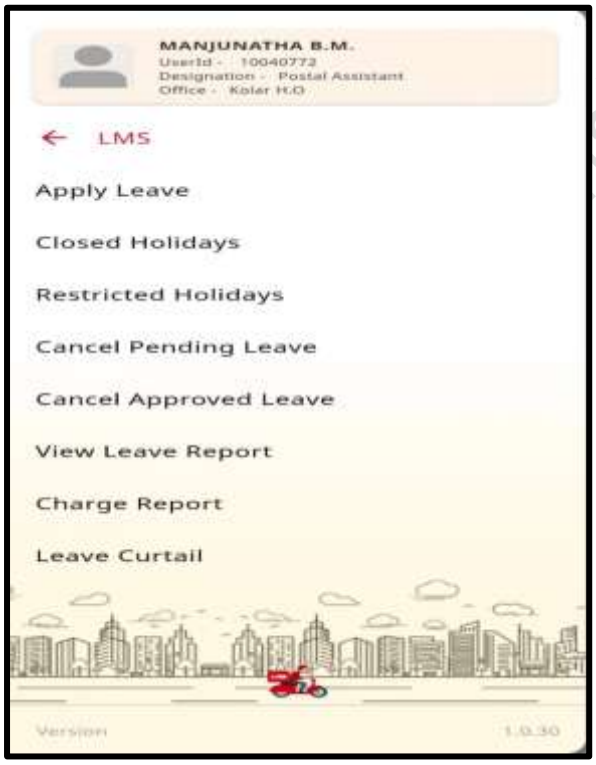
Amount & Stamp Details	Rupees	Paise
Cash	0	0
Stamp Imprest	0	0

Relieved Officer — Relieving Officer

On Clicking Generate Button, Assume Charge Report will be opened in PDF Format.

10.2.8 Leave Curtail

Official can use this option to curtail the leave, which he/she has not availed.



Click on Leave Curtail Option

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On Clicking Leave Curtail, Leave Curtail screen will be opened.

Select From date and To date. On selection of the dates, Leave entries will be displayed.

Scroll right, and click on Curtail Button.

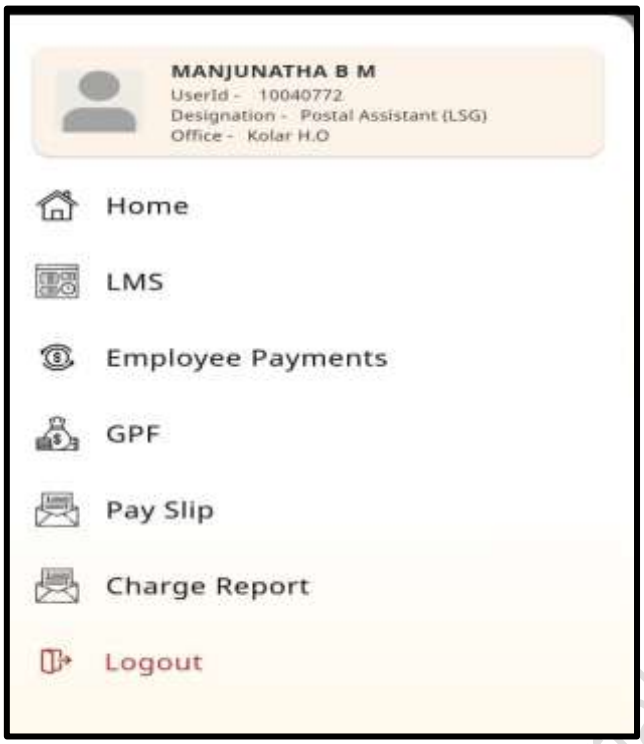
On clicking Curtail button, Leave information screen will be opened. Select Curtail From Date and Curtail To Date and click on Curtail Button.

On Click of Submit button, "**Leave Curtail Request Submitted Successfully**" Message will be displayed.

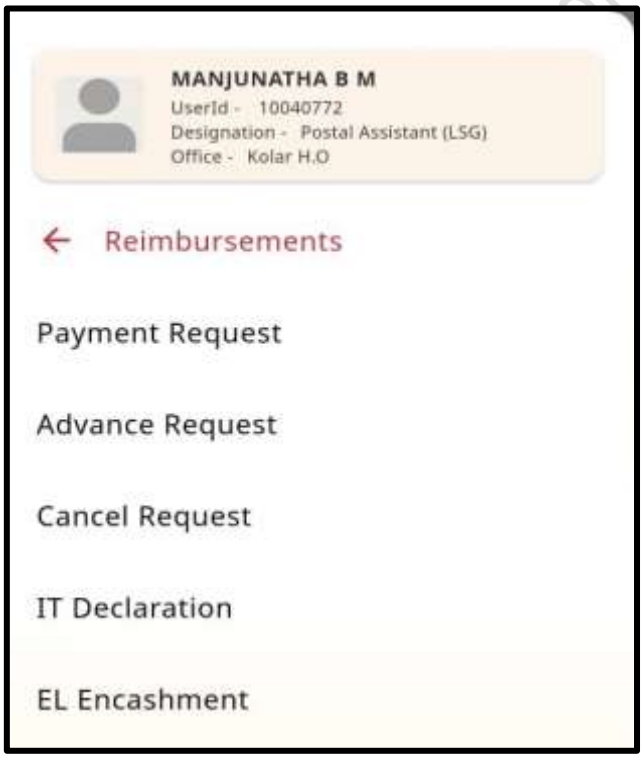
-For Internal Use Only

10.3 Employee Payments

Employee option enables user to Apply for various Claims and Advances such as, TA Tour, Medical Bill, CEA, Transfer TA, PC Advance, HBA Principal etc....



Click on **"Employee Payments"** option available under Home Menu.



On Clicking **"Employee Payments",** following options will appear under Reimbursements.

- **Payment Request**
- **Advance Request**
- **Cancel Request**
- **IT Declaration**
- **EL Encashment**

nal -For Internal Use Only

10.3.1 Payment Request

Payment Reimbursements option enables the user to apply for claims such as-

- TA Tour
- Medical Bill
- Transfer TA
- In Service Training-DTE-Reimb
- Children Education Allowance
- Operational Training-DTE-Reimb
- Training Prog-GrpA&B Officers-DTE-Reimb

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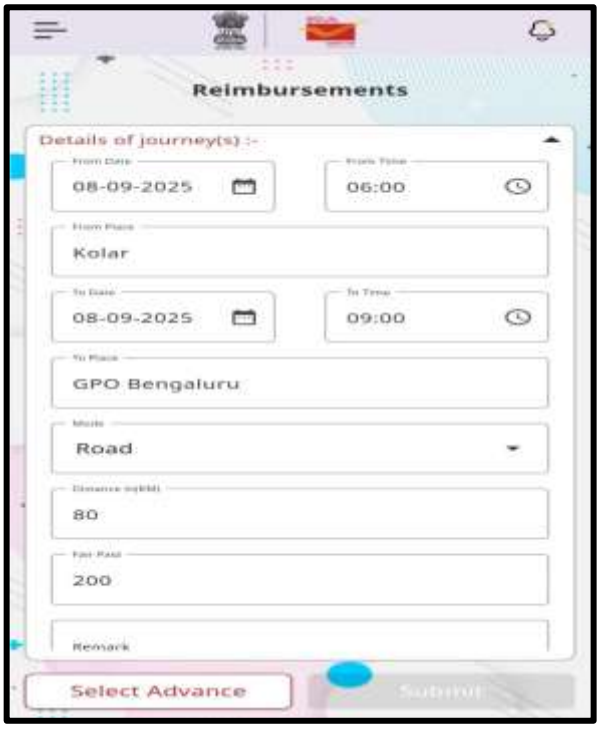
10.3.1.1 TA Tour

In this option employee can submit the Tour TA reimbursement request.

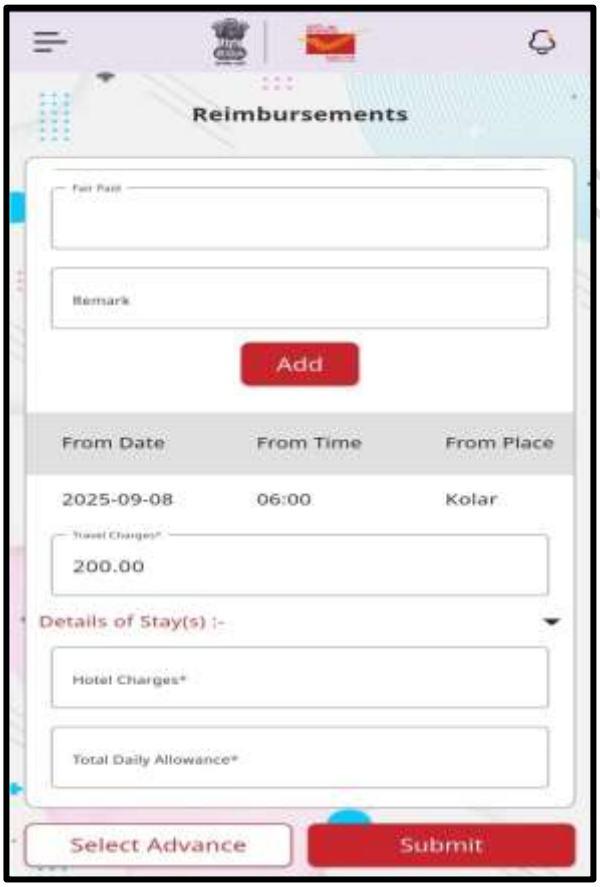
Select Type of Reimbursement as “TA Tour”, Enter the tour destination, Enter Tour start date and End Date.

Click on small down Arrow icon ▼ provided against **“Details of Journey(s)”**



Enter Details of journey performed

After entering the journey details, click on Add button.



Enter the details of Stay done during the tour and click on Add button.

After entering the Stay details, click on Add button.

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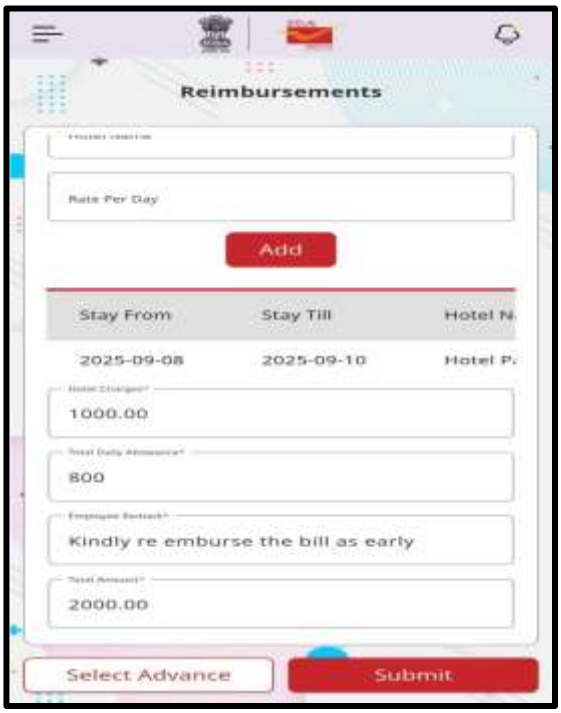
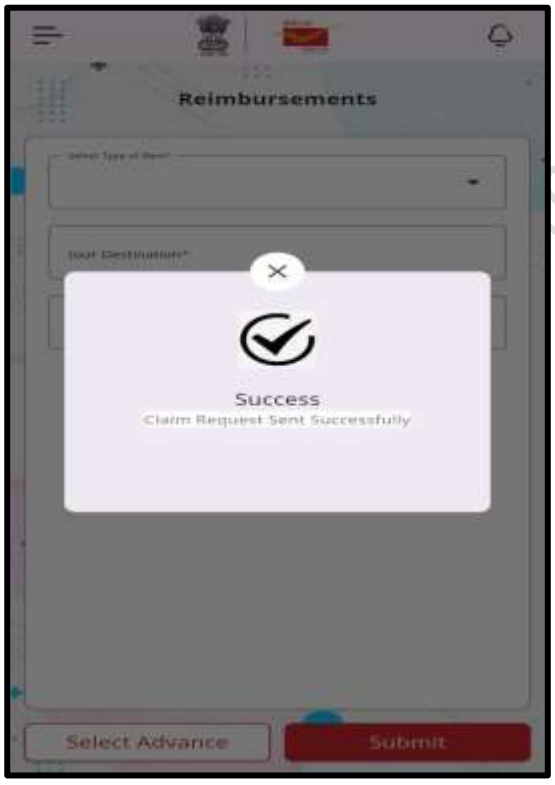


Enter the daily allowance and Employee Remarks.

If any advance taken, select the advance by clicking on Select Advance button.

After entering all the information, click on Submit button.



On click of submit button, “Claim Request Sent Successfully” message will be displayed.

The request will be further processed by claim Approving/granting authority.

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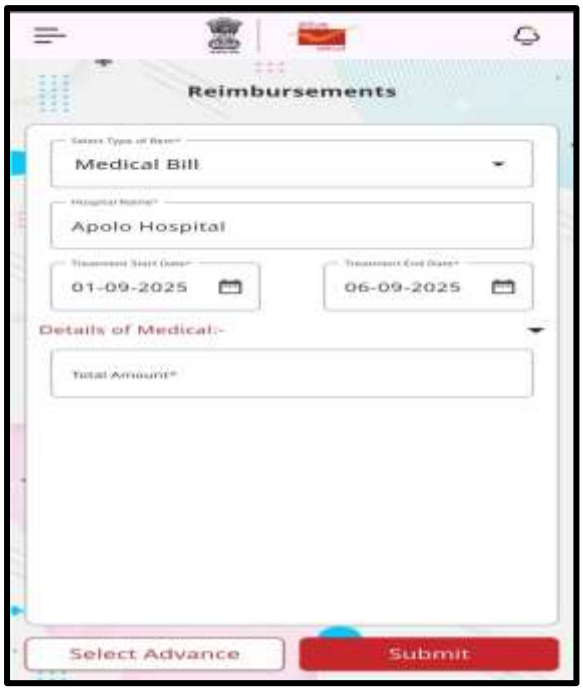
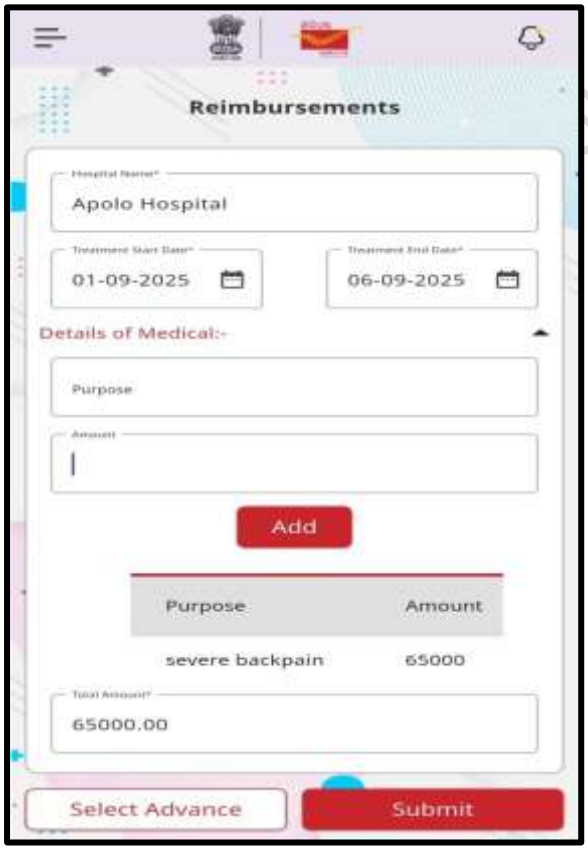
10.3.1.2 Medical Bill

This enables the user to apply for **Medical Bill** claim.



Select Type of Reimbursement as “Medical Bill”, enter the Hospital name, Treatment start date and treatment end date.

Click on small down Arrow icon ▼ provided against **“Details of Medical”**



Enter the purpose of medical claim, enter the amount and then click on Add button.

If any advance taken, select the same by clicking on “Select Advance” button.

After entering all the details, click on Submit button.

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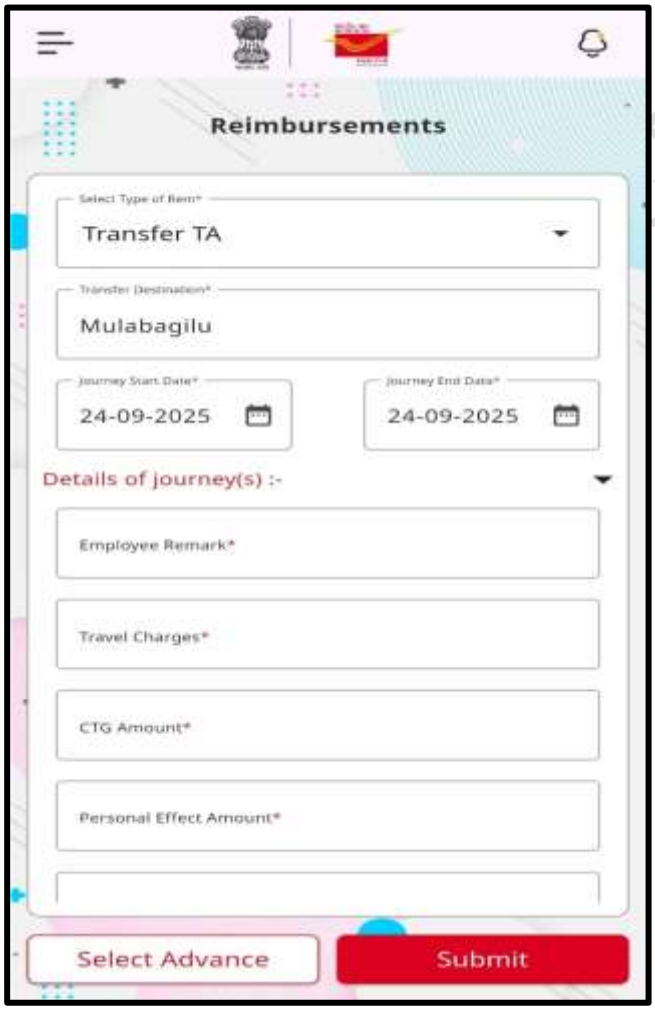
On Click of submit button, success message "Claim Request Sent Successfully" Message will be displayed.

The request will be further processed by claim Approving/granting authority.

10.3.1.3 Transfer TA

Transfer TA option enables the user to apply for Travelling Allowance on Transfer.



Select Type of Reimbursement as "Transfer TA", Enter Transfer destination, Select Journey Start Date and Journey End date.

Click on small down Arrow icon ▽ provided against **"Details of Journey(s)"**

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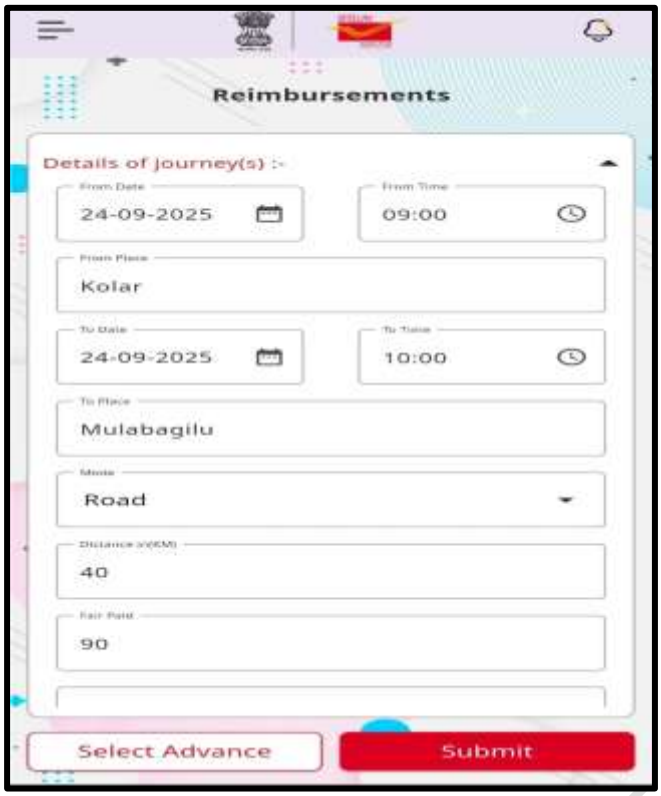
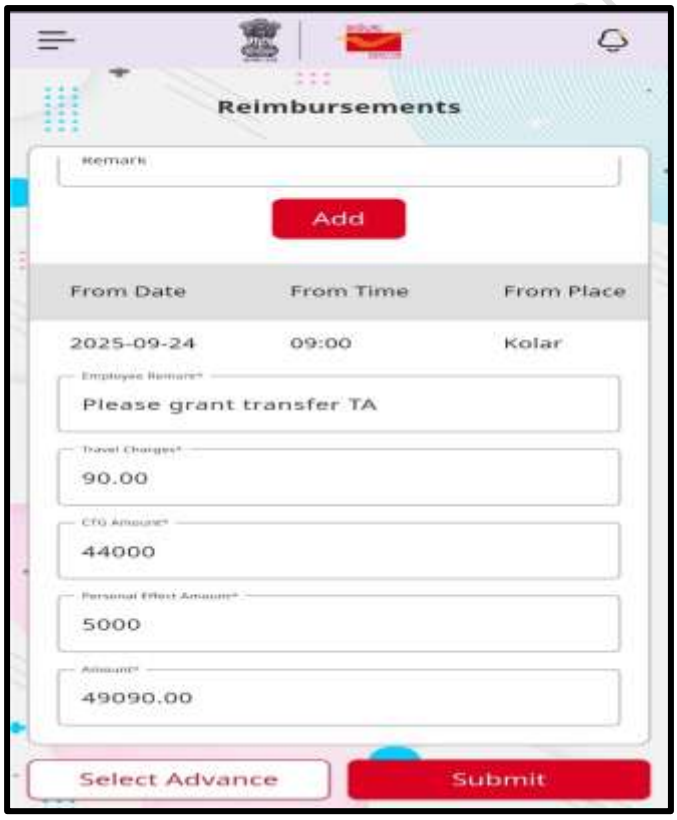


Enter details of journey performed viz from date & time, from place, to date & time, to place, Mode, distance, fare paid and then click on Add button



Enter Employee Remarks, Travel charges, CTG amount (Composite Transfer grant), Personal effect amount. Total amount will be displayed in Amount column.

If any advance taken, then select the same by clicking on Select Advance button.

After entering all the details, click on Submit button.

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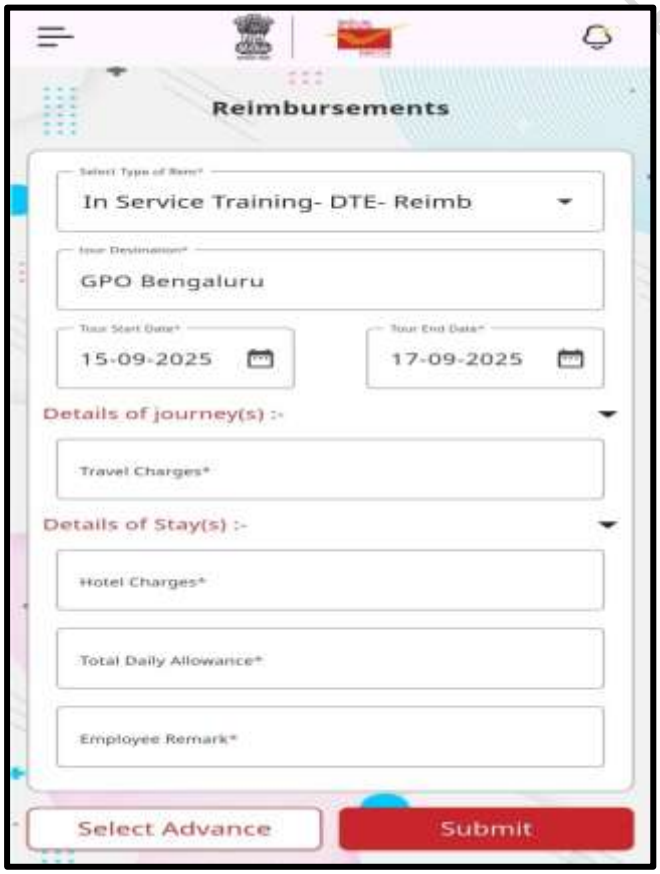
On clicking submit button, success message "Claim Request Sent successfully" will be displayed.

The claim request will be further processed by approving/granting authority.

For Internal Use Only

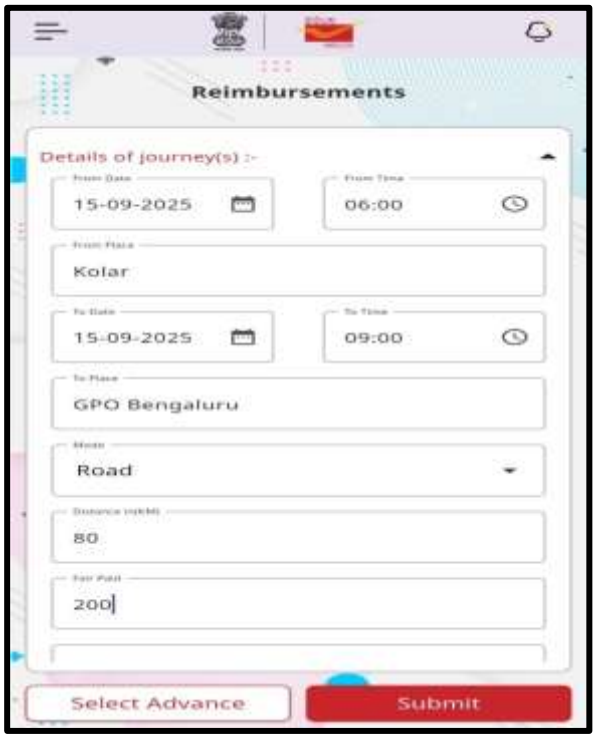
10.3.1.4 In Service Training-DTE-Reimb

This option enables the user to apply for any in service training reimbursement.



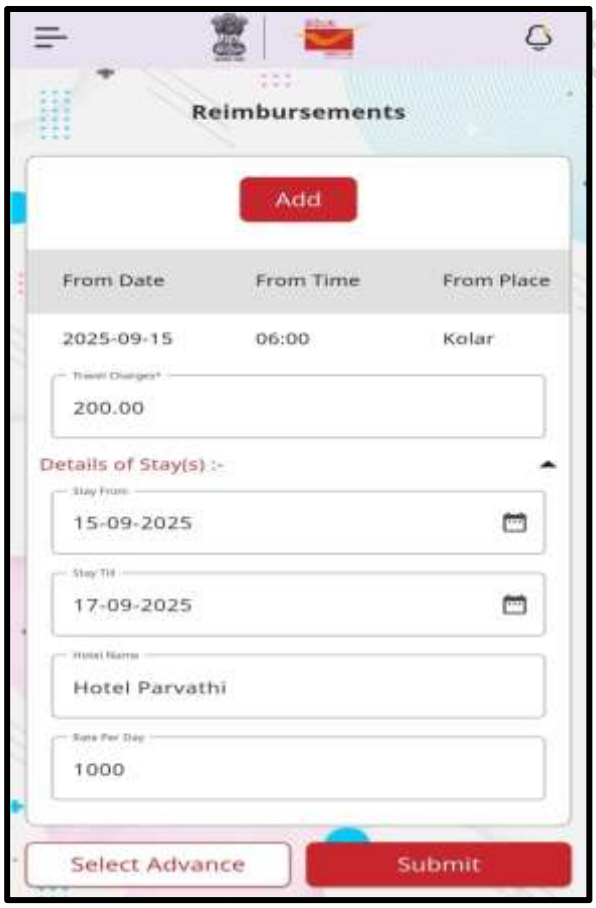
Select type of Reimbursement as "**In service Training-DTE-Reimb**" , enter tour destination, Select Tour start date and tour end date

Click on small down Arrow icon ▼ provided against **"Details of Journey(s)"**



Enter details of journey performed viz, From date & time, from place, To date & time, To place, distance in KM, fare paid.

After entering details of journey, click on Add button.



Enter the details of stay viz Stay from, stay to, hotel name, Rate per day.

After entering details of stay, click on Add button.

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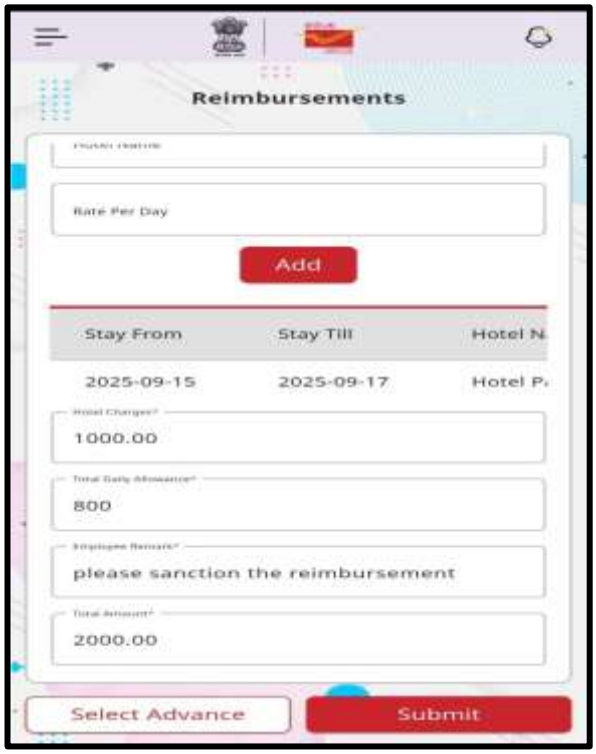

Enter total daily allowance and employee remarks.

Total amount will be calculated based on Hotel charges and daily allowance.

If advance taken, the select the same by clicking on Select Advance button.

After entering all details, click on Submit button.

On clicking submit button, a success message "Claim Request Sent successfully" message will be displayed.

The claim request will be further processed by approving/granting authority.

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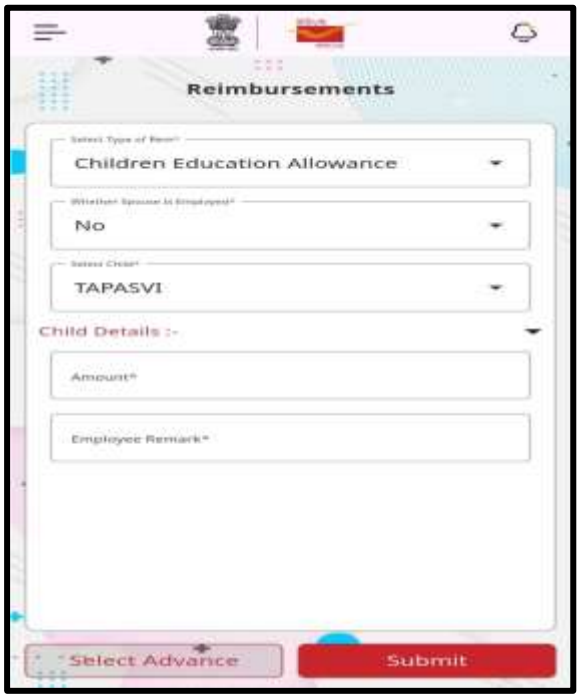
10.3.1.5 Children Education Allowance

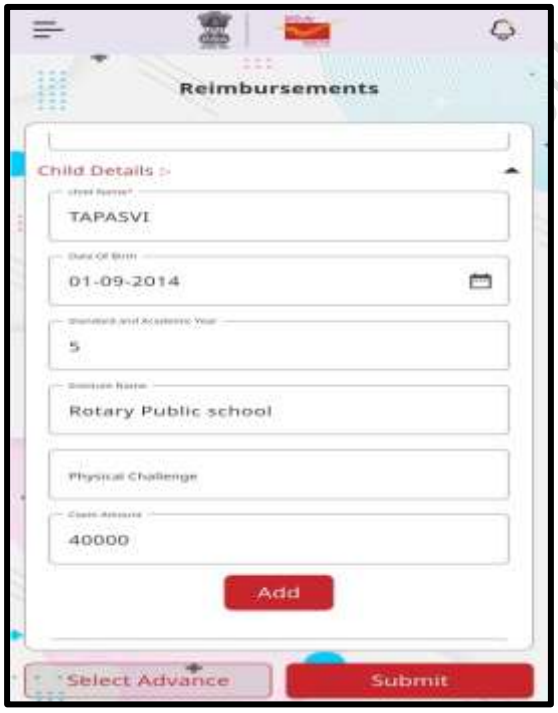
This option enables the user to apply for CEA.



Select type of reimbursement as “Children Education Allowance”, Select whether Spouse is employed dropdown as “Yes/No”

Select the child name from the dropdown

Click on small down Arrow icon ▼ provided against **“Child Details”**



Select Date of birth of the child, enter the standard studying, Institution name and claim amount.

After entering all details, click on Add button.

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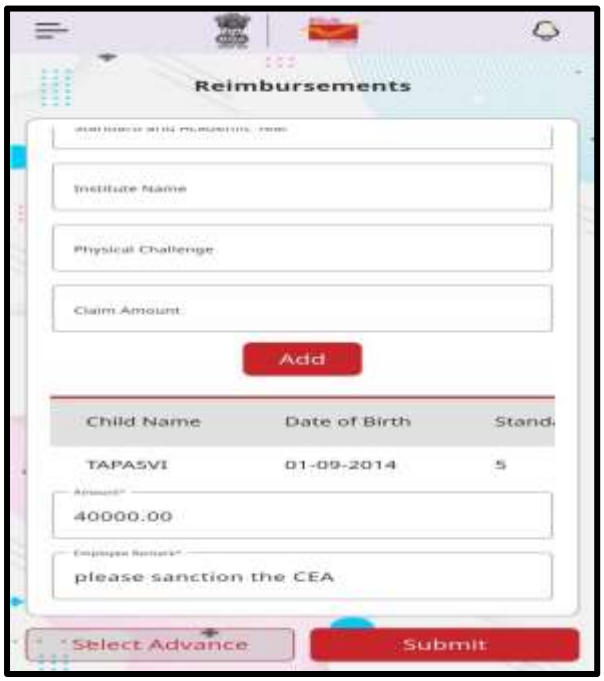

After entering all details, click on Submit button.

On Click of submit button, a success message “Claim Request sent successfully” message will be displayed.

The claim request will be further processed by approving/granting authority.

10.3.1.6 Operational Training-DTE-Reimb

Please refer Para no. 4.1.3 and follow same procedure.

10.3.1.7 Training Prog-Grp A&B Officers DTE Reimb

Please refer Para no. 4.1.3 and follow same procedure.

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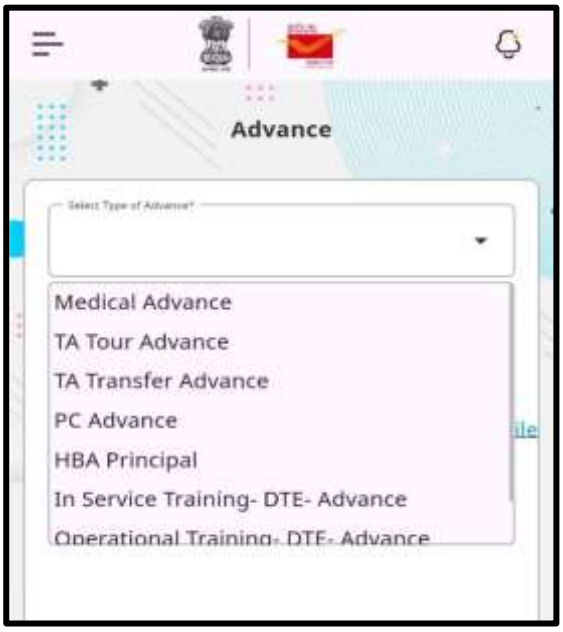
10.3.2 Advance Request

Advance reimbursements option provides for applying advance such as-



- Medical Advance
- TA Tour Advance
- Transfer TA Advance
- PC Advance
- HBA Advance
- In Service Training-DTE-Advance
- Operational Training-DTE-Reimb
- Training Prog-GrpA&B Officers-DTE-Reimb

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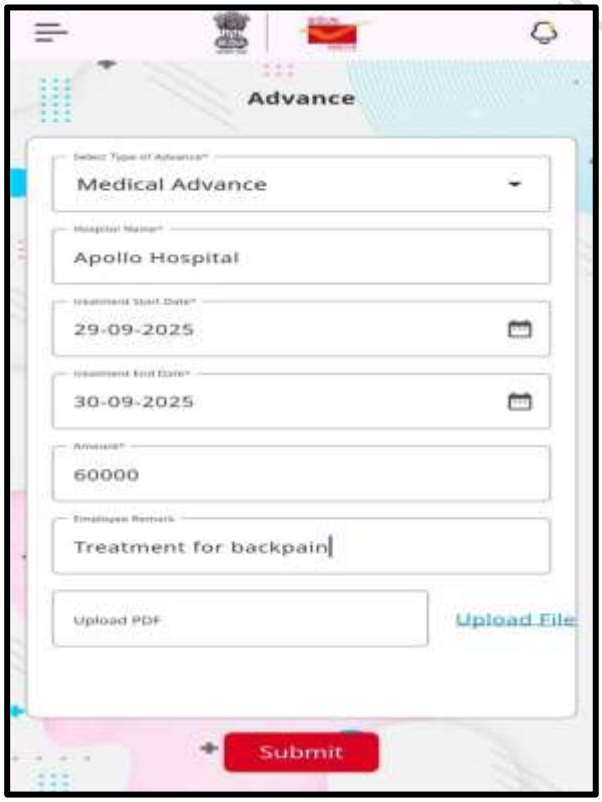
10.3.2.1 Medical Advance

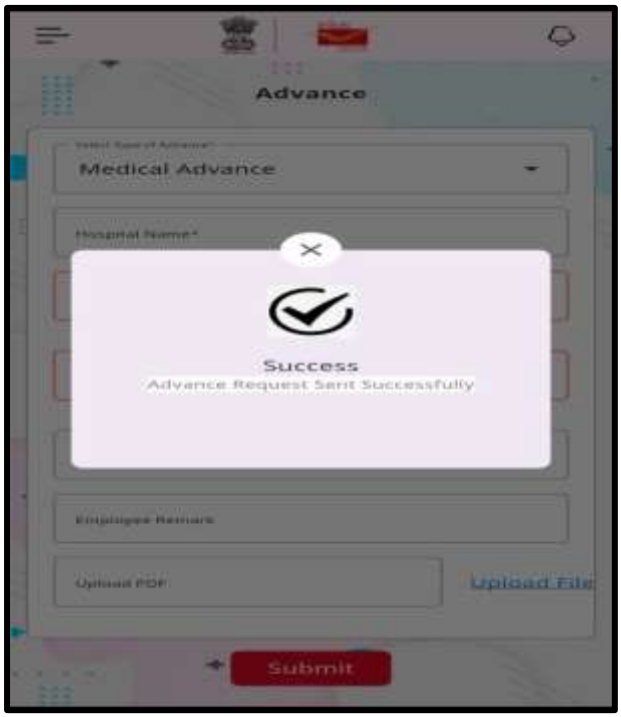
This provides the user for applying Medical advance.



Select Type of advance as **"Medical Advance",** Enter **Hospital name**, Enter **Treatment start date** and **Treatment end**, enter **Amount** and then enter **Employee remarks.**

If any supporting document needs to be uploaded then same can be uploaded in PDF format using Upload File option.

After entering all details, click on "**Submit"** button.



On clicking submit button, a success message "Advance Request Sent Successfully" will be displayed.

Further the advance request will be processed by approving/granting authority.

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10.3.2.2 TA Tour Advance

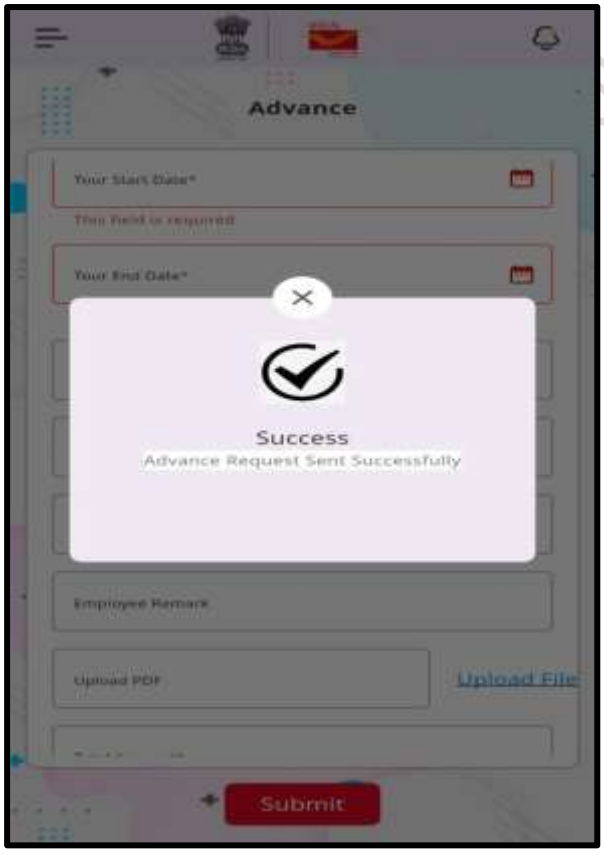
This provides the user for applying Travelling Allowance on tour Advance.

Select Type of advance as **"TA Tour Advance",** enter **Tour destination,** Enter **Tour start date** and **Tour end date,** enter **Daily Allowance**, Enter **Travelling charges**, enter **Hotel charges** and enter Employee **Remarks**.

If any supporting document needs to be uploaded then same can be uploaded using Upload File option.

Total Amount will be calculated based on data entered.

After entering all details click on **"Submit"** button,



On clicking **Submit** button, request will be submitted and a Success message will appear as **"Advance request sent successfully".**

Further the advance request will be processed by approving/granting authority.

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10.3.2.3 TA Transfer Advance

This provides the user for applying Travelling Allowance Transfer advance.

Select advance type as **"TA Transfer Advance"**, enter **Transfer destination**, Enter **journey start date** and **journey end date and** enter **Employee remarks.**

If any supporting document needs to be uploaded then same can be uploaded in PDF format using Upload File option.

Enter estimated expenses details such as CTG (Composite Transfer Grant) amount, Personal effect amount and Travel charges. Total amount will be auto calculated.

After entering all details, click on Submit button.

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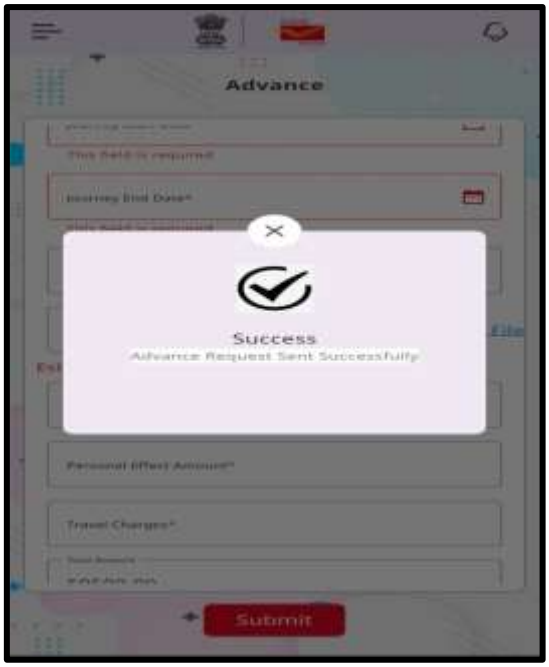

On clicking submit button, a success message "Advance Request Sent Successfully" will be displayed.

Further the advance request will be processed by approving/granting authority.

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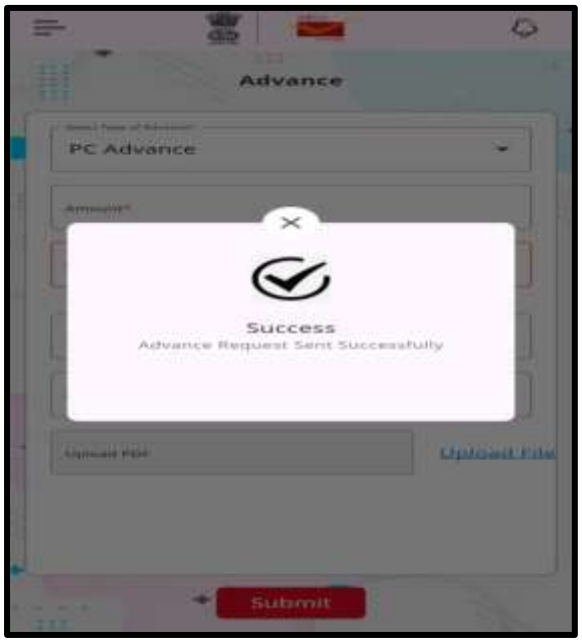
10.3.2.4 PC Advance

This provides the user for applying Personal computer advance.

Select Advance type as "**PC Advance**", Enter **Amount**, Enter **Date**, Enter **Instalment count** and then enter **Remarks**.

If any supporting document needs to be uploaded then same can be uploaded in PDF format using Upload File option.

After entering all the data click on **"Submit"** button.



On clicking **Submit** button, request will be submitted and a Success message will appear as **"Advance request sent successfully".**

Further the advance request will be processed by approving/granting authority.

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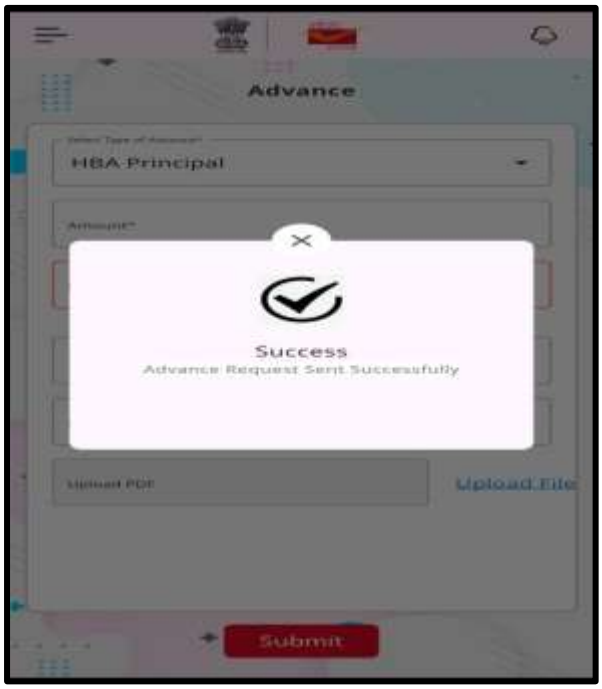
10.3.2.5 HBA Principal

This provided the user for applying for **House Building Allowance** advance.

Select type of advance as **"HBA Principal",** enter **Amount**, enter **Date**, enter **Instalment count** and enter **Employee remarks**.

If any supporting document needs to be uploaded then same can be uploaded in PDF format using Upload File option.

After entering all the data click on "**Submit"** button.



On clicking **Submit** button, request will be submitted and a Success message will appear as **"Advance request sent successfully".**

Further the advance request will be processed by approving/granting authority.

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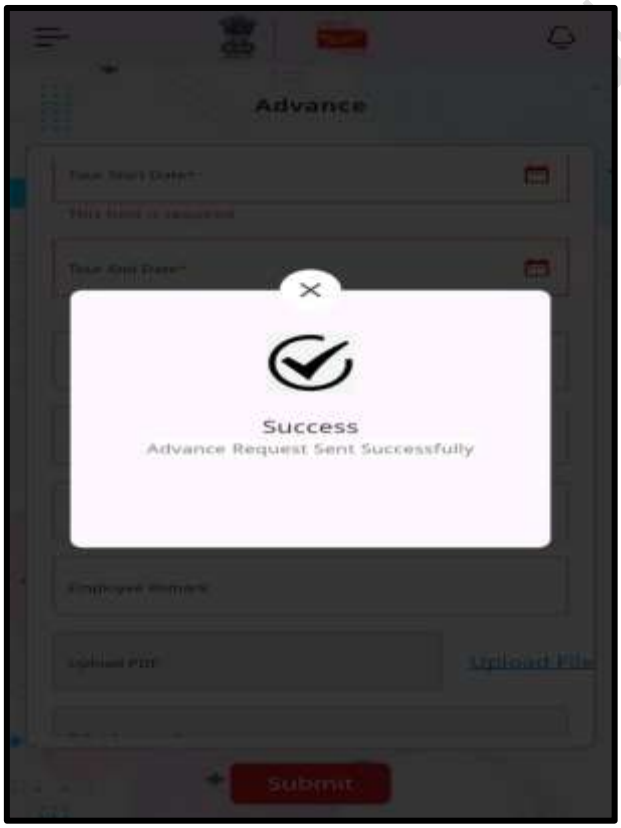
10.3.2.6 In Service Training-DTE-Advance

This provides the user for applying for any in service training advance.

Select type of advance as "In service Training-DTE-Advance", enter tour destination, tour start date, tour end date, daily allowance, travel charges, Hotel charges and enter employee remarks.

If any supporting document needs to be uploaded then same can be uploaded in PDF format using Upload File option.

After entering all details, click on submit button.



On click of submit button, a success message “Advance Request Sent Successfully” will be displayed.

Further the advance request will be processed by approving/granting authority.

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10.3.2.7 Operational Training-DTE-Adavance

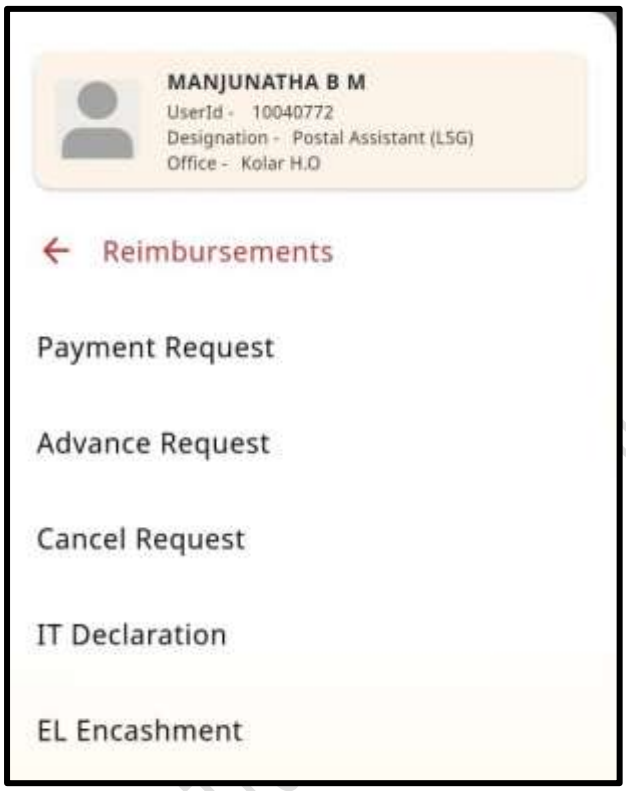
Please refer Para no. 4.2.6 and follow same procedure.

10.3.2.8 Training Prog-Grp A&B Officers DTE-Adv

Please refer Para no. 4.2.6 and follow same procedure.

10.3.3 Cancel Request

Option provides for cancellation of claim requests raised by users, before approval.



Click on Cancel request option available under Reimbursement option

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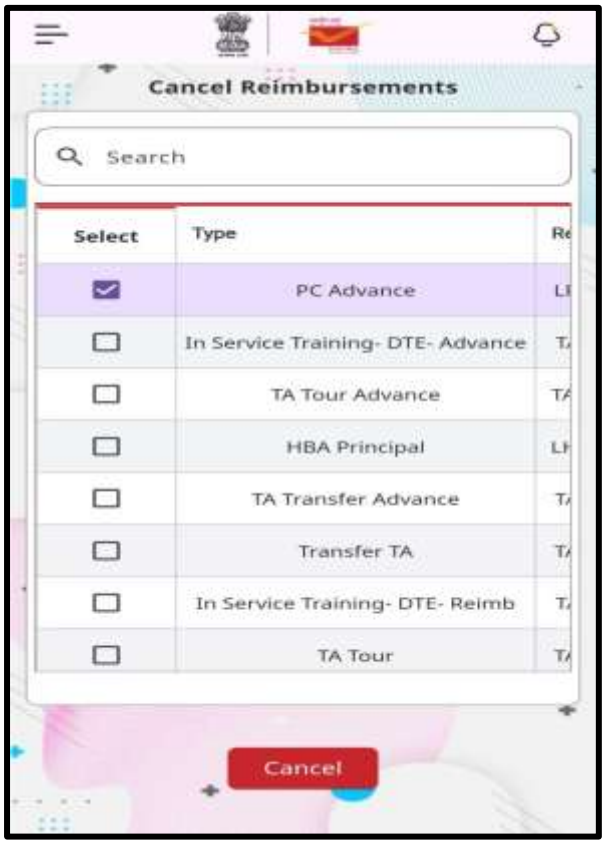
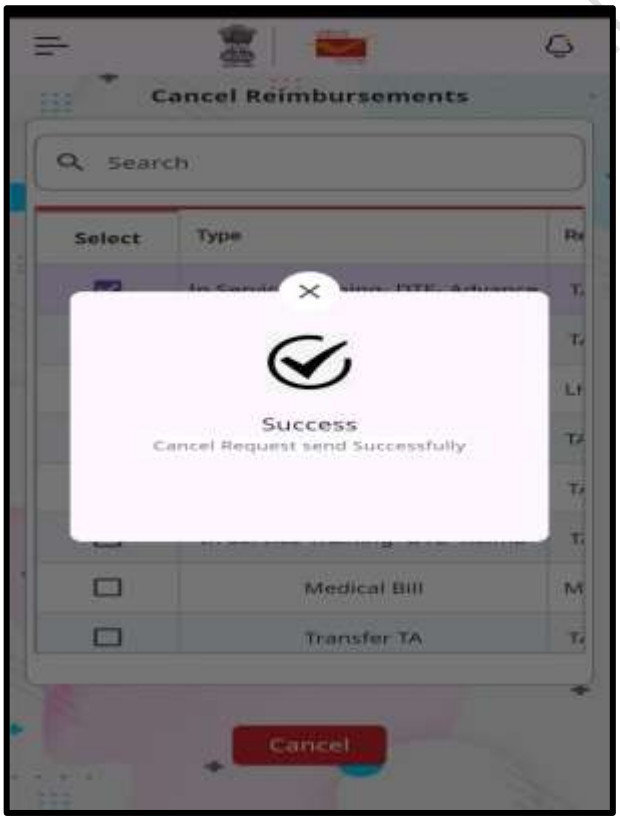


Select the request and click on Cancel button



On click of Cancel button, a success message “Cancel Request Sent successfully” will be displayed.

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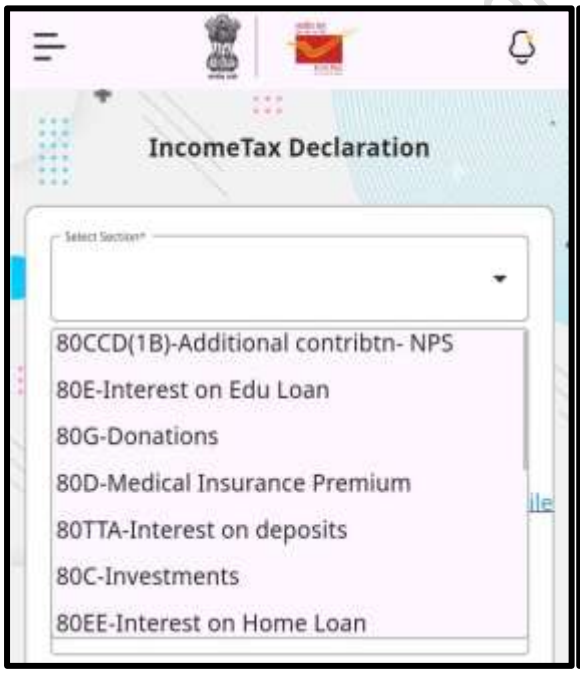
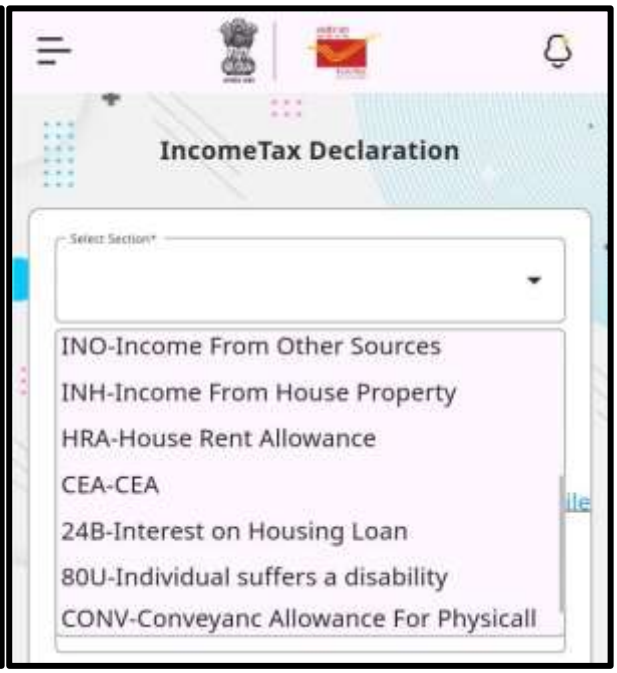
10.3.4 IT Declaration

This Option provides the user for submitting Income Tax Exemptions from salary.

Click on "**IT Declaration**" option.

On clicking Income Tax Declaration screen will be opened as shown below.





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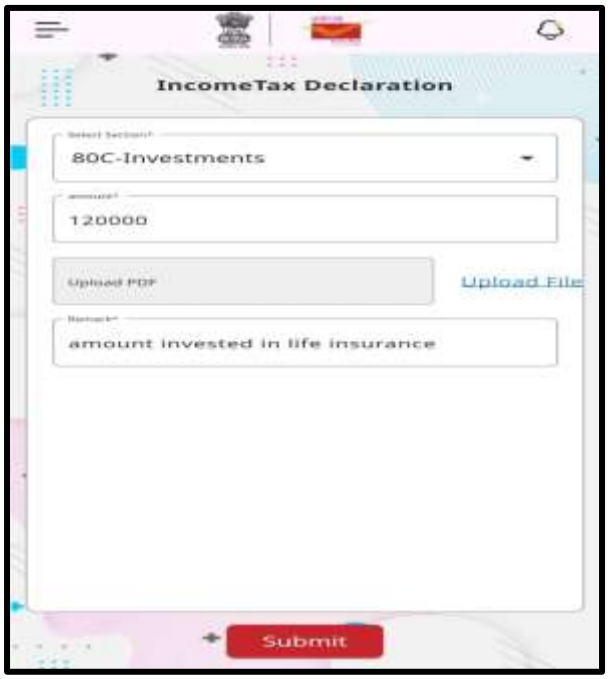
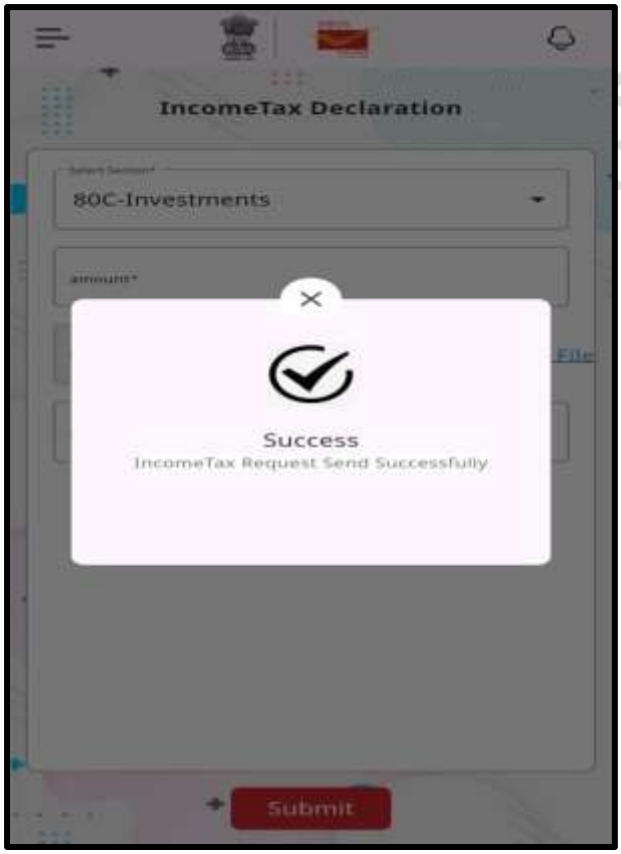


Select the section and enter the amount.

If any supporting document needs to be uploaded then same can be uploaded in PDF format using Upload File option.

Enter the remarks and click on Submit button.



On click of submit button, a success message “Income Tax Request Sent Successfully” will be displayed.

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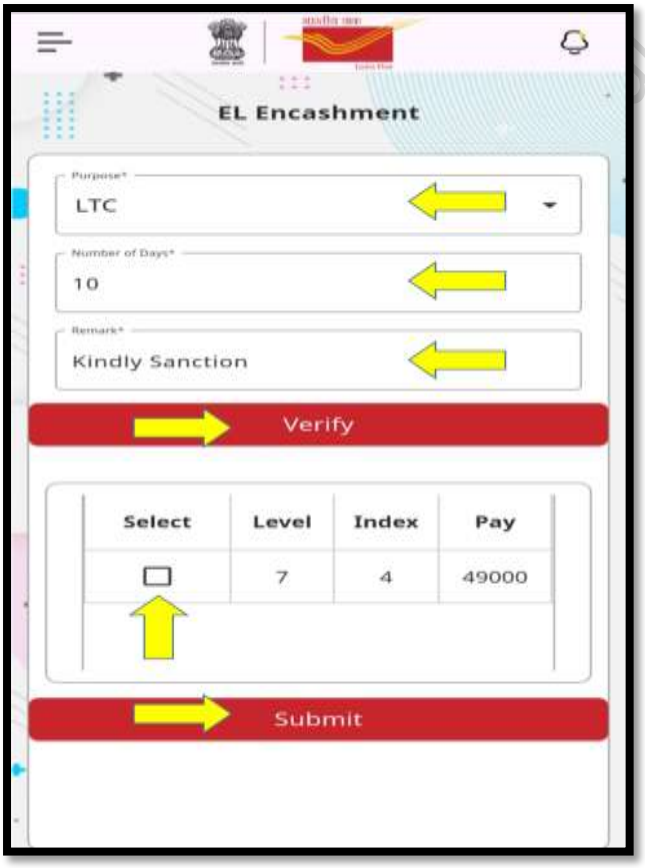
10.3.5 EL Encashment

Option provides for applying EL Encashment during LTC.

Click on **EL Encashment** option available under reimbursement option



Select purpose as “LTC”, enter number of days as 10 and enter remarks.

Then click on “**Verify button”**, this will fetch **pay details** of the employee, select the **row** with pay details and then click on “**Submit”** button.

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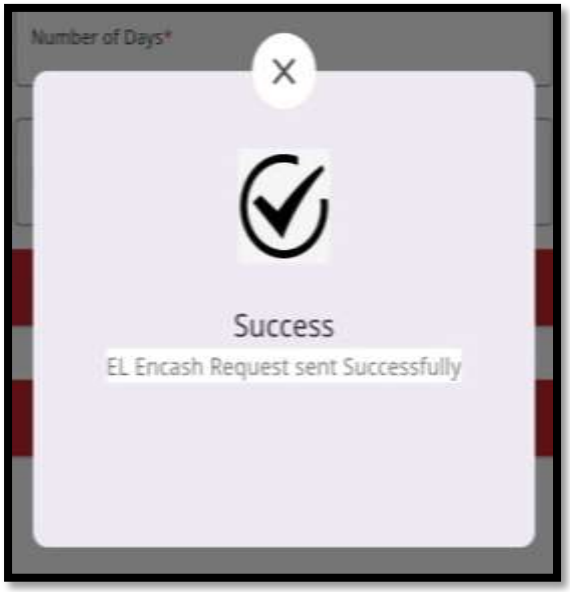

On clicking Submit button, Request will be submitted and a Success message will appear as **"EL Encash Request sent successfully"**

Further the request will be processed by approving/granting authority.

10.4 GPF

GPF option provides following options
GPF Statement
GPF Withdrawal
GPF Adavance

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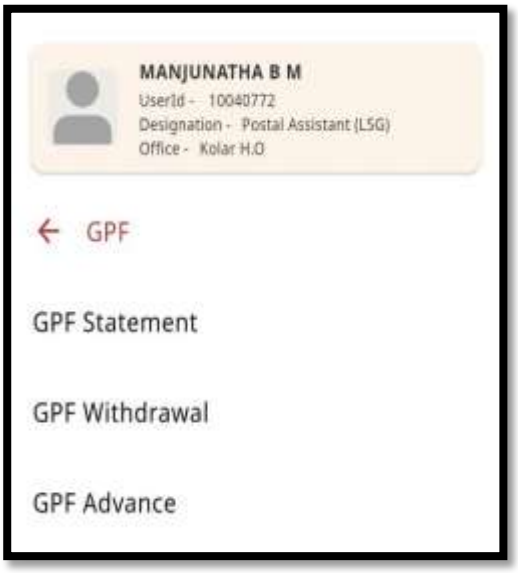
10.4.1GPF Statement

Option Provides for Generation of yearly GPF statement.



Click on "**GPF Statement"** option.

GPF Statement screen will open, **Employee id** will be auto populated, select **Finance year** for which statement to be generated and click on "**Generate PDF**".

Statement will be generated in PDF format.

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10.4.2GPF Withdrawal

This Option provides for applying Withdrawal for General Provident Fund of employee.

Click on **"GPF Withdrawal"** option.

GPF Withdrawal screen will open, Select the **Type of Advance**, enter **Withdrawal amount** and then enter **Remarks**.

After entering all the details click on **"Submit"** button.

On clicking submit button, GPF withdrawal request will be submitted and a success message will appear as **"GPF Withdrawal Sent Successfully".**

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10.4.3 GPF Advance

This Option provided for applying Advance from General provident fund of the employee.

Click on "**GPF Advance"** option.

GPF Advance screen will open, Select the **Type of advance** from drop down list, enter advance **Amount**, enter **Instalment count** and then enter Remarks.

After entering all the details click on "**Submit**" button.

On Click of submit button, a Success Message "GPF Advance Request Sent Successfully" Message will be displayed.

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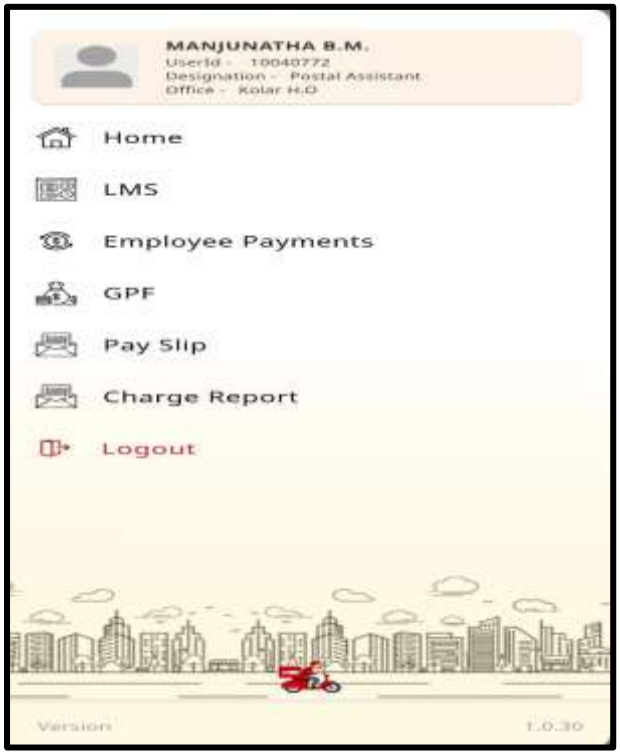
10.5 Pay Slip

This Option provides for downloading Pay slip of the employee.



Click on "**Payslip"** option available under Home menu.

Generate Payslip screen will open, **Employee Id** will popup automatically, enter **Finance year** and enter **Month**.

Then click on **Generate Payslip** button. Pay slip will be generated in PDF Format.

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10.6 Charge Report

In this option, Relinquish/Assume Charge report can be initiated for approved leaves.

Click on Charge Report option available under Home Menu.

Please refer Para 3.7 for further information.

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