To
The DDG(PMU)
Dak Bhawan, Sansad Marg,
New Delhi-110001

No. CEPT-7/IT 2.0/Vol V/dlgs dated at Bengaluru-560001,   the 21-11-2025

Sub: SOP for Updating Employee Service Book Events in APT Application– reg.

This is to inform that the module for updating Employee Service Book events—such as Appointment, Promotion, Pay Fixation, Transfer, Leave and other related service events—is already available in the APT Application. The information entered through this module will be reflected in the Employee Service Book for verification and record purposes.

A Standard Operating Procedure (SOP) detailing the process for updating these events in the system has been prepared and is enclosed as an annexure for reference.

It is requested that the SOP may be communicated to all concerned for uniform implementation.

This issues with the approval of the Competent Authority.

Assistant Director (Admin)
For General Manager,
Centre for Excellence in Postal Technology
Bengaluru – 560 001.

Encl: Annexure – SOP for Updating Employee Service Book Events

Copy to:

1. The Member(Technology), Postal Services Board, New Delhi-110001
2. All CPMGs

Operational Guide

Advanced Postal Technology (APT)

FOR

Entry / Updation of Employee Service Book Entries

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ABBREVIATIONS

Sl. No.	Abbreviation	Description
1	APT	Advanced Postal Technology
2	DH	Divisional Head
3	ASP	Assistant Superintendent of Post Offices
4	HQ	Head Quarters
5	CO	Circle Office
6	DO	Divisional Office
7	OA	Office Assistant
8	GDS	Gramin Dak Sevak
9	MDM	Master Data Management

Operational Guide :

Operational Guide Version 1.0 Dated 11.11.2025

DISCLAIMER

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

1 Introduction

This SOP outlines the standardized process for entering and updating employee Service Book records. It ensures accurate documentation of service details such as appointments, Trainings, promotions, Leaves and transfers. The objective is to maintain reliable employee data, support administrative decisions, and comply with organizational policies.

1.1 Roles

To ensure secure and role-appropriate access within the system, specific user roles must be assigned at various administrative levels.

Role	Role Code	Role Name
Maker	PIS-SA-CRU	Service Book Assistant (Maker Service Book at DDO)
Checker	PIS-SS-CRUD	Service Book Supervisor (DDO PM/APM)

1.1.1 Purpose

To ensure accurate and up-to-date employee records within the departmental system through authorized channels.

1.1.2 Scope

This procedure applies to all employees whose information needs to be updated in the system and involves the DDO Office and the respective Supervisors.

1.2 Entry of Service Book Records (Maker Role PIS-SA-CRU)

1.2.1 Login to DDO Portal

- The designated DDO must log in to the portal using their credentials.

1.2.2 Navigate to PIS Module

- Click on Personal Information System (PIS) card.
- Then click on Employee Management → Employee Service Book Updates.

1.2.3 Fetch Employee Details

- Select the required employee and click Fetch

1.2.4 Add New Entry

- Click Add New Entry to begin entering service-related data.

1.2.5 Enter Event Details

- Choose the **Event Type** (e.g., Appointment, Promotion, Transfer, Leave, Punishment).
- Select the appropriate **Sub Event Type** (e.g., Direct Recruitment, Adhoc Promotion).
- Fill in relevant fields like **Office**, **Cadre**, **Pay Level**, etc.

1.2.6 Handle Exceptions

- If the office is no longer available (e.g., merged/downgraded), select **No Office**.
- For older entries without pay level/index, use **Substantive/Officiating Pay**.

1.2.7 Use Duplicate Entry Feature (Optional)

- Click Add New Entry again to duplicate a record and reduce data entry effort.
- Modify only the necessary fields and save.

1.2.8 Access CSI Data (Optional)

- Click Download CSI Data to view or download existing CSI records.

1.3 Approval of Service Book Records (Checker Role PIS-SA-CRUD)

1.3.1 Login to Employee Portal

- Use Checker credentials (Usually Postmaster)

1.3.2 Navigate to Approval Section

- Click on Personal Information System (PIS) card.
- Then click on Employee Management → Approve Service Book Updates.

1.3.3 Approve Entries

- Review the entries.
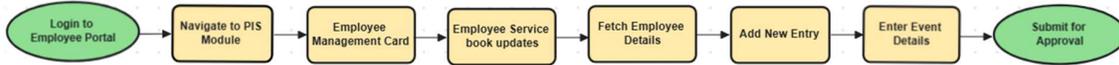- Click Approve to validate and finalize the updates.

1.3.4 Repeat for New or Modified Entries

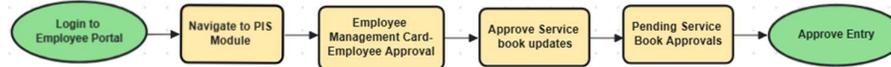- Follow the same steps to approve any new or edited records.
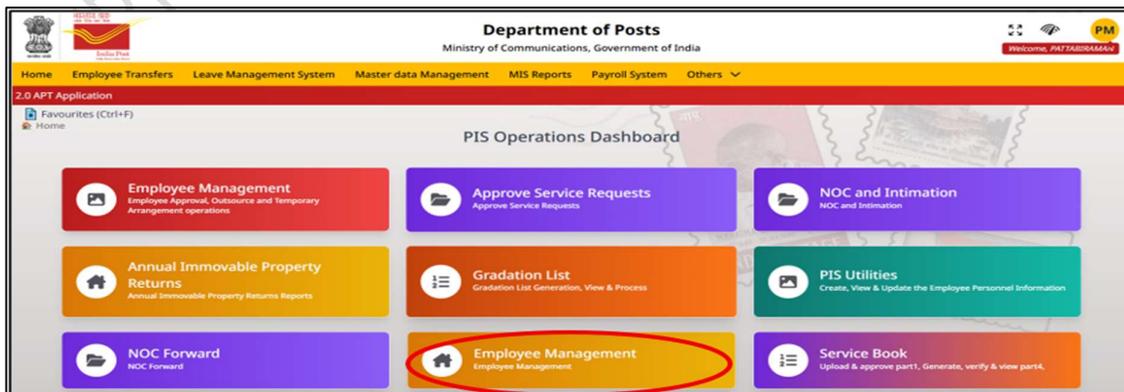
2   Process Flowchart

Maker

Checker

3   User Login

The user has to login through the web browser using URL https://app.indiapost.gov.in/employeeportal
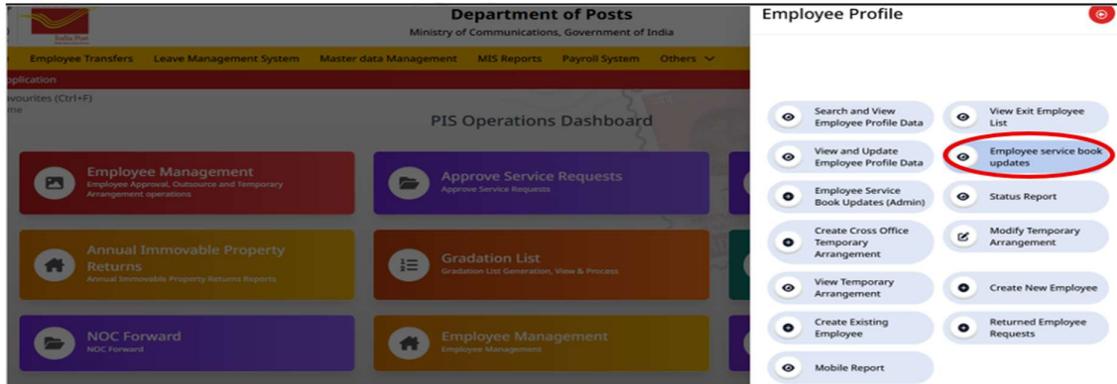
Enter your login credentials (Username & Password) and click on "Sign In" User name will be **8-digit GDS employee ID** and Default password will be **Dop@1234.**

## 4   Maker Role - PIS-SA-CRU (Service book Assistant (maker service book at DDO))

Click on the **Personnel Information System** (**PIS**) - **Employee Management card** to proceed.

After clicking **"Employee Management"**, click on **'Employee Service Book Updates'** from side view bar.

Enter the required details like **Office Type, Office and Employee Name** in the respective fields and click on **Fetch**.
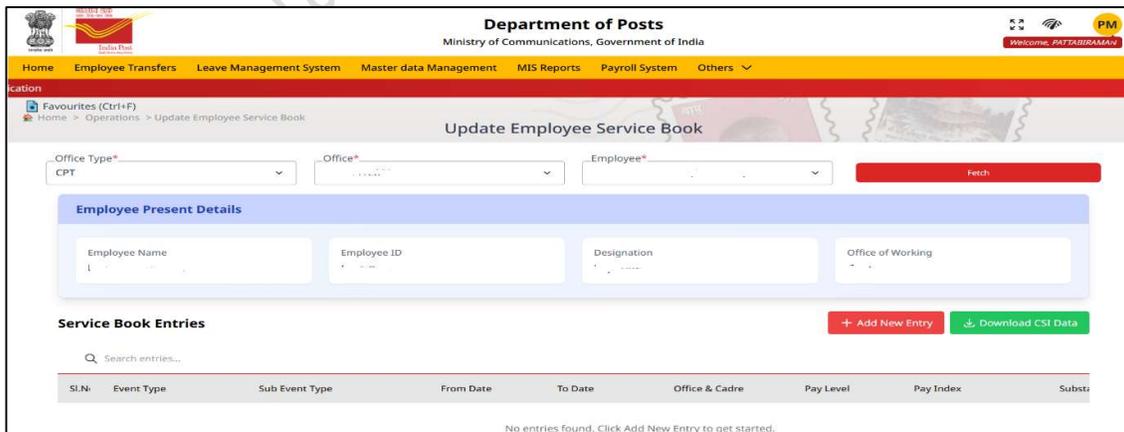
Upon clicking "**Fetch**", **Employee Present Details** appears with the below information including any Service Book Entries already available in the system:

1. Employee Name
2. Employee ID
3. Designation
4. Office of Working

User can click on '**Add New Entry'** to add details of the event like Type, From & To Date, Office & Cadre, Event details, etc. and click on **Save.**

When selecting **Office & Cadre,** there is a Pop-up window appears where the user needs to select Circle, Office Type, Office, Employee Group, Cadre & Designation from the drop-down menu and click on **Select.**

To add a new entry for the same employee, click the **Add New Entry** button, fill in all the required details for the new event, and then click **Submit All Entries** at the bottom of the page.

Important Validation - When adding a new entry, the user must ensure that the '**From'** date of the new entry is later than the '**To'** date of the previous entry. This prevents overlapping or incorrect timelines in the employee's service record

After successfully submitting a new service book entry, the system displays a **pop-up alert** at the bottom of the page with the message: **"Service book entries submitted successfully."**
This serves as confirmation that the entry has been recorded in the system.

After submission, the status of the new service book entry will appear as **"Pending"**. This allows users to go back and verify the entries made for an employee before they are approved by the Checker.
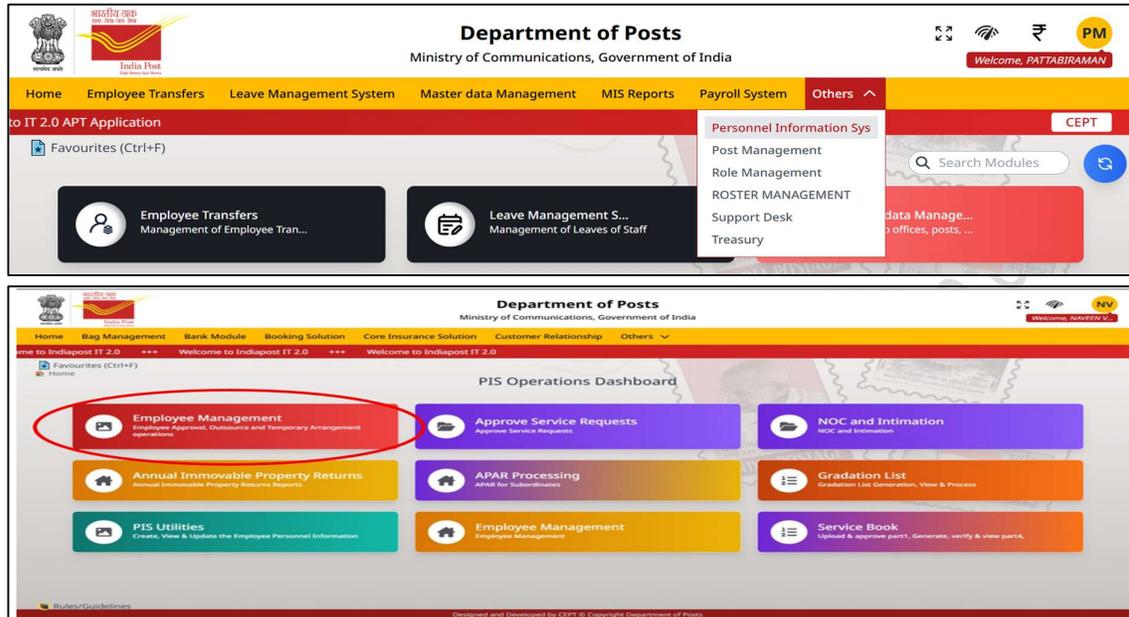

Upon clicking **"Edit"** button, users will be able to make changes to the inputs.

Note: Users can edit entries in both **Pending** and **Approved** stages; any changes made to approved entries will be sent for re-approval.
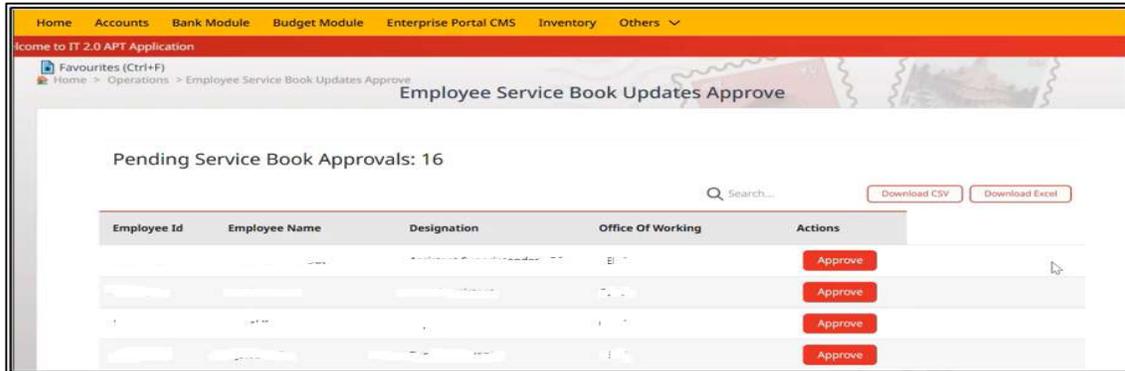
# 5 Checker Role: PIS-SS-CRUD (Service Book Supervisor (DDO PM/APM))

In the Supervisor/DDO login, click on the **Personnel Information System** (**PIS**)-**Employee Management card** to proceed.
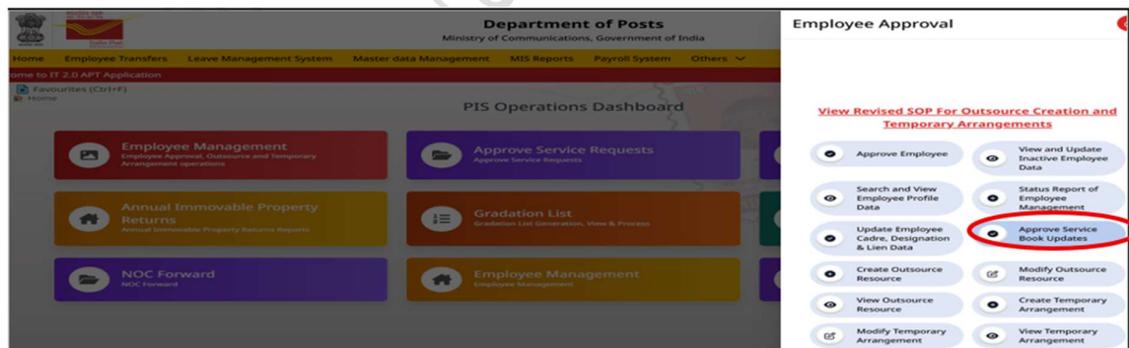
Click on the "**Approve Service Book Updates**" button on the Navigation bar.

Supervisors/DDOs can **view all requests that are in "Pending" status**. For each request, an **"Approve" button** is available next to the entry. Clicking this button will approve the request and update the status accordingly.
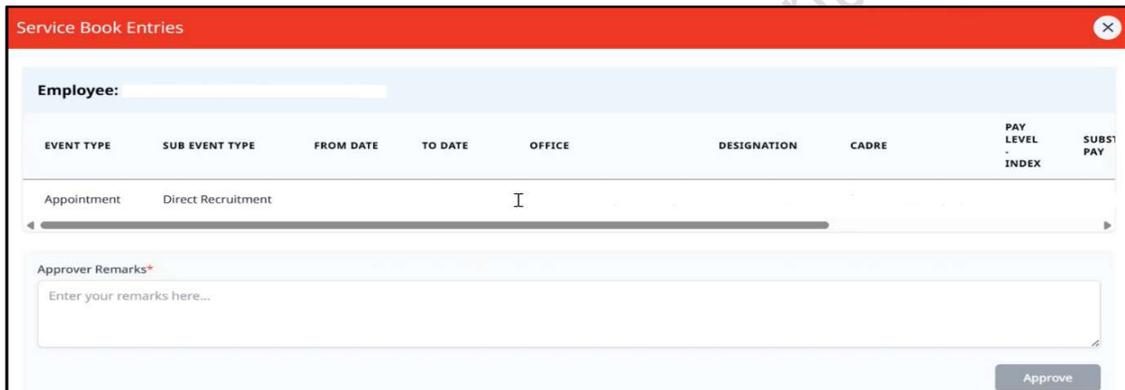
Supervisors need to enter their 'Remarks' and click on **Approve** button.

Upon clicking "**Approve**" button, a dialogue box will be appeared with a note saying **'Service book entries approved successfully'**

To verify if the details are updated correctly, users can:
1. Return to the **Home Page**.
2. Select **Personnel Information System** from the **Others** drop-down.
3. Click **Employee Management Card**.
4. From the navigation bar, select **Employee Service Book Update**.
5. Choose the same employee and review the updated entries.

Users can now see that the status of the previously updated information has been set to **Approved**.

Users can click the **Download CSI Data** button to access entries made prior to IT 2.0 and download them in Excel format.