



CIRCULAR

Department of Posts — Export Services · DNK Policy 2023–25

Dak Ghar Niryat Kendra (DNK) — Complete Export Service Guide

Effective: 01 January 2023

Dak Sutra Series

LDCE / PS Group B

**OFFICIAL PROVISION**

Verbatim legal text

PRIMARY SOURCE

What is Dak Ghar Niryat Kendra (DNK)?

DNK is a **single-window export facilitation initiative** by the Department of Posts that enables small traders, artisans, craftsmen, and **MSMEs** to export products across the world. It provides online documentation, custom clearance, and address label generation — all without visiting a Foreign Post Office.

The DNK portal (dnk.cept.gov.in) is integrated with:

- **ICEGATE** — Indian Customs Electronic Gateway
- **ICES** — Indian Customs EDI System
- **PFMS** — Public Financial Management System
- **EDPMS** — Export Data Processing & Monitoring System (RBI) — for IGST refund automation

Overview of Operations

- Over **1,013** Dak Niryat Kendra operational across India
- Products exportable to over **219 countries** via Speed Post, Air Parcel, ITPS, etc.
- Speed Post: **106 countries** | ITPS: **46 countries** | International Parcel: **191 countries**

Key Features of DNK

- Electronic filing of **PBE (Postal Bill of Export)** — no manual filing needed
- No need to visit the **Foreign Post Office (FPO)** with product samples
- No requirement for customs house agent / customs officer presence
- Packaging facility, pick-up facility, tracking & tracing — all at DNK
- Self-booking through the portal

PBE Classification Table

PBE Filing Method	Export Type	PBE Form
Manual	eCommerce	PBE-I
Manual	Other than eCommerce	PBE-II
Electronic	eCommerce	PBE-III
Electronic	Other than eCommerce	PBE-IV

Note: For DNK portal bookings, the applicable PBE forms are PBE-III or PBE-IV (Electronic filing).

**DAK GURU EXPLAINS**

Plain-language breakdown

SIMPLIFIED

DNK is India Post's flagship export initiative and a hot topic in recent IP/PS exams. Here's a structured breakdown:

The 10-Step Export Process (Must Know!)

1. Exporter does **one-time registration** on DNK portal (dnk.cept.gov.in)
2. Fill profile with **IEC (Import Export Code), PAN, GSTIN, AD Code**
3. Fill article details in electronic PBE format
4. On submission, **PBE number allotted by Customs**
5. Customer prints **CN 22/CN 23** customs declaration label
6. Articles presented at DNK with label affixed
7. DNK dispatches articles to **FPO (Foreign Post Office)** in distinctly labelled PBE bags
8. FPO conducts physical examination
9. Any query → raised by Customs through DNK portal; exporter responds online
10. Customs grants **LEO (Let Export Order)** → PBE downloadable from portal

Discount Structure (EMS Merchandise)

Monthly Revenue (INR)	Contractual Discount (A)	Additional DNK Discount (B)
Up to ₹25,000	0%	1%
₹25,001 – ₹1,00,000	3%	1%
₹1,00,001 – ₹5,00,000	6%	1%
₹5,00,001 – ₹20,00,000	9%	1%

₹20,00,001 – ₹50,00,000	12%	1%
Above ₹50,00,000	13%	1%

Credit Facility

- Approving authority: **CPMG/PMG**
- Security deposit: **Bank Guarantee** equal to **3 billing cycles'** anticipated postage
- Bank Guarantee reviewed on **quarterly basis**

Free Pick-Up Eligibility

Monthly revenue \geq **₹50,000** (single location) or \geq **₹2,00,000** (multiple locations). Pickup within **20 km** radius of booking centre.



PRACTICAL EXAMPLE

Real-world scenario

CASE STUDY

Scenario 1 – MSME Exporter using DNK: Ravi, a handicraft maker in Jaipur, wants to export blue pottery to buyers in France, USA, and Japan. Earlier, he had to go to the Foreign Post Office in Delhi with samples. Now, using DNK:

1. He registers once on dnk.cept.gov.in with his IEC, GSTIN, AD code.
2. Fills electronic PBE for each shipment – selects PBE-III (electronic, non-eCommerce).
3. Customs allots PBE number online. He prints the CN 22/CN 23 label.
4. Presents articles at his nearest DNK. DNK packages and dispatches to FPO.
5. Customs inspects at FPO → grants LEO → PBE downloaded from portal.
6. Articles flown to destination countries via Speed Post / ITPS.

Scenario 2 – Certificate Requirement: Anita wants to export herbal medicines via DNK. She needs a **NOC from the Assistant Drugs Controller (ADC)** since pharmaceutical products require a "Certificate" (No Objection Certificate) from the competent authority.

Scenario 3 – Discount Calculation: A contractual EMS customer has monthly revenue of ₹3,00,000 and books via DNK portal. His discount = 6% (contractual) + 1% (additional DNK) = **7% total discount**.



EXAM INSIGHT

What the examiner expects

MUST READ

Must-Know Facts for the Exam:

- DNK portal: **dnk.cept.gov.in**
- Total DNK centres: **Over 1,013** across India
- Countries served (Speed Post): **106** | ITPS: **46** | Int'l Parcel: **191**
- PBE for DNK electronic bookings: **PBE-III** (eCommerce) or **PBE-IV** (other)
- Portal integrated with: **ICEGATE, ICES, PFMS, EDPMS**
- Free pickup radius: **20 km** from centre
- Credit facility approved by: **CPMG/PMG**
- Bank Guarantee = **3 billing cycles'** postage
- Advance deposit account minimum: **₹5,000** (product-wise)
- IOSS = **Import One Stop Shop** — required for EU country exports

KEY DISTINCTION: "PBE-I and PBE-II are for Manual filing. PBE-III and PBE-IV are for Electronic (DNK portal) filing." This is the most tested fact from the DNK topic.



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