



# Operational Guide

## Know Your DIGIPIN Portal

**Department of Posts  
Ministry of Communications**



# INDEX

<b>1. Introduction</b> .....	3
<b>2. Know Your DIGIPIN Portal</b> .....	3
<b>3. User Defined Location or DIGIPIN Search</b> .....	6
<b>4. DIGIPIN for a User Marked Location</b> .....	8

## 1. Introduction

This **Operation Guide** serves as a comprehensive manual for effectively using the **Know Your DIGIPIN Portal** developed by **India Post**. It provides detailed, step-by-step instructions on how to access and navigate the portal to retrieve DIGIPINs for both user's **current location** and any **user-specified location**. Additionally, the guide explains how to obtain **latitude and longitude coordinates** from a given DIGIPIN.

The guide outlines clear, step-by-step instructions to help users:

- i. **Identifying the DIGIPIN of any desired or current location with ease.**
- ii. **Adding DIGIPINs to Favourites, as well as options to Copy, Share retrieved DIGIPINs.**
- iii. **Submitting feedback** directly through the DIGIPIN portal for continuous improvement.

The guide also emphasizes critical aspects such as **data privacy**, **user responsibilities**, and **adherence to policy guidelines** to ensure secure and responsible usage. By following this SOP, users will be empowered to efficiently retrieve and share DIGIPINs, enhancing the accuracy and accessibility of location-based services.

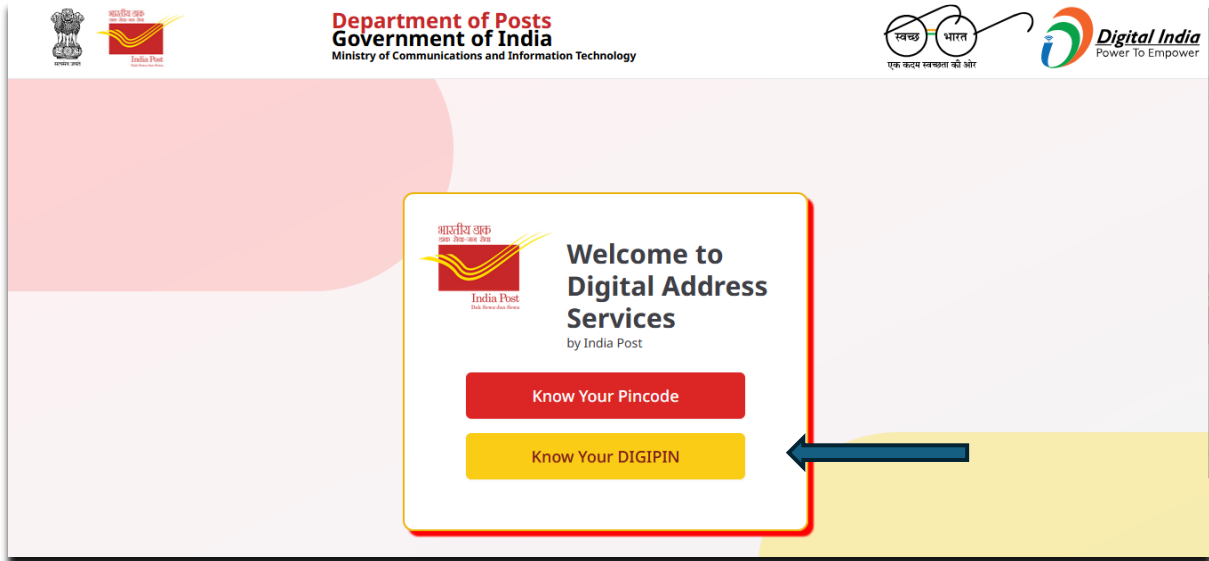
## 2. Know Your DIGIPIN Portal



The screenshot shows the India Post homepage. At the top left is the India Post logo. The main banner features an airplane and the text "Urgent hai? Speed Post kardo na!". Below the banner is a navigation menu with options like "Track N Trace", "Calculate Postage", "Know Your Pincode", "Click n Book", "Buy Stamps", and "Locate Post Office". A blue arrow points to the "Know Your Pincode" icon.

To access the **Know Your DIGIPIN Portal**, users should begin by opening a web browser and navigating to the official India Post website at <https://www.indiapost.gov.in/vas/Pages/IndiaPostHome.aspx>.

On the homepage, locate and click on the **“Know Your Pincode”** icon. This action will redirect users to the dedicated **DIGIPIN menu page**, which offers services related to retrieving DIGIPIN.

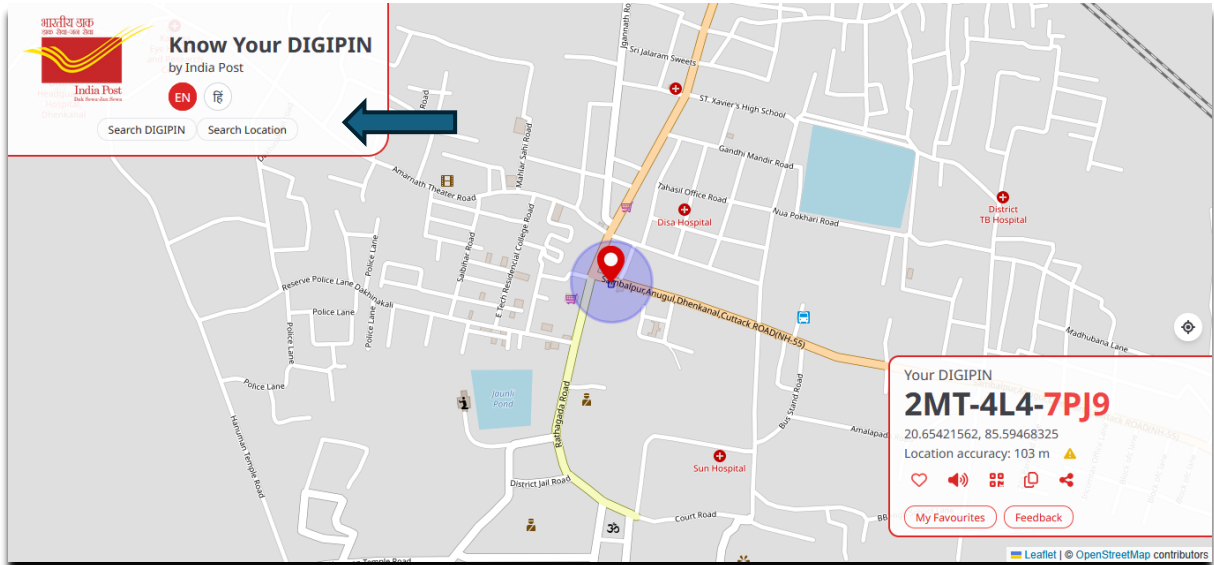


On the **DIGIPIN menu page**, users must click the “**Know Your DIGIPIN**” button to proceed. This action launches the **interactive Know Your DIGIPIN Portal**, a user-friendly interface designed to provide a range of location-based services. Within the portal, users can:

- a) Determine the **DIGIPIN for their current location** in real-time.
- b) View the **system-mapped DIGIPIN** along with its corresponding **geo-coordinates** (latitude and longitude).
- c) Access convenient tools such as:
  - i. **Add to Favourites**
  - ii. **Read Out DIGIPIN (text-to-speech)**
  - iii. **Generate QR Code for the DIGIPIN**
  - iv. **Copy DIGIPIN to Clipboard**
  - v. **Share DIGIPIN via supported channels**
  - vi. **Access “My Favourites”**
  - vii. **Submit Feedback.**

In the interactive “**Know Your DIGIPIN Portal**”, users are prompted to **grant location access** through their web browser. This permission is crucial, as it allows the portal to retrieve **GNSS (Global Navigation Satellite System)-based geographic coordinates** directly from the device’s built-in geolocation hardware. Accurate real-time positioning is essential for the portal to determine and display the **mapped DIGIPIN** corresponding to the user’s current location. If location access is denied, the portal will be unable to capture the device’s coordinates, rendering key functionalities—such as displaying the current DIGIPIN—**inaccessible**.

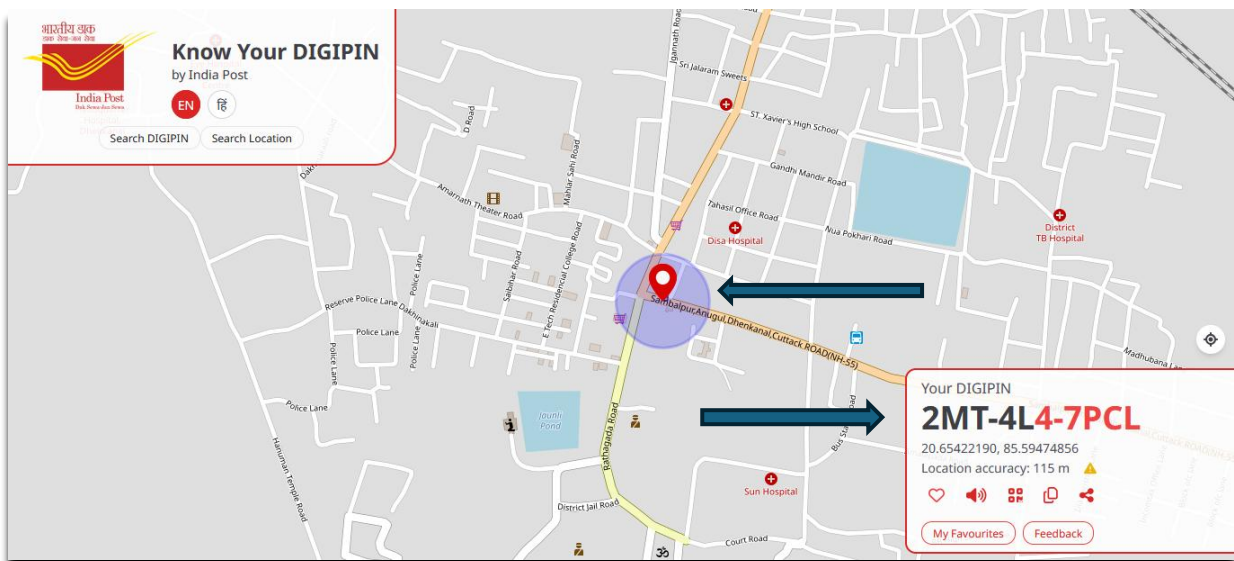
## OPERATIONAL GUIDE ON KNOW YOUR DIGIPIN PORTAL



To further enhance accessibility and user experience, the portal also offers **multilingual support**, currently available in both **Hindi and English**, enabling users to interact with the system in their preferred language.

Once the user grants **location access permission**, the portal automatically retrieves the device's **GNSS-based geographic coordinates**. Using these precise coordinates, the system identifies and displays the corresponding **mapped DIGIPIN**, marked visually with a **red location marker** at the user's exact position on the map.

This information is presented in a clearly visible **DIGIPIN Display Card**, positioned at the **bottom-right corner** of the webpage. The display card offers users an immediate, accurate, and easy-to-reference summary of their current location's **DIGIPIN**, enhancing both convenience and situational awareness.

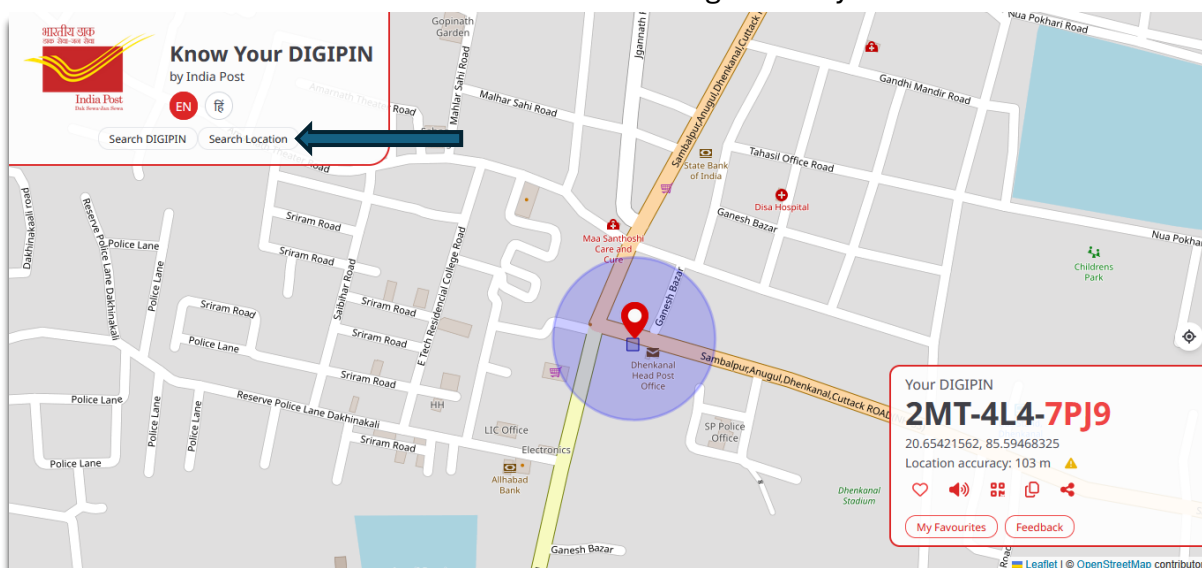


### 3. User Defined Location or DIGIPIN Search

The **DIGIPIN Search Card**, conveniently located at the **top-left corner** of the page, provides users with two powerful search options:

1. **Search DIGIPIN** (by Geo-Coordinates) – Enter **latitude and longitude** to retrieve the corresponding **DIGIPIN**.
2. **Search Location** (by DIGIPIN) – Enter a **DIGIPIN** to obtain its associated **geographic coordinates** (latitude and longitude).

In both scenarios, the system places a **secondary blue coloured marker** on the map, pinpointing the location corresponding to the user's input. This feature allows users to seamlessly explore and validate location information from either direction—**DIGIPIN to coordinates** or **coordinates to DIGIPIN**—enhancing flexibility and user control.



As part of the portal's **validation mechanism**, the system automatically verifies user inputs—whether **geo-coordinates** (latitude and longitude) or a **DIGIPIN**—against its predefined criteria.

- If the entered **geo-coordinates** fall within the **international boundaries of India**, or
- If the provided **DIGIPIN** is valid (as per the portal's defined character and format guidelines),

the system will accurately place a **marker** at the corresponding location on the map. Conversely, if the input fails validation—due to being outside India's borders or an invalid DIGIPIN format—**no marker will be placed**, and the user will be prompted to recheck their entry.



The **DIGIPIN Display Card** serves as a central, interactive interface designed to help users **view and engage** with their location's mapped DIGIPIN. Positioned conveniently on the webpage, this card presents essential information along with quick-action features for a seamless user experience. The key components of the Display Card include:

- Your DIGIPIN** – Displays the system-generated DIGIPIN mapped to the user's current location, derived from **GNSS-based geographic coordinates**.
- Geo-Coordinates** – Shows the device's **real-time latitude and longitude**, providing an exact geographic reference.
- Location Accuracy** – Indicates the **accuracy level** of the device's current location data, ensuring transparency in positional precision.



**d) Easy Access Buttons** – A set of user-friendly action buttons to enhance interactivity:

- i. **Add to Favourites** – Save user defined DIGIPINs as favourites for quick access.
- ii. **Read Out DIGIPIN** – Activates text-to-speech functionality for accessibility.
- iii. **Generate Dynamic QR Code** – Instantly creates a scannable QR code for the displayed DIGIPIN.
- iv. **Copy DIGIPIN to Clipboard** – Easily copy the DIGIPIN to clipboard for use elsewhere.
- v. **Share DIGIPIN** – Share the DIGIPIN through supported communication channels.

**e) Disclaimer** – Provides a note on the **origin and limitations** and clarifying that the DIGIPIN is **system-generated** and dependent on the accuracy of the device's geolocation services.

**f) My Favourites** – Displays a **user-curated list of saved favourite DIGIPINs**, allowing quick retrieval and management.

**g) Submit Feedback** – Enables users to **share feedback** about the portal, contributing to service improvement.

Overall, the **DIGIPIN Display Card** functions as a comprehensive and intuitive hub, empowering users to easily **access and interact** with DIGIPIN information for their current or selected location.

## 4. DIGIPIN for a User Marked Location

Users can easily determine the **DIGIPIN for any custom or alternate location** by simply **dropping a marker** on the desired spot within the interactive map interface. Upon placing the marker, the selected location is immediately highlighted with a **blue-coloured marker indicator**, and the portal automatically retrieves and displays the corresponding **marked DIGIPIN**, calculated using the **geo-coordinates** (latitude and longitude) of the chosen point.

This intuitive feature empowers users to **explore and access DIGIPIN information for any location**—not just their current physical position—making it especially useful for retrieving or sharing location-specific data across different regions.