

भारत सरकार Government of India
संचार मंत्रालय Ministry of Communications
डाक विभाग Department of Posts
डाक प्रौद्योगिकी उत्कृष्टता केन्द्र **CENTRE FOR EXCELLENCE IN POSTAL TECHNOLOGY**
बेंगलुरु Bengaluru-560001

No. CEPT-7/IT 2.0/Vol II/dlgs dated at Bengaluru-560001, the 17-01-2025

Sub: Handling of HDMS tickets-reg

This is regarding handling of HDMS ticket for the applications developed and managed by CEPT. It has been observed that some field units are sending emails to different email IDs of CEPT, resulting in duplication of work.

In order to streamline the process and ensure timely resolution of issues, field units are kindly requested to raise tickets only through HDMS.

The URL of the website is <https://cept.gov.in/>. Using their existing login IDs, the users can raise the issues related to DARPAN, Data Sanitization, GDS online, and Establishment Review Solution.

In case there is a delay of more than three days in resolving an issue raised in HDMS, an escalation email can be sent to servicedesk.cept@indiapost.gov.in. While sending an escalation email, please ensure the subject line includes the ticket number, module name followed by a brief description of the issue.


For example:

Ticket number_DARPAN Login Issue - Reg

Ticket number_DATA SANITIZATION Role Mapping Issue - Reg

Ticket number_ESTABLISHMENT Office Name Not Displayed - Reg

This may be brought to the notice of all the concerned.


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

Copy to:

1. All the Chief Postmasters General
2. All the DDGs, Dak Bhawan, Sansad Marg, New Delhi-110001
3. All the Group Officers of CEPT
4. The AD, CEPT Mysore- With a request to upload in the India Post Website