

स/No. 17-03/2026-GDS  
भारत सरकार/Government of India  
संचार मंत्रालय/Ministry of Communications  
डाक विभाग/Department of Posts  
(जीडीएस अनुभाग/GDS Section)

डाक भवन, संसद मार्ग,  
Dak Bhawan, Sansad Marg,  
नई दिल्ली/New Delhi - 110 001  
दिनांक/Date : 22-06-2026

To

**The GM CEPT,  
Bengaluru-560001**

**Subject: Observation on UAT for the GDS Exit Management**

Sir/Madam,

This is regarding clarification on the observation made during UAT for the GDS Exit Management Microservice under APT 2.0.

2. As aware, UAT for Exit Management has been completed with the participation of Kerala, Tamil Nadu & Telangana Circles from 06.04.2026 to 08.04.2026 in online mode. Accordingly, CEPT has also submitted its observations, and comments on the same are given in **Annexure-I**.

3. Circles have also shared their feedback on the UAT for Exit Management. Based on the feedback, the following are observed/purposed:

i) Provision for payment of GDS Gratuity, GDSGIS, and Severance amount has been tested in UAT under APT 2.0.

ii) Provision for payment of GDS gratuity and severance amount is available at the Division level and GDSGIS after authorization of the PAO concerned.

iii) There are different scenarios for the exit of GDS; all scenarios with their validation may also require testing again based on the clarification given and the proposed revised process flow for each scenario. The details of all exit scenarios available during the GDS engagement cycle are given in **Annexure-II**

(iv) Feedback received from the Kerala and Tamil Nadu Circle, along with tentative MIS report templates in **Annexure-III**, is being shared with CEPT for further enhancement in the exit management functionality.

4. CEPT may incorporate the different exit scenarios/MIS reports given in the Annexures in the test environment and prepare sufficient test cases of each scenario with fixes of issues/suggestions raised by the Circles for testing during the final round of UAT. Provision for processing of a separate claim for GDS Gratuity, GDSGIS, and

Severance amount is also required instead of a combined claim request for Gratuity/severance amount, and request to share the further UAT schedule.

This issues with the approval of the Competent Authority.

भवदीय/Yours faithfully

गुरविंदर सिंह/Gurvinder Singh  
सहायक महानिदेशक/Assistant Director General (GDS)  
ईमेल/Email : adggds426@gmail.com

Copy to:-

1. **All Chief Postmasters General:-** For information and request to inform/report if any Exit criteria are in contradiction of the existing guidelines.

**Annexure-I****(Annexure-I to letter no. 17-03/2026-GDS Dated 22.06.2026)**

S. No in sheet	Details of Issue/Requirement/Expectations	CEPT Response	Dte Response
3	Option to separately upload the supporting documents for the Exit Application, like the Medical Certificate, promotion order, etc.	Detailed requirements to be shared with a list of documents to be provisioned for upload	(i) Yes-Provision to upload the following in the portal:- -- Claim Application from GDS or nominee in death cases. The revised format application form for GDS Gratuity will be shared for configuration. -- Annexure-I Record of service of ED agents. The revised format of Annexure-I will be shared for configuration in the system. -- Copy of Exit orders issued by DH/Unit head. --Annexure-C (in case of GDSGIS) -- Attestation Slip -- GDS ID/Nominee id ( all Documents like ID and Address proof/ Aadhar/PAN, etc. in one file) --Other documents all in one file ( like family detail/nomination form/ Bank Account, etc.).
5	As the TRCA and service particulars are to be verified by the DDO, the initial routing of the application through the DDO instead of direct submission to the Divisional Accountant may be considered.	Detailed requirements may be required for the role of DDO, Div Accountant, for application processing	Now all details of GDS are available in AP2.0, and the exit applications may be processed by the Division. In case any report is required from DDO, provision to upload the report received from DDO in the portal only.
10	In the present process flow, severance is seen as calculated at the flat rate of Rs. 1500 per year, which is incorrect. Severance is to be calculated at this rate only up to 31.03.2011 for those who opted for SDBS, and for others, it is to be calculated at the rate of Rs. 4000/- per year from 01.01.2016.	Detailed requirement may be shared.	(i) Severance amount is to be calculated @ Rs. 1500/- only up to 2015 & @ Rs. 4000/- per completed year from 01.01.2016 subject to maximum ceiling of Rs. 1.50 lakhs.  Further, As per para- 3 (a) (iv) (1) and (iv) (2) of the Directorate order No.6-11/ 2009-PE.II dated 1.4.2011 of SDBS-2010 - Gramin Dak Sevaks (GDS) who opt for the Service Discharge Benefit Scheme (SDBS) are eligible for this specific "

			<p>Accrued Severance Amount" till their date of joining the scheme @ 1500/- for every complete year of service. However, the period less than a year shall be calculated for the completed months on a proportional basis. The fraction period of less than 15 days shall be ignored, while the period of 15 days or more shall be treated as a complete month for the purpose.</p> <p>(ii) In case GDS opted for SDBS, the severance amount may be paid to GDS if not paid earlier.</p> <p>(iii) Hence, while processing the severance amount claim, the system will prompt whether the SDBS opted -if No, the system allows processing the claim.</p> <p>(iv) If opted/enrolled, SDBS- system prompts whether the severance amount has been paid or not. If yes, prompt for payment particulars. If not paid, allow to process the claim.</p>
12	<p>GDSID-50038603-We have mentioned the date of exit as 07.04.2026 with the reason as Discharge from engagement on attaining the age of 65 years. (DOB-01-07-1964) (Date of completion of 65 years is 30.06.2029) The GDS has not completed 65 years of age as on 07.04.2026, but the system accepts without showing any error. We have generated a calculation sheet only for Gratuity and Severance and not GDSGIS, but the system allows forwarding to PAO for pre-authorization. Only for condonation cases, the system has to allow forwarding the cases to PAO; otherwise, the divisional head is competent to approve Gratuity and Severance amount vide Directorate letter no.17-31/2016-GDS dated 09.06.2021.</p>	<p>Detailed requirements may be shared, including condonation</p>	<p>(i) In case of normal exit on discharge, age validation should be there, i.e., 65 years.</p> <p>(ii) In exceptional cases, a condonation certificate from the competent authority may be uploaded as per the letter dated 18-05/2024-GDS dated 06.06.2024, for processing such cases.</p> <p>(iii) The overstay period condoned will not be reckoned for the purpose of calculating the terminal benefits.</p> <p>(iv) The condonation process should be completed manually, and final approval will be uploaded to the system while processing the case.</p> <p>(v) No need to forward the case to PAO, and such cases will be approved by the Division/Unit based on the approval given by the competent authority.</p> <p>(vi) Division will collect and complete all GIS-related formalities and submit the GIS case to PAO for authorization. Once the authorization is received from PAO, DD O will make the payment to the GDS.</p>
13	<p>REQUIREMENT: The system should pop up if the date of exit is before attaining the age of 65 years, while choosing the exit reason as Discharge from engagement on attaining th</p>	<p>Detailed requirements may be shared, including Con</p>	<p>(i) Same as 12 above</p> <p>(ii) There is no provision to refer cases of GDS Gratuity/Severance Amount to be p</p>

	<p>the age of 65 years. The system should not allow forwarding the application to PAO unless there is a condonation period for Gratuity and Severance sanction; otherwise, it should show only the approver button. The system should allow forwarding only the GDSGIS calculation to PAO for preauthorization without enabling the approver button.</p>	<p>aid to GDS to DAP in normal cases, except in cases where there is a break-in service owing to unauthorised absence, unauthorised absence due to participation in strikes, or regularization of irregular retention in service beyond the prescribed age of superannuation. However, there is no requirement of forwarding the cases to PAO, and approval by DH is to be based on the manual approval sanctioned by the competent authority, and provision should be made to upload the same in the portal.</p> <p>(iii) The powers to sanction GDS Gratuity/Severance amount to GDS, in normal cases, rest and will be exercised by Divisional Heads/Postmasters (Gazetted) letter No. 17-31/2016-GDS dated 09.06.2021.</p>
14	<p>The severance amount should be calculated for the completed years, not for completed months. Also, if the GDS opts for SDBS and also completed a minimum 10 years of service up to 31.03.2011, he is eligible for severance payment. Otherwise, not eligible. Dte letter no.6-1/2009-PE II dated 09.10.2009 &amp; 17-31/2016-GDS dated 27.06.2018</p>	<p>Provision available for Modification of Amount</p> <p>(i) As per para- 3 (a) (iv) (1) and (iv) (2) of the Directorate orders No.6-11/ 2009-PE.II dated 1.4.2011 of SDBS-2010 - Gramin Dak Sevaks (GDS) who opt for the Service Discharge Benefit Scheme (SDBS) are eligible for this specific "Accrued Severance Amount" till their date of joining the scheme @ 1500/- for every complete year of service. However, the period less than a year shall be calculated for the completed months on a proportional basis. The fraction period of less than 15 days shall be ignored, while the period of 15 days or more shall be treated as a complete month for the purpose.</p> <p>(ii) As per note in Para-3 (iii) of SDBS-20211, The existing Gramin Dak Sevaks (GDS) opting to continue to remain under the "Severance Amount scheme" shall continue to be subject to the existing term and condition of that scheme without any linkage whatsoever, to the SDBS, Hence only GDS who did not opt for the SDBS are eligible for "Severance Amount" @ Rs. 1500/- up to 2015 &amp; @ Rs. 4000/- per year from 01.01.2016 for every complete year subject to maximum Rs. 1,50,000/-</p>
22	<p>The general procedure being followed in the Circle is- Gratuity- directly approved by the Divisional Head, whereas in SDBS enrolled cases, the severance amount will be sanctioned by DAP only. So in this scenario, the gratuity memo should be released, and the severance request should be transferred to PAO. But here, the part transfer of only SDBS is not</p>	<p>(i) There should be an option to process a separate claim for GDS Gratuity, GDSGIS, and Severance Amount if applicable.</p> <p>(ii) List of GDS due to discharge in next 6 months should be generated.</p> <p>(iii) An sms alert to send to GDS to submit</p>

	<p>possible, and we are unable to clear/generate the Gratuity sanction in this stage. So, the gratuity sanction will be delayed until the sanction for SDBS is also received from PAO.</p>		<p>at their claim (if admissible) before 90 days or immediately after exit process from system ( in case of death/resignation/removal/dismissal/vol.discharge).</p> <p>(iv) Division to supply complete set of documents to GDS through sub-Division 3 months before their discharge date.</p> <p>(v) System should allow to start the process for discharge of benefit to GDS before 90 days of due date of discharge; however final payment should be allowed on or after discharge date.</p> <p>(vi) Refer to point no 10, No need to refer severance amount cases to DAP.</p>
<p>23</p>	<p>While approving the exit application in the Divisional Head login, the GD SGIS calculation has to be referred to PAO, but if approved in the Divisional Head login, it is accepted without showing any error.</p>	<p>Requiem to be discussed and shared</p>	<p>(i) as 22(i) above.</p> <p>(ii) Only GD SGIS cases are to be referred to DAP for approval.</p>

**Annexure-II****(Annexure-II to letter no. 17-03/2026-GDS Dated 22.06.2026)****Exit types for GDS and their elements GDS Gratuity, GDSGIS, and Severance amount)**

Exit Type	Gratuity		GIS		Severance	
	Admissibility	Mini. Qualifying engagement Period (in Years)	Admissibility	Mini. Qualifying engagement Period (in Years)	Admissibility	Mini. Qualifying engagement Period (in Years)
Resignation (GDS)	Not eligible	----	Eligible	---	Not eligible	-----
Compulsory Discharge	Eligible	10	Eligible	---	Eligible	10
Dismissal	Not eligible	--	Eligible	---	Not eligible	---
Termination (One month notice)- rule-8	Not eligible	---	Eligible	---	Not eligible	----
Removal (Disciplinary grounds)	Not eligible	---	Eligible	---	Not eligible	---
Death while in engagement	Eligible	10	Eligible	---	Eligible	10
Voluntary Discharge (Medical)	Eligible	10	Eligible	10	Eligible	10
Recruited to Departmental Post	Not eligible	---	Eligible	----	Eligible	10
Discharged from Engagement (at 65 years)	Eligible	10	Eligible	--	Eligible	10
Voluntary Discharge (VDS) other than medical ground	Eligible	20	Eligible	20	Eligible	20

**Note1:** GDS Gratuity and Severance amount will be calculated on the complete year of engagement of GDS by deducting the non-qualifying engagement period. The payment/calculation of the GDS Gratuity/Severance amount as per Dte letter dated 27.06.2018 and 01.07.2019. Any fraction of GDS

Gratuity/Severance amount paisa will be rounded off as per the existing procedure of payment.

**Note-2:-** Till the matter related to GDS gratuity/GIS/Severance amount payable to the family of a missing GDS is finalized, these provisions may be kept on hold in the portal. Provision of other exit scenarios on GDS Gratuity/GIS/Severance amount may be configured in the portal as given above.

### Annexure-III

(Annexure-III to letter no. 17-03/2026-GDS Dated 22.06.2026)

#### Sample MIS report format for Exit Management:

1. List of GDS due for discharge for the next 6 months: - ( Report selection Date range of 6 months):-

S.No	Name of the GDS, Designation & GDS ID	Office of working now	Date of birth	Date of joining	Date of Discharge	Opted for SDBS or not (based on SDBS Recovery)

2. Details of pending exit cases: (All or claim type-wise- older to newest) :

S.No	Name of the GDS, Designation & GDS ID	Last Office of Working	Type of exit & date of Exit	Date of application/claim initiation	Claim type (Gratuity/ Severance/GIS) Separately	Status of application (Pending at stage with remark if any (Acct/DO/PAO)

3. Exit claim payment report (Month/ date range/year and all or claim type-wise- older to newest):-

S.No	Name of the GDS, Designation & GDS ID	Last Office of Working	Type of exit & date of Exit	Date of application/claim initiation	Claim type (Gratuity/ Severance/GIS) Separately	Date of claim sanctioned	Date of payment	Remark (payee details and payment mode.

4. Provision to generate a GIS and SDBS recovery report with GDS ID (Date range/Financial year,

etc.)

5. Provision to check/trace Exit management request/claim status by GDS ID.

6. Report drill-down from Dte to Division level (Detailed report at Division/SD level and summary above level)