

स/No. 17-37/2025-GDS (Pt.I)
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 : 21-09-2026

OFFICE MEMORANDUM

Subject : Standard Operating Procedure (SOP)/Guidelines for dealing with discrepancies in demographic details and suspected cases of identity disguise during GDS Online Engagement - reg.

The undersigned is directed to state that instances have been brought to the notice of this Directorate wherein serious discrepancies were observed between the demographic details recorded in the Secondary School Examination (Class X) mark sheets and the identity credentials/Aadhaar update history of candidates shortlisted under GDS Online Engagement cycles. Such discrepancies predominantly relate to significant alterations in candidate names, parentage, and dates of birth.

2 . The matter has been examined in depth at this Directorate. While Secondary School Examination (Class X) credentials serve as the primary statutory yardstick for assessing merit and eligibility, any attempt to disguise identity, suppress true age, manipulate demographic particulars, or impersonate another individual constitutes a grave breach of the terms of the engagement notification.

3 . To establish uniform administrative practice, ensure vigil at field level, and provide a framework for processing such cases, an approved **Standard Operating Procedure (SOP)** is annexed herewith as **Annexure-I** for strict compliance across all Circles.

4. All Heads of Circles are requested to bring these instructions to the notice of all Engaging Authorities (Divisional Heads/Unit Heads) for implementation.

This issues with the approval of the Competent Authority.

(आनंद सिंह / Anand Singh)
सहायक निदेशक / Assistant Director (GDS)
ईमेल/Email : adggds426@gmail.com

To,

All Chief Postmasters General

Copy to:

1. General Manager, CEPT, Mysuru – with a request to upload this OM on the official website of the Department.

Annexure-I

(Annexure-I of letter no No. 17-37/2025-GDS (Pt.I) dated 21.09.2026)

STANDARD OPERATING PROCEDURE (SOP)/ GUIDELINES FOR HANDLING DISCREPANCIES IN DEMOGRAPHIC DETAILS AND SUSPECTED IDENTITY DISGUISE IN GDS ONLINE ENGAGEMENT

1. Objective & Scope : This SOP prescribes a uniform, time-bound procedure for Postal Divisions to examine, verify, and resolve discrepancies between Class X mark sheets and identity documents during the GDS engagement process.

2. Triggers for Identifying Suspected Cases : Engaging Authorities (EAs) must exercise heightened vigilance during document verification and pre-engagement training. The following illustrative, non-exhaustive triggers warrant initiating inquiry into suspected false identity or demographic manipulation:

(i) Significant Variance Between Documented Age and Physical Appearance: A clear visual disparity where the candidate's apparent physiological age noticeably conflicts with the Date of Birth recorded in the Matriculation certificate or identity proof.

(ii) Cross-State Educational and Residential Inconsistencies: Cases where a candidate applies in one circle/state while submitting Class X credentials from a distant board/school with unusually high marks, combined with conflicting addresses across identity databases and an inability to demonstrate basic proficiency in the local language, e.g., a candidate from UP State Selected in Tamilnadu with inability to demonstrate basic proficiency.

(iii) Discrepancies Across Primary Verification Documents: Substantial mismatches in critical personal identifiers—such as candidate name, parental names, or date of birth—between the Secondary School Examination (Class X) mark sheet, caste/community certificate, and photo identity cards (Aaadhar, PAN, Voter ID, Passport, Bank Passbook, etc.).

(iv) Anomalies in Schooling Timelines and Age Progression: Irregular educational chronology, such as completing Class X at an unusually young or advanced age.

(v) Photographic or Biometric Inconsistencies: Noticeable visual differences between the recent photograph uploaded in the online application, the image affixed on educational/caste certificates, the photo on presented ID cards, and the candidate appearing in person.

The above list is not exhaustive but only indicative of various circumstances that may promote EA for inquiry.

3. Withholding of Provisional Engagement : In the above cases, the Engaging

Authority may immediately place the provisional engagement/further joining formalities in such suspected cases on hold till the completion of inquiry under information to the concerned candidate, intimating the reasons for such inquiry.

4. Pre-Inquiry Procedure: The EA may call for additional documents to resolve the suspicion of false identity, before order for inquiry in the case :

(i) **Suo-Motu Submission of Demographic Update History.** Requiring the candidate to provide a verified copy of their demographic update history (downloaded directly via *myAadhaar* login in the presence of the EA) to trace prior recorded changes in name, parentage, and Date of Birth.

[Note : Section 33(1) of the Aadhaar Act, 2016 allows for the disclosure of Aadhaar information, including identity data and authentication records, only pursuant to an order from a court not inferior to a High Court, therefore, the department has to rely on suo-moto submission and can not directly approach UIDAI]

(ii) **Production of Legal and Statutory Change-of-Identity Documents**
Calling for substantiating records if personal details have been modified, such as:

- a. Official State/Central Gazette Notification for name change.
- b. Registered Adoption Deed executed under relevant personal laws.
- c. Relevant Court Decrees or affidavits along with newspaper ads of earlier dates (specifically for change of name) attested by a Judicial/Executive Magistrate.
- d. Marriage Certificate/Gazette publication for post-marriage surname alterations.

(iii) **Secondary Government-Issued Photo Identity Proofs :** Mandating the production of at least two alternative statutory photo identity cards for multi-point cross-verification, including, Permanent Account Number (PAN) Card, Elector's Photo Identity Card (EPIC / Voter ID), Driving Licence (DL), Valid Indian Passport, Identity cards issued by Central/State Government/PSU educational institutions, SSE roll number if available etc..

(iv) **Corroborative Prior and Subsequent Educational Records :** Requiring the submission of educational documents preceding and following Class X to verify educational continuity and consistent personal records, such as:

- a. Class 8th / Middle School Examination Mark Sheet or Transfer Certificate (TC) mentioning the original Date of Birth, Father's Name, and date of first admission.

b. Class 12th (Higher Secondary / Intermediate) Mark Sheet and Pass Certificate.

c. School Leaving Certificate / Character Certificate from the primary institution where matriculation was completed.

5. Inquiry Procedure: If the EA is not convinced with the documents provided by the candidate in the pre-inquiry procedure, EA may proceed for detailed inquiry as follows :

(i) **Show Cause Notice:** A written notice may be issued to the candidate within 7 days of withholding, granting 7 days to submit a written explanation along with supporting documentary evidence (School Transfer Certificate, Birth Certificate, valid alternate Government Photo IDs).

(ii) **Personal Hearing:** If requested or deemed necessary, a personal hearing shall be afforded to the candidate to explain demographic changes.

(iii) **Cross Verification of the Identity Documents and Field-Level Identity & Address Cross-Verification:** If deemed necessary, a discreet local inquiry at the candidate's permanent address may be got conducted to confirm their biological parentage, schooling history etc.

(iv) Meanwhile, the EA may complete the verification of the documents submitted during the DV and antecedent verification and if any adverse report comes to notice, it may also be taken into account.

6. Consequential Actions Based on Inquiry Findings

(i) **Case A (Discrepancy Bona Fide / Clerical):** If minor variations are established as typographical or legally rectified through due process (e.g., valid gazette notification for post-marriage name change without identity disguise), the withholding order shall be revoked and provisional engagement allowed.

(ii) **Case B (Deliberate Concealment/Identity Disguise/Forgery):** If the candidate is found to have manipulated records, disguised identity to circumvent age/eligibility criteria, or submitted fake certificates:

a. **If prior to final engagement:** Candidature shall be cancelled/rejected forthwith with issue of a speaking order

b. **If already provisionally engaged:** Action for termination will be taken under Rule 8 of the Gramin Dak Sevaks (Conduct and Engagement) Rules, 2020.

c. **First Information Report (FIR)** under relevant sections of BNS and details will be circulated to CEPT to blacklist the candidate across future GDS engagement cycles.

