

**File No. 17-33/2025-GDS**  
**भारत सरकार/Government of India**  
**संचार मंत्रालय/Ministry of Communications**  
**डाकविभाग/Department of Posts**  
**जीडीएसअनुभाग (GDS Section)**

डाक भवन, संसद मार्ग,  
**Dak Bhawan, Sansad Marg,**  
नई दिल्ली/New Delhi-110001  
**Dated: 20-08-2026**

To,

The General Manager  
CEPT, Mysuru-570010

**Subject: Clarifications and Approval of Workflows in GDS Compassionate Engagement Module in APT 2.0.**

Sir,

Kindly refer to your office email dated 12.08.2026 regarding clarification/approval of workflows in the GDS Compassionate Engagement Module under APT 2.0.

2. The issues raised by CEPT have been examined in this office. The approved workflows and clarifications are enclosed as **Annexure-A**. The approved format of the DPS Approval/Rejection Letter (Post Allocation) is enclosed as **Annexure-B** for necessary implementation.

3. CEPT is requested to incorporate the approved changes in the module and make the same fully operational **w.e.f. 01.09.2026**.

Encl: Annexure- A  
Annexure- B

भवदीय/Yours faithfully  
**Digitally signed by**  
**Gurvinder Singh**  
**Date: 20-08-2026**  
**17:13:49**

(गुरविंदर सिंह/Gurvinder Singh)  
सहायक महानिदेशक /Assistant Director General (GDS)  
दरुभाष /Tel. No. 011-23096629  
ईमेल/Email : adggds426@gmail.com

**Copy to :-**

**1. All Chief Postmaster General for information.**

**Annexure -A**(Annexure-A of the letter no **17-33/2025-GDS** dated : \_\_\_\_\_)

| S.no Issue with Comments of CEPT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Comments of GDS section                                                                                                                                                                                                                                                                                                                                      |
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| <p><b>1. Case Classification to be Done by the System</b></p> <p>It is proposed that the system shall automatically classify cases based on the approved criteria and display the classification to the CCE Members. However, the CCE Members may change the classification, wherever required. In such cases, the system shall display an alert indicating that the system-generated classification has been changed.</p> <p>The following classification criteria are proposed from 1.1 to 1.9</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>1.1 Relaxed Criteria – Applicants Not Meeting Minimum Educational Qualification</b></p> <p>As per the consolidated guidelines, the educational qualification prescribed for GDS Posts vide letter dated 08.03.2019 is <b>“Secondary School Examination pass certificate of 10th standard with passing marks in English and Mathematics as a mandatory educational qualification.”</b></p> <p>Accordingly, the following cases may be classified under <b>“Relaxed Criteria”</b>:</p> <ul style="list-style-type: none"> <li>• Applicants who are below 10th standard qualification/uneducated; or</li> <li>• Applicants who have not studied/passed Mathematics and English at the required level.</li> </ul> <p>It was also informed during the discussions that applicants who have not studied the prescribed local language may also be considered under Relaxed Criteria.</p> <p>However, the local language requirement is <b>office-specific and not division-specific</b>, as different offices within the same Division may have different local language mappings. Hence, it is not technically feasible to classify such cases under Relaxed Criteria solely based on non-study of the local language.</p> <p><b>Clarification/approval is therefore requested</b></p> | <p>Cases not meeting the prescribed educational qualification may be classified as <b>Relaxed Criteria</b>.</p> <p>In case applicant does not studied the local language at least upto 10<sup>th</sup> class, for the Circle/Division , CCE members/AD (Level) may change the status as “Relaxed Criteria” , if system is not able to classify the same.</p> |

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|     | <p><b>regarding the above criteria, particularly with respect to cases where the applicant has not studied the prescribed local language.</b></p> <p>Further, it is proposed that for cases finally classified under “<b>Relaxed Criteria</b>”, only <b>Dak Sevak posts</b> shall be displayed to the applicant for exercising post preferences. In such cases, the classification as “<b>Relaxed Criteria</b>” shall be treated as final for the purpose of displaying Dak Sevak posts and allotting the <b>Dak Sevak Posts</b> and the system will not check educational qualification.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Agreed, based on the final approved status.</p>                                                                                                                                                                                                                                                           |
| 1.2 | <p><b>Earning Member Case</b></p> <p>Cases where the applicant/dependent has income greater than zero may be classified as Earning Member Case.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Agreed</p>                                                                                                                                                                                                                                                                                                |
| 1.3 | <p><b>Missing GDS/Employee Case</b></p> <p>Cases where Registration Type is marked as “Missing” may be classified as Missing GDS/Employee Case.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Agreed.</p>                                                                                                                                                                                                                                                                                               |
| 1.4 | <p><b>Belated Case – Normal Cases / Missing GDS / Medical Discharge/Retirement</b></p> <p>As per the applicable guidelines, any request for engagement on compassionate grounds received after two years from:</p> <ul style="list-style-type: none"> <li>• the date of death of the GDS; or</li> <li>• two years from the date of attaining the requisite eligibility criteria, in cases where no eligible dependent was available at the time of death,</li> </ul> <p>shall be treated as a <b>Belated Case</b>.</p> <p>In case of <b>missing GDS</b>, the counting of two years will start from the official declaration of the loss of GDS.</p> <p>If an applicant is <b>discharged or retired on medical grounds</b>, their dependent can apply within 2 years from the acceptance date of their retirement /discharge on medical grounds.</p> <p>The two-year period is proposed to be calculated with reference to the <b>date of manual application submitted</b>, as captured during Sub-Division Registration.</p> <p><b>Approval/confirmation is requested regarding</b></p> | <p>May be agreed, subject to the applicable provisions of the consolidated guidelines.</p> <p>However, it is clarified that these limits will also apply in the case of dependent of Departmental employees as well and it is understood that the Portal is having suitable provisions for them as well.</p> |

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|     | <b>the above calculation methodology.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                     |
| 1.5 | <b>Rejected Case</b><br>Clarification regarding the criteria for classification as Rejected Case is required.                                                                                                                                                                                                                                                                                                                                                                                                      | Cases once considered by the CCE and rejected but request submitted for reconsideration, now request accepted by DG/HOC/Court etc.. |
| 1.6 | <b>Reconsider Case</b><br>Cases where Change of Person is approved by HOC and a new applicant is considered by CCE may be classified as Reconsider Case. Clarification is sought regarding any other criteria.                                                                                                                                                                                                                                                                                                     | Agreed. No other criteria                                                                                                           |
| 1.7 | <b>Redirected Case</b><br>Cases marked "Consider for Next CCE" in the previous CCE and subsequently pushed to the present CCE may be classified as Redirected Case.                                                                                                                                                                                                                                                                                                                                                | Agreed. May be implemented accordingly.                                                                                             |
| 1.8 | <b>Fresh Case</b><br>All cases other than Rejected, Reconsider and Redirected cases may be classified as Fresh Case, i.e. cases being considered by CCE for the first time                                                                                                                                                                                                                                                                                                                                         | Agreed. May be implemented accordingly.                                                                                             |
| 1.9 | <b>One time relaxation</b><br>Cases registered under the One-Time Relaxation Scheme may be classified as One-Time Relaxation.                                                                                                                                                                                                                                                                                                                                                                                      | Agreed. May be implemented accordingly.                                                                                             |
| 2.  | <b>Validation of Sub-Division ID during Death Registration/Post Preference</b><br><br>It was observed that several offices do not have Sub-Divisions, particularly certain RMS Divisions and newly formed IDC/NDCs.<br><br>The existing Mandatory validation of Sub-Division ID during registration of death may be removed for offices/RMS Divisions/IDC/NDCs where Sub-Division does not exist.<br><br>Accordingly, the post-allocation logic approved by the Directorate is proposed to be modified as follows: | Agreed, it may be removed.                                                                                                          |
| 2.1 | <b>Post Allocation Logic</b><br><br>(a) If the applicant provides post preference, the                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                     |

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|    | <p>system shall process the preference as per applicable rules.</p> <p>(b) Where no preference is provided, the system shall first attempt to allot the vacant posts in office in which the deceased employee/ GDS was working.</p> <p>(c) If the post is not vacant in the office in which the deceased employee/ GDS was working, the system shall proceed for allotting any vacant post in the division.</p>                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Agreed. The proposed modified post-allocation logic may be implemented.</p>                                                                                                                          |
| 3. | <p><b>Reverting Cases from DPS to Division</b></p> <p>After approval by the CCE and movement of the case to the DPS level, it is proposed that the case may be reverted to the Division level <b>only for obtaining clarification or submission of additional documents</b>, wherever required.</p> <p>Since the case has already been processed by the CCE, <b>no modification/editing of the case details shall be permitted</b> after it has been moved to DPS.</p> <p><b>Approval is requested for the above workflow.</b></p>                                                                                                                                                                                                                                                                                                   | <p>Agreed,</p>                                                                                                                                                                                          |
| 4  | <p><b>Moving cases from AD login to DPS login on completion of verification.</b></p> <p>As per present provision, cases are moved to DPS level after completion of AD approval window, all eligible cases are pushed to DPS level at once.</p> <p>During UAT, it was suggested that cases may instead be made available in the DPS Login immediately after verification and approval is completed for the respective Division, without waiting for the closure of the overall AD approval window.</p> <p>Once a division completes the required verification / approval at the AD level, the corresponding cases shall become available in DPS login.</p> <p>DPS may process the cases as and when they become available.</p> <p>There shall be no requirement to wait until the completion of prescribed AD approval window for</p> | <p>Agreed.</p> <p>There shall be no waiting at any stage for completion of case at their stage. Each Individual case should be handled independently at every stage and can be moved independently.</p> |

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|    | all division.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                              |
| 5. | <p><b>DPS Approval/Rejection letter (Post Allocation)</b></p> <p>A formal letter may be generated by the system when DPS approves or rejects a case. (post allocation)</p> <p>Approved format of the DPS approval / rejection /post allocation letter may be shared.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Standardized format is <b>attached</b> . The same will be available in the Division login as well as applicant login.</p>                                                                                 |
| 6. | <p><b>Cases of Departmental Employees Working in CO/RO/PAO in Non-GDS Establishments</b></p> <p>In respect of Departmental Employees working in CO/RO/PAO or other non-GDS establishments, it was directed that one Division shall be nominated for processing such cases, and the CCE of the nominated Division shall process the case.</p> <p>Accordingly, the following workflow is proposed:</p> <ol style="list-style-type: none"> <li>1. A provision shall be made available in the CO Login to nominate a Division for processing such cases.</li> <li>2. Once a Division is nominated, the nominated Division shall carry out the complete process, starting from registration of the case up to post allocation, including all applicable verification and CCE-related activities.</li> <li>3. The nominated Division shall be treated as the processing Division for the purpose of the entire case workflow.</li> </ol> | <p>In a big Circle, it is not feasible to nominate only one Division for all such cases; hence HOC may nominate more than one Divisions (nearby Division) in the Circle for processing such cases.</p>       |
| 7. | <p><b>Representation/Reconsideration Request:</b></p> <p>Whether the Reconsideration Request and Representation against the Rejection (As per para 21 of consolidated guidelines) are one and same. Reconsideration Request workflow is already approved vide letter dated 11.05.2026 will be made available in the system.</p> <p>However, if the representation is different from reconsideration, it may be clarified whether the case against which representation is given by the applicant, whether the HOC will directly approve the case if satisfied with the representation or will direct the case to be reconsidered.</p>                                                                                                                                                                                                                                                                                              | <p>No, reconsideration is during change of person or post.</p> <p>Representation is against the rejection as per para 21 of consolidated guidelines.</p> <p>HOC will direct the case to be reconsidered.</p> |



**Annexure -B****(Annexure-B of the letter no 17-33/2025-GDS dated :\_\_\_\_\_)**

**Government of India**  
**Ministry of Communications**  
**Department of Posts**  
**O/o \_\_\_\_\_ Division /Unit \_\_\_\_\_ Circle.**

Memo No:

Date:

**Subject: Compassionate engagement case of Sh/Ms \_\_\_\_\_**

This is regarding review of case of **Shri/Smt./Kum. [Name]**, dependent of Late **[Name of Deceased GDS/Employee]**, for engagement as **GDS on compassionate as** ground.

2. The request for engagement as GDS on compassionate ground was examined by the Committee on Compassionate Engagement (CCE) of the < Name of the Division/Unit> Division in its meeting held on < Date> along with supporting documents submitted.

3. Your case has been approved for the Post of GDS subject to fulfillment of the prescribed eligibility conditions and completion of all necessary formalities. The final post allocation will be done separately.

Or

Your case has been rejected due to < reason for rejection> , however you may submit representation against such rejection within 3 months.

**< Name of Division Head>****Address.**

**\* The letter will be generated once approved/rejected by DPS and letter copy will be available in Division and applicant login. A copy of the same may also fwd to the email id of the official.**