Dak Bhawan, Sansad Marg
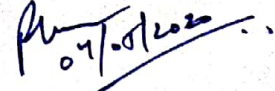New Delhi-110001

Dated: 4th May 2020

To

All Chief Postmasters General

Subject: Regarding Standard Operating Procedure (SOP) & Standard remarks to Service requests for liquidation of pendency of Service requests received through Post Info App and URL.

This is regarding the introduction of a new service feature in **"Post Info App"** for submission of service request by the customers for availing the various postal services for essential and medical items by the Department of Posts and the Website URL https://ccc.cept.gov.in/covid/request.aspx for the same has also been developed in view of the unprecedented situation arising out of the Covid-19 situation.

2.   In this context, kindly find enclosed Standard Operating Procedure (SOP) as well as Standard Remarks for liquidation of pendency of Service Requests received through Post info App and URL.

3.   This issues with the approval of competent authority.

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STANDARD OPERATING PROCEDURE ON URGENT SERVICE REQUISITION RECEIVED OVER POST INFO APP DURING COVID PANDEMIC FOR REQUISITION FOR POSTAL SERVICES AND UNIFORM RESOURCE LOCATOR(URL) ADDRESS

CHAPTER-I

A) Introduction-

Post Info app is a citizen centric mobile application of the Department of Posts for providing information about postal services to the customers. A new service feature of submission of request by the customer for availing the various postal services for essential and medical items have been introduced by the Department of Posts.

B) Objective-

The objective of this service is as under:

i)   To facilitate the customer by providing the essential postal services at the doorstep of the customer in view of the unprecedented situation arising out of the Covid-19 Pandemic.

ii)   To provide necessary support to the customer for availing various online services of the Department of Posts.

C) Overview -

Department of Posts offers various services viz. mail, financial, retail etc. To avail the services, one has to visit the post office. In order to further facilitate the customer, the Department of Posts has started the **"Service at Doorstep on request"** for the needy particularly to the Senior Citizens & Divyang-jans. This will also be helpful in providing the necessary postal services in emergency situation like sudden outburst of the Covid -19.

This request service will be provided through Post Info App and a dedicated Uniform Resource Locator address http://ccc.cept.gov.in/covid/request.aspx.

D) Scope of the Standard Operating Procedure- The Scope of the SOP is as follows:

(1)   Services Available for the customer

(2)   Ways to Avail the Services

(3)   Procedure to be followed by the Customer for availing the service

(4)   Transmission of Request of Customer

(5)   Action to be taken by the Department of Posts (Postal Division i.e O/O Senior Superintendent of Post Office, Superintendent of Post Offices, Chief Post Master) for fulfillment of request

(6)   Fulfillment of request by the post office & its intimation to the Postal Divisional Office headed by Senior Superintendent of Post Office, Superintendent of Post Offices, Chief Post Master

(7)   Updation of status of Request & confirmation to the customer

(8)   MIS at Various level

(9)   Other facilities

(10)   Additional Charges

(11)   Exceptions

CHAPTER-II

(1) Services Available for the customer-

The following services are available for the customer:

a) **Mail Booking-**

The mail booking service is available only for booking of the medical items and essential items listed by the Government of India & State Governments through various products/ services of the Department of Posts viz, Speed Post, Registered Articles, Parcels etc.

b) **Mail Delivery-**

The mail delivery service is available only for the delivery of medical items and essential items listed by the Government of India & State Governments in various products/ services of the Department of Posts viz, Speed Post, Registered Articles, Parcels etc

c) **Financial Services-**

The financial services includes delivery of electronic money order, Aadhar enabled payment system(AePS- It allows online interoperable banking services to the customers of any bank having bank account linked with Aadhar through the India Posts Payment Bank).

d) **India Post Payments Bank (IPPB) Services-**

It includes new account opening in IPPB and deposit & withdrawal of money from IPPB account.

e) **Online Service Related-**

This includes addition of eMail and mobile number to the PLI policy. After doing this, a customer can make online payment of the Postal Life Insurance(PLI) premium on visiting the webpage https://pli.indiapost.gov.in/CustomerPortal/PSLogin.action and linking of post office saving bank account to India Posts Payment banks account for availing various services offered by IPPB.

f) **Others-** This includes services of Post Office Savings Bank schemes' offered by the Department viz deposit, withdrawal from POSB account, Account opening, passbook printing, credit of social security,NSC/KVP issue, NSC/KVP discharge, interest statement and supply of ration/ milk & others.

2) Ways to Avail the services-

The customer, who wishes to avail the services offered by the Department in the Covid-19 pandemic , can submit the request by using the following two ways:

a) Website Uniform Resource Locator (URL) Address - http://ccc.cept.gov.in/covid/request.aspx.

b) Post Info App- It can be downloaded from the google play store

3) Operating procedure for customer wishing to avail the services, through –

A) Website Uniform Resource Locator (URL) Address (http://ccc.cept.gov.in/covid/request.aspx) –

To avail the service, the customer is required to do as under:

i) To enter the above website URL in search engine, the webpage having title- **COVID-19 REQUEST SERVICE** will open.

ii) The customer is required to fill in the requisition form by filling the entries in the provided space, which includes Name, Address, Pin Code, e-Mail Address, Mobile Number and select the requisite category of service from the available category of services in the dropdown viz- Mail Booking, Mail Delivery, Financial Services, Online Service Related and Others.

Note- Filling of all the fields is mandatory.

iii) After selecting the correct service from the dropdown menu , another drop down appears which includes the services available for request in the category of service selected as under,The customer is required to select the requisite service.

aa) **Mail Services-** Booking of medical items

Essential items

bb) **Mail Delivery** – Delivery of medical items
Essential items

cc) **Financial Services-** electronic Money Order,

Aadhar enabled payment system (AePS)

dd) **India Post Payments Bank (IPPB) Services-**

New account opening

Deposit of money

withdrawal of money.

ee) **Online Service Related-**

PLI Online Payment (Add Email & Mobile no. to Policy)

Link SB Account to IPPB

ff) **Others-**

POSB deposit,	Passbook Printing
POSB Withdrawal	credit of social security
Account opening,	NSC/KVP issue

NSC/KVP discharge,
supply of ration/ milk

interest statement
& others

iv) After selecting the correct service request, the customer is required to verify the mobile number by clicking on the " **Request OTP**" box (available in blue colour). After clicking, the customer will receive a unique One time password on the mobile number entered by the customer. If in case the OTP is not received then, the customer has to click the " **Resend OTP**" box (appear in yellow colour). The customer has to enter the OTP in the box. After entering the OTP, the customer has to submit the request by clicking on the icon "**Confirm Service Request**"(appears in blue colour).After submission of the request a unique request reference Number is generated and displayed on the screen in red colour). The same request reference number is also sent to the customer through SMS on the entered mobile number and on the entered email address.

B) Through Post Info App-

i) The customer who wishes to avail the requisition services through Post Info App has to submit the request through the app.

ii) After successful downloading and installation of the app, the customer is required to enter in the app by clicking on the app icon available on the screen of the mobile phone of the customer, the **"home screen"** will appear on the screen of the mobile with the 8 categories of icon- Service request, article tracking, post office search, postage calculator, insurance portal, interest calculator, feedback and complaint tracking.

iii) The customer is required to click on the " **SERVICE REQUEST**" Icon. On clicking of the icon, the page having title- **COVID-19 REQUEST SERVICE** will open.

iv) Now the customer is required to fill in the requisite entries by following the procedure mentioned in the point 3 (A) (i) to (iv) above.

4) Transmission of Request of Customer-

As soon as the customer submits his/ her request, the submitted request is transferred to the concerned postal division office headed by Sr. Superintendent of Post Offices, Superintendent of Post Offices, Chief Post Master on the basis of the pin-code of the area entered by the customer at the time of filling up the requisition page. The submitted request will be available to the Postal Divisional Office in the PostMan Mobile App (PMA) website URL http://apps.indiapost.gov.in/pmamis/ .

5) Action to be taken by the Department of Posts (Postal Divisional office) for fulfillment of request-

a) The designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc.) of the Division office control room is required to visit the URL of PMA http://apps.indiapost.gov.in/pmamis/ . A webpage having heading "**POSTMAN DELIVERY APP PORTAL**" will appear. The designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc) is required to login in the portal by clicking on the login icon appearing in the right end of the webpage. On clicking on the "**login**" icon, a page will open requiring filling in the username and password. All the Postal division offices are already provided the username and password of the Postman Mobile app portal by which they are monitoring the delivery performance, active status of the office/ mobiles etc.(If in case, the username and password is not known, then the regional office/ circle office may kindly be contacted for the same). After filling in the username and password, the captcha appearing is required to be filled in the space provided. After doing the same, login is to be done by clicking on the login icon.

b) After login, the screen appear s having the four icon on top page, one has to click the Covid icon. On clicking, a screen containing the details of number of request received so far in the division along with the number of request pending and completed appears.

c) One can also generate the report for the particular office for a particular time period by entering the 'from and to' date, selecting the appropriate status , service type & name of the office from the dropdown and clicking on the " fetch" icon. The report will

be generated containing the Name, address, contact number, service, mobile number, email number etc.

d)   The designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc.) of the Division office control room will attend the request by contacting the customer through mobile number. The customer may be informed about the necessary requirements required by the Department of Posts in serving the customer and details of the postal official who would contact the customer for the fulfillment of the request.

e)   The designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc.) of the Division office control room will direct the Postmaster/ Sub-Postmaster of the concerned post office of the area of customer to do necessary action for disposal of the request by quickest possible means of communication intimating the details of the customer. A communication in this respect shall also be send to the concerned post office (through post and email).

6) **Fulfillment of request by the post office & its intimation to the Divisional Office headed by Senior Superintendent of Post Office, Superintendent of Post Offices, Chief Post Master -**

a) On receipt of the information about the request, the Postmaster/Sub-Postmaster will contact the customer and arrange/provide the requisite service to the customer.

b) After fulfillment of the request, the Postmaster/ Sub-Postmaster will intimate the fulfillment / reason of non fulfillment (wrong address, addressee no available etc.) to the designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc.) of the Division office control room through quickest possible means of communication. A communication in this respect shall also be send to the Postal division office (through post and email).

7) **Updation of status of Request & confirmation to the customer**

On receipt of information of the fulfillment of the request from the Postmaster/ Sub-Postmaster, the designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc.) of the Division office control room shall update the status of the request in the PMA portal. This can be done by clicking on the request reference number, On Clicking, a separate web page with the heading " **Request Details**" will appear containing the name of circle, region, division, office, customer name, address, email, mobile number, request service, comment status, amount & account number(in case of financial transaction), Office comments and Transaction Reference number. The designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc.) of the Division office control room is required to enter the transaction reference number along with comments(**from the approved set of comments)** and after filling the fields required to click on the " **Completed**" icon appearing in blue. On updation of the status of the request, a notification of the same will automatically send to the customer through the SMS on the mobile number and email of the customer.

Note- No other comment than the one from the approved set of comments shall be submitted by the designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc.) of the Division office control room at the time of updation of status of the request reference.

8) **Management Information System(MIS) at Various level-**

The MIS of the system is available to the Divisional office, Regional office and Circle Office upto each Sub Post Office, Head Post Office, Division, Region, Circle under their jurisdiction. The designated officer/official (for the purpose of monitoring & review) will see the report by following the procedure as mentioned from 5 (a) to (c) above and take necessary action for early fulfillment of the request.

Note- The designated officer shall not be less than the rank of Assistant Postmaster General/ Assistant Director Postal Services in the Circle Office/ Regional Office.

MIS is also available at the Postal Directorate level through which the category of services wise viz. Mail Service, Financial Service, Online service related, IPPB Others, statistics- Name of the Circle, Request received, Request Completed & Request Completed are available. The concerned respective Division of the Postal Directorate will monitor the same on daily basis by following the procedure as mentioned from 5 (a) to (c) above and take necessary action for early fulfillment of the request.

PO Division (Nodal Division) will share the username and password of the Directorate level MIS with the other concerned Divisions of the Postal Directorate.

9) **Other facilities –**

The track and Trace facility of the request is available for the customer. He/ she can do this by going to the **COVID-19 REQUEST SERVICE** page by following the procedure mentioned in point 3 (A)(i) in case of webpage URL or 3(B)(ii) & (iii) above. The customer is required to click on " **Click to track your Request**" link (available in Blue colour). By clicking, the page having heading " **Track your Request**" will appear. The customer is required to fill either his/ her mobile number entered at the time of submission of request or the Request Reference Number and click on **Fetch** icon. The status of the request will appear on the screen.

10) **Additional Charges-**

No additional charges for providing the services shall be charged from the customer

11) Exceptions-

Looking to the ongoing situation, the services request submitted by the customer may take some time for fulfillment. The services are not available in the restricted area notified by the State Government viz. Shield area in Delhi, Hot Spot in Mumbai, Red Zone in Uttar Pradesh etc from time to time. Postal employees shall provide the service to the customer after following all the guidelines/ instructions and by taking all the precautionary measures issued by the Central/ state government in respect of Covid-19

PRESCRIBED STANDARD COMMENTS TO BE ENTERED WHILE UPDATING THE STATUS OF THE REQUEST BY THE DESIGNATED OFFICER/ OFFICIAL(SSP/SP/CPM/ASP/IP/PM ETC) IN THE DIVISION OFFICE CONTROL ROOM

The following is the list of approved standard set of comments to be updated while updating the status of the request by the designated officer/ official(SSP/SP/CPM/ASP/IP/PM etc) in the division office control room:

Sl. No.	NAME OF THE SERVICE SELECTED BY THE CUSTOMER	SUB CATEGORY	STANDARD COMMENTS
1	Mail service- Delivery Essential Items/ Medical items	--	Fulfilled. Item is delivered on dated.......
			Unfullfilled. a) Due to Non essential/ medical items viz.... b) Address is of prohibited area viz shield, hotspot, redzone etc. c) request for supply of medicine from market
2.	Mail service- Booking Essential Items/ Medical items	---	Fulfilled Item is booked vide article number.......
			Unfulfilled.. a) Due to Non essential/ medical items viz.... b) Customer denial c) Address is of prohibited area viz shield, hotspot,

			redzone etc.
3.	Financial Service	eMoney Order Delivery	Fulfilled..
			Amount of Rs... paid on dated...
			Unfulfilled...
			a) Payee in Quarantine
			b) Address is of prohibited area viz shield, hotspot, redzone etc.
			c) Payee not available
		Aadhar enabled Payment	Fulfilled..
			Amount of Rs. Withdrawn vide transaction ID No.
			Un Fulfilled...
			a) Payee in Quarantine
			b) Address is of prohibited area viz shield, hotspot, redzone etc.
			c) Payee not available
			d) Customer denial
4.	India Posts Payment Bank	A) Withdrawal B) Deposit C) Account Opening	Fulfilled..
			Amount of Rs. Deposit/Withdrawn vide transaction ID No.
			IPPB account number ....opened.

			Un Fulfilled... a) Payee in Quarantine b) Address is of prohibited area viz shield, hotspot, redzone etc. c) Customer not available d) Customer denial
5.	Online Related	Addition of email & Mobile Number to Policy for PLI Online payment	Fulfilled.. Mobile number/ email added to PLI policy Number... Unfulfilled.. a) Other than the mentioned service.

		Link SB account to IPPB	Fulfilled..
			
			 SB account number ... linked to IPPB
			
			 Unfulfilled..
			
			     a) Silent SB Account
			     b) SB Account Number Mismatch
			     c) Customer Denial

6.	Others	POSB Account
		
		     a) Request for Deposit
		     b) Request of Withdrawal
		     c) Request for Balance
			Fulfilled..

		Enquiry d) Request for Opening of new account	Unfulfilled..
		e) Request for passbook printing f) Request for credit of social security g) Request for NSC/KVP issue	We regret for the inconvenience. Kindly visit nearest post Office for further assistance.
		h) Request for NSC/KVP Discharge i) Request for Interest Statement j) Supply of Ration/ Milk etc** k) Any Other	**The request for supply of Ration/ milk etc may be communicated to the State government authorities by sharing the details of the customer.