

MOSTLY USED FINACLE WORKFLOW with Command

- **CIF (Customer Information File)**
- **CREATION** – invoke **CCRC** > Function – Add > Go > Title > First Name > Middle Name > Last name(here give the full name) > father/husband name > Date of birth > Gender > Tax status > PAN no > Income > Income type > Occupation type Document Details > document type > Doc code > enter ID > if more documents submitted click on expands > preferred tag yes/no (one documents has to select yes) > fill address detail > fill Phone email detail > TDS table code > primary relationship manager ID enter CIFRM > short name > Submit and note down CIF No. verify it by Super invoking CCRC
- **MODIFICATION** – invoke **CMRC** > Function – Modify > make necessary modification > Submit > Verify it by Super invoking CMRC
- **MERGER** – invoke **HCCA** > Function- Modify > A/c no whose cif has to change > Go > Old CIF id > New CIF id > Reason Code > Submit > verify it by HCCA
- **CICD** can be used to know CIF id of an accounts and CCIFINQ is used to know CIF by entering ADHAR NO or MOBILE NO]
- **ACCOUNT OPENING**
- **SB**- invoke **CASBAO** > Function- O-open > give CIF id > scheme code > GO > mode of operation > NOs of documents > Doc-code > Doc date > fill related party and nomination details if any > Submit > OK > Note A/C NO. (Verify it by Super invoking **CASBAV**)
- **RD**- invoke **CRDOAAC** > Function- O-open > give CIF id > scheme code RDIPN > GO > mode of operation > Monthly Instalment > transaction type > debit A/C no if transaction type is transfer > documents details > nomination details if any > submit > flow id > submit > Note RD A/C NO and Transaction ID (if it is opened by agents then give agent id near monthly instalment box) (verify it by Super Invoking CRDOAACV)
- **SSA & PPF**- invoke **CPPFAO** > Function- O-open > give CIF id > scheme code > GO > mode of operation > NO s of documents > Doc-code > Doc date > submit > verify by CPPFAV.
- **TD, MIS, KVP, NSC, SCSS** – invoke **CMISAOP** > Function- O –Open > Product Group > Scheme Code > Go > mode of operation > Deposit amount > agent id if any > nomination detail if any > transaction type > document detail > interest credit account > renewal option > submit



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- > flow > submit > Note down A/C NO and Transaction ID > verify It by Super invoking CMISAOPV.
- **RD LOAN A/C-** invoke **CAOLARD** > Function –Open>CIF ID >Scheme Code – LARD >Go >Name>Loan Amount> instalment frequency>amount>Submit >OK note loan A/C id >verify with **CAOVLARD**
 - **MODIFICATION OF AC**
 - **SB – CASBAM, RD – CRDACM, SSA/PPF – CPPFAM, TD/MIS/SCSS/KVP/NSC - CMISAM**

Finacle Menus for e-KYC (New Account Open)

S.No.	Menu	Purpose
1	ECCRC	e-KYC CIF Creation and Changing the existing CIF to e-KYC CIF through Re-KYC process
2	ECMRC	e-KYC CIF Modification

e-KYC Account Modification



S.No.	Menu	Purpose
1	CASBAO	Provision of Opening of Single – Individual (Adult) types of POSA Account through e-KYC
2	CASBAM	Provision of Modification through e-KYC
3	CTM	Option for Transaction in POSA Aadhaar Authentication and through Paper based Pay-in-Slip/Withdrawal form
	CXFER	
4	CICD	System will show masked Aadhaar (XXXX-XXXX-1234) number for the e-KYC CIF

- **DAILY TRANSACTIONS**
- **SB DEPOSIT / WITHDRAWAL** - invoke **CTM** >Function – Add > Function Type – deposit or Withdrawal >Go >AC No credit >Amount >Submit
- **RD DEPOSIT** - invoke **CRDP** >Function – Add >Transaction type > Go >AC No >Amount >Submit



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- **RD LOAN PAYMENT** - invoke **LARDD** >Function – Disbursement >loan A/C id >Amount > mode of disbursement > credit account id if required >Submit > ok
- **RD LOAN REPAYMENTS** – Partly – invoke **HLAUPAY** final- invoke **HPAYOFF**
- **SSA/PPF DEPOSIT** – invoke **CPDTM** >Function – Add >Transaction type >Type – Normal contribution > Go >AC No credit >Amount >Submit
- **SSA/PPF withdraw** – invoke **CPWTM** >Function – Add >Transaction type >Type – Normal Withdrawals > Go >AC No debit >Amount >Submit
- **TD/MIS/SCSS INTEREST PAYMENT**- Invoke **HTM** >Function – Add > transaction type C/NP Cash Normal payments > Go > Next screen comes > Debit A/C id Sundry A/C no > enter amount > Ref No – A/C No> restore value additional part transaction > Go > next screen comes > delete both start amount and end amount > Ref No- A/C NO > Go> click check box> Accept > back to previous screen > Post /Submit
- **APPROVAL OF HIGH VALUE WITHDRAWAL**- Invoke **EXCW** > Function – Modify > enter the account number > Click on search mirror in Request ID and select > GO > Approve or Reject > Submit
- **[SUNDRY A/C => MIS - SOLID+0337, SCSS - SOLID+0338, TD - SOLID+0335, 1YR TD - SOLID+0129, 2 YR TD – SOLID+0130, 3 YR TD – SOLID +0131, 5 YR TD –SOLID +0132]**
- [all above transaction id has to be verified on the same command]
- **CLOSING OF ACCOUNTS**
- **SB/SSA/PPF** – invoke **HCAAC** > Function –Close > A/C ID > Go > Transaction Type - Cash or Transfer > Give repayment A/C > Submit verify by invoking **HCAAC**
- **RD** – invoke **CRDCAAC** > Function – Trail Close/Close > A/C ID > Go > Click on check box Close > Close Reason > Select Cash or Transfer > Give repayment A/C > Submit
- Verify it by **CRDCAAC**
- **RD LOAN AC** – invoke **CAACLA** > Function – Close > A/C ID > Go > Click on check box Close > Close Reason > accept > Submit verify it by **CAACLA**
- **TD,MIS,SCSS** -- invoke **HCAACTD** > Function – Trail Close/Close > A/C ID > Go > Click on Close detail Tab> Close Mode > Click on Closer Exception Tap > Close Reason > Submit > Note down Id verify it by invoking **HCAACVTD**



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- [for KVP and NSC invoke CSCCAAC for single AC and CNSBCV for Bulk AC closer verify by the same command]
- **AGENT RELATED**
- **CREATION** – Invoke **HDSAMM** > Function – Add > DSA ID > click on Go > DSA turnover Frequency –Daily > Next turnover Date – 31/12/2099 > commission Credit AC > Tax Code – TDSAG > expand arrow to expand the page > agent type> license expiry date > Set ID – SOL ID > Scheme Code > payment frequency – Daily { for more scheme click on Add } > click on Commission Parameter Tab > Fixed commission start date – Give Next date > submit >OK
Verify with the same command
- **MODIFY OR RENEWAL** – Invoke **HDSAMM** > Function – Modify > DSA ID > click on Go Click on General Tab > For renewal modify the license expiry date> click on Commission Parameter Tab > Fixed commission start date – Give Next date > submit >OK (**Verify with same command**)
- **AGENT INQUIRY** - Invoke **HDSAIP** > Function – Display > SOL ID > click on Go LIST POSTING - Invoke **HAGTXP** > Function – Modify > AGENT ID> Give Reference No > click on Go > tally the figure > POST (**Verify with same command**)
- **SOME OTHER WORK FLOW**
- **ATAL PENSION YOJANA** – Invoke **CAPY** > Function – Add > Go > AC ID > enter required field > submit Verify With same command
- **ATM CARD ISSUE** – Invoke **CCMM** > Go > enter required field > submit Verify with same command
- **Cash Loading in ATM** - Invoke CTM > Withdrawal > SOL ID + 0005
- **Cash Removal in ATM** - Invoke CTM > Deposit > SOL ID + 0005
- **ADD INVENTORY AT SO** – Invoke **HIMC** > Function – Add > Go > From Location Class – ZZ > From Location code – EXT > To location class– DL > To location code – DL > Accept > Select Inventory Class / Type from searcher > Inventory Alpha > Start No > End No > Validate > if another inventory is to be add then Click on Add > submit (**Verify With same command**)
- **ADD INVENTORY TO Employee** – Invoke **HIMC** > Function – Add > Go > From Location



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- Class – DL >From Location code – DL > To location class– EM> To location code – Employee ID > Accept > Select Inventory Class / Type from searcher > Inventory Alpha > Start No > End No > Validate > if another inventory is to be add then Click on Add > submit (**Verify With same command**)
- **ISSUE CHQUE BOOK** – invoke **HICHB** > GO > A/c ID > Acknowledgment obtain –Yes > Cheque Type – CHQ > GO > Select The cq book Serial No > Submit (Verify with same commands)
- **PMJJBY or PMSBY** - invoke **CPMY** > Function – Add > AC ID > Go > enter required field > submit (Verify With same command)
- **Find out New AC No.** – Invoke **CNAC** > Go > Enter SOL ID + Scheme + Old AC No. or Certificate No > Submit
- **END OF DAY COMMANDS**
 - 1) **HTCPIAE** – These commands in used to know the teller cash balance. Invoke the commands >Go> Select the employee ID> The balance in hand should be zero (which is automatically zero while done through POS)
 - 2) **HCASHPND** – Check before EOD that there is no difference in cash in hand and cash in teller ID
 - 3) **HFTI** – invoke the commands >Go>Transaction Status select as E-enter and P-posted > Submit if there found any transaction then modify or verify as required.
 - 4) **HAFI** – This command is used to know about unverified accounts. Invoke the commands > Go > in Ref No Give . (Dot) or two spaces > Entered on – Give Current dates > Authorised –select not Authorised > Go
 - 5) **HIMI** – Invoke the commands > Go > Transaction date – current date > Submit
 - 6) **HFINRPT** – Use this command for Reports Generation
 - 7) **HPR** – Use this command for report printing
 - 8) **HISCOD** – this command is used to do EOD. Invoke the command > SOL ID is auto populated Give 0(zero) in Hours & 1(one) in Minutes Fields > Go batch job will be invoked with an ID
 - 9) **HSSI** – this is used to know the status of day end.



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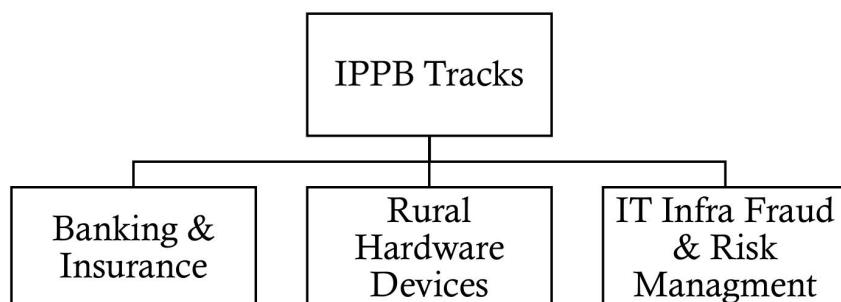
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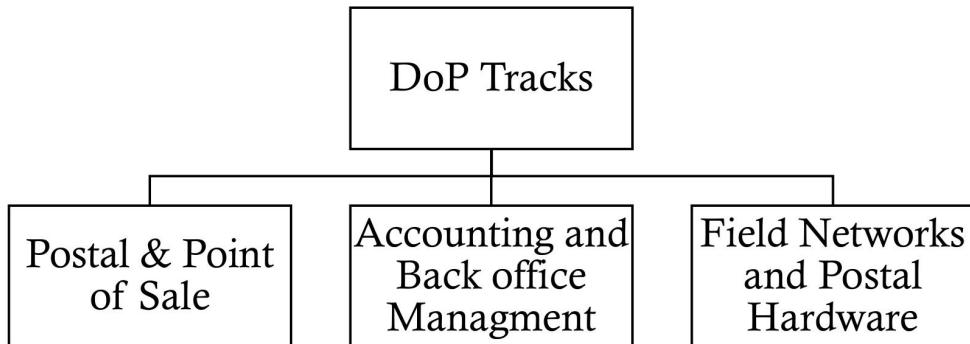
Advanced Postal Technology 2.0 (APT 2.0)

- Cabinet has approved IT Project 2.0 on January 19,2022. For an outlay of Rs.5785 Cr. to be incurred for a period of eight years from 2022-23 to 2029-30
The details of year wise expenditure incurred under IT Modernization Project from FY 2015-16 till date are as below –

Year (FY)	Expenditure (Rs. In Crore)
2015-16	307.19
2016-17	188.41
2017-18	415.63
2018-19	375.32
2019-20	384.68
2020-21	802.02
2021-22	765.33
2022-23	1087.48
2023-24 (so far)	445.41

- Dual structure needs to be avoided and only India Post Payments Bank to be used for Banking, Insurance and other financial need.
- Core Postal Operations should be the domain of DoP and rest of operation should be merged with IPPB for providing a more integrated inclusive financial and other services to the customers.
- Steering Committee empowered to modify the financial and physical parameters of the project which does not lead to substantial change in scope.
- Transition Decisions – Decision made by the Steering Committee of Ver 1.0 to transfer the contract management of to IPPB for the following –
 - DATA CENTRE: - The data centre facility after the expiry of the current contract w.e.f. April 1,2022
 - NETWORK: - Network Integrator after the expiry of the current contract w.e.f. April 1,2022.
 - BANKING AND INSURANCE: - Banking, Insurance and AML after the expiry of the current contract w.e.f. 29.08.2022





Project Steering Committee: -

- Sanction all project under DoP IT 2.0 including contract cost.
- Revise the estimates under the overall outlay approved by the MoF.
- Flexibility to modify the financial and physical parameters of the project which does not lead to substantial changes in the scope.
- Monitor and review the implementation of the project and ensure timely completion.

Technology Advisory Group: -

- Advice the DoP on Technical Matters.
- The Group shall be constituted by the Secretary (Posts). The Steering Committee members can also be part of the TAG.

Project Evaluation Committee: -

- It will be chaired by Secretary Posts. Member (Technology), Respective chairman of PMC, ASFA, One representative from the field (CPMG/PMG) as members and DDG Technology as Convener.
- Scrutinize all deliverables and shall authorize the payment/release of funds to IPPB.

Project Management Committee: -

- The functional division head will chair the respective committee with concerned IFA, other functional heads of tracks, PMG/DPS from Field, and GM (CEPT) as members. Director (Tech)/ADG (Tech) will be Member Convenor.
- Responsible for business requirements, SRS (Software Requirement Specifications), UAT (User Acceptance Test), Training and GOlive management for both DoP and IPPB tracks.
- Prepare EOI (Express of Interest)/RFPs (Request for Proposal)/SLA (Service Legal Agreement)/MSA (Master Service Agreement)
- Complete owner of the track.
- Responsible for O&M (Operation and Management) phase.
- Access and approve the new requirement and changes required in consultation with the technology division.



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CEPT: -

- Assist PMC in preparation of scope of work, EOI/RFPs., Bid evaluation, and Master Service Agreement.
- Monitoring of Deliverables and the SLA (Service Legal Agreement).

S.No	Component	Version	Current Management	Future Management
1.	Data Centre Facility	1.0	DoP	IPPB*
2.	Network Integrator	1.0	DoP	IPPB*
3.	Financial System Integrator	1.0	DoP	IPPB*
4.	Remaining Contracts	1.0	DoP	DoP
5.	Financial tracks Hosting, Security, Server infra & Network	2.0		IPPB
6.	Banking & Insurance Application	2.0		IPPB
7.	Fraud & Risk Application	2.0		IPPB
8.	Tablet/Mobile procurement as a replacement of RICT Devices	2.0		IPPB
9.	Mail Management Application (Postal Logistics and back-office mail management, (Front end channel apps/website, eCommerce, Philately	2.0		DoP
10.	Field IT Infrastructure (other than RICT device replacement), Network connectivity, DoP tracks hosting, Business Continuity plan of DoP	2.0		DoP
11.	Finance, Account, Reporting, Analytics, Application, Inventory, CRM etc. Human Resource and Postal Network Management Application	2.0		DoP

*Contract handed over to IPPB w.e.f 01.04.2022



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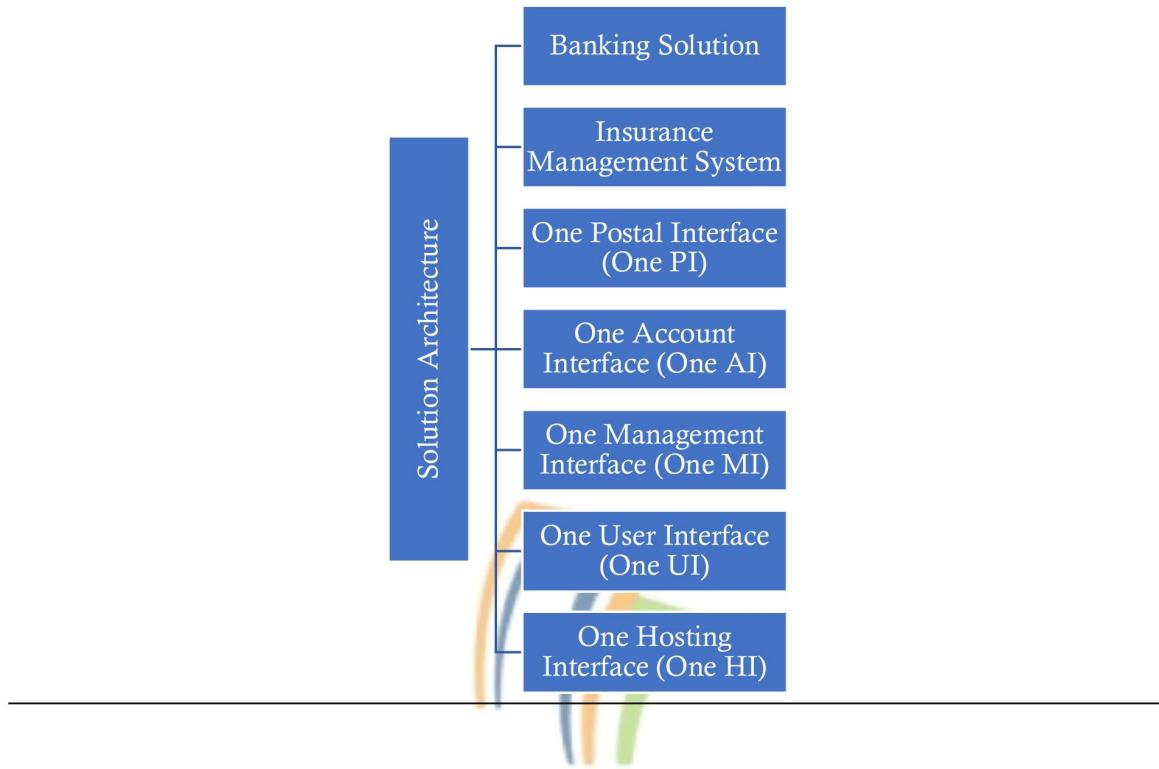


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Solution Architecture: -



Advanced Postal Technology 2.0 (APT 2.0) is a comprehensive digital infrastructure upgrade for India Post's network of over 1.7 lakh post offices, designed to modernize postal. This IT 2.0 initiative, developed by the Centre for Excellence in Postal Technology (CEPT), aims to deliver faster, smarter, and more customer-centric services, replacing older systems like SAP and Darpan 2.0 to enhance efficiency and transparency in postal operations.

Key Features of APT 2.0

- **Digital Payments:** Customers can use UPI-based digital payments via QR codes for services such as Speed Post, Registered Post, and Parcels, reducing cash reliance.
- **OTP-Based Delivery:** A new OTP (One-Time Password) based system ensures the security and privacy of deliveries.
- **Real-Time Tracking:** The system provides real-time tracking for parcels and mail.



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- **Unified Customer Platform:** A single window platform (Customer Self Service Portal) and the Dak Seva App offer various postal facilities for retail and bulk customers, including self-booking and pick-up services.
- **Modern User Interface:** The system features a modern, user-friendly interface for both staff and customers.
- **GPS Facility:** Postmen are equipped with GPS-enabled devices to improve delivery efficiency.
- **DIGIPIN:** Future integration includes a 10-digit alphanumeric DIGIPIN for improved accuracy.
- **Benefits of APT 2.0**
- **Improved Customer Experience:** A more user-friendly interface and faster service delivery lead to better customer satisfaction.
- **Increased Efficiency and Transparency:** The digital integration of services and the cloud-based network make operations faster and more transparent.
- **Enhanced Reliability:** The new system makes postal services more reliable, accessible, and smarter than before.
- **Digital Transformation:** APT 2.0 is a significant step in India Post's IT 2.0 modernization project, integrating postal services into digital and online modes.

Rollout and Implementation -

- First Pilot Office - Ittigegud SO & all its BO in Mysuru Division was rolled out on 15.05.2025
- First Pilot HO - Mysuru HO (including associate offices) & all its SOs/Bos was rolled out on 04.06.2025
- First Pilot Division - Complete Mysuru Dn. (including RMS), One HO (along with its SOs/BOs) in each Division and all DOs/ROs/PAO/CO of Karnataka Circle – 17.06.2025
- First Pilot Circle – Karnataka Circle was rolled out on 24.06.2025
- Complete Rollout of All Circle – 05.08.2025
- Rest of the Offices – PSDs, Civil/Electric wing, Directorate, RLO & CEPT – 12.08.2025
- The system is hosted on the Government of India's MeghRaj 2.0 cloud platform (NIC) and supported by BSNL's nationwide connectivity.



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IT 1.0	IT 2.0
POS & Back Office (Offline)	APT 2.0 web based Internal Portal (Online)
SAP (Online)	APT 2.0 web based Internal Portal (Online)
IVPS (Integrated Postal Verification System) in SAP	Bag Management in APT 2.0
DPMS (Delivery & Postman Management Service) in SAP	PDMS (Postman & Delivery Management Service)
Darpan 2.0 for Branch Office	IMA (Internal Mobile App) for Branch Office Now known as DREAM (Digital Rural Enterprise Application for Mobiles) App
PMA (Postman Mobile App) for Postman	DSS (Door Step Services) App for Postman
TOTP/OTP was not in functioning	TOTP App (Time-Based One-Time Password)/ OTP based secure login
Device Registration was not in functioning.	Device Registration (Desktop, Laptop & Mobile)
Not available in IT 1.0	Customer Self Service Portal

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Step by Step Basic functioning of APT 2.0

S.No.	Name of Modules/Card	For which purpose used	Sub Card
1	Bag Management	Management of Bag Operations	<ul style="list-style-type: none"> ○ Bagging Operations ○ Supervisor ○ Bag Reports ○ Tools ○ Internal tracking ○ Reports ○ Advance Bagging Ooeration



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2	Booking Solution	Management of Counter Operations	<ul style="list-style-type: none"> ○ Quick Book Domestic ○ Quick Book International ○ Mail Booking ○ Money Remittance ○ Retail Services ○ Counter Operations
3	Postman and Delivery Management	Management of Postman & Delivery	<ul style="list-style-type: none"> ○ Shift Begin/Shift End ○ eMO View/Print ○ Delivery Option ○ Beat Mapping ○ Batch-Beat Management ○ Bulk Addressee/Bulk Payee Mapping ○ Postman Sorting ○ Reports
4	Sub Account	Management of Sub Account	<ul style="list-style-type: none"> ○ Slips & Bags ○ Account Verification (daily account, summary) ○ Error Management ○ ECB Management ○ Reports
5	Treasury	Management of Treasury	<ul style="list-style-type: none"> ○ Cash/Cheque ○ Stamps/Stationary ○ IPO ○ Approval ○ Reports ○ Tools
6	Inventory Management	Management of Inventory	<ul style="list-style-type: none"> ○ Raise indent – Operator ○ Approve indent – Operator ○ Accept stock – Operator

			<ul style="list-style-type: none"> ○ View Stock ○ Stock w/o Indent – Operator ○ Indent Status
7	Complaint Management	Management of Customer's complaints	<ul style="list-style-type: none"> ○ Complaint Registration ○ Report & Analytics (Supervisor) ○ Complaint Processing
8	Customer Relations Management	Customer Management	<ul style="list-style-type: none"> ○ Contract ○ Barcode & Postbag/Postbox ○ RNP/WPP ○ Bulk Address/Bulk Payee ○ Bill Generation ○ E Biller Registration ○ Reports ○ Special Cover ○ Franchise Customer ○ Update UTR Details ○ Data Updation
9	Payroll System	Payroll related Services	<ul style="list-style-type: none"> ○ Forwarding & Verification ○ Drawing & Disbursements
10	Personnel Information System	Management of Personnel Information	<ul style="list-style-type: none"> ○ PIS Utilities ○ Deputation List ○ New Employee Creation & Updation ○ Probations
11	Support Desk	Support Desk Management	<ul style="list-style-type: none"> ○ FAQs & Documented Solution ○ Raise Ticket ○ Inward Ticket ○ Ticket Raised ○ Report and Analytics



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12	Leave Management System	Leave Management of Employees	<ul style="list-style-type: none"><input type="radio"/> Approve Leave<input type="radio"/> Subordinate Charge<input type="radio"/> Leave Arrangement<input type="radio"/> Employee Leave Report<input type="radio"/> Absentee Statement<input type="radio"/> Leave for Subordinate<input type="radio"/> Suo Moto Cancel Leave<input type="radio"/> Leave Credit Report<input type="radio"/> Fitness Certificate Upload Status
13	Exit Management	Management of Retirement of Employees	<ul style="list-style-type: none"><input type="radio"/> Submit Application<input type="radio"/> Application Status<input type="radio"/> Self Service<input type="radio"/> Operations
14	Employee Self Service	Employee Portal	<ul style="list-style-type: none"><input type="radio"/> Leave Management System<input type="radio"/> Personal Information System<input type="radio"/> Employee Payments System<input type="radio"/> Exit Management
15	Investigation Management	Departmental Proceedings	<ul style="list-style-type: none"><input type="radio"/> Preliminary Enquiry<input type="radio"/> Case Management<input type="radio"/> Claim Management<input type="radio"/> Inquiry Proceeding<input type="radio"/> Disciplinary Proceeding<input type="radio"/> Reports
16	Transfers	Rule-38 & Rule-3 Transfers	<ul style="list-style-type: none"><input type="radio"/> Rule-38 Verification<input type="radio"/> Rule-38 Vacancy Data<input type="radio"/> Rule-38 Inward Pending<input type="radio"/> Rule-38 Outward Pending<input type="radio"/> Rule-38 MIS Vacancy<input type="radio"/> Rule-38 Transfer Report



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			<ul style="list-style-type: none"> ○ Rule-38 Verify Statistics ○ Rule-3 Division Vacany Capture ○ Rule-3 Circle Vacany Capture
17	Barcode & Label Management	Barcode & Label Printing	<ul style="list-style-type: none"> ○ Generate Label ○ Bulk Barcode Print ○ Regenerate QR Code ○ Barcode Allocation
18	Carrier & Schedule Management	Manage Schedule of Rail, Air, MMS/RTN	<ul style="list-style-type: none"> ○ Carrier Management ○ Driver Management ○ Contract Management ○ Mapping Management ○ Schedule Management ○ Trip Management
19	Post Management	Position ID of All Departmental, GDS, Pensioner & Outsource person	<ul style="list-style-type: none"> ○ Post Management ○ Authority Mapping
20	Role Management	Post/User Based Role	<ul style="list-style-type: none"> ○ Role Management ○ User Account Management ○ Reports
21	Sorting Management (RMS)	Sort/DML & Mail Office Management	<ul style="list-style-type: none"> ○ Sort Management ○ Due Mail List ○ PNOP Bin Mapping ○ MO Set Management ○ Bag Master Management ○ Set Master Management ○ Saff Management Report ○ Mail office mapping/ rotation ○ Hours Capturing



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22	Budget	Budget Module	<ul style="list-style-type: none">○ Fund Allotment○ RE BE FG Proposal○ Expenditure Plan○ Reports○ Fund Utilization
23	Customer Relationship Management	Customer Relationship Module	<ul style="list-style-type: none">○ Contracts○ Barcode & Postbag/Postbox○ RNP/WPP○ Bulk Address & Bulk Payee○ Bill Generation○ E-Biller Registration○ Reports○ Special Cover
24	Enterprises Error Management	Error Book Management	<ul style="list-style-type: none">○ Error Creation○ Dash Board○ Error Discrepancy
25	Establishment Review	Establishment of BO/SO/HO/Admin Office	<ul style="list-style-type: none">○ Establishment Data Enry○ Establishment Master Data○ Calculation Sheet [(Est-2 – 4 months Feb, May, Aug, Oct), (MTS Estt.), (Delivery Estt.), (Est-5-Income & Cost Report)]○ Report
26	Inspection	Annual Inspection	<ul style="list-style-type: none">○ Questionnaire○ Create/View Schedule○ Approve/Edit Schedule○ Inspection Schedule○ Reply Compliance○ Inspection Report○ Verify Inspection



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27	Pickup & Induction Management	Pick up or Drop Off of Articled booked at Customer Service Portal/ Dak Seva App	<ul style="list-style-type: none">○ Pickup Management○ Induction Management (Pickup/Drop-off)○ Cash Transfer○ Tally Account○ Verify Account
28	EFRM	Enterprise Fraud and Risk Management	<ul style="list-style-type: none">○ Dashboard○ View Alerts○ Respond Alerts
29	Philately	Philately Operations	<ul style="list-style-type: none">○ PDA Management○ Treasurer Management○ Product Management○ Mis Report○ Admin Related○ Supervisor
30	Bank Module	Bank Module for PAO & HO	<ul style="list-style-type: none">○ Drawings○ Remittance○ Configure○ Reports
31	PAO Module	Management of Accounts at PAO	<ul style="list-style-type: none">○ PAO✓ Verify Daily Cash Book✓ 2. Pending Cash Books✓ 3. Verify Cash Account✓ 4. Create Transfer Posting✓ 5. Raise PAO Objections✓ 6. Pending PAO Objections✓ 7. PAO Objections Report✓ 8. Transfer Posting Report✓ 9. Pr. AO Objections✓ 10. Pr. AO Objections Report

			<ul style="list-style-type: none"> ✓ 11. Verify DDO transfer Entries ✓ 12. DDO Transfer Entries Report ✓ 13. Transfer Entries to PFMS ✓ 14. PFMS XML Generated Report ✓ 15. Tax Collection Report
32	Employee Self Service	Employee Portal	<ul style="list-style-type: none"> ○ Leave Management System ○ Personal Information System ○ Employee Payment System ○ Exit Management

- **Login**

The Login URL: <https://app.indiapost.gov.in/employeeportal>



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IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

(COUNTER OPERATIONS)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Day begin	Treasury	Treasury	Tools	PM/SPM/TRR Supervisor	If previous day end and other shift end should have been done, day end and day begin happen at once
Work allocation	Booking solution	Counter operations	Allocate counter	PM/SPM/ Supervisor	Allocate modify, delete, forcible shift
Shift begin	Booking solution	Counter operations	Shift begin	PA	For counter operations
Request cash	Booking solution	Counter operations	Shift begin	PA	For want of Cash
Cash Process	Treasury	Cash/Cheques	Cash process	TRR	For Transfer of cash to Counter
Acknowledge cash	Booking solution	Request cash	Acknowledge Cash Received From Treasury	PA	For Acknowledging cash
Mail booking	Booking solution	Mail booking Quick booking	Domestic book or foreign book	PA	Transactions booking i.e RL SP, PL, eMO either by Cash For foreign article HS code is mandatory
Mail booking	Booking solution	Mail booking	Insured article	PA	Insured transactions
Mail booking	Booking solution	Counter operations	Insured article authorization	SPM	Insured article authorization(C class No authorization) booking verification
eMO Booking	Booking process	Money remittances	Domestic EMO book	PA	For booking of EMO
eMO authorization	Booking solution	Counter operations	Authorize money order	SPM	SPM will authorize or reject money order (C Class No authorization)



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Retails operations	Booking solution	Retails services	All retail services	PA	IPO sale, stamps, e Post, IPO payment, philately, bill collections, all employee payments, holy ;blessings, NPS
Cash return to Treasury	Booking solution	Counter operations	Transfer cash	PA	Transfer of cash to Treasurer by the PA
Receive of cash by Treasurer	Treasury module	Cash/Cheques	Cash process	Treasurer	Treasurer will receive the cash
Submit account	Booking solution	Counter operations	Submit account	PA	Submit account-Generate account, if any cash differences adjust receipt or payments and click on submit
Verification of counter account	Booking solution	Counter operations	Verify accounts	SPM	SPM will verify the accounts submitted by counter PA
Shift end	Booking solution	Counter operations	End your shift	PA	PA will do the shift end. (All the reports have to be generated before shift end only)
Day end	Treasury	Treasury	Tools	PM/SPM/TRR Supervisor	If previous day end and other shift end should have been done, day end and day begin happen at once

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IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

BAGGING OPERATIONS

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bag close	Bag Mgmt	Bagging operations	Fetch counter	Mails PA/PA	It will fetch booked and return and redirected articles from different counters
Station bag close	Bag Mgmt	Bagging operations	Station bag close	Mails PA/PA	Bag will be closed with station articles (Need not to be dispatched)
INS verification	Bag Mgmt	Supervisor	Ins article or bag verification	SPM/Supervisor	INS article verification
Bag close at PO	Bag Mgmt	Bagging operations	Close bag to RMS	Mails PA/PA	Bag will be closed Parent RMS
Ins Article and bag verification	Bag Mgmt	Supervisor	Ins article or bag verification	SPM/Supervisor	Ins bag verification
Error Management	Bag Mgmt	Supervisor	Error Management	SPM/Supervisor	Article short or excess, or damaged Bag excess, short , torn errors
Change article status	Bag Mgmt	Supervisor	Change article status	SPM/Supervisor	Article status can be changed.
Bag Dispatch	Bag Mgmt	Bagging operations	Bag dispatch	PA	Bag will be dispatched.
Cancel bag dispatch Re open bag	Bag Mgmt	Tools	Cancel Bag Desptach/Re open/ Bag deletion Change Pincode, add articles to bag opened, change received bag status as opened.	PA	Cancel Bag Desptach/Re open/Bag deletion Change Pincode, add articles to bag opened, change received bag status as opened.
Reports	Bag Mgmt	Bag reports	Printing of manifest, mail list, departure slip, bag label print	PA	Printing of manifest, mail list, departure slip, bag label print



Note: - RMS bag flow will be shown separately for understanding purpose

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

RMS FUNCTIONALITIES

Work Process	Module	Main card	Option	Role Assigned	Remarks
mail office mapping	Sorting management	Mail office mapping/ rotation	Mail office mapping	SRM	Mapping of mail office can be done (One time Job)
Creation of set	Sorting management	Set Master Management	Create set, View Modify set	SRM	Set creation and modify set creation can be done (One time Job)
MO staff Management	Sorting management	MO staff management	Work assignment	SRM	Work assignment has to be done for each cadre not for official (daily)
Work allocation	Sorting management	MO staff management	Add allocation/ Modify allocation	HRO/SRO	Duty allocation by the HRO/SRO (on Daily basis)
Set open Set Close	Sorting management	MO Set Management	Set Open/Close	HAS	Set open or close by HAS (On daily basis)
Bag Receive	Bag Mgmt	Bagging operation	Bag receive	SA	Sorting Asst will receive bags at NSH
Bag open	Bag Mgmt	Bagging operation	Bag open	SA	Sorting Asst will open bags at NSH
Insured article verification	Bag Mgmt	Supervisor	INS verification	HAS	HAS will verify received INS L/P before closing of bag to POs
Bag close	Bag Mgmt	Bagging operation	Bag close	SA	SA will close the bags to POS
Bag dispatch	Bag Mgmt	Bagging operation	Bag Despatch	SA	SA will Despatch the bags to concerned POs

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IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

Cash flows (cash request from SO to HO, cash remittance from HO to SO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash request from SO to HO (In bag)	Treasury	Cash /Cheques	Cash request	TRR	Cash request by treasurer (step 1)
	Treasury	Approval	Cash approval (SRC)	SO Supervisor	Approve by the SO supervisor (step-2)
	Treasury	Cash/Cheques	Cash process	HO Treasurer	HO Treasurer will process (Step-3) with deno
	Treasury	Approval	Cash approval (DST)	HO Postmaster	HO Postmaster will approve the request Step-4
	Treasury	Cash/Cheques	Cash bag	Treasurer HO	HO Treasurer will close the cash bag (5)
	Sub Accounts	Slips /bags	SO slip generation, close Bag	Sub accounts PA	Sub A/c PA will generate SO slips and close bag (6)
	Bag Mgmt	Bagging operation	Bag Despatch	Mails PA of HO	Mails PA dispatch bag to SO (7)
	Bag Mgmt	Bagging operation	Bag receipt	Mails PA of SO	Mails PA of SO will receive bag at SO (8)
	Sub accounts	Slips and bags	Open account bag	Sub accounts PA	Sub A/c PA of SO will receive bag at SO (9)
	Treasury	Cash/Cheques	Cash acknowledge	SO TRR	Cash acknowledgement by SO TRR (10)
Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash from HO to SO w/o Request Spl remittance	Treasury	Cash/Cheques	Cash remittance	HO TRR	HO Treasurer initiates cash flow (1)
	Treasury	Cash/Cheques	Cash approval (SRC)	HPM of HO	HO PM approves request given by TRR (2)
	Treasury	Cash/Cheques	Cash process	SO TRR	SO will process cash flow (3)
	Treasury	Approval	Cash approval (DST)	SO SPM	SO SPM will approve the cash (4)

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Note:- Similar Procedure will be followed for Stamps/Stationery/IPOs

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

Cash flows (stamps and IPOs from HO to SO on request from SO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Request stamps IPOs	Treasury	Stamps/Stat IPO	Request/Remittance IPO Request	SO TRR	SO TRR will place indent
	Treasury	Approval	Stamps R/R Approve Approve IPO request	SO SPM	SO SPM will approve
	Treasury	Stamps/Stat IPO	Process issue/receipt Process IPO indents	HO TRR	HO TRR process stamps IPO indents
	Treasury	Approval	Stamps remit approval Approval IPO remittance	HO Postmaster	HO Postmaster will approve the request
	Treasury	Stamps/Stat	Cash bag	Treasurer HO	HO Treasurer will close the cash bag
	Sub Accounts	Slips /bags	SO slip generation, close Bag	Sub accounts PA	Sub A/c PA will generate SO slips and close bag (
	Bag Mgmt	Bagging operation	Bag Despatch	Mails PA of HO	Mails PA dispatch bag to SO
	Bag Mgmt	Bagging operation	Bag receipt	Mails PA of SO	Mails PA of SO will receive bag at SO
	Sub accounts	Slips and bags	Open account bag	Sub accounts PA	Sub A/c PA of SO will receive bag at SO
	Treasury	Stamps/IPOs	Acknowledge	SO TRR	Cash acknowledgement by SO TRR



Cash flows (cash from SO to HO in Bag, Spl remittance)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash from SO to HO (Bag)	Treasury	Cash /Cheques	Cash remittance	SO TRR	Cash request by treasurer
	Treasury	Approval	Cash approval (SRC)	SO Supervisor	Approve by the SO supervisor
	Treasury	Cash/Cheques	Cash bag	SO TRR	SO TRR will close cash bag
	Sub accounts	Slips/Bags	Close account Bag	Sub accounts PA	Sub accounts PA will close to HO
	Bag Mgmt	Bagging operation	Bag Desptach	Mails PA of SO	Mails PA dispatch bag to SO
	Bag Mgmt	Bagging operation	Bag receipt	Mails PA of HO	Mails PA of SO will receive bag at HO
	Treasury	Cash/Cheques	Cash process	HO TRR	HO TRR will receive the cash
	Treasury	Approval	Cash Approval (DST)	HO PM	HO PM approve the cash
Cash from SO to HO (Spl Remittance)	Treasury	Cash/Cheques	Cash remittance Special remittance	SO TRR	SO TRR will initiate request
	Treasury	Approval	Cash approval SRC	SO SPM	SO SPM will approve
	Treasury	Cash/Cheques	Cash process	HO TRR	HO TRR will process request
	Treasury	Approval	Cash approval DST	HO PM	HO PM will approve request

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Cash flows (Delivery and Postman Management system)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bag receive	Bagging management	Bagging operations	Bag receive	Mails PA/SPM	Mails PA will receive the bags
Bag open	Bagging management	Bagging operations	Bag open	Mails PA/SPM	Mails PA will open the bags
Shift begin	PM&Del Mgmt	Shift begin/end	Shift begin	Supervisor	Supervisor will do shift begin
Invoicing RL, SP, PL	PM&Del Mgmt	Del Management	Select Channel Select Product		Channel –PM-BO-Bulk Management Product-Accountable articles-EMOs, Ordinary Select batch Beat No and Postman Name Invoice articles –Save-Print delivery slip Similarly, Articles to BO also will be invoiced
Printing of eMO	PM&Del Mgmt	eMO view/Print	Fetch Data	PA	PA will view eMO and take printouts
Invoicing of eMO	PM&Del Mgmt	Del Management	Select Channel Select Product	PA	Channel –PM-BO-Bulk Management Product-Accountable articles-EMOs, Ordinary Select batch Beat No and Postman Name Invoice articles –Save-Print delivery slip Similarly, Articles to BO also will be invoiced
Approval of eMO	PM&Del Mgmt	Delivery operations	Supervisor operations	SPM/Supervisor	Supervisor will approve eMOs approved. In the same option, supervisor can modify remarks for articles and eMOs, Bulk Money approval
Cash to PM	Treasury	Cash/Cheques	Cash process	TRR	Treasurer will give cash to PM
Returns	PM&Del Mgmt	Del Management	Take Returns	Mails PA	Mails PA takes returns, Postman themselves have to update remarks in internal Mobile app (DEMO will be given)

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confirmation of del remarks	PM&Del Mgmt	Del Management	Take returns Pending for confirmation	Mails PA	Mails PA will confirm returns taken by PA
Submit account	PM&Del Mgmt	Del Management	Submit account	Mails PA	Mails PA will submit accounts beat wise
Cash to PM	Treasury	Cash/Cheques	Cash process	TRR	Treasurer will give take cash from Postman

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

Cash flows (cash from SO to BO w/o Request from BO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash from SO to BO (In bag)	Treasury	Cash/Cheques	Cash remittance	TRR	SO TRR will initiate request
	Treasury	Approval	Cash approval SRC	SPM/Supervisor	SPM will approve request made by the TRR
	Treasury	Cash/Cheques	Cash bag	TRR	Treasurer will close cash bag.
	Sub accounts	Slips/Bags	Generate BO slips	Sub accounts PA	Sub A/C PA will generate BO slips and close BO Bag, Print label Only Once BO slip can be generated
	Bagging	Bag Management	Bag operations	Bag Desptach	Mails PA will Desptach bag to BO Mail list should be printed
	Internal mobile app	Day begin	Day begin	Day begin	Day being will be done
	IMA	Bagging	Bag receive	Scan bag label and receive the bag.	Receive bag
	IMA	Bagging	Bag open	Scan bag label and receive the bag.	Open bag; receive contents like cash, stamps etc received in bag.
Spl Remittance	Treasury	Cash/Cheques	Cash remittance Spl remittance	TRR	SO TRR will initiate request Select line limit with employee ID

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	Treasury	Approval	Cash approval SRC	SPM/Supervisor	SPM will approve request made by the TRR
	IMA	Cash/stamps	Cash acknowledge	Request/remittance	Acknowledge cash

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

Cash flows (stamps from SO to BO w/o Request from BO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Stamps IPOs from SO to BO (In bag)	Treasury	Stamps/Stationery	Request/Remittance	TRR	SO TRR will initiate request by selecting stamps types
	Treasury	Approval	Stamps Request/ remittance approval	Supervisor/SPM	SPM will approve the request
	Sub accounts	Slips/Bags	Generate BO slips	Sub accounts PA	Sub A/C PA will generate BO slips and close BO Bag, Print label Only Once BO slip can be generated
	Bagging	Bag Management	Bag operations	Bag Desptach	Mails PA will Desptach bag to BO Mail list should be printed
	Internal mobile app	Day begin	Day begin	Day begin	Day being will be done
	IMA	Bagging	Bag receive	Scan bag label and receive the bag.	Receive bag
	IMA	Bagging	Bag open	Scan bag label and receive the bag.	Open bag; receive contents like cash, stamps etc received in bag.



Cash flows (cash from SO to BO with a request from BO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash from SO to BO Spl Remittance	IMA	Cash stamps Cash request	Enter amount details and liabilities	BPM	BPM will Initiate special request for want of cash with line limits
	Treasury	Cash/Cheques	Cash process	SO TRR	SO TRR will process the request
	Treasury	Approval	Cash approval DST	SO SPM	SO SPM will approve the process
	IMA	cash/stamps	Cash Ack/Request	BPM	BPM will acknowledge the cash



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Cash flows (bank accounts configuration at PAO level and DDO level)

Note: for bank remittance and drawals, separate bank accounts should have configured by the PAO, same have to be mapped to concerned office, Cheques books should have been supplied to concerned HO/SO, who is having power to withdraw amounts from banks

Cheques configuration at PAO level: -

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bank configuration	Banking	Configuration	Bank configuration At PAO level	AO, PAO	AO, PAO will configure bank accounts for both drawals and remittance
	Banking	Configuration	Bank details activation at PAO	AO, PAO	Verification of account by AO, PAO

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Inventory Management Indenting process of Cheques/POSB CQs to PAO

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cheques indent At HO level	Inventory Mgment	Inventory	Raise indent as operator	Treasurer	Treasurer will place indent to concerned PAO
	Inventory Mgment	Inventory	Authorize raised indent, supervisor	HO Postmaster	HO Postmaster will authorize the indent raised by the Treasurer
PAO process	Inventory Mgment	Inventory	Authorize approved indent operator	AAO, PAO	AAO PAO will authorize the indents process
	Inventory Mgment	Inventory	Authorize approved indent Supervisor	AO, PAO	AO PAO will authorize the indent process
Cheques receipt at HO level	Inventory Mgment	Inventory	Accept stock operator	TRR	Treasurer will accept the stock
	Inventory Mgment	Inventory	Accept stock supervisor	HO Postmaster	HO Postmaster will authorize receipt of stock

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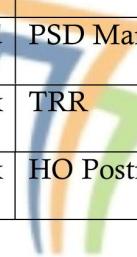
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Inventory Management Indenting process of stamps/IPO/Stationery

Work Process	Module	Main card	Option	Role Assigned	Remarks
Indent At HO level	Inventory Mgment	Inventory	Raise indent as operator	Treasurer	Treasurer will place indent to concerned PSD
	Inventory Mgment	Inventory	Authorize raised indent, supervisor	HO Postmaster	HO Postmaster will authorize the indent raised by the Treasurer
PSD Level	Inventory Mgment	Inventory	Authorize approved indent operator	PSD PA	PSD PA will authorize the received indent
	Inventory Mgment	Inventory	Authorize approved indent Supervisor	PSD Manager	PSD Manager will authorize the requested indent placed by the HO
Cheques receipt at HO level	Inventory Mgment	Inventory	Accept stock operator	TRR	Treasurer will accept the stock
	Inventory Mgment	Inventory	Accept stock supervisor	HO Postmaster	HO Postmaster will authorize receipt of stock



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BANK OPERATIONS (BANK REMITTANCE)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bank Remittance	Treasury	Bank	Bank Remittance	Treasurer	Treasurer will initiate bank remittance
	Treasury	Approval	Cash approval SRC	HO Postmaster	HO Postmaster will authorize the bank remittance With line limits options
	Treasury	Reports	Bank remittance transactions	TRR	Treasurer will generate bank remittance memo and get it signed by PM (ACG-11)

BANK OPERATIONS (BANK DRAWALS)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bank Remittance	Treasury	Bank	Bank Drawals	Treasurer	Treasurer will initiate bank drawals
	Treasury	Approval	Cheques approval SRC	HO Postmaster	HO Postmaster will authorize the bank drawals
	Bank module	Drawings management	Cheque issue	HO Postmaster	HO Postmaster will issue cheque in f/o self or Branch Manager of concerned bank
	Treasurer	Cash/Cheques	Cheques disposal	HO Treasurer	HO Treasurer will hand over to bank
					TCB can be checked whether balance raised or not



PAYMENT THROUGH CHEQUE AT HO LEVEL

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cheque payment at HO level	Treasury	Cash/cheque	Misc Transactions	HO Treasurer	Payment mode through Cheque Account code should be selected like PO OE, OE
	Bank module	Drawings management	Cheque issue	HO Postmaster	HO Postmaster will issue cheque in f/o self or Branch Manager of concerned bank
	Treasury	Approval	Misc approvals	HO PM	HO PM will approve the cheque remittance
	Treasury	Cash/Cheques	Cheque disposal	HO TRR	HO TRR will dispose the cheque concerned

PAYMENT THROUGH CHEQUE AT SO LEVEL

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cheque payment at SO level	Treasury	Cash/Cheque	Misc Transactions Transactions mode should be cheque	SO, Treasurer	Treasurer will request for cheque from HO
	Bank	Drawing management	Cheque issue	HO Postmaster	HO Postmaster will approve and issue cheque
	Sub accounts	Slips/bags	SO Slip generation	HO sub a/cs PA	HO Sub accounts PA will generate slip and close bag and Desptach the bag
	Bag Mgmt	Bagging operation	Bag Desptach	Mails PA of HO	Mails PA of HO will dispatch bag to SO
	Bag Mgmt	Bagging operation	Bag receipt	Mails PA of SO	Mails PA of SO will receive bag at SO
	Sub a/cs	Slips/Bags	Open account bag	Sub a/cs PA of HO	Sub accounts PA will open accounts bag
	Treasury	Approval	Misc transaction approval	SO SPM will approve	SO SPM will approve cheque receipt at SO
	Treasury	Cash/Cheques	Cheque disposal	SO TRR	SO Treasurer will dispose the cheque to customer duly getting acquittance in cheque register

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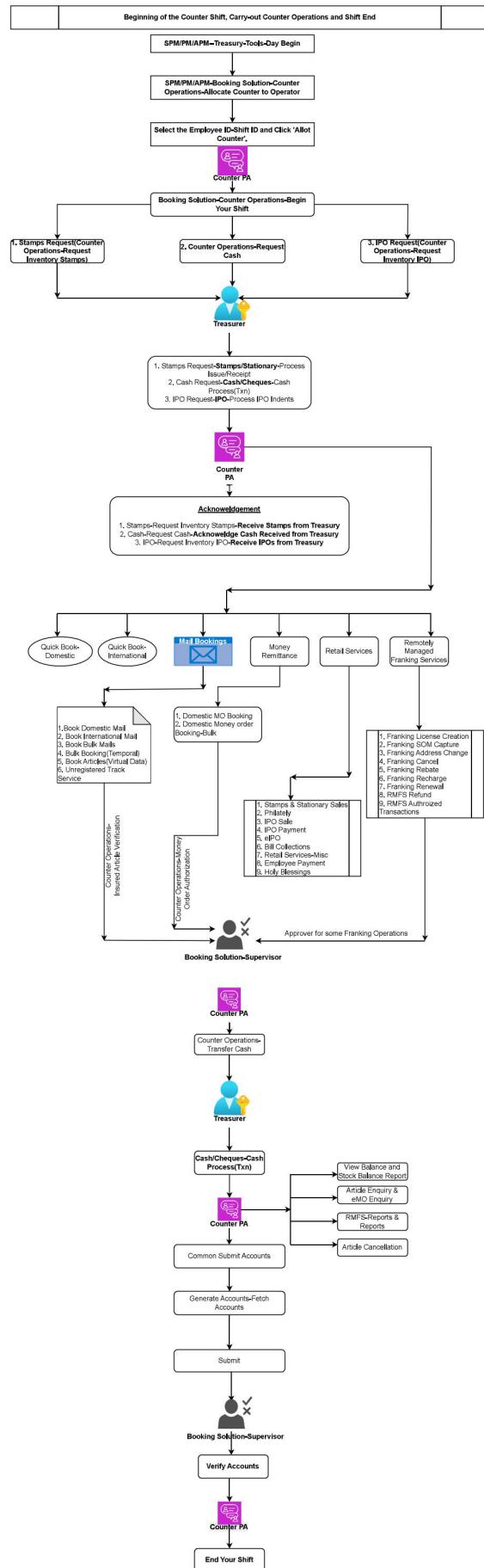


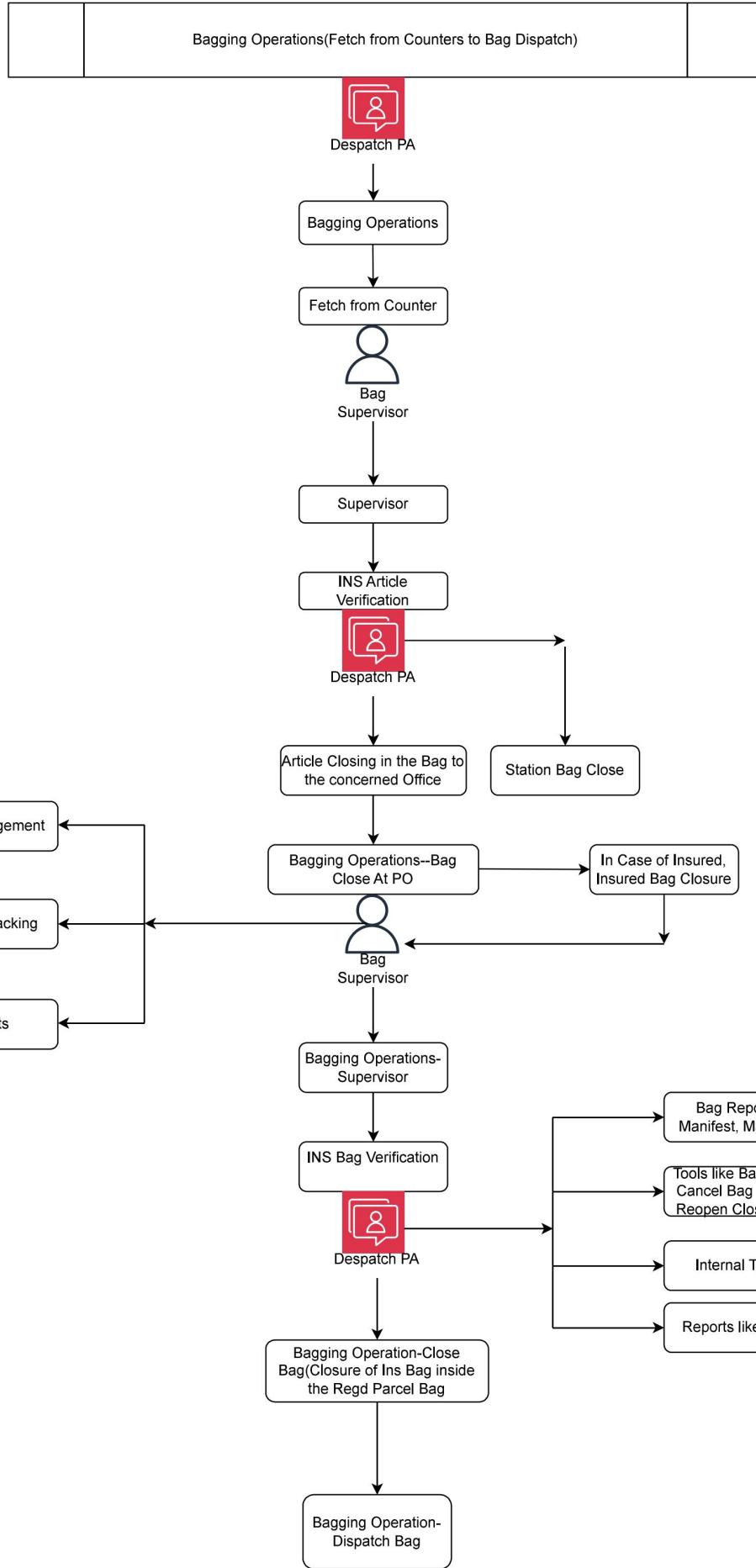
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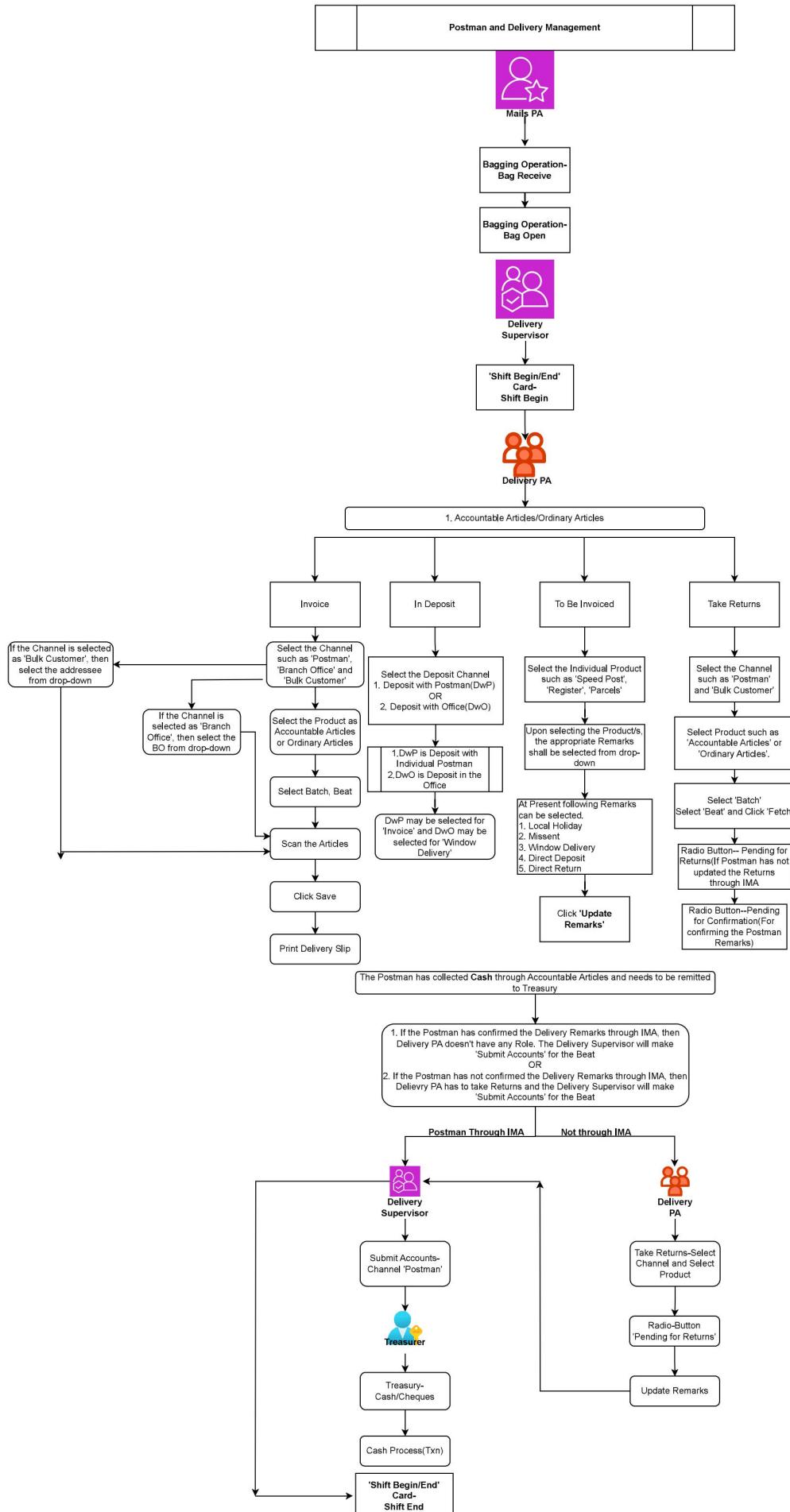
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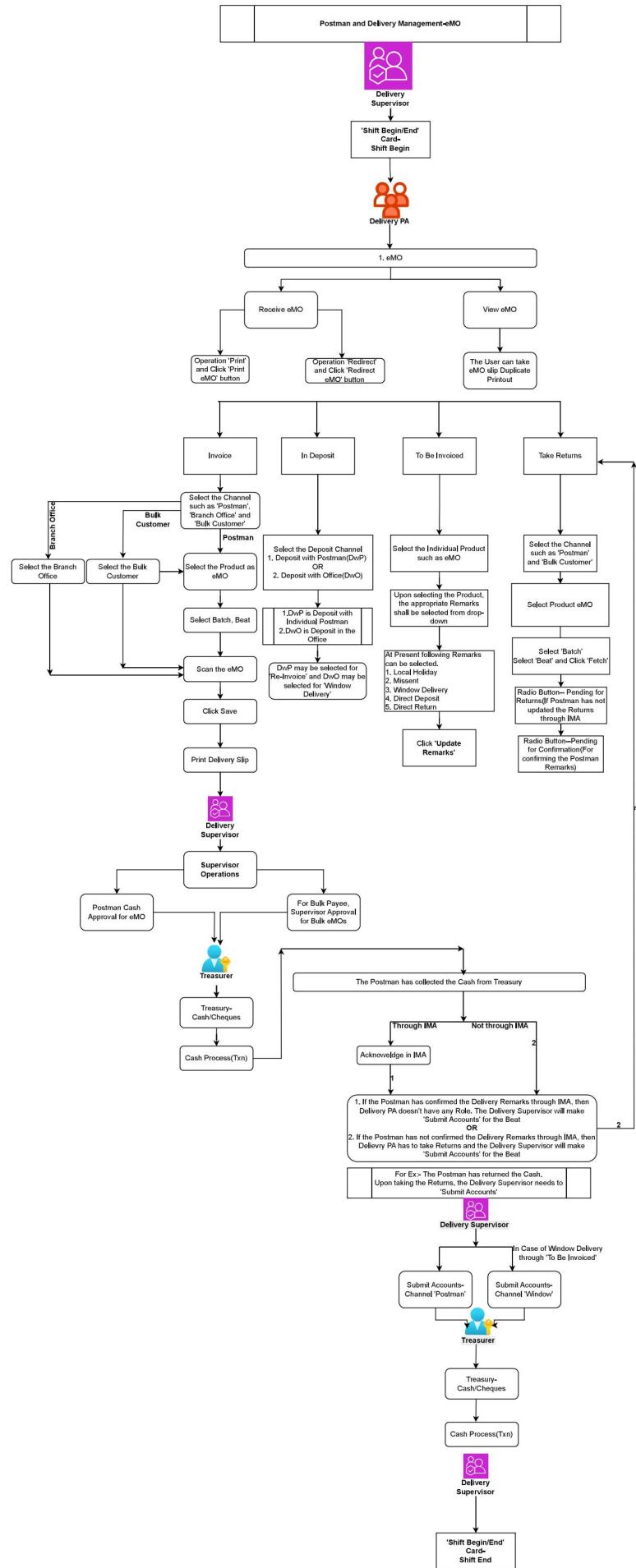
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Booking Solutions



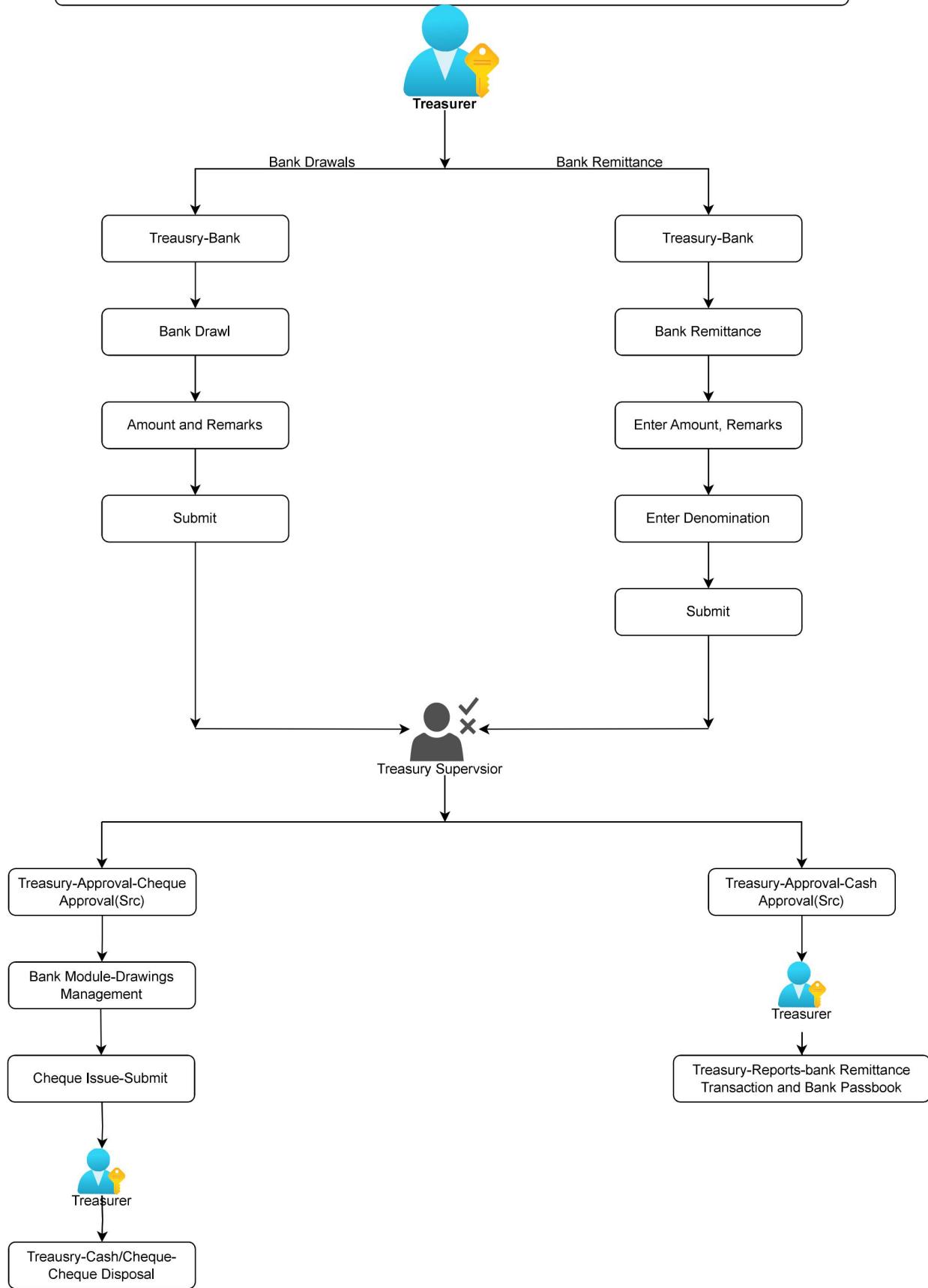


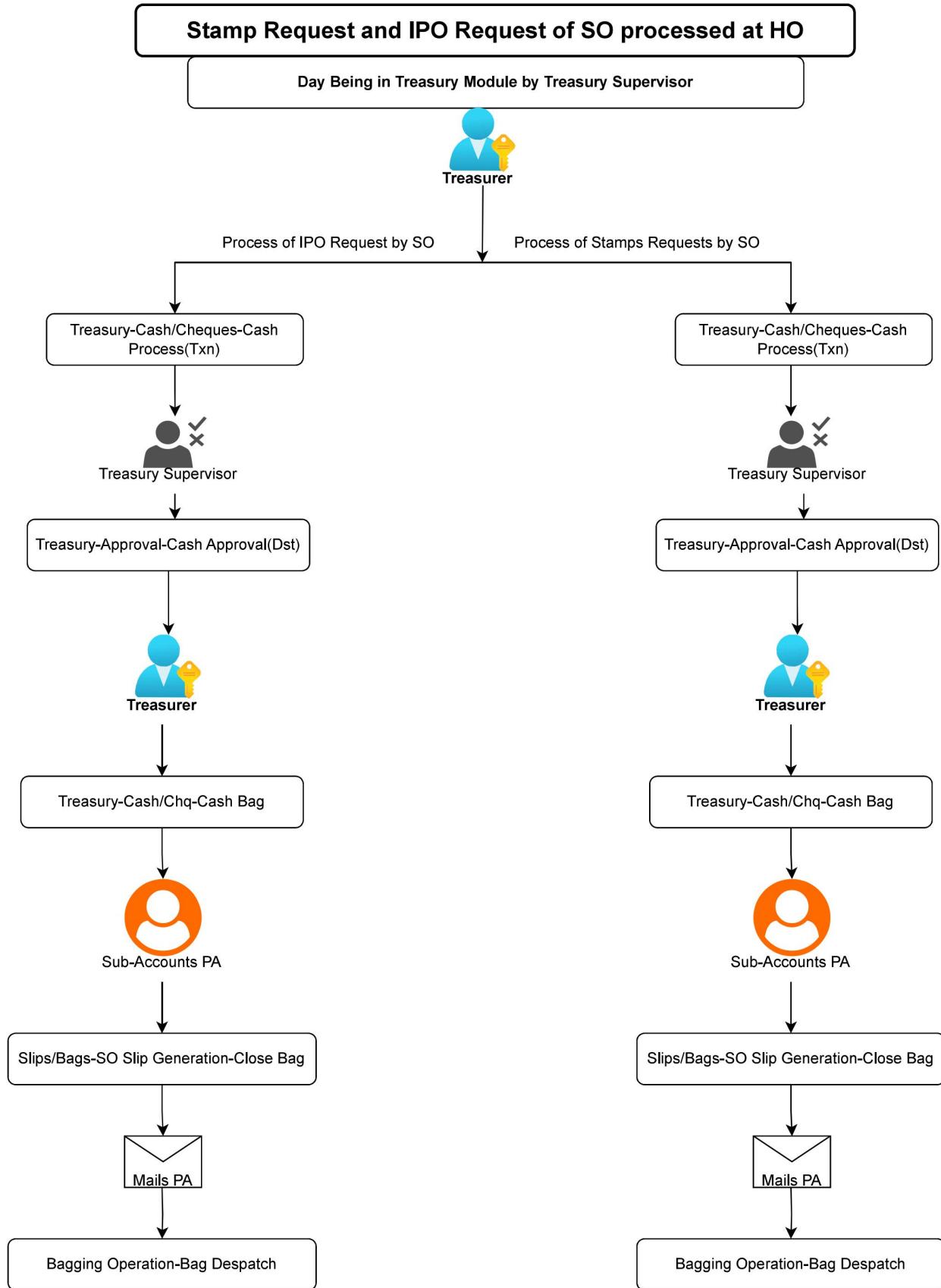


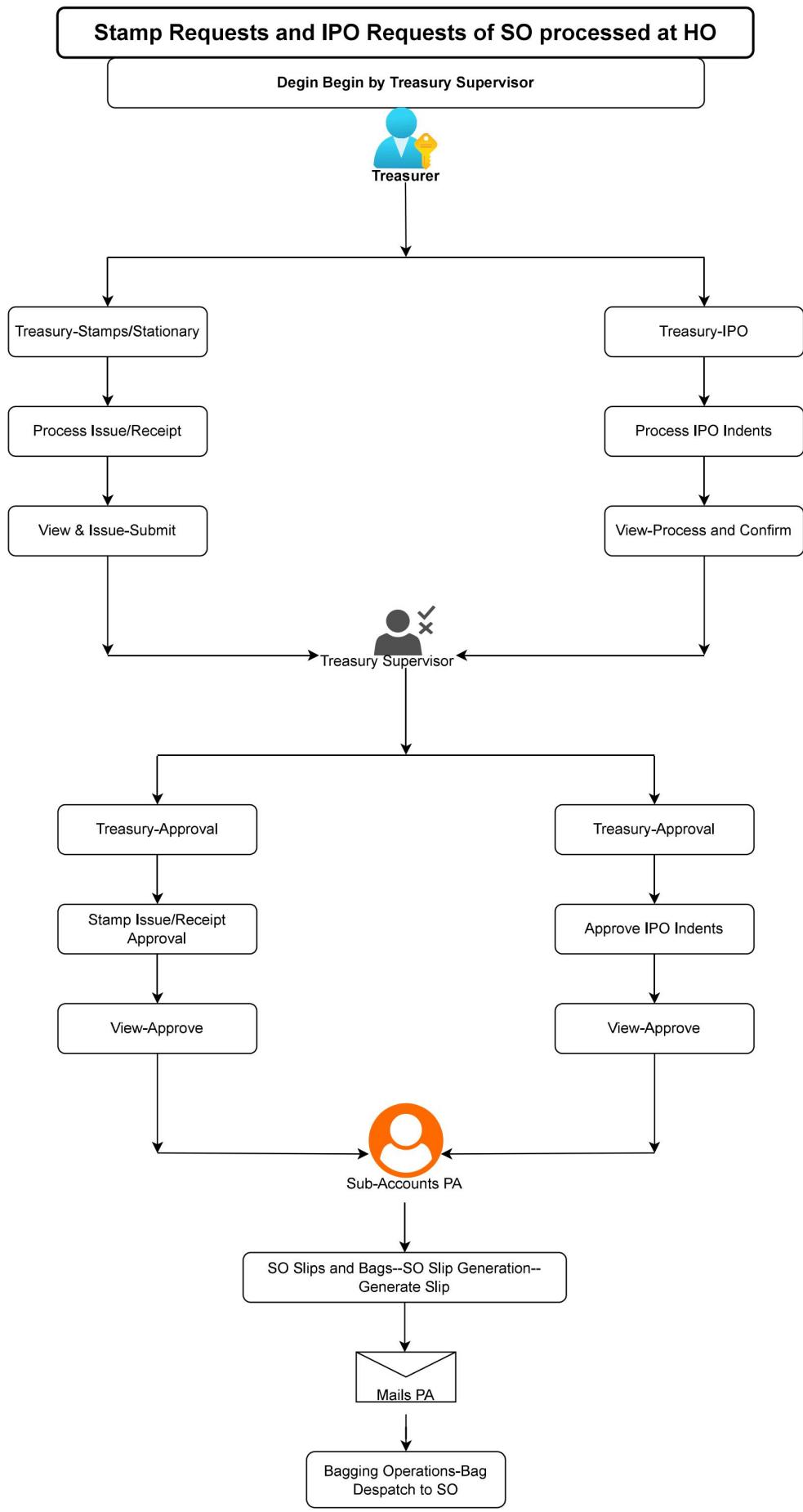


Bank Drawals and Bank Remittance at Bank attached Office

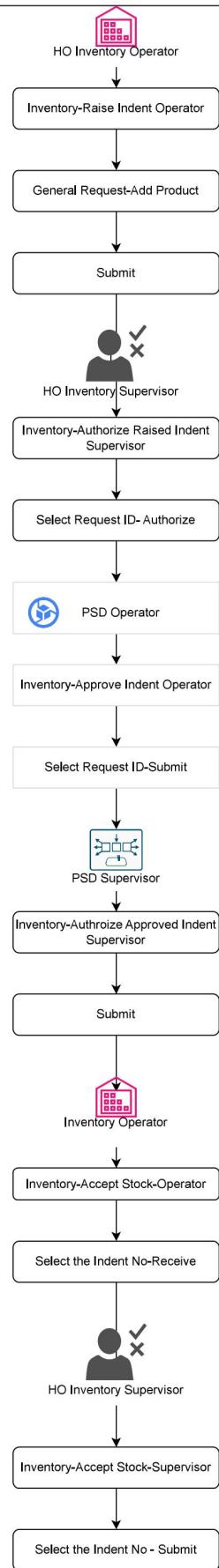
Treasury Module Day Begin by Treasury Supervisor(Sub Postmaster)



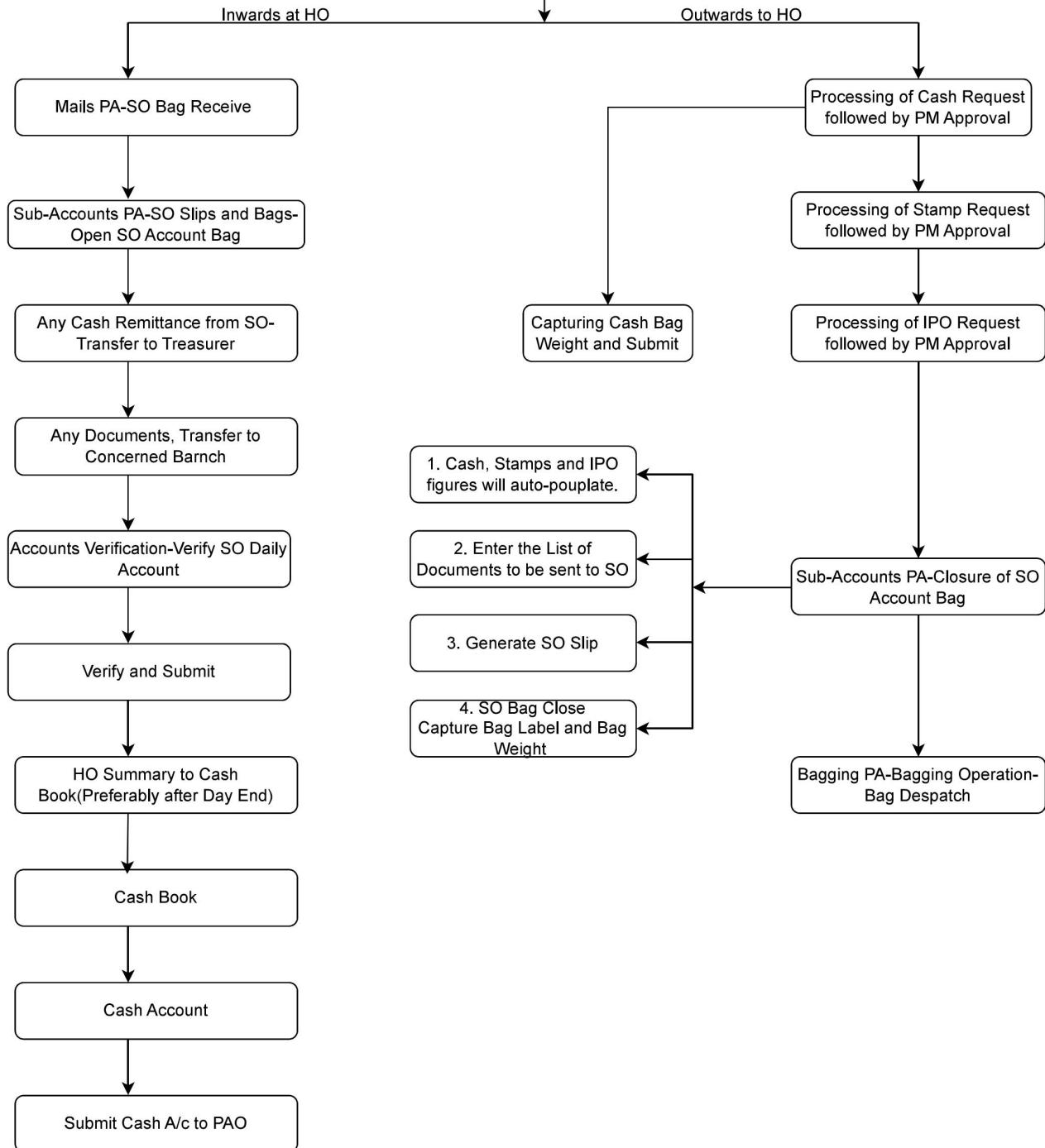




Placing Indent from HO to PSD and its Receipts from PSD to HO



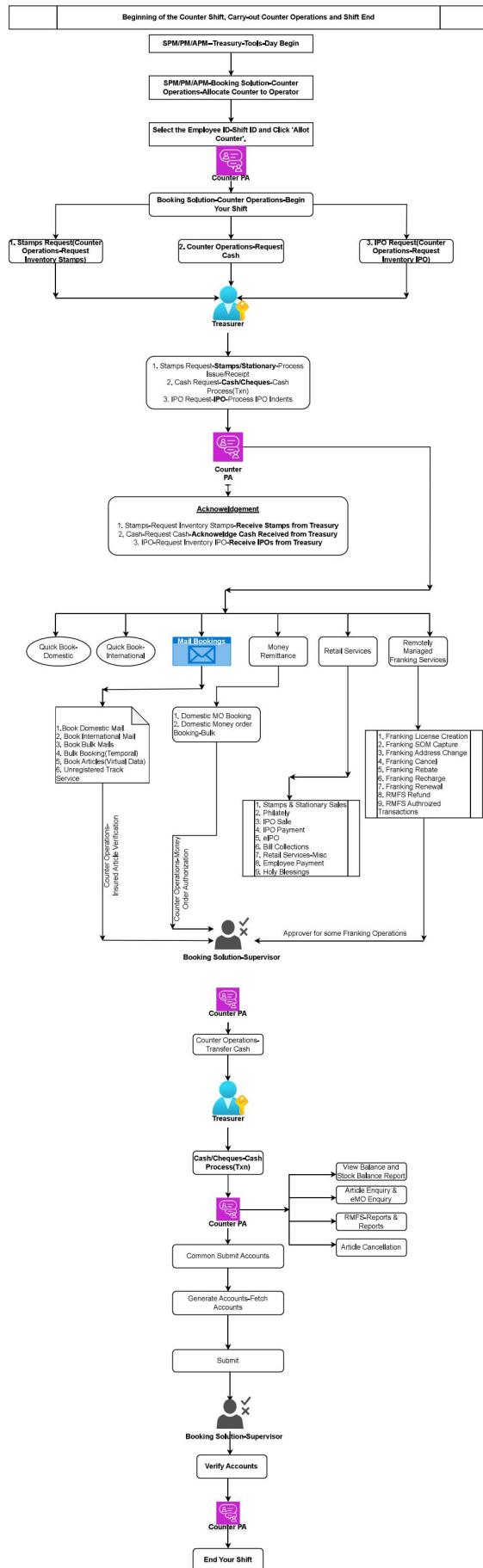
SO Operations at HO



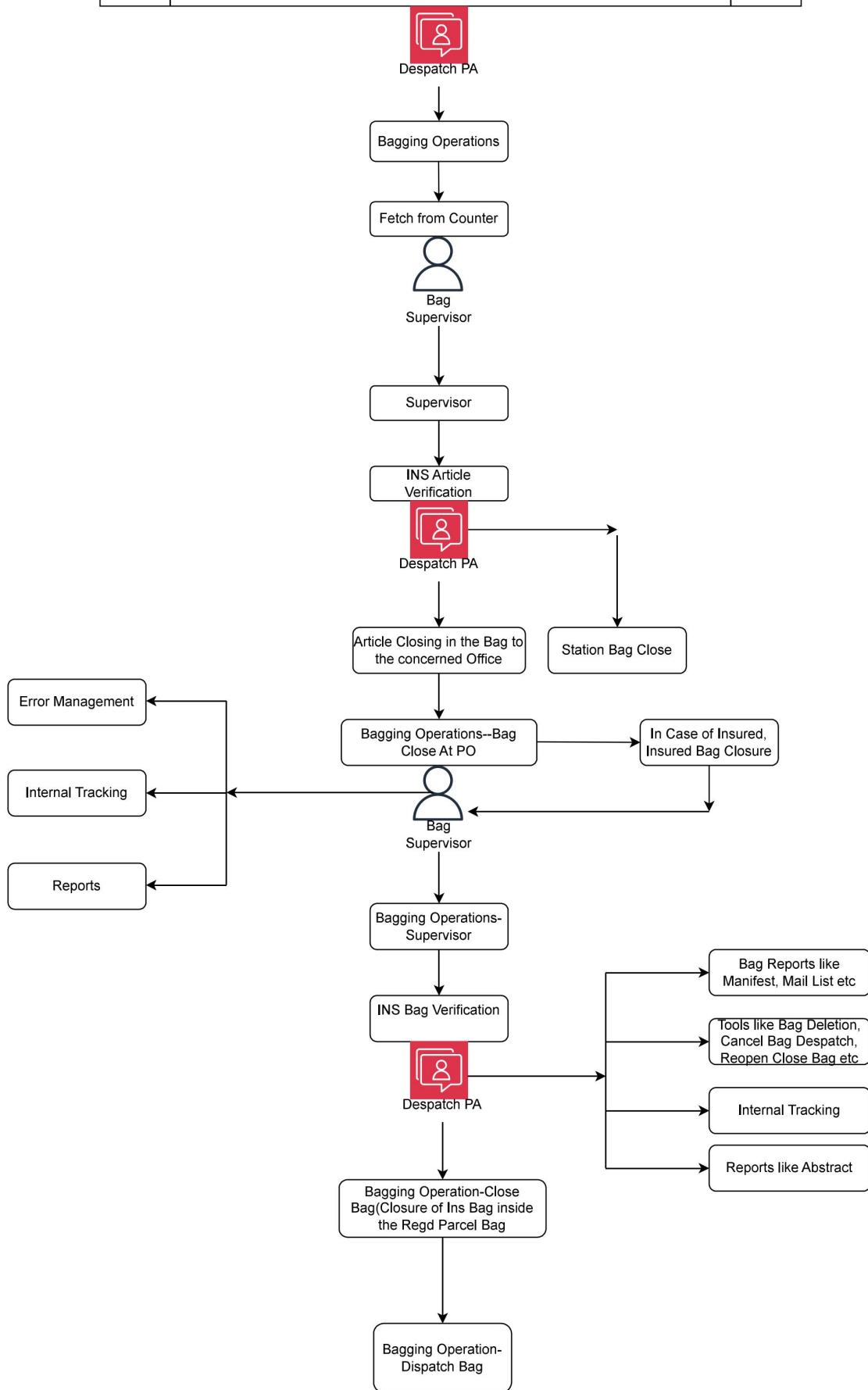
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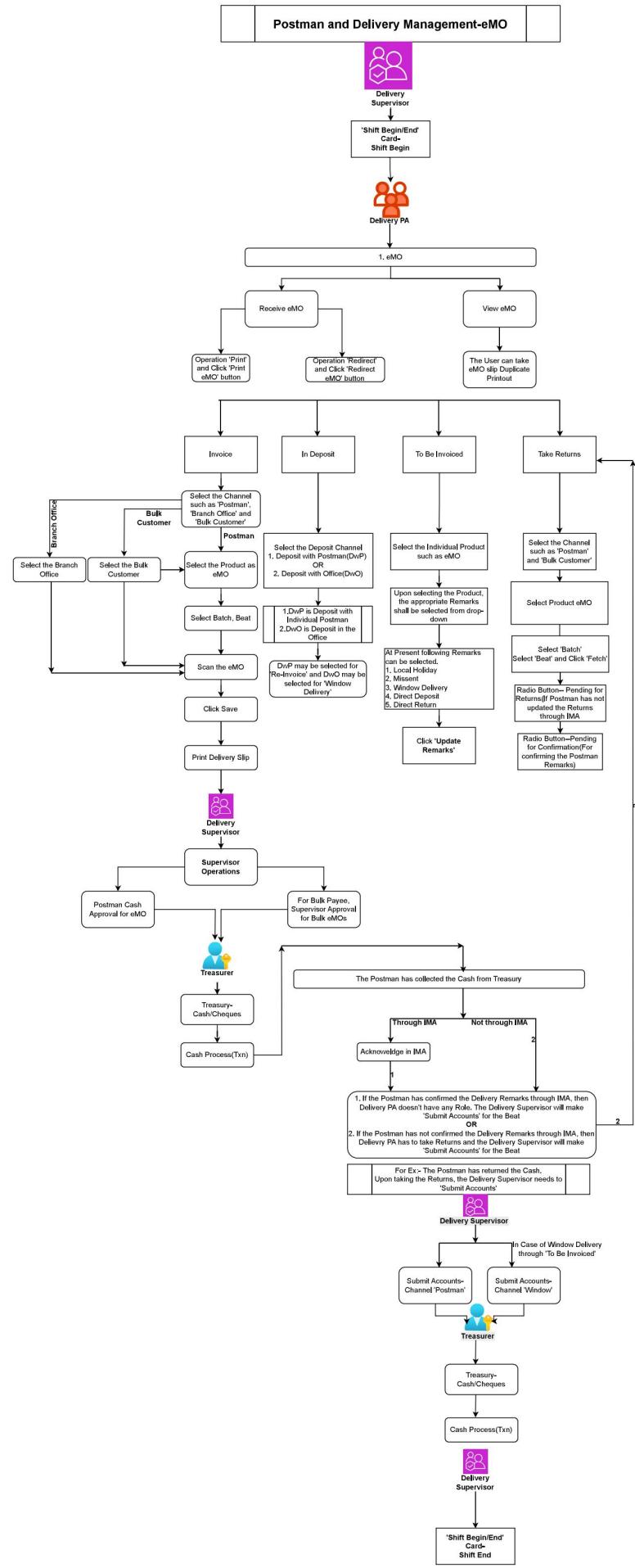
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Booking Solutions

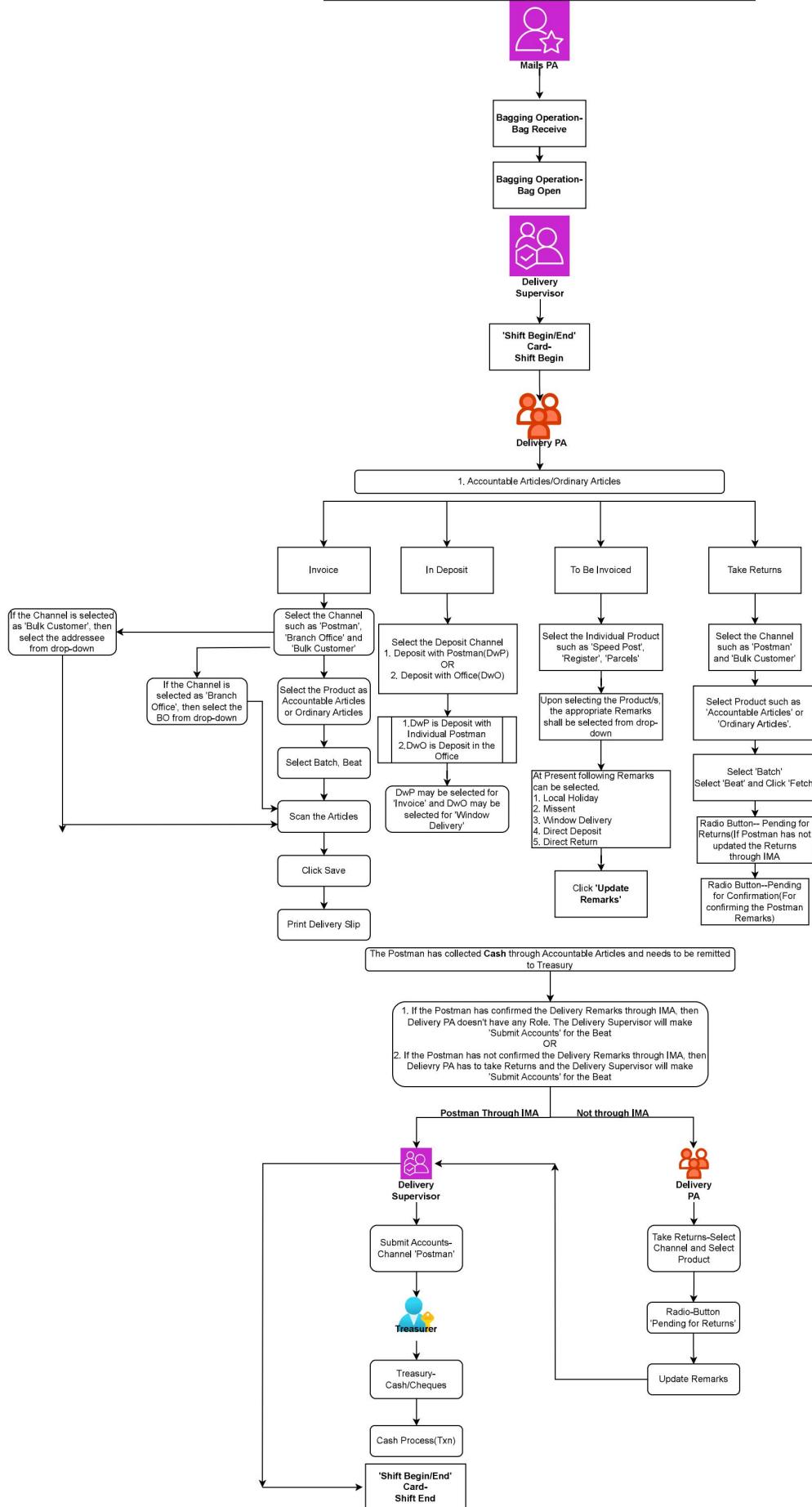


Bagging Operations(Fetch from Counters to Bag Dispatch)



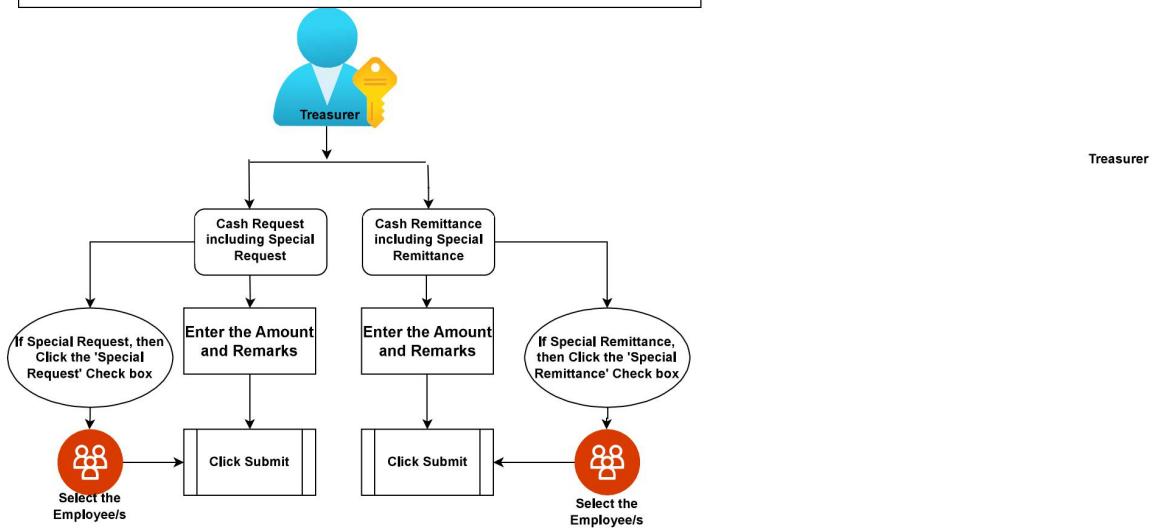


Postman and Delivery Management-Accountable Articles

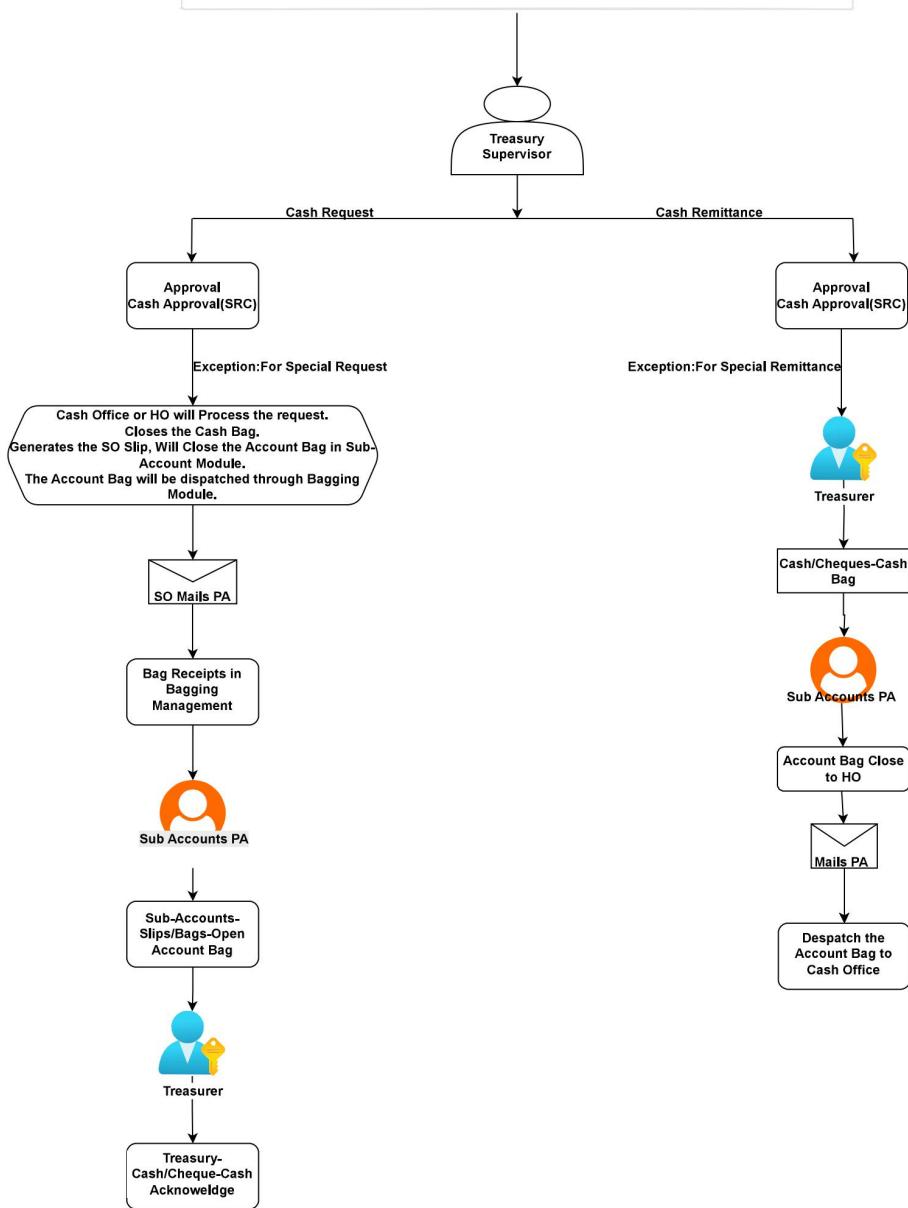


Cash Request and Cash Remittance from SO to HO

Treasury Module Day Begin by Treasury Supervisor(Sub Postmaster)

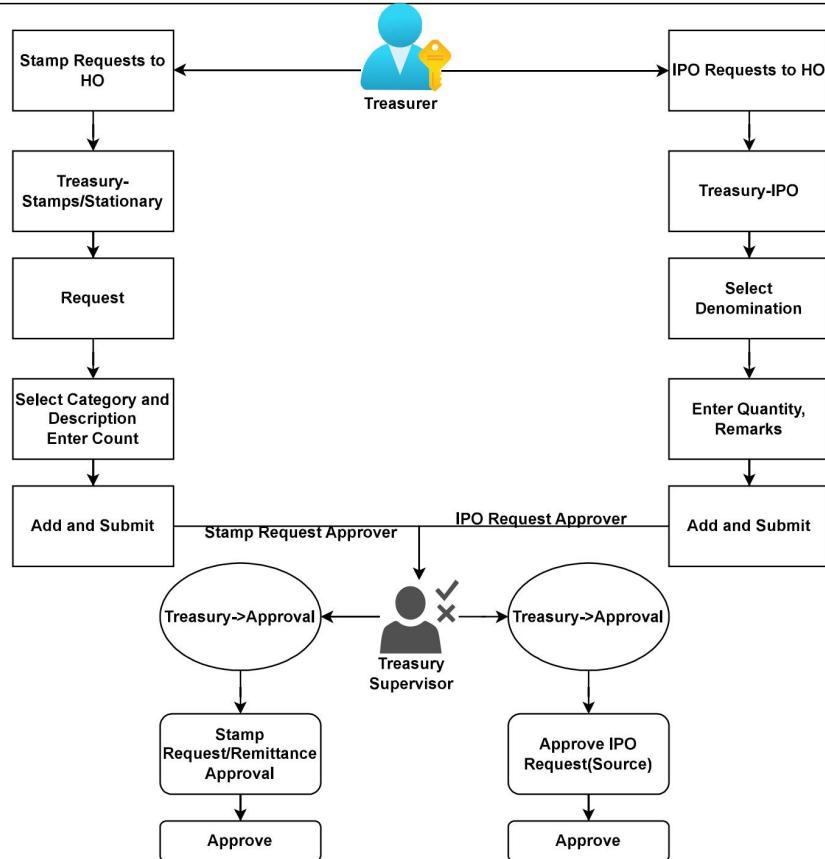


After initiating the Request or Remittance, Treasury Supervisor will verify the Request or Remittance

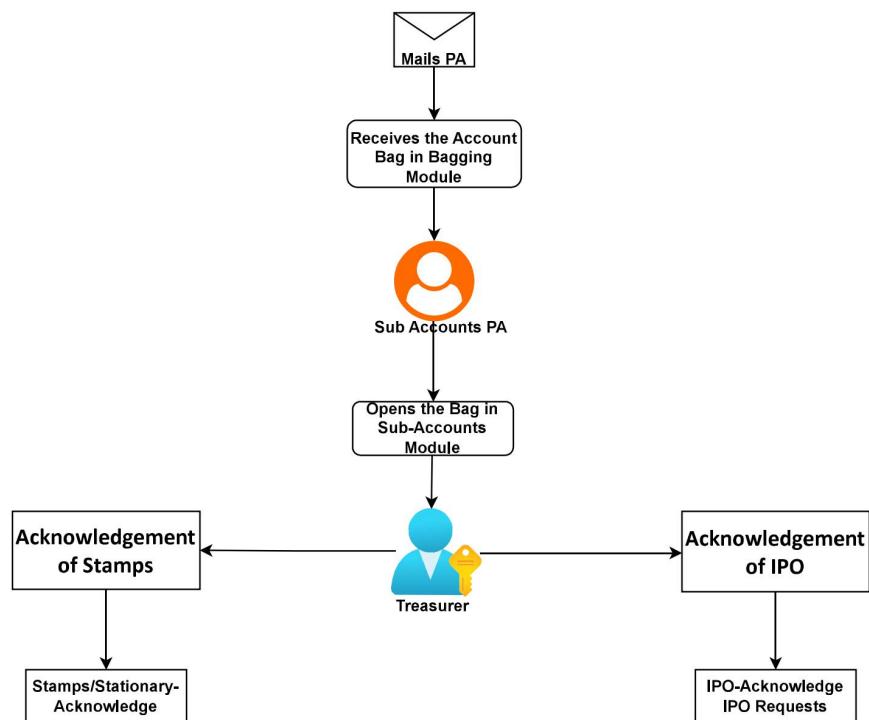


IPO and Stamps Requests from SO to HO

Treasury Module Day Begin by Treasury Supervisor(Sub Postmaster)

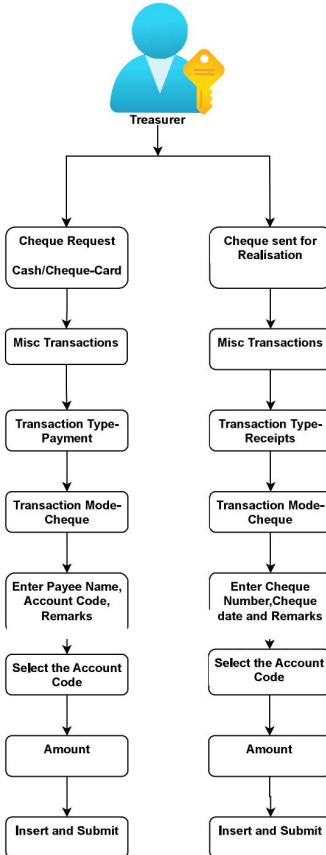


The HO will receive the Request and process the Request.
The requested Stamps and IPO will be closed to SO in Account Bag through Sub-Account Module. The Bag Closed in Sub-Account Module will be dispatched through Bagging Module by HO

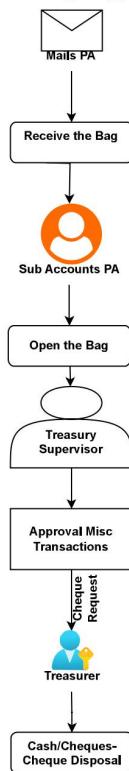


Cheque Requests and Cheque sent for Realization from SO to HO

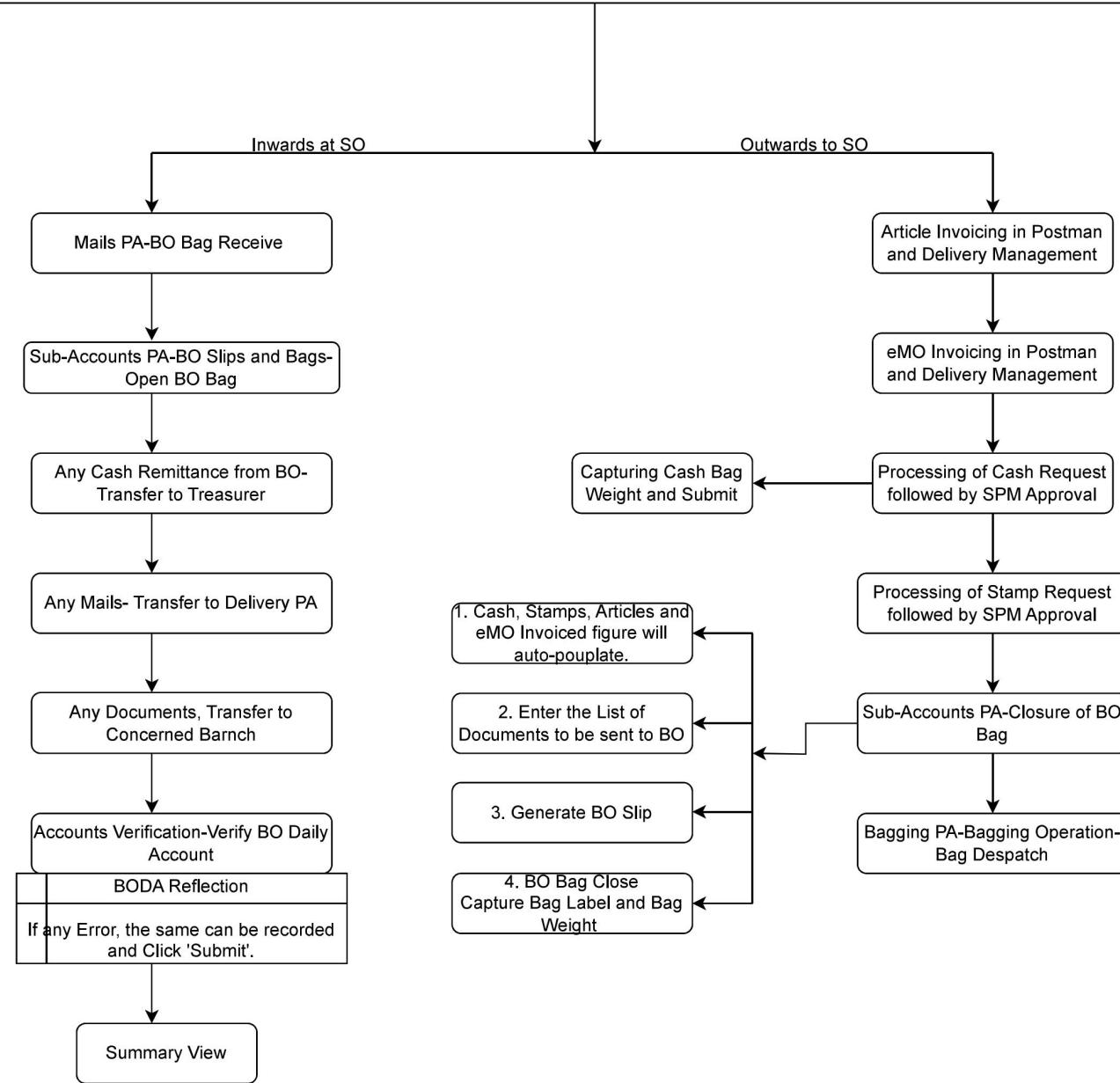
Treasury Module Day Begin by Treasury Supervisor(Sub Postmaster)



The Cheque Request and Cheque sent for realisation will be processed by the linked Cash Office and the Documents/Cheques will be closed to SO through Sub-Accounts module and dispatched through Bagging Module by Cash Office



BO Operations at SO

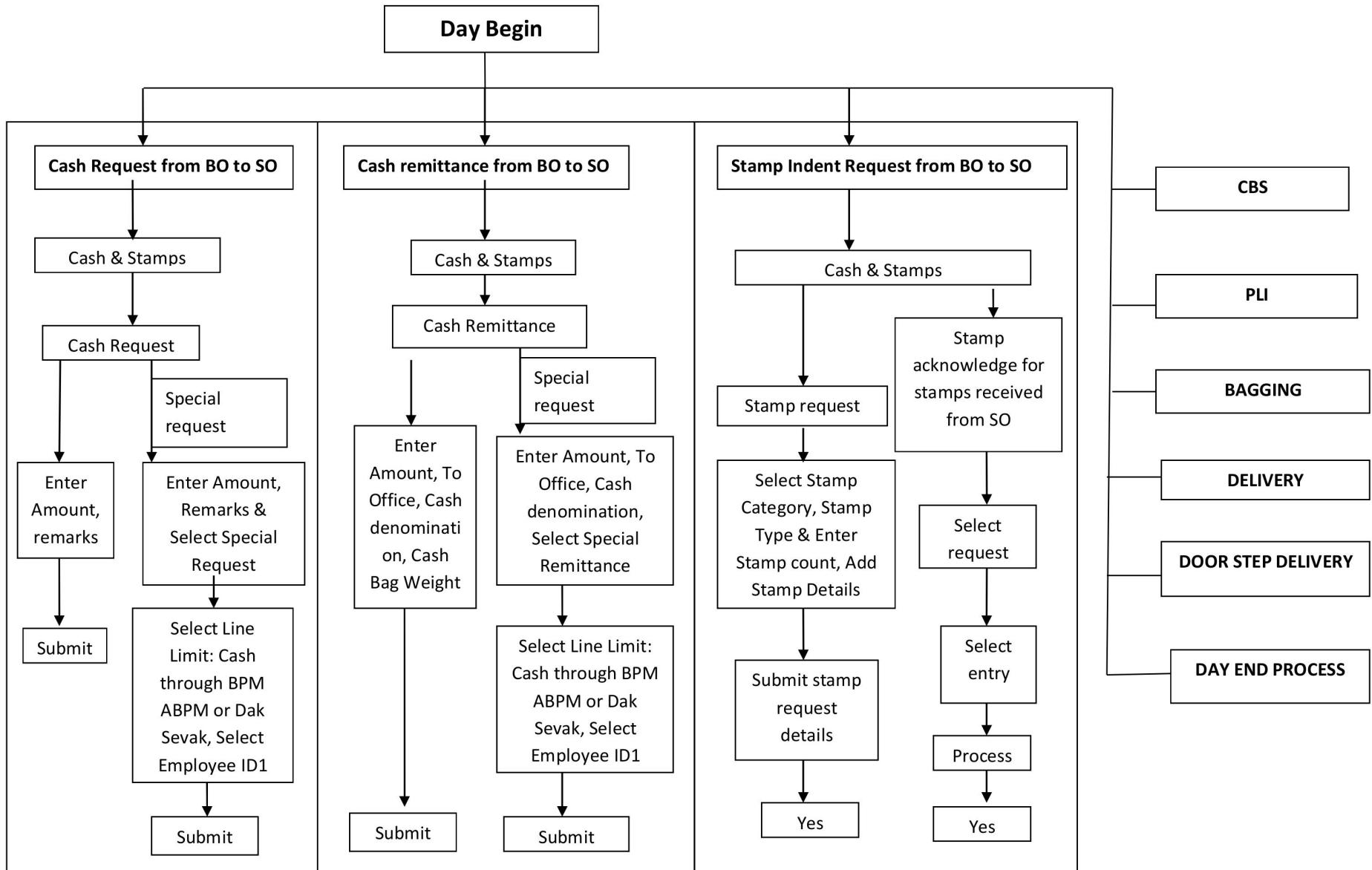


APT 2.0 READY RECKONER

(Branch Post Office)

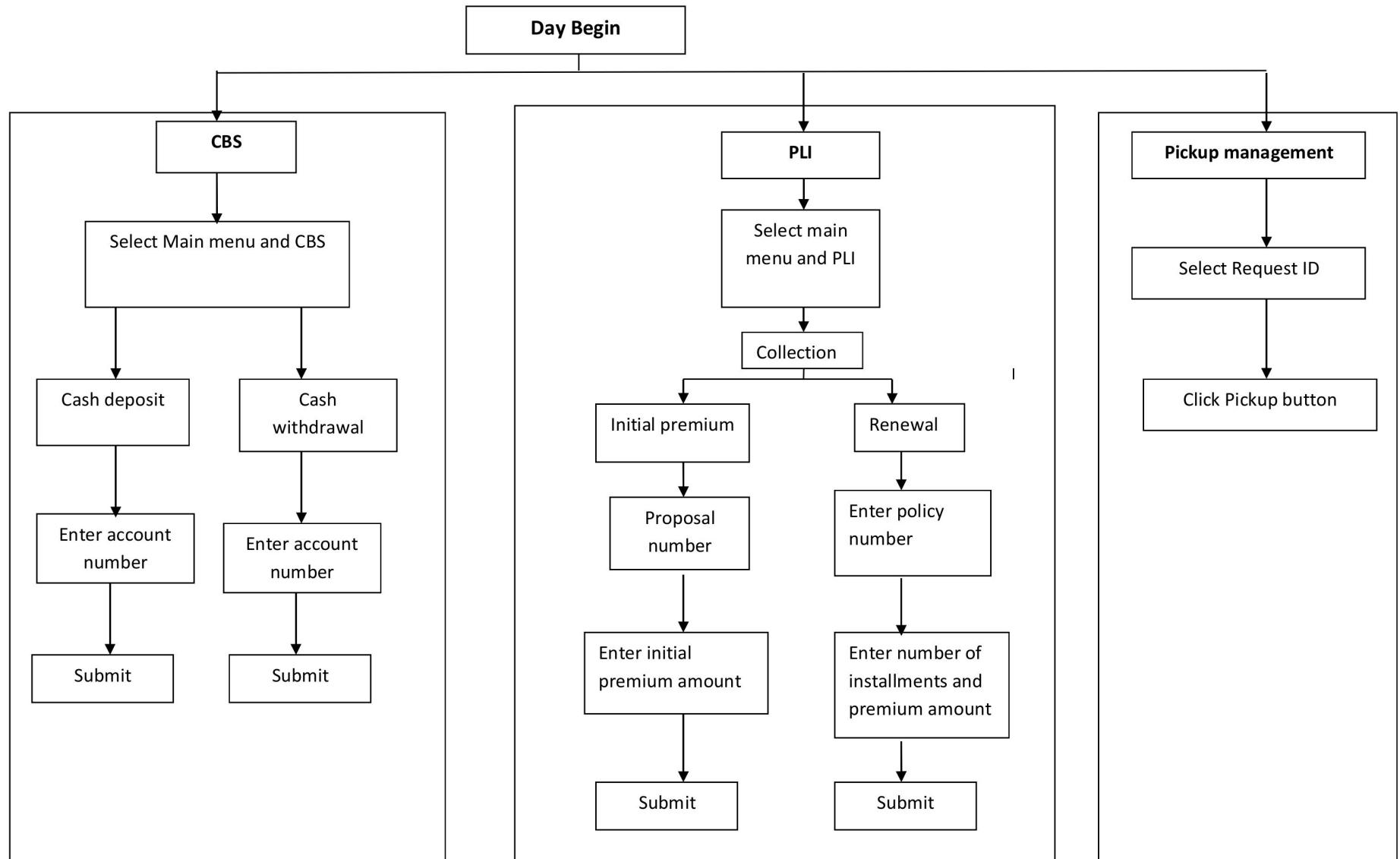
APT 2.0 Ready Reckoner branch Post Office (1/5)

Cash request, Cash remittance and Stamp indent process



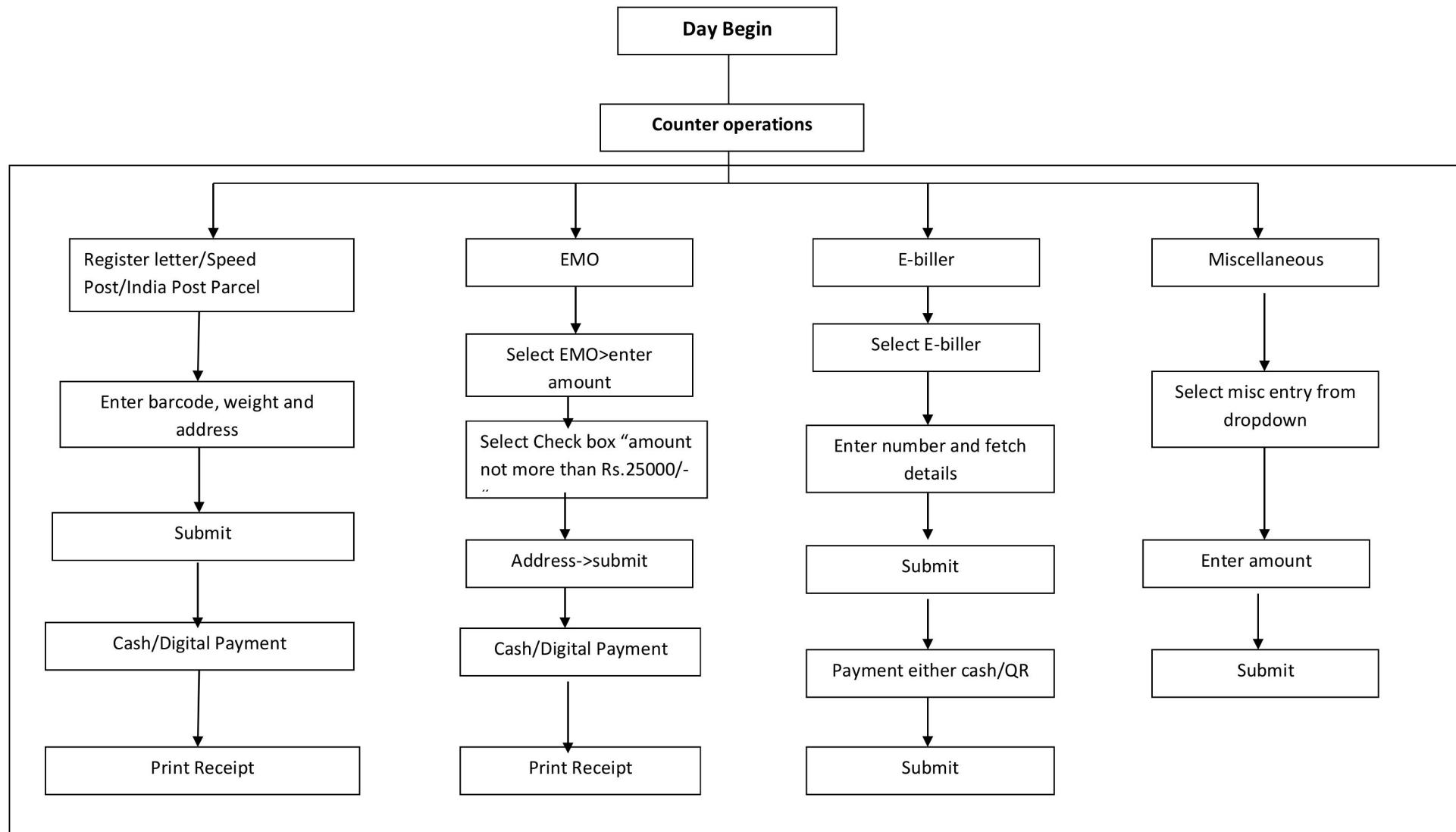
APT 2.0 Ready Reckoner branch Post Office (2/5)

CBS, PLI Process, Pickup management



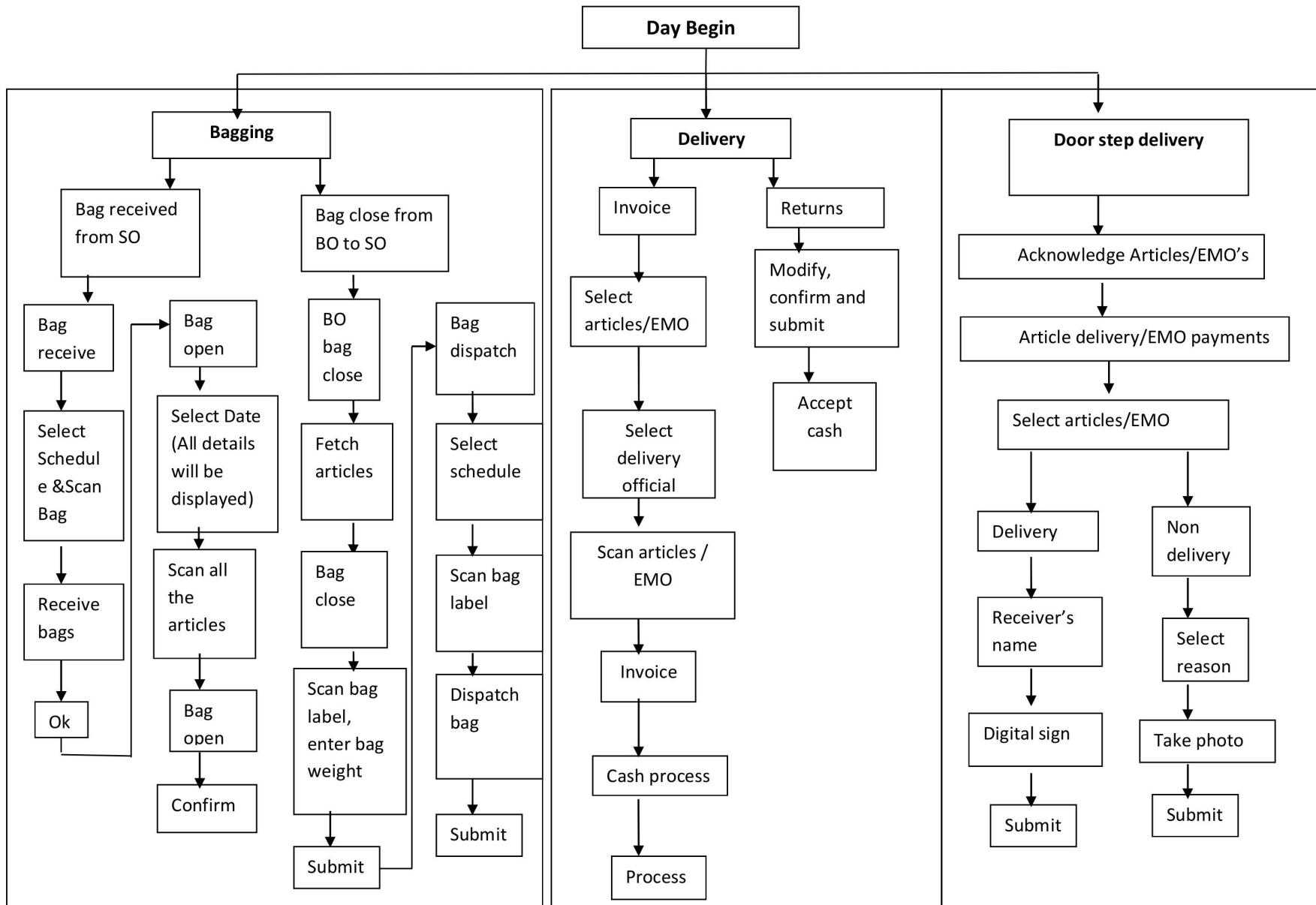
APT 2.0 Ready Reckoner branch Post Office (3/5)

Counter operations



APT 2.0 Ready Reckoner branch Post Office (4/5)

Bagging, Delivery process



APT 2.0 Ready Reckoner branch Post Office (5/5)

Day End process

