

DakGhar Niryat Kendra (DNK)

- The Government of India provides comprehensive export facilities through post offices to small traders, artisans, craftsmen, MSMEs, etc. The Dak Niryat Kendra helps you to export your merchandise by enabling online documentation of shipments and hand holding.
- An initiative taken by the Department of Posts providing single window for exporters for hand holding, booking, transmission and delivery of products across the world by registering them on portal of Dak Ghar Niryat Kendra <https://dnk.cept.gov.in/customers.web/>
- Online documentation, custom clearance and address label generation of shipments for export can now be done without visiting the Post office.
- The DNK portal is integrated with the Indian Customs Electronic Gateway (ICEGATE), Indian Customs EDI System (ICES), Public Financial Management System (PFMS) and Export Data Processing & Monitoring System (EDPMS) of RBI. This integration will streamline data flow between DNK and systems of Customs and PFMS to automate IGST refund.
- DNK serves as a one-stop destination for exporters, offering comprehensive assistance for export-related documentation, logistics, customs procedures, and packing.
- It enables small businesses and MSMEs to efficiently and cost-effectively export their products.
- It aims to boost rural exports by supporting small-scale exporters and promoting local products, aligned with the “One District-One Product” initiative.

Overview

- Over 1,013 Dak Niryat Kendra operational across India.
- Products can be exported to over 219 countries via air parcel, speed post, ITPS, etc., at very affordable rates.
 - Speed Post – 106 Countries
 - ITPS – 46 Countries
 - International Parcel – 191 Countries

Key Features of Dak Ghar Niryat Kendra:

- No need to bring product samples to the Foreign Post Office (FPO).
- No need for manual filing of the Postal Bill of Export.
- Electronic filing of PBE (Postal Bill of Export) through the **DNK portal**; necessary documents like invoices, certificates, licenses, etc., can be uploaded on the portal.
- No need for the presence of a customs house agent/customs officer. The PBE can be downloaded from the portal after customs inspection.
- Notifications for any inquiries or requested documents from customs are received on the portal; additional documents can be uploaded on the portal itself to proceed with the process.
- Packaging facility available at all Dak Ghar Niryat Kendra.
- Pick-up facility.
- Minimal documentation.



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- Tracking and tracing facility.
- Self-booking facility through the portal.

Process Flow

- Through Dak Niryat Kendras, electronic filing of PBEs has been introduced.
- The customer (exporter) has to do one-time registration on the DNK portal and create a Login ID.
- All the necessary details like IEC (Import Export Code), PAN, GSTIN, AD (Authorized Dealer code issued by the bank) code, etc. have to be filled up once in the profile.
- Thereafter, details of articles can be filled up in electronic PBE format on the portal.
- Upon submission of the duly and correctly filled-up form, a PBE no. would be allotted by the customs.
- The customer would then present articles along with a label (CN 22/CN 23 customs declaration) affixed on them for booking at DNK.
- Such articles booked at DNK will be dispatched to FPO by closing bag distinctly labelled PBE articles.
- In Foreign Post Office (FPO), the articles will undergo physical examination.
- In the event of an issue/requirement of additional documents, a query will be raised by customs through the DNK portal.
- Once the query is resolved, the Customs will grant Let Export Order (LEO), and then the PBE would be available for download in the customer's login ID

Process of DNK Customer Portal

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Registration:

- Access the Portal: Open a recommended browser (Google, Chrome, Mozilla Firefox, or Microsoft Edge) and type in the URL: <https://dnk.cept.gov.in/customers.web/>
- Register Account:
- Click on “Don’t have an account? Register Now”
- Fill in user ID, email ID, mobile number, and password.
- Complete registration by entering the OTP received on the provided mobile number.
- After validation, a confirmation email will be sent, and the registration is complete.

Login:

- Access the Portal: Open the DNK Customer Portal in a recommended browser.
- Login Process:
 - Enter the username and password or mobile number.
 - Request an OTP, enter it, and click on LOG IN.



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Profile Management:

Manage Profile:

- Access the 'Manage Profile' option from the user menu.
- Fill in business details such as Import Export Code (IEC), AD Code, GSTIN, and Letter of Undertaking (LUT)/Bond Details.
- Update and validate the IEC code, which updates the profile address automatically.

Article Booking:

- Individual Booking via Data Entry:
- Type of Items – EMS (Merchandise), EMS (Document), Regd. Small Packets, Air Parcel, Regd. Letter, ITPS.
- Category of Items – Commercial Sample, Returned Goods, Sale of Goods, Others
- Gross weight – Weight of Parcel with Packaging (Not more than 10% of primary content)
- Value – in INR
- SDR – System automatically calculated this.
- Instruction in case of non-deliver – Abandoned, RTS-Priority, RTS-Non Priority.
- License – License of Manufacturing license
- Certificate – Means No Objection Certificate “from the competent authority. For example, if you are sending drugs, you need NOC from Assistant Drugs Controller (ADC)
- Select PBE – Postal Bill of Export (PBE-III or PBE-IV for DNK)

| PBE filing method | Export Type | PBE Form Type |
|-------------------|----------------------|---------------|
| Manual | eCommerce | PBE-I |
| | Other than eCommerce | PBE-II |
| Electronic | eCommerce | PBE-III |
| | Other than eCommerce | PBE-IV |

Note - **Printing of PBE form & Let export order** is not allowed prior to Customs Clearance. Customer may print USPS Harmonized label / CN 22/CN 23, address slip & invoice.

- DOP Customer ID - The default customer ID (3000048090) is displayed by DNK portal. For all non-contractual customer, this default customer ID shall be displayed.
- Details of Sender/Recipient
- **IOSS (Import One Stop Shop)** shall be entered against 'Sender's Customs reference' number. It is required if the export is being done to the countries of European Union.
- Piece Details – Details of each piece of item – invoice number, date, gross weight, net weight

Bulk Upload:

- Utilize the bulk upload feature to enter multiple articles using an Excel template.



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Documents Upload:

- Upload KYC documents such as IEC, GSTIN, etc.
- Update LUT document at the beginning of each financial year.

Forms Download:

- Access various forms such as CN 23, Harmonized Label, PBE forms, invoices, and address labels from the portal.

History:

- View the history of booked articles and transactions on the portal.

Discount Structure for Customer at DNK

EMS:-

| Monthly Revenue in INR (Excluding taxes) | Discount for contractual customers (including bulk) in percentage (A) | Additional discount for booking through DNK both contractual [over and above discount for contractual customer (A)] and non-contractual customers (B) |
|---|--|--|
| Up to 25000 | 0% | 1% |
| 25001 to 100000 | 3% | 1% |
| 100001 to 500000 | 6% | 1% |
| 500001 to 2000000 | 10% | 1% |
| 2000001 to 5000000 | 13% | 1% |
| 5000001 & above | 16% | 1% |

ITPS:-

| Monthly Revenue in INR (Excluding taxes) | Discount for contractual customers (including bulk) in percentage (A) | Additional discount for booking through DNK both contractual [over and above (A)] and non-contractual customers (B) |
|---|--|---|
| up to 25000 | 0% | 2% |
| 25001 to 100000 | 4% | 2% |
| 100001 to 200000 | 6% | 2% |
| 200001 to 500000 | 9% | 2% |
| 500001 to 2000000 | 12% | 2% |
| 2000001 to 4000000 | 14% | 2% |
| 4000001 to 7500000 | 16% | 2% |
| 7500001& above | 18% | 2% |



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Eligibility for Discount –

1. The customer has to be registered as Advance Customer or BNPL for International accountable mail product (EMS/Registered/ITPS)
2. Customer has to provide booking data in soft copy, while manual filling of postal bill of export. This discount shall be half of the above-mentioned rate, if data is not given in soft copy.
3. All article booked through the DNK portal are eligible for discount as the data provided by the exporter in soft copy.
4. Any claim of customer shall not be adjusted against advance payment/dues of BNPL.
5. Definition of Contractual Bulk Customer –

| Monthly Revenue excluding taxes (EMS/Air Parcel/Registered Letter/ITPS) | | |
|--|------------------------|--------------------------|
| S.No. | Single Location | Multiple Location |
| 1 | 50,000 | 2,00,000 |

6. The contractual customer may register with any International Business Centre/ Dak Ghar Niryat Kendra designated by competent authority irrespective of its office/residential address.
7. The contractual EMS/speed post & ITPS customers who are booking their articles from multiple location shall be allowed consolidation of accounts under National Account Facility at all booking location for calculation of discount and billing and payment at the nodal office.
8. Approving authority of credit facility/National Account Facility – PMG for all cases falling under his region. CPMG for all other cases.
9. Approving authority of advance deposit/payment at the time of booking – Divisional Head for Single Location, In case of multiple location
 - a. PMG PMG for all cases falling under his region.
 - b. CPMG for all other cases.
10. **Signing Authority** – Designation authority – Divisional Head
11. **Free Pick Up –**

| Monthly Revenue excluding taxes (EMS/Air Parcel/Registered Letter/ITPS) | | |
|--|------------------------|--------------------------|
| S.No. | Single Location | Multiple Location |
| 1 | 50,000 | 2,00,000 |

- a. Free pick up will be limited to municipal area to which the booking centre belongs or within a radius of 20 Km from the centre.
- b. HOCs are empowered to extend the jurisdiction to provide free pick up of the consignments from the locations/ customer's premises beyond the municipal limit in consultation with CIFA
12. **Credit Facility:** -
 - (a) CPMG/PMG is approving authority for Credit facility.



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- (b) Once the request of the customer to avail credit facility is approved by the competent authority, the customer will be required to furnish a security deposit in the form of 'Bank Guarantee's.
- (c) The Bank Guarantee should be issued by a Nationalized or Scheduled Bank and should be equal to three billing cycles anticipated postage.
- (d) **The amount of Bank Guarantee shall be reviewed by the authority who has signed the agreement on a quarterly basis. In case amount of monthly business is found to exceed the amount of Bank Guarantee, a Bank Guarantee of the additional amount from the contractual customer should be obtained.**
- (e) Only UNDERTAKING TO BE PROVIDED BY GOVERNMENT ORGANISATIONS/ NATIONALIZED/SCHEDULED BANKS/PUBLIC SECTOR UNITS in prescribed Performa.

13. Advance Deposit facility/ Payment at the time of booking:

- (a) Contractual customers who want to avail advance deposit facility or make the payment at the time of booking have to sign an agreement as given and present the consignments for booking at identified centres only.
- (b) Such advance deposit customer will have to open a deposit account with minimum amount of Rs. 5,000/- product wise (i.e. separate account for EMS/Parcel/Registered/ITPS)
- (c) While In case of booking at multiple locations, minimum amount of advance deposit would be Rs.50,000/- product wise.

14. Billing -

| S.No. | Billing Cycle | Date of bill generation | Last Date of Payment of BNPL Customer |
|-------|---------------------|----------------------------|---|
| 1 | 15 days/fortnightly | 22nd of the month | 30th/31st of the month of Bill Generation |
| | | 7th of the following month | 15th of the month of Bill Generation |
| 2 | 30 days/monthly | 7th of the following month | 30th/31st of the month of Bill Generation |

- In case of customer fails to make the payment by the due date, penalty at the rate of 12% per annum (to be calculated daily) on the amount of the bill shall be imposed by the department upon the defaulting customer. The penalty will be imposed from bill date.
- No booking of International mail consignments will be allowed from the defaulting customer after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department.
- In case of non-payment of bill even after 2 months from the bill date, action will be taken by the designated authority for invoking the Bank Guarantee for recover the total outstanding



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amount. This period can be extended for Central/ State Government organization by the concerned CPMG, if deemed fit.

- However, the Department may accept the booking of International mail consignments from such defaulting customer on full payment of postage as a new customer in accordance with prevailing guidelines.

Designated Authority –

| Office of Posting | Designated Authority |
|-------------------------------|-----------------------------|
| DNK | Divisional Head |
| International Business Centre | Divisional Head |
| Foreign Post Office | Divisional Head |
| Post Office | Divisional Head |

Some Important Full Form –

PBE – Postal Bill of Export (PBE-III or PBE-IV for DNK)

IEC – Import Export Code (Provided by DGFT - Directorate General of Foreign Trade | Ministry of Commerce)

AD Code – Authorised Dealer Code (Provided by Bank)

LUT – Letter of Undertaking (Provide by GST Dept. Financial year wise)

CTH – Custom Tarriff Heading



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