F No. 13-01/2023-RB
Government of India
Ministry of Communications
Department of Posts
(RB & Planning Division)

Dak Bhawan, New Delhi-110001
Dated : 24.07.2023

To,

All CPMsG

Subject: **Deployment of RICT devices and roll out of DARPAN app in Branch Post Offices under IT 2.0-reg.**

This is regarding deployment of RICT devices and roll out of DARPAN app in all branch post offices across the country.

2.   As Circles are aware, Expenditure Finance Committee (EFC)/Public Investment Board (PIB) in its meeting held on 23.11.2021 has decided that procurement of tablets/mobiles as a replacement of RICT devices under IT Modernization Project 2.0 would be done through India Post Payments Bank (IPPB). Accordingly, the existing handheld RICT devices supplied under IT Modernization Project 1.0 for carrying out BO transactions would be replaced by mobile / tablets provided by IPPB. The following has been approved in connection with replacement of exiting RICT devices:-

(i).   Tablets, keyboards, mobiles and biometric scanners shall be provided by the IPPB from its own funds. IPPB shall ensure integrated support, maintenance/replacement of the devices up to the currency of IT 2.0.

(ii).   All BOs shall be provided with tablets. In case of single-handed BOs, the tablet will be used by BPM for delivery / doorstep banking work as well. In case of double or more handed BOs, the BPM will carry out BO transactions on the tablet and the ABPM entrusted with the job of delivery/ doorstep banking work will be provided with mobile.

(iii).   IPPB will provide SIM / rural connectivity to BOs bundled as part of RICT device replacement with no cost to Department of Posts.

3.   In so far as BO application is concerned, CEPT has developed a unified DARPAN android app for carrying out transaction in BOs. The app functionalities have been tested in a proof of concept (POC) conducted in five Circles in the month of Jan- Feb 2023. The security
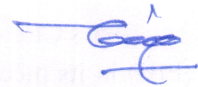
audit of the unified DARPAN app has been got done by CEPT and the app will be pushed in RICT devices though IPPB MDM.

4.   The present RH and RSI contract under IT 1.0 will be over on 30.09.2023. Accordingly, the deployment of new RICT devices and unified DARPAN app under IT 2.0 will be undertaken in the month of August & September,2023, so that DARPAN 2.0 app in BOs start functioning w.e.f. 01.10.2023.

5.   A detailed rollout plan **(Annexures-I , II , III and IV)** in connection with deployment of RICT devices and DARPAN app in all BOs across the country is enclosed for kind information and necessary action. Circles are requested to initiate action as per the activity / timeline schedule mentioned in **Annexure-IV** of the letter.

6.   This issues with approval of the Competent Authority.

Enc: As above

(M S Zou)
ADG (RB & Planning)

Training on Unified DARPAN App

1. Training of Circle/Regional SPOCs on Dak Karmayogi Portal.

(i)   Each Postal Circle is requested to identify minimum 15 SPOCs at Circle/Regional level, who in turn will impart training to staff at Divisional level and shall be responsible for rollout of DARPAN 2.0 in Circles.

(ii)   The training videos on unified DARPAN 2.0 app are available in Dak Karmayogi Portal. Circles are requested to ensure that the identified SPOCs get themselves trained in DARPAN 2.0 app by the end of July 2023 to have a basic understanding of application functionality.

2. Physical Training of Circle/Regional SPOCs at PTCs.

(i)   Circles/ Regional SPOCs, who have completed unified DARPAN 2.0 app training on Dak Karmayogi Portal, will be imparted one-day physical training by CEPT in the first fortnight of August 2023 as per the following schedule:

Training Schedule		
1	PTC Mysuru	AP, Telangana, Karnataka, Kerala, Tamilnadu
2	PTC Vadodara	Rajasthan, Gujarat, MP, Maharashtra, Chhattisgarh
3	PTC Saharanpur	Delhi, J&K, Punjab, UP, HP, Uttarakhand, Haryana
4	PTC Darbhanga	Bihar, Jharkhand, WB & Odisha
5	PTC Guwahati	Assam & NE Circle

3. Training by Circle/Regional SPOCs to field units at Divisional level.

(i)   Circle/Regional SPOCs , as identified and trained above, will in turn impart training to postal staff/system admins / IPs / ASPs of each Postal Division. This activity will be completed in the month of August 2023.

4. Training of GDS in Unified DARPAN App

(i)   Gramin Dak Sewaks (BPM/ABPM) will be required to undergo training on unified DARPAN 2.0 app available in the Dak Karmayogi Portal, so that they have basic understanding of the Unified DARPAN App before being provided with new RICT device. This activity will be undertaken and completed in the month of July-August, 2023.

(ii)   Physical training on DARPAN App to GDS will be provided at Divisional/ Sub-Divisional level upon receipt of new RICT device.

Deployment of RICT device and DARPAN App

1.   Receipt of RICT devices at IPPB branch locations:

(i)   RICT devices (mobile / tablets, SIM cards, thermal printers and fingerprint scanners) will be procured by IPPB and these will be delivered in batches at 650 Branch locations of IPPB. The device delivery details shall be communicated by IPPB after finalisation of RFPs.

(ii)   Once device are received at IPPB Branch, IPPB branch managers will update their inventory record and store these devices under lock & key security. Each IPPB branch shall maintain a Register to manage the inventory count.

2.   Activities to be undertaken by IPPB branch prior to handover of devices to Divisional Office:

(i)   IPPB Branches shall compile BO-wise sequence of priority for distribution of devices in consultation with the Divisional heads concerned.

(ii)   The branch wise aggregation shall be communicated by respective IPPB circles to IPPB corporate office. The IPPB corporate office shall accordingly dispatch devices to branch locations.

(iii)   Each Device packet received at IPPB branch shall be labelled with the Name of the Access Point (BO Name) and BO facility ID by IPPB branch manager in a prescribed format before handing over to the Divisional Head.

3.   Activation of MDM and application in RICT Device:

(i)   IPPB shall be providing with an instant QR for each type of RICT device to activate the MDM services in that particular device.

(ii)   IPPB branch official will open each device handset, insert new SIM card and scan QR code for activating MDM. Once the MDM services are activated by IPPB branch officials, the RICT device is ready to be used and distributed.

(iii)   DOP and IPPB related applications will be automatically installed and updated after activation of MDM services provided that the device is kept online.

4. Delivery of devices to Divisional Head:

(i)   All the RICT devices including tablets / mobile/ SIM cards / Fingerprint scanner/ Chargers /Connector (USB) / Thermal Printer shall be handed over by IPPB branch official to Divisional Heads.

(ii)   The Divisional head will schedule a training for DARPAN android application for end users in batches at available training centers.

(iii)   Upon completion of training of DARPAN android application, the RICT devices will be handed over by Divisional Office to end users (BPMs) under proper receipt.

5. Inventory Register at Divisional Office:

Divisional Office shall maintain an Inventory Register in the following format for each type of RICT device:

Inventory of Tablet / Mobile Devices at BOs				
Date	IMEI No. of Mobile / Tablet supplied by IPPB to Divisional Office (IN)	IMEI No. of Mobile / Tablet supplied by Divisional office to BOs (OUT)	Reason of inventory movement in/out of Divisional Office (new supply, repairs etc.)	Balance Count of Mobile / Tablets at Divisional Office

Inventory of SIM cards at BOs				
Date	Detail of SIM cards supplied by IPPB to Divisional Office (IN)	Detail of SIM cards supplied by Divisional office to BOs (OUT)	Reason of inventory movement in/out of Divisional Office	Balance Count of SIM cards at Divisional Office

Inventory of Biometric Fingerprint Scanner at BOs				
Date	Detail of Fingerprint Scanner supplied by IPPB to Divisional Office (IN)	Detail of Fingerprint Scanner supplied by Divisional office to BOs (OUT)	Reason of inventory movement in/out of Divisional Office	Balance Count of Fingerprint Scanner at Divisional Office

Inventory of Charger at BOs				
Date	Detail of Charger supplied by IPPB to Divisional Office (IN)	Detail of Charger supplied by Divisional office to BOs (OUT)	Reason of inventory movement in/out of Divisional Office	Balance Count of Charger at Divisional Office

Inventory of Connectors (USB A type to C type) at BOs				
Date	Detail of Connectors supplied by IPPB to Divisional Office (IN)	Detail of Connectors supplied by Divisional office to BOs (OUT)	Reason of inventory movement in/out of Divisional Office	Balance Count of Connectors at Divisional Office

Inventory of Thermal Printers at BOs				
Date	Detail of Thermal Printers supplied by IPPB to Divisional Office (IN)	Detail of Thermal Printers supplied by Divisional office to BOs (OUT)	Reason of inventory movement in/out of Divisional Office	Balance Count of Thermal Printers at Divisional Office

Master Data Updation

To onboard BPMs in the new devices, the existing RSI data needs to be populated in the DARPAN portal and Divisional heads need to update (i) Aadhar linked mobile number of BPM, (ii) Aadhar number of BPM and (iii) other details like Min / Max cash balance of BO, Despatch Schedule time etc., in the DARPAN portal.

For this purpose, a SOP on BPM Onboarding will be shared by CEPT with Circles and the DARPAN portal will be made available for updation to all Divisions.

Checklist for Circles - Activity / Timeline Schedule

Sl. No.	Activity	Timelines (In Days)	Owner
1	Master Data Updation	By 15.08.2023	Circles/CEPT
	Training		
2	Identification of SPOCs at Circle/Regional level	By 26.07.2023	Circles
3	Training of Circle/Regional SPOCs in Unified DARPAN app in Dak karmayogi portal	By 31.07.2023	Circles
4	One day training of Circle/Regional SPOCs at PTCs	By 15.08.2023	Circles/CEPT
5	Training to Divisional staff by Circle/Regional SPOCs	By 31.08.2023	Circles
6	Training of GDS in Unified DARPAN app in Dak karmayogi portal	July 2023 to August 2023	Circles/CEPT/DDG (RB)/DDG(MKY)
7	Circulation of training material/videos	By 31.07.2023	CEPT/DDG(MKY)
	Supply of RICT device and Onboarding of DARPAN App		
8	Compilation of BO-wise sequence of priority for distribution of devices by IPPB branches in consultation with Postal Divisions	By 15.08.2023	IPPB/Circles
9	Receipt of RICT device at IPPB branch locations and handing over to Postal Divisional Heads	In batches from 3rd week of Aug-2023 onwards	IPPB/Circles
	Roll out and Monitoring		
10	Constitution of roll out teams in circles/regions/divisions	First week of August 2023	Circles
11	Preparation of circle tracker for roll out	By 15.08.2023	CEPT/IPPB