

No.30-16/2022-D
Government of India
Ministry of Communications
Department of Posts
Mail Business (Development & Operations) Division
Dak Bhawan, Sansad Marg, New Delhi-110001

Dated:26.10.2023

To,

The All CPMsG,

Subject: Regarding mandatory capturing of mobile number of sender and addressee at the time of booking of accountable mail

This has reference to this office communication of even number dated 26.09.2023 wherein detailed guidelines of capturing of mobile number of sender and addressee at the time of booking was conveyed to the Circles. (copy attached)

2. The mandatory capturing of mobile number of sender and addressee has been enabled in POS version 4.9 which has recently been rolled out in all post offices across the country. Standard Operating Procedure (SOP) of mandatory capturing of mobile number of sender and addressee at the time of booking in POS version 4.9 is also attached with this letter.
3. It is once again requested to communicate the instructions issued for mandatory capturing of mobile number of sender and addressee among the field staff to avoid any issues at the time of booking of mail at counters.



(Prateek)

ADG (Mail Operations)

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Dated:26.09.2023

To,

The All CPMsG,

Subject: Regarding mandatory capturing of mobile number of sender and addressee at the time of booking of accountable mail

This has reference to various communication received from the customers and some circles regarding mandatory capturing of mobile number of sender and addressee at the time of booking of accountable bulk/retail mail.

2. In the existing Point of Sale application, there are fields which enable the end user to capture the mobile number of sender and addressee. However, it is not mandatory. Consequently, the percentage of articles booked at counters which have the data entered is very low. The non-availability of the mobile number of sender and addressee in the system hampers the effectiveness of the functionality to send SMS alerts for different stages from booking to delivery.

2.1 Mandatory capturing of mobile number of sender and addressee will provide the following benefits:

- a) Customer will get the instant messages during various stages from booking to delivery.
- b) Customer may instantly react to any wrong routing of his article during transmission, fake remarks such as door locked, addressee absent etc. given by the delivery staff.
- c) It will allow the postman to reach out to the addressee in case of incomplete, incorrect or illegible addressee details mentioned on the article.

3. Based upon the discussion held with all stake holders and examining the law in force in this regard it has been decided by the competent authority that:

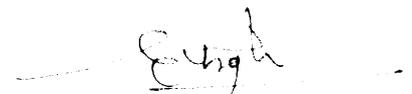
- (i) Mandatory capturing of mobile number of sender and addressee at the time of booking of bulk/retail articles will be included in next point of sale version 4.9 expected to be release in last week of September 2023
- (ii) Capturing of mobile number at the time of booking will be started immediately after launch of next version of point of sale application

4.1 Exceptions are provided for the following situations:

- a) Addressee mobile number in case of International Articles
- b) Addressee mobile number in case of articles addressed to the offices of Central/State Govt. offices, Banks, Semi Government Organizations, Central/State Govt. PSUs (Central Govt/State Govt), all educational boards, Central Vigilance Commission, All Courts, organizations, institutions, firms etc.,
- c) sender mobile number when article is being booked by Central/State Govt. offices, Banks, Semi Government Organizations, Central/State Govt. PSUs (Central Govt/State Govt), all educational boards, Central Vigilance Commission, All Courts, organizations, institutions, firms etc.,
- d) Sender mobile number in case of articles address to Central Vigilance Commission (CVC) under Public Interest Disclosure and Protection of Informer (PIDPI) will also be optional.
- e) When a customer refuses to provide his/her mobile number, they should be briefed about the benefits of the same. However, if they insist, booking would proceed without capturing the mobile number.

4.2 In the scenarios of the exceptions detailed above, “1234567890” will be entered in the system as dummy mobile number at the time of booking of accountable mail. The usage of the same will be monitored centrally.

5. An external and internal campaign should be organized in each Circle to sensitize the Bulk Customers, retail customers and counter PAs about the benefits of providing and capturing mobile numbers at the time of booking



(Dushyant Mudgal)
DDG (Mail Operations)

SOP for handling Mandatory Mobile Number

- In the PoS new version, mobile no. has been made mandatory.
- For Domestic Retail/Bulk booking -
 - Sender & Recipient mobile no. are mandatory.
 - Users need to enter both sender and recipient mobile no. in booking screen itself in case of Retail booking, and in excel sheet (SENDERMOBILE, ADDRMOBILE field) in case of Bulk booking.
- For International Retail/Bulk booking -
 - Only sender mobile no is mandatory.

INDIA POST Point of Sale Non Production

User Name: Anupam Pathak(1257050) PO Name: Mysuru H.O Counter No: 1 Date & Time: 06 Oct 2023 02:23:10 PM 9,68,694.00

Mail Booking International Mail Money Remittances Product Sales e - Payment IPO Sales e-Post

Inland Speed Post

Weight* 50 gms. Vol Wt gms. PIN* 221005 F8 Article No TH123456785IN Priority

L cm. B cm. H cm. Pre-paid Merchandise Document

Sender Address: Name* A F8 Address* B + City/Dist* VARANASI F8 State* UTTAR PRADESH PIN Code* 221005 F8 Mobile No* 1234567890 F8 E-mail

Addressee Address: Name* A F8 Address* B + City/Dist* VARANASI F8 State* UTTAR PRADESH PIN Code* 221005 F8 Mobile No* 1234567890 F8 E-mail

Postage 35.00
GST 6.30
Total Tax Amt 6.30

Net Amt 41.30

Total Amt 41.30

Mysuru H.O --> Mysuru NSH --
> Varanasi NSH --> Hindu Via
hwa Vidhyalaya SO

Insurance
Proof of Delivery

Receipt No. SL000020011696582359 Date 06 Oct 2023 Quantity 1 Total Amount 41.30

Esc Back F2 Cancel F3 Reset Enter Submit F11 View

F4 Bill Hold F5 Add Customer
F6 Additional Info
F9 Cuboid F10 Cylinder
F12 PAYMENT

Error Handling

- Retail Booking : If user does not provide any of the mobile no., error will be displayed as following:

INDIA POST Point of Sale Non Production
User Name: Anupam Pathak(1257050) PO Name: Mysuru H.O Counter No:1 Date & Time:06 Oct 2023 02:30:13 PM 9,68,694.00

Inland Speed Post Please Enter Proper Sender Mobile No, Else *1234567890* As Default.

Weight* 100 gms. Vol Wt gms. PIN* 221005 FB Article No UJ123456785IN Priority
L cm. B cm. H cm. Pre-paid Merchandise Document

Sender Address: Name* A FB, Address* B +, City/Dist* VARANASI FB, State* UTTAR PRADESH, PIN Code* 221005 FB, Mobile No* FB, E-mail
Addressee Address: Name* C FB, Address* D +, City/Dist* VARANASI FB, State* UTTAR PRADESH, PIN Code* 221005 FB, Mobile No* FB, E-mail

Postage 60.00, GST 10.80, Total Tax Amt 10.80, Net Amt 70.80, Total Amt 70.80
Mysuru H.O --> Mysuru NSH --> Varanasi NSH --> Hindu Vis hwa Vidhyalaya SO

Receipt No. SL0000020011696582785 Date 06 Oct 2023 Quantity 1 Total Amount 70.80

Esc Back, F2 Cancel, F3 Reset, Enter Submit, F11 View

- To resolve the above error: Enter either the sender mobile no. or 1234567890.

INDIA POST Point of Sale Non Production
User Name: Anupam Pathak(1257050) PO Name: Mysuru H.O Counter No:1 Date & Time:06 Oct 2023 02:31:44 PM 9,68,694.00

Inland Speed Post Please Enter Proper Addressee Mobile No, Else *1234567890* As Default.

Weight* 100 gms. Vol Wt gms. PIN* 221005 FB Article No UJ123456785IN Priority
L cm. B cm. H cm. Pre-paid Merchandise Document

Sender Address: Name* A FB, Address* B +, City/Dist* VARANASI FB, State* UTTAR PRADESH, PIN Code* 221005 FB, Mobile No* FB, E-mail
Addressee Address: Name* C FB, Address* D +, City/Dist* VARANASI FB, State* UTTAR PRADESH, PIN Code* 221005 FB, Mobile No* 1234567890 FB, E-mail

Postage 60.00, GST 10.80, Total Tax Amt 10.80, Net Amt 70.80, Total Amt 70.80
Mysuru H.O --> Mysuru NSH --> Varanasi NSH --> Hindu Vis hwa Vidhyalaya SO

Receipt No. SL0000020011696582785 Date 06 Oct 2023 Quantity 1 Total Amount 70.80

Esc Back, F2 Cancel, F3 Reset, Enter Submit, F11 View

- To resolve the above error: Enter either the addressee mobile no. or 1234567890.
- Bulk Booking : If user does not provide any of the mobile no., error will be displayed as following:

The screenshot displays the 'India Post Point of Sale' software interface. At the top, the header includes the India Post logo, 'INDIA POST', 'Point of Sale', and 'Non Production'. Below the header, user information is shown: 'User Name: Anupam Pathak(1257050)', 'PO Name: Mysuru H.O', 'Counter No: 1', 'Date & Time: 06 Oct 2023 03:01:28 PM', and a balance of '9,68,694.00'. The main window is titled 'Upload Bulk' and features a red error message: 'Please Enter Proper Sender Mobile No, Else "1234567890" As Default.' The form contains several input fields: 'Sender Address' (Name: A, Address: V, City/Dist: VARANASI, State: UTTAR PRADESH, PIN Code: 221005, Mobile No: [empty], E-mail: [empty]), 'Service Type' (Inland Speed Post), 'Agent ID' (-- Select --), 'Weight / Item', 'Declaration', 'Browse File' (DESKTOP\ANUPAM.XLS), and 'Customer ID', 'Contract No', 'Available Balance'. A 'Discount Eligibility' checkbox is checked. On the right side, there are function keys: F4 (Bill Hold), F5 (Add Customer), F6 (Additional Info), and F12 (PAYMENT). At the bottom, there are navigation buttons: Esc (Back), F2 (Cancel), F3 (Reset), and Enter (Submit). A summary table at the bottom shows: 'Receipt No.', 'Date: 06 Oct 2023', 'Quantity: 0', and 'Total Amount: 0.00'.

- To resolve the above error: Enter either the sender mobile no. or 1234567890.

INDIA POST Point of Sale Non Production

User Name: Anupam Pathak(1257050) PO Name: Mysuru H.O Counter No:1 Date & Time: 06 Oct 2023 02:47:12 PM 9,68,694.00

Upload Bulk Incorrect input value in : Addressee Phone No , Row no : 3

Sender Address

Name* F8
 Address* +

 City/Dist F8
 State -- Select --
 PIN Code* F8
 Mobile No* F8
 E-mail

Service Type* Select Agent ID -- Select --
 Weight / Item
 Declaration Browse
 Discount Eligibility
 Browse File* Browse Upload

Customer ID
 Contract No
 Available Balance

Receipt No. Date 06 Oct 2023 Quantity 0 Total Amount 0.00

Esc Back F2 Cancel F3 Reset Enter Submit

F4 Bill Hold F5 Add Customer F6 Additional Info F12 PAYMENT

- To resolve the above error: Go to the respective excel sheet and enter the addressee mobile no. at displayed row no.
- Note: Same steps should be followed for both Domestic & International bookings.