



**STANDARD OPERATING  
PROCEDURE  
ON HDMS  
FOR  
DARPAN ANDROID APPLICATION**



The following workflow has been designed in the DARPAN HDMS portal for raising tickets.

1. Sub Office and Head Office will login to <https://cept.gov.in> with the user ID and Password used for logging into MIS portal.

The screenshot shows the homepage of the Centre for Excellence in Postal Technology (CEPT). The header includes the organization's name, 'Department of Posts, Ministry of Communications, Government of India', and logos for '75 Azadi Ka Amrit Mahotsav' and the Government of India. A navigation bar contains 'Home' and 'Contact us'. The main content area features a 'Latest News' section with an image of a computer workstation and a 'G20 भारत 2023 INDIA' logo. To the right is a login form with fields for 'User name' and 'Password', a 'Remember me' checkbox, and a CAPTCHA verification section with the number '56025'. Below the login form are links for 'Login', 'Reset', 'Signup', 'Forgot Password', 'Change Password', and 'Indiapost'. A 'Download POSTINFO for:' section provides links for Windows 10 mobile Phone, Windows 8.1 and earlier mobile Phone, and Android mobile phone. The footer contains 'india.gov.in' and 'Online Services for VOTERS' logos, and a disclaimer: 'This website belongs to the Department of Posts, Ministry of Communications, Government of India.'

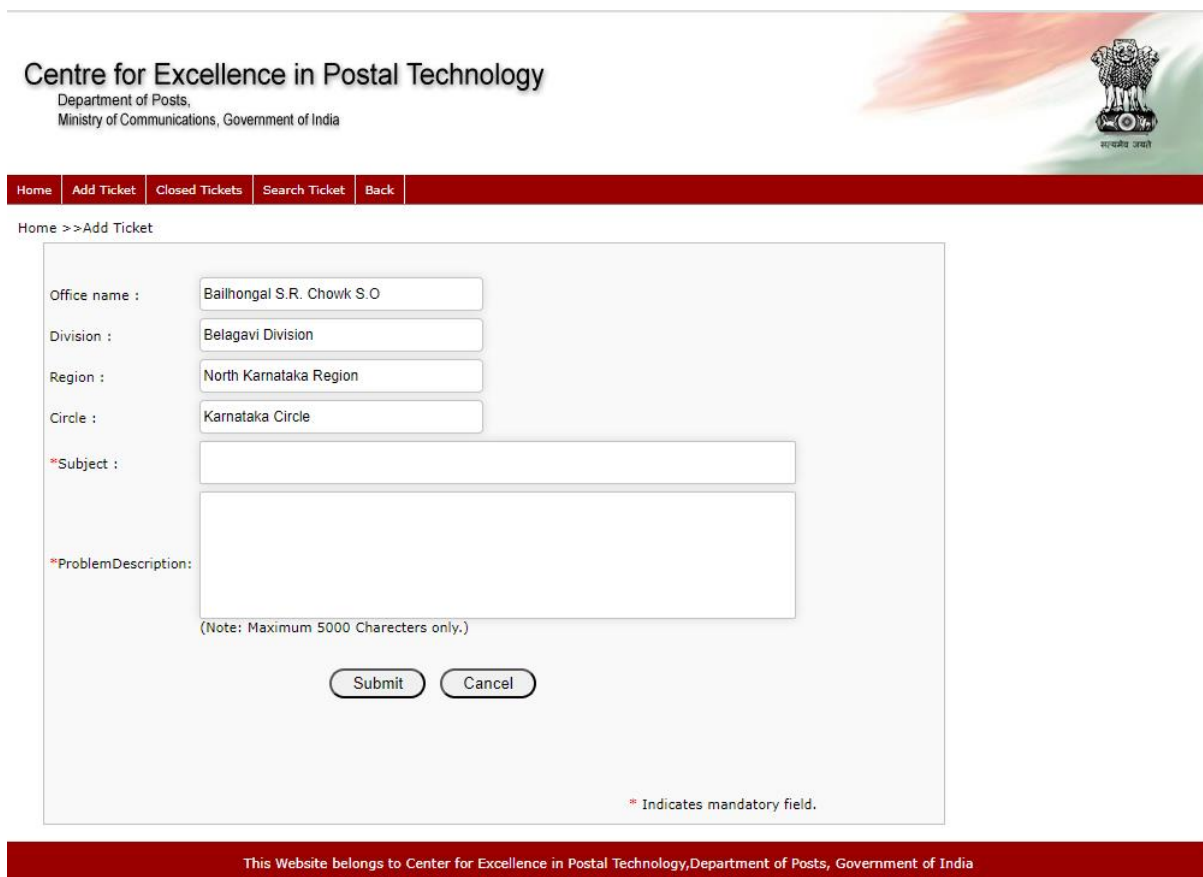
2. After login, the Sub Office/ Head Office to click on DARPAN link to raise the tickets on issues related to DARPAN ANDROID APPLICATION other than CBS, CSI, PLI, RPLI and IPPB. Issues related to CBS, CSI, PLI, RPLI to be raised in Service Desk.

The screenshot shows the CEPT website with a navigation bar containing 'Meghdoot', 'Speed Net', 'E-Services', 'Websites', 'Downloads', and 'DARPAN'. Below the navigation bar is an 'Employee Corner' section. On the right, it says 'Welcome : Bailhongal S.R. Chowk S.O ( Signout )' with a 'Manage Profile' link. The main content area lists two items: '1. Help Desk Management System (HDMS) launched from 10.1.2014' and '2. New Software for IFS released on 22.11.2013. All eMO Delivery Offices have to download and install it.' Below this is a 'Latest News' section. The footer contains the same disclaimer as the first screenshot: 'This website belongs to the Department of Posts, Ministry of Communications, Government of India.'

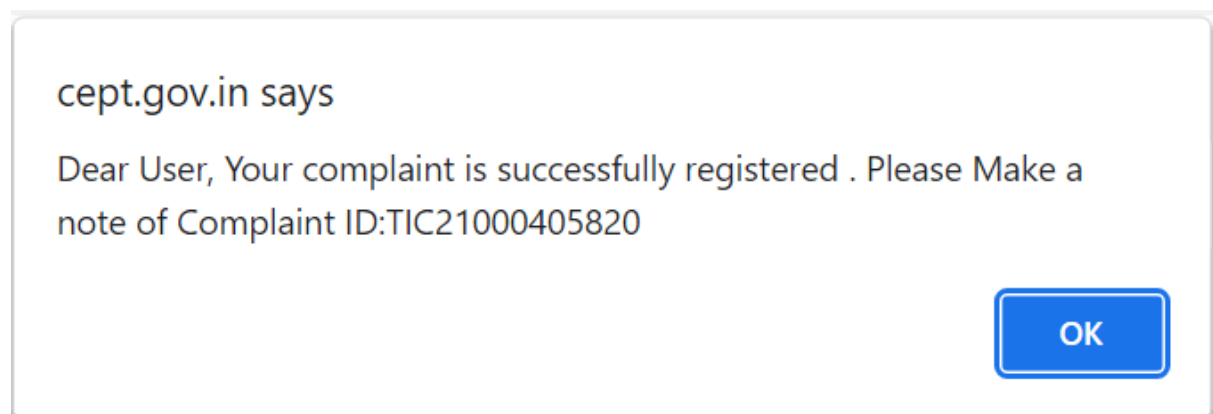
3. Click on "Add Ticket" to raise new ticket.



4. In the next screen, the subject and description of the issue to be entered.



5. Upon submitting, a complaint ID will be generated. This is to be noted for future reference.



## Role of Divisional Office

Once the ticket is raised by Sub Office or Head Office, the ticket will now be visible in Divisional login in the link "Pending tickets".

Centre for Excellence in Postal Technology  
Department of Posts,  
Ministry of Communications, Government of India




Home Pending Tickets Closed Tickets Search Ticket Back

This Website belongs to Center for Excellence in Postal Technology, Department of Posts, Government of India

Divisional office to click on "View and Reply" for each ticket.

Centre for Excellence in Postal Technology  
Department of Posts,  
Ministry of Communications, Government of India



Home Pending Tickets Closed Tickets Search Ticket Back

Welcome : Belgaum


Pending Complaints

Sl No	Complaint ID	Complaint Type	Complaint	Complaint Date	Raised By	Action
1	TIC21000405820	DARPAN	PLEASE RESOLVE THE ISSUE	22-09-2023 20:03:11	PO21202102000	<a href="#">View and Reply</a>

This Website belongs to Center for Excellence in Postal Technology, Department of Posts, Government of India

Based on the issue, either Division can give a reply to the complaint and close the ticket or assign the ticket to region for further resolution.

Centre for Excellence in Postal Technology  
Department of Posts,  
Ministry of Communications, Government of India



Home Pending Tickets Closed Tickets Search Ticket Back

Welcome : Belgaum

Complaint ID:

Complaint :

Complaint Date:

Solution:


Remarks:

This Website belongs to Center for Excellence in Postal Technology, Department of Posts, Government of India

## Role of Regional Office

Regional Office can give a reply and close the ticket or if further resolution is required, the ticket can be assigned to Circle Office.

**Centre for Excellence in Postal Technology**  
Department of Posts,  
Ministry of Communications, Government of India



Home Pending Tickets Closed Tickets Search Ticket Back

Welcome : North Karnataka Region

Complaint ID: TIC21000405820

PLEASE RESOLVE THE ISSUE

Complaint :

Complaint Date: 22-09-2023 20:03:11

Solution:

Remarks:


Reply Assign To Circle

This Website belongs to Center for Excellence in Postal Technology,Department of Posts, Government of India

## Role of Circle Office

Circle Office can give a reply and close the ticket or if further resolution is required, the ticket can be assigned to CEPT.

**Centre for Excellence in Postal Technology**  
Department of Posts,  
Ministry of Communications, Government of India



Home Pending Tickets Closed Tickets Search Ticket Back

Welcome : Karnataka Circle

Complaint ID: TIC21000405820

PLEASE RESOLVE THE ISSUE

Complaint :

Complaint Date: 22-09-2023 20:03:11

Solution:

Remarks:

Reply Assign to CEPT

This Website belongs to Center for Excellence in Postal Technology,Department of Posts, Government of India