India Post

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.
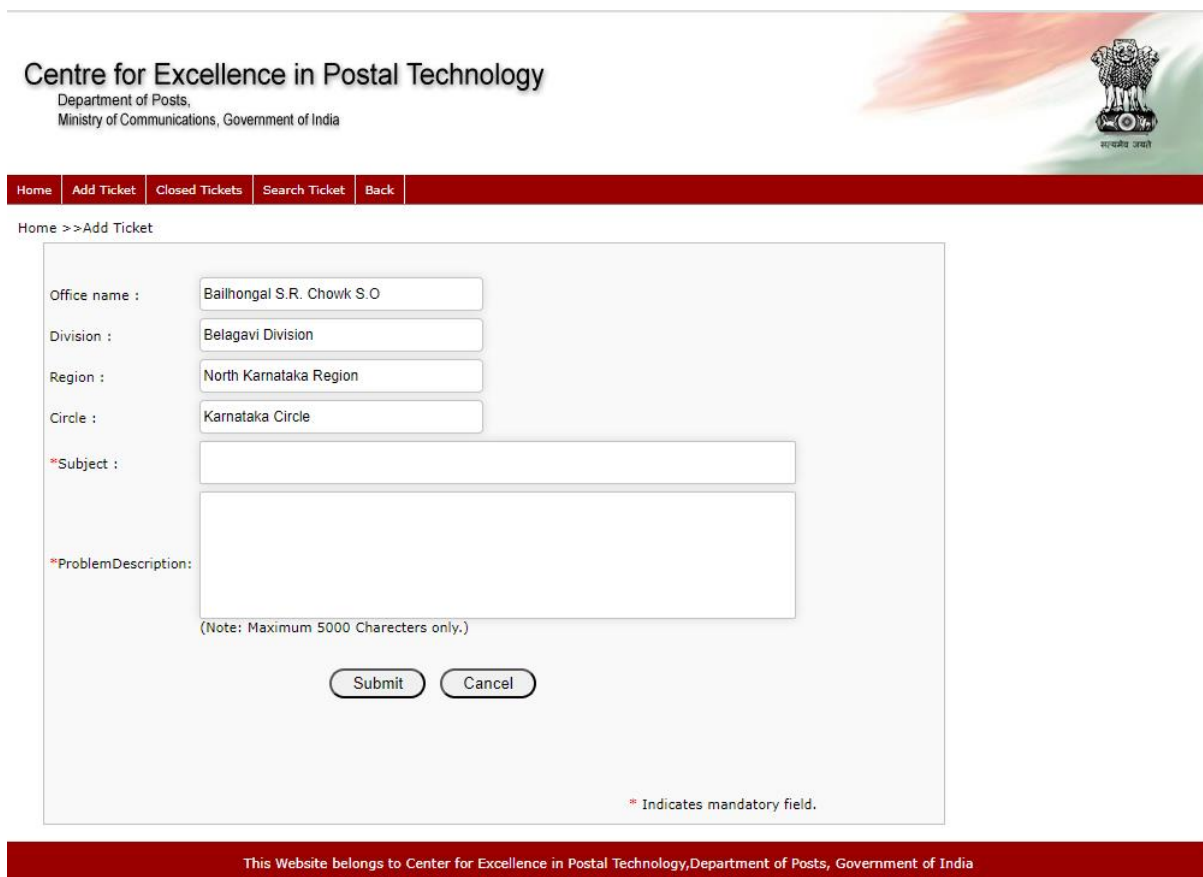

2. After login, the Sub Office/ Head Office to click on DARPAN link to raise the tickets on issues related to DARPAN ANDROID APPLICATION other than CBS, CSI, PLI, RPLI and IPPB. Issues related to CBS, CSI, PLI, RPLI to be raised in Service Desk.

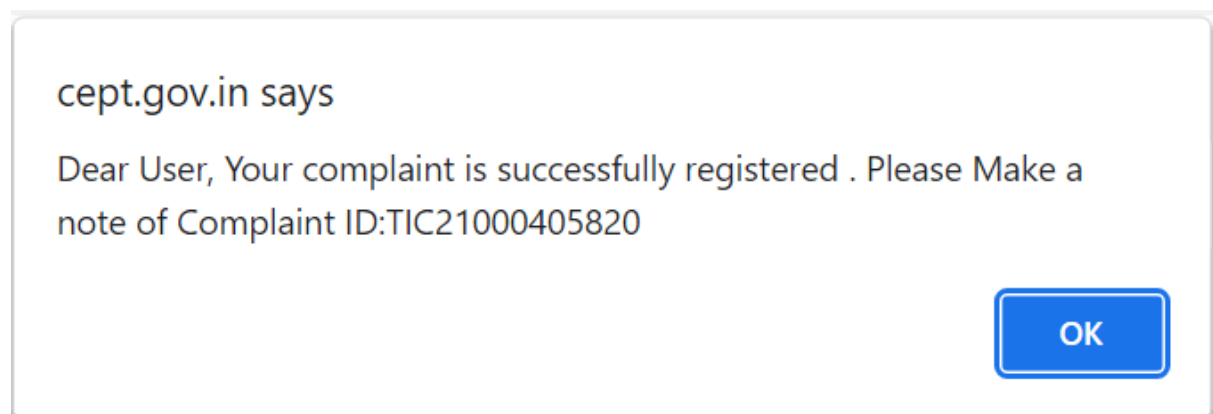CENTRE FOR EXCELLENCE IN POSTAL TECHNOLOGY (CEPT)

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.

cept.gov.in says

Dear User, Your complaint is successfully registered . Please Make a note of Complaint ID:TIC21000405820

OK

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".

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

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.

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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.

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Welcome : North Karnataka Region

Complaint ID: TIC21000405820

Complaint : PLEASE RESOLVE THE ISSUE

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

Solution:

Remarks:

[Reply]   [Assign To Circle]

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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.

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Welcome : Karnataka Circle

Complaint ID: TIC21000405820

Complaint : PLEASE RESOLVE THE ISSUE

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

Solution:

Remarks:

[Reply]   [Assign to CEPT]

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