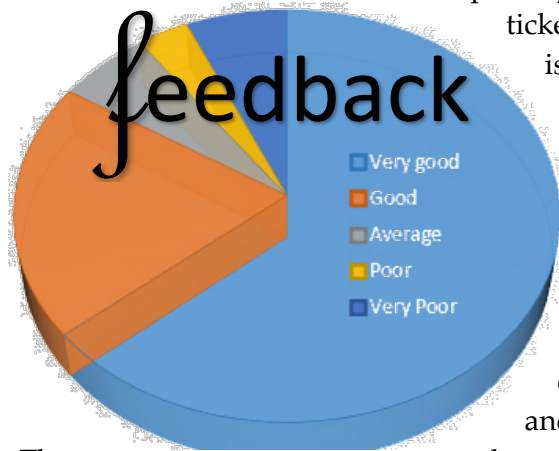


Helpdesk Management System (HDMS)

Centre for Excellence in Postal Technology (CEPT) launched Help Desk Management System (HDMS). HDMS is a web based tool and staff who need support and help on the software developed by CEPT can raise tickets.



The HDMS site is access protected and restricted to employees of the department. The Staff who are already having access to the <http://cept.gov.in> can use the HDMS and register tickets.

Those who are not having access can Register through <http://cept.gov.in> which is free. Divisional Head, Regional Head or Circle Head can view all the tickets raised against offices under their jurisdiction. They can also issue reminder for pending tickets. To ensure better efficiency, CEPT strongly suggests not to send any emails seeking support but use the HDMS only.



Mobile app for android phones and windows phones is developed by CEPT for the use by Citizens.

The app for Android based phones was launched on 12th May, 2015 by Shri Ravi Shankar Prasad, Hon'ble Union Minister of Communications & IT.



The Postinfo Mobile app for windows based Mobile phones was launched by Ms. Kaveri Benerjee, on 31st October, 2015.



Employee Needs Corner (ENC)

MEET THE PROGRAMMER

Most of the employees who are working away from place of choice may be wishing to go back to their place of choice. The Department provides a facility of mutual transfer to help such employees. But most of the times, it is very difficult to know who is willing to go on mutual transfer to a particular place.

In order to help employees, who are searching for an employee who is willing to facilitate a mutual transfer CEPT launched Employee Needs Corner. Employees who are registered with <http://cept.gov.in> can publish their needs which will be displayed in the CEPT web site. So far, 160 requests are registered.

CEPT strongly believe that more and more interaction with the users of the software can clear many doubts. Therefore, CEPT is holding a Video Conference on 18th December, 2015 through which the Development team will interact with the system administrators and IT team of the Circles. The VC can be participated at the Circle and Regional Head Quarters.

CEPT is planning to have this PROGRAM once every month.

Items for discussion in the VC may be sent to directorcept@indiapost.gov.in

Customer care centre (CCC)

About 4,500 complaints are registered daily. The complaints are coming through India Post web site, through CCCs and also through the CCM. About 500 complaints per day are getting closed without the intervention of CCC by the. **AUTOCLOSURE:** CEPT introduced the auto closure of Complaints relating to NON DELIVERY of articles or NON PAYMENT of e-Money orders based on the latest data available in the server .

Corporate Complaints Module:

CEPT observed that bulk mailers are facing problem to register complaints using the web interface as it is time consuming. Therefore, a facility to upload complaints through Excel is provided for registered customers. Customers approved by Head of the Circle will be provided this facility by CEPT.

Bulk Closure of Complaints: CEPT is planning shortly to release the bulk closure of complaints at CCCs.

Want to work in CEPT?

The Centre for Excellence in Postal Technology is the ideal work place if you have aptitude and desire to be part of the IT transformation of the Department.. CEPT is looking for programmers with experience in .net, C#, web designing etc.

CEPT is also looking for Android App, IOS app developers.

CEPT have few vacancies in Help Desk and administration areas also.

If you are ready for challenging work experience you may apply at <http://cept.gov.in>

Meghdooth 7.9.3 and SpeedNet 4.3

Latest update to Meghdoot and Speed net were released on 9.10.2015.

New features in Meghdoot 7.9.3 are; Transfer of COD Parcel, automatic supply of data to Post office to which the Hub sends the COD Parcel, Y series of Barcode for Parcel COD, New Service Tax, closing of bags for Foreign articles to Office of exchange.. and many more. Read the release document

for full details. New features in SpeedNet 4.3; Pincode based tariff calculation, changes in XL format for bulk upload, Range scan removed, National Account facility, Closing of bags for Foreign articles to Office of exchange ...and many more. Read the release document for full details

The status of upgradation can be monitored by Divisions, Regions and Circles.

Meghdoot:

<https://services.cept.gov.in/Parcelnet>

SpeedNet:

<https://services.cept.gov.in/speednet/tools/versionreport.aspx>

TECHNICAL INTEGRATION

e-Commerce: The booking information is collected electronically from the servers of the customers. The information is made available at the Booking office. After receipt of the articles, with single click the article can be booked. Information regarding booking, bagging and delivery of the articles booked by the customer are electronically transferred to the customers server. This gives great facility to customers who are sending huge volumes because they have all the information at their server.

Presently this facility is being availed for Speed Post by M/s. Amazon, M/s., Flipkart, M/s. Myntra and M/s. Yepme.

e-Payment with TNEB: Tamilnadu Electricity Board bill payments are accepted through e- Payment. The billing information is obtained from

TNEB servers dynamically when the customer visits Post Office. The payment is accepted on the basis of information received from TNEB. The bill payment information is also transmitted to the TNEB electronically through an automated software. This gives greater comfort to the customer and huge convenience and savings in terms of updating their records to the TNEB

e-Payment with BESCO: In Karnataka State the Electricity bills are collected through e-payment. The data from the BESCO servers is received on daily basis by CEPT. This updated data will be utilized by Post offices while accepting payments. The payment information is electronically transferred to BESCO.

Useful MIS

Software	Username	Password	Web site
e-Payment	dop	ePmt	https://services.cept.gov.in/epayment/
AccountMIS	dop	accts	https://services.cept.gov.in/AccountsMIS/
ParcelNet	dop	india	https://services.cept.gov.in/parcelnet/
Rnet	dop	india	https://services.cept.gov.in/RNet/
SpeedNet	dop	india	https://services.cept.gov.in/Speednet/
e-Money order	dop	eMO	https://services.cept.gov.in/emo/

Published by
Centre for Excellence in Postal Technology,
Mysore 570 010