Frequently Asked Questions (FAQ)

1) **Issues related to Non-reflection of Transactions in EPayment Server**

Mostly it happens because of High-Sync communication problems. Please check with office SA and make sure that High-Sync is happening as scheduled. Even after High-Sync, if a transaction is not reflected in EPayment, raise a ticket in the CSI help desk and send an email to the CEPT staff mentioned below.

Level 1: karthikeyan.g@indiapost.gov.in
Level 2: mohandoss.k@indiapost.gov.in
(Take up the issue with Level 2 if no response is received from Level 1 official after 24 hours)

Level 3: adceptmysuru@indiapost.gov.in
(Take up the issue with Level 3 if no response is received from Level 2 officer after 48 hours)

In the email, furnish the details in the below mentioned proforma

Sl.No	Required Field	Information
1)	Customer Receipt Number	
2)	Counter Receipt Number	<starts with 'SL'>
3)	Document Number	<15 characters)
4)	Date of Booking	
5)	Office of Booking (facility ID)	
6)	Amount (in Rs.)	
7)	No. of Grams	

2) **Realisation of Customer Cheque/DD Mode of Payment.**

It is the responsibility of the SGB Booking Office to ensure Cheques/DD realisation within the stipulated time, and the same is getting reflected in the ePayment server for completing the data entry process in the SGB portal.

3) **Issues related to Reset of Username/Password or Forgot Username/Password**

Send email request to the email id mentioned below for resetting of Username/Password or Forgot Username/Password. **Email must be sent only through Indiapost email id of Postmaster or Divisional Head.**

Level 1: mgpo.sgb@gmail.com

Level 2: dirmumbaigpo@indiapost.gov.in
(Take up the issue with Level 2 if no response is received from Level 1 official after 12 hours)

In the email, furnish the details in the below mentioned proforma

Sl.No	Required Field	Information
1)	Name of the Office	
2)	Name of the Division	

3)	Name of the Region	
4)	Name of the Circle	
5)	Pincode of the Office	

4) Any Technical Issues related to SGB Portal.

Send mail to the email id mentioned below for any technical issues related to SGB Portal. **Email must be sent only through Indiapost email id of Postmaster or Divisional Head.**

Level 1: karthikeyan.g@indiapost.gov.in

Level 2: mohandoss.k@indiapost.gov.in
(Take up the issue with Level 2 if no response is received from Level 1 official after 12 hours)

Level 3: adceptmysuru@indiapost.gov.in
(Take up the issue with Level 3 if no response is received from Level 2 officer after 24 hours)

In the email, furnish the details in the below mentioned proforma

Sl.No	Required Field	Information
1)	Name of the Head Post Office	
2)	Name of the Division	
3)	Name of the Region	
4)	Name of the Circle	
5)	Pincode of the Head Post Office	
6)	Issue faced in SGB Portal – Supervisor/User/Nodal officer login?	
7)	Detailed Issue Faced In SGB Portal	
8)	Screen Shot of the Issue	

Important Note :

Kindly take up the issue to the officer at the correct level for immediate action. As SGB tranches are strictly following the time duration set by RBI, looping all the officers will create delay in email processing and hence lead to delay in resolution of issues raised by the offices.

Hereby it is requested to send mail directly to Level 1, Level 2 and Level 3 officer based on timeline mentioned above and do not include in CC/BCC.