FAQs

Queries	Answer
How much time required for getting virtual data for opening BO BAG	In SOP it says every 30mins the data exchange happens between CSI and RSI. In most cases virtual data is not received
Darpan app not opening	Network issue, issue will be resolved after connecting in good network
B.Os getting same user details in DARPAN app	Try deleting DARPAN folders in MY FILES option of the user for whom the BO is showing wrongly and after deleting those DARPAN folders then restart the mobile and try again login
Wrong user credentials	Reset password after reset go to change password put your user id and password :Darpan@123 Then change password as you chose then login Darpan app issue will be resolved
BPM has not done any CSC Transactions but BODA shows XXXX/- csc transactions	BPM has entered CSC transactions amount in Data entry option. Data entry tool in Device is for, IPPB, D cube, CSC transactions.
Location not set error	For location issue Please try this In the Darpan app we need to click on the location symbol with flight mode and wifi mode 3 to 4 times outside of the building…
OTP verified but exception occurred	Restart device & try
PLI/RPLI transactions were successfully performed but the wallet balance was not raised.	BPM had by mistake selected the cheque option instead of cash option. BPMs may be instructed to have caution while selecting the option of payment.

If BPM has not generated BODA yesterday and done day end directly. Today he is unable to do the day begin and even BODA generation for yesterday.	If you get this error, do the following… ➖ Go to - Settings ➖ Off automatic date change option ➖ Change date of (BODA not generated date) ➖ Login in app. ➖ Generate Boda Report And again go to setting Change date setting as automatic. we can generate BODa up to 15 days
Those who don't get location in delivery module in DARAPAN APP #UDAA	➠ First open Google Maps on the phone and click Set Location Button ⎈ on the right side and adjust the location. ➠ If the app crashes while clicking on this option in Google Maps, turn on Airplane Mode 🚀 on your mobile and try again. ➠ In this way, go to the Settings of the phone and make sure Allow All The Time.
Unauthorization error	Restart device & try. Issue will be resolved, after same issue, clear app cache & data.
RD default fee showing ₹ 2 instead of ₹ 2.5	If there is a fraction figure in the RD Default fee, the fraction amount is not coming in BODA report
High value withdrwal approved by account office prior to Darpan. 2.0. But now data not available for withdrawal.	Cpc will cancel that old lien. Send mail Sir, if multiple High valve approved by SO, automaticaly goes in lien. Plz send mail CPC for cancel.
COD amount not increased in the wallet amount after showing delivery of COD	COD might have been received as normal registered article while opening bag manually. Contact CEPT support team for resolution. BPM should be cautious when received COD articles while opening bag manually.
How to book VPMO	Go emo booking, in message select vpmo Next coloumn select vp number and proceed

OTP not received	1. First check device is connected to the internet. 2. Check the correct employee id and password is entered. 3. Fresh OTP is entered. 4. Do not click multiple times for OTP if OTP is not received, give a break of 2 minutes. Then click again on get OTP. 5. Clear Messages of message memory. Even after doing all these OTP not coming then msg in this group. It will be solved.
High value wdl, approved by AO, BPM getting No Pending Requests error	For high value withdrawal lien marked issue before DARPAN rollout Please Use EXCW menu Function Modify.. Enter account ID, Enter Request ID, Click Go.. Action : Select 'RA-Reject Approved' Reject Reason : Select 'Rejecting approved request' Use EXCW select Inquiry function, enter Account ID, then use searcher to know Request ID. A new request will have to be raised. Old requests will not flow to the new device
In case of Special Remittance after creating request in Darpan, Request is not appearing in AO/SAP. What is the estimated time for Request flow from Darpan to AO.	Special remittance option in Darpan was designed to intimate the cash requirement of BO to SO alone. In present scenario the BPMs were intimating the cash requirement over phone or through device the same was viewed by SO under tcode ZFI_BOCR. SO would acknowledge this requirement and do the process as before in ZFFV50 and send cash physically or in account/cash bag.

Suggestions

Darpan Android: Key Notes	While opening the bag, each article should be scanned or typed whether the virtual data has come or not. Articles sent from SO can be seen below if Virtual Data has arrived. Red color tick mark will come against each article according to scanning. On the same screen, under Product ID, select Received Stamp ID (this can be obtained from BO Slip), type the received number and click Add. The cash received from the SO should be entered in the Amount Received field. Finally click Save.
	Mobile number of Sender must be entered while booking any Articles (RL, SPEED, PARCEL, EMO).
	While booking Emo, any message must be selected
	Bag Close Booked, Redirected, Returned Articles can be found below. But it has to be scanned or typed one by one above.
	Even if you forget to write the CBS Transaction ID, you can see it by looking at the Transaction Report. (Including Ref number of new accounts)
	No need to do anything on BPM phone to get Cash in Cash Bag from SO. The same procedure as was done earlier in the sub-office should be followed.
	If CBS/PLI transaction is not complete due to server issue;
	In CBS, take Transaction Status option, select Transaction Type, Fetch and Update. Either Transaction Failed or Transaction Posted Successfully message will appear. If failed, do the same transaction. If successful, find the Transaction ID from the Daily Transaction Report and write it in the voucher.
	If it is PLI/RPLI, select Transaction Type in Transaction Update option and give Fetch. Click on Fetch Status below. If it is successful, you will see the receipt number. In case of failure, do the same. You can see the receipt number even if you select the Print Duplicate option in the Premium Collection option and type the policy number.
	Before Day End select IPPB option in Utilities tab and type today's Total IPPB Deposit Amount (IPPB, DLC, CELC etc) and Total IPPB Withdrawal Amount (IPPB, AEPS etc). Type O if there is no IPPE transaction day. (This is mandatory)
	Data Entry option is to enter CSC, Postage Due collected and UCR.

	Make sure Wallet Balance and Cash in Hand are equal before Day End. Cash sent to SO should be entered in Generate BODA option after Day End.
	PLI/RPLI Default fee is not shown separately but Total Amount including Default fee is shown to be collected.
Ticket creation process in HDMS for DARPAN Related Issues	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. User name: Facility ID Password: -----(already shared to Division)
	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.(http://servicedesk.indiapost.gov.in)
	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".
	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.
	Regional Office can give a reply and close the ticket or if further resolution is required, the ticket can be assigned to Circle Office.
	Role of Circle Office can give a reply and close the ticket or if further resolution is required, the ticket can be assigned to CEPT.
	It is better to open the bag only after the arrival of virtual data on the day stamps are sent from SO. If the Virtual Data has arrived, the Stamps will be added to the Stock automatically when the Bag is opened (no need to select each stamp and enter the quantity). Do not try to open this bag again. If you try like that, Stamp's stock will go up double/triple.

Darpan Android Tips UDAA	If the Virtual Data has not come, select the ID of each stamp and enter the quantity.
	Just look at the Inventory Reports to see the stamp balance. Select Product Sale option to make Sale.
	Do not hit Liability Amount Fraction amount (Eg: 6500.50) while generating BODA. Skip Fraction and beat.
	Even in the case of virtual data, if the article number is typed instead of scanning through the camera, then when entering the VP/COD articles, the article type should be selected VPL/ VPP/ SP-COD/ BP-COD. Instead, if you select Normal Letter/Parcel/SP-Inland, Cash will not be entered in the software when the article is delivered. Scanning is preferred. The system picks up Article Type automatically while scanning. So make sure to scan and receive the articles on the morning of the respective day.
	Also only AMOUNT will be AUTO-POPULATE while booking VPMO. The address part will not appear. So BPMs To Address and From Address should be noted down.
Important Instructions	1. Before giving for OTP check the device has the internet connection.
	2. Check the office details and wallet amount in the Device.
	3. Only Virtual Bag should be received and all the articles to be scanned and tick mark should appear then give confirm.
	4. If in case Bag received manually BO slip entry will appear and properly select the type of article which is Letter/Speed/VPP/COD (special care should be taken while invoicing VP and COD)
	5. Location not set issue solved.
	6. No cancel or delete MESCOM transaction. So most care should be given while doing E Biller transaction.
	7. Don't click twice thrice for one option again and again it will lead duplicate transactions.
	8. Transaction update should be done for pending transaction both CBS/PLI
	9. High Attention should be given while doing PLI/RPLI Transaction. Select payment mode CASH don't select cheque.
	10. While giving delivery of VPP check the article type and confirm it is invoiced as VPP/VPL/COD
	11. Don't give Bulk delivery for VP and COD.

	12. Click on Print if any transaction shows PRINT option.
	13. Generate BODA and Check BODA CB and check wallet balance.
	14. Compulsory give PRINT to BODA.
	15. Don't do any Manual adjustments by entering in Data Entry. no manual adjustment like RICT device.
	Kindly follow these instructions from tomorrow so that there will be less errors.