

F A Qs on ePost

Q1. What is ePOST?

ePOST enables customers to send their messages to any address in India with a combination of electronic transmission and physical delivery. ePOST sends messages as a soft copy through internet and at the destination it gets delivered to the addressee in the form of hard copy.

Q2 Where can ePOST facility be availed?

ePOST facility can be availed at select Post Offices across the country. Currently more than 13000 Post Offices are providing ePOST service and we are constantly upgrading the network. Customers can also avail the ePOST facility from their premises – Corporate ePOST & Pre-Paid User .

Q3 What is the cost of ePOST?

ePOST costs just Rs. 10 per page of A4 size. For Corporate customer ePOST costs Rs. 6 per page of A4 size & for Bulk it costs Rs. 5/ - per page .

Q4 Whether hand written, multilingual and picture message can be sent through ePOST?

Yes, hand written, multilingual and picture message can be sent through ePOST by scanning & using multilingual text editor ,downloading fonts.

Q5 Whether ePOST message can be sent to anywhere in world?

For physical / hard copy delivery ePOST message can be sent only to addressee in India.

Q6 Whether customer can give the ePOST message in Pen drive/C.D for sending?

Yes, customer can give the ePOST message in Pen drive / CD incorporating the address and e-mail IDs of the recipients for sending.

Q7 How much time will it take to deliver the ePOST message?
ePOST messages will be transmitted on the same day to the ePOST center, nearest to the destination. ePOST center will get it printed and ePOST message will be delivered by the postman at the destination in the form of hard copy.

Q8 If prepaid recharge is not fully used, is there a provision to get refund of balance amount?
No.

Q9 In case of booking ePOST message from the counter of Post Office, whether the receipt will be provided to the customer?
Yes.

Q10 Whether ePOST message can be delivered at window of receiving Post Office?
Yes.

Q11 Whether ePOST message can be delivered through post box/post bag hired by the recipient?
Yes.

Q12 What is ePOST CORPORATE?
Business customers can send their messages faster, better and cheaper to every addressee in India through ePOST CORPORATE. ePOST Corporate service enables corporate customers including Govt. Departments, PSUs, SMEs, Companies etc to draft, design and send the messages as per their business requirements from their office premises by using internet. The message will be electronically transmitted as a soft copy and at the destination it will be delivered to their addressee, in the form of hard copy through a network of more than 1,55,000 Post Offices.

Q13 Whether ePOST messages can be booked from the premises of corporate customers.
Yes, By having a business agreement with India Post, corporate

customers can book the ePOST messages from their premises in ePOST CORPORATE service.