

**No. 39-03/2019-D**  
**Government of India**  
**Ministry of Communications**  
**Department of Posts**  
**Mail Operations Division**

**Dak Bhawan, New Delhi-110001**

**Date: 13<sup>th</sup> August, 2025**

To

All Heads of Circles

**Sub: Roll out of Franchisee Solution in APT Application for existing Franchisee Scheme-reg**

The Franchisee Solution in APT Application for the existing Franchisee customer has been developed by the CEPT. Existing Franchisee customers can utilize this solution for booking purposes. The Draft SOP in this regard is attached herewith for information and urgent implementation.

2. The following features have been developed and tested by CEPT with satisfactory results:

- i. Franchise application registration and approval by Divisional Head.
- ii. Creation of user id and password for login into franchise portal.
- iii. Implementation of Wallet system, including Recharge through QR/UPI.
- iv. Domestic Retail and Bulk upload booking with debit through Wallet system.
- v. Inducting the booked articles at Franchise induction at linked post office.
- vi. Discrepancy in amount also to be debited to wallet.
- vii. Commission credit to wallet based on business logic provided.
- viii. Provision of Reports, Track and Trace and Bulk complaint registration

3. Circles are requested to kindly share this solution with all units, Divisions, and existing Franchisees and ensure its implementation at the earliest. It is also requested to share one single point of contact (SPOC) for the Circle- preferably Circle System Administrator who deals with APT 2.0 application, for close coordination with MO division, Postal Directorate and CEPT for smooth implementation of this tech enabled solution.

4. This issues with approval of the competent authority.

Encl: SoP as above



(Amit Kumar)  
AD (Mail Operations)

Copy for information and n/a to: -

1. GM, CEPT: for providing necessary support to the Circles during implementation of this APT solution.
2. Office Copy