

FNPO Union App

Standard Operating Procedure and Training Manual

Registration, queries, circulars with instant phone alerts, transfer requests (Rule 38, Rule 3, mutual), office-bearer posts, shared lists: for every role.



Document details

Version	1.3 (pilot edition)
Date	5 October 2026
Applies to	FNPO Union App v0.7.3 for Android (Phone A: member, Phone B: secretary / GS)
Prepared by	FNPO Union App project team
Status	For review, approval and training use

The pictures in this manual are screenshots of the real app running on a test server with sample data. The people shown (for example "Sita Devi") are examples, not real members.

Document control

Item	Detail
Title	FNPO Union App: Standard Operating Procedure and Training Manual
Version / date	1.3 (pilot edition) / 5 October 2026
Owner	General Secretary, FNPO (policy) · Technical custodian (server and app)
Review	After the pilot, and whenever a screen, rule or role changes
Related files	fnpo_backend/README.md (server), fnpo_app/docs/PUSH_SETUP.md (Firebase)

Revision history

Version	Date	Change	By
1.0	2 October 2026	First edition, written from the app as built (server version with push alerts).	Project team
1.1	5 October 2026	Matches app version 0.5.2 (compact Welcome page). Registration without approval; one person one ID (employee ID and mobile number checked); registration report by period; duplicate-letter check; WhatsApp sending (optional); clearer phone alerts; secure https address.	Project team
1.2	5 October 2026	Matches app version 0.6.3. New two-button Welcome page (Member Login, Guest Login) with three choices behind each. New transfer workflow : Rule 38, Rule 3 (GDS) and Mutual (Departmental and GDS) with guidelines and circulars, request forms with PIN-code office lookup, categories, joining dates and mobile number, automatic matching of mutual requests with phone alerts, open-forum replies, and the secretaries' transfer report (Sections 4.7, 5.11, 6.9, 7.11).	Project team
1.3	5 October 2026	Matches app version 0.7.3. Dashboard with four coloured buttons (Raise your Requirement, View Queries, View Circulars, Transfer Request); Welcome and sign-in pages fill the screen. Transfers are kept apart from queries (own button, own numbers; the Transfer Request page shows Rule 38 and Mutual to departmental staff, Rule 3 and Mutual to GDS). Mutual matching by division, with Available Matching Requests always current; Matched count and grouped Matched tab for secretaries; deleting a transfer request (applicant, secretaries, nominees). Password reset by the hierarchy (nominee, DS, RS, CS, GS; Circle Secretary may reset the General Secretary). Summary for the organisation (1.5), Sections 4.8, 6.10, 7.12.	Project team

Approval

Role	Name	Signature	Date
Prepared by			
Reviewed by			
Approved by (General Secretary)			

NOTE. This edition describes the app exactly as it works today. **WhatsApp sending** is built but stays switched off until the union has set up its WhatsApp Business account (Section 8.4); until then the WhatsApp switch is not shown. The server now has a secure https address. See Appendix E for the status of every part.

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1 Purpose, scope and how to use this manual

1.1 Purpose

This Standard Operating Procedure (SOP) tells every person who uses the FNPO Union App exactly what to do, page by page and button by button, from **login to logout**. It is written to be submitted to the organisation as the approved way of working, and to be used for training members, Divisional, Regional and Circle Secretaries, nominated members and the General Secretary.

1.2 Scope

- **Covered:** the Android app (FNPO Union): registration (no approval step), login, queries and replies, circulars / notifications / union letters with PDF files, phone alerts, WhatsApp sending (optional), registration reports, office-bearer posts, the shared lists, profile and passwords.
- **Also covered:** the daily care of the server by its technical custodian (Section 11).
- **Not covered:** a web version and an iPhone version (planned later).

1.3 Who should read what

If you are...	Read	Pages in this manual
A member or guest (Phone A)	Sections 2 to 4, 5, 8, 9, 10	The member procedures
A Divisional, Regional or Circle Secretary, or a nominated member (Phone B)	Sections 2 to 4, 5 (quickly), 6, 7, 8, 9	Everything a member does, plus the secretary procedures
The General Secretary (Phone B)	Sections 3, 4, 6 (all, including 6.8), 7, 9	All-India view and the shared lists
The technical custodian	Sections 2, 9, 11, Appendix E	Server and backups
A trainer	Section 7 (scenarios) and Appendix F (checklist)	Exercises that use two phones

1.4 Conventions used

Word or style	Meaning
Phone A	The phone of a member who receives circulars, raises queries and reads alerts.
Phone B	The phone of a secretary or the General Secretary who looks after members, answers queries and publishes circulars.
Tap	Touch the item once with a finger.
Bold words	Exactly as written on the screen (a button, a title or a field).
Dashboard > Queries	A path: tap the first, then the second.
Boxes	NOTE (information), TIP (a shortcut), RULE (the app enforces this) and WARNING (do not do this).
Check column	A box (☐) the trainer or the trainee ticks when the step has been done and the result seen.

1.5 Summary for the organisation

The FNPO Union App lets members of the ten FNPO-affiliated unions register, raise queries, read circulars and union letters, and raise **transfer requests** (Rule 38, Rule 3 for GDS, and mutual transfer). Secretaries at division, region, circle and all-India level answer, escalate and clear queries, publish letters with instant phone alerts, nominate office bearers and helpers, reset passwords, and see how many transfer requests have been raised, matched and cleared in their area.

Topic	Position in this edition
What it covers	Registration (no approval step; one person, one ID), login, queries and replies, circulars with phone alerts, transfer requests with matching of mutual requests, office-bearer posts, password reset by the hierarchy, reports and shared lists.
Who uses it	Departmental employees and GDS (members), guests (outside the unions), Divisional, Regional and Circle Secretaries, nominated members and the General Secretary.

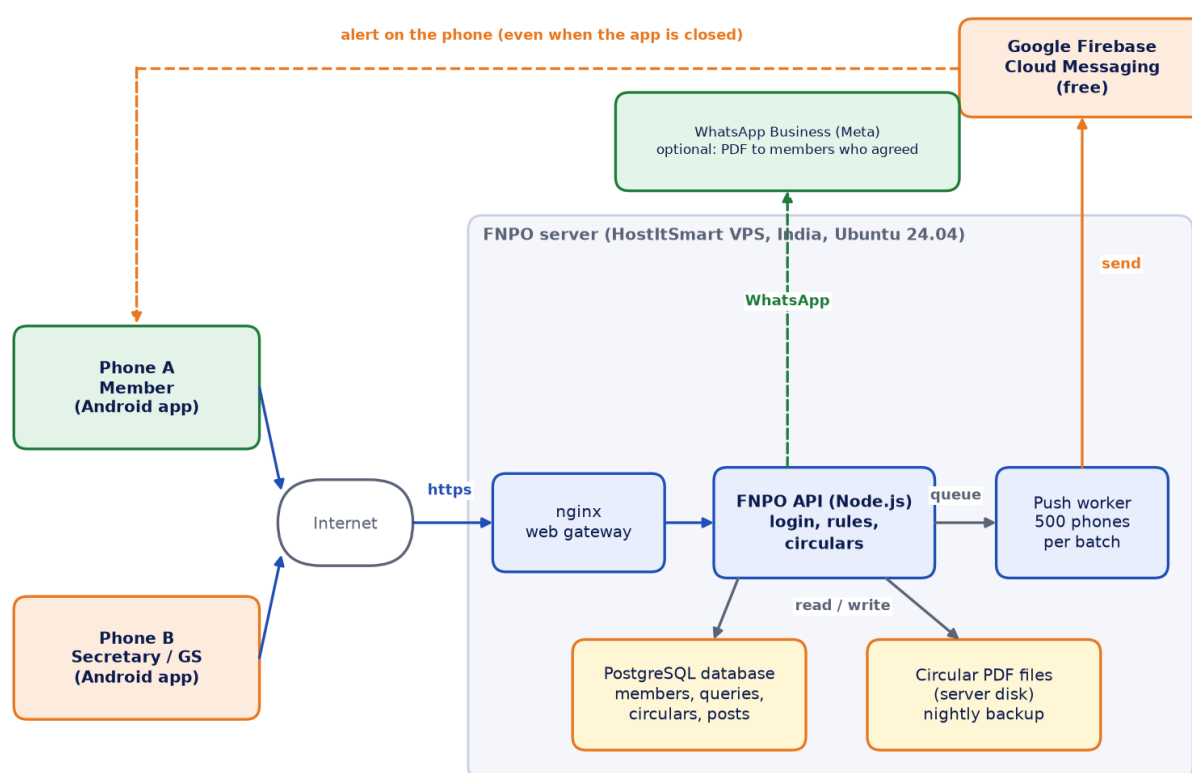
Topic	Position in this edition
Where it runs	An Android app (v0.7.3) talking to the union's own server over a secure https address. Data is kept on the union's server, not on the phones.
What has been tested	The rules of the server (54 automated tests) and the screens of the app against the real server (99 automated tests); the pictures in this manual are the real screens. Registration, queries, circulars and the duplicate-letter check were also tried on the live server.
What has not been tested yet	Use by real members on real phones; the phone alert for a mutual-transfer match on a real device; a trial with several divisions at once. Section 7 is the test script for that trial, and Appendix E lists every open item.
Decisions asked of the organisation	Approve the roles and the rules in Sections 3 and 4 (in particular who may reset a password and who may delete a transfer request); confirm whether mutual matching should also require the same cadre for departmental staff (Section 4.7); decide when to start the pilot and which divisions take part.

2 About the FNPO Union App

2.1 What the app does

- **Registration without waiting:** a member registers with their union and can log in straight away; nobody has to approve them. The app checks that the employee ID and the mobile number have not been registered before (one person, one ID).
- **Queries, suggestions, complaints and requests:** raised by members, answered by secretaries, escalated up the hierarchy and cleared with a recorded remark.
- **Circulars, notifications and union letters:** a secretary or the General Secretary uploads a PDF and chooses who must receive it; every member in that audience can read it, and an **alert pops up on their phone**. The same letter cannot be uploaded twice for the same people. Where the union has set it up, the letter can also be sent on **WhatsApp** to members who agreed.
- **Registration reports:** secretaries see how many members and guests registered today, yesterday, in the last week or month, or between any two dates, for their own area.
- **Office-bearer posts:** President, Vice President, Treasurer and other posts are given to members, with approval from the next level up.
- **Shared lists:** the General Secretary can add, rename or remove unions, cadres, designations and other lists, and every phone sees the change.
- **One set of data for everyone:** all phones read the same server, so a circular, a reply or a registration on one phone is seen on the others.

Figure 1. How the system fits together



2.2 What you need

Item	Requirement
Phone	Android 7.0 or newer, about 100 MB free space. (iPhone: later.)
Internet	Mobile data or Wi-Fi. The app needs the internet for every action; it does not work offline.
Alerts	Google Play services on the phone. On Android 13 and newer the person must tap Allow on the notification question.
Documents	The PDF of each circular is uploaded from the phone (Phone B). Members open PDFs with the phone's PDF viewer.
Employee ID	Each member needs their employee ID and a working mobile number to register.

2.3 Installing the app on a phone

#	Step	You should see
1	Copy the app file FNPO-Union-....apk to the phone (WhatsApp, Drive, USB cable or a link given by the union).	The file is in Downloads.
2	Tap the file. If Android says it cannot install apps from this source, tap Settings and switch on Allow from this source , then go back.	An Install button.
3	Tap Install , then Open .	The FNPO logo, then the Welcome screen (Section 5.1).
4	To update later, install the newer file over the old one. Registrations and passwords are on the server and are not lost.	The app opens as before.

WARNING. Install the app only from the file the union gives you. Do not forward the file to people outside the union.

2.4 What information is kept

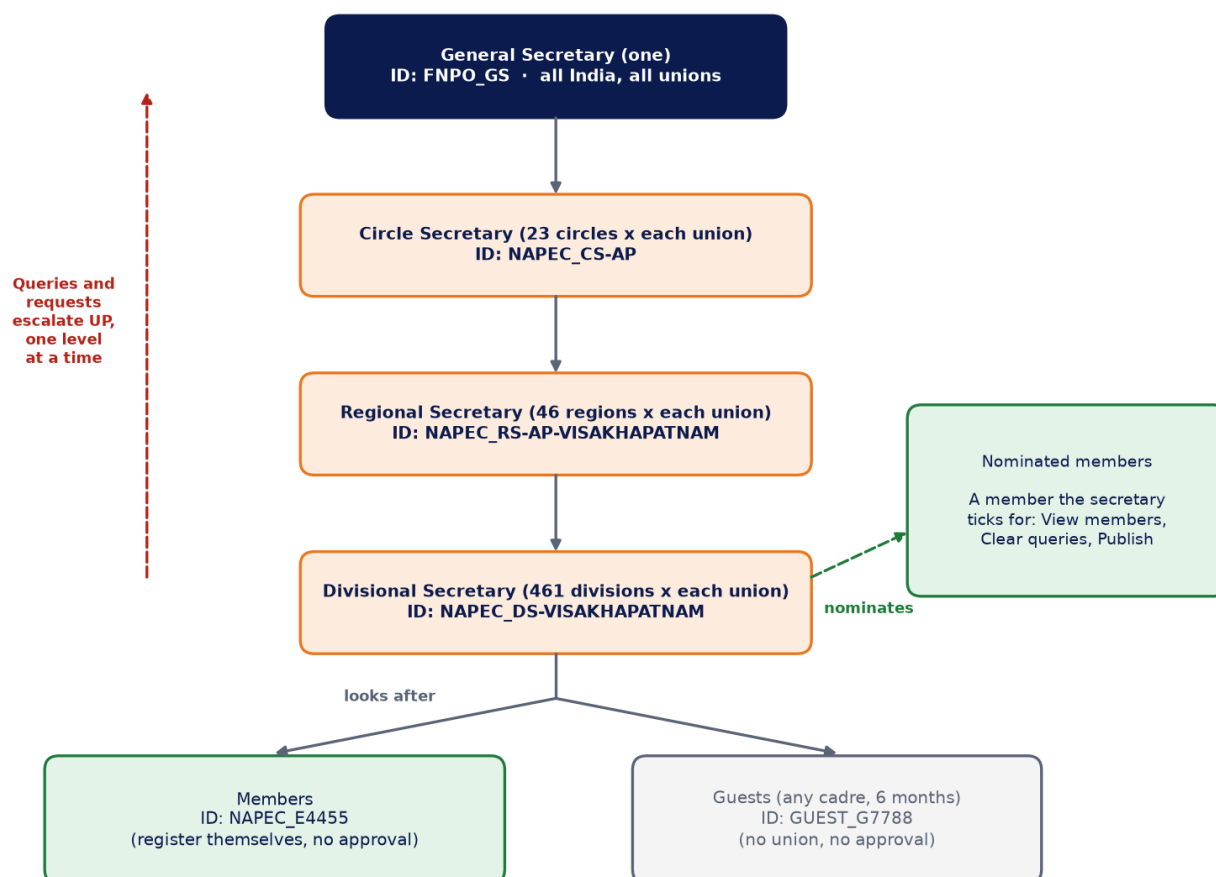
The server stores each member's **name, employee ID, group, cadre, designation, working branch, division, union, mobile number, optional email** and their **WhatsApp consent choice**; their queries and replies; the circulars (with PDF files); and the office-bearer posts. **Passwords are never stored in readable form**: only a one-way scrambled copy is kept. The data is used only for union administration. A nightly backup is made on the server (Section 11).

3 Roles, identities and powers

3.1 The hierarchy

The app follows the postal hierarchy: **division** inside a **region** inside a **circle** inside **all India**. Each union (there are ten) has a Divisional Secretary for every division, a Regional Secretary for every region and a Circle Secretary for every circle; there is one General Secretary for all unions. These IDs already exist; nobody has to create them.

Figure 2. Who is who: the union hierarchy



10 unions: NAPEC, NURC, NUPEPM, NURIV, NUGDS, NUPAO, NAPRMSS, NUPC, AIPACOA, AIPBCOSA = 5,301 secretary IDs

3.2 What each role can do

Role	Registration ID looks like	Can do
Guest	GUEST_G7788	Raise queries to the secretaries only. Read circulars addressed to everyone. Valid 6 months. No forum, no division statistics.
Member	NAPEC_E4455	Raise queries (to the division or the open forum), reply, read circulars for their area, edit their profile.
Nominated member	NAPEC_E4455	A member whom the Divisional Secretary has ticked for any of: <i>View members and registration reports</i> , <i>Clear and escalate queries</i> , <i>Publish circulars and notifications</i> . Acts only inside their own division.
Divisional Secretary	NAPEC_DS-VISAKHAPATNAM	Everything above for the division: see members and the registration report, suspend, reset passwords, delete, nominate; answer, escalate, clear queries; publish circulars; fill division posts.
Regional Secretary	NAPEC_RS-AP-VISAKHAPATNAM	The same for every division in the region of the same union; sees "Bearers" queries raised by Divisional Secretaries; approves post changes made by Divisional Secretaries; sees the registration report of the region.
Circle Secretary	NAPEC_CS-AP	The same for every region and division in the circle of the same union.
General Secretary	FNPO_GS	All India, all unions: everything above, plus the registration report for all India and the shared lists (add, rename, delete unions, cadres and so on).

Figure 10. Who can do what (powers a nominee can be given)

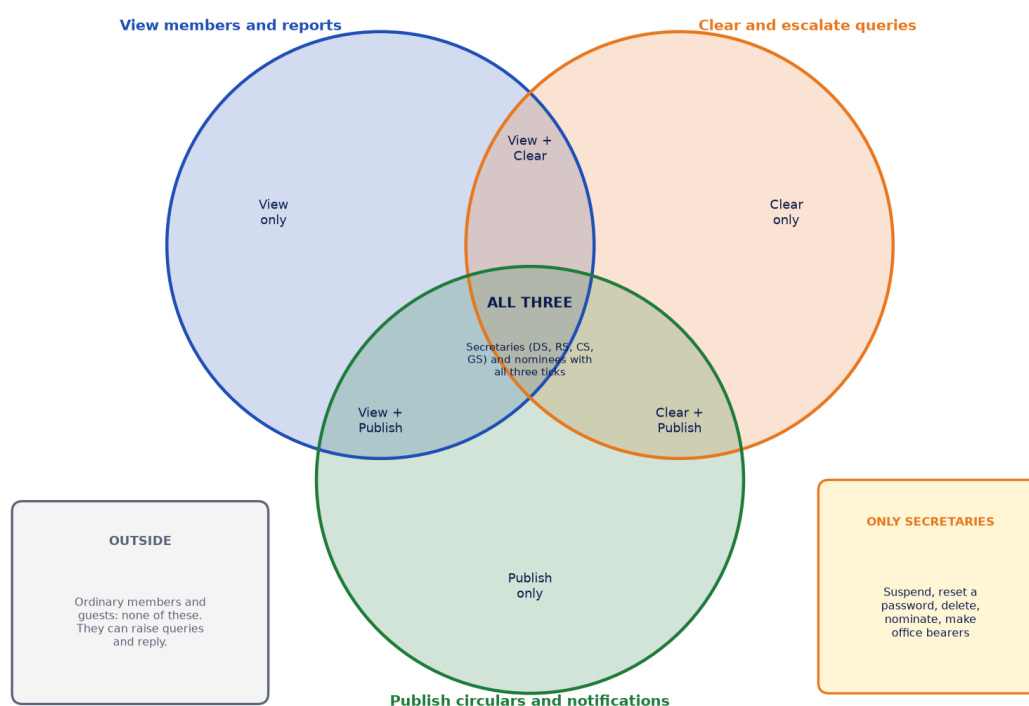


Figure 10 shows the three powers a Divisional Secretary can tick for a nominated member.

3.3 Registration IDs and first passwords

Person	ID is built from	Example	First password
Member	Union code + _ + employee ID (capitals, no spaces or symbols)	NAPEC_E4455	UNITE123
Guest	GUEST_ + employee ID	GUEST_G7788	UNITEGUEST
Divisional Secretary	Union + _DS- + division	NAPEC_DS-VISAKHAPATNAM	UNITE123
Regional Secretary	Union + _RS- + region	NAPEC_RS-AP-VISAKHAPATNAM	UNITE123
Circle Secretary	Union + _CS- + circle	NAPEC_CS-AP	UNITE123
General Secretary	Fixed	FNPO_GS	UNITE123

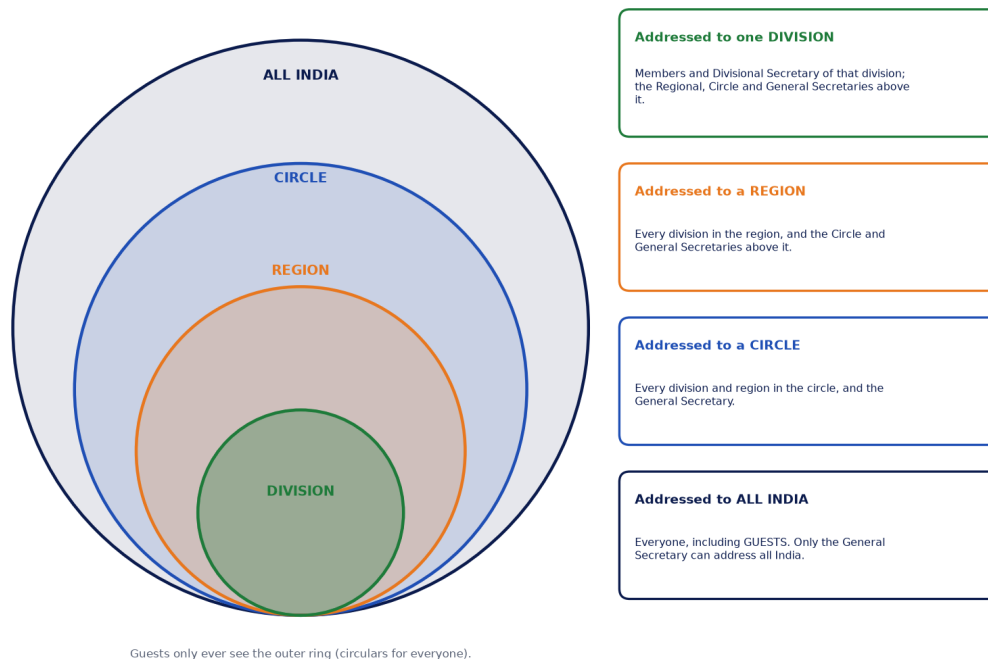
RULE. The first password must be changed at the first login. The app will not show any other page until the person chooses a new password (6 or more characters). Whoever logs in first with a secretary ID becomes its owner, so each secretary must log in and set a password as soon as they receive their ID.

4 Rules the app enforces

4.1 Who receives a circular

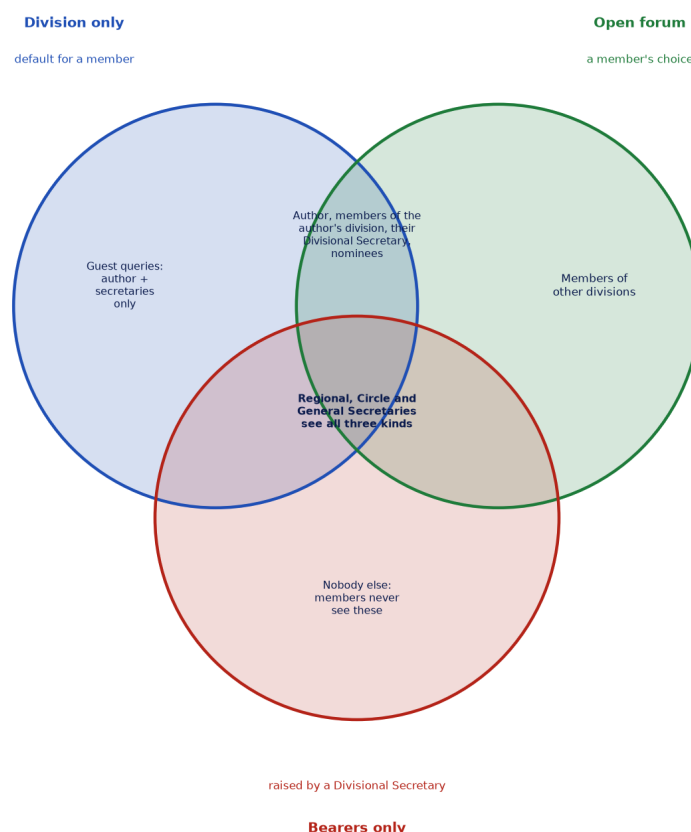
Whoever publishes chooses the **audience**: their whole area, or one division inside it. A division circular reaches that division only; a region circular every division in the region; a circle circular every division in the circle; an all-India circular everyone, guests included. The secretaries above an area always see what is addressed to it.

Figure 9. Who receives a circular (nested audiences)



4.2 Who sees a query

Figure 11. Who can see a query



Scope	Chosen by	Seen by
Division only	A member (default)	The author, members of the division, the Divisional Secretary and nominees, and the Regional, Circle and General Secretaries above.
Open forum	A member	Every registered member, as well as the secretaries.
Bearers only	Automatic when a Divisional Secretary raises one	Only the Regional, Circle and General Secretaries above (same union; the General Secretary sees all). Members never see it.
Guest query	Automatic for a guest	The guest and the secretaries of the division. Never the forum.

4.3 Access and password rules

Rule	What happens
Default password	Must be changed at the first login. Nothing else works until it is.
Wrong passwords	5 wrong tries lock that ID for 15 minutes. Message: "Too many wrong attempts. Try again in a few minutes."
Changing a password	Signs the person out of every other phone, at once.
Reset by a secretary	Puts the ID back on the default password and signs it out everywhere; the person must choose a new one.
Suspension	Takes effect immediately on every phone. Message: "This ID is under suspense. Contact your Divisional Secretary."
Guest validity	6 months from registration. After that: "This guest ID expired on dd-mm-yyyy. Register as a guest again."
Staying signed in	The phone stays signed in until the person taps Log out , or the server signs them out (above).
New registration	Active at once. There is no approval step: the person can log in, read circulars and raise queries from the first minute.
One person, one ID	An employee ID or a mobile number that is already registered cannot be registered again (Section 4.5).

4.4 Document types, sub-categories and query vocabulary

Item	Values
Document type	Circular (CIR), Notification (NOT), Union letter (UL). The document ID is built from it: CIR-20261002-FNPO_GS-01 = type, date, publisher's ID, number.
Letter sub-category	SB, Staff Matter, Mails, Legal, Insurance, Recruitment, Promotions, Investigation, IPPB, Training, Technology, GDS, MMS, Inspections, Welfare, Others. (The General Secretary can add more.)
Query type	Query, Suggestion, Complaint, Request.
Query category	Leave, Promotion, Infra, Legal, Appointment, Others. (The General Secretary can add more.) Transfer requests are not a query category: they have their own button (Section 5.11).
Query status	Raised (no reply yet), Pending (someone else has replied), Escalated (sent up a level), Cleared (closed).
Clearing remark	Resolved, Will be taken up, Will be considered, with optional remarks.

4.5 One person, one ID

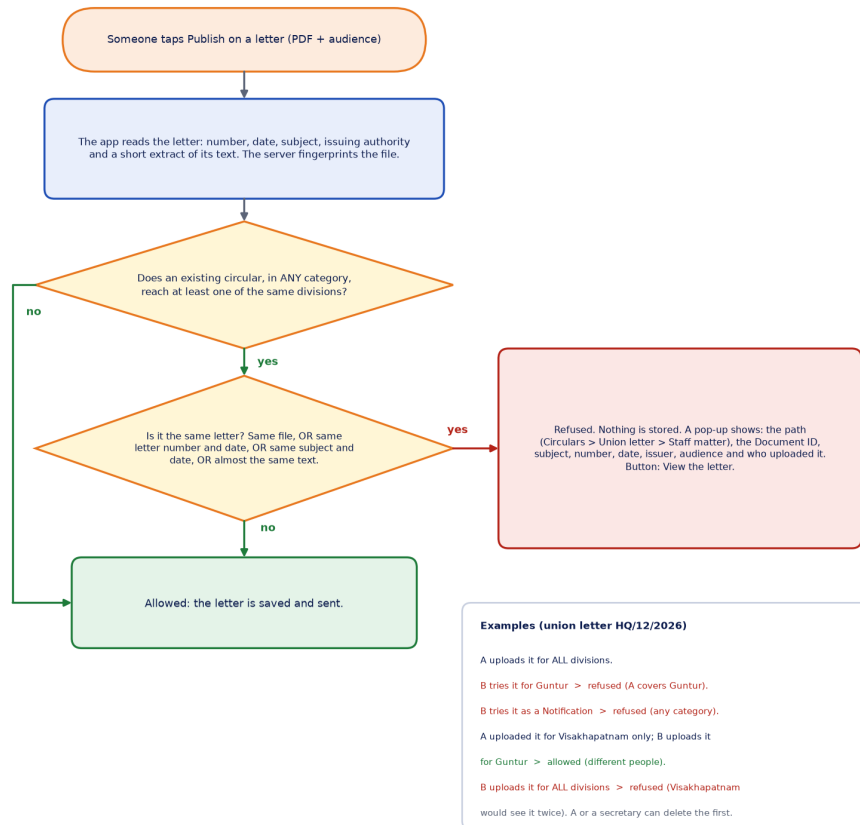
When someone registers, the server checks the **employee ID** and the **mobile number** against every member and every guest ID that is still valid. If either has been used before, nothing is created and a **pop-up** names the User ID that already holds it:

What clashes	Pop-up title	What it shows
Employee ID only	Employee ID already used	The employee ID and the User ID it is registered under.
Mobile number only	Mobile number already used	The mobile number and the User ID that uses it.
Both (same person)	Already registered	Both, with the User ID. The button Go to login opens the login page.
Each belongs to a different person	Already registered	Both lines, each with its own User ID.

RULE. Expired guest IDs and office-bearer IDs (secretaries) are not part of this check, so a guest whose 6 months ended can register again, and a secretary may also hold an ordinary membership with the same mobile number. Changing the mobile number later in Edit Profile is checked the same way. Registrations that already existed before this rule are not touched.

4.6 The same letter is never published twice

Whoever publishes (a secretary, the General Secretary or a nominated member), the server first looks for the **same letter** among the circulars, notifications and union letters that already reach **any of the same divisions**. A letter counts as the same when it has the same PDF file, or the same letter number and date, or the same subject and date, or almost the same text (a re-scan or re-export). The category does not matter: a circular can block an identical union letter. If one is found, nothing is uploaded and a pop-up shows where it already is.

Figure 13. The same letter is never published twice for the same people

NOTE. A scanned letter has no readable text, so the app cannot read its number, date and subject. Such a letter is caught only when the file itself is identical. To publish a corrected version of a letter, delete the earlier one first (Section 6.5).

4.7 Rules for transfer requests

Transfer requests (Section 5.11) follow these rules. The server enforces them; the app only shows the messages.

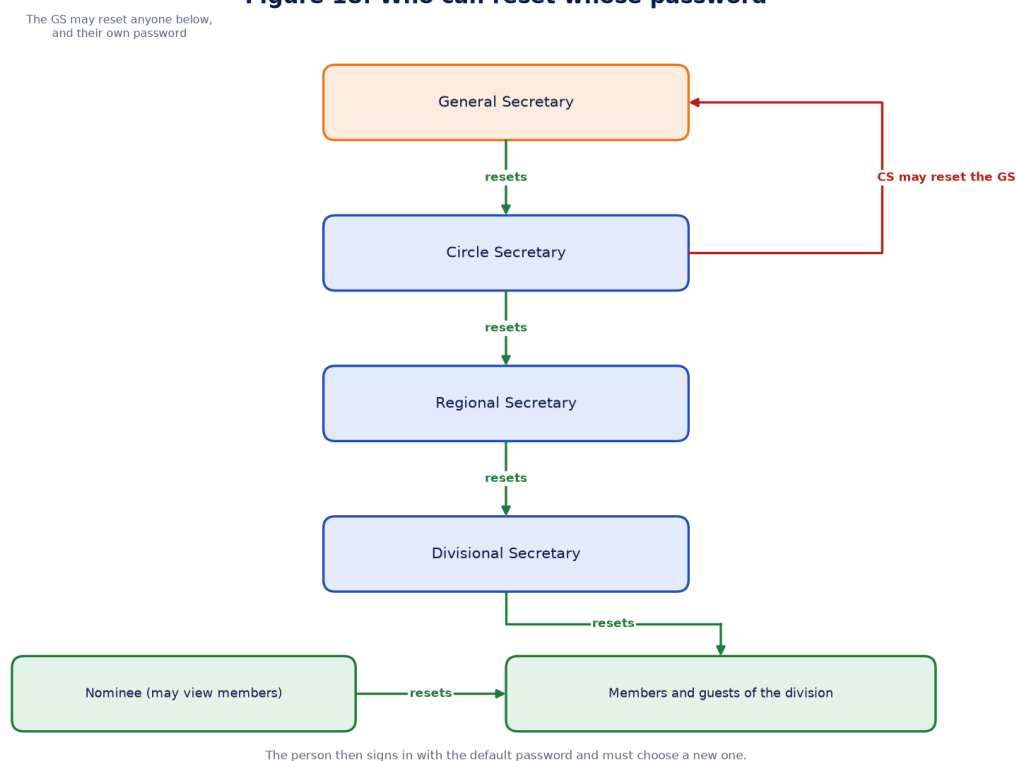
Rule	What the app does
Who may raise	Registered members only. A guest sees "Transfer requests are for registered union members."
What a person may raise	Departmental employees (Group A, B, C): Rule 38 and Mutual (Departmental). GDS : Rule 3 and Mutual (GDS). The Transfer Request page shows only those buttons. Office bearers see all of them but can raise only what fits their own employment; an office bearer whose profile has no group may raise either kind. The server refuses the others.
Every request carries	Name, Employee ID, Group, Cadre, Designation, category recruited under, original category , present place, required place, the online-cycle answer, mobile number (required) , email (optional), date of joining the present cadre and date of joining the present division . Region, circle and secretaries use the two dates to count the years served and the categories to check the selection.
Categories	General, OBC, SC, ST, BC, EXS, PH, OH, Others. The two lists are separate because a person who belongs to SC may have been selected under General.
Places	Chosen by PIN code : the app lists every post office with that PIN and fills Division, Region and Circle (they can be edited). A Divisional, Regional or Circle office can be chosen instead of a post office. The present and required place must be different units.
Online cycle	If "Yes", the reference number of the online application must be entered.
Dates and mobile	Dates of joining cannot be in the future. Mobile: ten digits starting 6, 7, 8 or 9.
Request number	R38- (Rule 38), R03- (Rule 3), MD- (mutual, departmental) or MG- (mutual, GDS), then the date and a serial, e.g. R38-20261005-0001.
Kept apart from queries	Transfer requests are not counted in the query numbers, lists or category tables, for anybody. Their own numbers are in the pink Transfer Request area.

Rule	What the app does
Who sees it	A transfer request is always posted in the open forum : every registered member can read it and reply , not only office bearers. The mobile number and email are shown only to the applicant, to the secretaries of the applicant's area, and, for mutual requests, to the matching person.
Matching (mutual)	Two requests match when they are of the same kind (Departmental or GDS), each person works in the division the other wants (any office of it), the category is the same (and, for Departmental staff, the cadre is the same), they are different people, and the other request is not cleared. A person who chose a Regional or Circle Office matches only someone who chose that same office.
Matches are always current	Available Matching Requests asks the server every time it is opened, so a match that arrived since the last visit is shown, and a match disappears when the other request is cleared or deleted.
Deleting	The applicant can delete their own request at any time. A Divisional, Regional, Circle or General Secretary , or a nominated member who may clear queries, can delete a request raised in their area (for example because the details are wrong). The request, its forum post and its replies are removed, and when someone else deletes it the applicant gets a notice.
Clearing	A secretary closes a request with Clear and a remark, as for any query (Section 6.4). A cleared request no longer matches and counts as cleared in the reports.

4.8 Who may reset a password

Resetting sets a person's password back to the default (**UNITE123**, or **UNITEGUEST** for a guest). The person is signed out everywhere and must choose a new password at the next login. Every reset is written to the password log with who did it and when.

Figure 18. Who can reset whose password



Who resets	Whose password	Notes
Nominee allowed to "View members and registration reports"	Ordinary members and guests of their own division and union	Cannot reset a secretary. A nominee who may only clear queries cannot reset.
Divisional Secretary	Members and guests of the division	
Regional Secretary	The Divisional Secretaries below, and all members and guests of the region	Same union.

Who resets	Whose password	Notes
Circle Secretary	The Regional Secretaries, the Divisional Secretaries and all members of the circle, and the General Secretary	Same union, except the General Secretary, whom any Circle Secretary may reset.
General Secretary	Anyone in any circle (members, guests, office bearers) and their own	Resetting their own signs them out at once; Profile > Change password is the normal way.

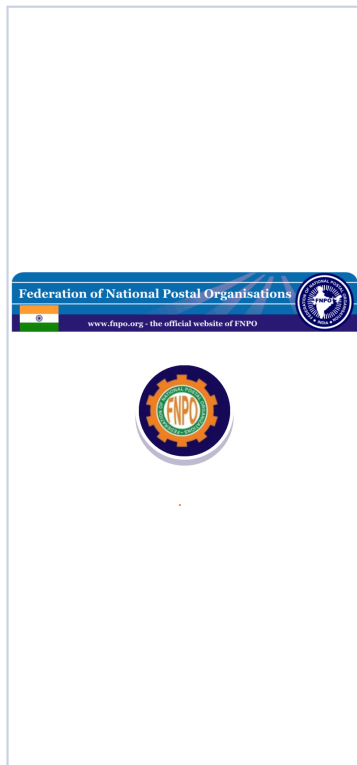
RULE. Nobody can reset upwards (a member cannot reset a secretary; a Divisional Secretary cannot reset a Regional Secretary), and a secretary cannot reset a secretary of another union below them. A Divisional Secretary cannot reset a member of another division.

5 Procedures on Phone A (member and guest)

Phone A belongs to a member or guest. Follow the sections in order the first time; afterwards use the table of contents to jump to the page you need. Every page of the app a member can reach is shown below, with an explanation of each item on it.

5.1 Opening the app

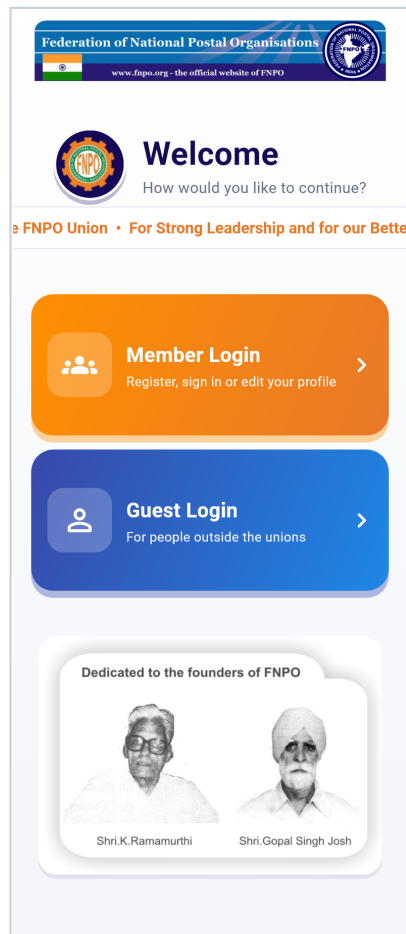
Splash screen



Item on screen	What it is / what it does
Banner and FNPO logo	Shown for about a second and a half while the app checks whether the phone is still signed in.
Spinner	The app is loading the lists and checking the saved sign-in.
If the phone is still signed in	The app goes straight to the Dashboard (Section 5.4), or to Choose your password if that is still pending.
If the internet is off	Shows "Cannot reach the server. Check your internet connection." with Try again and Continue .

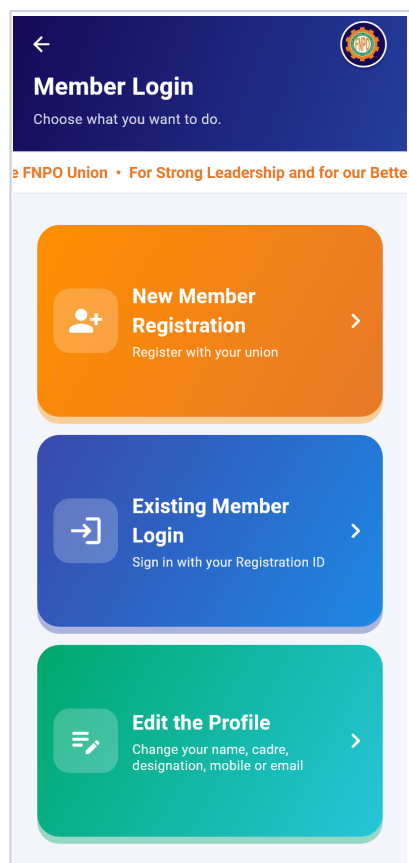
Welcome screen (two buttons)

The Welcome screen has only two big buttons. The buttons and the photo grow to fill the screen; everything else (register, sign in, edit the profile) is one tap further.



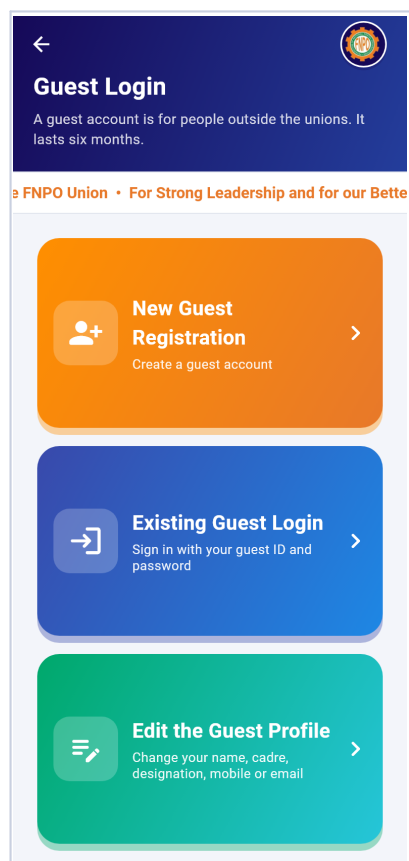
Item on screen	What it is / what it does
Member Login (orange)	For members of the ten unions. Opens the Member page (next picture) with three choices.
Guest Login (blue)	For people outside the unions. Opens the Guest page with three matching choices.
Moving strip	"Join the FNPO Union • For Strong Leadership and for our Better Future". Decoration only.
Photo at the foot of the page	"Dedicated to the founders of FNPO": Shri K. Ramamurthi and Shri Gopal Singh Josh. Decoration only.

Member Login page

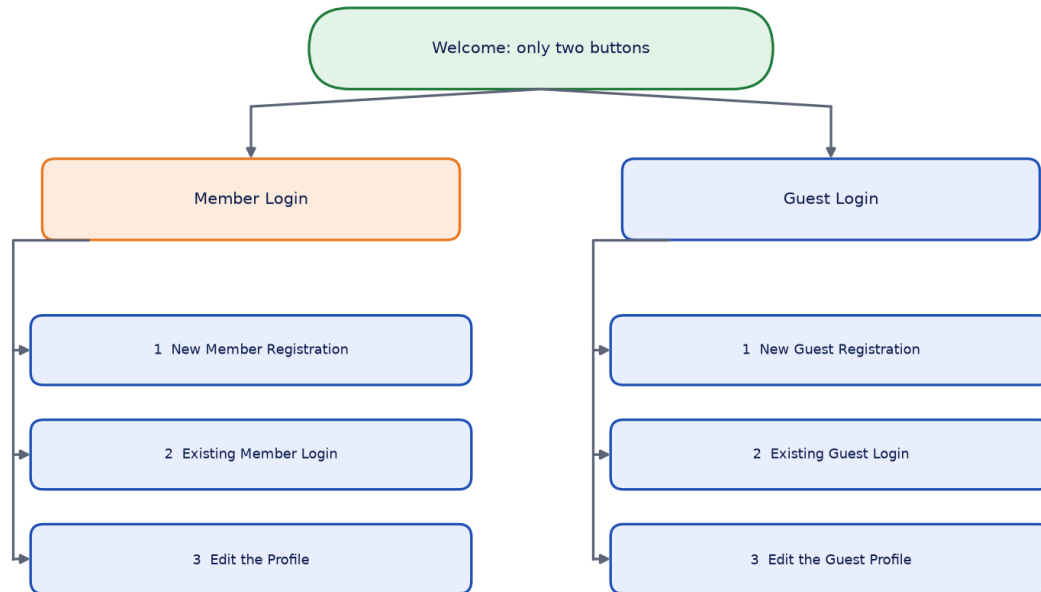


Item on screen	What it is / what it does
New Member Registration (orange)	Register as a member of one of the ten unions (Section 5.2). You can log in at once; nobody has to approve you.
Existing Member Login (blue)	Sign in with a Registration ID and password (Section 5.3).
Edit the Profile (teal)	Change your name, cadre, designation, mobile, email or WhatsApp choice (Section 5.9).
Back arrow	Returns to the Welcome screen.

Guest Login page



Item on screen	What it is / what it does
New Guest Registration	Create a guest account. No approval, valid 6 months (Section 5.10).
Existing Guest Login	Sign in with a guest ID (it starts GUEST_) and password.
Edit the Guest Profile	Change the details of a guest account.

Figure 15. The Welcome page and what is behind each button

5.2 Registering as a member (New Member Registration)

Registration form

New Member Registration

Personal details

Name

Sita Devi

Employee ID

e4455

Post

Group

Group C

Cadre

Postal

Designation

Postal Assistant (PA)

Working branch

Post office

Where you work

Division

Visakhapatnam

Region

Visakhapatnam Region

Circle

Andhra Pradesh Circle

Your union

Union

National Association of Postal

Contact

Mobile number

+91 9876543210

Email ID (optional)

Send me circulars on WhatsApp too

☐

Optional. I agree that the union may message my mobile number on WhatsApp.

Save

Item on screen	What it is / what it does
Name	Your full name. Required.
Employee ID	Your employee ID. Required. The app turns it into capitals and drops spaces and symbols: "e 4455" becomes E4455. Your Registration ID will be UNION_EMPLOYEEID , e.g. NAPEC_E4455.
Group	Group A, Group B, Group C or GDS. Choose this first: it decides which cadres and designations are offered.
Cadre	Postal, RMS / Mail, MMS, Accounts, Engineering / Technical, Office Assistant or GDS (only those that apply to the group).
Designation	The posts of that cadre and group, e.g. Postal Assistant (PA), Postman, MTS.
Working branch	Post office, SBCO, Divisional / Regional / Circle office, RMS / sorting office, MMS (Mail Motor), Accounts / finance office, Civil / Electrical wing, Other.
Division	Tap to open a searchable list of all 461 divisions (next picture). Region and Circle fill in by themselves and cannot be edited.
Union	Your own union, from the full list of ten. The app does not guess it for you.
Mobile number	Ten digits, starting with 6, 7, 8 or 9. "+91" is already shown.
Email ID	Optional. Must look like name@example.com if filled.
Send me circulars on WhatsApp too	Optional, unticked . Tick it only if you agree that the union may message your mobile number on WhatsApp. Where the union has set up WhatsApp, each circular can then reach you on WhatsApp as a PDF. You can change this later in Edit the Profile.
Save	Sends the registration. Shows a message under the field if something is missing.

Choosing the division

The screenshot shows the 'New Member Registration' screen. At the top, there is a 'Division' dropdown menu with the text 'Search and select'. Below this is a search bar with a magnifying glass icon and the placeholder text 'Search division, region or circle'. A list of divisions is displayed below the search bar, each with its name and the region/circle it belongs to. The divisions listed are: A - N Islands (Circle Office (no region) · West Bengal Circle), Adilabad (Hyderabad Region · Telangana Circle), Agartala (Shillong HQ Region · North Eastern Circle), Agra (Agra Region · Uttar Pradesh Circle), Ahmedabad City (Ahmedabad HQ Region · Gujarat Circle), Ahmedabad GPO (Ahmedabad HQ Region · Gujarat Circle), Ahmednagar (Pune Region · Maharashtra Circle), Ajmer (Ajmer Region · Rajasthan Circle), and Akola.

Item on screen	What it is / what it does
Search box	Type part of the division, region or circle name, e.g. "visakh". The list narrows as you type.
List	Each line shows the division and, below it, its region and circle. Tap one to choose it.

#	Procedure: register	You should see
1	On the Welcome screen tap Member Login , then New Member Registration .	The registration form.
2	Fill the form from top to bottom. Choose Group first, then Cadre, then Designation.	The lists narrow as you choose.
3	Tap Division , type part of its name, tap the right line.	Region and Circle appear in grey.
4	Choose your Union , type your Mobile number . Leave the WhatsApp box as you wish.	
5	Tap Save .	The "Registration saved" page (next).

If you see...	It means	Do this
Select your group. / cadre. / designation. / working branch. / division. / union.	A field was left empty.	Choose it and tap Save again.
Enter a valid 10-digit mobile number.	The number is not 10 digits starting 6-9.	Type it again without +91 or spaces.
That email address does not look right.	The email is incomplete.	Correct it or clear the box.
Pop-up: Employee ID already used / Mobile number already used / Already registered	This employee ID or this mobile number was registered before. The pop-up shows the User ID that has it.	Tap Go to login and sign in with that User ID. If the password is forgotten, ask the Divisional Secretary to reset it. If the mobile number is simply wrong, correct it and Save again.

Pop-up: already registered

New Member Registration

Cadre
Postal
Designation

Already registered

Employee ID E4455 is already registered
User ID
NAPEC_E4455

Mobile number 9876543210 is already registered
User ID
NAPEC_E4455

One person can register only once. Log in with the User ID above. If you have forgotten the password, ask your Divisional Secretary to reset it.

[Close](#)

Go to login

Contact
Mobile number
+91 9876543210

Item on screen	What it is / what it does
Title	"Already registered" when both the employee ID and the mobile number are known; "Employee ID already used" or "Mobile number already used" when only one is.
Lines with the User ID	Each shows what was typed and the User ID that holds it, in large blue letters. You can touch and hold to copy it.
Close	Back to the form, to correct the number.
Go to login	Opens the login page so you can sign in with that User ID.

RULE. One person can register only once. The same employee ID or the same mobile number cannot be used for a second ID (Section 4.5).

Registration saved


Registration saved

Your Registration ID

NAPEC_E4455



First password

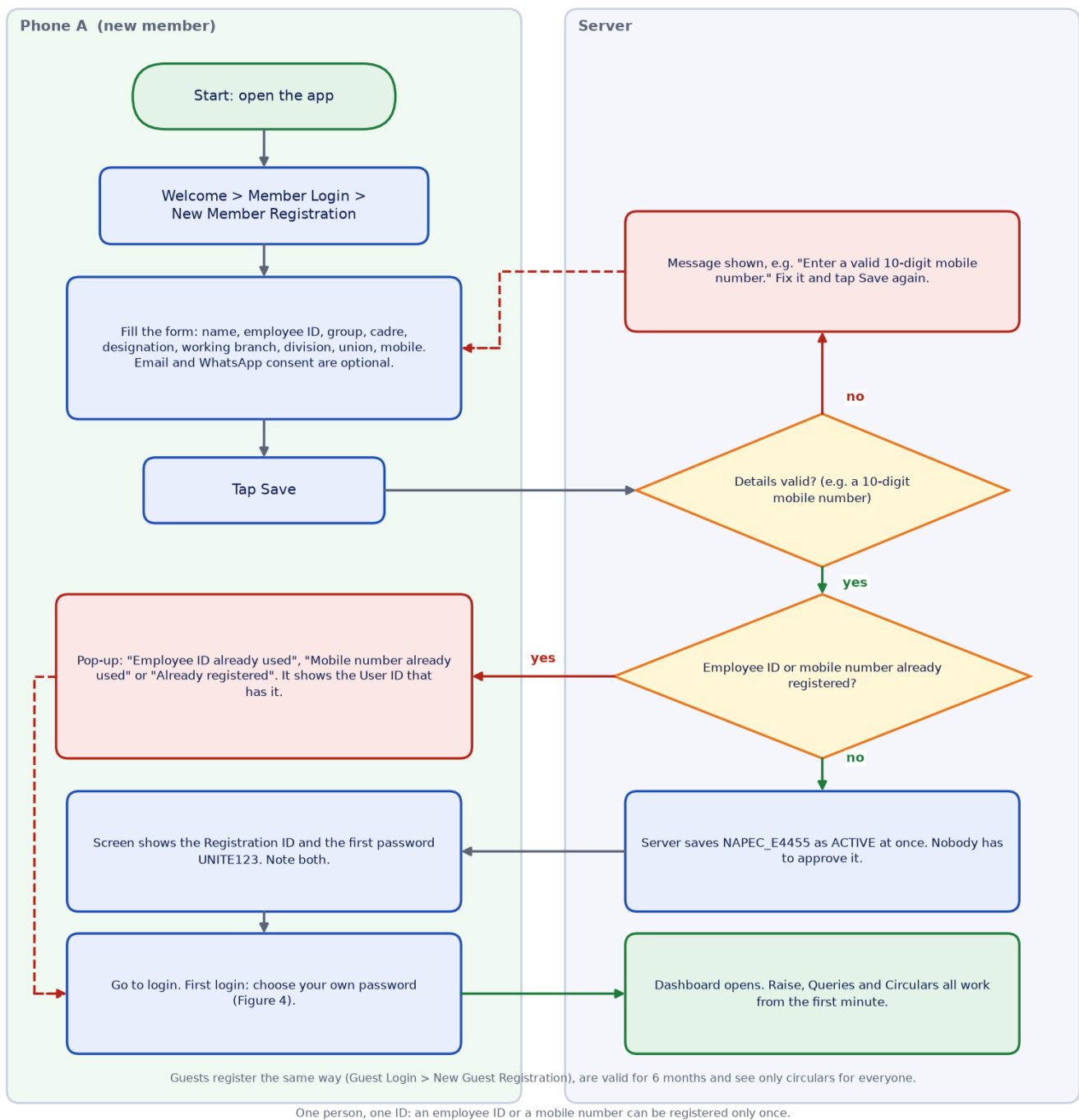
UNITE123

Note this ID. You can log in right now with this ID and the first password; no approval is needed. You will be asked to choose your own password at your first login.

[Go to login](#)

Item on screen	What it is / what it does
Your Registration ID	Written large, e.g. NAPEC_E4455. Tap the copy icon to copy it. Write it down.
First password	UNITE123 for members (UNITEGUEST for guests). You will change it at your first login.
Explanation	You can log in right now with this ID and the first password. No approval is needed.
Go to login	Opens the login page.

TIP. Behind the scenes the server has already saved the ID as active (Figure 3). The secretary does not have to do anything.

Figure 3. Registration (no approval needed)

5.3 Login and the first password change

Existing Member Login

Item on screen	What it is / what it does
Back arrow	Returns to the Welcome screen.
User ID	Your Registration ID. Capitals are added for you, so napec_e4455 also works.
Password	The eye icon shows or hides what you type.
Login	Signs in. The keyboard "Done" key does the same.

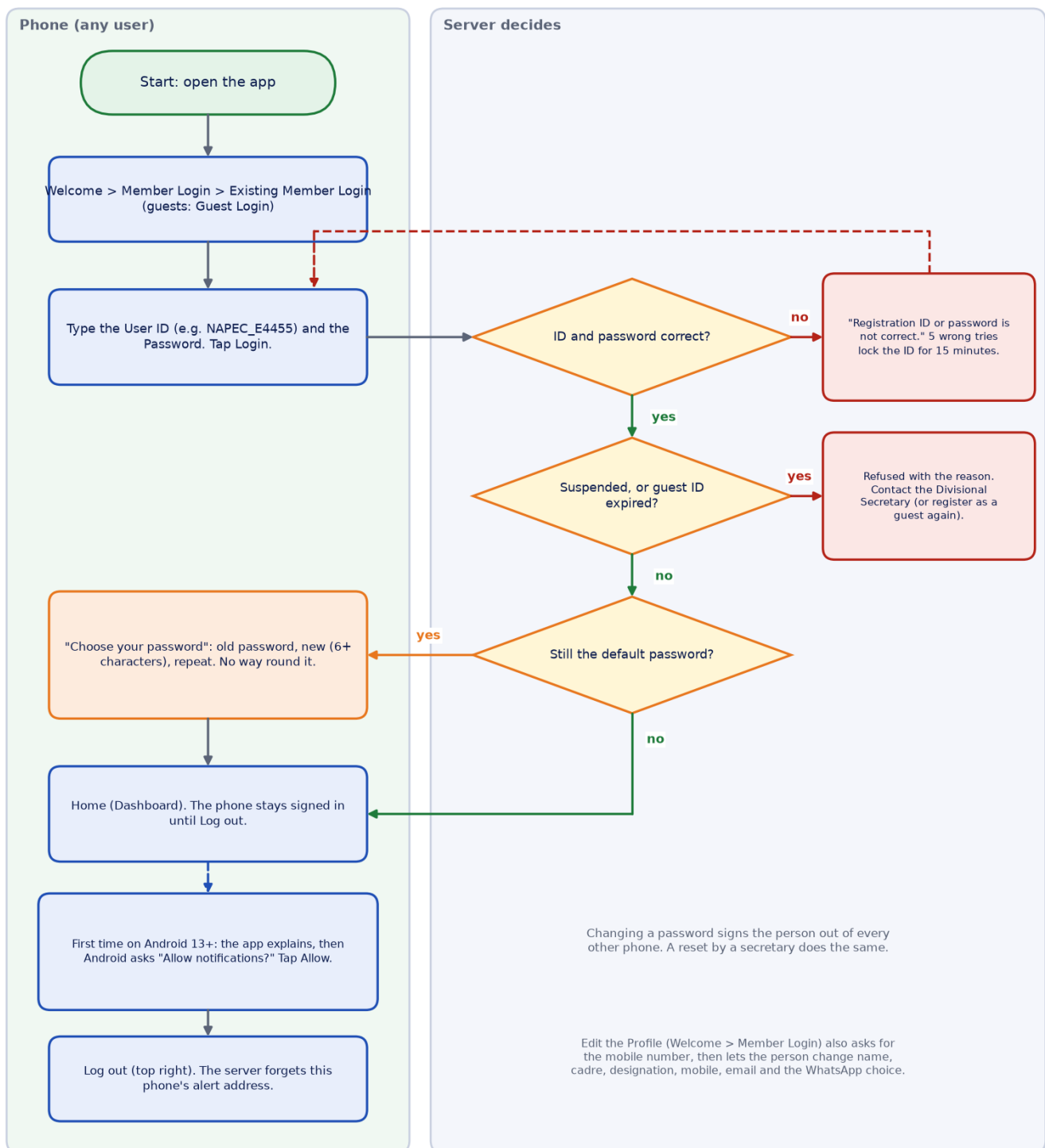
Choose your password (first login)

Item on screen	What it is / what it does
Password you were given	UNITE123 (or UNITEGUEST).
New password	At least 6 characters. Use letters, digits and a symbol; do not use your name or mobile number.
Repeat new password	The same again.
Change	Saves it. The app opens the Dashboard.
Log out icon (top right)	Leaves without changing. You will be asked again next time.

RULE. There is no way past this page except to choose a new password. The back button does nothing here.

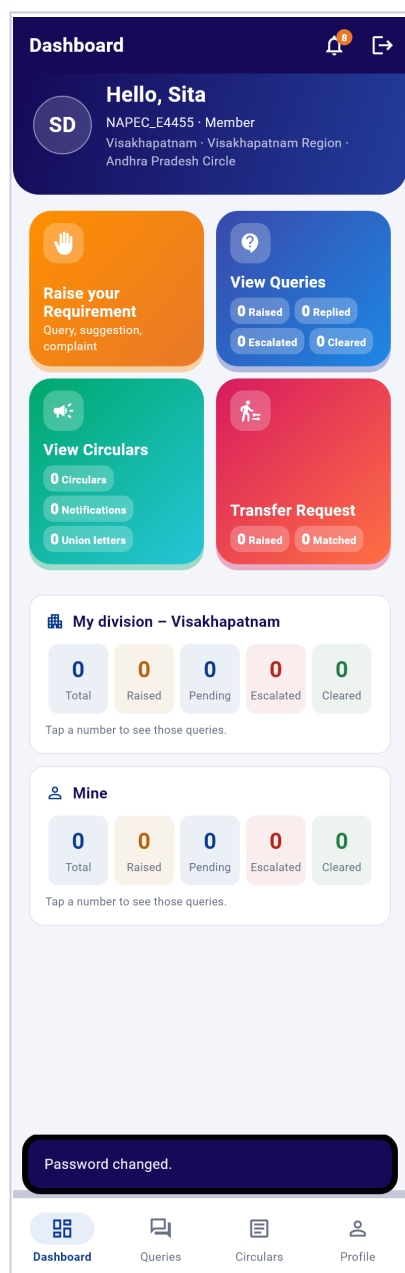
If you see...	Meaning / action
Registration ID or password is not correct.	Check the ID and the password. 5 wrong tries lock the ID for 15 minutes.
Guests must use Login for Existing Guest. / Enter an existing guest ID and password.	You used the wrong login button. Guest IDs start with GUEST_.
The two new passwords do not match.	Type the new password the same way twice.
The new password must be at least 6 characters.	Choose a longer one.
The old password is not correct.	Type UNITE123 (or UNITEGUEST) exactly, in capitals.
Choose a password different from the old one.	The new password must differ from the old one.
Cannot reach the server. Check your internet connection and try again.	Turn on mobile data or Wi-Fi and tap again.

Figure 4. Login and logout



5.4 The Dashboard

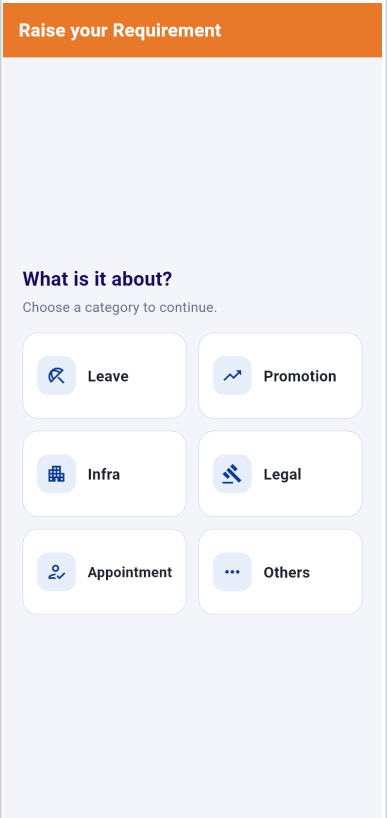
Dashboard: the four coloured buttons



Item on screen	What it is / what it does
Header	Your initials, "Hello, Sita", your ID and role, and your division, region and circle. Bell (unread notices) and log-out icon at the top right.
Raise your Requirement (orange, raised-hand icon)	Start a query, suggestion, complaint or request (5.5). Works from the first minute: there is no approval to wait for.
View Queries (blue, question-mark icon)	Opens the Queries tab (5.6). The four numbers inside are the queries of your division (for a guest, your own): Raised (all queries raised), Replied (someone has replied, not yet cleared), Escalated and Cleared . Transfer requests are not counted.
View Circulars (teal, megaphone icon)	Opens the Circulars tab (5.7). The numbers inside are how many Circulars , Notifications and Union letters you can see.
Transfer Request (pink, person-transferring icon)	Opens the Transfer Request area (5.11). The buttons inside follow your employment. The numbers are Raised and Matched : for a member, their own requests and how many matches they have; for a secretary, all requests in the area shown and how many mutual requests are matched.
Card "My transfer requests"	Shown once you have raised a transfer request: each request with its kind, its status and, for a mutual request, a pink badge such as "1 match". Tap one to open it. The bin icon deletes your own request.
Card "My division"	Counts of the ordinary queries in your division: Total , Raised , Pending , Escalated , Cleared . Tap a number to see just those queries. Transfer requests are not counted here : they take weeks to settle and have their own numbers.
Card "Mine"	The same counts for the queries you raised (transfers left out).
Bottom bar	Dashboard · Queries · Circulars · Profile . Secretaries also get Admin . Each tab's top bar has its own colour: blue for Queries, teal for Circulars, purple for Admin.
Pull down	Refreshes the numbers.

5.5 Raising a query, suggestion, complaint or request

Step 1: choose the category

Raise your Requirement	Item on screen	What it is / what it does
	Tiles	Leave, Promotion, Infra, Legal, Appointment, Others (the General Secretary can add more). Tap the one that fits. There is no Transfers tile: use the pink Transfer Request button (5.11).
	Back arrow	Cancels.

Step 2: write it

Raise your Requirement

Category: Leave
Change

This is a
Query

Title
Medical leave for family treatment

Details
Please advise the procedure for medical leave.

Who can see this?
☒ My division only
Members of your division and your secretaries. Counts in your division dashboard.
☐ Open forum
Every registered member can see and reply.

Post

Item on screen	What it is / what it does
Blue bar "Category: Leave"	Shows your choice. Change goes back to step 1.
This is a	Query, Suggestion, Complaint or Request.
Title	One line saying what it is about. Required.
Details	The full explanation. Required.
Who can see this?	My division only (members of your division and your secretaries) or Open forum (every registered member). A guest sees only "goes to your Divisional Secretary only".
Post	Sends it. A "Posted." message appears and you return to the list.

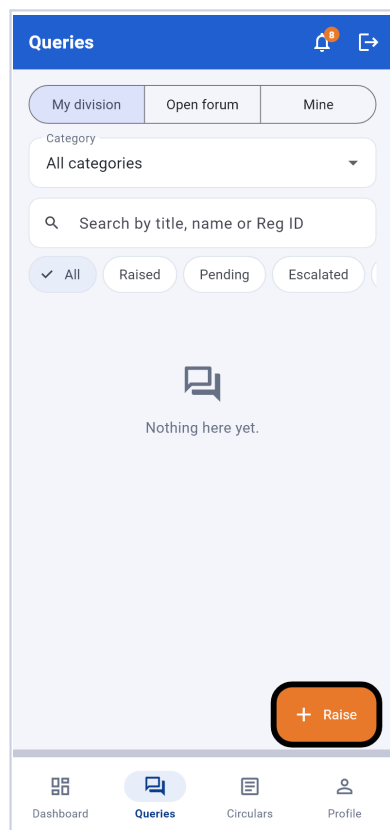
TIP. Complaints about discipline, medical or harassment are better kept in "My division only". Choose the open forum only for matters every member may read.

#	Procedure: raise	You should see
1	Dashboard > Raise your Requirement (or Queries tab > Raise).	The category tiles.
2	Tap a category.	The form, with the category shown at the top.
3	Choose the type, type the title and details, choose who can see it.	
4	Tap Post .	"Posted." The query shows in your Queries list with status Raised ; the Divisional Secretary gets a notice.

NOTE. The category tiles do not include Transfers any more. A transfer request is raised from the pink **Transfer Request** button on the dashboard (Section 5.11), so that it is counted separately from ordinary queries. The server refuses a transfer sent as an ordinary query.

5.6 Reading queries and replying

Queries tab



Item on screen	What it is / what it does
Segmented bar	My division (everything in your division), Open forum , Mine . (Secretaries above division also see Bearerers ; the first button shows "My region", "My circle" or "All India".)
Category drop-down	Show one category or all.
Search box	Searches title, author name or Registration ID.
Chips All · Raised · Pending · Escalated · Cleared	Filter by status.
A card	Top: category, type and scope tags, and the status. Then the title, "author · ID · division", the number of replies, and how old it is (Today, or the days). Tap to open.
Raise (floating button)	Start a new query.
Show more (at the bottom of a long list)	Loads the next page.
Pull down	Refreshes the list.

A query that is cleared

Query

Leave

Division only

Cleared - Resolved

Rules for earned leave encashment

Sita Devi · NAPEC_E4455 · Visakhapatnam · 05-10-2026 02:39

Please clarify how many days of earned leave can be encashed.

Cleared – Resolved

Order dated 10-09-2026 sent to the division.

Regional Secretary, NAPEC, Visakhapatnam Region · 05-10-2026 02:39

Replies (1)

Divisional Secretary, NAPEC, Visakhapatnam

Up to 10 days a year, as per the latest order.

NAPEC_DS-VISAKHAPATNAM · 05-10-2026 02:39

Item on screen	What it is / what it does
Tags and status	Category, scope, and the status (here "Cleared · Resolved").
Title, author, date, details	What was raised, by whom and when.
Green box "Cleared – Resolved"	The remark chosen by the secretary, any note, who cleared it and when.
Replies	Each reply shows the name, a green tag for a secretary or nominee, the text, the ID and the time.
Reply bar	Not shown once the query is cleared: replies are closed.

A query that is still open

Request

Promotion

Division only

Pending

Request for the promotion seniority list

Sita Devi · NAPEC_E4455 · Visakhapatnam · 05-10-2026 02:39

I request the union to obtain the latest seniority list.

Replies (1)

Divisional Secretary, NAPEC, Visakhapatnam

Divisional Secretary

Your request has been noted.

NAPEC_DS-VISAKHAPATNAM · 05-10-2026 02:39

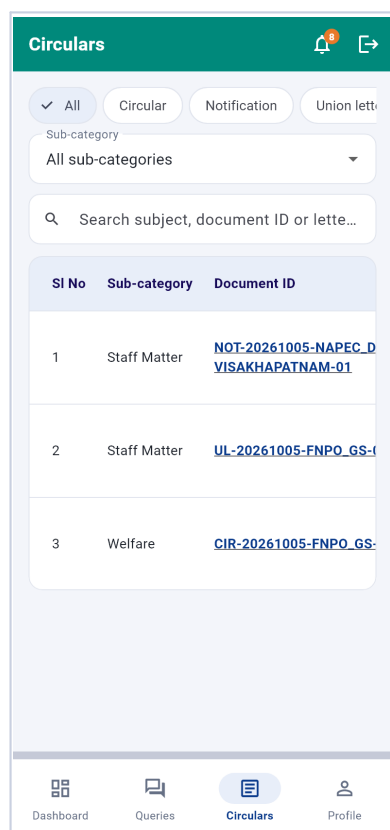
Write a reply

Item on screen	What it is / what it does
Status "Pending"	Someone other than the author has replied.
Write a reply and the orange arrow	Type and send. Anyone who may see the query can reply while it is open.

#	Procedure: reply	You should see
1	Queries tab > tap a card.	The detail page.
2	Read the replies. To answer, type in Write a reply and tap the orange arrow.	Your reply appears under the others; the author gets a "New reply" notice.

5.7 Reading circulars, notifications and union letters

Circulars tab



Item on screen	What it is / what it does
Chips All · Circular · Notification · Union letter	Filter by document type.
Sub-category	Filter by subject area (SB, Staff Matter, Welfare, ...).
Search box	Searches the subject, the Document ID and the Letter number.
Table	Columns: SI No, Sub-category, Document ID , Uploaded on, Letter No., Dated, Subject , Issued authority, and the download / delete icons. Slide the table sideways to see all columns.
Tap a Document ID or Subject	Opens the PDF in your phone's PDF viewer.
Download icon	Saves a copy of the PDF on your phone.
Upload (orange)	Only for people allowed to publish (Phone B).

Circular details



Item on screen	What it is / what it does
Tags	The type (Circular) and sub-category (Welfare).
Subject	The title of the letter, read from the PDF when it was uploaded.
Document ID, Letter No., Dated, Issued by	Details of the letter.
For	Who it was addressed to, e.g. "All divisions and all members".
Uploaded	When, and by whom.
Open the letter	Opens the PDF.
Download	Saves the PDF.

NOTE. This page opens when you tap an alert on your phone, or a "New circular" line in your bell. If you are not allowed to see a circular, the app says it no longer exists.

#	Procedure: read a circular	You should see
1	Dashboard > Circulars (or the bottom bar).	The table, newest first.
2	Use the chips, the sub-category or the search box to find the letter.	
3	Tap its Subject .	The PDF opens. If no PDF viewer is installed the app says so; install one from the Play Store.

5.8 Alerts, the bell and the notifications page



Notifications (the bell)

Notifications
Office-bearer post You have been made President of Visakhapatnam division by Divisional Secretary, NAPEC, Visakhapatnam. 05-10-2026 02:39 New reply Divisional Secretary, NAPEC, Visakhapatnam replied to "Request for the promotion seniority list". 05-10-2026 02:39 Query cleared "Rules for earned leave encashment": Resolved. 05-10-2026 02:39 Query escalated "Rules for earned leave encashment" was escalated to Regional Secretary. 05-10-2026 02:39 New reply Divisional Secretary, NAPEC, Visakhapatnam replied to "Rules for earned leave encashment". 05-10-2026 02:39 New notification > Transfer orders for Visakhapatnam Division 05-10-2026 02:39 New union letter > Union letter to the Director General on the

Item on screen	What it is / what it does
Orange dot	An unread notice. They turn plain when you leave the page.
"Office-bearer post"	You were given a post such as President.
"New reply"	Someone replied to your query.
"Query escalated" / "Query cleared"	The query moved up a level, or was closed with a remark.
"Role changed"	Your secretary nominated you, or withdrew a nomination.
"New circular / notification / union letter"	Tap it to open that document. Kept for 30 days.
Banner "Notifications are off"	Appears only if the phone's permission is off. Turn on asks again or opens the phone's settings; Not working? opens the help page below.

Not getting alerts?

Not getting alerts?	Item on screen	What it is / what it does
Circulars always appear in the app. If the alerts do not arrive when the app is closed, your phone may be stopping the app to save battery. Try these, in this order: 1. Allow notifications Settings > Apps > FNPO Union > Notifications > turn on, including the "Circulars" channel. 2. Remove battery limits Settings > Apps > FNPO Union > Battery > choose "Unrestricted" or "No restrictions". 3. Allow Autostart (Xiaomi, Redmi, Poco, Oppo, Vivo, Realme) Settings > Apps > Manage apps > FNPO Union > Autostart > turn on. 4. Lock the app in recent apps (Xiaomi, Oppo, Vivo, Realme) Open recent apps, long-press the FNPO Union card and choose "Lock". 5. Keep data saver off Settings > Network > Data saver: allow FNPO Union to use data in the background. After changing a setting, close the app completely and open it once.	The five steps	Allow notifications; remove battery limits; allow Autostart (Xiaomi, Redmi, Poco, Oppo, Vivo, Realme); lock the app in recent apps; keep data saver off.
	Why	Some phone makers stop background apps to save battery, so alerts arrive late or never. Circulars are always in the app.

RULE. The app asks **once**, after your first login, whether it may send alerts. If you tap **Not now** it asks again only after a week. If you switch alerts off in the phone's settings it never asks again; use the banner to turn them back on.

5.9 Profile, password and editing your details

Profile tab

Profile

Sita Devi

Approved

Registration ID

NAPEC_E4455

Employee ID

E4455

Group

Group C

Cadre

Postal

Designation

Postal Assistant (PA)

Working branch

Post office

Division

Visakhapatnam

Region

Visakhapatnam Region

Circle

Andhra Pradesh Circle

Union

National Association of Postal Employees Group 'C' (NAPE 'C', FNPO)

Office post

President · Visakhapatnam division · NAPEC

Mobile

9876543210

Email

—

Change password

Last changed 05-10-2026 02:39

Not getting alerts?

Steps for phones that stop background apps

To change your name, cadre, designation, mobile or email, use "Edit the Profile" (Welcome > Member Login). Changes are saved at once and show when you log in again.

Dashboard

Queries

Circulars

Profile

Item on screen	What it is / what it does
Name and status pill	Approved (active), Under suspense or Expired (guests only).
Details	Registration ID, Employee ID, group, cadre, designation, branch, division, region, circle, union, any office post you hold, mobile, email.
Change password	Opens the change-password page; shows when it was last changed.
Not getting alerts?	The help page (5.8).
Grey note	Explains that name, cadre, designation, mobile and email are changed from Edit the Profile (Welcome > Member Login).

Change password

Item on screen	What it is / what it does
Old password, New password, Repeat new password	Fill all three and tap Change .
Result	"Password changed." You stay signed in on this phone; every other phone is signed out.

Edit the Profile: step 1

Item on screen	What it is / what it does
Registration ID, Mobile number, Password	Prove who you are with the number you registered with. This does not sign you in.
Continue	Opens the edit form. (If you are still on the default password the app asks you to log in and choose one first.)

Edit the Profile: step 2

Registration ID

NAPEC_E4455

Name

Sita Devi

Employee ID

E4455

Group

Group C

Cadre

Postal

Designation

Postal Assistant (PA)

Working branch

Post office

Where you work

Division

Visakhapatnam

Region

Visakhapatnam Region

Circle

Andhra Pradesh Circle

Your union

Union

National Association of Postal Employees Group 'C' (NAPE 'C', FNPO)

Contact

Mobile number

+91 9876543210

Email ID (optional)

Send me circulars on WhatsApp too

Optional. I agree that the union may message my mobile number on WhatsApp.

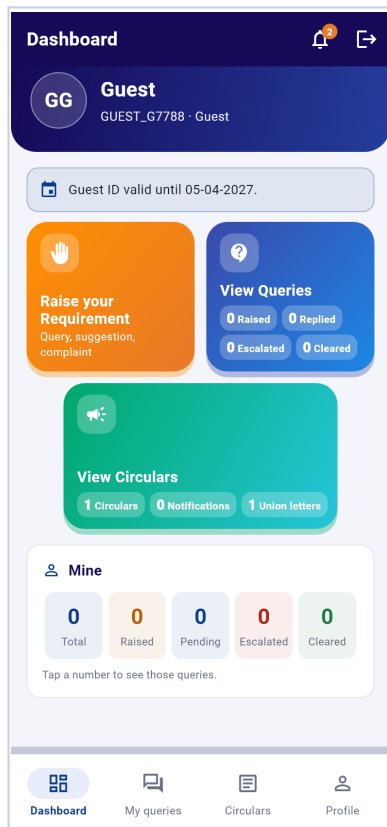
Save

Item on screen	What it is / what it does
Grey fields	Registration ID, Employee ID, Group, Working branch, Division, Region, Circle and Union cannot be changed: they decide who looks after you.
Name, Cadre, Designation, Mobile, Email	Editable. Cadre and designation must match your group.
Send me circulars on WhatsApp too	Tick or untick your consent. Changing the mobile number is checked: a number that already belongs to another User ID is refused with a pop-up.
Save	Saves at once. "Saved. Your details are saved. Log in again to see the changes."

NOTE. To change the division or union, ask your Divisional Secretary; they decide who looks after you.

5.10 Guests

Guest dashboard

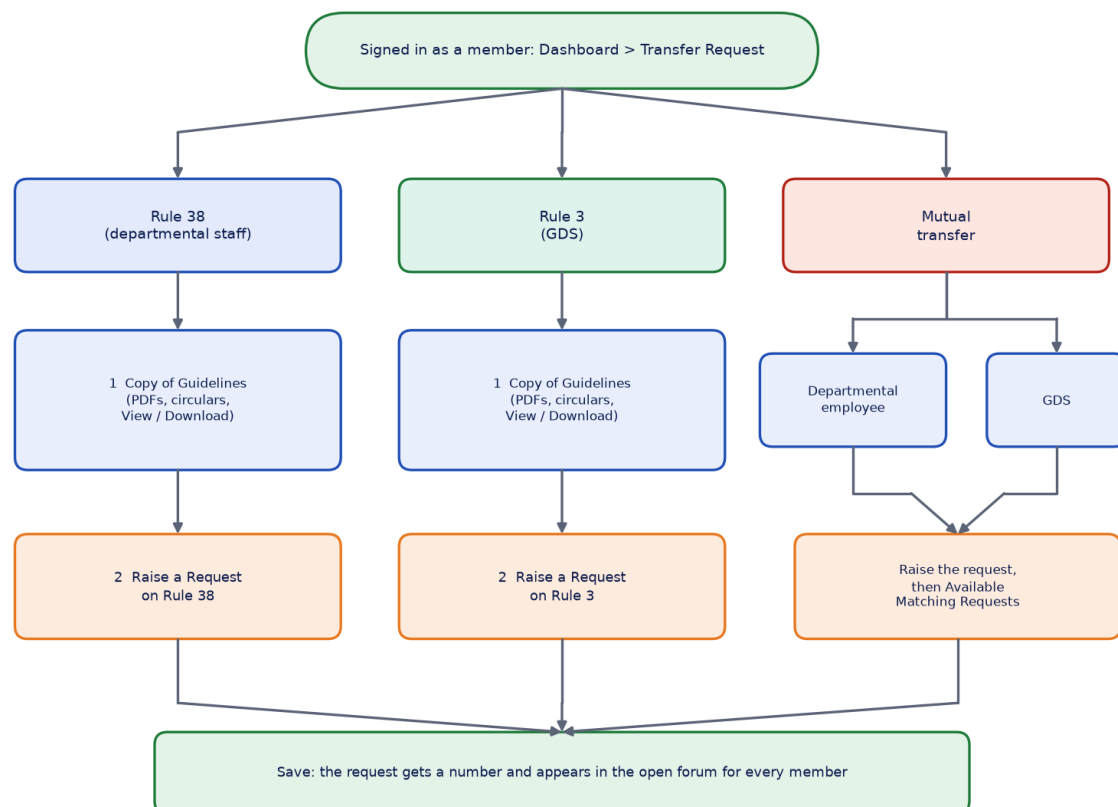


Item on screen	What it is / what it does
Header	"Guest", the GUEST_ID.
Blue notice	"Guest ID valid until dd-mm-yyyy." (6 months).
Raise your Requirement, View Queries, View Circulars	A guest's queries go to the Divisional Secretary only. A guest reads only the circulars addressed to everyone.
Card "Mine"	Counts of the guest's own queries. No division statistics and no forum.

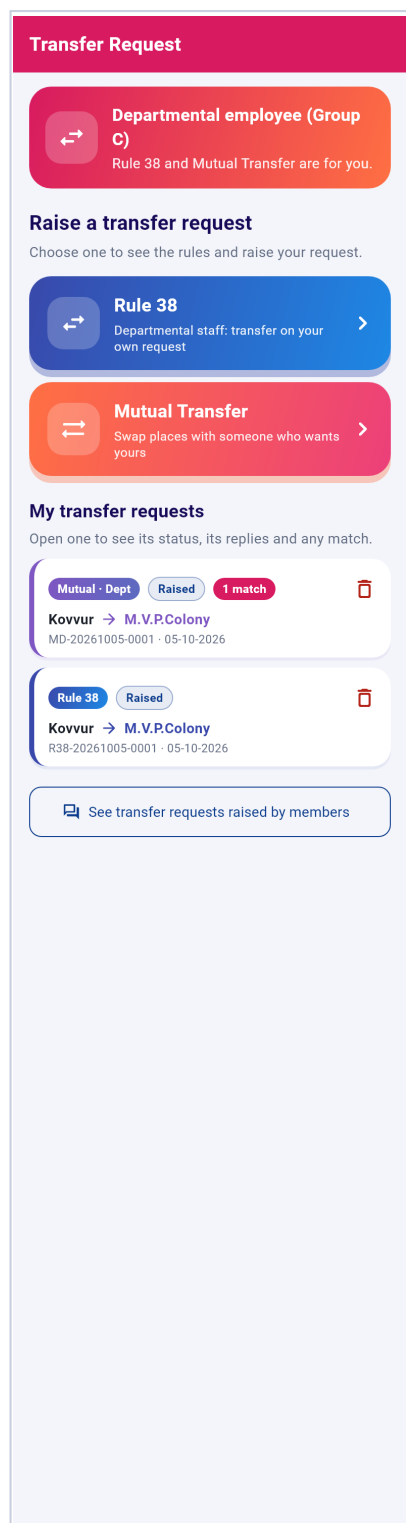
#	Procedure: guest	You should see
1	Welcome > Guest Login > New Guest Registration . Fill Name, Employee ID, Group, Cadre, Designation, Division, Mobile (Email and WhatsApp optional).	There is no Working branch and no Union for a guest.
2	Tap Save .	A box "Guest account created" with the GUEST_ID and password UNITEGUEST, and the valid-until date. The same checks apply as for members: an employee ID or mobile number already registered is refused with a pop-up.
3	Tap Login for Existing Guest , sign in, choose your own password.	The guest dashboard. No approval is needed.

5.11 Transfer Request: Rule 38, Rule 3 and Mutual

Members raise a transfer request from the pink **Transfer Request** button on the dashboard. The request gets a number and is posted in the open forum, so that members and secretaries can see it and reply. There are three kinds: **Rule 38** (departmental staff), **Rule 3** (GDS) and **Mutual** (two people who want each other's division; for departmental staff and for GDS). The rules behind them are in Section 4.7.

Figure 16. Transfer Request: the buttons follow your employment

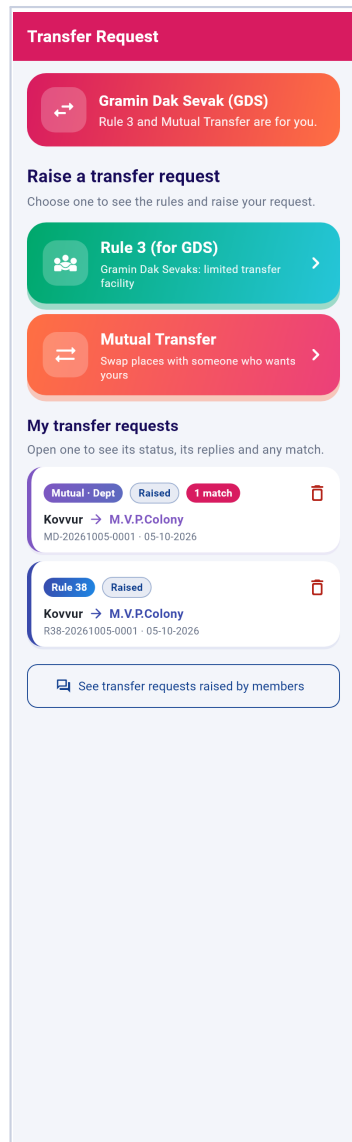
The Transfer Request page (departmental employee)



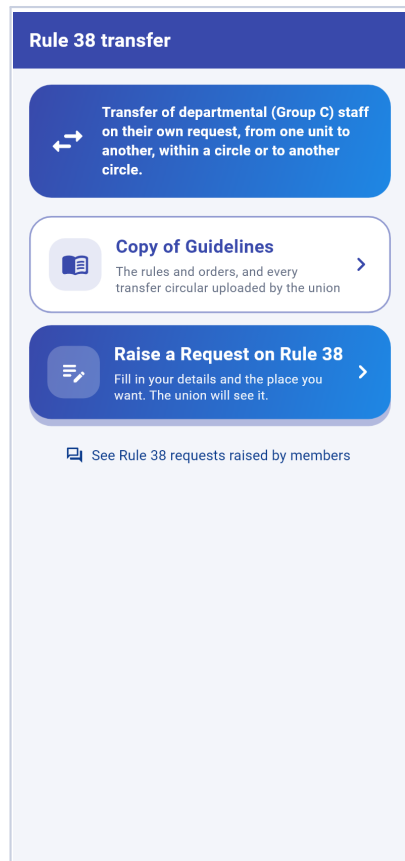
Item on screen	What it is / what it does
Pink banner	Who you are (Departmental employee or GDS) and which buttons are yours.
Rule 38 (blue)	Shown to departmental employees. Opens the Rule 38 page.
Rule 3 (for GDS) (green)	Shown to GDS only. Opens the Rule 3 page.
Mutual Transfer (pink-orange)	Shown to everyone. Opens the Mutual page (Departmental or GDS, by your employment).
My transfer requests	Every request you raised, with its status and, for a mutual one, a "1 match" badge. Tap one to open it. The bin icon deletes it (after asking).
See transfer requests raised by members	The list of all transfer requests in the open forum (below).

NOTE. An **office bearer** sees all three buttons and the numbers for their area at the top (Section 6.9), but can raise only the kind that fits their own employment; the other buttons answer with a message.

A GDS member sees Rule 3 and Mutual

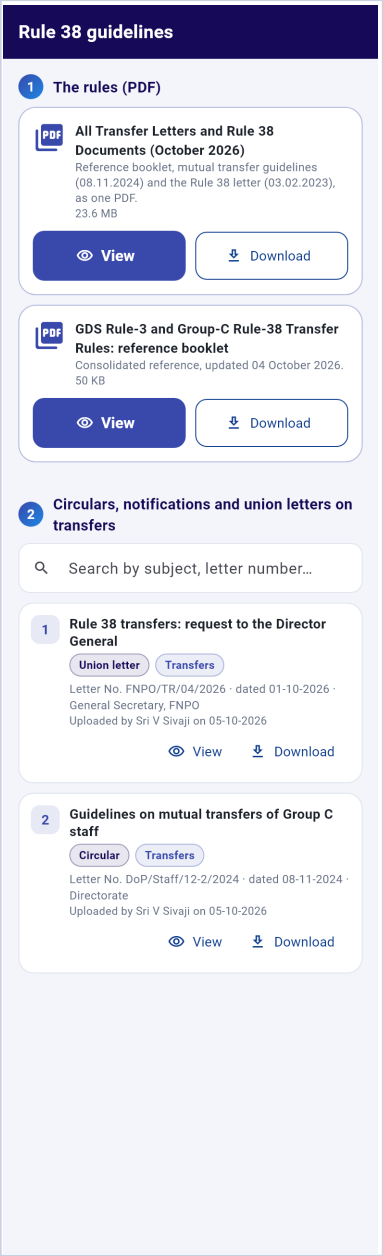


Item on screen	What it is / what it does
Pink banner	"Gramin Dak Sevak (GDS): Rule 3 and Mutual Transfer are for you."
Rule 3 (for GDS)	The Limited Transfer Facility for GDS.
Mutual Transfer	Opens the GDS mutual page.
No Rule 38	Rule 38 is for departmental staff and is not shown.

Rule 38 page (Rule 3 looks the same, in green)

Item on screen	What it is / what it does
Blue banner	One line on what the rule is for.
Copy of Guidelines	The rules and every transfer circular (next picture).
Raise a Request on Rule 38	The request form (below).
See Rule 38 requests raised by members	The list of all Rule 38 requests.

Copy of Guidelines



Item on screen	What it is / what it does
1 The rules (PDF)	The reference PDFs added by the union, with their size. View opens the PDF in a viewer; Download saves it.
2 Circulars, notifications and union letters on transfers	Every letter filed under the sub-category Transfers , newest first, numbered, with its details. Each has View and Download . A search box finds a subject or letter number.
Empty list	"No transfer circulars have been uploaded yet." Office bearers upload them under Circulars > Upload, sub-category Transfers (Section 6.5). The picture was taken before any letter was uploaded.

The request form

The form is the same for the four kinds, in the order below. For Rule 3 and GDS mutual the Group is fixed to GDS.

Form: about you, categories, places

Raise a Rule 38 request

← Your request will be visible to all members and to the secretaries, who will reply. →

About you

Name of the applicant
Ravi Kumar

Employee ID
E1001

Group
Group C

Cadre
Postal

Designation
Postal Assistant (PA)

Category

Category under which you were re...
Your original category

They can differ: a person who belongs to SC may have been selected under General.

Where you work now

Present working place

Post office Divisional office

Regional office Circle office

PIN code of the office
Type the 6 digits: the offices with that PIN code a...

Where you want to go

Required place

Post office Divisional office

Regional office Circle office

PIN code of the office
Type the 6 digits: the offices with that PIN code a...

Online application

Have you already applied in the online cycle?

Yes No

Contact and service

Mobile number (required)
+91 9876500001

Email ID (optional)

Date of joining service in the present cadre
Select the date

Date of joining the present division
Select the date

Item on screen	What it is / what it does
About you	Name of the applicant, Employee ID (both filled from your profile; change them if needed), Group, Cadre, Designation.
Category	Two drop-downs: the category you were recruited under , and your original category . Both are required.
Where you work now	Choose Post office, Divisional office, Regional office or Circle office.
Where you want to go	The same choices for the place you want.
Online application	Yes or No. Yes asks for the reference number.
Contact and service	Mobile number (required), Email ID (optional), date of joining the present cadre, date of joining the present division.
Save	Raises the request.

Choosing a post office by PIN code

Raise a Rule 38 request

← Your request will be visible to all members and to the secretaries, who will reply.

About you

Name of the applicant
Ravi Kumar

Employee ID
E1001

Group
Group C

Cadre
Postal

Designation
Postal Assistant (PA)

Category

Category under which you were re...

Your original category

They can differ: a person who belongs to SC may have been selected under General.

Where you work now

Present working place

Post office Divisional office

Regional office Circle office

PIN code of the office
534350

Type the 6 digits: the offices with that PIN code a...

Select the office (4 found)

My office is not in the list

Division (change it if it is wrong)
Search and select

Where you want to go

Required place

Post office Divisional office

Regional office Circle office

PIN code of the office

Type the 6 digits: the offices with that PIN code a...

Online application

Have you already applied in the online cycle?

Yes No

Contact and service

Mobile number (required)
+91 9876500001

Email ID (optional)

Item on screen	What it is / what it does
PIN code of the office	Type the six digits. The app looks up every post office with that PIN.
Select the office (4 found)	Tap to choose the right one. Division, Region and Circle are filled automatically and shown; the Division can be changed if it is wrong.
My office is not in the list	Lets you type the office name and choose the division yourself.
Regional / Circle office	For people working in a Regional or Circle office (or a Directorate) choose that button instead and pick the region or circle.
Division only	For a mutual request only the division you work in and the division you want are matched, so a divisional choice is enough.

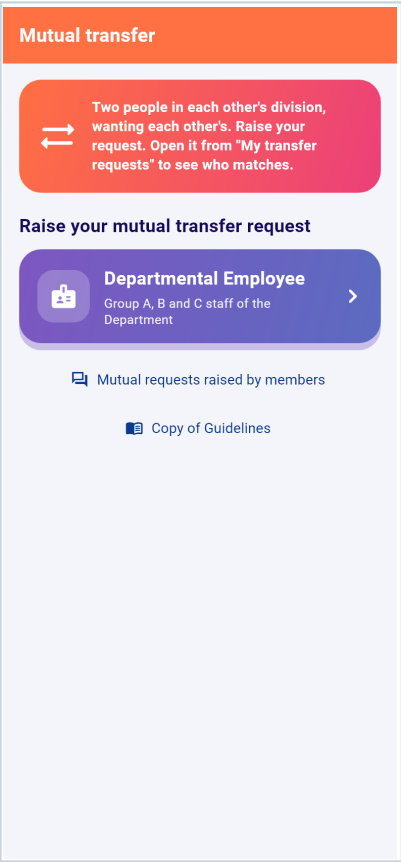
#	Procedure: raise a Rule 38 or Rule 3 request	You should see
1	Dashboard > pink Transfer Request .	The Transfer Request page, with the buttons for your employment.
2	Tap Rule 38 (or Rule 3). Read Copy of Guidelines if you wish.	The rules and the transfer circulars, each with View and Download.

#	Procedure: raise a Rule 38 or Rule 3 request	You should see
3	Tap Raise a Request . Check your name, Employee ID, Group, Cadre, Designation.	Filled from your profile.
4	Choose the two categories.	Required.
5	Present place: choose Post office, type the PIN code, choose the office from the list.	Division, Region, Circle fill in. Edit them if wrong.
6	Required place: the same way (or choose Divisional, Regional or Circle office).	
7	Answer the online-cycle question. If Yes, type the reference number.	
8	Type your mobile number (and email if you wish). Choose the two dates of joining.	
9	Tap Save .	The request-saved page with the request number.

TIP. If the app says what is missing (for example "Select your original category."), fill that field and tap Save again. Nothing is lost. If you raised a request with wrong details, delete it (bin icon) and raise it again.

Mutual transfer

Mutual transfer page



Item on screen	What it is / what it does
Banner	Two people in each other's division, wanting each other's.
Departmental Employee or GDS	Only the one that fits your employment is shown (an office bearer sees both). Opens the mutual form.
Mutual requests raised by members	The list of every mutual request in the open forum.
Copy of Guidelines	The same guidelines page. It includes the mutual-transfer guidelines of 08.11.2024.

The mutual form

Mutual transfer: Departmental

Fill in everything. When someone wants your place and has yours, you both are told.

About you

Name of the applicant
Ravi Kumar

Employee ID
E1001

Group
Group C

Cadre
Postal

Designation
Postal Assistant (PA)

Category

Category under which you were re...

Your original category

They can differ: a person who belongs to SC may have been selected under General.

Where you work now

Present working place

Post office
Divisional office

Regional office
Circle office

PIN code of the office

Type the 6 digits: the offices with that PIN code a...

Where you want to go

Required place

Post office
Divisional office

Regional office
Circle office

PIN code of the office

Type the 6 digits: the offices with that PIN code a...

Online application

Have you already applied in the online cycle?

Yes
No

Contact and service

Mobile number (required)
+91 9876500001

Email ID (optional)

Date of joining service in the present cadre
Select the date

Date of joining the present division
Select the date

Item on screen	What it is / what it does
All the fields of the Rule 38 form	Same order and same checks, including both categories, both dates of joining and the mobile number.
Mobile number (required)	The matching person will call this number. It is shown only to the people listed in Section 4.7.

Your request

📄

✓

Request raised

Your request number

MD-20261005-0001

It is now in the open forum, where members and secretaries can reply.

👤

Available Matching Requests

1 >

1 person wants your place and has yours. Tap to see all details.

📄

Your request

MD-20261005-0001

Ravi Kumar

Postal Assistant (PA) · Postal · Group C

FROM

Kovvur HO (534350)

Tadepalligudem Division · Vijayawada Region · Andhra Pradesh Circle

➔

TO

M.V.P.Colony SO (530017)

Visakhapatnam Division · Visakhapatnam Region · Andhra Pradesh Circle

👤

Employee ID

E1001

🏷️

Category

General

📁

Original category

General

🔄

Online cycle

Not applied yet

📅

In cadre since

01-06-2014

📅

In division since

15-01-2019

📞

Mobile

9876500001

✉️

Email

sample@example.com

👁️

View

📥

Download

🗨️

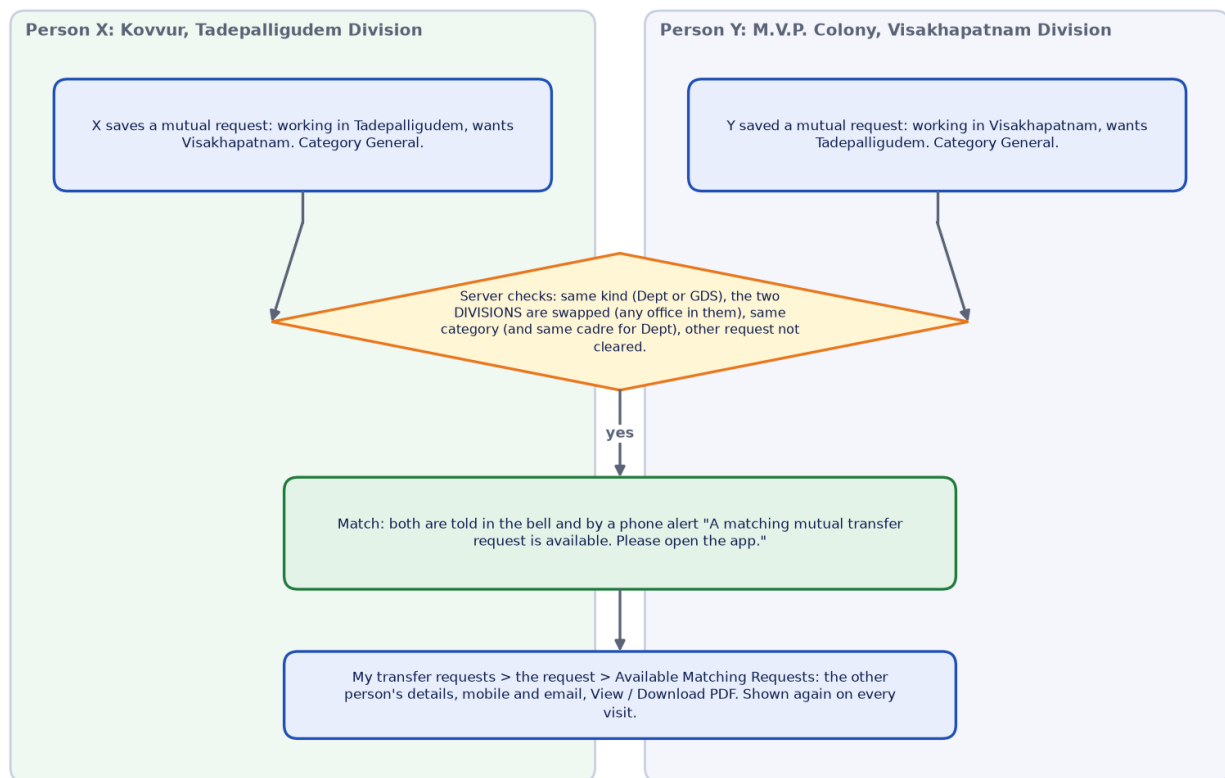
Open it in the forum (replies)

Done

Item on screen	What it is / what it does
Request raised	Your request number, e.g. MD-20261005-0001. It is now in the open forum.
Available Matching Requests	Shown on your own mutual request, with a count when someone matches. Tap it to see them.
Your request	The details as saved, with View and Download (PDF of the request).
Bin icon (top right)	Deletes this request after asking.
Open it in the forum (replies)	The forum page for this request, where anyone can reply.
Done	Back to the dashboard.

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Figure 17. Mutual transfer: how two requests match



Matching requests

Available Matching Requests

1 matching request

Checked just now. A match is a person who works in the division you want, and wants the division you work in, in the same category.

Your request

MD-20261005-0001

Ravi Kumar

Postal Assistant (PA) · Postal · Group C

FROM

Kovvur HO (534350)

Tadepalligudem Division · Vijayawada Region · Andhra Pradesh Circle

→

TO

M.V.P.Colony SO (530017)

Visakhapatnam Division · Visakhapatnam Region · Andhra Pradesh Circle

View PDF

Download

Match 1

MD-20261005-0002

Sita Devi

Postal Assistant (PA) · Postal · Group C

FROM

M.V.P.Colony SO (530017)

Visakhapatnam Division · Visakhapatnam Region · Andhra Pradesh Circle

→

TO

Kovvur HO (534350)

Tadepalligudem Division · Vijayawada Region · Andhra Pradesh Circle

Employee ID

E1002

Category

General

Original category

General

Online cycle

Not applied yet

In cadre since

01-06-2014

In division since

15-01-2019

Mobile

9876500002

Email

sample@example.com

Call

9876500002

Email

Item on screen	What it is / what it does
Count	"1 matching request". These members work in the division you want and want your division, in the same category.
View PDF / Download	A PDF with your request and every match, to print or keep.
Match 1 card	The other person: name, designation, FROM and TO places with division, region, circle, employee ID, categories, online cycle, joining dates, mobile and email.
Call and Email	Dial the mobile number, or write to the email, to arrange the mutual transfer.
Your own request	Shown for comparison.

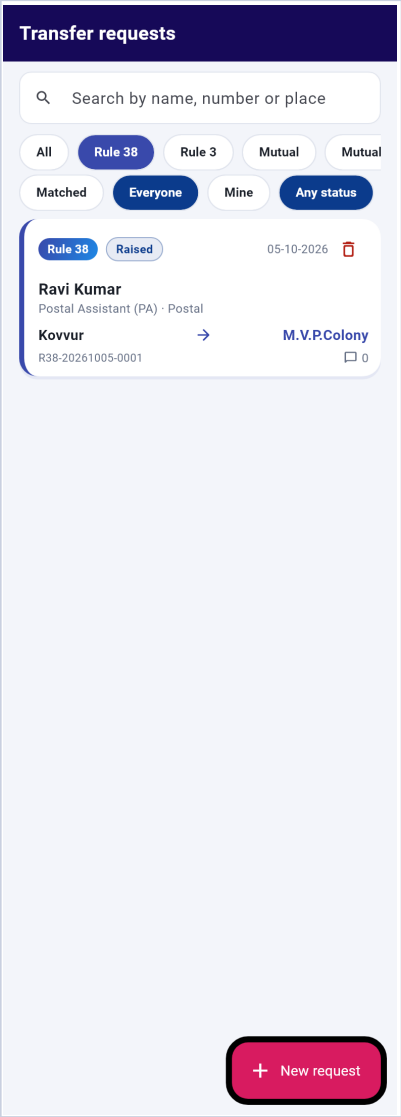
RULE. When a match appears, **both** people get a bell notice and a phone alert: "A matching mutual transfer request is available. Please open the app." The alert was built and tested on the test server; it has not yet been seen on a real phone (Appendix E).

Reading, answering and deleting requests

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Transfer requests list



Item on screen	What it is / what it does
Search box	By name, request number or place.
Kind buttons	All, Rule 38, Rule 3, Mutual, Mutual (Departmental), Mutual (GDS).
Matched	Only mutual requests that currently have a match (Section 6.9 shows the grouped view).
Everyone / Mine, and status buttons	Show every member's requests or only yours; filter by Open or Cleared.
Each card	Kind, status, date, name, designation and cadre, FROM and TO, request number and the number of replies. Tap to open. A bin icon appears only where you may delete (your own, or one in your area if you are a secretary or nominee).
New request	Goes to the Transfer Request page.

A request in the open forum

Request

Rule 38 transfer

R38-20261005-0001

Ravi Kumar

Postal Assistant (PA) · Postal · Group C

FROM

Kovvur HO (534350)

Tadepalligudem Division · Vijayawada Region · Andhra Pradesh Circle

→

TO

M.V.P.Colony SO (530017)

Visakhapatnam Division · Visakhapatnam Region · Andhra Pradesh Circle

Employee ID

E1001

Category

OBC

Original category

SC

Online cycle

Applied (ref. OC-2026-118842)

In cadre since

01-06-2014

In division since

15-01-2019

Mobile

9876500001

Email

sample@example.com

Delete my request

Transfers

Open forum

Raised

Rule 38 transfer: Kovvur (Tadepalligudem) to M.V.P.Colony (Visakhapatnam)

Ravi Kumar · NAPEC_E1001 · Tadepalligudem · 05-10-2026 02:41

Rule 38 transfer requested by Ravi Kumar (E1001), Postal Assistant (PA), Postal.

Present place: Kovvur HO (534350), Tadepalligudem Division.

Wants to go to: M.V.P.Colony SO (530017), Visakhapatnam Division.

Category: OBC. Original category: SC.

In the present cadre since 01-06-2014; in the present division since 15-01-2019.

Already applied in the online cycle (reference OC-2026-118842).

Replies (0)

No replies yet.

Write a reply

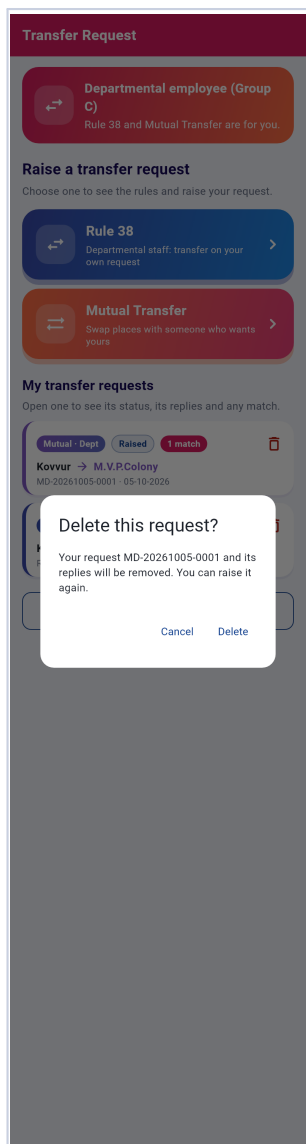
➤

Item on screen	What it is / what it does
Details card	The full request, as above.
Delete this request	Visible to the applicant and to the secretaries and nominees of the area. Asks first; the applicant is told if someone else deleted it.
Replies	Every registered member can reply, not only office bearers. Replies are in date order, like any query.
Clear	A secretary or nominated member closes the request with a remark (Section 6.4).

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Deleting your own request



Item on screen	What it is / what it does
"Delete this request?"	Your request and its replies will be removed. You can raise it again with the right details.
Cancel / Delete	Delete removes it for good. Its place in any match goes too.

5.12 Logging out

#	Procedure: log out	You should see
1	Tap the Log out icon at the top right of any tab.	The app tells the server to stop sending alerts to this phone, signs you out and shows the Welcome screen.
2	Do this whenever the phone is shared, lent or sold.	The next person cannot see your data.

TIP. If you simply close the app you stay signed in (this is deliberate, so a tapped alert opens the circular directly). Log out to end the session.

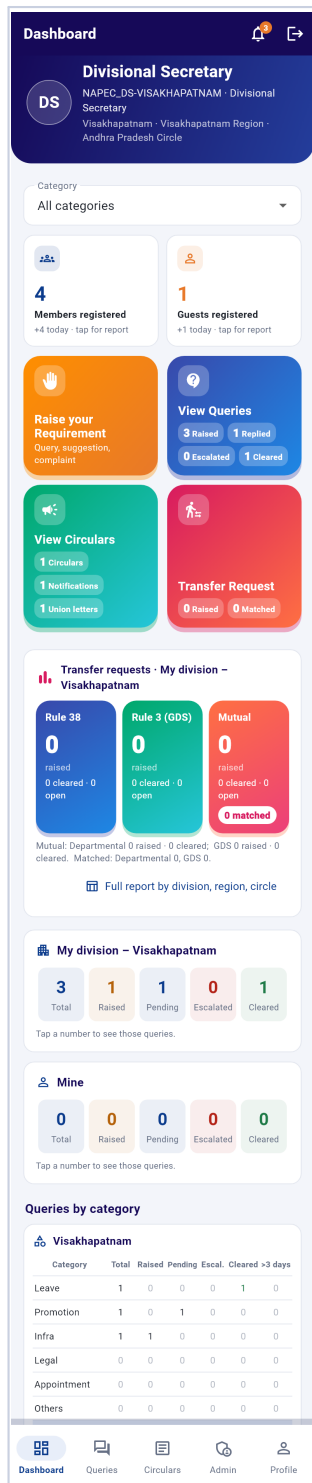
6 Procedures on Phone B (secretaries and the General Secretary)

Phone B belongs to a Divisional, Regional or Circle Secretary, to the General Secretary, or to a member nominated by the Divisional Secretary. A secretary can do everything a member can (Section 5) **and** the things below. A nominated member sees only the parts they were ticked for: the **Admin** tab and registration reports (View members and reports), the **Clear** and **Escalate** buttons (Clear and escalate queries) and the **Upload** button (Publish).

WARNING. Before anything else, log in with your secretary ID and the first password UNITE123, and **choose your own password at once** (Section 5.3). Whoever logs in first becomes the owner of the ID. Never share your password; a reset by a higher secretary is the way to recover.

6.1 Logging in and reading the secretary dashboard

Divisional Secretary dashboard

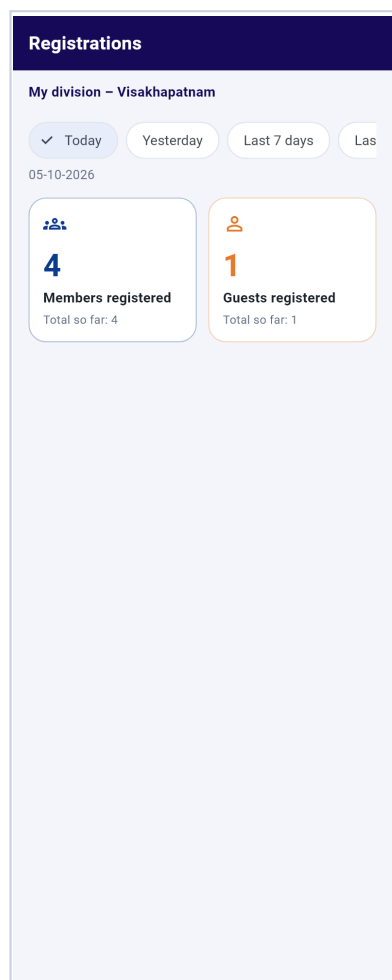


Item on screen	What it is / what it does
Header	"Divisional Secretary", your ID and your area (division · region · circle).
Category drop-down	Show the figures for one category of query, or all. (Regional, Circle and General Secretaries also get a "Show data for" box, Section 6.7.)
Tile Members registered	How many members of your area have registered so far, with "+N today". Tap it to open the registration report (6.2).
Tile Guests registered	The same for guests. Tap it to open the registration report.
Raise · Queries · Circulars	Same shortcuts as a member.
Card "My division - ..."	Total, Raised, Pending, Escalated, Cleared for the whole division. Tap a number to see those queries.
Card Mine	Queries you raised yourself (a Divisional Secretary's own queries go to the bearers above).
Table Queries by category	One row per category with Total, Raised, Pending, Escal., Cleared and >3 days (open for more than three days). Pending = replied but not yet cleared. For regions, circles and all India, each row is a division, region or circle; tap its name to look inside it .
Bottom bar	Dashboard · Queries · Circulars · Admin · Profile.

6.2 The registration report (members and guests, by period)

People register on their own and can log in at once, so there is nothing to approve. Instead, every secretary can see **how many members and how many guests registered** in their area, for any period. It shows the area you look after: a Divisional Secretary the division, a Regional Secretary the region, a Circle Secretary the circle, the General Secretary all India. Only the secretaries and members ticked for *View members and registration reports* can open it.

Registration report: today



Item on screen	What it is / what it does
Area line	"My division – Visakhapatnam" (or your region, circle, all India). Regional, Circle and General Secretaries get the Show data for boxes above it to look at one region or division.
Period chips	Today · Yesterday · Last 7 days · Last 30 days · This month · Last month · This year · Choose dates.... The chips slide sideways. Choose dates... opens a calendar: tap the first day, then the last day, then Show .
Dates under the chips	The exact days the numbers are for, e.g. 27-09-2026 to 03-10-2026.
Members registered	Members who registered in the chosen period. Underneath: Total so far , since the start (it does not change with the period).
Guests registered	The same for guests.

Registration report: last 7 days



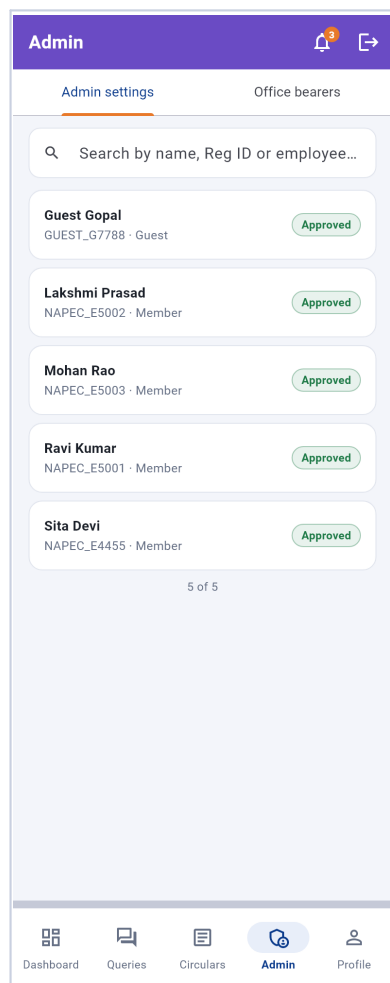
Item on screen	What it is / what it does
Day by day chart	One bar for each day (blue = members, orange = guests); the number above a bar is the total for that day. For periods longer than three months it switches to Month by month . The chart slides sideways.
By division / By region / By circle table	Shown for Regional, Circle and General Secretaries: one row per unit below you, with Members and Guests in the period and the all-time totals (members + guests). The busiest unit comes first.
By union table	General Secretary only: members registered per union, in the period and in all.
"Nobody registered in this period."	Shown when both numbers are zero.
Pull down	Refreshes the numbers.

#	Procedure: see who registered	You should see
1	Dashboard: tap the tile Members registered or Guests registered .	The Registrations screen, set to Today .
2	Tap a period chip, for example Last 7 days .	The numbers, the chart and the table change.
3	For a period of your own tap Choose dates... , pick the first and last day, tap Show .	The chip shows the dates you chose.
4	Regional, Circle and General Secretaries: use Show data for to look at one region or division.	The report narrows to it.

NOTE. Counting uses Indian dates (midnight to midnight). A guest who registers again after the six months ended counts again from that day. Secretary IDs are not counted: the report is about ordinary members and guests.

6.3 Looking after members: the member list and management actions

Admin tab: everyone you look after



Item on screen	What it is / what it does
Search box	By name, Registration ID or employee ID.
Include office bearers below me	Only for Regional, Circle and General Secretaries: also list the secretaries below you.
A card	Name, ID, role, and a status pill (Approved, Under suspense, Expired). Tap to open.
"5 of 5" and Show more	How many are shown; loads the next page.
Top tabs	Admin settings · Office bearers. (A nominated member sees only Members .) There is no Approvals tab: people register on their own.

The person's details

Admin

Admin settings Office bearers

Search by name, Reg ID or employee...

Guest Gopal
GUEST_G7788 · Guest Approved

Ravi Kumar Approved

Registration ID NAPEC_E5001

Employee ID E5001

Group Group C

Cadre Postal

Designation Postal Assistant (PA)

Working branch Post office

Division Visakhapatnam

Region Visakhapatnam Region

Circle Andhra Pradesh Circle

Union National Association of Postal Employees Group 'C' (NAPE 'C', FNPO)

Mobile 9812300001

Email —

WhatsApp alerts Not agreed

Registered 05-10-2026

Nominate to help

View members and registration reports ☐

Clear and escalate queries ☐

Publish circulars and notifications ☐

Item on screen	What it is / what it does
Name and pill	Approved (active).
Rows	Registration ID, Employee ID, Group, Cadre, Designation, Working branch, Division, Region, Circle, Union, Mobile, Email, WhatsApp alerts (Agreed / Not agreed), date registered.
Other buttons	Keep under suspense, Reset password, Delete and the nomination switches: see the next picture.
Close	Swipe the sheet down or tap outside it.

Management actions on an approved member

Admin

Admin settings Office bearers

Search by name, Reg ID or employee...

Guest Gopal
GUEST_G7788 · Guest Approved

Mohan Rao Approved

Registration ID NAPEC_E5003
Employee ID E5003
Group Group C
Cadre Postal
Designation Postman
Working branch Post office
Division Visakhapatnam
Region Visakhapatnam Region
Circle Andhra Pradesh Circle
Union National Association of Postal Employees Group 'C' (NAPE 'C', FNPO)
Mobile 9812300003
Email —
WhatsApp alerts Not agreed
Registered 05-10-2026

Nominate to help

View members and registration reports ☐

Clear and escalate queries ☐

Publish circulars and notifications ☐

Item on screen	What it is / what it does
Nominate to help	Three switches. View members and registration reports; Clear and escalate queries; Publish circulars and notifications. Each saves at once and sends the member "Your role changed". Switch all off to withdraw.
Keep under suspense / Reactivate	Suspends the ID immediately (they are signed out everywhere and cannot log in) and removes any nominee powers; Reactivate undoes it.
Reset password	Confirm, and the ID goes back to UNITE123. They must choose a new password at the next login, and are signed out on every phone.
Delete	Confirm "This removes the registration for good. Their queries stay." Not available for secretary IDs.

RULE. Only a secretary can suspend, reset, delete and nominate; a nominated member cannot. Secretary IDs themselves can never be deleted: suspend them, or hand the post to someone else (6.6).

#	Procedure: manage a member	You should see
1	Admin tab > Admin settings . Search for the person and tap them.	Their sheet.
2	Switch on the powers they should have, or tap Keep under suspense / Reset password / Delete.	"Saved." / "Put under suspense." / "Password reset." / "Deleted."

6.4 Answering, escalating and clearing queries

Queries tab (secretary)

Queries

My division Open forum Mine

Category
All categories

Search by title, name or Reg ID

All Raised Pending Escalated

Promotion Request Division only Pending

Request for the promotion seniority list
Sita Devi · NAPEC_E4455 · Visakhapatnam
1 Today

Leave Query Division only Cleared · Resolved

Rules for earned leave encashment
Sita Devi · NAPEC_E4455 · Visakhapatnam
1

Infra Suggestion Open forum Raised

Rest room for lady staff at Head Post Office
Mohan Rao · NAPEC_E5003 · Visakhapatnam
0

+ Raise

Dashboard Queries Circulars Admin Profile

Item on screen	What it is / what it does
Segmented bar	My division (or My region / My circle / All India), Open forum , Mine , and for Regional, Circle and General Secretaries Bearers (queries raised by Divisional Secretaries).
Tag "Open forum" / "Division only"	Who can see that query.
Age counter	Today, or the number of days it has been open: the secretary's cue to act.

A query you can act on

Request

Promotion Division only Pending

Request for the promotion seniority list
Sita Devi · NAPEC_E4455 · Visakhapatnam · 05-10-2026 02:39
I request the union to obtain the latest seniority list.

Escalate Clear

Replies (1)

Divisional Secretary, NAPEC, Visakhapatnam (Divisional Secretary)
Your request has been noted.
NAPEC_DS-VISAKHAPATNAM · 05-10-2026 02:39

Write a reply

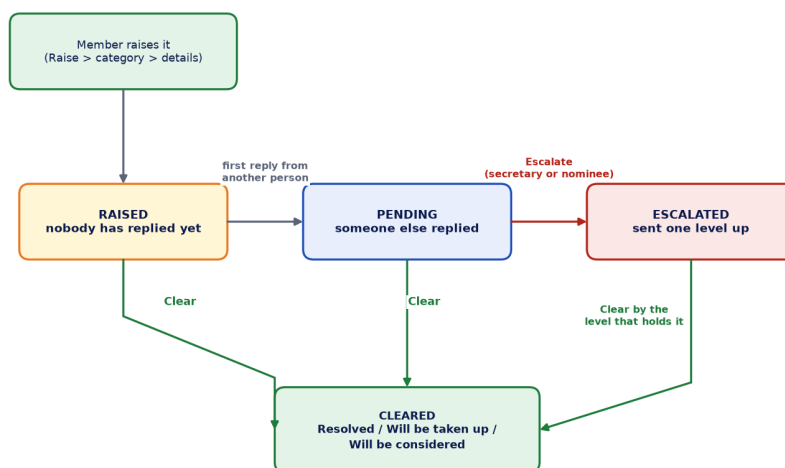
Item on screen	What it is / what it does
Escalate	Sends it one level up (Division → Region → Circle → General). Confirm "Send this query up to the Regional Secretary?". Greyed out if it is already above your level.
Clear	Closes it with a remark (next picture). Available to the secretary who holds it and to nominated members ticked for it.
Replies and reply bar	Answer in writing first, then escalate or clear.

Clear this query

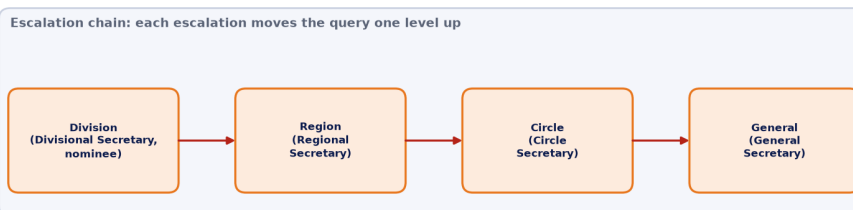
Item on screen	What it is / what it does
Resolved / Will be taken up / Will be considered	Choose the remark that is recorded and shown to the author.
Remarks (optional)	A note, e.g. "Order dated 10-09-2026 sent to the division."
Warning line	"Replies close once a query is cleared."
Clear / Cancel	Confirms or backs out.

#	Procedure: handle a query	You should see
1	Queries tab. Tap the query, read the details and earlier replies.	
2	Type your answer in Write a reply and send. The first reply by someone other than the author changes the status to Pending .	The author gets "New reply".
3	If it needs a higher level, tap Escalate and confirm.	Status Escalated , "With the Regional Secretary." The author and the next level's secretaries are told.
4	When it is finished, tap Clear , choose the remark, add a note and confirm.	Status Cleared . The author gets "Query cleared". Replies are closed.

Figure 6. Life of a query, suggestion, complaint or request



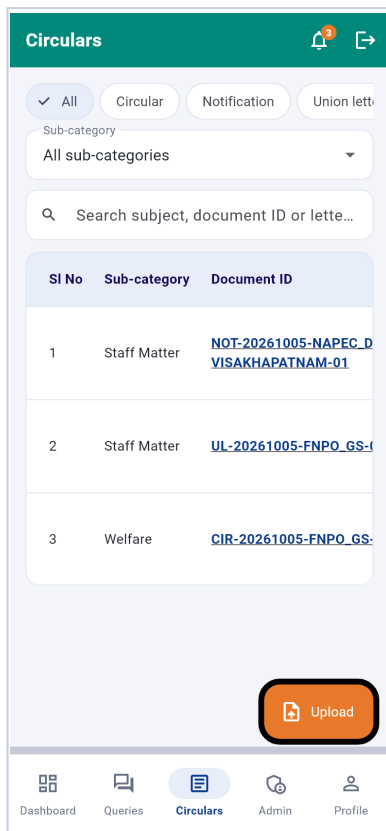
Once cleared, replies are closed. The author is told in the bell.



A division that reports straight to the Circle Office skips the Region. Queries from union bearers go only to the bearers above them.

6.5 Publishing a circular, notification or union letter (with phone alerts)

Circulars tab with the Upload button



Item on screen	What it is / what it does
Upload (orange, bottom right)	Shown only to people allowed to publish: secretaries and nominees ticked for Publish.
Table	Same as a member's. A bin icon appears at the end of a row if you may delete that document (you uploaded it, or it is within your area and union; the General Secretary may delete any).

Upload screen

Upload

Document

Type

Circular

Sub-category

Choose the PDF to upload

PDF only. The letter number, date, subject and issuing authority are read from the letter and added to the table.

Who should see it

My division – Visakhapatnam

Alert members

Send an alert to their phones

Members see "Imp notification from Union" and the subject, even when the app is closed.

About 1 phone (1 member) will be alerted.

Also send on WhatsApp

The letter (PDF) goes to members who agreed to receive circulars on WhatsApp.

Publish

Item on screen	What it is / what it does
Type	Circular, Notification or Union letter.
Sub-category	The subject area (required).
Choose the PDF to upload	Opens the phone's file chooser. After choosing, the file name and size show with an x to remove it. PDF only, up to 25 MB.
Grey note	The letter number, date, subject and issuing authority are read from the letter and filled in for you.
Who should see it	The first line is your whole area (the General Secretary: "All divisions and all members"; a Circle or Regional Secretary: "All divisions in ..."; a Divisional Secretary or nominee: "My division"). Secretaries above division can instead choose Only one particular division and pick it.
Alert members switch	On by default. Underneath, "About N phones (M members) will be alerted." tells you how many phones are registered for alerts, or "No other phones are registered for alerts yet. Your own phone is never alerted for what you publish. Members will still see it in the app."
Also send on WhatsApp switch	Shown only when the union has set up WhatsApp (Section 8.4); off by default. Switch it on to send the letter as a PDF on WhatsApp to the members of this audience who agreed to it. Underneath: "About N members will get it on WhatsApp." (next picture).
Publish	Uploads and queues what you switched on. The button shows "Publishing...".

Upload screen with WhatsApp switched on

Upload

Document

Type

Circular

Sub-category

Choose the PDF to upload

PDF only. The letter number, date, subject and issuing authority are read from the letter and added to the table.

Who should see it

My division – Visakhapatnam

Alert members

Send an alert to their phones

Members see "Imp notification from Union" and the subject, even when the app is closed.

About 1 phone (1 member) will be alerted.

Also send on WhatsApp

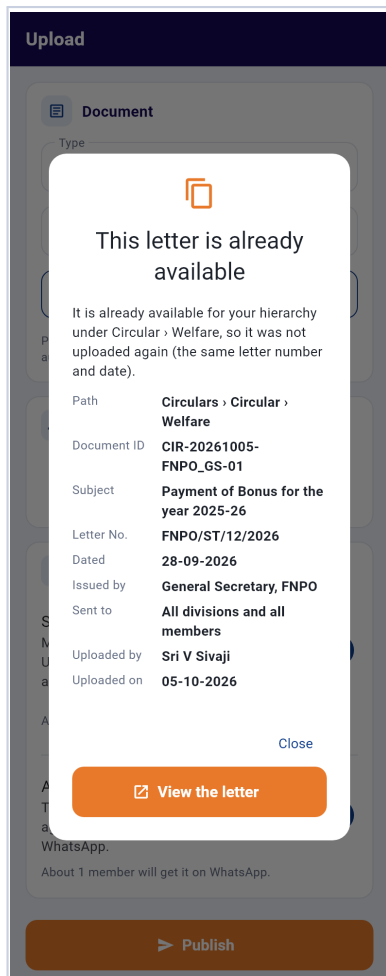
The letter (PDF) goes to members who agreed to receive circulars on WhatsApp.

About 1 member will get it on WhatsApp.

Publish

Item on screen	What it is / what it does
Also send on WhatsApp (on)	WhatsApp costs the union money for every message: switch it on only for the letters that need it, and choose a small audience where you can.
Count line	How many different mobile numbers will be messaged. "Nobody in this audience has agreed to WhatsApp messages yet." when none.

Pop-up: this letter is already available



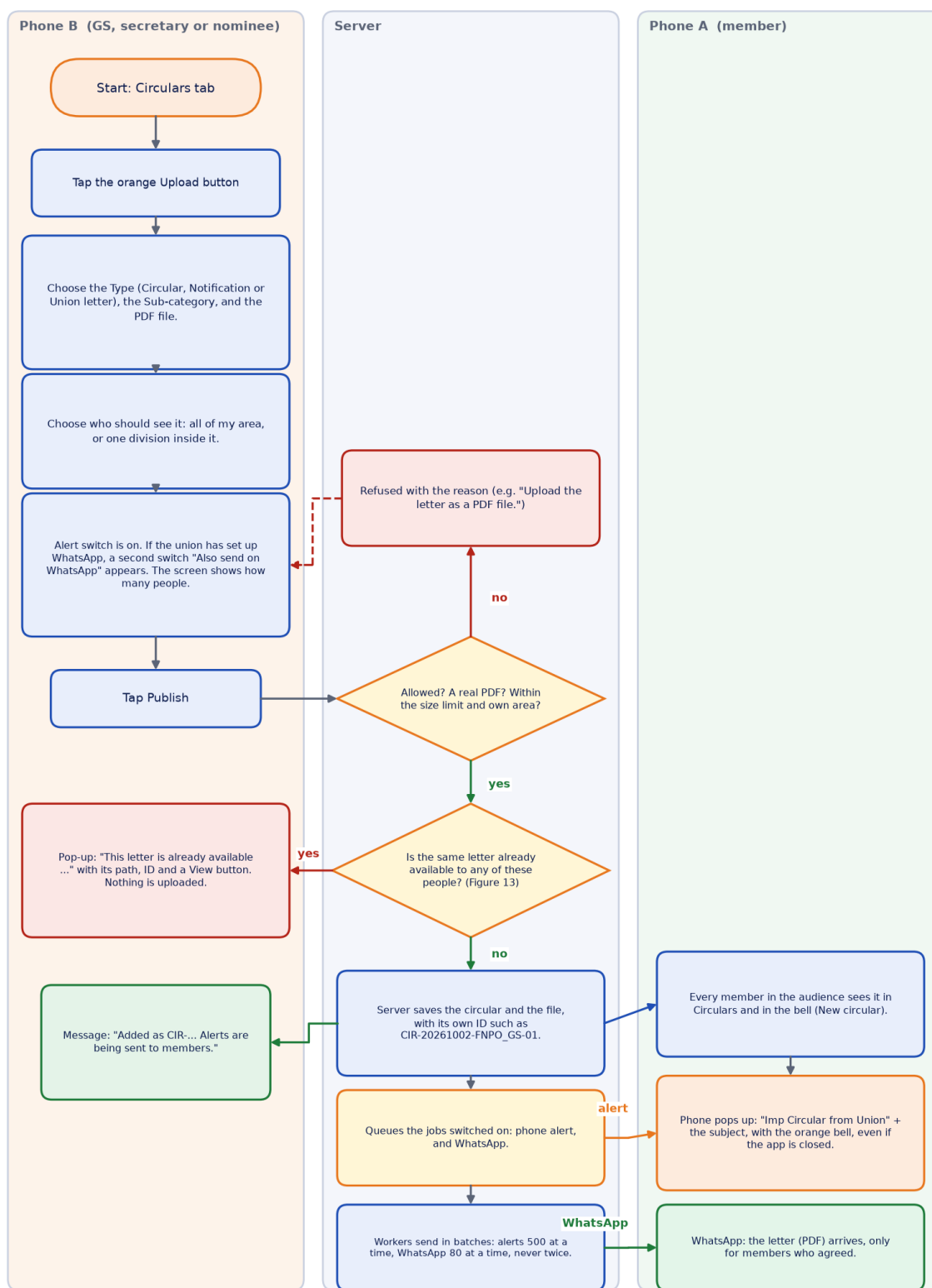
Item on screen	What it is / what it does
Title and first line	"This letter is already available." It names the category it is under and why it was recognised: the same file, the same letter number and date, the same subject and date, or the same text.
Path	Where to find it in the app, e.g. Circulars > Union letter > Staff matter.
Document ID	The ID of the existing document. You can touch and hold to copy it.
Subject, Letter No., Dated, Issued by	The facts of the existing letter, to compare with yours.
Sent to, Uploaded by, Uploaded on	Who it already reaches, who uploaded it, and when.
View the letter	Opens that document so you can read or share it. (If you are not allowed to see it, the pop-up says to ask the person who uploaded it.)
Close	Back to the upload screen. Nothing was uploaded and no alert was sent.

RULE. The check looks at every circular, notification and union letter that already reaches any of the same divisions, whoever uploaded it and whichever category it is in (Section 4.6). If the earlier copy was a mistake, delete it first (bin icon in its row), then upload again.

#	Procedure: publish	You should see
1	Circulars tab > Upload .	The upload screen.
2	Choose the Type and the Sub-category .	
3	Tap Choose the PDF to upload and pick the file.	The file name and size appear.
4	Choose who should see it . Check the number under Alert members . Switch the alert off for routine papers.	The count updates when you change the audience.
5	If the union has set up WhatsApp, switch Also send on WhatsApp on only when it is needed.	The count of members who will receive it.
6	Tap Publish .	"Added as CIR-20261002-FNPO_GS-01. Alerts are being sent to members." (and "WhatsApp messages are being sent." if you switched that on). The circular is at the top of the table. If the details could not be read: "Could not read the letter number, date, issuing authority from the letter." If the same letter is already available , the pop-up above appears instead and nothing is uploaded.
7	To remove a wrong upload, tap the bin icon in its row and confirm.	"Deleted." It disappears for everyone.
If you see...		Meaning / action
Select the sub-category. / Choose the PDF to upload. / Select the division.		A required choice is missing.

If you see...	Meaning / action
Upload the letter as a PDF file.	The file is not a PDF. Convert or scan it to PDF.
The file is larger than 25 MB.	Reduce the PDF size and upload again.
You cannot address that division.	The division is outside your area.
Pop-up "This letter is already available"	The same letter already reaches some of these people. Tap View the letter ; do not upload it again.
This PDF has no readable text (a scan?), so its details could not be filled in.	The circular is saved, but the subject is "Untitled letter" and the letter number and date are blank. Upload a text PDF if you need those filled.

Figure 5. Publishing a circular, notification or union letter



Not every circular needs an alert or a WhatsApp message: switch them off for routine ones. Members can always find every circular they may see in the Circulares tab.

6.6 Office bearers: nominating and changing posts

Office bearers tab

Admin

Admin settings

Office bearers

Nominate office bearer

Choose the area, the post and the member. New posts can be created while nominating. A change to an existing holder is sent to the secretary above you for approval.

Waiting for your approval (0)
Nothing is waiting.

Posts in my area (1)

President

Visakhapatnam division

Sita Devi · NAPEC_E4455

Change Remove

NAPEC

My requests

Divisional Secretary, NAPEC, Visakhapatnam asks to make Mohan Rao President, Visakhapatnam division (NAPEC).

pending

Dashboard

Queries

Circulars

Admin

Profile

Item on screen	What it is / what it does
Nominate office bearer	Opens the three-step nomination (next page).
Waiting for your approval (n)	Changes proposed by the secretaries below you. Each has Reject and Approve .
Posts in my area (n)	One card per filled post: the post name, a tag for the union, the area, the holder's name and ID, and Change (choose someone else) and Remove .
My requests	Your own proposals and whether they are pending, approved or rejected.

Nominate office bearer

Nominate office bearer

1 Area

Union

National Association of Postal Employees Group 'C' (NAPE 'C', FNPO)

Level of the post

Division

Division

Visakhapatnam

2 Post

☐

Divisional Secretary

Held by Divisional Secretary, NAPEC, Visakhapatnam

☐

President

Held by Sita Devi

☐

Vice President

Vacant

☐

Assistant Divisional Secretary

Vacant

☐

DS1

Vacant

☐

DS2

Vacant

☐

DS3

Vacant

☐

Divisional Treasurer

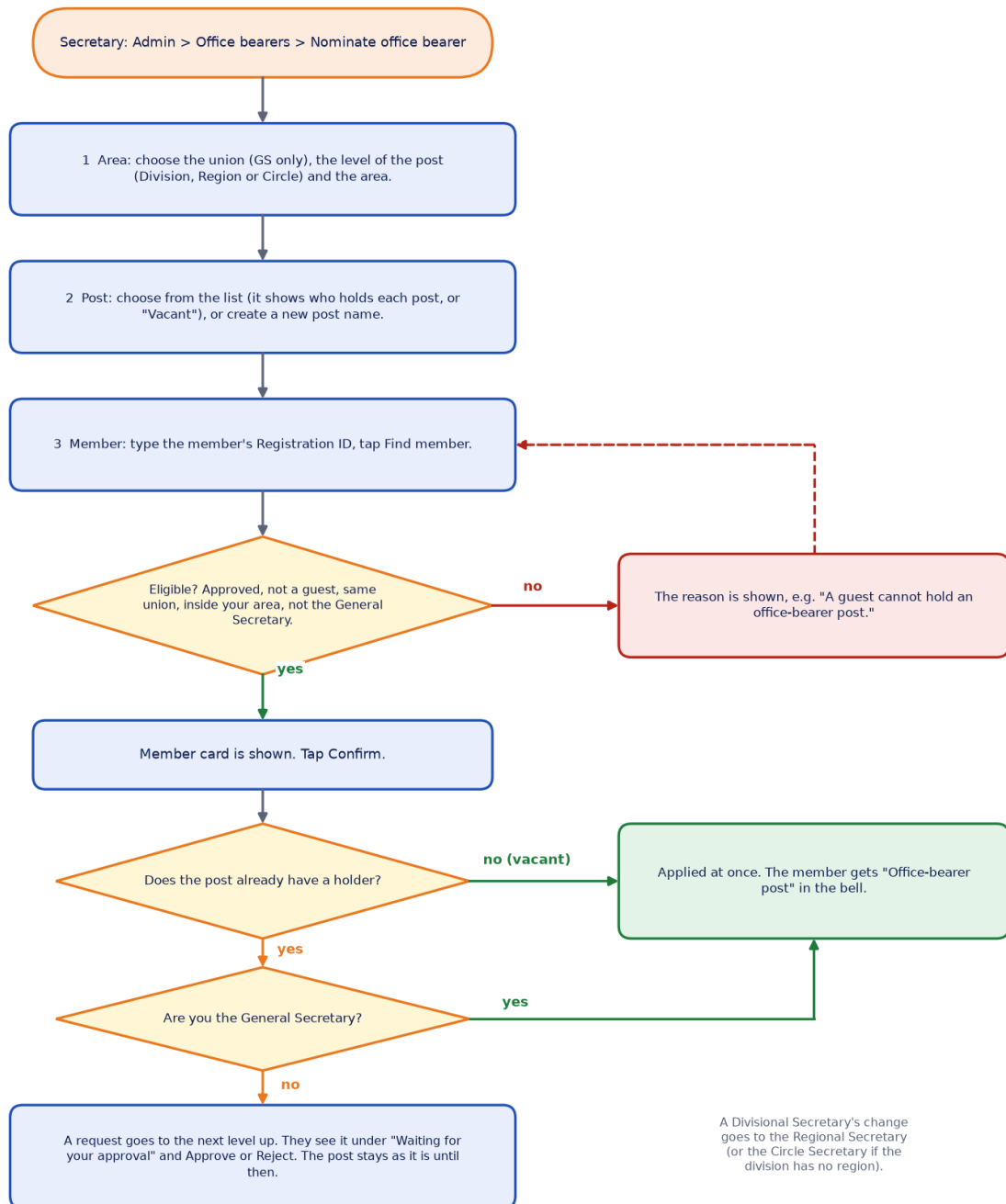
Vacant

+ Create a new post

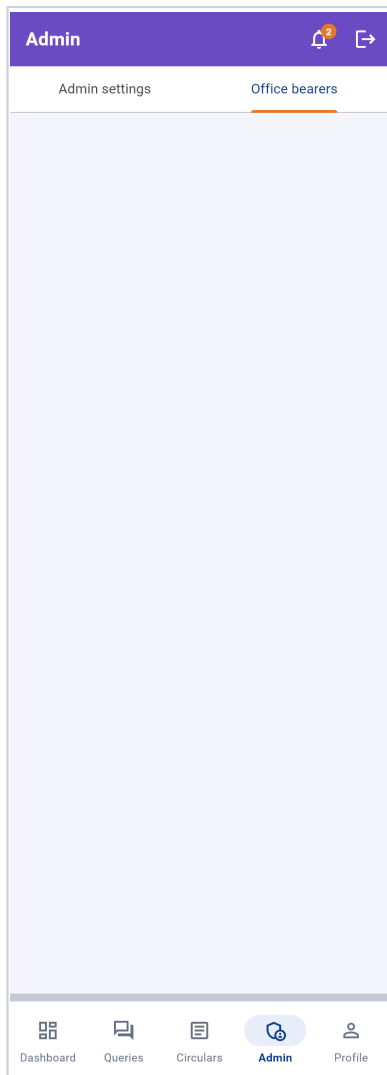
Item on screen	What it is / what it does
1 Area	Union (only the General Secretary chooses it), Level of the post (Division, Region or Circle) and the area. A Divisional Secretary has one level and one area, so this is already filled.
2 Post	The posts for that level, each showing Vacant or Held by ... : President, Vice President, Assistant Divisional Secretary, DS1, DS2, DS3, Divisional Treasurer (and higher-level lists). Create a new post adds a new name.
3 Member	Type the Registration ID, tap Find member . The member card appears, or the reason they cannot hold the post.
Confirm and map to ...	Applies the nomination. If the post already has a holder the button says Confirm and send for approval .

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Figure 7. Nominating an office bearer

The secretary above decides



Item on screen	What it is / what it does
Waiting for your approval	The sentence says who asks for what, e.g. "NAPEC_DS-VISAKHAPATNAM asks to make Mohan Rao President, Visakhapatnam division (NAPEC)."
Approve / Reject	Approve applies the change and tells both people; Reject leaves the post as it was. The requester is told either way.

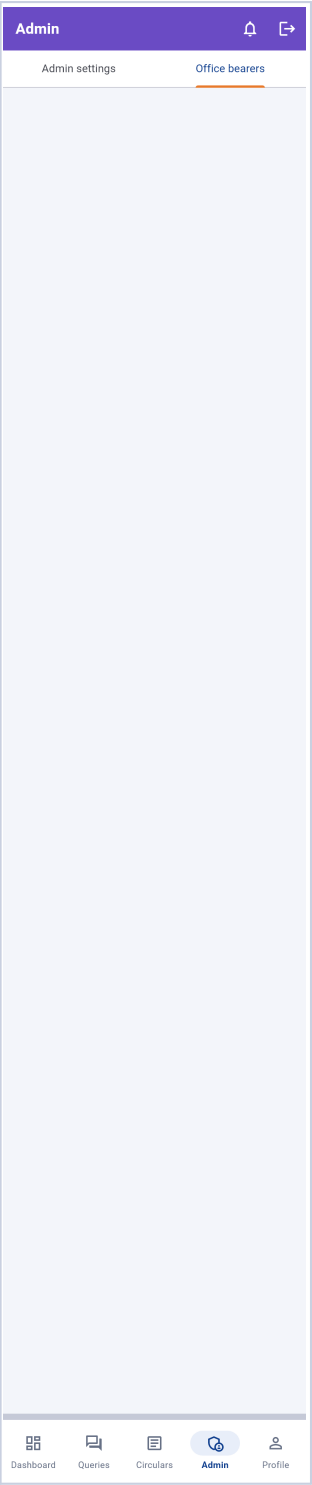
RULE. A post that is **vacant** is filled at once. Changing or removing an existing holder always goes to the next level up; only the General Secretary acts alone. A guest, an unapproved member, someone of another union, someone outside your area and the General Secretary cannot be nominated. Giving the **Divisional Secretary** post itself to another person hands the secretary ID to them, with their name and mobile, and puts the ID back on the default password.

6.7 Regional and Circle Secretaries: what is different

Feature	How it works for a Regional or Circle Secretary
Show data for box	On the Dashboard, Queries, Circulars and Admin tabs. A Regional Secretary can pick one division of the region; a Circle Secretary one region, then one division. The choice is kept as you move between tabs. Pick "All divisions" to go back.
Queries by category table	Rows are the divisions (Regional) or regions then divisions (Circle). Tap a row name to drill down; the Show data for box follows.
Bearers button on Queries	Queries raised by Divisional Secretaries. Only the Regional, Circle and General Secretaries above them see these.
Escalate / Clear	Only the level that now holds the query can escalate it further. A division that reports straight to the Circle Office has no Regional Secretary, so its queries go to the Circle Secretary.
Admin settings	Switch on Include office bearers below me to see and manage the secretaries below you: reset their password, suspend them.
Office bearers	Nominate at division, region or circle level within your area; approve changes made by the secretaries below you.
Upload	Address your whole area, or one division of it.

6.8 General Secretary: all India and the shared lists

General Secretary dashboard



Item on screen	What it is / what it does
Show data for box	Choose a circle, then a region, then a division (each narrows the next). Everything on the dashboard follows.
Cards and table	As for a secretary, summed for the chosen area. "Queries by category" lists the circles first; tap a circle to open its regions, then its divisions.

General Secretary profile

Profile

Sri V Sivaji

Approved

Registration ID

FNPO_GS

Employee ID

GS

Post

General Secretary

Area

All India

Union

All FNPO unions

Mobile

—

Email

—

Change password

Last changed 05-10-2026 02:39

Not getting alerts?

Steps for phones that stop background apps

Add unions, cadres, designations...

Add to the lists used across the app

To change your name, cadre, designation, mobile or email, use "Edit the Profile" (Welcome > Member Login). Changes are saved at once and show when you log in again.

Dashboard

Queries

Circulars

Admin

Profile

Item on screen	What it is / what it does
Add unions, cadres, designations...	Only the General Secretary sees this line. It opens the shared lists (below).
Other lines	Same as every user: change password, alerts help.

Unions, cadres and other lists

Item on screen	What it is / what it does
Add a new name	Type a name and tap Add . The app tells you which list it thinks it belongs to and asks you to confirm (next picture).
Expandable lists	Unions (10), Groups (4), Cadres (7), Designations (41), Working branches (8), Letter sub-categories (16), Query categories (7), Posts: division / region / circle level. Tap a list to open it.
Pencil icon	Rename. The new name replaces the old one everywhere it is used (members, posts, tables).
Bin icon	Delete, only if nothing uses it.
"fixed"	The secretary posts and the "Others" entries cannot be renamed or deleted.

Add to the lists?

Item on screen	What it is / what it does
The question	"I am going to add "Inspector Grade II" under the category "Designation (post)". It will appear in the Designation list in registration and profile edit. Is that right?"
Yes, add	Saves it. For a designation the app then asks for its Cadre and Groups.
No, choose another	Shows the other categories, best match first; pick the right one.

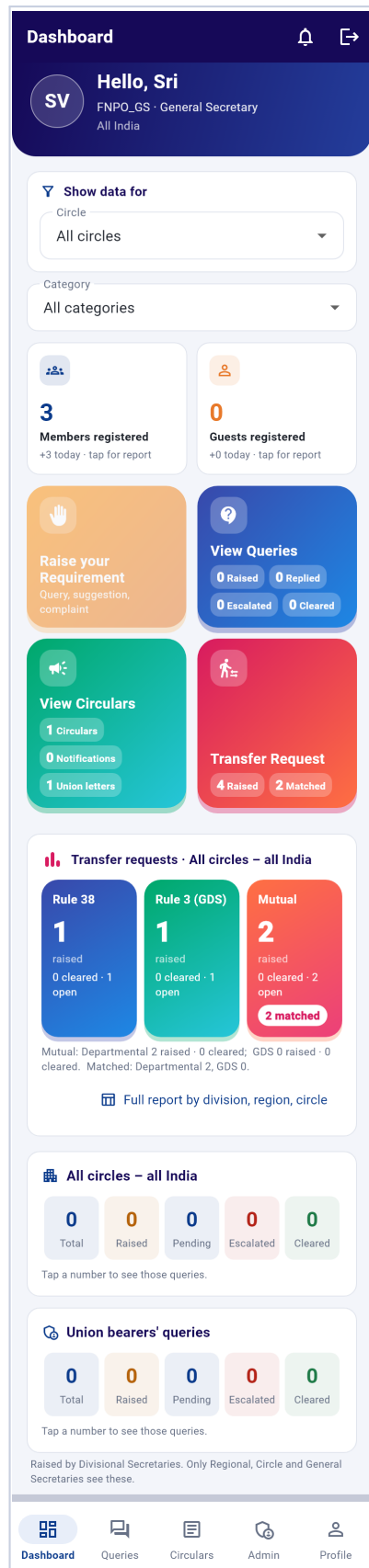
Task	How	The app's answer
Add a union	Type the full name, e.g. "National Union of Test Employees (NUTE, FNPO)". The short code is taken from the brackets (NUTE).	The union appears at once on every phone and its 530 secretary IDs are created (one per division, region and circle). They start on UNITE123.
Add a cadre, group, branch, sub-category, query category or post	Type the name and confirm the category.	Live on every phone at once.
Rename	Pencil icon, type the new name, Save.	"Saved. The change is live everywhere." Existing records follow the new name.
Delete something in use	Bin icon.	"“X” is in use (12 members, 3 designations). Rename it, or move those records first."
Delete a union	Bin icon (only when no one is registered under it).	Its unused secretary IDs are removed. At least one union must remain.

WARNING. The lists are shared by everyone and by all new registrations. Add or rename only after checking the spelling; a mistake is seen on every phone immediately. Renaming a union does not change any Registration ID that already exists.

6.9 Transfer requests: numbers, matches, replies and deletion

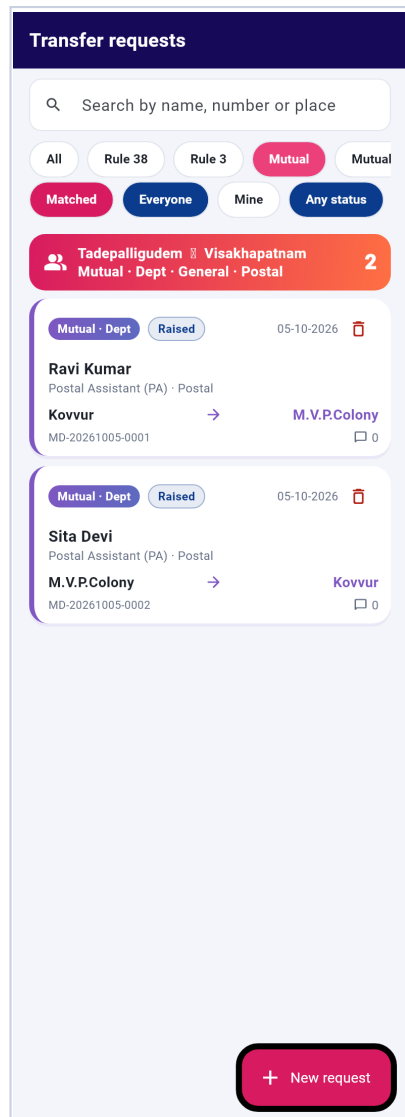
Divisional, Regional and Circle Secretaries, the General Secretary and nominated members who may clear queries answer transfer requests, delete wrong ones, and see how many have been raised, matched and cleared. Transfer requests are **not** in the ordinary query numbers; they have their own panel.

Dashboard: the transfer numbers



Item on screen	What it is / what it does
Show data for	The same area choice as for queries: circle, region, division. The numbers follow it.
Four coloured buttons	As for members. Transfer Request opens the Transfer Request page.
Transfer requests panel	Three tiles for the area: Rule 38 (blue), Rule 3 (GDS) (green) and Mutual (pink). Each shows raised , and cleared - open . The Mutual tile also shows N matched : how many open mutual requests have a match.
Line under the tiles	Mutual split into Departmental and GDS: raised, cleared and matched.
Full report	The table by division, region or circle (below).
Query cards	"All circles", "Union bearers' queries" and the category table count ordinary queries only.

Matched: requests that match each other, grouped



Item on screen	What it is / what it does
Tap the Mutual tile	Opens the list on the Matched tab.
Pink group heading	The two divisions, the kind, the category and (for Departmental) the cadre, with the number of requests in the group. Example: "Tadepalligudem ↔ Visakhapatnam, Mutual · Dept · General · Postal, 2".
Requests under it	The people who match each other, side by side. Open one to reply; the bin icon deletes it.
Other tabs	Turn Matched off to see all requests; use Open / Cleared for the status.

Transfer requests report

Transfer requests

All circles – all India

Show data for

Circle

All circles

Rule 38

1 Raised

0 Cleared

1 Open

Rule 3 (GDS)

1 Raised

0 Cleared

1 Open

Mutual transfer

2 Raised

0 Cleared

2 Open

Departmental 2 raised · 0 cleared

GDS 0 raised · 0 cleared

By region

raised / cleared

	R38	R3	Dept	GDS
Vijayawada Region	1 / 0	1 / 0	1 / 0	–
Visakhapatnam Region	–	–	1 / 0	–

See and answer all requests

Item on screen	What it is / what it does
Rule 38 tile (blue)	Raised, Cleared, Open. Tap for the list of Rule 38 requests.
Rule 3 (GDS) tile (green)	Raised, Cleared, Open. Tap for the list.
Mutual transfer tile (pink)	Raised, Cleared, Open, and below it Departmental and GDS separately.
By division / region / circle	A table of raised / cleared for each unit of the area: R38, R3, Dept, GDS. Shown when the area has more than one unit.
See and answer all requests	Opens the full list.

#	Procedure: answer a transfer request	You should see
1	Dashboard: read the Transfer requests panel. Tap a tile.	The list of that kind of request (for Mutual, the Matched tab).
2	Open a request. Check the categories, the joining dates and the places.	Region and division can see the years served and the category of selection.
3	Reply with guidance, or Escalate to the next level.	The applicant is told of the reply.
4	If the details are wrong or it is a duplicate, tap Delete this request and confirm.	It is removed with its replies; the applicant gets a notice and can raise it again.
5	When it is decided, tap Clear and write the remark.	The request counts as cleared and no longer matches.

NOTE. Replying is open to every registered member, but only secretaries and nominated members can Escalate, Clear and Delete (the applicant can also delete their own). The mobile number and email of an applicant are visible to the secretaries of the applicant's area.

6.10 Resetting a password

Use this when a member, guest or secretary has forgotten their password. The rules (who may reset whom) are in Section 4.8.

Resetting a member's password (Divisional, Regional, Circle, General Secretary)

The screenshot shows the 'Admin' settings screen. At the top, there are tabs for 'Admin settings' and 'Office bearers'. Below is a search bar 'Search by name, Reg ID or employee...'. A list of members is shown, with 'Guest Gopal' (GUEST_G7788) and 'Mohan Rao' (NAPEC_E5003) visible. Mohan Rao's profile is expanded, showing details like Registration ID, Employee ID, Group, Cadre, Designation, Working branch, Division, Region, Circle, Union, Mobile, Email, WhatsApp alerts, and Registered date. At the bottom, there are three buttons: 'Keep under suspense', 'Reset password', and 'Delete'.

Item on screen	What it is / what it does
Member sheet	Admin > Admin settings > tap the person. Shows the details of the person.
Reset password	Opens "Set the password of NAPEC_E4455 back to the default? They will have to choose a new one at their next login." Tap Reset .
"Password reset."	The old password and any signed-in phone stop working at once.
Keep under suspense, Delete	Only for secretaries. A nominee does not see these two.

#	Procedure: reset a password	You should see
1	Admin > Admin settings. Find the person by name, ID or division. Tap them.	The member sheet.
2	Tap Reset password , then Reset .	"Password reset."
3	Tell the person to open the app > Member Login > Existing Member Login and sign in with the default password (UNITE123; UNITEGUEST for a guest).	The "Choose your password" page.
4	They choose a new password twice.	The dashboard. Nothing else is needed.

Circle Secretary: resetting the General Secretary

Profile

Circle Secretary, NAPEC, Andhra Pradesh Circle
Approved

Registration ID NAPEC_CS-AP
Employee ID CS-AP
Post Circle Secretary
Area Andhra Pradesh Circle
Union National Association of Postal Employees Group 'C' (NAPE 'C', FNPO)
Mobile —
Email —

Change password

Last changed 05-10-2026 02:41

Reset the General Secretary password

For when the General Secretary cannot sign in

Not getting alerts?

Steps for phones that stop background apps

To change your name, cadre, designation, mobile or email, use "Edit the Profile" (Welcome > Member Login). Changes are saved at once and show when you log in again.

Dashboard Queries Circulars Admin **Profile**

Item on screen	What it is / what it does
Profile tab	Only a Circle Secretary has the extra line.
Reset the General Secretary password	For when the General Secretary cannot sign in. Asks to confirm, then sets FNPO_GS back to the default.
Change password	Everyone's own change (needs the old password).

WARNING. A reset signs the person out at once. Do not reset the General Secretary while they are working; the General Secretary must choose a new password at the next login. Ask the person for a new password only through the app: no one should ever tell a secretary their password.

7 Two-phone training scenarios

These exercises use **two phones at once**. Phone A is a member's phone; Phone B belongs to the person named in each scenario. Do them in order. A trainer should watch the first run. Tick the **Check** box when the result in the right-hand column of the step has been seen. Use test names and a test division so no real member is disturbed.

Scenario	Phone A	Phone B	Time	Skills practised
A A new member joins	New member	Divisional Secretary	15 min	Registration, forced password, instant login, report
B A circular with an alert	Member	General Secretary or Divisional Secretary	15 min	Upload, audience, alert, opening the PDF
C A query from raising to clearing	Member	Divisional, then Regional Secretary	20 min	Raise, reply, escalate, clear
D Giving someone a post	Member (nominee)	Divisional, then Regional Secretary	20 min	Nominate, approval of a change, notices
E Forgotten password	Member	Divisional Secretary	10 min	Lockout, reset, first-login change
F A guest	Guest	Divisional Secretary	10 min	Guest registration and limits
G Adding a designation	(none)	General Secretary	10 min	Shared lists, live on every phone
H The same person registers twice	Member	Divisional Secretary	10 min	One person one ID: employee ID and mobile checks
I The same letter twice	(any member in the audience)	Secretary and a nominated member	15 min	Duplicate-letter pop-up
J WhatsApp (only if set up)	Member who agreed	Divisional or General Secretary	15 min	WhatsApp switch and message
K A mutual transfer match	Member X, then Y	Y, then a secretary	25 min	Mutual request, matching, alert, matched tab, delete
L A forgotten password	Member	Divisional Secretary, nominee, Circle Secretary	15 min	Reset by the hierarchy, forced new password

7.1 Scenario A: a new member joins

#	Phone A (member)	Phone B (secretary / GS)	Check
1	Welcome > Member Login > New Member Registration . Fill the form with a test employee ID (e.g. T001), your own union and division, and a mobile number that no one else has used. Tap Save .		"Registration saved" with NAPEC_T001, password UNITE123 and the words "no approval is needed".
2	Tap Go to login . Enter the ID and UNITE123. Tap Login .		"Choose your password" page. No way past it.
3	Enter UNITE123, then a new password twice. Tap Change .		Dashboard. Raise your Requirement is orange at once: nobody had to approve.
4	Tap Raise your Requirement to confirm it works. (Do not post.)		The category tiles appear.
5		Log in as the Divisional Secretary of that division and union (set your own password the first time). Dashboard tile Members registered .	The number went up by one, with "+1 today".
6		Tap the tile. On the Registrations screen tap Today , then Last 7 days .	The new member is counted; the chart has a bar for today.
7		Admin tab. Search for T001.	The new member is in the list as Approved .
8	Tap Log out .		Welcome screen.

7.2 Scenario B: a circular with an alert

Before starting, Phone A must be signed in and have tapped **Allow** on the notification question (Section 5.8). Then **close the app** on Phone A (swipe it away) and lock the screen.

#	Phone A (member)	Phone B (secretary / GS)	Check
1	Allow notifications when asked. Then close the app and lock the screen.		Nothing on the screen.
2		Circulars tab > Upload . Type: Circular. Sub-category: Welfare. Choose a PDF.	The file name and size appear.
3		Leave the audience as your whole area. Read the line under Alert members .	"About 1 phone (1 member) will be alerted." (or more).
4		Tap Publish .	"Added as CIR-.... Alerts are being sent to members."
5	Watch the phone for a few seconds.		A pop-up: " Imp Circular from Union " and the subject, with sound.
6	Tap the pop-up.		The circular opens (details page).
7	Tap Open the letter .		The PDF opens in the phone's viewer.
8	Open the bell.		"New circular" line; it opens the same page.
9		In the table, tap the bin icon of the test circular and confirm.	"Deleted." Gone from both phones after a refresh.

TIP. If no pop-up arrives, work through Profile > **Not getting alerts?** on Phone A (Section 8.3), then try again. The circular is in the Circulars tab either way.

7.3 Scenario C: a query from raising to clearing

#	Phone A (member)	Phone B (secretary / GS)	Check
1	Dashboard > Raise your Requirement > Leave. Type: Query. Title "Test: leave rules". Details. Keep "My division only". Post .		"Posted." Status Raised .
2		Bell: "New query". Queries tab > open it. Type a reply and send.	Status changes to Pending .
3	Open the bell.		"New reply".
4		Tap Escalate , confirm.	Status Escalated , "With the Regional Secretary." The Escalate button is now grey for the Divisional Secretary.
5	Open the bell.		"Query escalated".
6		Sign in on Phone B as the Regional Secretary of that region. Queries tab > open the query. Tap Clear , choose Resolved , write a remark, confirm.	Status Cleared . The reply bar disappears.
7	Open the query.		Green box "Cleared – Resolved" with the remark. No reply bar.
8		Dashboard.	The division's Cleared count went up by one.

7.4 Scenario D: giving a member a post

#	Phone A (member)	Phone B (secretary / GS)	Check
1	(Phone A must belong to a member of the division.)	Admin > Office bearers > Nominate office bearer . Choose the post President (Vacant). Type the member's ID, tap Find member .	The member card appears.
2		Tap Confirm and map to President .	"... is now President of ..." The post appears under Posts in my area .
3	Open the bell. Open Profile.		"Office-bearer post" notice; Office post shows on the profile.
4		Nominate a second member as President. Confirm.	"Sent to the Regional Secretary for approval. The post stays as it is until then."
5		Sign in as the Regional Secretary . Admin > Office bearers > Waiting for your approval . Tap Approve .	The sentence disappears. The requester gets "Office-bearer change approved".
6	Pull down on Profile (or sign in again).		The first member was told "Office-bearer post ended".

7.5 Scenario E: a forgotten password

#	Phone A (member)	Phone B (secretary / GS)	Check
1	Try the wrong password five times.		"Too many wrong attempts. Try again in a few minutes." The ID is locked for 15 minutes.
2	Tell the Divisional Secretary your ID.	Admin settings > search the person > Reset password > confirm.	"Password reset."
3	Login with the ID and UNITE123 .		The ID is no longer locked. "Choose your password" page.
4	Choose a new password.		Dashboard. Any other phone using this ID is signed out.

7.6 Scenario F: a guest

#	Phone A (member)	Phone B (secretary / GS)	Check
1	Welcome > Guest Login > New Guest Registration . Fill in the form. Save .		Box "Guest account created" with GUEST_... and UNITEGUEST.
2	Login for Existing Guest . Choose your own password.		Guest dashboard: only "Mine". Valid-until date shown.
3	Raise a query.		"As a guest, this goes to your Divisional Secretary only."
4		Queries tab: open the guest's query and reply.	Only secretaries see it. A member's phone does not.
5	Open Circulars.		Only circulars addressed to everyone .

7.7 Scenario G: adding a designation (General Secretary)

#	Phone A (member)	Phone B (secretary / GS)	Check
1		Profile > Add unions, cadres, designations... Type "Inspector Grade II". Tap Add .	The app proposes "Designation (post)". Tap Yes, add , choose a cadre and groups, Save .
2	Open Welcome > Member Login > New Member Registration > Group > Cadre > Designation (after restarting the app).		The new designation is offered for the chosen cadre and group.
3		Open the lists again, expand Designations , tap the bin on the new entry.	It can be deleted because no member uses it.

7.8 Scenario H: the same person registers twice

#	Phone A (member)	Phone B (secretary / GS)	Check
1	(Use the member from Scenario A, NAPEC_T001.) Welcome > Member Login > New Member Registration . Fill the form with the same employee ID T001 but a new mobile number. Tap Save .		Pop-up " Employee ID already used " showing NAPEC_T001.
2	Tap Close . Change the employee ID to T002 and type the first member's mobile number . Tap Save .		Pop-up " Mobile number already used " showing NAPEC_T001.
3	Type T001 again with that mobile number. Tap Save .		Pop-up " Already registered " with the User ID. Tap Go to login .
4		Admin > search for T002.	Nobody called T002 exists: the refused attempts created nothing.

7.9 Scenario I: the same letter twice

#	Phone A (member)	Phone B (secretary / GS)	Check
1		Divisional Secretary: Circulars > Upload . Type: Union letter, Sub-category: Welfare, choose a PDF, audience: my division. Publish .	"Added as UL-...".
2		Nominated member (publisher) of the same division: Upload, Notification , a different category, the same PDF . Publish .	Pop-up " This letter is already available " with the path (Circulars > Union letter > Welfare) and Document ID. Nothing uploaded.
3		Tap View the letter .	The first document opens.
4		Upload a re-typed copy of the same letter (different file, same letter number and date).	The same pop-up, "the same letter number and date".
5		Upload a genuinely different letter.	"Added as ...".
6		Delete the first letter (bin icon) and upload the original again.	It is accepted: the duplicate no longer exists.

7.10 Scenario J: WhatsApp (only after the union has set it up)

#	Phone A (member)	Phone B (secretary / GS)	Check
1	Edit the Profile: tick Send me circulars on WhatsApp too . Save .		"Saved."
2		Upload a circular to the member's division. The switch Also send on WhatsApp appears; switch it on.	"About 1 member will get it on WhatsApp."
3		Tap Publish .	"Added as CIR-... WhatsApp messages are being sent."
4	Watch WhatsApp on the member's phone.		A message "Imp Circular from Union" with the PDF arrives within a minute or two.

NOTE. If the WhatsApp switch is not visible, WhatsApp has not been set up on the server yet (Section 8.4). Skip this scenario.

7.11 Scenario K: a mutual transfer match

Two members, X and Y, each want the other's division. Use two phones (or sign out and in). Both are Departmental, category General, cadre Postal. The offices do not matter, only the divisions.

#	Phone A (member X)	Phone B (Y / secretary)	Check
1	X: Dashboard > Transfer Request . Only Rule 38 and Mutual Transfer are shown.		The pink Transfer Request page.
2	X: Mutual Transfer > Departmental Employee . Fill name, Employee ID, categories General / General. Present place: PIN 534350 (Kovvur). Required place: Divisional office, Visakhapatnam. Mobile, two dates. Save .		"Request raised" with an MD- number. No match yet.
3		Y (works in Visakhapatnam, wants Tadepalligudem): the same, with the places swapped. Save .	Y's page shows "Available Matching Requests: 1".
4	X's phone		A bell notice and an alert: "A matching mutual transfer request is available. Please open the app."
5	X: Dashboard > My transfer requests > the request > Available Matching Requests .		Y's card with mobile and email; Call / Email; View PDF / Download. Close the app, open it later: Y is still there.
6		Secretary: dashboard, Transfer requests panel.	Mutual: 2 raised, 2 matched.
7		Secretary: tap the Mutual tile.	The Matched tab: one group "Tadepalligudem ↔ Visakhapatnam" with the two requests.
8	X: the bin icon on X's own request > Delete .		The request is gone; Y's match disappears.

7.12 Scenario L: a forgotten password

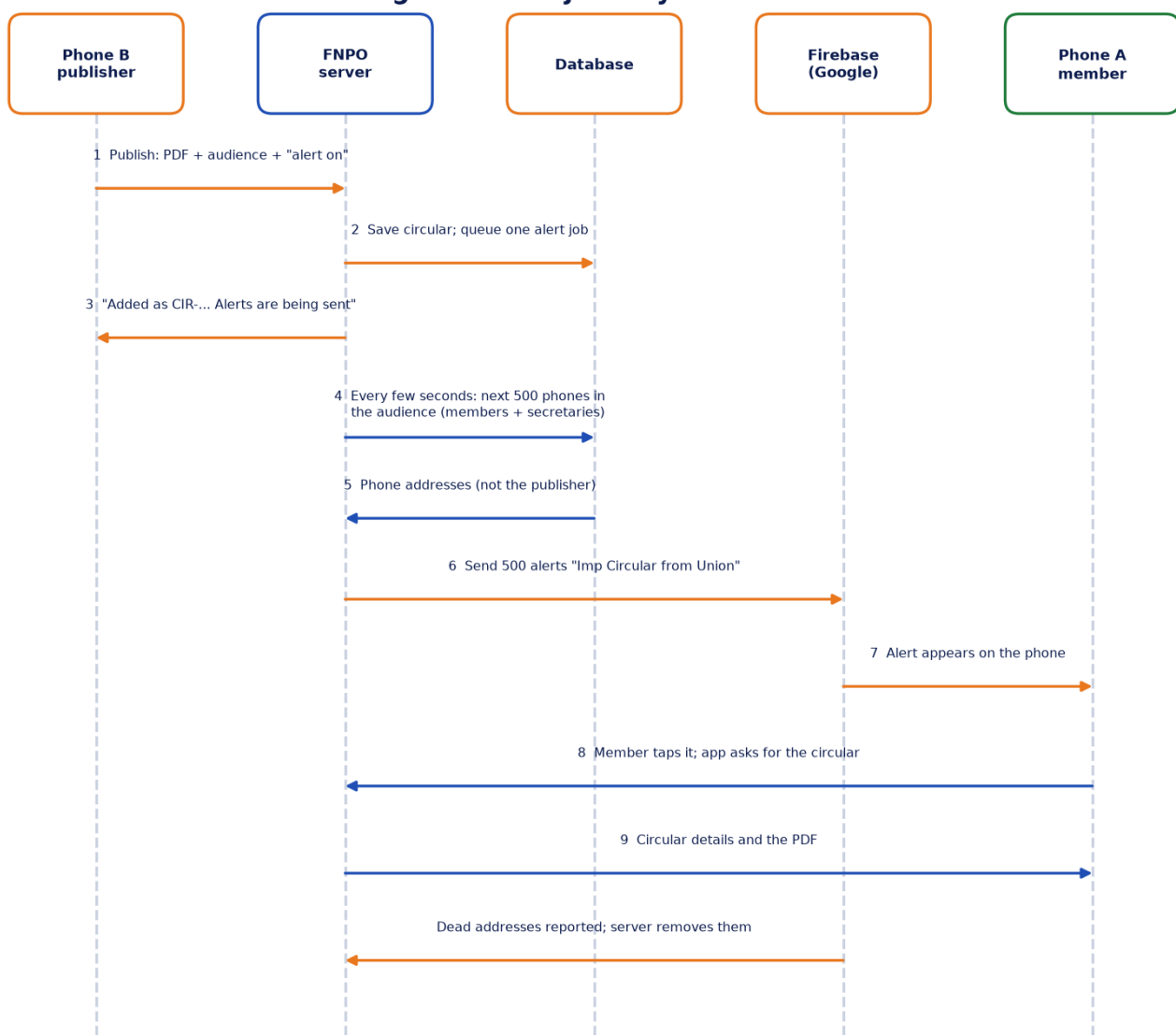
#	Phone A (member)	Phone B (secretary / nominee)	Check
1	Member: log out. Try to sign in with a wrong password.		"Registration ID or password is not correct."
2		Divisional Secretary: Admin > the member > Reset password > Reset .	"Password reset."
3	Member: Member Login > Existing Member Login: ID and UNITE123.		"Choose your password."
4	Member: a new password twice > Change .		The dashboard.
5		Divisional Secretary of another division: try to reset the same member.	Refused: the member is not in that division.
6		Nominee (View members on): reset an ordinary member of their division.	Works; no Suspend or Delete buttons.
7		Circle Secretary: Profile > Reset the General Secretary password (only when the General Secretary agrees).	FNPO_GS signs in with the default and must choose a new password.

8 Alerts on phones: how they work and what to do

8.1 What an alert is and who gets it

- When a secretary publishes a circular with **Send an alert to their phones** on, every phone belonging to the audience gets a pop-up titled **"Imp Circular from Union"** (or "Imp Notification from Union" / "Imp Union Letter from Union") with the subject underneath. It appears even if the app is closed.
- The audience is the same as for reading: members of the addressed area, the secretaries above it, and (for an all-India circular) guests. **The person who published it does not get an alert.**
- Every phone is sent the alert **once**. Phones that have been uninstalled or signed out are dropped automatically.
- Large audiences are sent in batches of 500 phones: 5,000 members take seconds; 2 lakh members take a few minutes.
- Tapping an alert opens the circular. Tapping while signed out opens the login page first, then the circular.
- Alerts are free. They are delivered by Google (Firebase Cloud Messaging); nothing is charged per message.
- An alert shows a **white bell in an orange circle**, the title "Imp Circular from Union" in bold, the subject, and it makes a sound and vibrates. It also appears on the lock screen. If the same circular is alerted again it replaces the earlier alert instead of piling up.
- While the app is **open**, the alert appears as a dark blue banner at the bottom of the screen with a **View** button.

Figure 8. The journey of one alert



Steps 4 to 6 repeat until everyone has been sent to: 2 lakh members is about 400 batches.

8.2 Allowing alerts (first login)

#	Procedure	You should see
1	After your first successful login on a phone, the app shows " Get circulars instantly ".	A box with Not now and Allow .
2	Tap Allow .	On Android 13 and newer the phone asks "Allow FNPO Union to send you notifications?" Tap Allow .
3	The app gives the server this phone's alert address.	No message. Alerts now work.

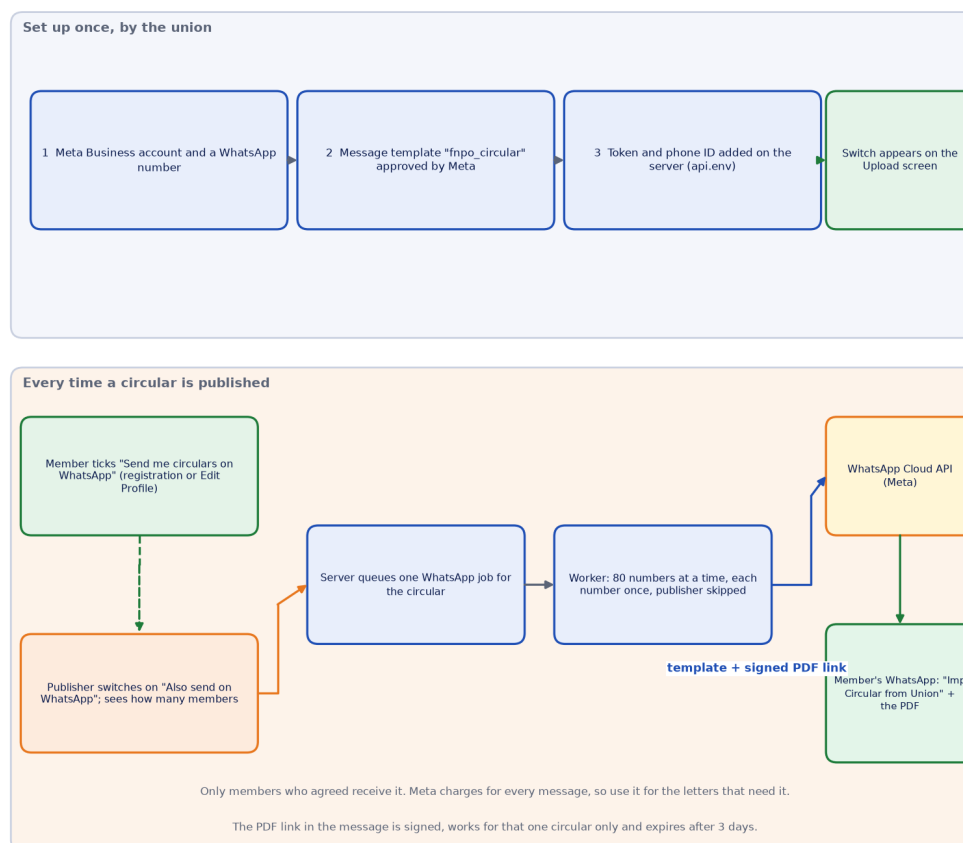
NOTE. On Android 12 and older notifications are allowed by default: nothing is asked. If you tap **Not now** the app asks again after 7 days. If you block notifications in the phone's settings the app shows the banner "**Notifications are off**" on the Dashboard, the bell page and the Profile page.

8.3 When alerts do not arrive

Check	How
1 Is the permission on?	Phone Settings > Apps > FNPO Union > Notifications: on, including the Circulars channel.
2 Battery	Settings > Apps > FNPO Union > Battery: Unrestricted / No restrictions .
3 Autostart (Xiaomi, Redmi, Poco, Oppo, Vivo, Realme)	Settings > Apps > Manage apps > FNPO Union > Autostart : on.
4 Lock in recent apps (Xiaomi, Oppo, Vivo, Realme)	Open recent apps, long-press the FNPO Union card, choose Lock .
5 Data saver	Settings > Network > Data saver: allow FNPO Union to use data in the background.
6 Signed in?	Alerts stop when you tap Log out . Sign in again; the app re-registers the phone.
7 Still nothing	Tell the technical custodian: the server log shows whether the alert was sent (Section 11.4).

8.4 WhatsApp: sending the letter itself (optional)

Besides the free phone alert, the union can send each circular as a **PDF on WhatsApp** to members who agreed to receive circulars there. This part is **switched off** until the union has a WhatsApp Business account, because WhatsApp (Meta) charges for every message. While it is off, the switch **Also send on WhatsApp** is not shown on the Upload screen and nothing else changes.

Figure 14. Sending a circular on WhatsApp (optional)

Question	Answer
Who gets it?	Only members whose profile says Send me circulars on WhatsApp too (ticked at registration or in Edit the Profile) and who belong to the audience of the circular. One message per mobile number. The publisher is not messaged.
What do they get?	A WhatsApp message "Imp Circular from Union" with the subject and the PDF attached. The PDF link inside is signed, works for that one circular and expires after 3 days.
How fast?	The server sends 80 numbers at a time and never repeats a number, even after a restart. 50,000 numbers take about 15 to 20 minutes.
What does it cost?	Meta charges per message (roughly Rs 0.15 to Rs 0.30 for a utility message, check the current price list). 30 circulars a month to 50,000 members is 15 lakh messages. Use the switch only for the letters that need it, or choose a small audience; the upload screen shows how many members will be messaged before you publish.
What must be set up?	A verified Meta Business account with a WhatsApp number, a message template "fnpo_circular" approved by Meta, and the token and phone-number ID added to the server (/etc/fnpo/api.env). Step by step: docs/WHATSAPP_SETUP.md.

9 Security, responsibilities and good practice

9.1 Everyone

Do	Do not
Choose a password of 8 or more characters with letters, digits and a symbol.	Use your name, mobile number, employee ID or "UNITE123" as your password.
Log out when a phone is shared, lent, repaired or sold.	Tell your password to anyone, including a secretary. A secretary can reset it; they never need to know it.
Install the app only from the file the union provides.	Forward the app file or a circular outside the union.
Report a lost phone at once: ask your secretary to Reset password , which signs the lost phone out.	Register twice or use someone else's employee ID.

9.2 Secretaries and nominated members

- **Look after your members.** People register on their own, so check the member list and the registration report now and then; **suspend** or **delete** an ID that is not a real employee of your union and division.
- **Nominate only trusted members** and only for the powers they need. Withdraw a nomination when the person changes role.
- **Reset a password only when the person asks** and you are sure who they are.
- **Suspend** an ID that has been misused or whose holder has left. Suspension is immediate on every phone.
- Publish a circular only to the audience that needs it; switch the alert off for routine papers so that alerts keep their meaning.
- Do not upload documents that are confidential outside the audience you choose: everyone in that audience can open and download the PDF.
- The duplicate pop-up shows a User ID to the person who typed an employee ID or mobile number that is already registered. Never tell a caller their password; a secretary can only reset it after being sure who is asking.
- Switch on **Also send on WhatsApp** only for letters that need it: each message costs the union money, and members who did not agree are never messaged.

9.3 The General Secretary

- Change your password on the first day and keep it private. This ID can see and change everything.
- Hand out each secretary's starting password personally or by a safe channel; remind them to change it at once.
- Review the shared lists before adding or renaming anything: a change is live on every phone immediately.

9.4 When something goes wrong

Situation	Action
A phone is lost or stolen	Secretary: Reset password for that ID. All phones using it are signed out at once.
Someone is using an ID that is not theirs	Secretary: Keep under suspense , then Reset password and give the new first password only to the real owner.
A wrong circular was published	Publisher (or a secretary above): bin icon in the Circulars table > confirm. Publish the correct one.
Someone registered who is not an employee of the union	Secretary: open the person in the Admin tab > Keep under suspense (or Delete).
The app or the server stops working	Tell the technical custodian (Section 11). Circulars already received stay on the server.

10 Troubleshooting

Problem or message	Likely cause	What to do
Cannot reach the server. Check your internet connection and try again.	No internet, or the server is down.	Check data / Wi-Fi. If other apps work, tell the technical custodian.
Registration ID or password is not correct.	Typing mistake, or the password was changed.	Check capitals and spaces. Ask a secretary to reset it if forgotten.
Too many wrong attempts. Try again in a few minutes.	5 wrong passwords: the ID is locked for 15 minutes.	Wait 15 minutes, or ask a secretary to reset the password.
This ID is under suspense. Contact your Divisional Secretary.	The ID was suspended.	Contact the Divisional Secretary.
This guest ID expired on dd-mm-yyyy. Register as a guest again.	A guest ID lasts 6 months.	Register again with the same employee ID.
Choose your password (page appears again)	The password is still the default one.	Choose a new one; you cannot go past this page.
Please sign in again.	The password was changed on another phone, or a secretary reset or suspended the ID.	Log in again with the current password.
Pop-up: Employee ID / Mobile number already used, or Already registered	You, or someone with the same employee ID or mobile number, registered before.	Tap Go to login and use the User ID shown. Forgotten password: ask the Divisional Secretary to reset it.
Pop-up: This letter is already available	The same letter already reaches some of the same people.	Tap View the letter . Do not upload it again. To replace a wrong copy, delete it first.
No Admin tab	You are not a secretary and not a nominee with View members and registration reports .	Ask the Divisional Secretary to tick View members and registration reports .
No Also send on WhatsApp switch	WhatsApp has not been set up on the server.	Nothing to do; see Section 8.4 for what the union must set up.
No Upload button	You may not publish.	Ask the Divisional Secretary to tick Publish circulars and notifications .
Escalate is grey	The query is already above your level, or already cleared.	The next level must act.
That circular no longer exists.	It was deleted, or it is not addressed to you.	Ask the publisher.
A circular is missing from the table	It is not addressed to your area, or a filter is on.	Set the chips and sub-category to All; clear the search box; pull down.
The PDF will not open	No PDF viewer on the phone.	Install a PDF viewer from the Play Store, then tap the subject again.
Upload the letter as a PDF file.	The file is not a PDF.	Save or scan it as PDF.
The file is larger than 25 MB.	PDF too big.	Compress or split it.
No alert pop-up	Permission off, battery limits, or logged out.	Section 8.3.
The numbers on the dashboard look old	Not refreshed.	Pull down on the Dashboard, or close and reopen the app.
"In use" when deleting a list item (General Secretary)	Members or records use it.	Rename it, or move the records first.

11 Server operations (technical custodian)

This section is for the person who looks after the server. It does not contain any password. Keep the server's root password and the files in `/etc/fnpo` private.

11.1 What is running where

Item	Detail
Server	HostItSmart VPS, Ubuntu 24.04 LTS, 2 vCPU, about 8 GB RAM, 96 GB disk, IP address 103.135.230.166.
Login	SSH on port 7576 (not 22) as root , with PuTTY: Host 103.135.230.166, Port 7576, type SSH.
Services	nginx (web gateway, port 80 and later 443), postgresql (database), fnpo-api (the app's server, port 3000 behind nginx).
Code	<code>/opt/fnpo/fnpo_backend</code> . Settings: <code>/etc/fnpo/api.env</code> (readable by root only). Circular PDFs: <code>/var/lib/fnpo/storage</code> .
Push key	<code>/etc/fnpo/firebase-service-account.json</code> (owner fnpo, mode 600), named in <code>api.env</code> as <code>FIREBASE_CREDENTIALS</code> .
Firewall	ufw: allows 7576 (SSH), 80 and 443 only.
Backups	Every night at 02:30: <code>/usr/local/bin/fnpo-backup</code> writes a database dump and a copy of the PDF folder to <code>/var/backups/fnpo</code> and keeps 14 days.

11.2 Daily and weekly checks

When	Check	Command
Daily	The service is running and healthy.	<code>systemctl is-active fnpo-api nginx postgresql</code> <code>curl http://127.0.0.1:3000/health</code> (answers <code>{"ok":true}</code>)
Daily	No errors in the last day.	<code>journalctl -u fnpo-api --since "-1day" grep -i error</code>
Weekly	Backups are being made.	<code>ls -la /var/backups/fnpo tail</code>
Weekly	Copy the backups off the server (to another computer or cloud storage). A backup that stays on the server is lost if the server is.	Copy the folder with WinSCP or scp.
Weekly	Disk space and memory.	<code>df -h / free -h</code>
Monthly	Operating-system updates, then a restart in a quiet hour.	<code>apt update && apt upgrade -y reboot</code>

11.3 Common operations

Task	Command / action
Restart the app server	<code>systemctl restart fnpo-api</code>
See the app server's log	<code>journalctl -u fnpo-api -n 100 --no-pager</code>
Take a backup now	<code>/usr/local/bin/fnpo-backup</code>
Test a backup (never restore over live data to test)	<code>sudo -u postgres createdb fnpo_test && sudo -u postgres pg_restore -d fnpo_test /var/backups/fnpo/db-YYYYMMDD-HHMM.dump</code> then <code>check select count(*) from members and dropdb fnpo_test</code>
Restore after a disaster	Stop fnpo-api; recreate the database; <code>pg_restore -d fnpo <dump></code> ; unpack the files archive into <code>/var/lib/fnpo</code> ; start fnpo-api.
Install a new version of the server	Upload the new <code>fnpo_backend</code> folder, <code>npm ci --omit=dev, chown -R fnpo:fnpo /opt/fnpo, systemctl restart fnpo-api</code> . Tables are updated by themselves at start.
Replace the Firebase key	Copy the new JSON over the old file, keep owner fnpo and mode 600, <code>systemctl restart fnpo-api</code> .
Change the root password	<code>passwd</code> (do this now if it was ever shared).

11.4 If alerts did not go out

#	Check	You should see
1	Check /etc/fnpo/api.env has FIREBASE_CREDENTIALS, and the key file exists.	Without it the server only logs alerts instead of sending them: "FIREBASE_CREDENTIALS is not set".
2	journalctl -u fnpo-api -n 100 and look for "push worker".	Errors from Firebase are shown here.
3	Check the database: sudo -u postgres psql -d fnpo -c "select id,status,total_sent,total_failed from push_campaigns order by id desc limit 5"	status "done" with total_sent equal to the audience.
4	Confirm the phones registered: select count(*) from device_tokens	More than zero.

11.5 Still to do before a full launch

- **https is done:** the app now talks to <https://fnpounion.duckdns.org> (free DuckDNS name, free Let's Encrypt certificate that renews itself). The old plain-http route on the IP address still answers for earlier test builds: once every member has the new app, switch it off (remove /etc/nginx/sites-enabled/fnpo-api, reload nginx) and close port 22 in ufw.
- **WhatsApp:** to switch it on, add WHATSAPP_TOKEN and WHATSAPP_PHONE_ID to /etc/fnpo/api.env, make sure PUBLIC_URL is the https address, and restart fnpo-api (Section 8.4).
- **Rotate secrets:** replace the Firebase service-account key and the server password once the pilot is over.
- **Starting passwords:** all 5,301 secretary IDs begin on UNITE123. Hand them out and make sure each is claimed before wider use.

Appendix A The ten unions

Code (ID prefix)	Full name
NAPEC	National Association of Postal Employees Group 'C' (NAPE 'C', FNPO)
NURC	National Union of RMS & MMS Employees Group 'C' (NUR 'C', FNPO)
NUPEPM	National Union of Postal Employees Postmen & Multi skilled Employees (NUPE PM & Gr 'D', FNPO)
NURIV	National Union of RMS Employees Mail Guards & Group 'D' (NUR IV, FNPO)
NUGDS	National Union of Gramin Dak Sewaks (NUGDS, FNPO)
NUPAO	National Union of Postal Administrative Offices (NUPAO, FNPO)
NAPRMSS	National Association of Postal & RMS Supervisors (FNPO)
NUPC	National Union of Postal Civil Wing Non-Gazetted Employees (NUPC (Non-Gaz), FNPO)
AIPACOA	All India Postal Accounts Officers Association (AIPAOA, FNPO)
AIPBCOSA	All Indian Postal SBCO Staff Association (FNPO)

The union list can be changed by the General Secretary (Section 6.8). The union office should confirm these codes and eligibility.

Appendix B Index of screens in this manual

Screen	Who sees it	Section
Splash, Welcome	Everyone	5.1
Registration form, Division picker, Registration saved	New members, guests	5.2
Login, Choose your password	Everyone	5.3
Dashboard (member, guest, secretary, General Secretary)	Everyone	5.4, 5.10, 6.1, 6.8
Raise (category, form)	Members, guests, secretaries	5.5
Queries tab, Query detail, Clear dialog	Everyone	5.6, 6.4
Circulars tab, Circular details	Everyone	5.7
Upload screen	Publishers	6.5
Notifications, Not getting alerts?	Everyone	5.8
Profile, Change password, Edit the Profile	Everyone	5.9
Registration report (periods, chart, tables)	Secretaries, nominees with View members	6.2
Admin tab (member list), Member sheet	Secretaries, nominees	6.3
Pop-up: already registered	New members, guests	5.2
Pop-up: this letter is already available	Publishers	6.5
Admin: Office bearers, Nominate	Secretaries	6.6
Unions, cadres and other lists	General Secretary	6.8
Welcome (two buttons), Member and Guest pages	Everyone	5.1
Transfer Request page (by employment), Rule 38 / Rule 3 pages, Copy of Guidelines	Members	5.11
Dashboard (four coloured buttons, My transfer requests)	Members, secretaries	5.4
Delete a transfer request; Matched tab (grouped)	Members, secretaries	5.11, 6.9
Reset password (member sheet), Circle Secretary tile	Secretaries, nominees	6.10
Transfer request form, PIN-code office lookup	Members	5.11
Mutual transfer, request saved, Available Matching Requests	Members	5.11
Transfer requests list and forum request	Members, secretaries	5.11
Transfer dashboard tiles and Transfer requests report	Secretaries, nominees who clear queries	6.9

Appendix C Messages the app shows

Message	Where	Meaning
Posted.	After Post	The query was saved.
Password changed.	After Change	Your password is updated; other phones were signed out.
Saved.	Member sheet	A nomination switch was saved.
Put under suspense. / Reactivated. / Password reset. / Deleted.	Member sheet	The action was done.
Added as CIR-...	Upload	The circular was published. "Alerts are being sent to members." when alerts were on; "WhatsApp messages are being sent." when that was on.
Employee ID already used / Mobile number already used / Already registered	Registration, Edit profile	That employee ID or mobile number belongs to another User ID (shown).
This letter is already available	Upload	The same letter already reaches some of the same people; nothing was uploaded.
Nobody registered in this period.	Registration report	Both numbers are zero for the chosen dates.
Sent for approval. The post stays as it is until then.	Nominate / Remove	The change waits for the secretary above you.
Rejected. / Approved.	Office bearers	You decided a request.
Saved. The change is live everywhere.	Lists	A shared-list change was saved.
Not available.	Any page	You are not allowed to use this page.
Nothing here yet. / Nothing new. / No members found.	Lists	The list is empty.

Appendix D Status words

Word	On	Meaning
Approved	Member	Active. Every new registration starts like this; no approval step.
Under suspense	Member	Suspended: cannot log in.
Expired	Guest	The 6 months are over.
Raised	Query	No reply yet.
Pending	Query	Someone other than the author replied.
Escalated	Query	Sent to a higher level.
Cleared · Resolved / Will be taken up / Will be considered	Query	Closed with that remark.
pending / approved / rejected	Post change	State of a request to change an office-bearer post.

Appendix E Status of this edition and known limits

Item	Status	Note
Registration (no approval), one person one ID, login, queries, circulars, duplicate-letter check, registration report, posts, shared lists	Working	Checked by 99 automated app tests (including the screens running against the real server) and 54 server tests, and by the screenshots in this manual. The duplicate checks were also tried on the live server.
Phone alerts (push)	Switched on; new look in version 0.5.0	The server's key was accepted by Google. The new icon and channel have not yet been seen on a real phone: confirm in the two-phone test (Scenario B).
Server	Running at 103.135.230.166	Nightly backup tested by restoring it. Weekly off-server copy to be set up by the custodian.
https (secure address)	Done: https://fnpounion.duckdns.org	Certificate renews itself. The old http route is to be closed once everyone has the new app.
WhatsApp sending	Built, switched off	Needs the union's Meta WhatsApp Business account, an approved template and two settings on the server (Section 8.4). Meta charges per message.
Transfers: Rule 38, Rule 3, mutual, matching, guidelines, matched tab, delete, report	Built and on the live server	Checked by automated server and app tests and by the screenshots in this edition. A few requests were raised from phones by the project team. Not yet tried by real members across several divisions: do Scenario K first.
Password reset by the hierarchy	Built and on the live server	Rules checked by automated tests (nominee, DS, RS, CS, GS, Circle Secretary resetting the General Secretary, refusals). Do Scenario L on real phones before relying on it.
Mutual-match phone alert	Built, not seen on a real phone	Tested on the test server (it is queued and sent like a circular alert). Confirm in Scenario K.
Transfer guideline PDFs	Added	Two PDFs are on the server (All Transfer Letters and Rule 38 Documents, October 2026; GDS Rule 3 and Group C Rule 38 reference booklet). More can be added by the technical custodian.
iPhone and web versions	Not in this edition	Planned later.
Real-phone field test	To do	Use Section 7 as the test script with real phones and a test division.
Profile change requests for fixed fields	Not offered	Group, branch, division and union are changed by the secretary (re-register if needed).
Duplicates that already existed	Not touched	The one-person-one-ID check applies to new registrations and to mobile changes only. Older duplicate IDs stay until a secretary deletes them.
Scanned letters	Limited	Their number, date and subject cannot be read, so the duplicate check catches them only when the file is identical.

Appendix F Training checklist and sign-off

Tick each item when the trainee has done it on their own phone, without help.

Skill	Member	Secretary	Done
Install the app; open it	☐	☐	
Register; note the ID and password	☐		
Log in; choose a new password	☐	☐	
Find the Dashboard, Queries, Circulars, Profile and the bell	☐	☐	
Raise a query; read replies; reply	☐	☐	
Open and download a circular	☐	☐	

Skill	Member	Secretary	Done
Allow notifications; receive an alert; tap it	☐	☐	
Change password; edit the profile	☐	☐	
Open Transfer Request; see only the buttons for my employment; read Copy of Guidelines	☐	☐	
Raise a Rule 38 or Rule 3 request with PIN-code office lookup, categories, dates and mobile	☐		
Raise a mutual request; open Available Matching Requests; call the match	☐		
Delete my own transfer request	☐	☐	
Log out	☐	☐	
Read the registration report for a period		☐	
Suspend, reset a password, nominate a helper		☐	
Escalate and clear a query with a remark		☐	
Read the Transfer requests panel; open the Matched tab; reply to, clear or delete a transfer request		☐	
Reset a password for a member; (Circle Secretary) reset the General Secretary		☐	
Publish a circular with an alert; delete one; understand the duplicate pop-up		☐	
Nominate an office bearer; approve a change		☐	
Use the Show data for box and the category table		☐ (RS, CS, GS)	
Add or rename an entry in the shared lists		☐ (GS)	

Trainee name	Role / ID	Trainer	Date	Signature

Appendix G Quick reference card

Phone A: member

Task	Steps
Register	Welcome > Member Login > New Member Registration > fill > Save > note ID and password. No approval needed.
First login	Login > Password you were given > new password twice > Change.
Raise a query	Raise your Requirement > category > type, title, details, who sees it > Post.
Read a circular	Circulars tab > tap the Subject.
Get alerts	Tap Allow when asked. If not, Profile > Not getting alerts?
New password	Profile > Change password.
Edit details	Welcome > Member Login > Edit the Profile.
Raise a transfer request	Transfer Request > Rule 38 (or Rule 3, or Mutual) > Raise a Request > fill > Save.
See matches (mutual)	Dashboard > My transfer requests > the request > Available Matching Requests.
Delete my transfer request	My transfer requests > bin icon > Delete.
Log out	Top-right icon.

Phone B: secretary

Task	Steps
See who registered	Dashboard > tap Members registered > choose a period (Today, Last 7 days, Choose dates...).
Help a member	Admin > Admin settings > tap person > nominate switches / suspend / reset password.
Answer a query	Queries > open > reply; Escalate; Clear + remark.
Publish	Circulars > Upload > type, sub-category, PDF, audience, alert (and WhatsApp if offered) > Publish. A pop-up means the letter is already there.
Post	Admin > Office bearers > Nominate office bearer > area, post, member ID > Confirm.
Decide a change	Admin > Office bearers > Waiting for your approval > Approve / Reject.
Look at an area	Show data for (Regional, Circle, General) and tap names in the category table.
Transfer numbers	Dashboard > Transfer requests panel > tap Rule 38 / Rule 3 / Mutual (Mutual opens the Matched tab).
Reset a password	Admin > the person > Reset password > Reset. (Circle Secretary: Profile > Reset the General Secretary password.)

Help

Who to ask	Name	Mobile
Your Divisional Secretary		
Technical custodian		