

# FAQ on DARPAN Android Application

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### 1. Login not happening:

- Check Internet Connectivity and User credentials.
- Division SPOC to Check whether user is in active status in DARPAAN user management portal, if not change the status from inactive to active.

### 2. OTP not received:

- SIM network needs to be checked.
- Click on get OTP. If OTP not received after 2 minutes, try to regenerate the OTP. Even after multiple attempts if OTP not received report to CEPT.

### 3. OTP verification failed

Close the application and login again.

### 4. Application not working / Malfunctioning / Blank screen appears / Buttons not working / Page not loading.

- Check internet connectivity.
- Close the app and login again.

### 5. Password specification

- a. Password must contain a minimum 8 characters.
- b. Password must contain a combination of alpha, numeric and Special Characters.
- c. One Number, One small letter, One Capital letter and One Special character.

BPM can enter only the following characters in the New Password / Confirm Password text boxes of password reset page.

- i. Lower case alphabets ( a-z)
- ii. Upper case alphabets (A-Z)
- iii. Number (0-9)
- iv. Colon (:)
- v. Forward Slash (/)
- vi. Question Mark (?)
- vii. AT symbol (@)
- viii. Exclamation (!)
- ix. Dollar (\$)
- x. Asterisk (\*)
- xi. Equal to (=)

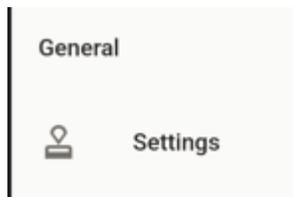
## 6. Scanner is not working properly

Scanner option is available in settings. Before setting scanner in application, app level permission has to be enabled. Then in app- click on three lines in top left corner -settings-use-select the scanner type-accept.

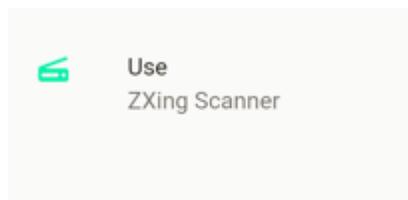
Step 1 – Click on 3 horizontal bars on the left side top corner.



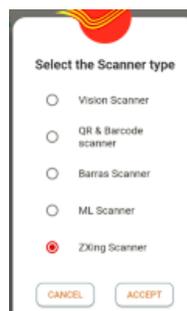
Step 2 – Click on settings.



Step 3- Click on Use (ZXing scanner)



Step 4 – Select the scanner and accept.



### 7. Virtual bag data not received

Perform bag open operation by scanning bag number manually and enter BO slip number. User can scan article one by one or can do Data entry one by one.

**Note:** Every 30 minutes virtual data will be flown from CSI to device.

### 8. Token got expired

Close the app and then login again.

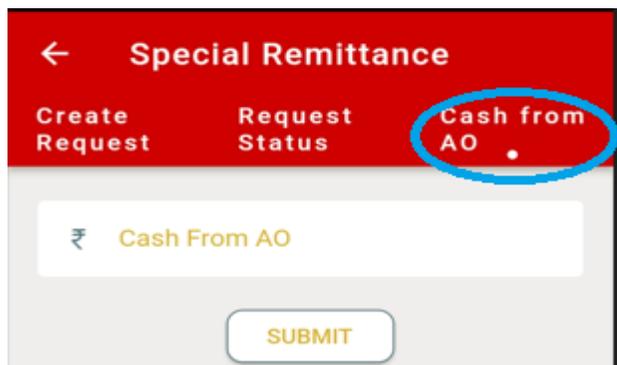
### 9. Receipt of Special Cash Remittance by BPM

An option “**Special Remittance**” is made available in app. It is a special case where cash request can be raised from the DARPA device at any point of time on the same business day. BPM can enter the cash received directly by them in this option.

**Step 1:** Click on special remittance



**Step 2:** Select “**Cash from AO**” and Enter amount and submit.



### 10. Any error message or blank message on CBS and PLI transactions.

**Reason:** It might be connectivity issue in CBS and PLI.

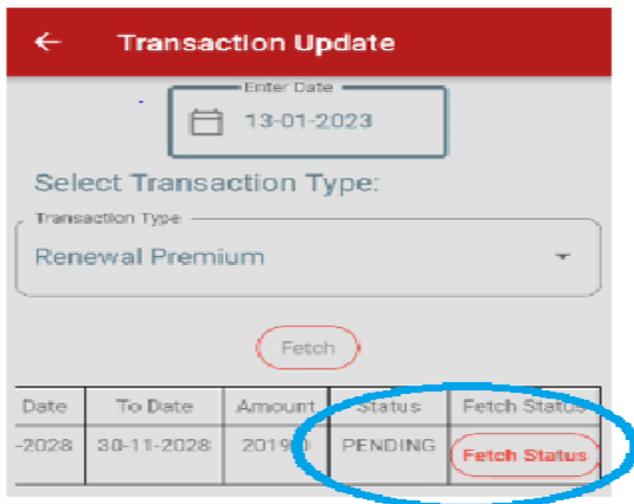
**Action:** Wait for some time. Login again.

### 11. Difference in BO Wallet

**Reason:** Due to any of the transactions pending to sync with CBS and PLI Servers.

**Action:** Check all pending transactions and make sure that all the transactions are updated in the server. Transaction updation can be done only after 5 minutes.

**Note:** If a transaction is pending, do not attempt same transaction until and unless the transaction is cleared for the same account number.



The screenshot shows a mobile application interface for 'Transaction Update'. At the top, there is a red header with a back arrow and the text 'Transaction Update'. Below the header, there is a date selection field with a calendar icon and the date '13-01-2023'. Underneath, there is a section titled 'Select Transaction Type:' with a dropdown menu currently showing 'Renewal Premium'. A 'Fetch' button is located below the dropdown. At the bottom, there is a table with the following columns: 'Date', 'To Date', 'Amount', 'Status', and 'Fetch Status'. The table contains one row with the following data: 'Date: -2028', 'To Date: 30-11-2028', 'Amount: 2019', 'Status: PENDING', and 'Fetch Status: Fetch Status'. The 'Fetch Status' cell in the table is circled in blue, and the 'Fetch' button above it is also circled in red.

Date	To Date	Amount	Status	Fetch Status
-2028	30-11-2028	2019	PENDING	Fetch Status

### 12. Unable to perform High value withdrawal / cancellation of High value withdrawal.

**Reason:** BPM can request High value withdrawal for any account only once at a time. If one request already exists another request for the same account is not possible.

**Action:** Ask account office to take action against the pending High value request. After clearing the pending request, BPM can perform another High value request against the same account number.

**Note:** Multiple High value requests can be done simultaneously for different accounts.

### 13. VP Article Delivered , but article not fetching while VPMO booking.

**Reason:** The VP article might have been mistakenly received as a normal registered article while manually opening the mail bag.

**Action:** Inform support team, CEPT. BPMs should exercise caution when receiving VP articles while manually opening the mail bag.

### 14. COD amount not increased in the wallet amount after showing delivery of COD.

**Reason:** COD might have been received as normal registered article while opening bag manually.

**Solution:** Contact CEPT support team for resolution. BPM should be cautious when receiving COD articles while opening Mail bag manually

### 15. IPPB Data entry and Data Entry

**IPPB Data Entry** - Before BODA generation IPPB data entry should be made.

**Data Entry** - Other transactions like Postage Due, application sales, Aadhaar enrolment charges, CSC transactions, D Cube etc., which are being done at BO as per local policy to be entered in the Data entry.

### 16. Day end is not happening.

**Reason 1:** Any CBS/PLI transactions are not updated or remains pending.

**Action:** Update the pending transactions using Transaction status option.

**Refer:** Sl.no 10 for screen shots.

**Reason 2:** Articles are pending for returns.

**Action:** Take returns of the pending articles

**Reason 3 :** IPPB data entry not performed.

**Action :** BPM to mandatorily perform IPPB data entry before trying Day end. If there are no IPPB transactions, then zero value to be entered in IPPB data entry.

**Reason 4 :** VPMO not booked for VP delivered Articles.

**Action :** BPM to book the VPMO on same day of VP Article delivered by selecting VPMO from the message code and the VP article number from the drop down menu in EMO booking screen.

### **17. Error while performing CBS transactions – “Transaction date and Value date and System date are not in sync”**

**Reason-1:** EOD might have done in FINACLE by Account office.

**Reason-2:** DC Closure for the previous day might have not completed.

**Action:** Confirm with Account office.

### **18. Error while performing PLI transactions - “User doesn’t exists in system”**

**Reason:** PLI-GDS mapping not done by Division.

**Action:** PLI-GDS mapping to be initiated in DARPAN user management Portal.

### **19. Procedure to withdraw through Aadhaar Authenticated Payment system**

Whenever BPM initiated for SB withdrawal, system will automatically select the default option as AAPS if POSB Account is linked with Aadhaar number. If the Aadhaar details are not available for the account the mode will not be available/enable in withdrawal screen.

For AAPS withdrawal, the fingerprint of the customer to be captured using the Biometric device. Once the same is validated using the Aadhaar service, the withdrawal is allowed.

### **20. SMS option for transactions:**

When booking the transactions such as Registered Letter, Speed Post, Parcel, EMO, and E-Biller, the user must enter the correct mobile number of the customer. Once the transaction is completed, the user can click on the 'Send SMS' button. Once the SMS is sent, the user will receive a successful message on device, and the customer will receive the booking confirmation through SMS.

## JB111111111IN Booking Confirmation



**INDIA POST**  
Ministry Of  
Communication

Article Number : JB111111111IN

Weight : 500 gms

Prepaid Amount : ₹ 0.0

Registration fee : ₹ 17.0

Amount paid : ₹ 36

Payment Mode : Cash

Sender : Yerri

Bhuvaneshwari nagar,  
BENGALURU, Karnataka, 560056

Mob# : 9 7 0 0 0 7 1 1 5

Addressee : Harish  
Mysore, Mysuru, Karnataka,  
570001

PRINT

OK

Send  
SMS

## Information

SMS Sent Successfully!

OKAY