



डाकघर निर्यात केंद्र



कार्यालय मुख्य पोस्टमास्टर जनरल,
मध्य-प्रदेश डाक परिमंडल, भोपाल - 462012





Dak Ghar Niryat Kendra

Introduction

- The Government of India provides comprehensive export facilities through post offices to small traders, artisans, craftsmen, MSMEs, etc. The Dak Niryat Kendra helps you to export your merchandise by enabling online documentation of shipments and hand holding.

Overview

- Over 1,000 Dak Niryat Kendra operational across India.
- 57 active Dak Niryat Kendra in 55 districts of MP Circle.
- Products can be exported to over 200 countries via air parcel, speed post, ITPS, etc., at very affordable rates.

Key Features of Dak Ghar Niryat Kendra:

- No need to bring product samples to the Foreign Post Office(FPO).
- No need for manual filing of the Postal Bill of Export.
- Electronic filing of PBE (Postal Bill of Export) through the post office export centre portal; necessary documents like invoices, certificates, licenses, etc., can be uploaded on the portal.
- No need for the presence of a customs house agent/customs officer.
- The PBE can be downloaded from the portal after customs inspection.
- Notifications for any inquiries or requested documents from customs are received on the portal; additional documents can be uploaded on the portal itself to proceed with the process.
- Packaging facility available at all Dak Ghar Niryat Kendra.
- Pick-up facility.
- Minimal documentation.
- Tracking and tracing facility.
- Self-booking facility through the portal.

Process Flow

- Through Dak Niryat Kendras, electronic filing of PBEs has been introduced.
- The customer (exporter) has to do one-time registration on the DNK portal and create a Login ID.
- All the necessary details like IEC (Import Export Code), PAN, GSTIN, AD (Authorized Dealer code issued by the bank) code, etc. have to be filled up once in the profile.
- Thereafter, details of articles can be filled up in electronic PBE format on the portal.
- Upon submission of the duly and correctly filled-up form, a PBE no. would be allotted by the customs.
- The customer would then present articles along with a label (CN 22/CN 23 customs declaration) affixed on them for booking at DNK.
- Such articles booked at DNK will be dispatched to FPO by closing bag distinctly labelled PBE articles.
- In Foreign Post Office(FPO), the articles will undergo physical examination.
- In the event of an issue/requirement of additional documents, a query will be raised by customs through the DNK portal.
- Once the query is resolved, the Customs will grant Let Export Order (LEO), and then the PBE would be available for download in the customer's login ID.

Services for Export through Dak Ghar Niryat Kendra

International Speed Post Parcel (EMS):

- Allows the dispatch of parcels up to 35 kg* to 106 countries at affordable rates.
- *The weight limit varies for different countries.

Features :

- Track and trace facility.
- A Parcel up to 35 Kg. can be sent to 106 countries.

Rates :

- Rates for International Speed Post Parcel depends on destination country and weight of Parcel. To know the tariff, download the app "Postinfo".

Compensation Policy for International EMS:

- For loss or total damage or total theft of Express Mail Service (EMS) items: The value of the contents or 130 SDR, whichever is less, plus the paid postal fee.
- For partial loss or partial damage or partial theft of EMS items: Compensation limited to the value of the lost or damaged contents. The paid postal fee will not be refunded.
- For loss or damage of EMS documents: The paid postal fee.
- For delays in the delivery of EMS items: 5% of the postal fee for delays exceeding 5 days (excluding holidays) from the published standards.

International Air Parcel

Features :

- Maximum weight 20 kg.
- The length of the parcel should not exceed 1.05 meters, and the combined length and girth should not exceed 2 meters.
- Maximum and minimum weight and size are determined by the destination country.

Rates :

- Rates for International Speed Post Parcel depends on destination country and weight of Parcel. To know the tariff, download the app "Postinfo".

Compensation for loss/theft/damage:

- For loss/theft/total damage: 40 Special Drawing Rights (SDR)* per parcel plus 4.50 SDR* per kilogram or the value of the contents, whichever is less, up to a maximum of 130 SDR*, plus the paid postal fee.
- For partial loss or partial damage or partial theft: Compensation limited to the value of the lost or damaged contents. The paid postal fee will not be refunded.

International Tracked Packet Service (ITPS)

Parcels up to 2 kg can be dispatched to 39 countries at very affordable rates.

Features:

- Maximum 2 kg.
- Fast dispatch and affordable.
- Tracking and tracing facility.
- Better option for e-commerce.
- Pick-up facility.
- Attractive volume discounts.

Rates :

- Rates for International Tracked Packet Service depends on destination country and weight of Parcel. To know the tariff, download the app "Postinfo".
- **Compensation:**
- Compensation of Rs. 1000/- or the actual value of the damaged or lost contents, whichever is less.

Discount:

Revenue in a calendar month	Discount
Up to Rs. 1,00,000/-	Nil
More than Rs. 1,00,000/- and up to Rs. 2,00,000/-	5%
More than Rs. 2,00,000/-	10%

By utilizing these services, small businesses, artisans, and MSMEs can efficiently and cost-effectively export their products to various international markets. The Dak Ghar Niryat Kendra provide a seamless and streamlined process, ensuring that exports are handled professionally and promptly.

Process of DNK Customer Portal

Registration:

- ❖ Access the Portal: Open a recommended browser (Google, Chrome, Mozilla Firefox, or Microsoft Edge) and type in the URL: <https://dnk.cept.gov.in/customers.web/>
- ❖ Register Account:
 - Click on “Don’t have an account? Register Now”
 - Fill in user ID, email ID, mobile number, and password.
 - Complete registration by entering the OTP received on the provided mobile number.
 - After validation, a confirmation email will be sent, and the registration is complete.

Login:

- ❖ Access the Portal: Open the DNK Customer Portal in a recommended browser.
- ❖ Login Process:
 - Enter the username and password or mobile number.
 - Request an OTP, enter it, and click on LOG IN.

Profile Management:

- ❖ Manage Profile:
 - Access the 'Manage Profile' option from the user menu.
 - Fill in business details such as Import Export Code(IEC), AD Code, GSTIN, and Letter of Undertaking(LUT).
 - Update and validate the IEC code, which updates the profile address automatically.

Article Booking:

- ❖ Individual Booking via Data Entry:
 - Use the 'Article Booking' option from the operations menu.
 - Enter article details manually.

Bulk Upload:

- Utilize the bulk upload feature to enter multiple articles using an Excel template.

Process of DNK Customer Portal

Bulk Upload:

- Utilize the bulk upload feature to enter multiple articles using an Excel template.

Documents Upload:

- Upload KYC documents such as IEC, GSTIN, etc.
- Update LUT document at the beginning of each financial year.

Forms Download:

- Access various forms such as CN 23, Harmonized Label, PBE forms, invoices, and address labels from the portal.

History:

- View the history of booked articles and transactions on the portal.

This summary provides an overview of the registration, login, profile management, article booking, bulk upload, document upload, forms download etc. on the DNK Customer Portal. For more information please visit - www.indiapost.gov.in

Contact Us

(HQ Region)

Sr. Supdt. Of Post Offices

Bhopal Division, Bhopal - 462003 : 0755 - 2673234

Supdt. Of Post Offices

Guna Division, Guna - 473001 : 07542 - 253047

Sr. Supdt. Of Post Offices

Gwalior Division Gwalior - 474006 : 0751 - 2467964

Supdt. Of Post Offices

Chambal Division, Morena - 476001 : 07532 - 226551

Sr. Supdt. Of Post Offices

Narmadapuram Division, Narmadapuram - 461001 : 07574-252916

Supdt. Of Post Offices

Vidisha Division, Vidisha - 464001 : 07592-232969



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@MP_Circle



@mp_circle



@mppostbpl

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Download “**Postinfo**” Mobile App from Google Play Store

Contact Us

(Indore Region)

Sr. Supdt. Of Post Offices

Indore City Division, Indore – 452007 : 0731-2531173

Supdt. Of Post Offices

Indore Mfl. Division, Indore – 452001 : 0731-2702840

Sr. Supdt. Of Post Offices

Khandwa Division, Khandwa – 450001 : 0733-2227111

Supdt. Of Post Offices

Ratlam Division, Ratlam – 457001 : 0741-2234810

Supdt. Of Post Offices

Mandsaur Division, Mandsaur– 458001: 0742-2222787

Supdt. Of Post Offices

Sehore Division, Sehore – 466001 : 0756-2224302

Sr. Supdt. Of Post Offices

Malwa Division, Ujjain – 456010 : 0734-2530756



@IndoreRegion



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Indore Postal Region

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Contact Us

(Jabalpur Region)

Supdt. Of Post Offices

Balaghat Division, Balaghat - 481001 : 07632 - 240797

Supdt. Of Post Offices

Chhatarpur Division, Chhatarpur - 4710001 : 07682 - 241120

Supdt. Of Post Offices

Chhindwara Division, Chhindwara - 480001 : 07162 - 230867

Sr. Supdt. Of Post Offices

Jabalpur Division, Jabalpur - 482001 : 0761 - 2678363

Supdt. Of Post Offices

Mandla Division, Mandla - 481661 : 07642 - 250401

Supdt. Of Post Offices

Rewa Division, Rewa - 486001 : 07662 - 242103

Sr. Supdt. Of Post Offices

Sagar Division, Sagar - 470001 : 07582-222670

Supdt. Of Post Offices

Satna Division, Satna - 485001 : 07672 - 223905

Supdt. Of Post Offices

Shahdol Division, Shahdol - 484001 : 07652 - 245259



@pmgjabalpur



Jabalpur Postal Region



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