



इंडिया पोस्ट
पेमेन्ट्स बैंक

India Post
Payments Bank

[भारत सरकार का उपक्रम | A Govt. of India undertaking]

Ref: IPPB/BOU/Circular/01/2024-25

Dated: 17.04.2024

**Circular: Introduction of internal communication Application SANDESH by IPPB
(for end users and employees)**

Document Name	<u>Circular: Introduction of internal communication Application SANDESH by IPPB (for end users and employees)</u>
Processing Unit	At Corporate Office/ Circle Office/ Regional Office
Document Owner	Distribution Department
Initial Date of Issue	17.04.2024
Current Review Date & Version	17.04.2024, Version 1.0
Initial Document No.	IPPB/BOU/Circular/01/2024-25
Present Document No & Date	IPPB/BOU/Circular/01/2024-25 dated 17.04.2024
Security Classification	Internal and Confidential
Process Criticality	Low- to be reviewed once in 2 years or as and when any changes are incorporated

Approval Matrix

Sr No.	Version	Description	Name	Designation	Role	Date	Signature
1	V 1.0	Initial Version	Tarun Prakash	Sr. Manager – Distribution	Author	07.03.2024	Sd/-
			Sandeep Adepu	Sr. Manager – Digital Solutions	Reviewer	19.03.2024	Sd/-
			Deepankar Baruah	Chief Manager – Digital Solutions	Reviewer	19.03.2024	Sd/-
			Vishwanath Divya	AGM-Marketing	Approver	15.04.2024	Sd/-
			Vikas Dhall	AGM-Sales	Approver	17.04.2024	Sd/-
			Vijayan Kesavan	DGM-Distribution	Approver	17.04.2024	Sd/-
			Siva Kumar Natarajan	DGM-Digital Solutions	Approver	17.04.2024	Sd/-
			Gursharan Rai Bansal	CSMO	Approver	17.04.2024	Sd/-

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1.0 Introduction

IPPB is introducing an exciting new internal communication application – “**Sandesh by IPPB**” which is designed exclusively for India Post Payments Bank [“IPPB”] Employees/ End users/ Individual BC, to streamline the way IPPB connects, collaborates, communicates and stay informed.

At IPPB, we understand the importance of effective communication in fostering productivity, boosting employee/partner/End Users engagement, and ultimately driving business success. Considering requirements of IPPB, IPPB developed user-friendly SANDESH app that caters specifically to the needs and dynamics of our organization.

Sandesh will be the first communication application which will help IPPB to connect directly with the End-users/IBCs/Executives and with an added advantage of taking preliminary feedback and inputs. This SOP is for detailing the benefits to a user and navigating/using the application to read/browse the content.

2.0 Important terms and definition

- DOP: Department of Post
- EU: End User
- IBC Individual Banking Correspondent
- MDM: Mobile Device Management

3.0 Purpose, significance and importance

Key features and benefits our **Sandesh** by IPPB application brings to the table:

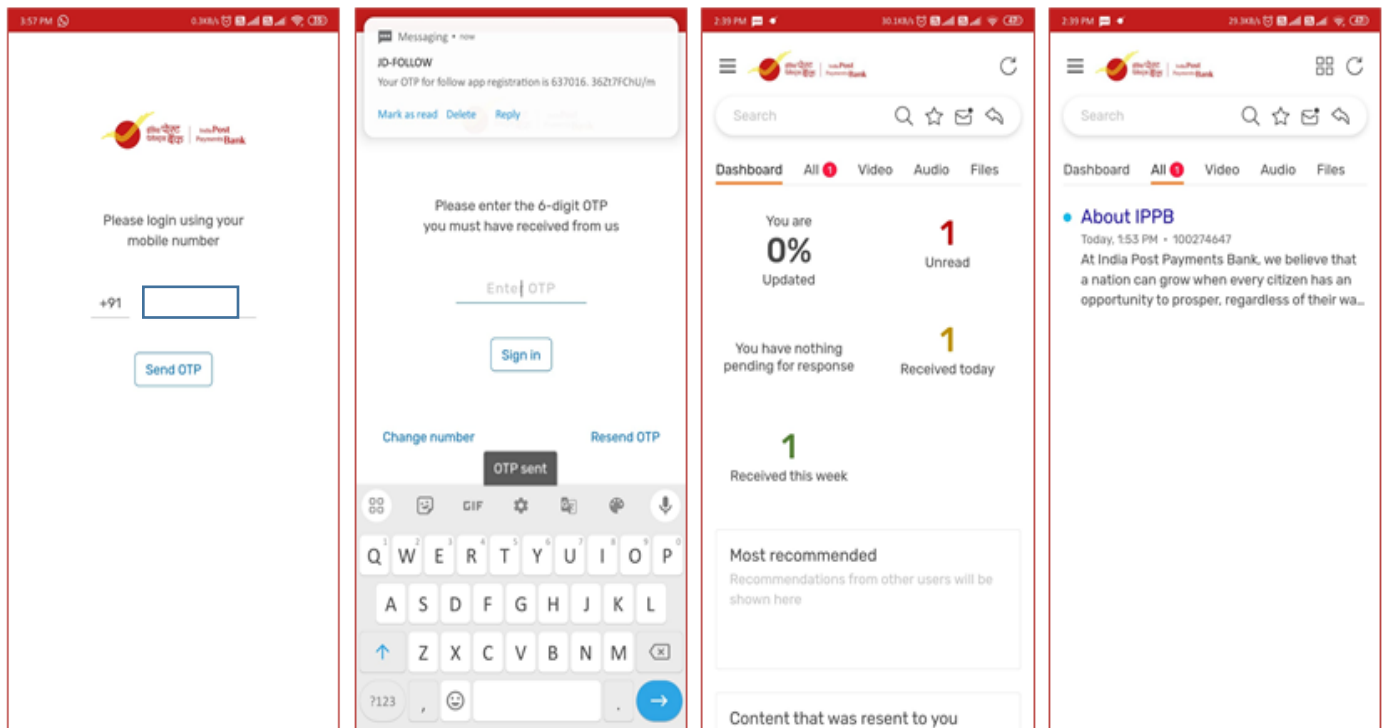
- **Seamless Collaboration:** The app provides a centralized platform for employees/ End users/ IBC to access all rich media communication (Texts, Images, Audio, Video, file attachments, PDF, etc.,) from IPPB regardless of the physical location.
- **Instant Messaging:** With Sandesh app, employees/partners/end users can connect instantly and efficiently, enhancing responsiveness and reducing communication barriers.
- **News and Announcements:** Stay up-to-date with the latest company news, updates and announcements through the app's dedicated news feed. Never miss out on important information again!
- **Notifications:** Receive important updates and notifications, so you never miss a beat.
- **Responses and Feedbacks:** Gather valuable insights and feedback from you through interactive response buttons and feedbacks. Engage you and make data-driven decisions with ease.
- **Mobile Accessibility:** Access the app on your mobile device, ensuring you stay connected even when you're on the go.

Sandesh By IPPB App will not only enhance internal communication but also foster a stronger sense of unity and collaboration among our employees/Partners/ end users. We truly believe that better communication leads to a more productive and engaged workforce.

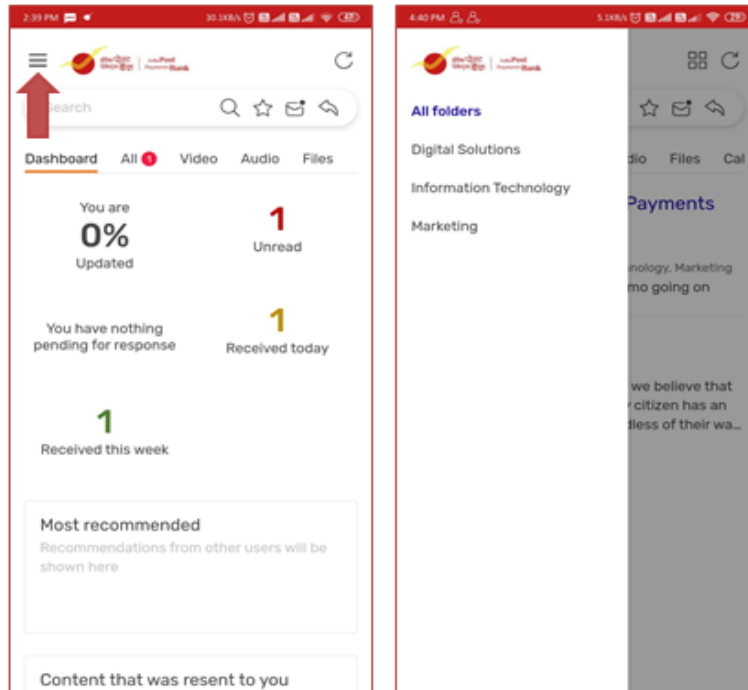
Sandesh by IPPB app will be pushed to end user devices through MDM Application and to IPPB employees/IBCs via APK through drive link/ mail.

4.0 Process: Application User (End user/ Employees) facing: App Side

1. IPPB will share communication application “Sandesh by IPPB”. Application will be pushed via MDM centrally i.e. process of pushing the application shall be same as followed for other applications. For IPPB employees Apk will be shared through google drive link / Mail.
2. Contact details of end users and employees will be centrally uploaded at ADMIN Portal.
3. OTP for login will be sent to the uploaded records only. Login at the Sandesh Application will be one-time activity.
4. End user/ Employees to login using their mobile number (centrally uploaded) and OTP sent to their registered mobile number as a SMS.
5. Once after Log-in, they will be able to see the Dash board.
6. Clicking on the “All” Tab will show the Complete list of messages in their inbox.



7. Clicking on the “Three lines” icon on the Top left will give employee the access to the Auto-Segregate folders.



8. The user can read the messages in future too based on the sub folders. The user will be able to give feedback, response to the individual content as requested by the sender/admin.
9. Messages which are sent may have response buttons at the end of content. Users are request to respond to them as they will provide insights to the remitter team. The color of the feedback tab will change once the response is submitted by the user



The user can respond to the content basis the response buttons as below

5.0 Reports and Analytics

Not Applicable for End users

6.0 Delegation and Authorization

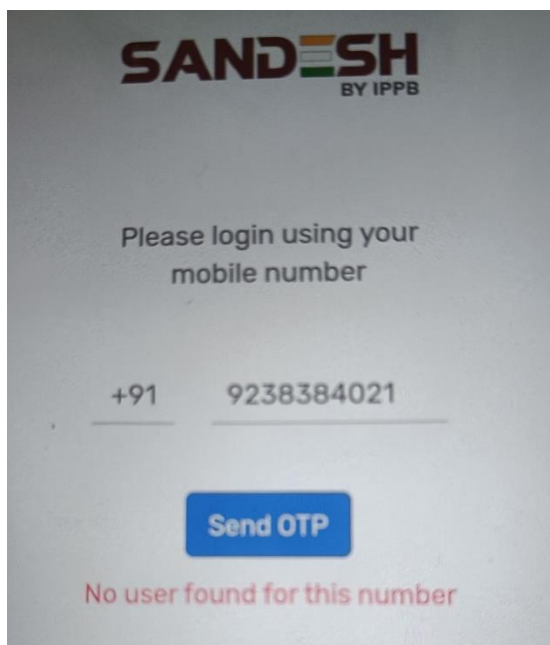
Not Applicable

7.0 Escalation Matrix

Level	Organisation	Module	SPOC	Contact	Mail id
Level-1	Follow Us	Product	Mansi	9910059211	mansi@follow.us
Level-2	Follow Us	Technology	Tony	9916136039	tony.thomas@follow.us
Level-3	IPPB	Digital Solutions	Sandeep Adepu	9640700614	fincluvation@ippbonline.in

8.0 Exception Management (Error Scenarios)

1. Error screen shot for login with invalid mobile number



9.0 Annexure and Format

Any change in details of end user /IBC /Employee, the following format can be shared by circle office / regional office to fincluvation@ippbonline.in mail ID for updating the details.



Sandesh format.xlsx

10.0 Frequently Asked Questions

1. What are the login credentials to login to Sandesh app?

Answer: While centrally pushing the data, Bank will use AMS database /IBC Master database /HRMS Database. Users need to login with the contact number as available in AMS/ in Bank Records.

2. What if user registered with different mobile number?

Answer: App will be available to users with registered numbers only, If user registered with incorrect number, user needs to inform the respective IPPB branch staff to re-Install the application. The branch staff will request MDM team to push the application.

3. Why external application /links will not be opening?

Answer: Application will allow URLs whitelisted by bank / as per bank internal policies only. App will be redirected to home screen/close application if user opening any external link mentioned in the message, app might close if any external link is opened.

4. What message formats will be available in Sandesh app?

Answer: All message formats such text / HTML / Audio /Video Supported files can be shared via application.