

Frequently Asked Questions

1. What is eIPO?

eIPO or Electronic Indian Postal Order is a facility to purchase an Indian Postal Order electronically by paying the fee on-line.

2. How eIPO can be purchased?

eIPO can be purchased by registering once on the portal <https://www.epostoffice.gov.in> under eIPO Service.

3. What is the cost of eIPO?

The minimum cost of eIPO is Rs.10/-

4. Is eIPO expensive?

eIPO tariff has been kept same as that of ordinary IPO (Indian Postal Order) though electronic transmission has been introduced.

5. Whether eIPO can be purchased from any corner of the world?

Yes, eIPO can be purchased from anywhere in the world.

6. Where eIPO can be used?

eIPO can be used only for RTI applications in Central Public Authorities in India and Indian Missions/Posts.

7. Whether eIPO can be sent through email/post?

eIPO can be sent through email/post with the required RTI application.

8. Is the payment made online?

Yes, the payment is to be made online.

9. What can be presented as a proof of identity by the Indian Citizen Living abroad?

The Indian Citizen living abroad have to submit their passport number and expiry date while registering on the site.

10. What makes eIPO special?

- **It is fast** service –It can be send through email to the Govt. of India -Ministry for obtaining requisite information.
- **It is safe** – It cannot be used for multiple transactions.
- **It is reliable** – It can be send through email to the Govt. of India ,Ministry with RTI application and can get the response easily.

11. Is it required for the user to register everytime in order to purchase eIPO?

No, user has to register only once on the portal in order to purchase eIPO.

12. How can user register in eIPO?

User can register in eIPO through the portal <https://www.epostoffice.gov.in> .

13. What are the initial requirements for creating new user in eIPO?

Creation of account in eIPO-

For Indian citizen living in Abroad - the user needs to have a valid email id

For Indian Citizen living in India – the user needs to have a valid email id and mobile No.

14. Where user gets eCode and mCode?

The Indian Citizen living in abroad will get the ecode and mcode on email id mentioned during the registration and the Indian Citizen living in India will get ecode on email id and mcode on mobile number.

15. **Is there any time limit for user verification?**

No, there is no time limit for user verification. User can perform verification by going to the link 'New User Verification'.

16. **While doing registration, if captcha image is not clear or not shown?**

If captcha image is not clear or not shown, it is advisable to use Mozilla Firefox or Google Chrome browser.

17. **Is email id mandatory?**

Yes it is mandatory for all.

18. **Is mobile number mandatory?**

Yes it is mandatory for Indian Citizens living in India and it is optional for Indian citizens living abroad.

19. **What is the format of mobile number?**

Simple 10 digit Indian mobile number in the format 98XXXXXXXX.

20. **If the user does not get codes, what should be done?**

User should wait for sometime, may be due poor connectivity he is unable to receive codes. Either user can go to part 2 of registration and resend the codes.

21. **Can successful registration be done if security code image is not visible?**

No, successful registration cannot be done without entering security code.

22. **If user is unable to perform successful transaction?**

The user should check that whether he is able to reach the bank site. If so, then should check the internet connection because failed transaction occur due to poor connectivity.

23. **Can the user cancel purchased eIPO?**

eIPO once purchased cannot be cancelled.

24. **Can single eIPO be used multiple times?**

One eIPO cannot be used for multiple transactions.

25. **While login, if captcha image is not clear?**

If captcha image is not clear, it is advisable to use Mozilla Firefox or Google Chrome browser.

26. **If user forgets his password, what is the procedure to get new password?**

User has to select Forgot Password link on home page and provide his username, registered email id and captcha code. The link is mailed on the email id. On clicking the link a form opens where user can reset the password.

eIPO HELP DESK

email id : epohelp@indiapost.gov.in