

Tr-11/3/2024-Training-DOP
Government of India
Ministry of Communications
Department of Posts
(Training Division)

Dak Bhawan, Sansad Marg
New Delhi – 110001
Date: 30.09.2025

Office Memorandum

Subject: Features and Functionalities available on Dakkarmayogi (DKY) Portal.

This is regarding the features and functionalities available on Dakkarmayogi (DKY) Portal and their utilization by all employees and Divisions/Regions/Circles/Dte/TIs

2. As all are aware, the Dak Karmayogi (DKY) Portal has emerged as a central platform for hosting training courses and managing onsite training programs within the Department. In line with evolving technology and the shift towards paperless processes, several new functionalities have been introduced, transforming the portal into a comprehensive digital Training Administration and Management (TAM) system. These functionalities are listed in the enclosed annexure, and the SOP for using them can be accessed on the DKY Portal > Useful Links (located at the bottom of the homepage) > Portal Guide.

3. A brief overview of the functionalities is outlined below

Features of DKY Portal	Column -A
Features & Roles for Trainee/User	Column –B
Features & Roles for Trainer & Training Institutes	Column –C to E
Features & Roles for Division Office	Column –F
Features & Roles for Region/Circle Office	Column –G to H

The functionality of the **External Training Nomination** is also available for the Postal/Parcel & CCS/PLI Dte, and the Division credentials have already been shared with the concerned Division.

4. Optimum use of these features will enable employees to manage their own **learning journey, track training progress, and access resources** in a transparent and efficient manner. At the same time, it will help Divisions/Regions/Circles and Training Institutes to **streamline nominations, monitor training delivery and generate real-time reports**. The Directorate will

centrally monitor the extent of utilization of these features (such as logins, course enrollments, completion rates, and nominations) to ensure uniform adoption and to identify areas for further improvement.

5. All are requested to make full use of the features and functionalities available on the Dakkarmayogi (DKY) Portal and to encourage all employees to do the same.

This has the approval of the Competent Authority.

Enclosures: Annexure


(Disha Pannu)
Director (Training)

To

1. All Head of Circles / HOC CEPT/ CGM (Parcel & CCS) /CGM (PLI)/Sr. DDG (Vigilance)/Sr. DDG (PAF)
2. All DDsG – Postal Directorate
3. Director, RAKNPA
4. Director, All PTCs
5. In-Charge, all RTC & WTCs- through Circle
6. CEPT with a request to upload on the India Post website.

SL	Features of Dak karmayogi portal	Trainees/Users Role with Descriptions	Faculty Roles with Descriptions	RAKNPA/PTC/RTC Role with Descriptions	WTC/DTC Trainer's Roles with Descriptions	Division's Role with Descriptions	Region's Role with Descriptions	Circle's Role with Descriptions
	A	B	C	D	E	F	G	H
1	Digital Library	A Digital Library allows users, officers, and officials to access departmental and Central Government orders and SOPs.						
2	Helpdesk	Users can raise a helpdesk incident for any technical issues related to the Dak Karmayogi (DKY) portal.	Faculty can raise a helpdesk incident for any technical issues related to the Dak Karmayogi (DKY) portal.	Not accessible for these users				
3	Service Desk Web-App	Trainees staying in the Training Institutes (PTC/RTC/RAKNPA) campus can raise issues related to campus facilities, such as the mess, food, lab, hostel, or gym, using the Service Desk web application.	The feature is not applicable to this user role	Concerned Training Institutes (PTC/RTC/RAKNPA) staff will address the issues raised by trainees.	The feature is not applicable to the these users role			
4	Library Management System	Trainees residing in Training Institutes (PTC/RTC/RAKNPA) campus can use this feature to access library books. They can view the books they have borrowed along with their due dates and can also suggest books that are not currently available.	Faculty in Training Institutes (PTC/RTC/RAKNPA) can use this feature to access library books as users.	TI can issue books to users (Trainees/faculty), manage book inventory, and track the books provided to users. They can also view their suggestion in order to purchase book in future.	The feature is not applicable to this user role	If a unit has a library, the Division may utilize this function to maintain it.	If a unit has a library, the Region may utilize this function to maintain it.	If a unit has a library, the Circle may utilize this function to maintain it.
5	External Training	Participants may nominate themselves for external training programs (within India or abroad) sponsored by the Directorate, such as those scheduled at APPC, Banglok, IIT/IIM/NeGD/ISTM/IIPA etc	The feature is not applicable to this user role	Training Institutes (PTC/RTC/RAKNPA) shall either recommend or not recommend an application submitted by their staff for external training by providing a justification, which should include remarks and expectations from the training.	The feature is not applicable to this user role	Division shall either recommend or not recommend an application submitted by any staff in the Division's jurisdiction for external training by providing a justification, which should include remarks and expectations from the training.	Region shall either recommend or not recommend an application submitted by any staff in the Region's jurisdiction for external training, providing a justification with remarks and expectations. Additionally, the Region shall forward applications received from Divisions to the Circle office, along with its recommendation and remarks, or reject the application outright.	A Circle shall either recommend or not recommend an application submitted by any staff in the Circle's jurisdiction for external training, providing a justification with remarks and expectations. Additionally, the Circle shall forward applications received from the Region to the directorate, along with its recommendation and remarks, or reject the application outright.

6	User Management	Trainees/users can update their personal and official details through the "update profile" option.	Faculty can access and view user details, including their training history.	Training Institute has the authority to manage user accounts for their employees. They can create new users for newly recruited staff, delete accounts when necessary, and perform various administrative tasks. This includes mapping multiple IDs to a single employee, resetting or unlocking accounts, updating contact information like mobile numbers and email IDs, and changing retirement dates. Furthermore, Divisions can access and review user details, including their training history.	Trainer can access and view user details, including their training history.	Division has the authority to manage user accounts for their employees. They can create new users for newly recruited staff, delete accounts when necessary, and perform various administrative tasks. This includes mapping multiple IDs to a single employee, resetting or unlocking accounts, updating contact information like mobile numbers and email IDs, and changing retirement dates. Furthermore, Divisions can access and review user details, including their training history.	Region has the authority to manage user accounts for their employee. They can create new users for newly recruited staff, delete accounts when necessary, and perform various administrative tasks. This includes mapping multiple IDs to a single employee, resetting or unlocking accounts, updating contact information like mobile numbers and email IDs, and changing retirement dates. Furthermore, Region can access and review user details, including their training history.	Circle has the authority to manage user accounts for their employees. They can create new users for newly recruited staff, delete accounts when necessary, and perform various administrative tasks. This includes mapping multiple IDs to a single employee, resetting or unlocking accounts, updating contact information like mobile numbers and email IDs, and changing retirement dates. Furthermore, Circle can access and review user details, including their training history.
7	Attendance	Trainees shall provide their QR code for faculty to take digital attendance during the on-site training at Training Institutes (PTC/RTC/RAKNPA). Not applicable for online training.	Faculty must take attendance every day by scanning the QR code on trainees' printed or digital ID cards. Attendance for the previous day is not permitted.	Training Institutes (PTC/RTC/RAKNPA) can access the attendance register report.	Trainers must take attendance every day by scanning the QR code on trainees' printed or digital ID cards. Attendance for the previous day is not permitted.	Division can access the attendance register report of DTCs.	Region can access the attendance register report of DTCs/WTCs.	Circle can access the attendance register report of DTCs/WTCs.
8	Leave	This option can be utilized by trainees to apply for leave during their onsite training at Training Institutes (PTC/RTC/RAKNPA).	Through this option, faculty shall forward or reject leave applications from their class to the concerned authority within RAKNPA/PTC/RTC.	The competent authority at RAKNPA/PTC/RTC may either approve or reject the leave applications that have been recommended by the faculty of that PTC/RTC.	The feature is not applicable to this user role			
9	Gatepass	Trainees can use this option to apply for a gate pass during their onsite training at Training Institutes (PTC/RTC/RAKNPA), limited for only during non-training hours.	Through this option, faculty shall either forward or reject gate pass applications from their class to the concerned authority within RAKNPA/PTC/RTC.	The competent authority at a RAKNPA/PTC/RTC can approve or reject gate pass applications that have been recommended by the faculty of that RAKNPA/PTC/RTC.	The feature is not applicable to this user role			
10	Hostel Management	Trainees can use this option to avail hostel facilities and be accommodated in a room during their on-site training at Training Institutes (PTC/RTC/RAKNPA)	Faculty can access a report detailing the accommodation of each trainee, specifying the room and hostel they have been assigned.	RAKNPA/PTC/RTCs will assign or bifurcate rooms for trainees attending onsite training. They can also access a report detailing the room assignments.	The feature is not applicable to this user role			

11	Dak-Tube	Users can access videos by entering a keyword, and the results will appear instantly without needing to enroll in a course.	The feature can be used by all as a user.					
12	Dashboard	Trainees can access a dashboard titled "My Achievement," which displays a record of their completed courses. This includes the number of courses they have finished, along with their certificates. Additionally, they can revisit the course content at any time without having to re-enroll. If the content for a course is revised, the updated material will automatically be reflected in this section.	Faculty members have access to a dashboard titled "My Performance," which displays their teaching metrics. This includes the number of courses they have conducted and are currently conducting, along with details about the trainees in each course.	Each administrative entity has access to a customized dashboard that displays key metrics such as the total number of training sessions, faculty, training materials (including videos and PDFs), courses, and certificates issued.	Faculty members have access to a dashboard titled "My Performance," which displays their teaching metrics. This includes the number of courses they have conducted and are currently conducting, along with details about the trainees in each course.	Each administrative entity has access to a customized dashboard that displays key metrics such as the total number of trainees, faculty, training materials (including videos and PDFs)	Each administrative entity has access to a customized dashboard that displays key metrics such as the total number of trainees, faculty, training materials (including videos and PDFs)	Each administrative entity has access to a customized dashboard that displays key metrics such as the total number of trainees, total WTC/DTC trainers, training materials (including videos and PDFs)
13	Training Back-log	The feature is not applicable to this user role		RAKNPA/PTC/RTCs can access the monthly training backlog for both induction and in-service training from their base Circles and schedule training accordingly to address the pendency.	The feature is not applicable to this user role	Division must submit a monthly training backlog for both induction and in-service training by 5th day of the Month. Each month, they need to report the number of staff who have completed training and newly recruited to be added in the portal, which will then be used to update the backlog figures automatically by system.	Region shall monitor a monthly training backlog for both induction and in-service training, as submitted by their respective Divisions.	Circle shall monitor a monthly training backlog for both induction and in-service training, as submitted by their respective Divisions and Regions.
14	Seat Allocation	Participants will attend onsite training at a PTC/RTC based on the number of seats allotted by their Division. A participant's enrollment in the course is only possible after their nomination, submitted by the Division, has been accepted by the PTC/RTC.	Faculty shall ask trainees to enroll in an onsite training program after the trainee's nomination has been accepted by PTC/RTC.	RAKNPA/PTC/RTCs will allocate seats to their base Circles for induction, in-service, or specialized training programs. The number of allocated seats can be modified if needed. Furthermore, after a participant is nominated by the hierarchy, the PTC/RTC will accept the nomination only after cross-verifying the participant's details.	The feature is not applicable for DTC/WTC.	Based on the number of seats allocated by the concerned Region, Division will send nominations for its staff to the respective PTC/RTC. The Division must ensure the training backlog for both induction and in-service programs is addressed.	Based on the number of seats allocated by the concerned Circle, Region will allot seats to its Divisions for induction and in-service onsite training at PTC/RTC.	Circles will allocate seats to their WTCs/DTCs for specialized training programs, and this number can be modified if necessary. Additionally, a Circle will allot seats to its Regions for induction and in-service onsite training, based on the schedule provided by the PTC/RTCs/RAKNPA.

15	Training Calendar	Users can view the training schedule from the homepage and see their specific upcoming trainings using the "Upcoming Training" option.	Faculty can view the training schedule from the homepage.	RAKNPA/PTC/RTCs shall prepare and upload a training calendar on a quarterly, half-yearly, or yearly basis to schedule onsite training sessions based on their allotted targets. They can update the status of each training as Scheduled, Completed, Postponed, or Cancelled.	The feature is not applicable for DTC/WTC.	Divisions can view each PTC/RTC's training schedule on the dky homepage and plan for their staff to attend training programs based on their unit's specific needs.	Region can view each PTC/RTC's training schedule on the homepage and plan for their staff to attend training programs based on their units' specific needs.	Circles can view each RAKNPA/PTC/RTC's training schedule on the homepage and plan for their staff to attend training programs based on their units' specific needs.
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