

स/No. 17-03/2024-GDS
भारत सरकार/Government of India
संचार मंत्रालय/Ministry of Communications
डाक विभाग/Department of Posts
(जीडीएस अनुभाग/GDS Section)

डाक भवन, संसद मार्ग,
Dak Bhawan, Sansad Marg,
नई दिल्ली/New Delhi - 110 001
दिनांक/Date : 07-09-2026

To,

All Heads of Circles

Subject: Verification of Caste/Category Certificates through QR Code/Online Portals for GDS Online Engagement – reg.

Madam/Sir,

References have been received from several Postal Circles regarding difficulties faced in obtaining physical verification reports of caste/category (OBC/SC/ST/EWS) certificates from state authorities—particularly from the State Government of Haryana—resulting in procedural delays in issuing regular engagement orders within the prescribed timeline.

2. The matter has been examined. It has been decided that Caste certificates may be verified using official state online mechanisms, QR codes, or DigiLocker when available, provided the legitimacy of the issuing portal's domain is thoroughly authenticated. Engaging authorities must cross-reference portal data with the physical document and retain a verifiable digital record of the check. The detailed guidelines on the issue is attached as Annexure to this letter.

3. As different State Governments/UTs Administrations may have different mechanisms for online verification of caste/category certificates, Circles are requested to obtain and furnish to this Directorate the official communication/instructions issued by the concerned State/UT Government regarding such online verification facilities. The information so received may be examined and, where found appropriate, incorporated in the GDS Online Engagement SOP and shared with all Circles.

4. Further, Circles are requested to take up the matter with the concerned State/UT authorities, wherever such facility is not presently available, for providing an authenticated online mechanism for verification of caste/category certificates, as it will facilitate faster verification and reduce delays in issue of regular engagement orders.

5. Necessary amendments reflecting these provisions will be incorporated in the SOP for subsequent GDS Online Engagement schedules.

This issues with the approval of the Competent Authority.

भवदीय/Yours faithfully
Digitally signed by
Gurvinder Singh
Date: 07-09-2026
13:21:27

गुरविंदर सिंह/Gurvinder Singh
सहायक महानिदेशक/Assistant Director General (GDS)
ईमेल/Email : adggds426@gmail.com

Copy to (For information) :

1. GM, CEPT, Mysuru
- 2-3. AD, CEPT Mysuru and Hyderabad Units
4. CEPT Portal Upload Team - for uplodng the document on India post website.

Annexure to letter no. 17-03/2024-GDS

dated 07-09-2026

Guidelines on Verification of Caste/Category Certificates through QR Code/Online Portals/Digi Locker under GDS Online Engagement

1. The existing instructions provide for verification of caste/category certificates from the issuing authority may be followed. However, where the concerned State/UT Government has officially introduced an online mechanism for verification of such certificates, the same may also be utilised for the purpose of document verification. In particular, in respect of certificates issued by the Haryana Government, the online verification facility through the QR code/verification URL provided on the certificate may be utilised, as the State Government has specifically informed that physical verification is no longer required.
2. However, mere availability of a QR code/barcode or a web link on a certificate should not, by itself, be treated as sufficient evidence of genuineness. Before accepting online verification, the engaging authority should ensure that the QR code/verification link redirects to the **official website/portal of the concerned State/UT Government or the competent issuing authority. The domain name of the website should be checked before proceeding with the verification.** Verification through an unauthorised, private or otherwise unverified website should not be accepted.
3. The details displayed on the official verification portal, such as certificate number, name of the candidate, category, date of issue and other relevant particulars, should be matched with the certificate submitted by the candidate. The certificate may be treated as verified only where the particulars available on the official portal correspond with the certificate produced by the candidate.
4. **Wherever the caste/category certificate is available in DigiLocker and the facility for verification of the document through DigiLocker is available, the same may also be utilised for verification.** Circles may, in such cases, prefer verification through DigiLocker, wherever practicable, as an additional reliable electronic source of verification.
5. In cases where the State/UT Government has not prescribed physical verification and has officially provided an online facility for verification of caste/category certificates, Circles may accept such online verification, subject to the conditions mentioned above. Circles may obtain and keep on record the verification result or a downloaded verification report, wherever such facility is available.
6. Where the online verification portal does not provide for downloading of a verification report, **the engaging authority or IP/ASP (HQ), as the case may be, should record the date of verification, name of the portal/website used and certificate number verified and certify that the verification was carried out through the official portal of the issuing authority and that the certificate was found genuine.** A screenshot/printout of the verification result may also be kept on

record, wherever feasible.

7. Pending issue of the revised SOP incorporating the above provisions, the online verification mechanism officially prescribed by the concerned State/UT Government may be utilised by the Circles, subject to verification through the official government portal and compliance with the safeguards mentioned above. In respect of Haryana Government certificates, the existing QR code/online verification facility may accordingly be utilised.