

Operational Guide

Know Your Pincode Portal

Department of Posts
Ministry of Communications

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1. Introduction

This Operation Guide provides a comprehensive walkthrough for effectively using the **Know Your Pincode (KYP) Portal** developed by India Post. It details the complete process of **accessing and navigating the portal**, including how to **retrieve the official Pincode for your current location**, and how to **submit feedback or claims** if the mapped Pincode does not align with the user's expectations or address.

The guide outlines clear, step-by-step instructions to help users:

- i. **Identify the Pincode** of any desired or current location.
- ii. **Verify mapped Pincodes** using the portal's geolocation capabilities.
- iii. **Submit feedback or claim a correction** by proposing an alternative Pincode,

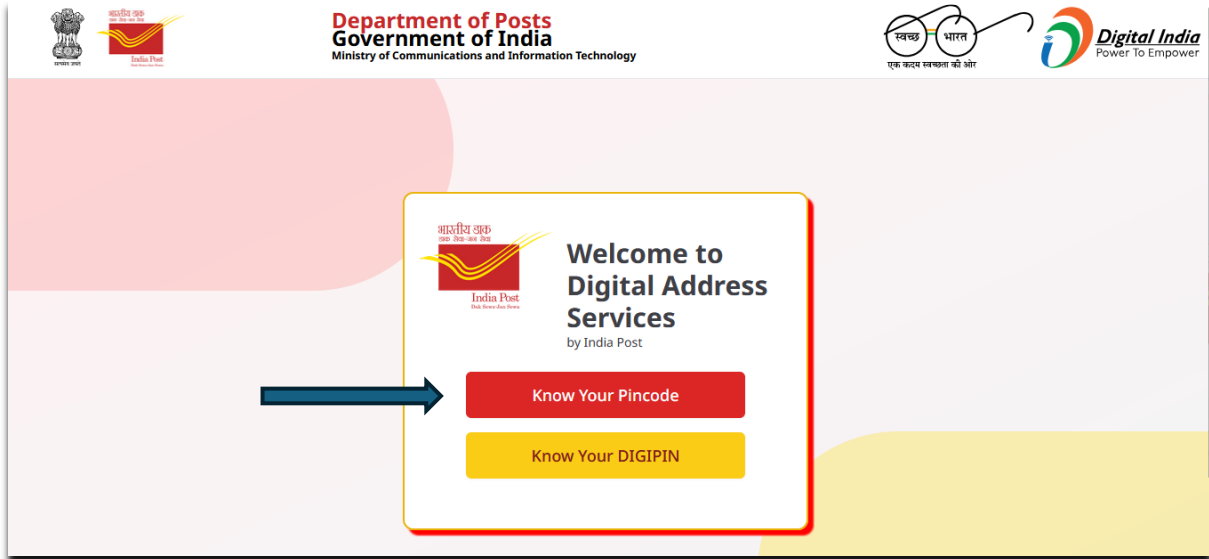
It also highlights important considerations such as **data privacy**, **user responsibilities**, and **compliance with policy guidelines**. By following this SOP, users can ensure accuracy in postal addressing, contribute to improving the pincode boundary dataset, and resolve any inconsistencies through a standardized, transparent workflow.

2. Know Your Pincode Portal

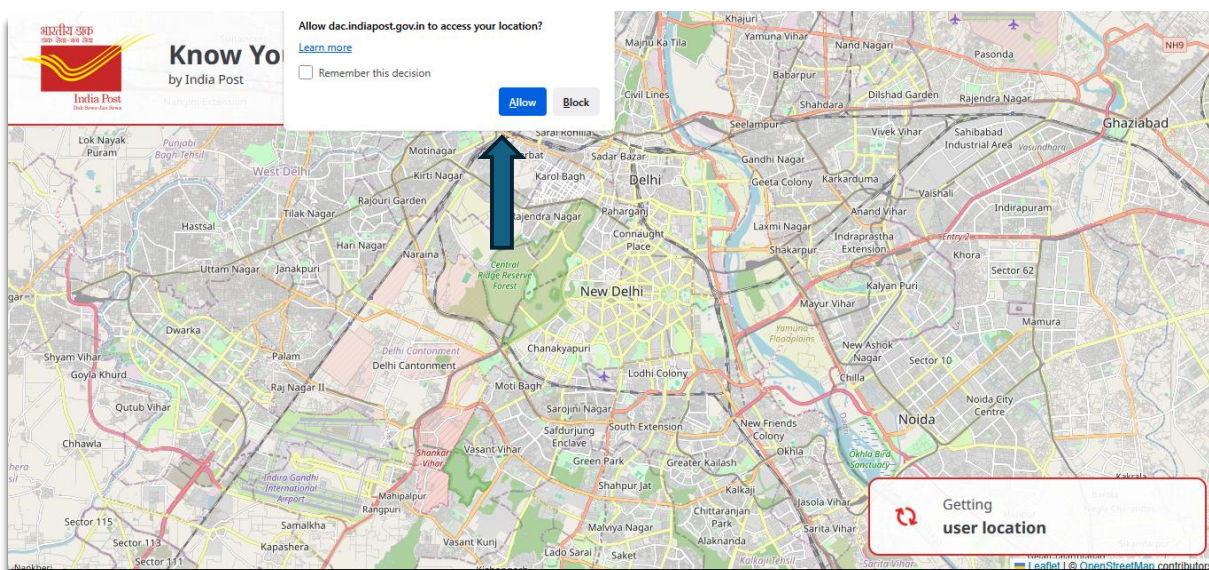


To access the **Know Your Pincode Portal**, users should begin by opening a web browser and navigating to the official India Post website at <https://www.indiapost.gov.in/vas/Pages/IndiaPostHome.aspx>.

On the homepage, locate and click on the **“Know Your Pincode”** icon. This action will redirect users to the dedicated **DIGIPIN menu page**, which offers services related to locating Pincodes and verifying location-based PIN information.



On the DIGIPIN menu page, users must then click on the **“Know Your Pincode”** button to proceed. This will launch the interactive **Know Your Pincode Portal**, where users can access features such as determining the PIN code of their current location, viewing the system-mapped Pincode, and submitting feedback for correcting or updating the mapped information.



In the interactive “ **Know Your Pincode Portal** ”, users are required to **grant location access permission** to their web browser. This enables the portal to retrieve the **Global Navigation Satellite System (GNSS)-based geographic coordinates** of the user's device. Location access is essential, as the system relies on the device's built-in **geolocation hardware** to accurately determine the user's real-time position. Without granting this permission, the portal will not be able to capture the device's location, and core functionalities—such as displaying the mapped Pincode—will remain inaccessible.

Once the user grants location access permission, the portal automatically retrieves the GNSS-based geographic coordinates of the device. Using these precise coordinates, the system identifies and displays the corresponding mapped Pincode along with a red color marker at the device precise location. This information is presented in a dedicated Pincode Display Card, conveniently located at the bottom-right corner of the webpage. The display card provides users with an immediate and accurate reference to the officially mapped Pincode for their current location.



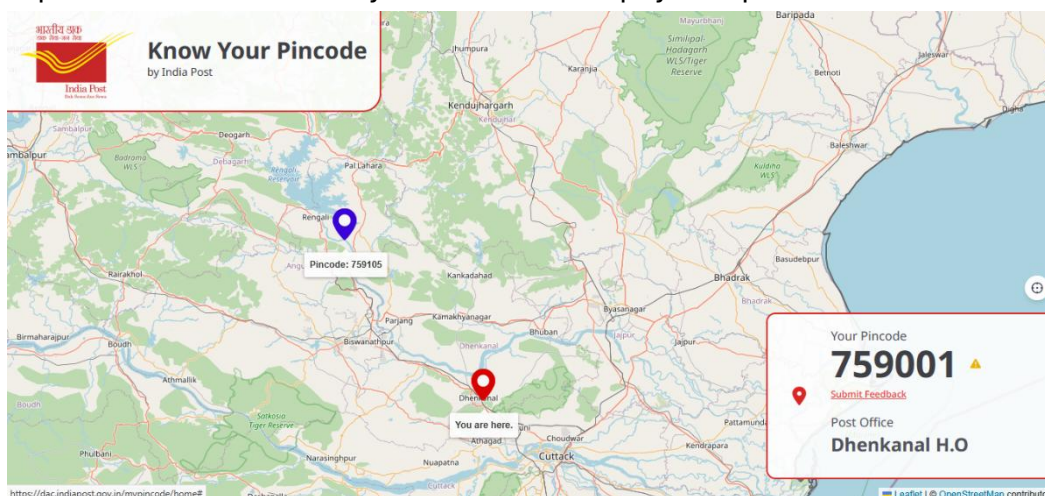
The **Pincode Display Card** presents key details and interactive features to help users understand and validate their location's mapped Pincode. It includes the following elements:

- Your Pincode** – Displays the Pincode mapped to the user's current device location, derived from GNSS-based coordinates.
- Disclaimer** – A note clarifying the source and limitations of the location data, emphasizing that the mapped Pincode is system-generated
- Submit Feedback** – An interactive option allowing users to provide input if the displayed Pincode is inaccurate, enabling them to suggest a corrected or preferred Pincode.
- Name of the Post Office** – Shows the official name of the post office associated with the mapped Pincode, offering further context for location validation.

This display card serves as a central interface for users to review, verify, and interact with the Pincode mapping information.

3. Pincode for a User Specified Location

Users can determine the Pincode for any **custom or alternate location** by simply **dropping a marker** on the desired spot within the map interface. Once the marker is placed, the selected location will be highlighted with a **blue-colored marker**, and the portal will automatically retrieve and display the **corresponding Pincode**, calculated based on the **geo-coordinates** of the dropped location. This feature allows users to explore Pincode details beyond their current physical position.



4. Accuracy Feedback

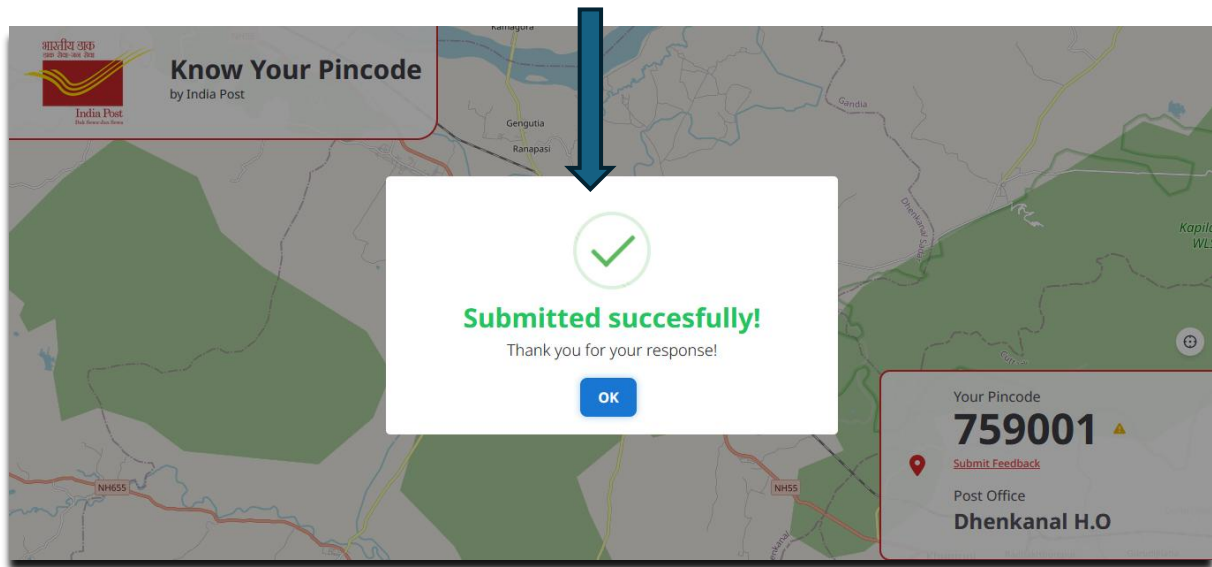
If the displayed Pincode is inaccurate, the user can suggest a preferred or claimed pincode for the location by clicking on the “**Submit Feedback**” option available in the Pincode Display Card, which will pop up the user agreement or disagreement options along with the consent for the mapped pincode. Users can submit their agreement by clicking on the “**Yes**” button and for any inaccuracy mapping feedback users have to click on the “**No**” button.



If the displayed Pincode is inaccurate or does not align with the user's actual location, the user has the option to suggest a **preferred or claimed Pincode** by clicking the “**Submit Feedback**” button available within the **Pincode Display Card**. Upon clicking, a feedback dialog will appear, prompting the user to either **agree or disagree** with the system-mapped Pincode. This pop-up includes a consent confirmation related to the displayed Pincode.

- To **confirm** that the mapped Pincode is accurate, the user can simply click the “**Yes**” button.
- To **report an inaccuracy in mapping**, the user must click the “**No**” button, which initiates the process to submit a feedback form for claiming a more appropriate Pincode based on the user's actual location.

Upon clicking the “**Yes**” button a pop-up message will appear on the page confirming the submission of the feedback.

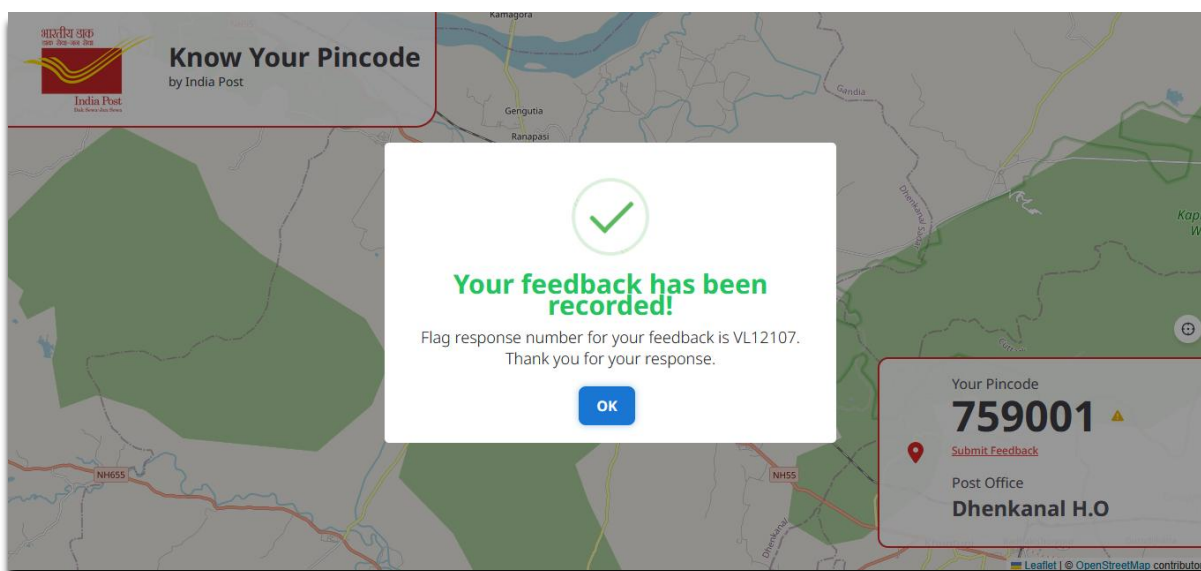


In the event of an inaccurate Pincode, users must click the **“No”** button within the feedback prompt. This action will trigger the **Inaccuracy Feedback Form**, which appears within the **Pincode Display Card**, allowing users to enter the **claimed (preferred) Pincode** for their current location.

As part of the portal’s validation mechanism, the system automatically **compares the entered claimed Pincode with the system-mapped Pincode**. If the claimed Pincode **matches** the mapped Pincode, the system will **prevent submission**, as no discrepancy exists.



However, if the **claimed Pincode differs** from the mapped one, the feedback will be accepted and flagged as an **Inaccuracy Feedback Submission**.



Upon successful submission of the **inaccuracy feedback**, the system will dynamically generate a unique **Flag Response Number**. This reference number serves as an acknowledgment of the submission.