



Technotalk

PTC MYSORE TECHNOLOGY BULLETIN

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Introduction

We are back with another issue of Technotalk after a gap of a few months. If you have been following the bulletin closely you would have noticed that we have been stressing on the need to correctly implement and use various applications. The very first issue of Technotalk was partially devoted to SpeedNet. Interactions with the administrators, managers and users of SpeedNet recently showed that although the application has been in use and has been supporting day-to-day operations in speed post centres, there is still a need to understand the usage of many options which will reduce monotony and eliminate redundant operations. This issue of Technotalk addresses such issues to help the SpeedNet users automate some time consuming processes. In addition, we also introduce to you the new features and additions made in SpeedNet. Besides we will also provide tips to solve some of the common problems faced in some sites.

Optimizing Speednet utilities

1. Virtual Scanning

This option is used to reduce the fatigue of scanning the articles when being received in SpeedNet. Recent feedbacks reveal that this has been of very good use and has almost solved the collection related problems to a marked extent. However, from the queries received, we find that some of the sites have not been able to fully implement virtual scanning due to lack of knowledge. So, it is necessary that we understand the prerequisites for usage, the process and the extent to which it can be implemented.

- Requirements – The big requirement for adopting virtual scanning is the availability of data. Initial data of the article has to be captured at some point and that should be available throughout for using it while receiving the corresponding article. Next is the usage. By default, virtual scanning is not enabled and it is an option. If need be, the Supervisor can enable this utility
- Virtual scanning at the collection point – There are various sources through which the articles flow into the SPC – booked at the SPC, booked at other offices with Point of sale, booked manually at offices without POS, collected from BNPL customers without data or with data. Since data availability is a must, it is necessary to computerize the collection points to the extent possible which reduces the need for data entry at SPC. Let us discuss each process below:
 - Collection from the Point of Sale counter in the office – In this case Point of Sale and SpeedNet exist in the same network. So for using virtual scanning here, the operator has to perform data updation before the articles arrive. For this, the operator has to use the menu **Receipts – Data updation – From Counter Network**; When the articles are physically transferred from Point of Sale counter, the operator has to use the menu **Receipts – Collect Booked Articles – My office** to receive the articles, and then use the button **Fetch POS uploaded data** to list the data of these articles already transferred; If the number of articles being transferred does not match with the data listed, data of articles not transferred can be deleted; Once the comparison is complete and all the articles listed are physically available, the operator has to click **Finish** button to receive all the articles bypassing the need to scan each article
 - Collection from linked offices using Point of Sale for booking – In such cases, the articles are expected to be brought along with data in some media; Even in cases where Point of Sale data is being uploaded to the central server using the communication module, minimum data has to be transferred to SPC along with the articles (appropriate option in Point of Sale should be used by Supervisor); As in the above case, here also, the operator has to first upload the booked data before proceeding with the physical collection, using the menu **Receipts – Data updation – From Floppy**; Thereafter, while collecting the articles, the operator can use the button **Fetch POS uploaded data** to get the data listed and proceed with collection as in the above case

- Collection of BNPL articles from customers using Corporate Customer module - By default there is no virtual scanning for BNPL Articles when they bring the electronic data. If the SPC Manager allows the virtual scanning for BNPL articles also, System Administrator SPC has to install Activation exe for enabling the Virtual Scanning of BNPL articles in all the systems where the BNPL articles are collected. (Activation exe is available in ftp site of PTC Mysore). Through virtual scanning, operator can view the electronic data on the screen with article numbers and details displayed therein. He can confirm the article number series and the total count and accept the articles.
- Collection of articles from Collection Agents – Such collection from agents using the Collection Agent module can be done in the same way as from BNPL customers using the Corporate customer module
- Virtual scanning of articles received in the bag for delivery – If virtual scanning is enabled and the bag message is received from the central server already, when the operator scans the bag using the **Receipts – Opening of Bags** menu, the article data is listed. Virtual scanning quickens the process of opening of bags and it requires the receipt of bag message from central server. Hence it is preferable to call the Central server just before receipt and opening of bags so that all the messages are downloaded for optimum usage of this utility; However, if the articles physically received do not match with the data listed, virtual scanning is not advised; In such cases, each article has to be physically scanned disabling virtual scanning temporarily

2. Configuring Mail List

As all of us are aware, mail lists can be generated for each schedule and there is no need for manual preparation. The excuse that comes up for not using this option is that each bag has to be scanned for adding to the mail list. This is not required to be done. After the Supervisor creates the schedules, the operator has to add all the destinations for which bags are despatched in a particular schedule, using the menu **Tools – Configure Mail List**, as a one time measure. Once the bags are configured using this menu, on closing of all the bags, when the operator selects a particular schedule and clicks the **Fetch** button using the menu **Issues – Dispatch of Bags**, the bar codes of all the bags closed for this schedule will get listed automatically. The operator has to click the **Close** button to generate the mail list. The mode of dispatch should have already been configured by the supervisor entering the schedule, mode like flight or MMS and the time of dispatch.

3. Configuring PIN Code Ranges

This utility can really help the operators while scanning the articles into bags or bundles as they get to know the articles that need to be included. Also, they are warned of wrong sorting when they attempt to scan articles to a wrong destination. For this, the Supervisor has to include the pin code ranges for each destination, using the menu **Master – Environment – My office details and PinRange (Dispatch)**. In the configuration window, the supervisor can select each destination and add all the PIN ranges within this destination.

In the scan bundle or bag window when the **View Bag/bundle articles** is clicked and in the subsequent window the operator selects either **All articles** or **unscanned articles** as the case may be and clicks the **Fetch** button, the articles justified for inclusion or the articles remaining to be included are displayed. When the operator tries to scan an article whose PIN code is not within the range already created, the user is warned. This utility helps to correctly assess the number of articles for a destination, closing justified bundles and avoids wrong sorting.

4. Bulk Transfer

In SpeedNet, articles received by one user can be handled by any other user. This freedom brings with it the problem of the abstract not tallying. While the abstract of the user receiving the articles may show excess figure, the abstract of those handling the articles without receiving may show minus figures. To overcome this, the operators who receive the articles will have to assess the articles handled by other users and make a bulk transfer entry before the close of the set using the menu **Tools – Bulk transfer**. The other user(s) to whom the transfer is intended have to use the same menu to acknowledge the transfers made to balance the abstract. When such transfers are pending acknowledgement, if the users attempt shift end, a warning about pending acknowledgements will pop up.

5. Bulk Bag Transfer

Similar to articles, bags once received can be handled either by users of the same set or other set. The bag abstract is for the set and there is no need for bulk transfer of bags between users of the same set.

However, handling of such bags will make a despatch side entry in the abstract without the user actually receiving the bag which results in a minus entry in another set. So, the Supervisor is provided with an option to transfer the bags in bulk to the Supervisor of the other set. The menu **Tools – Bulk Bag Transfer** has to be used for both transfer and acknowledgement.

6. Deposit Bag

There may arise situations where the articles received in a set cannot be disposed off before set close. In such situations, these articles can be transferred to another set for further handling through the deposit bag. The operator uses the menu **Tools – Deposit Bag – Close Bag** to include such articles and close the bag with a bag label. The operator of the other set can receive the articles using the menu **Tools – Deposit Bag – Open Bag**. The bag once closed by one set can be opened by another set without the need for physical transfer. However, for the purpose of abstract, the supervisor of the set can use bulk bag transfer to transfer the deposit bag to other set.

7. Initializing Opening Balance

A set with many users handling articles received by other users within the set will have to tally its abstract balancing minus figures, if any using the **Bulk transfer** option. However, if this is not done and the set is closed inadvertently, when the set begins the next day, some of the users will get minus figures as OB and some others excess which presents a wrong environment, unless corrected.

Such discrepancies can be corrected by the Supervisor on commencement of the set on the subsequent day using the menu **Tools – Bulk transfer** and clicking the button **Initialise**. In case of users having minus balances, the balance can be set to 0 and in case of users who have excess balances, the balance can be corrected to that available on hand. This option has to be used by Supervisor with discretion, only after probing the reasons for difference and satisfying that there is a genuine need to correct the balance.

Bulk Customer Module

Experience had shown that SPC was not able to immediately despatch the articles received from BNPL customers as they are brought late with no sufficient time to process. These customers were also reportedly not willing to use the corporate customer module to generate the data. Such articles were either held up at SPC for data entry or collected and forwarded without data and data entry was getting delayed subsequently.

The Bulk Customer module is designed to tackle these problems. This module is an additional module in SpeedNet and has to be used in the same network as SpeedNet and cannot be used offline. Articles from BNPL customers can be handled in this module to generate data under various circumstances and data generated can be transferred to SpeedNet. This can reduce the pressure on the main SpeedNet module as this module can complete the data generation and upload the same to SpeedNet. The articles can be handled straightaway for despatch.

This module is very simple to use and easy to adopt. The usage is explained under various captions below. Installation issues are not discussed here

Update Master Data

On installing the application for the first time, the data of BNPL customers has to be fetched. Use the menu **Master data – Update Master data**, furnish the SpeedNet server name and the server path and click the **OK** button to fetch the data. This has to be done only in the initial stage. Thereafter, whenever this application is started, changes in the master data will be automatically checked and applied on the Bulk customer module and there is no need to use this menu again.

Address PIN Code Mapping to SPCs

Use this menu under Master data and click the button **Get Mapped data from SpeedNet Master Data** to obtain the PIN code ranges configured for each SPC on installation of the application and whenever a new master data file is downloaded by the SPC. This can help in mapping the addressee pin codes furnished by the BNPL customer in files to the SPCs and accurate calculation of the tariff.

Booking of Articles

BNPL articles can be booked in this module either with address file in excel format furnished by the customer, without address or under One India plan. The customer can either affix the bar codes or these can be affixed at the SPC.

It is necessary to ensure that the bar codes to be used on the articles being booked are not duplicate ones. So, before booking use the menu **Master Data – Check Bar code Range for duplication**, enter the range of bar codes to be used and click the button **Check duplicate number**. The application will check and

indicate whether there are any duplicate bar codes in the series. Such duplicate bar codes will have to be discarded and others can be used.

First, let us consider the booking of articles with article data presented by the customer. Note that the article data has to be presented only in excel format by the customer in the file format given below

This file format applies to all Customers.

Column A. Serial No
 Column B. Name,
 Column C. Add1,
 Column D. Add2,
 Column E. Add3,
 Column F. City,
 Column G. PIN code,
 Column H. Barcode,
 Column I. Reference Number

Note:

First row should contain only Column names not actual Data

Excel File - Sheet name should be Sheet1 Only. It should not be renamed with any other names.

The data structure for each column is subject to the following limitations

Field	Type	Max length
Addressee name(name)	Char	30
Addressee address (addr1)	Char	30
Addressee destination(city)	Char	15
Pin code	Numeric	6
Article number	Char	13
Customer Reference Number	Char	15

Note: The data should conform to the above specifications. However, it is not necessary that all fields have to be present. Available fields can be mapped to the SpeedNet database.

If the customer presents the articles with bar codes affixed and the relevant bar code entered in the excel sheet, we can straightaway upload the data file and book the articles. The booking process is in the following steps

- Use the menu **Book data – Book with address file**
- In the **Customer selection** window, select the BNPL customer whose article is being booked and click the **Next** button
- In the **Upload Customer Data File** dialog box, browse for the location of the customer data file and click **Upload Data**; Click **OK** in the message box and **Next** button
- In the **Booking** dialog box, select the type of article and click **Fetch Address Data**. The addresses furnished by the customer will be listed.
- If the customer had furnished the bar code numbers for all the articles and has affixed them on the articles, these can be booked straightaway
- If the customer has just given the address data and has not furnished the bar code in the data file, there are two ways in which the bar code data can be generated; Proceed as below
 1. The articles will have to be arranged in the sequence in which they are listed in the address file; Bar codes which are in continuous series have to be affixed on the articles; Before uploading the data, use the menu **Tool – Generate bar codes**, enter the first and last bar code in the series, enter the destination and click **Generate** button; All barcodes in the series will be created in a csv file with name Barcodes<<current date>>; Copy these and paste to the bar codes column in the address file and proceed with upload
 2. Alternatively, in the booking dialog box after uploading data without barcode, affixing and arranging articles as in 1 above, enter the first barcode in the series in the text box provided and click **Generate** button
- Once the bar code data availability is ensured, we can proceed with the booking
- If all the articles to be collected have uniform weight, enter the common weight in the frame **Enter common uniform weight for all articles** and click **Calculate tariff** button; You can notice that

the tariff is now calculated for all articles; Click **Book** button to complete the booking

- Of the articles collected, if some are having different weights, first enter the common weight for all articles and calculate tariff as above; Next, scan the barcode of each article in the frame **Enter Article details with different weights**, enter the weight of each article and calculate tariff; Now you may notice that for such articles different tariffs are displayed; Note that service tax and education cess are not applied on any of the articles during the collection process; These will be charged at the time of billing; On completion of calculation, click the **Book** button to complete the booking; The booking will be completed and data concerned will be automatically transferred to SpeedNet main module

Now let us consider booking of articles without address data. In such cases, the customer must be able to identify each article, preferably through a reference number, as, while booking there is no scope to enter the name and address of the addressee and only the destination is taken as the criteria for booking. This option may be used in cases where a large number of articles are being booked to a particular destination and customer reference number is available against each article. Further, this option need not be used if the number of articles handled is small and there are many breaks in serial numbers and destination wise grouping may result in many breaks in continuity of reference number of the customer. The articles collected will have to be arranged reference number wise and grouped according to cities first as this speeds up the booking process. Use the menu **Book Data – Book data without address file**, select the customer and click Next button to access the booking dialog box. In this dialog box, enter the prefix of reference number in Prefix text box, enter the first serial number, the barcode affixed on the first article and that affixed on the last article. The individual bar codes and corresponding BNPL serial numbers will be available. Enter the serial range of articles to be booked and click OK button. The articles of the serials concerned get selected. Now select the article type and the destination (If articles are for different destinations, grouped together and arranged serially, first select the range for one destination, complete booking and proceed for the next destination booking), the weight, prepayment(if any) and click OK button to book the articles. Repeat the process for other groups and on completion close the booking window.

Customer Bill

On completion of booking of articles for a customer, use the menu **View Bill**, select the customer, the date, select the path where file is required and select the destination as either screen or Printer and click OK to generate the bill. The csv file generated in the destination can now be mailed to the customer.

Data transfer to SpeedNet

Use the menu **Tools – Transfer Data to SpeedNet**, select the transaction date and click **Data transfer to SpeedNet** to transfer booked data to SpeedNet for handling of articles further. A message comes up showing the result. Close the window.

The article data is now transferred to SpeedNet and there is no need to collect articles through scanning again during collection. The articles can now be scanned into the bags for various destinations along with other articles.

Corporate Customer Module

This module, if properly marketed among the BNPL customers, can result in advantages both for the customer as well as SPCs. The module is also extremely simple and user friendly for the customers to adopt quickly. The features built into this module are explained here for the benefit of marketing executives and the managers to effectively market this module to the customers.

- The functioning of the module is secure in that, the tariff cannot be configured by the customer; All the configuration data should flow from the SpeedNet on initial installation as well as whenever there are changes in the rates
- On installing this module in the customer's premises, the addresses of customer's correspondents can be exported into this module, from any of the sources like Oracle, SQL server, access databases or excel or dbase5 files suitably matching the various columns to predefined columns in SpeedNet; Upon such load, the customer can be assisted to map the destinations as per his list to the SPCs concerned using the address book modification option; This helps in accuracy of calculation of tariff
- Address books can be updated whenever required
- The customer can book individual articles or bulk articles depending on the requirement; While booking articles in bulk, if the articles can be arranged in continuity as per the bar codes, the customer need not scan or enter bar codes; The continuous series option can be used to generate bar codes for all articles, once the first bar code is entered or scanned; On completion of booking the customer can get the invoice also
- The data of articles so booked can be transferred to a media and sent to SPC along with articles
- In the SPC, using SpeedNet, article data can be uploaded and articles received through virtual

scanning option; This reduces work at SPC to a large extent and the articles can be processed very quickly

Collection Agent Module

The collection agents functioning under a SPC can use this module to book the articles and move the data to SpeedNet. This obviates the need to rebook the manually handled articles in Point of Sale. Further, revenue collections and commission for agents can be calculated in SpeedNet only for the agents using this module. The functioning of this module is briefly explained below

- This module works on the lines of Corporate Customer module; As in the case of corporate customer module, configuration file for the agent has to be uploaded in a media in SpeedNet and applied in the agent's system on completion of installation of the application
- The address book data available with the agent in any of the formats as in corporate customer module can be exported to this module and destinations mapped with SPCs
- The Agent can book articles and transfer data to SPC; Bulk articles cannot be booked in this module; The agent can generate detailed report as well as summary of transactions for each day
- In the SpeedNet, articles from collection agents can also be collected using virtual scanning option

Collection Agent transactions in SpeedNet

- Everyday, when the agent brings the articles booked with data, these can be collected using the menu **Collection Agent – Collect Articles from Agents**
- When the agent tenders cash, process his bills after performing flush data and enter the amount received, using the menu **Collection Agent – Monthly revenue**; Here also, unless the Supervisor verifies the collection details, payment by agent will not be considered as made
- The Supervisor verifies the collection using the menu **Collection Agent – Monthly Revenue verification**
- Every month, the operator can use the menu **Collection Agent – Payment of commission** to process the commission payable, enter the amount paid selecting the mode of payment; Payment on this should be made only after the Supervisor verifies the bill processed
- It should be noted that the monthly revenue and commission can be processed only for the agents using the Collection agent module and not for the agents doing the collections manually; Their commission will have to be processed manually

BNPL billing in SpeedNet

When the SPC creates BNPL customers in SpeedNet, the amount of pending bills of previous month or the credit balances must be configured. Thereafter, the BNPL customer billing can be through SpeedNet itself. The process is explained below

- As part of the initial configuration, the supervisor should configure the discount and group classification for BNPL customers, using the menu **BNPL – BNPL Configuration – Miscellaneous**
- As and when the articles are collected from the customers whether directly in SpeedNet, or through corporate customer or through bulk customer module, a daily report of such articles can be sent to the customer using the **Reports – BNPL – Customer Reports** menu
- Please note that before bills are prepared, it is necessary to flush the data in SpeedNet; The supervisor or operator has to run the flush data option before the billing process can commence; The flushing process can also be automated through scheduling
- You may note that service tax and education cess are not calculated on individual articles for BNPL customers and are applied only when bills are prepared periodically
- Before proceeding with the bill preparation, data entry of all BNPL articles which have been just collected and forwarded should be completed; To ascertain the number of such articles requiring data entry, the operator can use the menu **Reports – BNPL – Customer Report**, use the tab **Pending Data entry**
- On the date of preparation of bill, the operator has to use the menu **BNPL – Customer Monthly bill**, select the customer, the bill month and click **Fetch** button; The amount outstanding will be

displayed; Click the **Process Bills** button to calculate the amount due; At this stage, since no amount may be paid, there is no need to enter the collected amount; On completion of processing of bills for all customers, close the dialog box; Now, the print out of the bill can be generated using the menu **Reports – BNPL – Customer Report** and selecting the Monthly bills tab

- When the customer pays the amount, log on as operator, use the same menu as for calculation of bills, enter the amount paid (only base amount excluding service tax and education cess) and click Calculate tax, enter the mode of payment (cheque, DD, UCR or from credit) and click OK button; Note that the **from credit** option will get highlighted only if the customer has credit balance; Note further that the bill will not be taken as paid at this stage and the Supervisor has to verify the collection particulars
- The Supervisor has to now verify the payments using the menu **BNPL – BNPL bill verification**; If the payment is through UCR or adjustment, the bill is adjusted upon such verification; If the payment is through cheque, the Supervisor has to enter the date of realization and update; The Supervisor has the option to mark the cheque as either realized or dishonoured; Till the cheque is realized, payment will not be considered as made
- Now, the operator can generate the reports like **Paid details** and **Cheque details** using the **Reports – BNPL** menu

Solutions to Difficulties

1. Office related

- Any new SPC added can only be updated by PTC; On such updation, the patch file has to be downloaded from the website by administrator of concerned SPCs and copied to the system where communication module is running. The data has to be then updated through the communication module
- Linked offices can be added by the SPC administrators; If SpeedNet has to be installed in such a linked office, the office master file has to be downloaded and copied to the system where communication module is installed and updated so that the SpeedNet can be configured for such linked office
- If the linked office is a non delivery office, for the MIS data to appear correctly against the linked office, the non delivery code as assigned for the office in the SPC website has to be configured in Point of Sale by the Supervisor in the Environment menu
- If the office is configured as either RMS or TMO, the delivery options are not available; If such offices need to use the delivery options, solution is provided in solutions folder of the installation CD of version 3.0 or in the ftp site; Use the script tool to run the POSPCC13032008.exe file which will enable these options

2. BNPL related

It is observed that some sites, while configuring BNPL customers had earlier not paid attention to the office to which the customer is attached and the customer had by default been attached to 1 CBPO. The result of such error was that the article details of such customer were appearing under 1 CBPO in the MIS. In the current version, the BNPL customer can be attached only to either the current SPC or any of the linked offices to the SPC. To correct problem in the existing configuration, download the BNPLCustomerOfficeupdatation.exe, from ftp site, execute in the system where SpeedNet is installed and follow the instructions.

3. Checking for Duplicate Barcodes

Barcode duplication is an issue that is bothering tracking, MIS and BNPL related activities. Each site has to be conscious about the problems faced due to this and so has to very carefully avoid using duplicate barcodes. To help the speednet users identify the duplicate barcodes, a utility is provided for both operator and Supervisor under tools named **Check barcodes received for duplication**. A similar utility is also provided in Bulk customer module. Each speed post centre has to check the barcode range received for duplication before they are brought into use **invariably** to ensure smooth functioning. It is only after this check that the barcodes have to be distributed in the office for use at the counter or by linked offices or by bulk customers.

Data about duplicate barcodes encountered while booking, is provided in the SpeedNet MIS. (www.indiapost.gov.in/Speednet3)

4. Data Upload Problem in Bulk Customer Module

Once the articles are booked in bulk customer module, data of such articles have to be transferred to Speednet using the menu **Tools – Transfer data to speednet**. When you notice an error while attempting such transfer, the system administrator has to execute the **bulkcustomer.sql** script using the query analyzer on the server.

General issues

1. Office Master

Of late, while checking the reasons for non appearance of MIS data of some linked offices, it was seen that the officemaster file has been tampered by some sites to add a new office as an immediate solution to the problem of installing in a linked office. We strongly advise against such practice. This method will only result in wrong reporting in the MIS which needs to be remedied later. Instead, the site has to follow the correct procedure of downloading the file after addition of such linked office, from the speednet website, update the master data and configure the application for the office.

2. Speednet Training Site

We are in the process of providing WAN link to the training site for Speednet, as in the case of e-payment for the benefit of PTCs and WCTCs. The process of access and usage will be posted in our website.

3. Bag Tracking

If SP bag is closed through speednet and handled further in all other stages through speednet, you will be able to track movement of the bags to either locate the present status of the bag containing an article for the purpose of investigation or as part of mail planning, using the menu **Tools – Bag tracking** in the Speednet MIS page. For successful bag tracking it is essential that we maintain uniqueness for the bag bar code. It is generally observed that bag barcodes are not in standard format and in many cases SP article bar code itself is being used for the bag too. We already have a prescribed 8 digit bar code for bag labels and preferably this should be used, strictly avoiding re use. If this is not possible due to non availability and SP article bar codes are to be used, the office should not use the same bar code for SP consignments as this will provide misleading information while tracking the bag movement. In any case non standard format should never be used and uniqueness should be maintained.

4. Tracking Express Parcel Consignments

SPCs which are handling express parcel consignments are found to be assigning some non standard numbers for the consignments and are not using the standard barcode. Barcodes with prefix XP have to be used on express parcel consignments. When these barcodes are used, the speednet tracking site can provide tracking info on the express parcel consignments also

5. Important SpeedPost weblinks

Purpose	URL
SpeedPost delivery tracking	http://www.indiapost.gov.in/speednew/track.aspx
SpeedPost detailed tracking	http://www.indiapost.gov.in/speednew/track2.htm
Speednet MIS	http://www.indiapost.gov.in/speednet3/login.aspx
Speednet office updation	http://www.indiapost.gov.in/spc
Software updates	ftp://ftp.ptcinfo.org

The quicklinks menu in the Indiapost Home page provides links to the first three of the above URLs

Meghdoot 6.5 to be released shortly

Watch for the release of new version of Meghdoot (Meghdoot 6.5) which will be vista compatible and has many new features/enhancements

Help Desk Info:

PTC help desk service is now provided through www.sahuliyat.com

Contact details of software centre PTC Mysore.

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