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महाप्रबंधक

डाक प्रौद्योगिकी उत्कृष्टता केन्द्र

डाक विभाग, संचार मंत्रालय,

भारत सरकार

P.M. SARAVANAN

General Manager

Centre for Excellence in Postal Technology

Department of Posts

Ministry of Communication

Government of India

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Respected Madam / Sir ,

It is to convey that the Dak Sewa Mobile Application (Android and iOS), a citizen-centric initiative of the Department of Posts, has been developed and rolled out by the Centre for Excellence in Postal Technology (CEPT).

The Dak Sewa App serves as a unified digital platform offering a wide range of postal, financial, and insurance-related services to citizens through an easy-to-use mobile interface. This initiative marks another step forward in enhancing accessibility, transparency, and convenience in service delivery, in line with the Department's vision of digital transformation and citizen empowerment.

The Dak Sewa App provides facilities such as:

1. Article and Money Order Tracking
2. Post Office Search
3. Postage and Insurance Premium Calculators
4. Interest Calculator for Small Savings Schemes
5. Complaints Management
6. Domestic and International Booking
7. Money Order Booking
8. Customer Registration and Contract Management
9. QR-based Payments
10. Post Box Registration, Article Recall, E-Receipt/E-POD, and Franchise Operations

A detailed list of the features and their brief descriptions is enclosed herewith for kind reference and dissemination.

It is requested to provide wide publicity to the Dak Sewa App through post offices, social media, and customer awareness initiatives to ensure maximum reach and adoption.

Encl: As above – List of Features and Descriptions of Dak Sewa Mobile Application

Yours Sincerely

Sd/

(P M Saravanan)

Issued to: Sri Subrat Das, Member(Technology), Postal Services Board, New Delhi-110001

Copy to: All CPMGs- It is requested to provide wide publicity of the Dak Sewa App

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Features of Dak Sewa App

Dak Sewa, the citizen centric iOS Mobile application of Department of Posts developed by Centre for Excellence in Postal Technology.

The app provides the following facilities:

- 1) Tracking of Articles and Money Order
- 2) Post office search
- 3) Postage Calculator
- 4) Complaints Management
- 5) Insurance premium calculator
- 6) Interest calculator
- 7) Domestic Booking
- 8) International Booking
- 9) Money Order Booking
- 10) Customer Registration
- 11) Contract creation and management
- 12) QR Payment
- 13) Post Box Registration
- 14) Recall of Article
- 15) E-Receipt/E-Pod
- 16) Franchise operations

Brief description of each facility is given below:

TRACKING:

The tracking facility is made available on this mobile app for the following types of mail items.

- Speed Post
- Registered Letter
- Insured Letter
- Value Payable Letter
- Insured Value Payable Letter
- Registered Packets
- Registered Periodicals
- Registered Parcel
- Insured Parcel
- Value Payable Parcel
- Insured Value Payable Parcel
- Business Parcel
- Business Parcel COD
- Electronic Money Order (e-MO)

The users can view the status of the above mentioned type of articles by entering the articles number and touching the Track button.

POST OFFICE SEARCH:

- By entering first four character of the name of the Post office or by entering the Pin code of the office the users can get a list of matching Post offices. By clicking again on the row the user gets the details like Name of Post office, Street address (location), contact details of the Post office (where ever available) for the selected Post office. The name of the Division and contact details.
- Pincode search has feature to find nearest post office, locating post office on Google Map and Making call to Post office.

POSTAGE CALCULATOR:

The app will calculate the Postage (tariff) based on the weight entered by the user for the following items.

- Ordinary letter
- Speed Post*
- Registered letter
- Ordinary Parcel
- Registered Parcel
- Registered book packet
- Registered book packet containing Printed books
- Ordinary Registered book packet
- Ordinary book packet containing Printed books
- Book packets

*Domestic Speed Post Tariff depends on distance between place of origin and destination.

- Based on tariff there are 5 slabs of tariff viz. local, up to 200 KM, 201 to 1000 KM, and 1001 to 2000KM and above 2000KM. The calculator shows the tariff for all categories.

COMPLAINTS MANAGEMENT

Complaint Registration, Tracking and Disposal with Alerts at various stages of processing.

PREMIUM CALCULATOR

The Department is offering various types of Life Insurance Policies through Postal Life Insurance and Rural Postal Life Insurance. The users can check the premium payable for all the eligible types of Postal /Rural Postal Life insurance Policies on the basis of the input entered.

INTEREST CALCULATOR

Post office is offering different types of Small Savings Schemes as mentioned below:

- Sukanya Samriddhi Yojana
- Recurring Deposit
- Time Deposit (1 year, 2 year, 3 year and 5 year)
- Monthly Income Scheme
- Senior Citizen Savings Scheme
- National Savings Certificate
- Kisan Vikas Patra
- MSSC