No. A-50013/233/2026-Admn.
Government of India
Ministry of Jal Shakti
Department of Water Resources, River Development & Ganga Rejuvenation
(Administration Section)
*****

Shram Shakti Bhawan, Rafi Marg
New Delhi, 19th September, 2026

OFFICE MEMORANDUM

Subject: Advisory for the use of India Post's Dak Sewa application/portal for booking and dispatch of official correspondence – regarding.

The undersigned is directed to invite attention to the ongoing digital initiatives aimed at streamlining postal services wherein the postal network has upgraded its infrastructure through the Mail and Parcel Optimization Project (MPOP) and Advanced Postal Technology (APT) 2.0. These initiatives bring automated parcel sorting, standardized workflows, real-time tracking, Nodal Delivery Centres, and OTP-verified deliveries to ensure fast, dependable service.

2. Marking this modernization of Post office infrastructure, the Department of Posts has launched the Dak Sewa application/ portal. The Dak Sewa App provides citizens with 24x7 access to postal services, including tracking, booking, complaints, Post Office and PIN code locators, and financial calculators, with support for 23 Indian languages through BHASHINI.

3. In order to ensure efficiency, transparency, end-to-end tracking, and cost optimization in the dispatch and delivery of official postal communications, all the organizations under the administrative control of this Department are hereby advised to utilize the Dak Sewa application/ portal exclusively for booking, dispatching, and managing official postal articles, with immediate effect.

4. This issues with the approval of the Competent Authority.

19.09.2026

(Saket Sourav) (साकेत सौरभ)
Under Secretary to the Government of India
भारत सरकार के अवर सचिव
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To

All the Organizations Head under the Department of WR, RD & GR.

Copy to:

1. PPS to Secretary (WR, RD & GR), D/o Water Resources RD & GR.
2. Secretary (Posts) & Chairperson, Postal Services Board, Department of Posts, R.No. 103, Dak Bhawan, New Delhi 110001.