

# India Post Accelerates Digital and Infrastructure Transformation with Upgraded Dak MITRA and Dak Sewa Apps

**“Postal Services at the Click of a Button: India Post Enters a New Era of Technology-Enabled Jan Seva” - Union Minister of Communications Shri Jyotiraditya M. Scindia**

**Aligned with the Vision of Viksit Bharat 2047 under the Leadership of Prime Minister Shri Narendra Modi, India Post is Emerging as a Modern, Trusted and Technology-Enabled Institution**

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The Department of Posts has taken significant steps towards modernising postal service delivery with the rollout of upgraded **Dak MITRA** and **Dak Sewa** mobile applications and the inauguration of **14 renovated Post Office buildings** across the country. **Shri Jyotiraditya M. Scindia, Union Minister of Communications and Development of North Eastern Region**, and **Dr. Chandra Sekhar Pemmasani, Union Minister of State for Communications and Rural Development**, launched the upgraded applications and inaugurated the renovated Post Office buildings, in line with the vision of **Prime Minister Shri Narendra Modi** for a digitally empowered, citizen-centric and inclusive India. The initiatives are aimed at strengthening last-mile service delivery, enhancing citizen experience and accelerating the digital transformation of India Post.



**Shri Jyotiraditya M. Scindia, Union Minister of Communications, Dr. Chandra Sekhar Pemmasani, Minister of State for Communications, Shri Subrat Das, Secretary (Posts), Shri Jitendra Gupta, Director General, Department of Posts, and Smt. Pratima Nath, Member (Estates), during the launch of the upgraded Dak MITRA and Dak Sewa applications and 14 Renovated Post Office Buildings**

**Shri Jyotiraditya M. Scindia, Union Minister of Communications and DoNER**, said that the Department of Posts is undergoing a comprehensive transformation driven by technology, policy reforms, organisational change and modern infrastructure. Highlighting the launch of **Dak Sewa and Dak MITRA**, he said the initiatives reflect the Department's commitment to making postal services **easier to access, easier to use and relevant to every generation of Indians**. He congratulated the teams involved in developing these platforms and modernising the postal network, emphasising that the transformation is taking place across India Post in **the way it thinks, works and serves citizens**.

**Dr. Chandra Sekhar Pemmasani, Union Minister of State for Communications and Rural Development**, said that the launch of **Dak Sewa and Dak MITRA**, along with the modernisation of Post Office infrastructure, marks a significant step towards making India Post more citizen-centric and technology-enabled. He highlighted how **Dak MITRA empowers the postal workforce with digital tools for doorstep service delivery, while Dak Sewa brings multiple postal services together through a single, accessible platform available in 23 Indian languages**. He said the initiatives reflect the Department's vision of combining **India Post's traditional trust and service ethos with modern technology, greater speed and ease of access**.

Developed indigenously by the **Centre for Excellence in Postal Technology (CEPT)** under the **Advanced Postal Technology (APT)** platform as part of DoP IT 2.0 Modernization, the upgraded **Dak MITRA (Mobile Interface for Transactions & Rural Assistance)** application serves as a unified operational platform for more than **1.4 lakh Branch Post Offices**. Deployed on Android-based handheld devices, it enables Branch Postmasters to undertake paperless and real-time postal and financial transactions, including mail booking, OTP-based doorstep delivery, Core Banking Services, insurance services, Aadhaar-based biometric e-KYC, cash deposits and withdrawals, and PLI/RPLI premium collection at the doorstep.

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**. Simultaneously, the Department of Posts, in collaboration with the **School of Planning and Architecture (SPA), New Delhi**, is modernising Post Office facilities through a Design Manual focused on **functionality, accessibility, operational efficiency and enhanced customer experience**, while allowing flexibility for local requirements.

The Design Manual is guided by four core principles identity as a public service, citizen-centric service delivery, future readiness through technology and innovation, and standardisation with flexibility for local adaptation. It also adopts a five-zone spatial framework comprising the Urban Interface Zone, Open Access Forecourt, Open Access Services, Service and Transaction Zone, and Staff Zones, designed to improve accessibility, movement, operational efficiency and overall customer experience.

As part of the Proof of Concept, 40 Post Offices across 17 States were identified for transformation in accordance with the SPA Design Manual. 27 Post Offices have already been completed, with four already inaugurated and 14 additional renovated Post Offices inaugurated on August 24, 2026. The remaining Post Offices under the initial 40-Post Office phase are targeted for completion by August 31, 2026. Based on the experience and learnings from this initiative, the Department proposes to extend the programme to an additional 60 Post Offices during the current financial year. The 14 Post Offices inaugurated today are

located at Patliputra (Bihar), Vasant Kunj (Delhi), Sector-56 Gurugram (Haryana), Kakurgachi (Kolkata), Vidisha and Sanchi (Madhya Pradesh), Shillong (Meghalaya), Kandivali West (Mumbai), Shankar Nagar and Ayodhya Nagar (Nagpur), Nirala Nagar, Gomti Nagar and Indira Nagar (Lucknow), and Prayagraj.



**A glimpse of the modernised interior of one of the newly inaugurated Post Offices, featuring citizen-centric service counters, improved seating and a contemporary India Post design.**

The renovated Post Offices feature a **distinctive India Post identity, improved signage, citizen-centric layouts, dedicated service areas and technology-enabled facilities**, with provisions such as 24x7 Sewa facilities, ATMs, after-hours booking and smart parcel services, wherever feasible. Together with **Dak MITRA and Dak Sewa**, the modernised infrastructure strengthens last-mile delivery, improves accessibility and efficiency, and advances the Department's vision of a **more citizen-centric India Post**, combining its trusted legacy with new technology in support of **Digital India, Aatmanirbhar Bharat and Viksit Bharat**.

## Launch of Dak Sewa App, Dak MITRA App and Inau India Post



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