

Government of India  
Ministry of Communications  
Department of Posts

# Operational Guide

भारतीय डाक  
डाक सेवा-जन सेवा



India Post  
Dak Sewa-Jan Sewa

## IT 2.0

# Dak Sewa Mobile Application



# Operational Guide

IT 2.0

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For

# Dak Sewa Mobile Application

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# ABBREVIATIONS

Sl no.	Abbreviation	Full Form
1	BNPL	Book Now Pay Later
2	CGST	Central Goods and Services Tax
3	COD	Cash On Delivery
4	ECS	Electronic Clearing Service
5	EMO	Electronic Money Order
6	E-Payment	Electronic Payment
7	E-Post	Electronic Post
8	FAQs	Frequently Asked Questions
9	GPS	Global Positioning System
10	HO/SO/BO	Head Office/Sub-Office/Branch Office
11	IFS MO	International Financial System Money Order
12	IGST	Integrated Goods and Services Tax
13	IVRS	Interactive Voice Response System
14	JPEG/JPG	Joint Photographic Experts Group
15	MO	Money Order
16	MoC	Minister of Communications
17	MoSC	Minister of State for Communication
18	NPS	National Pension System
19	OTP	One Time Password
20	PDF	Portable Document File
21	PIN	Postal Index Number
22	PLI	Postal Life Insurance
23	PO	Post Office
24	POD	Proof of Delivery
25	POSB	Post Office Savings Bank
26	RD	Recurring Deposits
27	RMFS	Remotely Managed Franking System
28	RNP	Registered News Paper
29	RPLI	Rural Postal Life Insurance
30	RTI	Right to Information
31	SGST	State Goods and Services Tax
32	SMS	Short Message Service
33	TD	Time Deposit
34	UPI	Unified Payments Interface
35	URL	Uniform Resource Locator
36	UTGST	Union Territory Goods and Services Tax
37	VAS	Value Added Services



**Operational Guide:**

Document Version 1.0 dated 10.02.2025\*\*\*

\*\*\*Note: Operational Guide of Customer Mobile Application Document Version 2.0 Dated 24.07.2024 is replaced with Operational guide of Dak Sewa Mobile Application Document Version 1.0 dated 10.02.2025.

**DISCLAIMER**

The operational procedure provided in this guide is just an illustration to assist the user in effectively utilizing the Customer Mobile App. If the reader has any doubts regarding departmental rulings and guidelines, they should refer to the respective manuals and volumes. The Customer Mobile App Operational Guide should not be cited as authoritative rulings.



## 1. Introduction

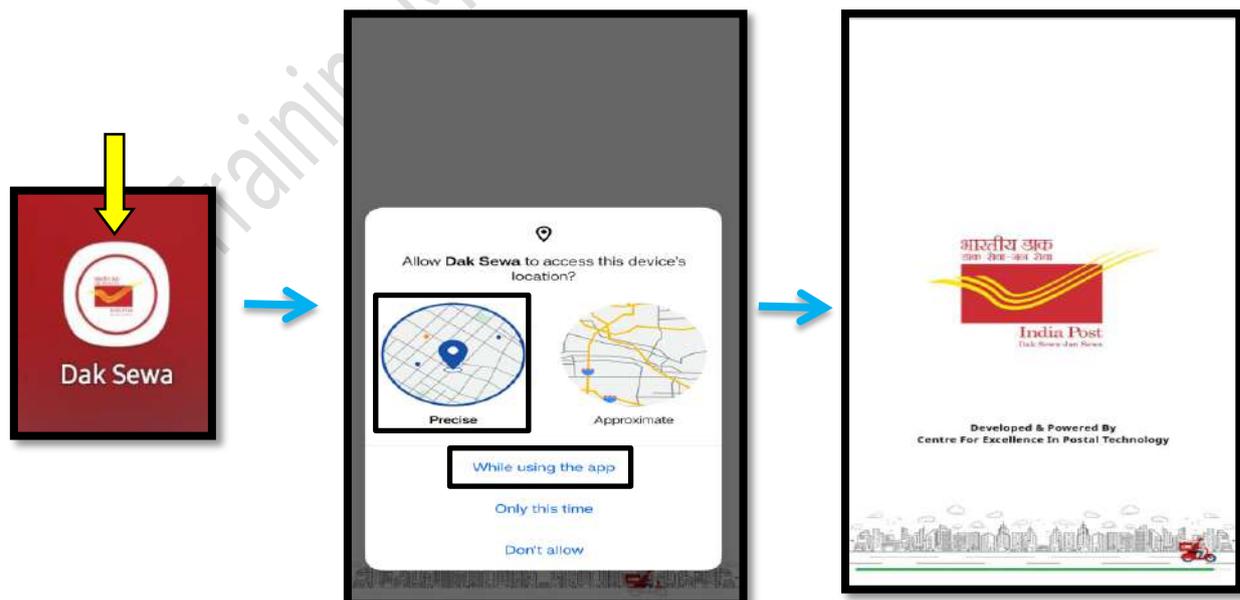
**Dak Sewa** Mobile Application is the Citizen Centric Mobile Application of Department of Posts developed by Centre for Excellence in Postal Technology. The app provides the following functionalities for the customers of Indiapost.

- ❖ Complaints registration and tracking complaints
- ❖ Track and trace of Domestic/International Mails and Electronic Money Orders
- ❖ Locate Post Office and Find PIN Code
- ❖ Postage Calculator
- ❖ POSB Interest Calculator
- ❖ PLI/RPLI Premium calculator
- ❖ Service Request can be placed
- ❖ Information on all the products and services offered by Indiapost.

This operational guide focuses on the functionalities available in the Dak Sewa Mobile Application and guides the users to access all the features available in the app.

## 2. Download and Installation

The App is available in both Android and iOS platform and it can be downloaded from Google Play Store and iOS App Store respectively. Links of the same is also available in the official website of Indiapost. After the installation, the app icon will be displayed as shown below. Tap on the app to launch the app.



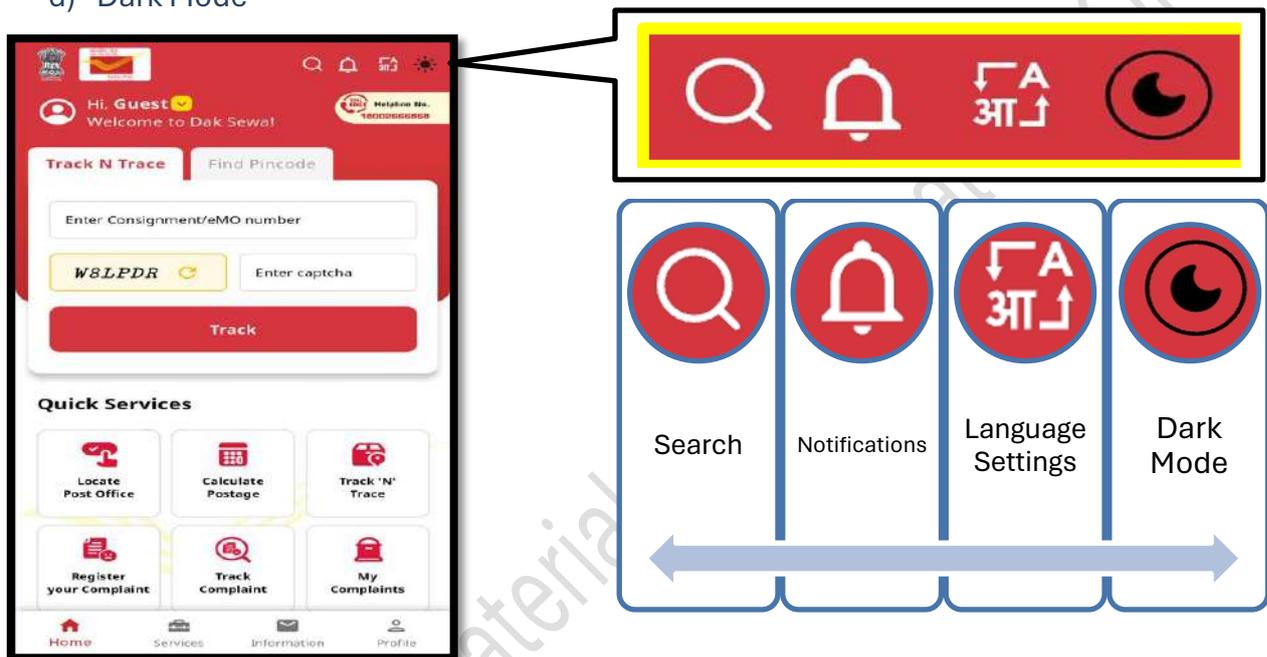
The app will ask for device's location access for the first time, it is recommended to provide 'Precise' and 'While using the app' access for better experience.



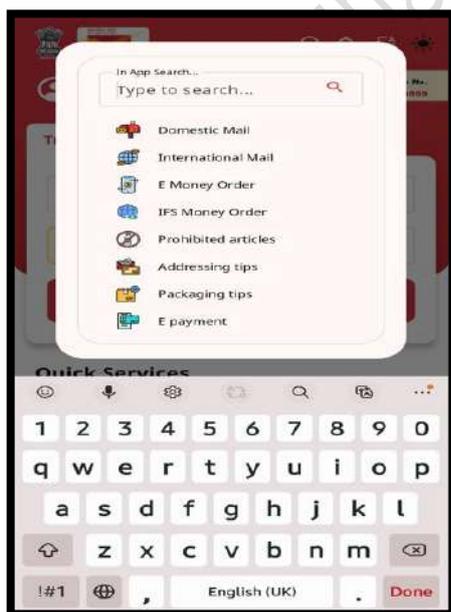
### 3. Home Screen

On launching the app, Dak Sewa App will be opened and will be landed on the Home Screen. On the top right corner of the app, four icons are available. They are:

- a) In-App Search
- b) Notifications
- c) Language Settings
- d) Dark Mode



#### 3.1 In-App Search:



‘Search’ option is provided to find and locate the services or options interested in.

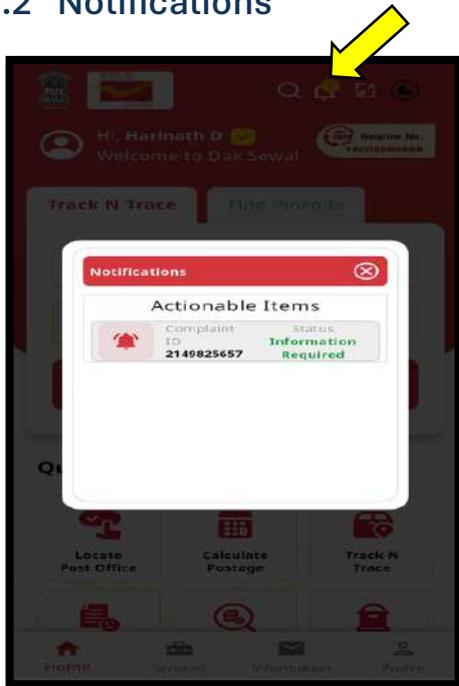
Upon entering the keywords, the related results will be displayed. The user can tap on the result to open the relevant page.

If no option available for the keywords entered, no result items will be displayed.

The user can also scroll in the dropdown list of options and tap on any option without entering the key words.



### 3.2 Notifications



The 'notification' button available to check

- ❖ the notifications of the updates and
- ❖ Pending actionable items with respect to the complaints raised by the app user.

### 3.3 Language Settings



The App Language can be changed with this option. There are 23 languages available and they are:

1. English
2. Assamese
3. Bengali
4. Bodo
5. Dogri
6. Gujarati
7. Hindi
8. Kannada
9. Kashmiri
10. Konkani
11. Maithili
12. Malayalam
13. Manipuri
14. Marathi
15. Nepali
16. Odia
17. Punjabi
18. Sanskrit
19. Santali
20. Sindhi
21. Tamil
22. Telugu
23. Urdu

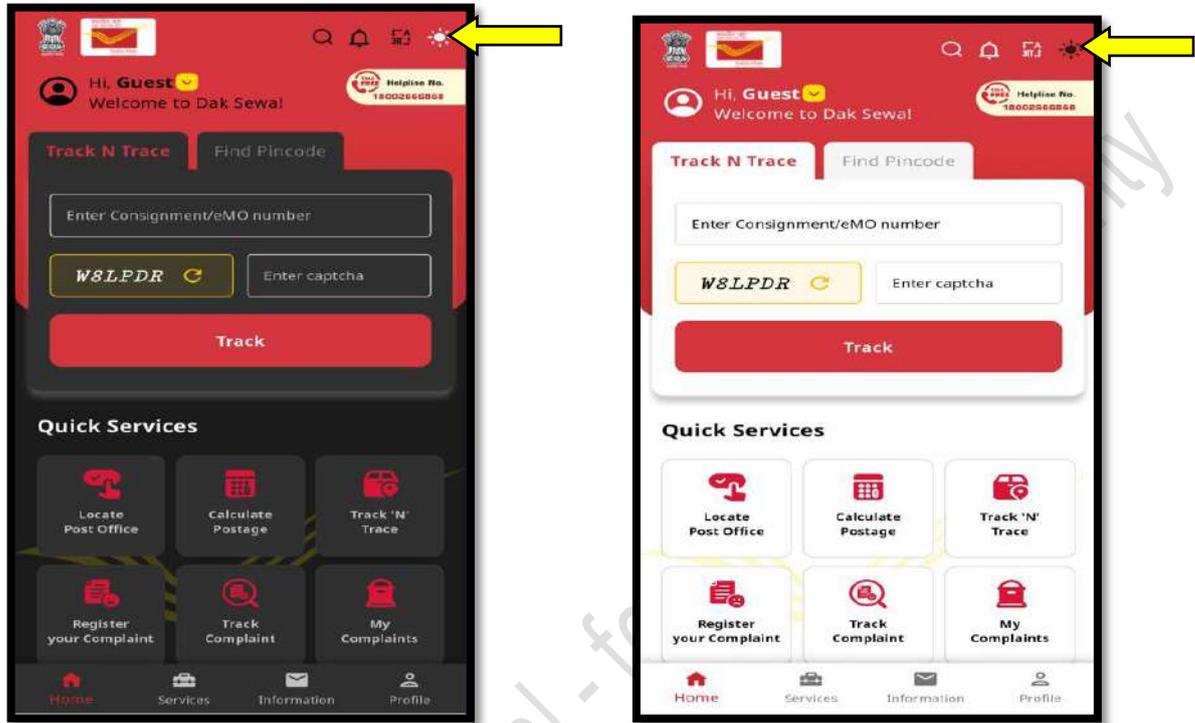
The language translation is powered by “Bhashini”-An Indian Government Project by Ministry of Electronics and Information under its ‘National Language Translation Mission’.

User has to tap on the preferred language and tap on ‘Close’ button for changing the App Language. There is an optional button ‘Set default to-English’ for changing to English.



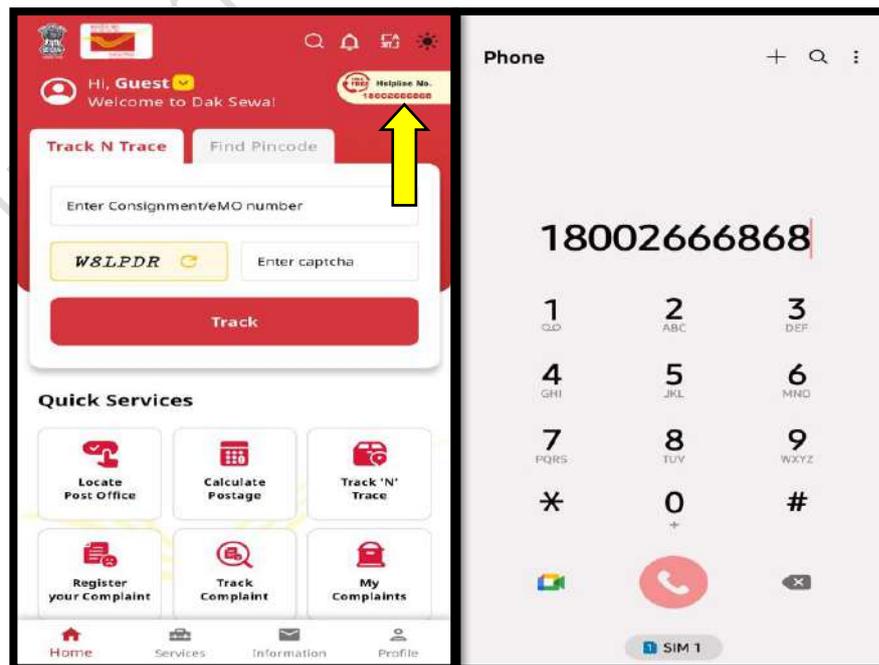
### 3.4 Dark Mode

This option enables the user to choose the interface of the app in dark theme or light theme as per user convenience.



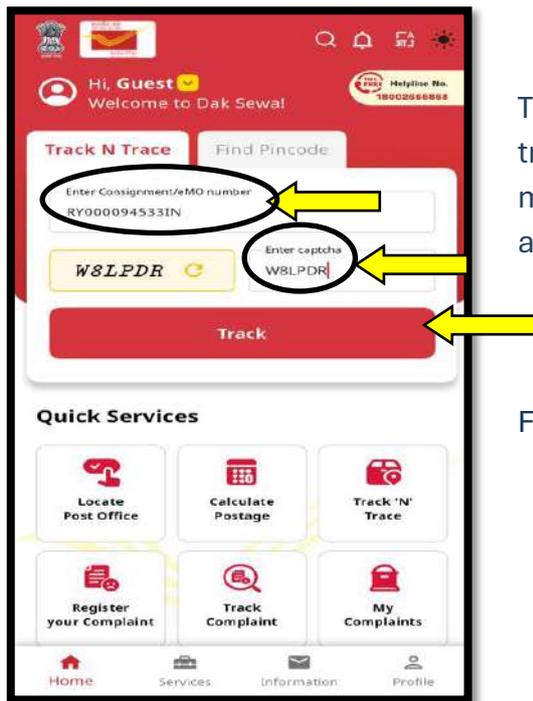
### 3.5 Helpline button

Helpline button is available on the top right corner just below the 'Dark Mode' button. Tap on the helpline button, phone dialer will be opened with the Indiapost Helpline Number.





### 3.6 Track N Trace

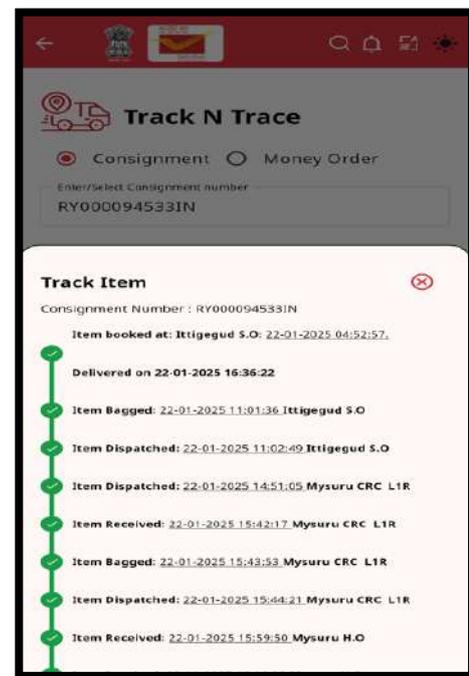
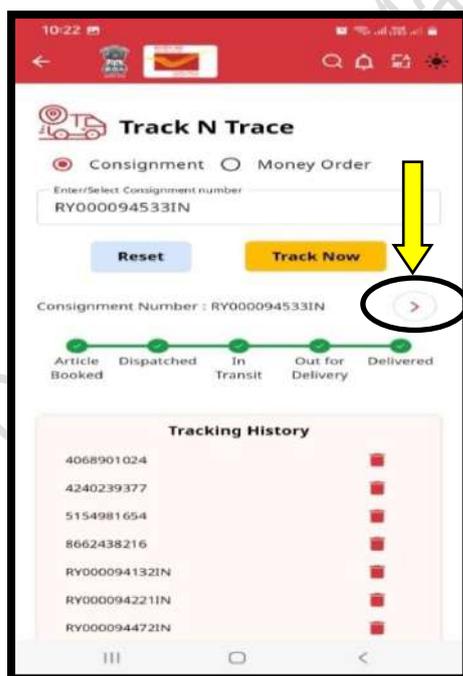


The Customer using the Dak Sewa App can track and trace the Consignments (Mail Articles) and Electronic money orders (eMOs) with the option 'Track N Trace' available in the Home Screen of the app.

For tracking letter mail articles or parcels,

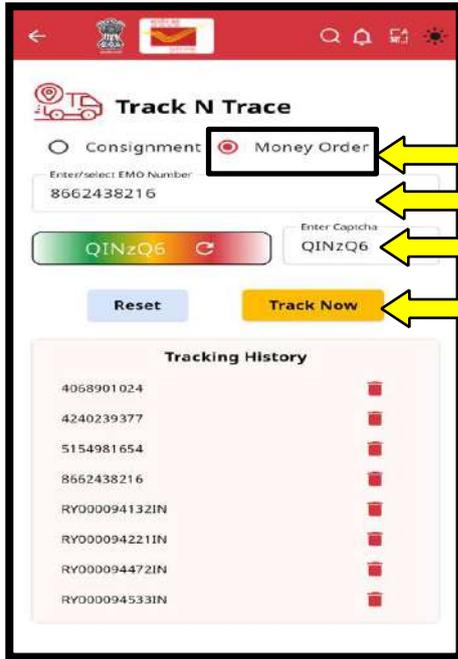
- Enter the 13 digit Consignment number
- Enter Captcha code and
- Tap on 'Track' button.

The status of the article will be displayed. Tap on the expand button to see the detailed events of article. All the events of the article will be listed with the details like type of each event, date and time and the office in which the event occurred.

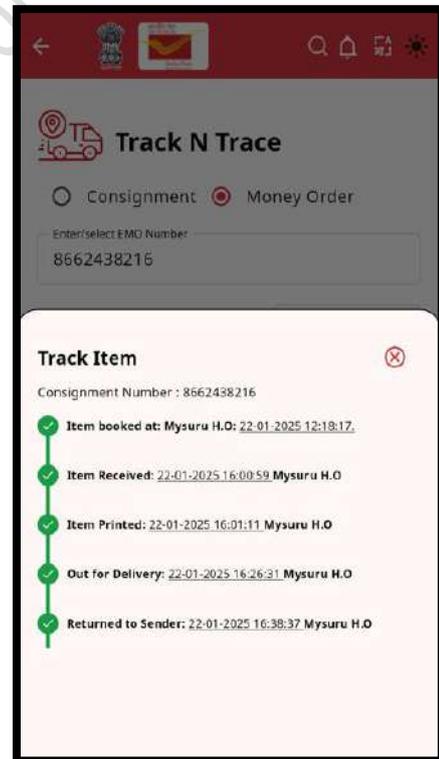
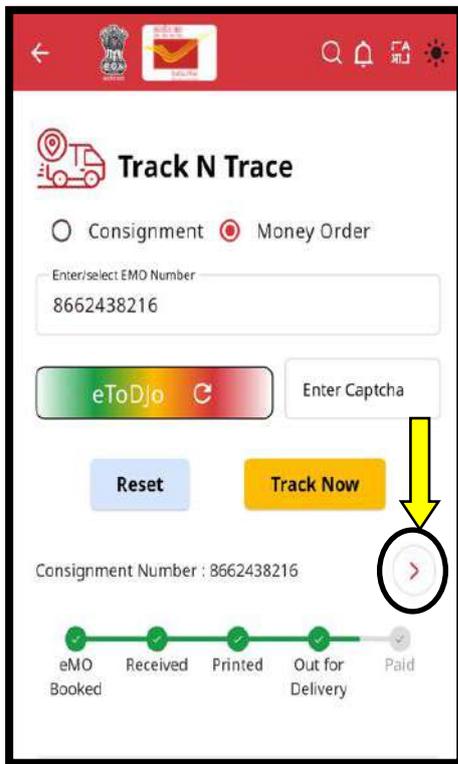




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eMOs (Electronic Money Orders) can also be tracked using this option by selecting the radio button 'Money Order'. Enter the 10 digit eMO number and captcha code. Tap on 'Track now' button.



The status of the eMO will be displayed and by tapping on the expand button available in the result page, detailed events with date, time & office will be displayed.

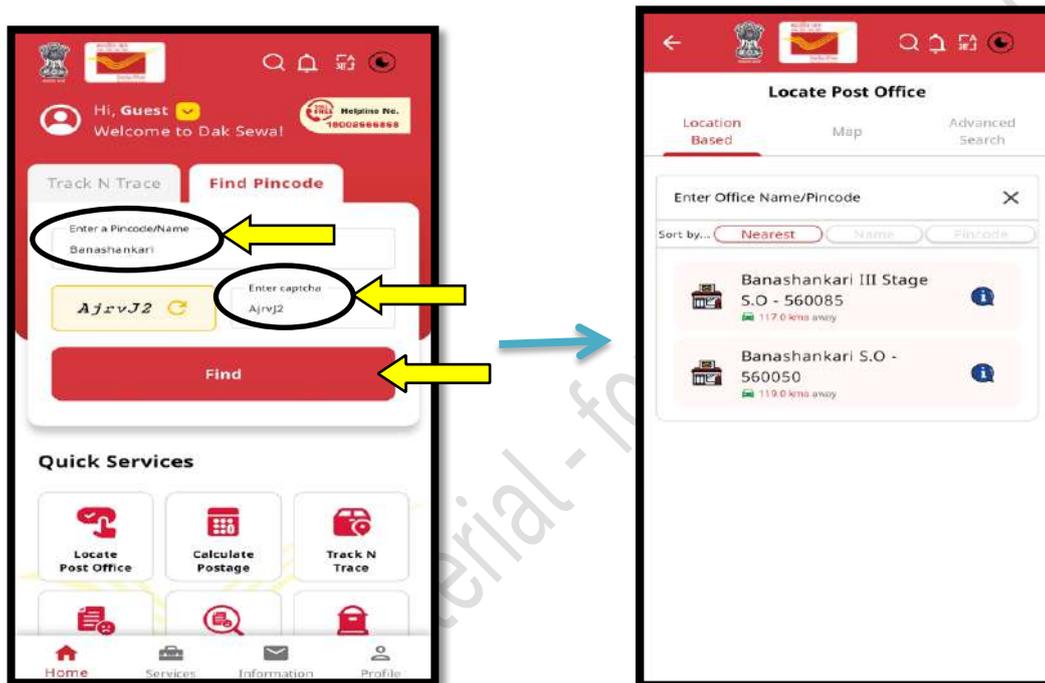


### 3.7 Find Pincode

'Find Pincode' option is available in the Home screen of the App to find the Pincode of a Post Office by entering the name of the Post Office.

Enter the name of the Post office or key words in the field 'Enter a Pincode/Name', enter the captcha code and tap on 'Find' button. The results will be displayed.

For illustration purpose, let us take an example; the user wants to search Pincode of 'Banashankari' Post Office.



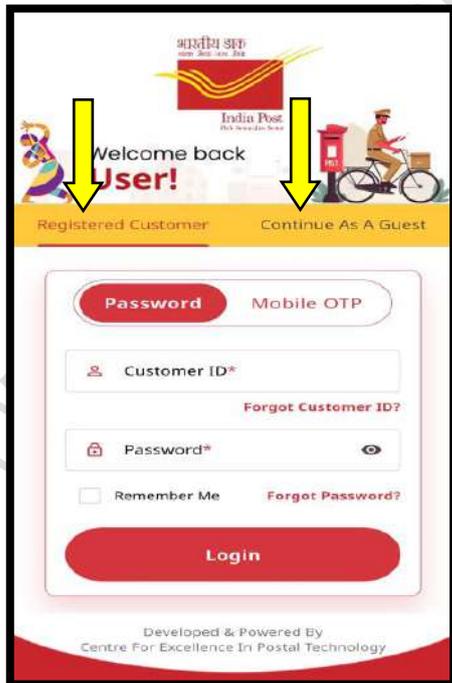
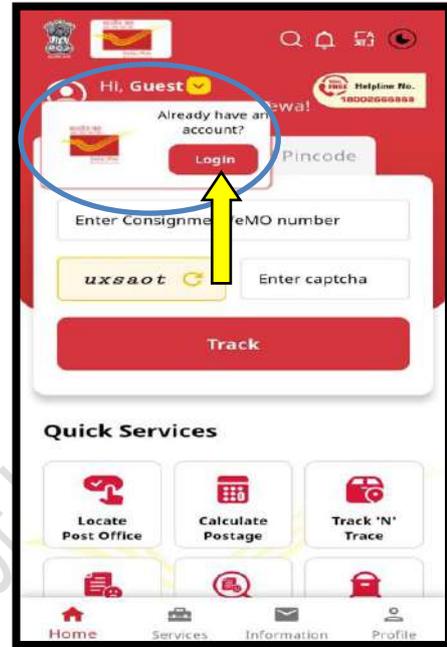
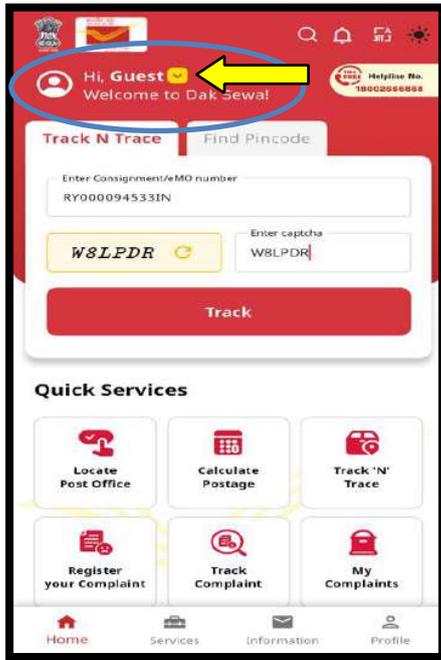
In this example, type the keywords in the field 'Enter a Pincode/Name' as 'Banashannkari', enter captcha code and tap on 'Find' button.

Upon clicking 'Find' button, a new screen will be opened with the search results as shown below. 'Info' button is provided against each results, tap on the 'Info' button to get additional details.



### 4 Login to the App

The customers can login to their account using the ‘Customer ID’ or ‘Mobile number’. Tap on the expand button to get the ‘login’ button.



On tapping the ‘Login’ button, login screen will be opened. There are 2 types of customer logins available, ‘Registered Customer’ and ‘Continue as a guest’.

By default the login page will be in ‘Registered Customer’ tab. The user can change the login type by tapping on the tabs; ‘Continue as a guest’ and ‘Registered Customer’.



### 4.1 Login as Registered Customer

Registered customer should have 10 digits Customer ID\* for logging into the App. Registered customer has the option to login using password or Mobile OTP.

\*Note: Customers who are already registered with Post Office can use their existing customer IDs and password for logging in and the Customers who do not possess customer ID can contact the nearest Post Office for Registration and to get their customer ID.

#### 4.1.1 Login with password

Registered customer having customer ID can login with 'Password'. Enter the fields 'Customer ID', 'Password' and tap on 'Login' button.



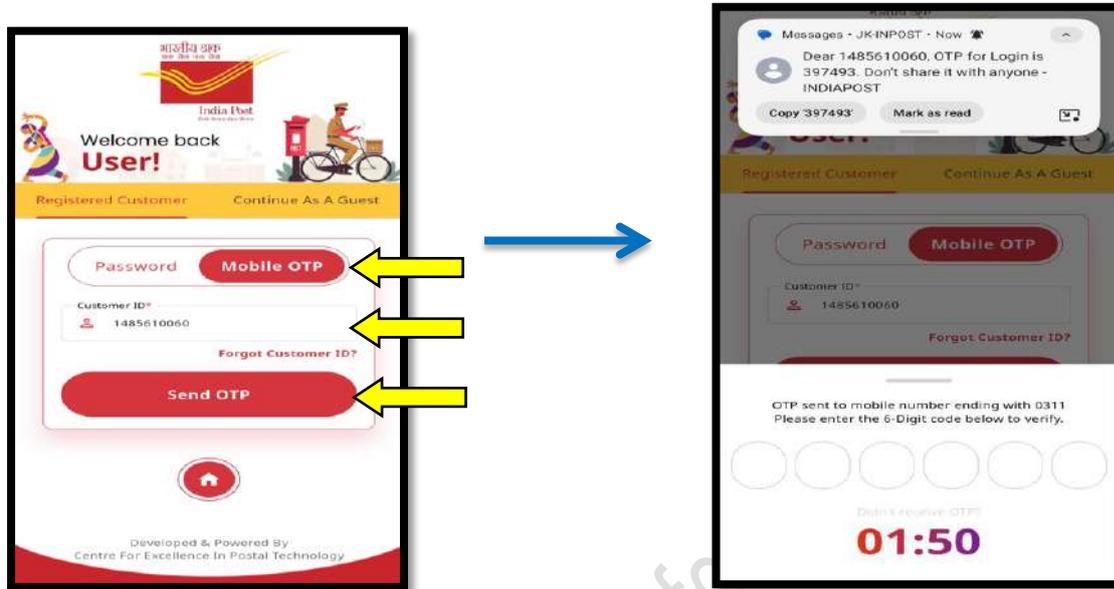
An eye symbol button is provided within the Password field to view the entered password. Upon successful login, Home page will be displayed along with the name of user.



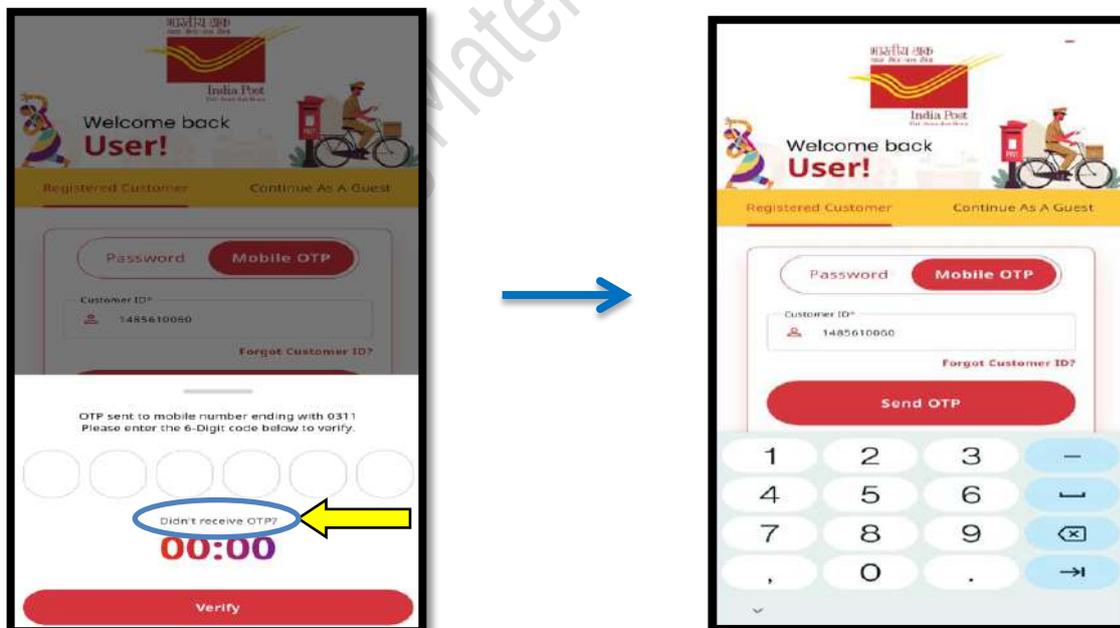
### 4.1.2 Login with Mobile OTP

Registered customer can also login using Mobile OTP.

Enter the 'Customer ID' and tap on 'Send OTP' button. A 6 digits one time password will be sent to the customer's registered mobile number through SMS.



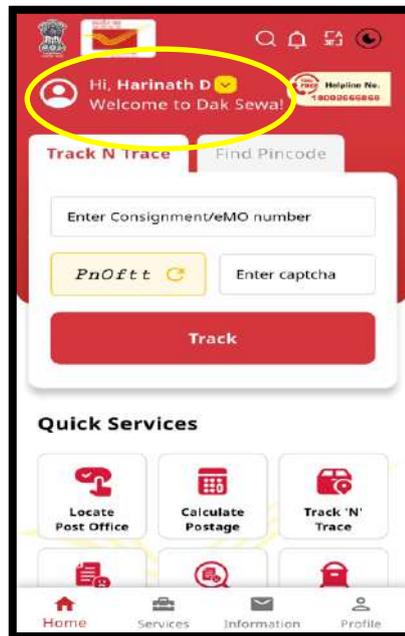
The validity of OTP is 2 minutes and the OTP will expire after 2 minutes. If OTP not received or not entered within 2 minutes, after the expiry of 2minutes in the timer, 'Didn't Receive OTP?' link will be highlighted in the same screen.



Tap on the link 'Didn't Receive OTP', the app will be redirected to login screen and the user can check the correctness of Customer ID and retry login.

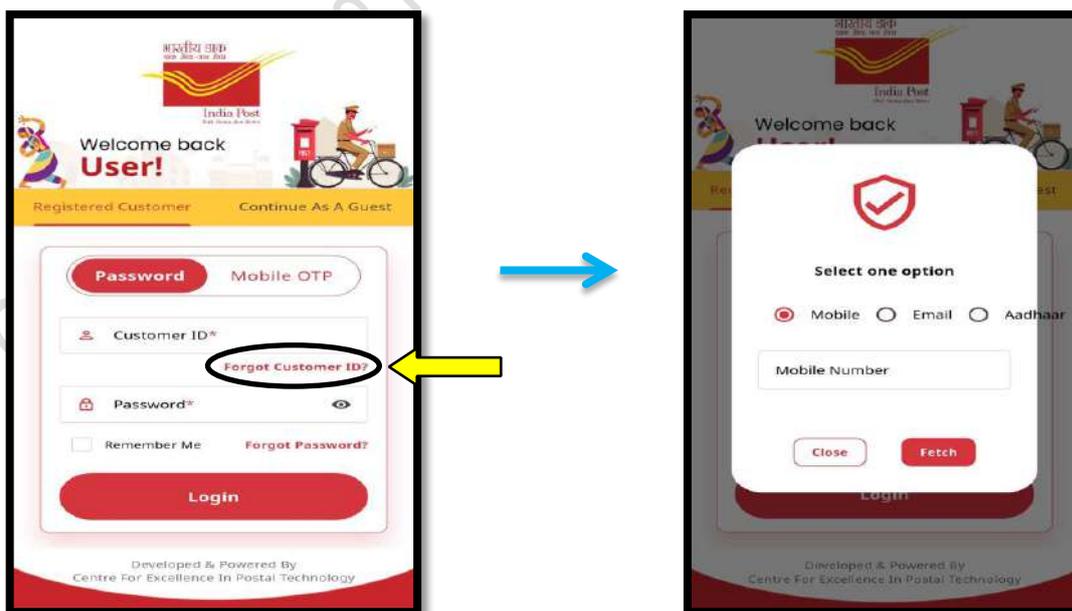


Upon entering the OTP received on registered mobile number, home page of the app will be displayed with the name of the registered customer.



#### 4.1.3 Forgot Customer ID

Customer ID can be fetched using the option 'Forgot Customer ID' available in the login screen with the Mobile OTP Verification by providing Mobile number, Email ID or Aadhaar. Upon tapping on 'Forgot Customer ID', a pop up screen will appear; select one of the radio buttons among Mobile, Email or Aadhaar. By default 'Mobile' will be in selected status.



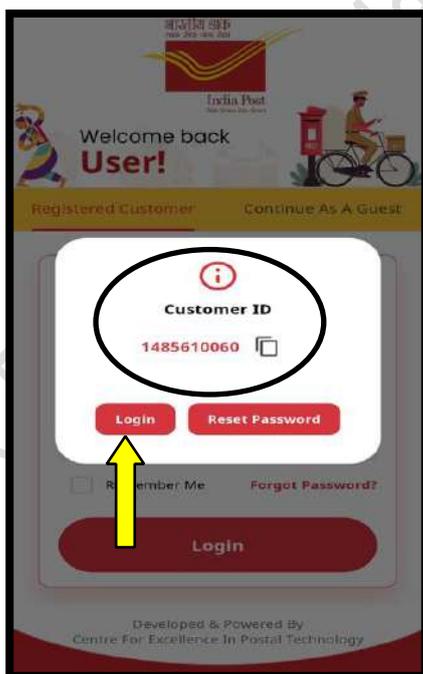
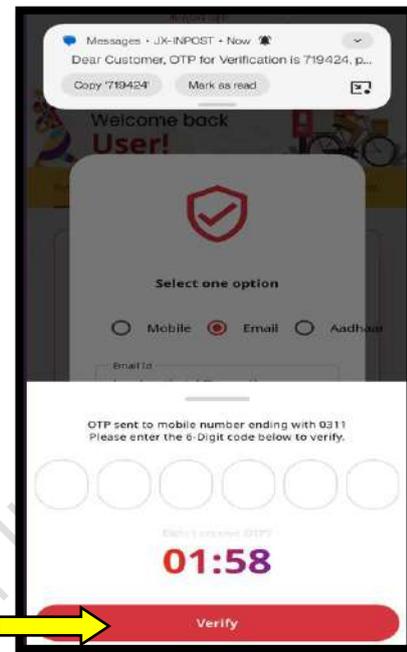
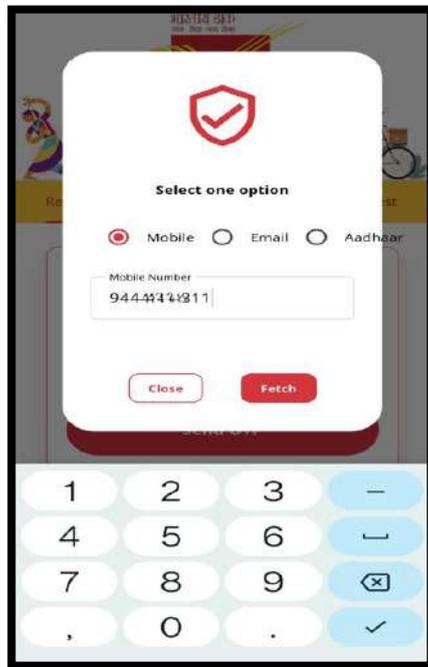


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The user can select either Mobile number, email ID or Aadhaar.

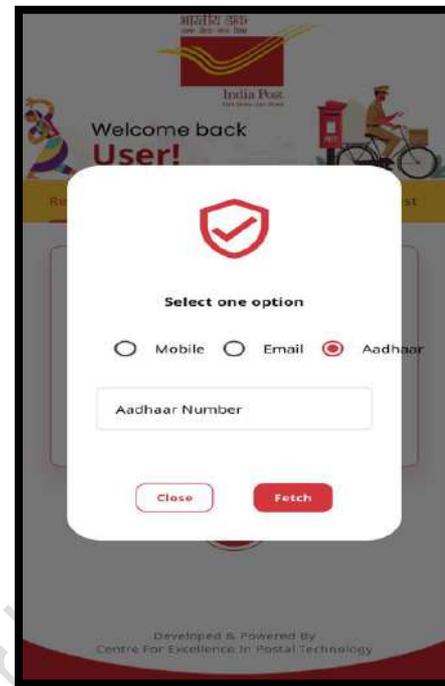
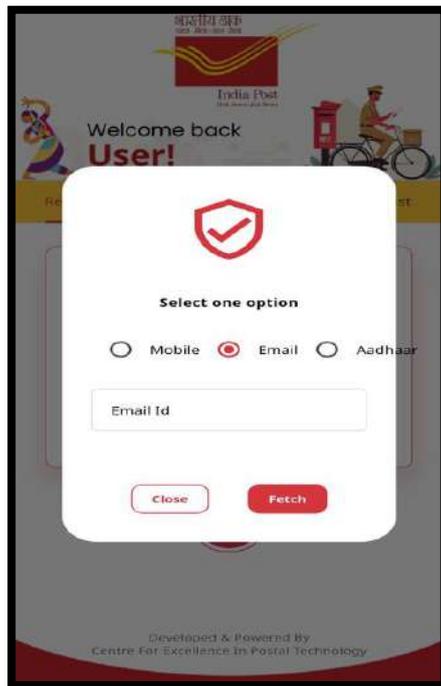
For fetching Customer ID by providing Mobile number, Select the radio button 'Mobile', enter the registered mobile number in the field 'Mobile number' and tap on 'fetch' button. A six digits OTP will be sent to the mobile number. Enter the OTP and tap on 'Verify' button.



Upon entering the OTP received through SMS, a new pop up screen will appear with the Customer ID. The user can copy the Customer ID to clipboard by tapping on the 'Copy to clipboard' icon or can go to login screen by tapping on 'Login' button or reset the password by tapping on the option 'Reset Password'.



## Operational Guide for Dak Sewa Mobile Application

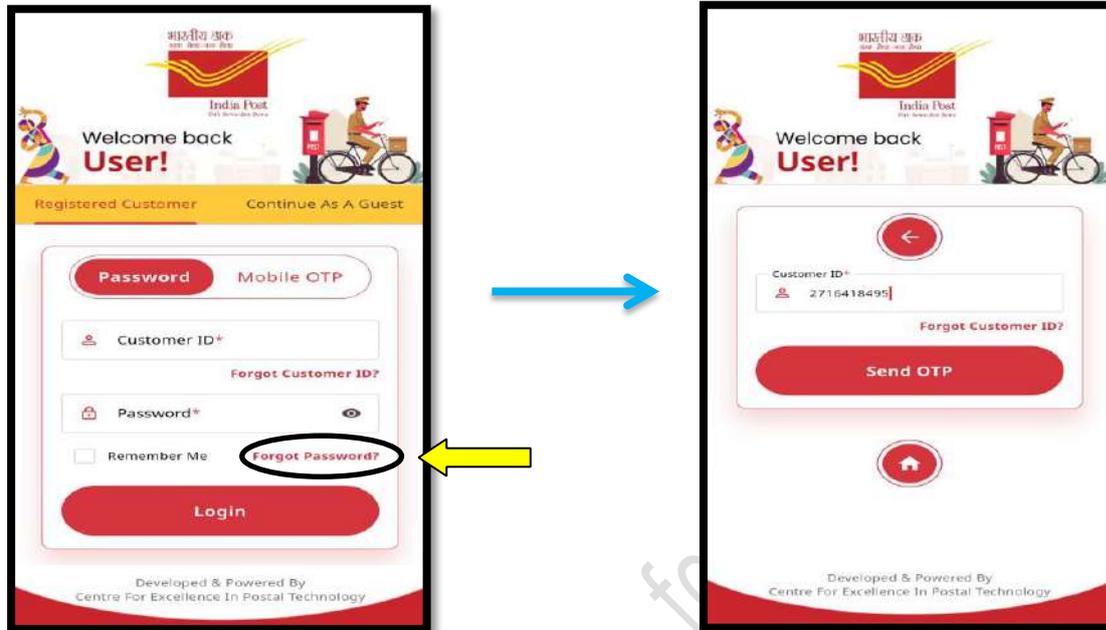


- ❖ Select 'Email', enter Email ID registered with the Customer ID in the field provided and tap on the 'Fetch' button, OTP will be sent to the registered mobile number through SMS. Enter the received OTP and tap on 'Verify' button to fetch the customer ID.
- ❖ Select 'Aadhaar', enter the Aadhaar number registered with the Customer ID in the field provided and tap on the 'Fetch' button, OTP will be sent to the registered mobile number through SMS. Enter the received OTP and tap on 'Verify' button to fetch the customer ID.



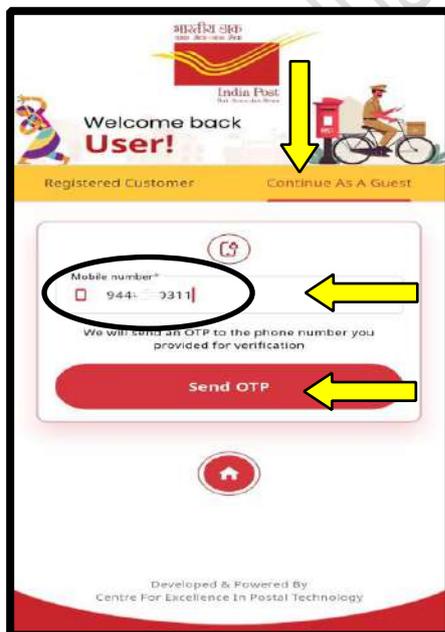
#### 4.1.4 Forgot Password

The registered customer can reset the password using the option 'Forgot Password' available in the login screen.



Tap on the 'Forgot password', a new screen will be opened. Enter the 10 digits 'Customer ID' and tap on 'Send OTP' button. Enter the OTP received on the mobile number. Screen for setting up new Password will be opened.

#### 4.2 Login as Guest User

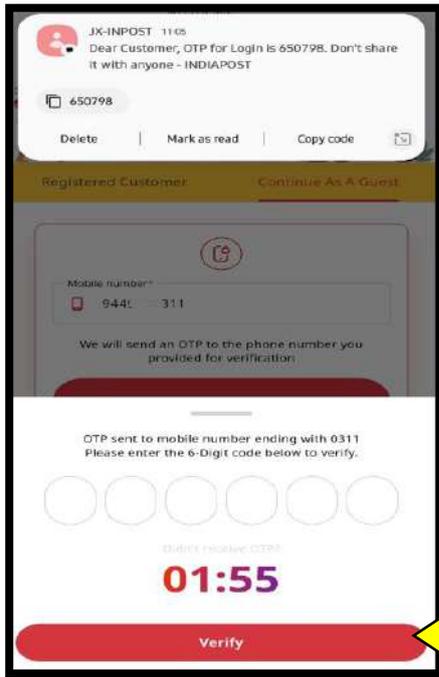


The customers who do not have 'Customer ID' can login as Guest using 'Mobile number'.

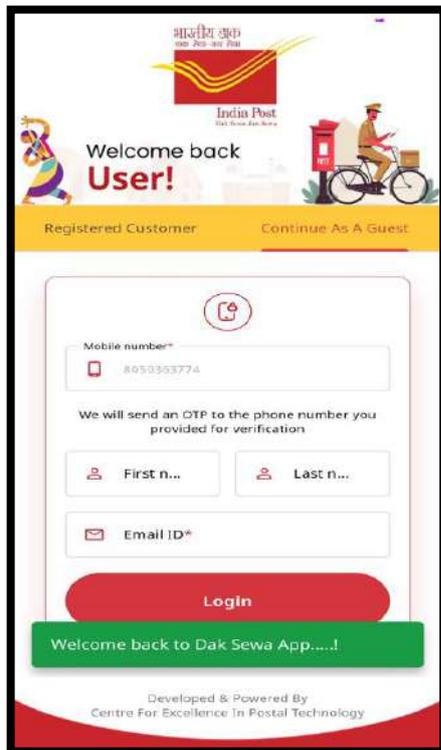
Enter the mobile number and tap on 'Send OTP' button. Six digits OTP will be sent to the mobile number.



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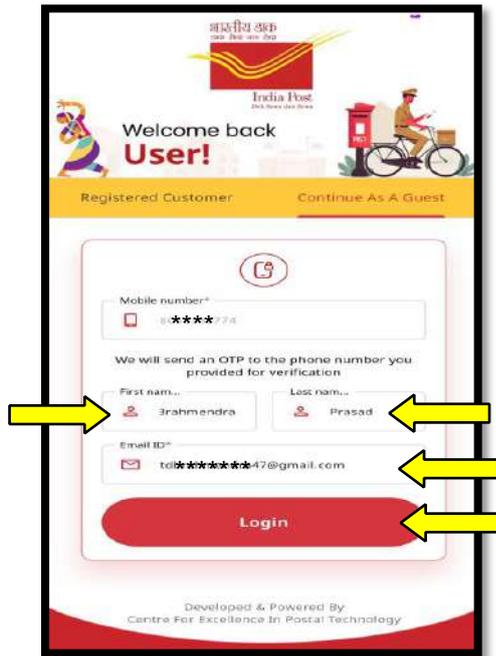
Enter the OTP received through SMS on the mobile number and tap on 'Verify' button.



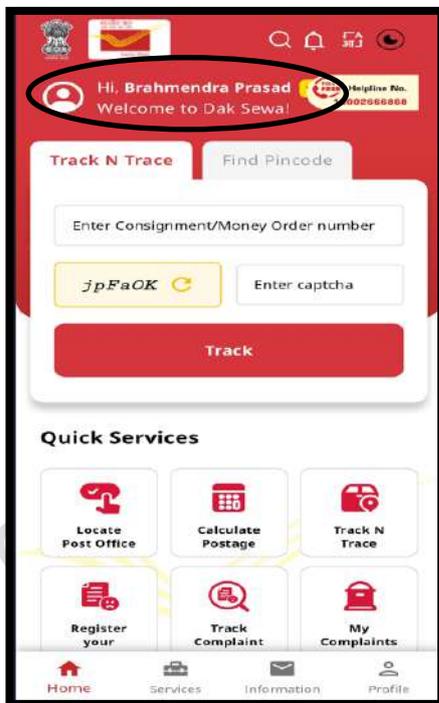
A new screen will open with a message “Welcome to Dak Sewa App...!” and the fields to enter ‘First Name’, ‘Last Name’ and ‘Email ID’ will be displayed for the first time.



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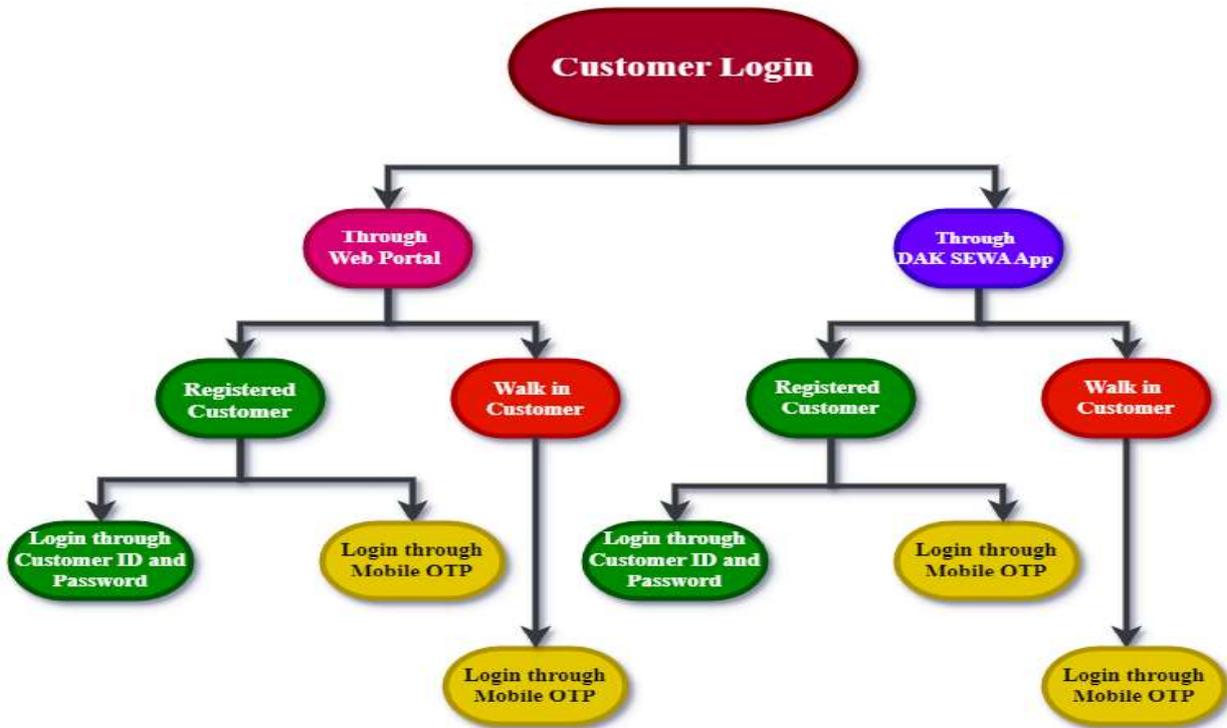
Enter the fields 'First Name', 'Last Name', 'Email ID' and tap on 'Login' button.



The Guest user will be logged in and the app will be landed in Home page along with the name of the user.



4.3 Illustrative Flow Chart of Customer Login types

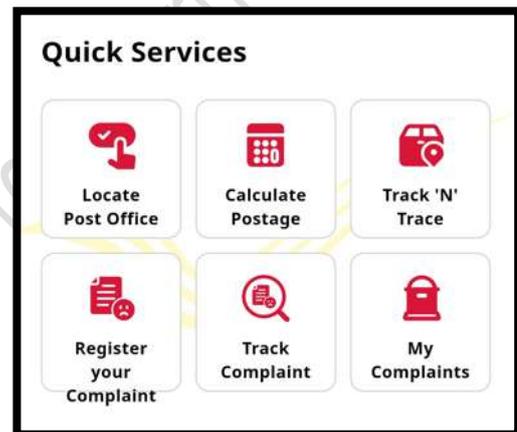
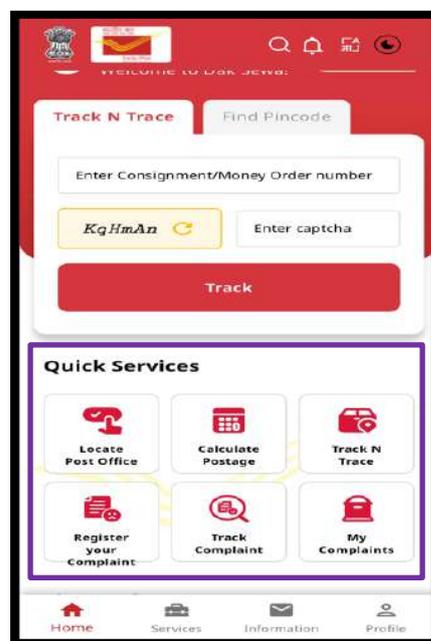




## 5 Quick Services

“Quick Services” panel in the Home screen of the Dak Sewa App contains shortcut options for the following Services.

- ❖ Locate Post Office
- ❖ Calculate Postage
- ❖ Track ‘N’ Trace
- ❖ Register your Complaint
- ❖ Track Complaint
- ❖ My Complaints



### 5.1 Locate Post Office

‘Locate Post Office’ option can be used to find the post office and its details in any of the locations.

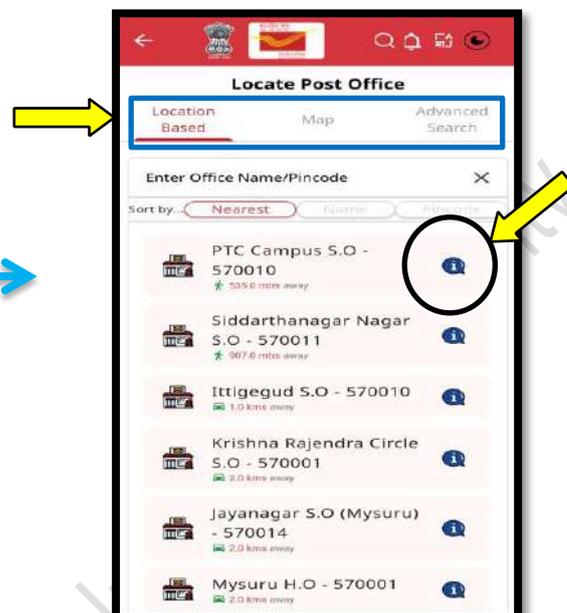
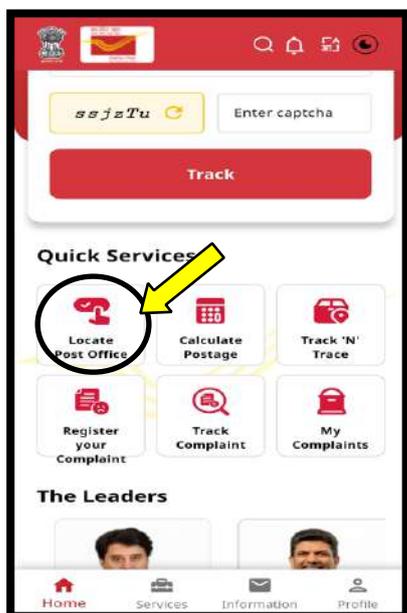
In this option, three tabs are available.

1. Location Based: Nearest post office based on the GPS location of the device.
2. Map: Post offices can be located in maps by tapping on any point on map.
3. Advanced Search: post Offices can be located based on State, District, Services, etc.,

Tap on ‘Locate Post Office’ option under ‘Quick Services’ menu, ‘Locate Post Office’ screen will be opened with the default tab ‘Location Based’.

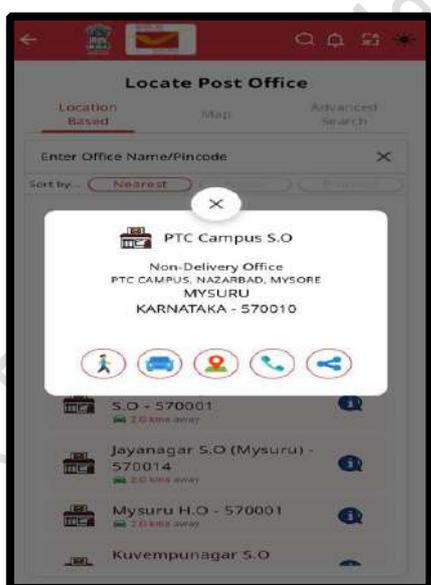


5.1.2 Location Based



In the 'Location Based' tab, the nearest Post offices based on the GPS location of the device will be displayed along with the exact distance from the location to the post office.

By tapping on the 'Info' button available against each results, additional details of the particular post office can be accessed.

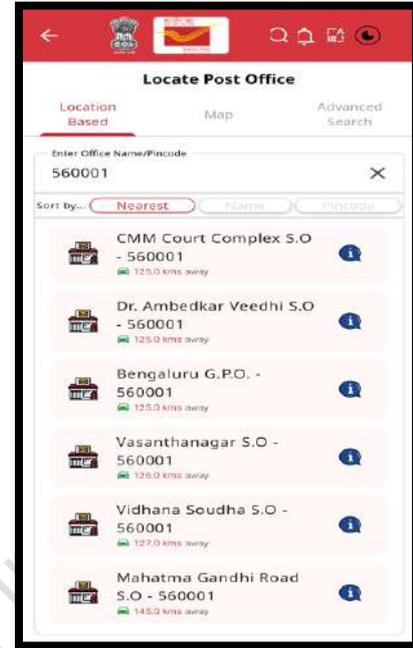




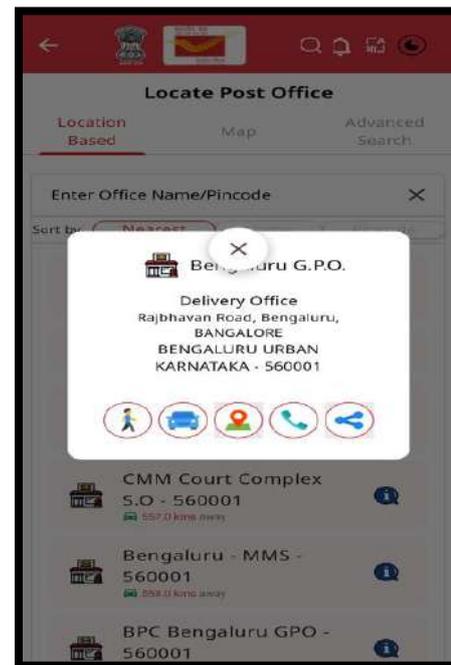
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This option can also be used to search the Post Office details by entering the Pincode. Enter the 6 digits Pincode in the field 'Enter a Pincode/Name', The results will be displayed.



'Info' button is available in front of every result for accessing more details of a particular Post office. Tap on the 'Info' button, a new pop up screen will be displayed with the details like, Office name, Address, Pincode along with buttons, Direction on Walking, Direction on Driving, Maps, Contact and Share.

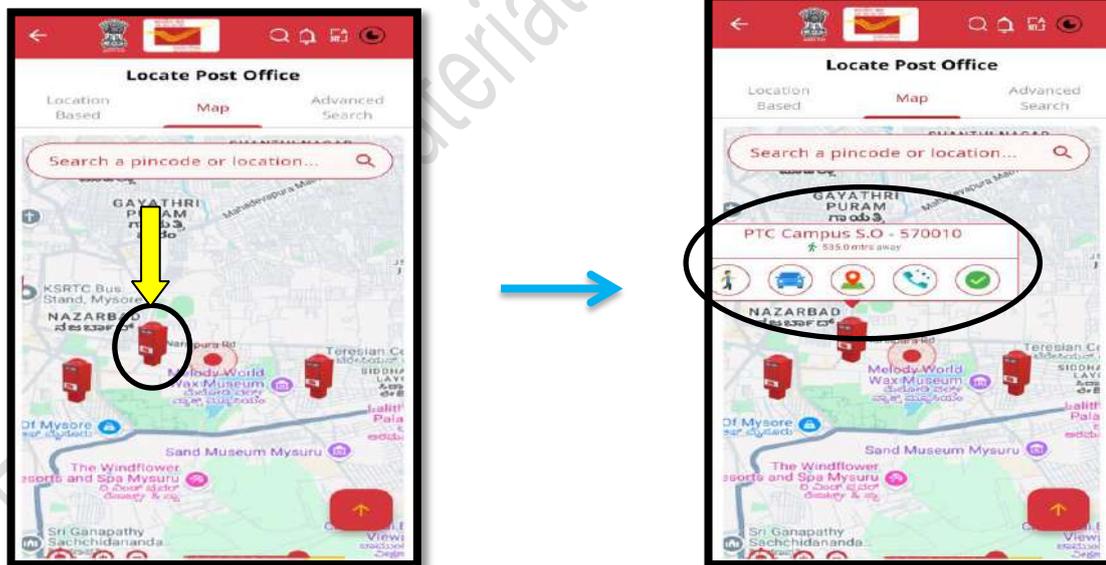




- ❖ Upon tapping the button Direction on Walking, Direction on Driving and Maps button, 'Maps' application will be opened with the directions and map location.
- ❖ Upon tapping 'Contact' button, Phone dialer app will be opened with the phone number of the Post office, the user can contact the Post office by making phone call using this option.
- ❖ Upon tapping 'Share' button, the details of the Post office can be shared through the data sharing applications like 'Messaging App', 'WhatsApp', 'Telegram' etc.,

### 5.1.3 Map

In the tab 'Map', the locations of the post offices can be located by entering Pincode, Location or by navigating to any location. Tapping on any point in the map will fetch the details of the post offices in the nearby locations of that point. The Post offices on the map will be indicated by a red colour letter box icon. By tapping on the letter box icon, details of the particular post office will be displayed.

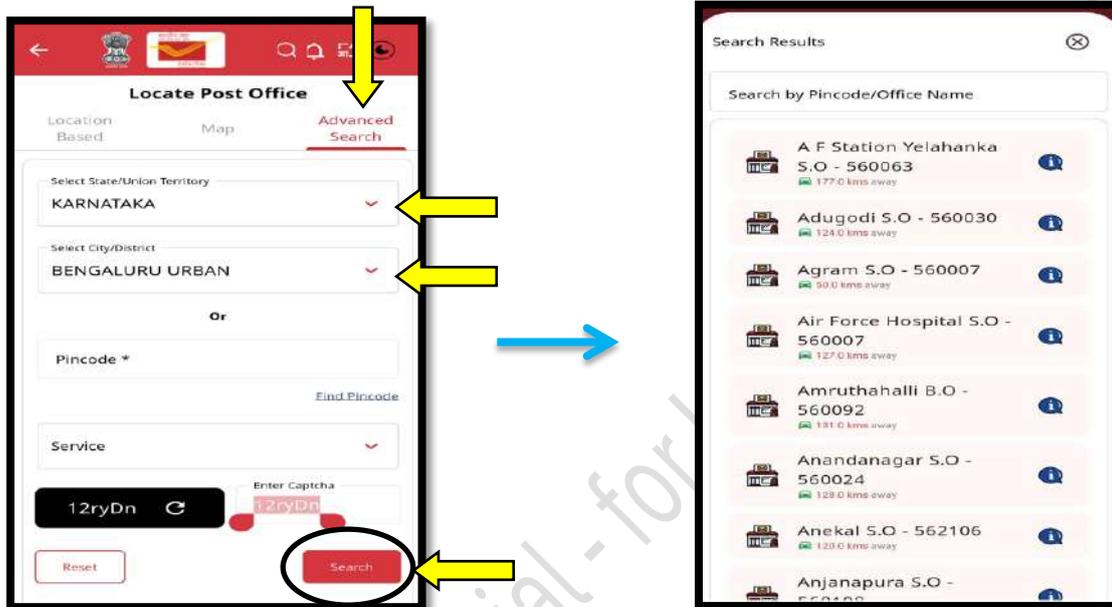




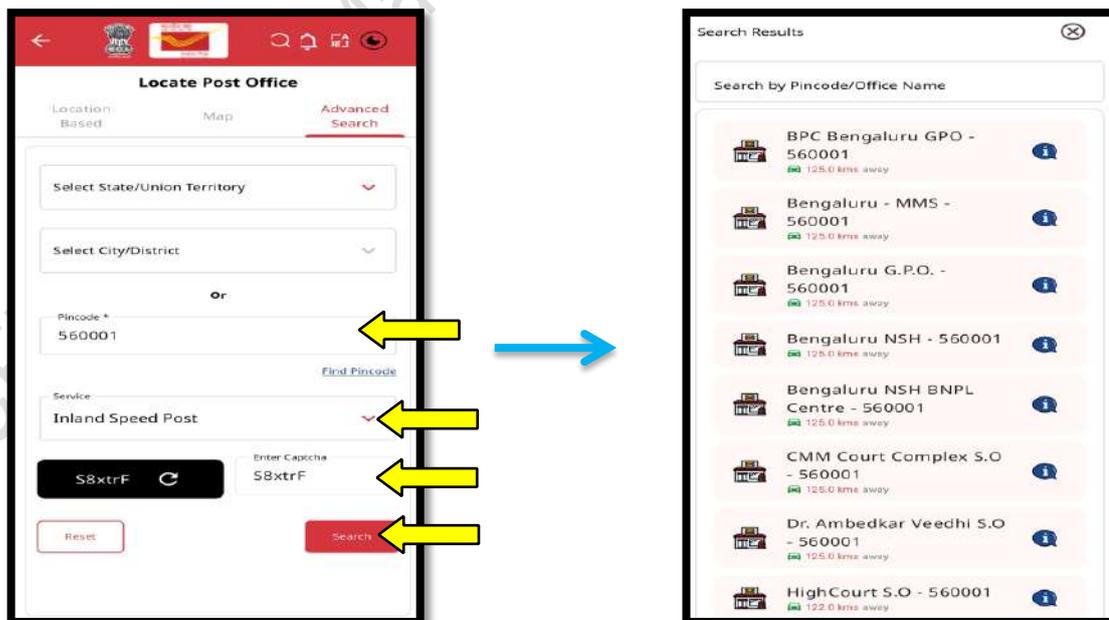
### 5.1.4 Advanced Search

In the tab 'Advanced Search', the list of Post offices along with details of a District can be fetched by selecting the fields 'State' & 'District' from the dropdowns.

Select State/Union Territory and City/District from the dropdown option, enter Captcha code and tap on 'Search' button, the results will be displayed.



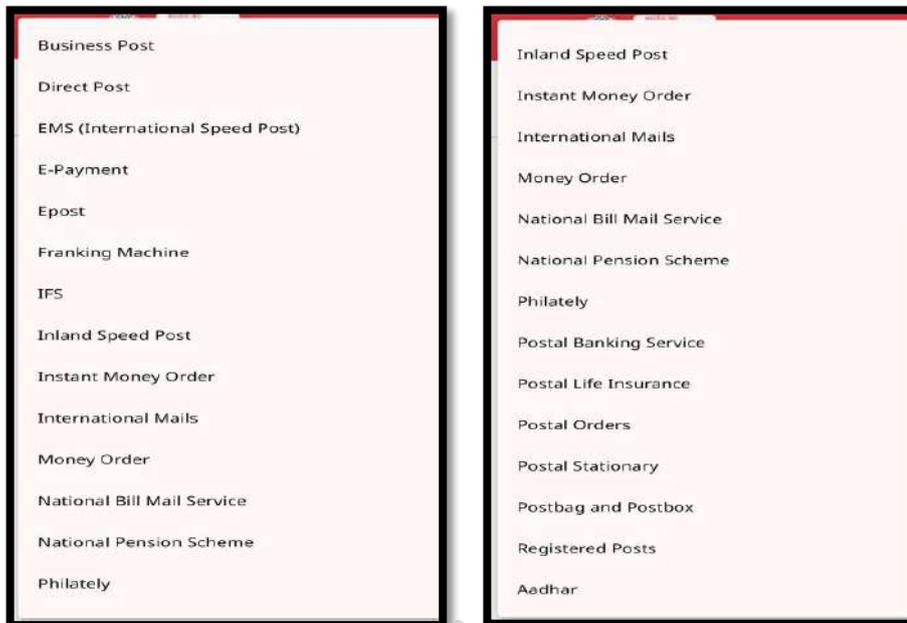
And also the post offices of a Pincode can be filtered based on the services available at that office by selecting the services from the dropdown options.





Enter the 'Pincode', select the 'Service' from the drop down list of services, enter captcha code and tap on 'Search' button. The results will be displayed with the list of Post Offices of that Pincode which are providing the selected service.

The list of services available in this option is as below;

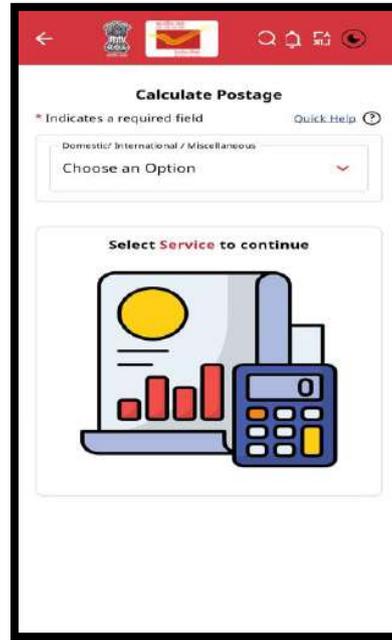
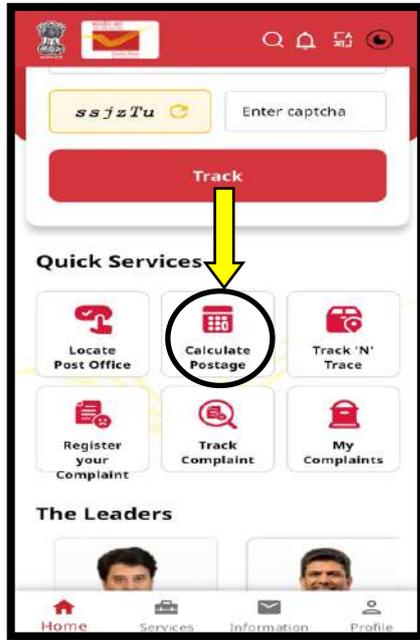


## 5.2 Calculate Postage

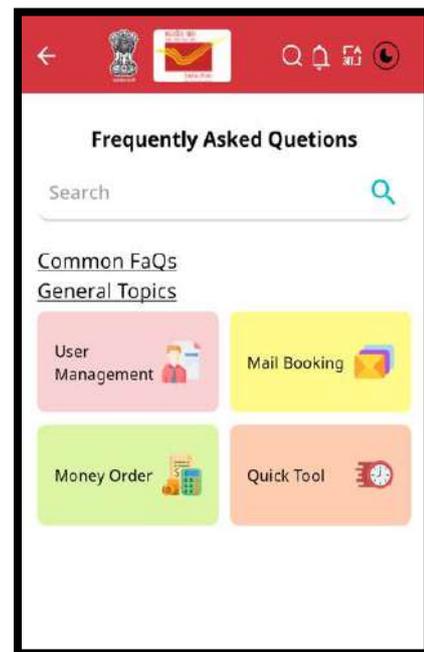
The option 'Calculate Postage' is available under 'Quick Services' in Home screen of the app. Customers can calculate the exact postage charges for both domestic and international letter articles/Parcels. User has to select the Type of service, Value Added Services, Shape of the consignment, Weight & Dimensions of the article, Source Pincode & Destination Pincode.



Operational Guide for Dak Sewa Mobile Application



Tap on 'Calculate Postage' option available under 'Quick Services' menu, 'Calculate Postage' screen will be opened. In this page, a 'Quick help' link has been provided for the reference of the user. By clicking on the link 'Quick help', the app will redirected to 'Frequently Asked Questions' page. Common FAQs on General topics are available in this page.



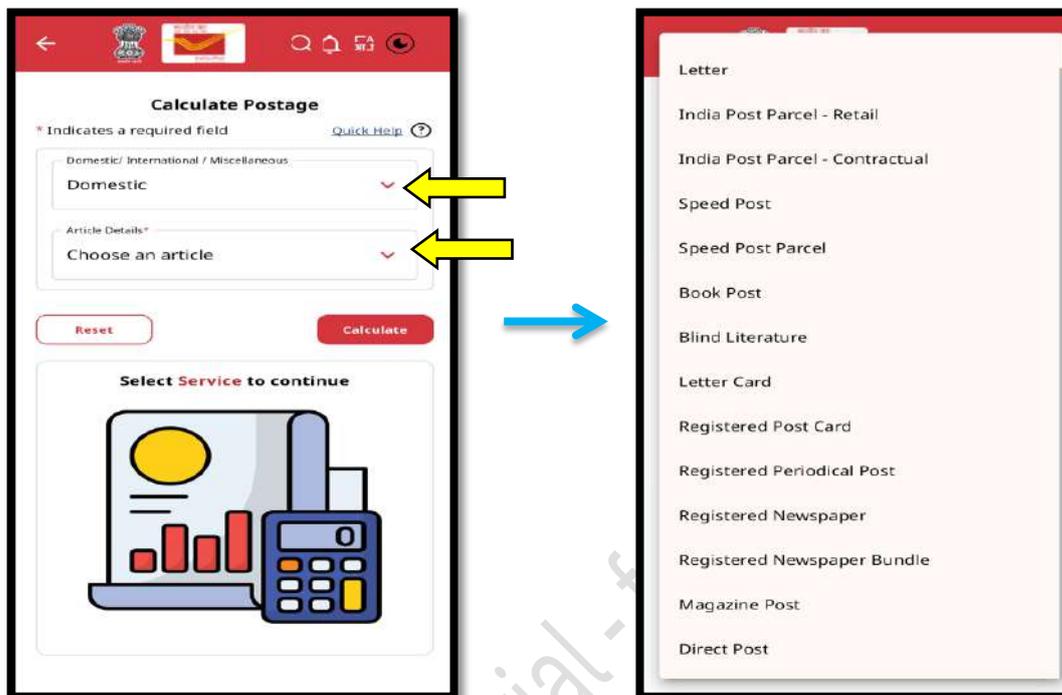


Operational Guide for Dak Sewa Mobile Application

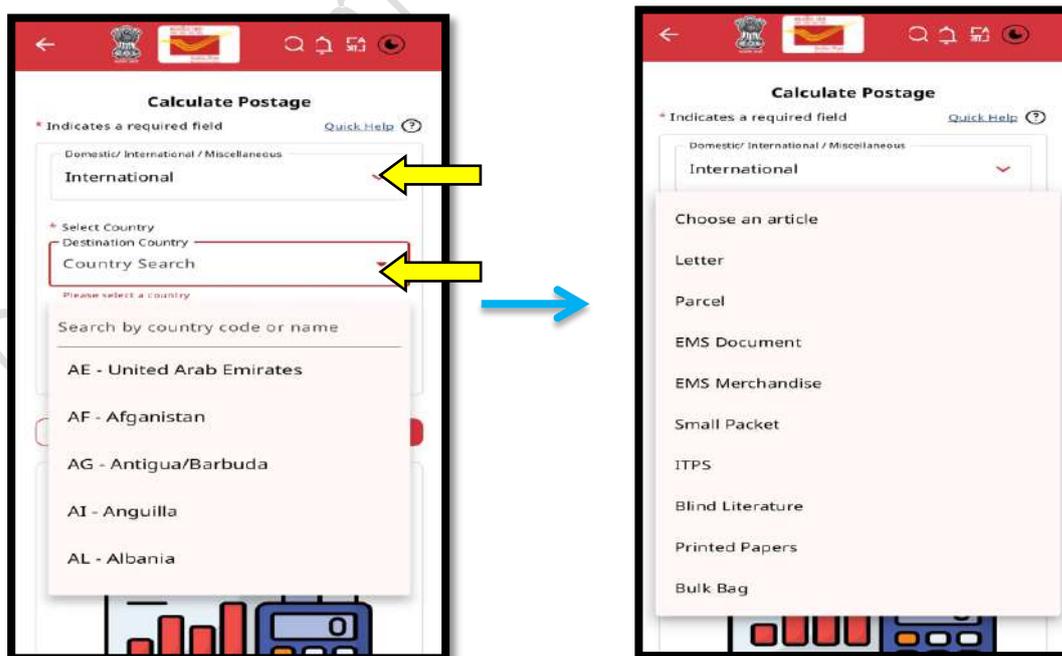


Select the field 'Domestic/International/Miscellaneous' from the drop-down options.

If 'Domestic' is selected, 'Article details' tab will appear. Select the required option from the drop-down options.



If 'International' is selected, 'Destination Country' tab will appear and upon selecting the country, 'Article Type' tab will appear for selection.

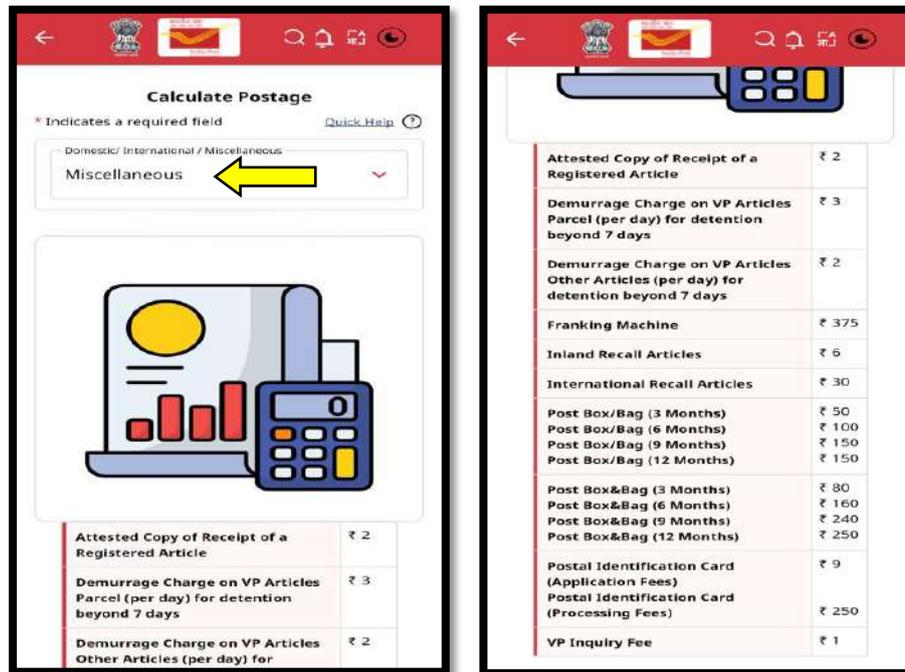




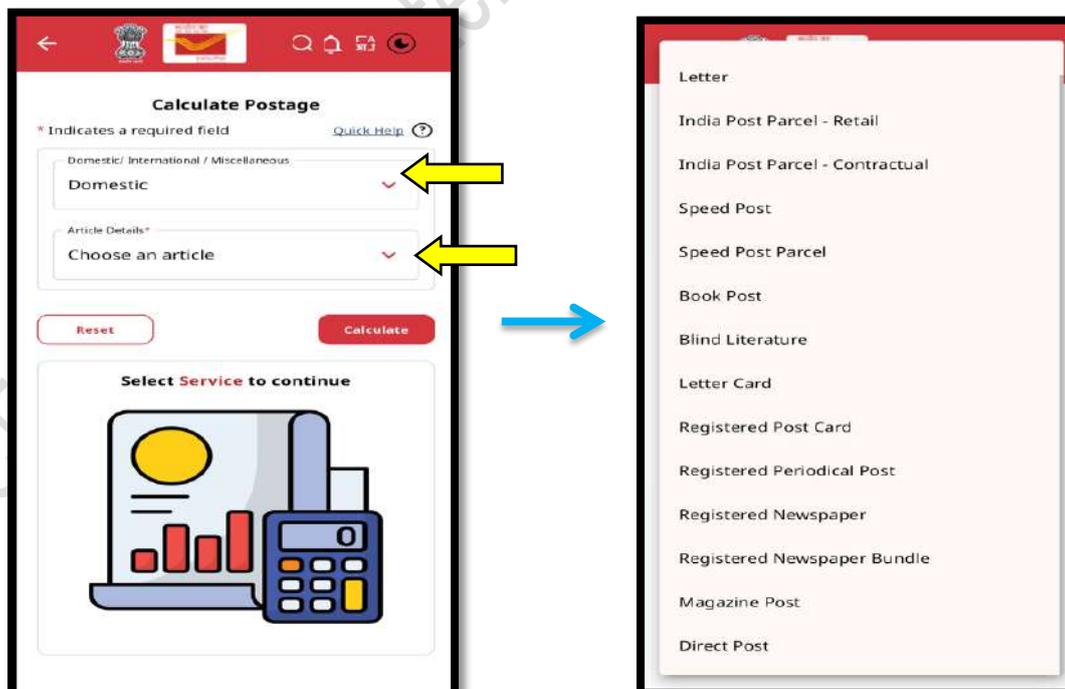
## Operational Guide for Dak Sewa Mobile Application



Select 'Miscellaneous' from the drop down options, the list of charges for the miscellaneous postal services will be displayed.



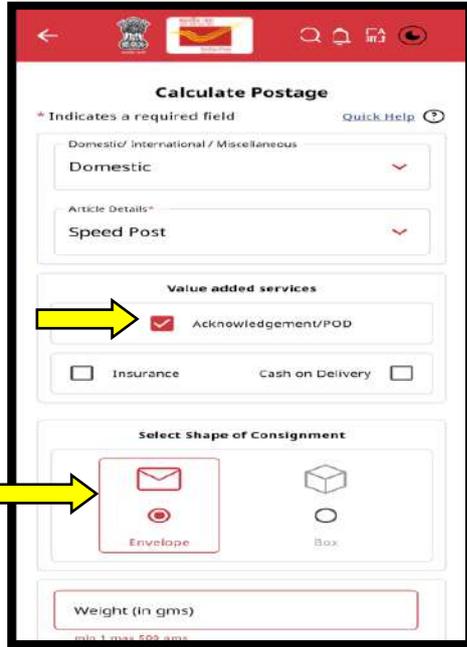
For illustration, let us calculate postage for 100grams Domestic Speed Post Envelope with POD from Mysuru Head Post Office to Bengaluru General Post Office.



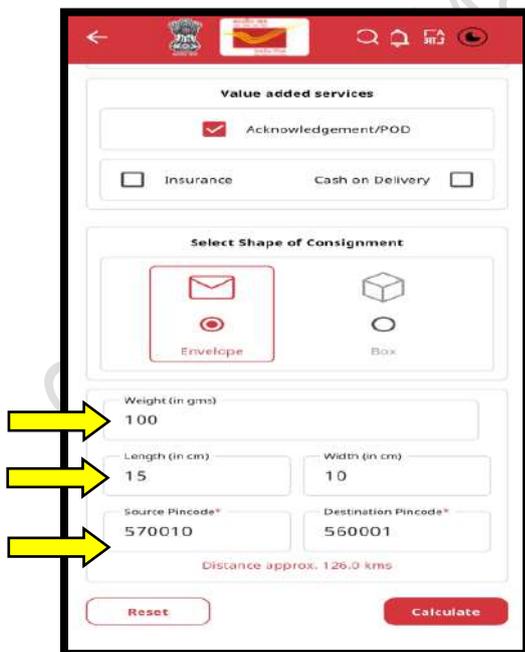
Select 'Domestic' from the drop down options, 'Article Details' tab will appear. Select the Article type as 'Speed Post' from the dropdown list.



Operational Guide for Dak Sewa Mobile Application



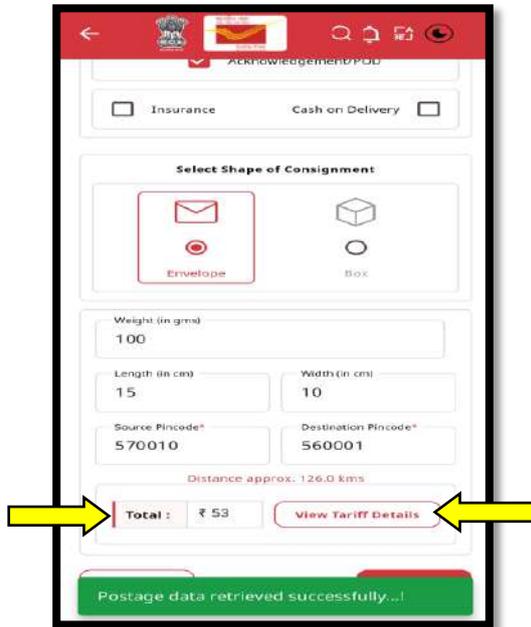
Check the box for 'Acknowledgement/POD' and select the radio button for 'Envelope'.



Enter the weight in grams in the field 'Weight', Enter the length, width of the envelope (Length and Width are Optional). Enter the Source Pincode and Destination Pincode and tap on 'Calculate' button.

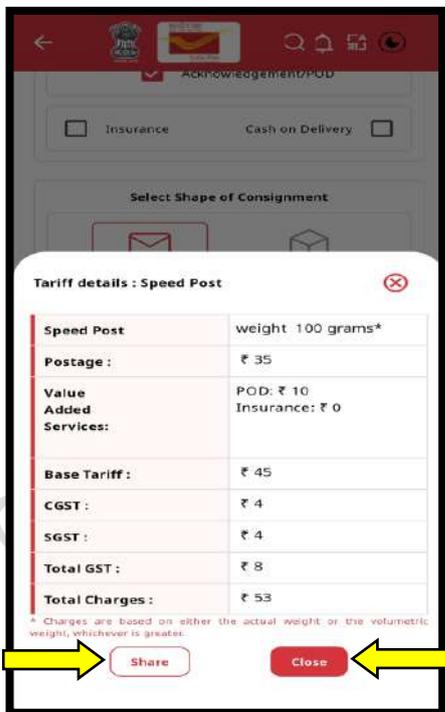


Operational Guide for Dak Sewa Mobile Application



Upon tapping on 'Calculate' button, "Postage data retrieved successfully" will be displayed and the Total postage amount will be displayed.

Tap on 'View Tariff Details' button to see the detailed break-up figures.



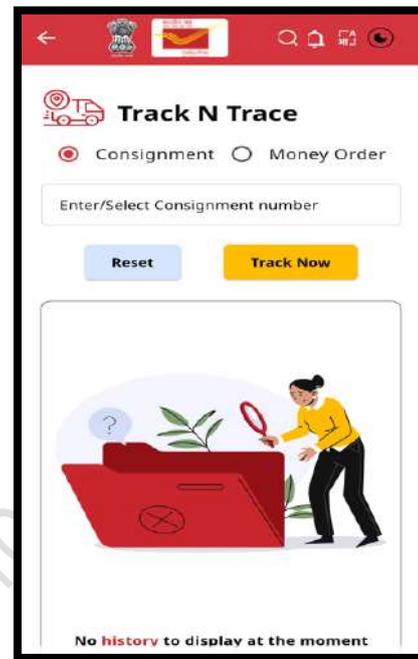
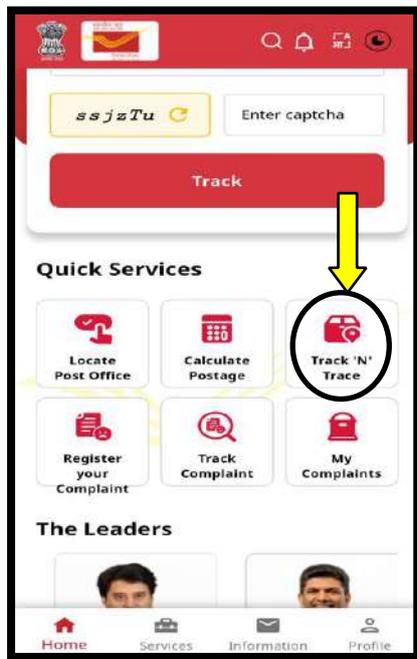
Upon tapping 'View Tariff Details' button, detailed break-up figures including Postage, POD charges, Insurance charges, Base tariff, Taxes and Total charge will be displayed.

Tap on 'Share' button to share the screenshot containing these details through data sharing applications or tap on 'Close' button to return to previous screen.



### 5.3 Track N Trace

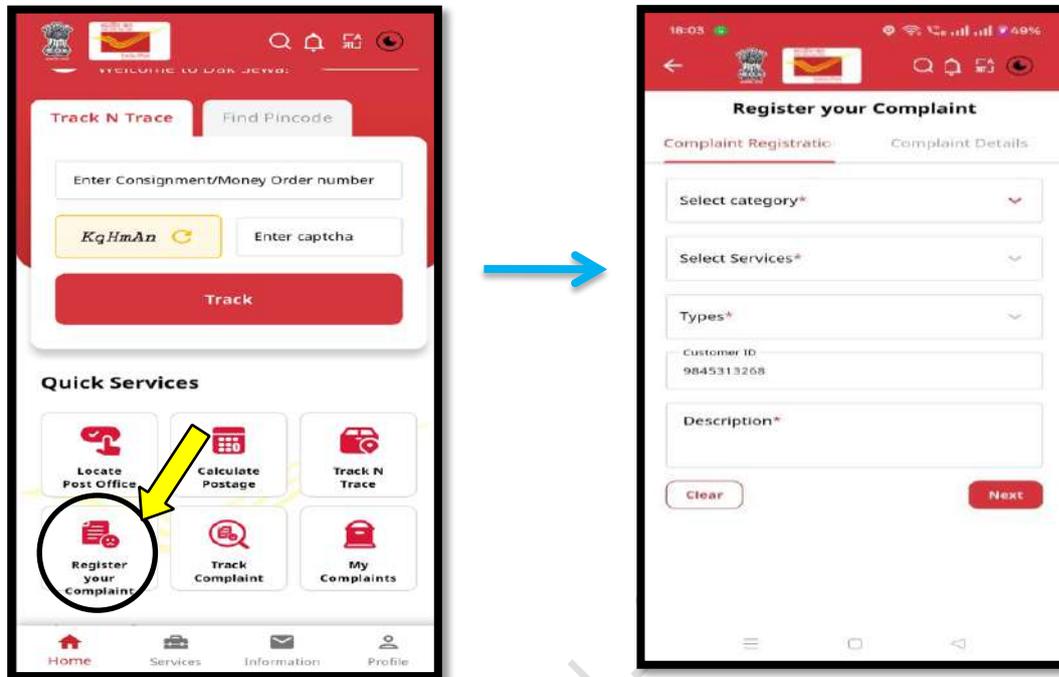
The option 'Track N Trace' was explained in sub-heading 3.1. Please refer the same.





## 5.4 Register your Complaint

Customers can register their complaints on the services provided by Post Offices by using the option 'Register your Complaint' available in 'Quick Services' in the Home screen.



Upon clicking 'Register your complaint' icon, Complaint Registration screen will open.

- ❖ Select category, select service, select type, enter "Article ID" to fetch the details of transaction in case of complaint related to **Mails**.
- ❖ In case of **POSB complaints** enter the Account number; Transaction Amount; Transacting Post office etc.
- ❖ In case of **PLI complaints** enter the Policy number/Proposal no/agent ID/Transacting post office etc.
- ❖ Then enter the detailed description about the complaint in not more than 500 characters.

The categories available in the complaint registration are;

1. Domestic Mails and Parcel Services
2. International Mails
3. Financial Services
4. Insurance Services
5. Allegation of Corruption/Malpractices/Misbehaviour
6. Network and Basic Amenities in Offices
7. Philately
8. Citizen centric Services



## Operational Guide for Dak Sewa Mobile Application



The services available under each category are shown in the following images.

**Register your Complaint**

Complaint Registration | Complaint Details

Select category\*  
Domestic Mails and Parcel Services

- Speed Post Letters (Insured/COD)
- Letter (Registered/Insured/ COD)
- India Post Parcel-retail (Registered/Insured/C...
- India Post Parcel- Contractual (Registered/In...
- Speed Post Parcel (Registered/Insured/COD)
- Post Card/Book Post/Periodical Post/Registr...
- Magazine Post
- Tariff /GST Related

Clear | Next

**Register your Complaint**

Complaint Registration | Complaint Details

Select category\*  
International Mails

- Letters (Registered/Insured)
- Express Mail Service (EMS)
- Air Parcels
- International Tracked Packet Service
- Tariff /GST Related

Amount\*

Transacting Post Office\*

Date\*

Description\*

Clear | Next

**Register your Complaint**

Complaint Registration | Complaint Details

Select category\*  
Financial Services

- Saving Bank (Public Provident Fund Account/...
- ATM Card Related
- e-banking and m-banking
- Indian Postal Order (IPO) Related
- Money Order

Transacting Post Office\*

Date\*

Description\*

Clear | Next

**Register your Complaint**

Complaint Registration | Complaint Details

Select category\*  
Insurance Services

- Postal Life Insurance/ Rural Postal Life Insur...

Types\*

Customer ID  
9482529210

Transacting Post Office\*

Date\*

Description\*

Clear | Next



# Operational Guide for Dak Sewa Mobile Application



**Register your Complaint**

Complaint Registration | Complaint Details

Select category\*

Allegation of Corruption/ Malpractices/

Allegation of corruption  
Misbehavior/Harassment by staff

Customer ID  
9482529210

Transacting Post Office\*

Date\*

Description\*

Clear Next

**Register your Complaint**

Complaint Registration | Complaint Details

Select category\*

Network and Basic Amenities in offices

Post Office website related  
Internet related issue in PO  
Basic Amenities in Post Office

9482529210

Transacting Post Office\*

Date\*

Description\*

Clear Next

**Register your Complaint**

Complaint Registration | Complaint Details

Select category\*

Philately

Non availability of Philately Stamps/Stationery  
Philatelic Deposit Account  
Other Issues related to Philately

9482529210

Transacting Post Office\*

Date\*

Description\*

Clear Next

**Register your Complaint**

Complaint Registration | Complaint Details

Select category\*

Citizen Centric Services

ePost Portal Services Related  
Aadhaar Seva Kendra Related  
Passport Office Seva Kendra (POPSK) Related  
Digital Life Certificate (Jeevan Pramaan)  
India Post Passenger Reservation System (PR...)

Date\*

Description\*

Clear Next



## Operational Guide for Dak Sewa Mobile Application



For illustration purpose, let us take an example case of non-delivery of a registered letter. For this, Select the Category as 'Domestic Mail and Parcel Services' from the drop down list, select service as 'Letter (Registered/Insured/COD)', select the complaint type as 'Non-delivery of article', enter article number, enter the description of the complaint and tap on 'Next button'.

The screenshot shows the 'Register your Complaint' screen with the following details:

- Category:** Domestic Mails and Parcel Services
- Services:** Letter (Registered/Insured/ COD)
- Types:** Non delivery of article
- Description:** The article not delivered even after 10 days.

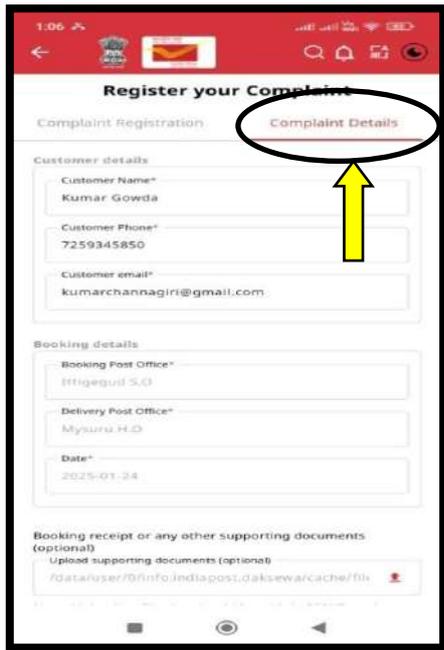
Callouts on the right side of the image identify the following elements:

- Category:** Points to the 'Domestic Mails and Parcel Services' option in the first dropdown menu.
- Services:** Points to the 'Letter (Registered/Insured/ COD)' option in the second dropdown menu.
- Types:** Points to the 'Non delivery of article' option in the third dropdown menu.
- Description:** Points to the 'Article Number', 'Amount', and 'Description' input fields, and the 'Next' button.

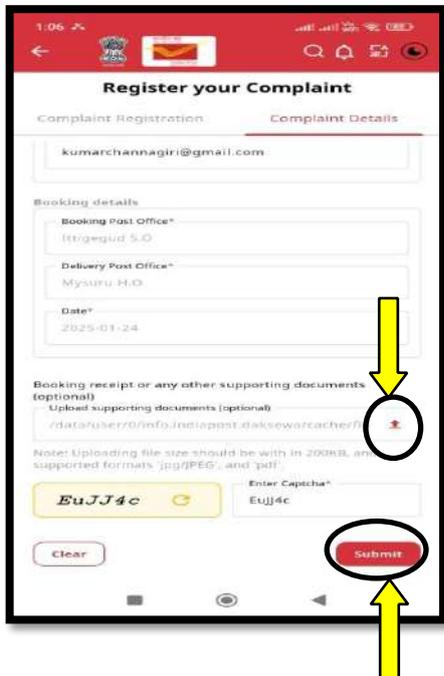
After entering all the details click on Next button.



Operational Guide for Dak Sewa Mobile Application



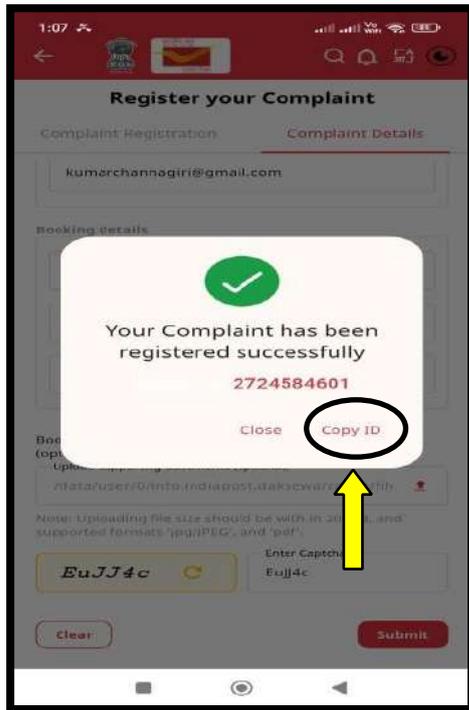
Upon clicking 'Next' button, Complaint details screen will be opened. Booking data will be auto fetched and auto filled in the details field. Enter the details manually for those articles for which booking data is not available.



Option is provided to upload the supporting documents, if any, tap on upload button to upload the document.

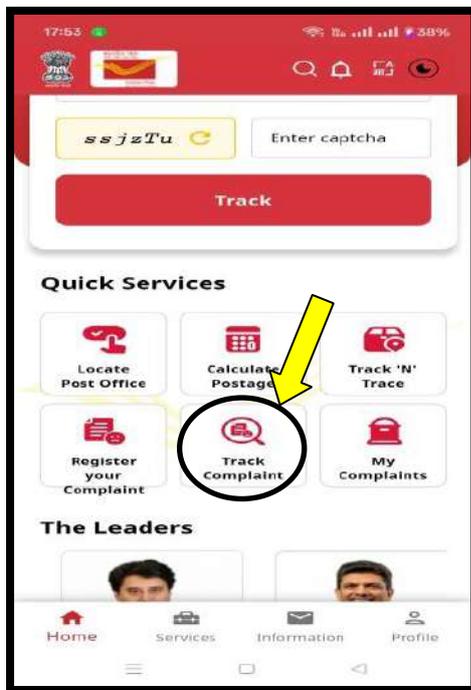
Note: Only file types JPG/JPEG and PDF and the maximum file size allowed for upload is 200KB. Files with other formats and exceeding size limit will be rejected.

After that enter the captcha code and tap on 'Submit' button to complete the process of registering complaint.



On clicking Submit button, a pop-up screen will appear with message “Your complaint has been registered successfully” along with Complaint ID. The complaint ID can be copied to clipboard by tapping on ‘Copy ID’ button.

### 5.5 Track Complaint



Customers can track the status of complaints raised by them using the option ‘Track Complaint’ available under ‘Quick Services’ in the Home screen.

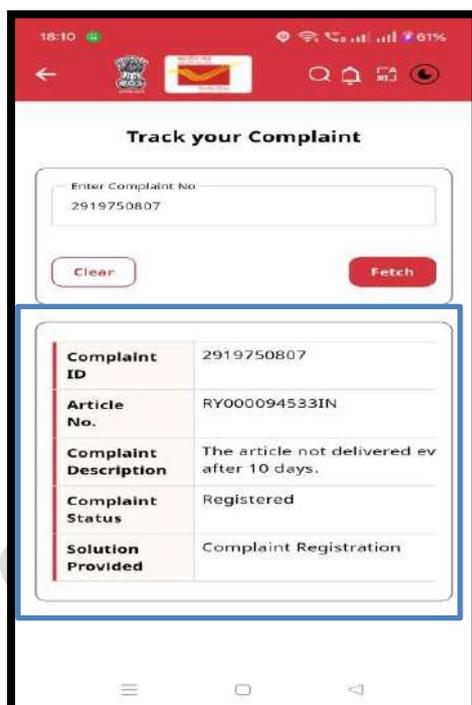
Tap on ‘Track Complaint’ icon.



Operational Guide for Dak Sewa Mobile Application



‘Track your complaint’ screen will open. Enter the 10 digit Complaint number and tap on ‘Fetch’ button.



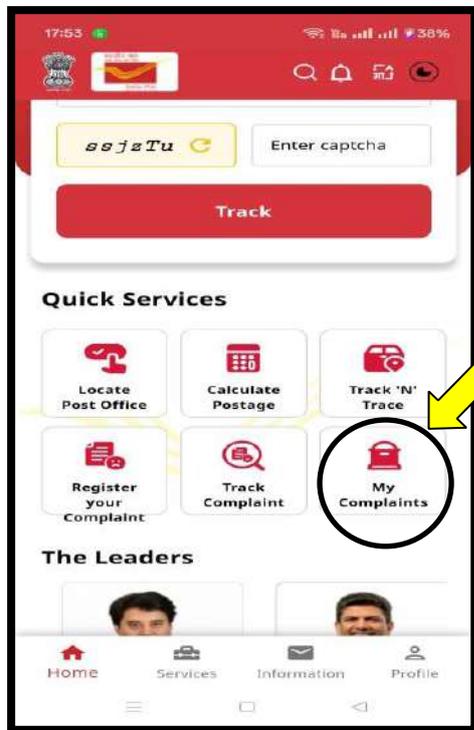
Complaint details will be fetched as shown here. The details like Complaint status and the solution provided by the Post office will be displayed in the results.

The Complaint status will change from ‘Registered’ to ‘In Progress’ and ‘Closed’ when the complaint is closed.

The remarks passed by the Post Office will be updated in the field ‘Solution Provided’.



### 5.6 My complaints (Complaints Dashboard)

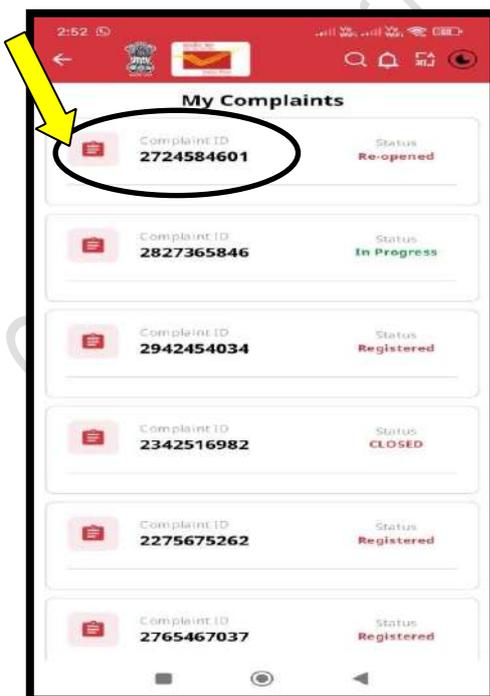


The option 'My Complaints' is available under 'Quick Services' in Home screen. In this option, the list of complaints raised by the Customer will be available and tapping on each complaint ID, the details of the complaint, status and solution if provided by Post office will be displayed.

Click on My complaints icon to open my complaints screen.

My complaints screen will open as shown here. Customer can see all the complaints raised by him and present status of the complaints.

Tap on individual Complaint ID to know the details of particular Complaint. On clicking individual complaint number, complaint details page will open as shown here.



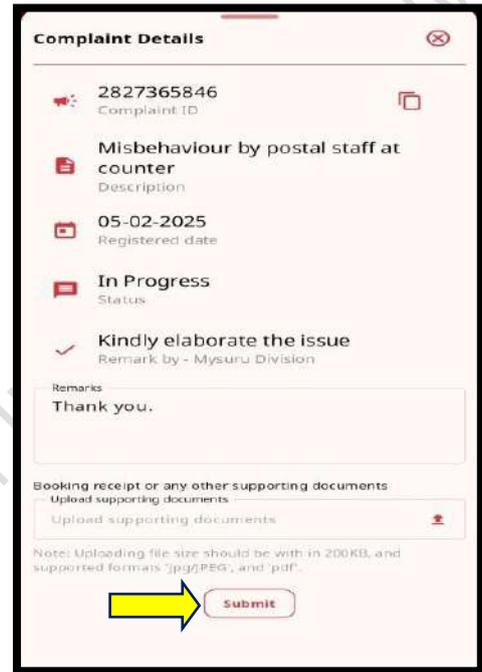
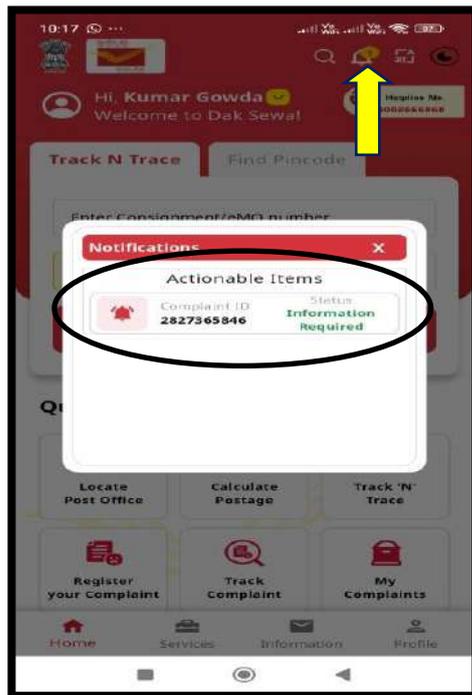


### 5.7 Additional information sought for the Complaints.

Post office may seek additional information or details from the customer regarding the complaint for processing the complaint.

Customer will get notification of the complaints for which additional information sought from Post office or the actionable items as show here.

Click on Complaint number to open the complaint to give the information required.

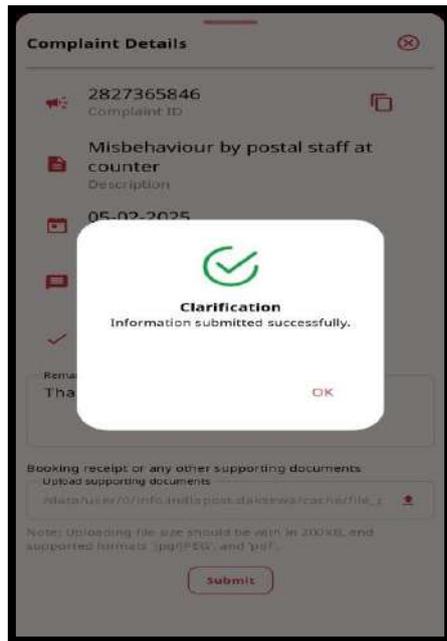


Upon clicking complaint number, complaints details screen will be opened, enter the required information in the 'Remarks' Field.

Option is provided to upload the supporting documents if any, tap on upload button to attach the document.

(Note: Only file types JPG/JPEG and PDF and the maximum file size allowed for upload is 200KB. Files with other than these formats and exceeding this limit will be rejected.)

After entering remarks and uploading documents, enter the captcha code and tap on 'Submit' button.



On clicking 'Submit' button, a pop-up message will appear as "Information submitted successfully". Now the complaint will be transferred to the Post office concerned for further action at their end.

**Note: If no reply is provided for the Additional Information sought complaints, the complaint will be auto closed after the expiry of 15 days.**

### 5.8 Complaint Closure Confirmation

The resolution provided by the Post office for the complaints will be notified to the customer in the 'Dak Sewa' app. The complaints for which resolution was provided by Post office will be marked for confirmation from the customer who raised the complaint. The customer, if not satisfied with the resolution provided by the Post office can escalate the complaint to the next higher authority of Post Offices.



The complaints that are marked for closure confirmation will appear on the home screen of the app as notification.

Click on Complaint number to open the complaint to see the details of the resolution provided.

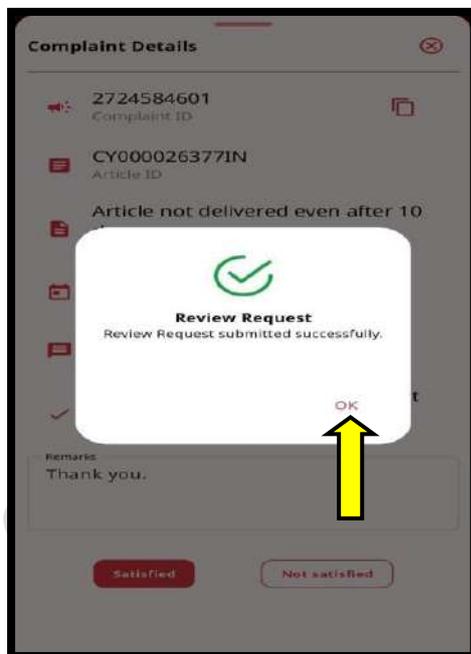


## Operational Guide for Dak Sewa Mobile Application



On clicking Complaint number, complaint details and resolution provided by Post office will be displayed, enter the remarks in 'Remarks' field.

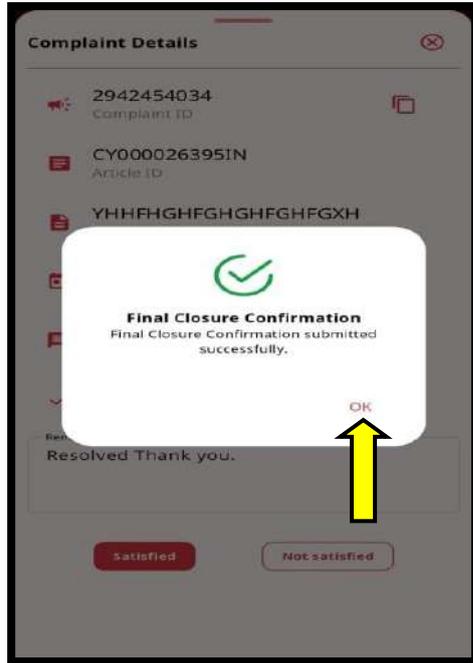
After entering the Remarks tap on "Satisfied" button if the resolution is satisfactory and if not, tap on 'Not Satisfied' button.



On clicking 'Not Satisfied' button a pop-up message will appear as "Review request submitted successfully" and the complaint will be escalated to higher authority for further action.

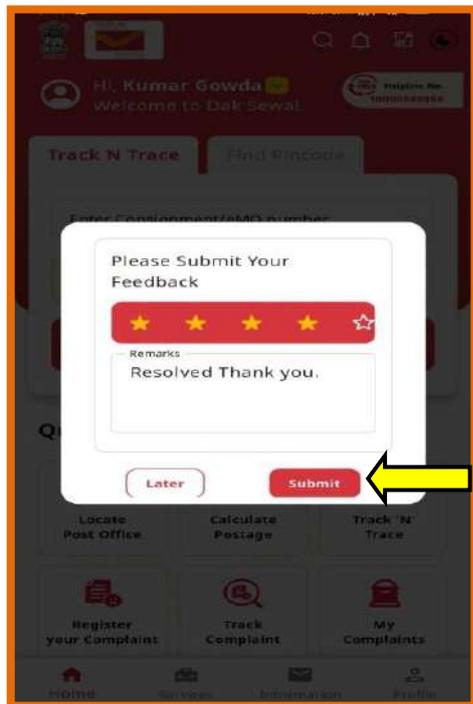


Operational Guide for Dak Sewa Mobile Application



On clicking 'Satisfied' button a pop-up message will appear as "Final Closure Confirmation submitted successfully" and the complaint will be closed. Customer can submit feedback on the resolution provided on the complaint. Tap on 'OK' to continue with Feedback submission screen.

**Note:** If Closure confirmation not submitted by customer, the complaint will be auto closed after 2 days.

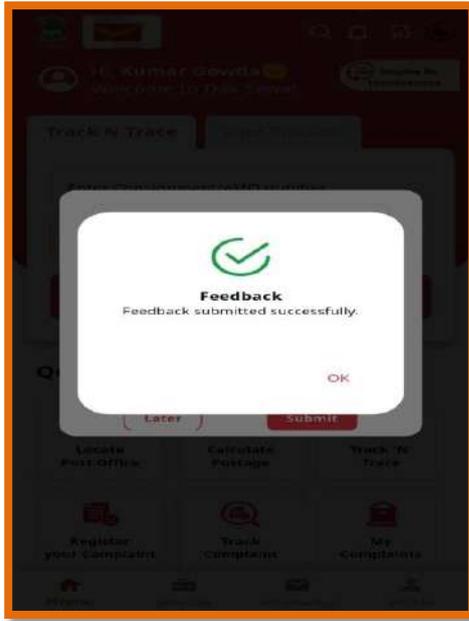


After successful closure of complaints, submit feedback screen will open.

Tap on the number of stars to give ratings of the resolution. Enter the remarks in remarks column provided. After entering remarks click on Submit Button.



## Operational Guide for Dak Sewa Mobile Application



Upon clicking submit button, a pop-up message will be appeared as “Feedback submitted successfully” and the feedback will be submitted.

### 6 The Leaders

‘The Leaders’ widget in the Home screen of the App will contain the brief profile of ‘The Minister of Communications’ and ‘The Minister of State for Communications’, Government of India.

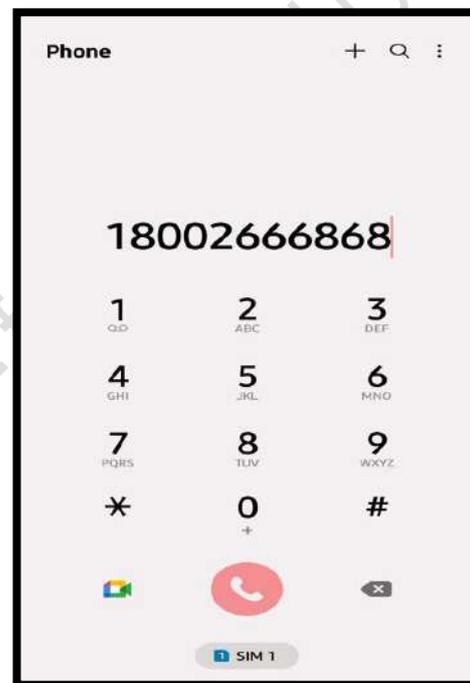
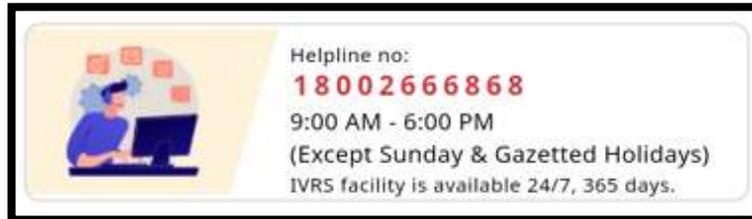


Tap on the widget ‘The Leaders’ to check the details about ‘Who is who’ in the Ministry of Communications, Government of India. Address and brief profile of the MoC and MoSC will be displayed.



## 7 Helpline of IndiaPost

In the bottom of the Home screen, the details of the Helpline of India Post are provided for the easy access of the user of the app.



Tap on Helpline widget, the phone dialer app will open with the Helpline contact number.



## 8. Services

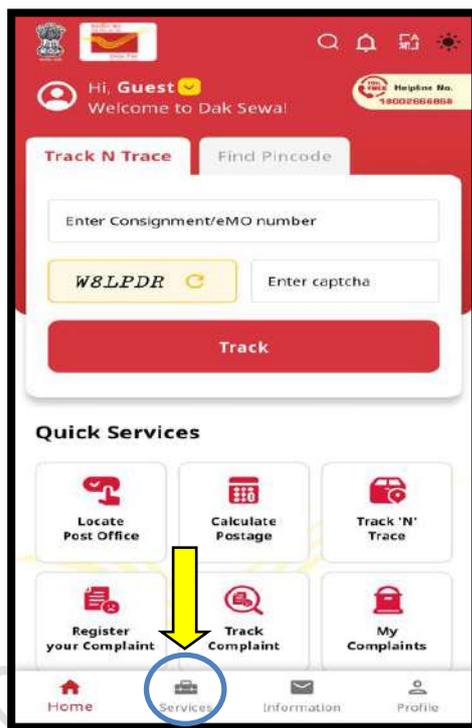
The tab 'Services' is available next to the 'Home' tab in the bottom of the App screen. In this 'Services' tab, there are two categories, **Services** and **Weblinks**.

Under 'Services' category, eight options related to different services are there. They are

1. Register your Complaint
2. My Complaints
3. Track Complaint
4. Postage Calculator
5. POSB Interest Calculator
6. PLI/RPLI Premium Calculator
7. Locate Post Office
8. Track N Trace

*These options were explained already in Sub-headings 5.4, 5.5, 5.6 & 5.2 respectively*

*These options were explained already in Sub-headings 5.1 & 5.3 respectively*



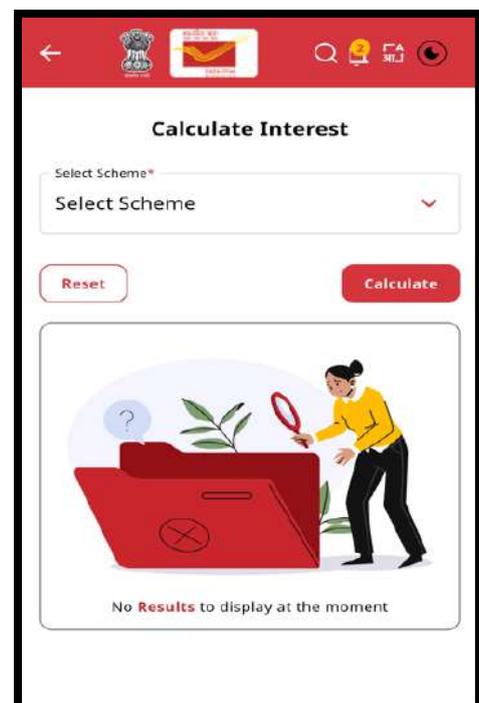


## 8.1 POSB Interest Calculator

‘POSB Interest Calculator’ is a feature available in the Dak Sewa App to help users estimate returns on various Post Office Savings Schemes.

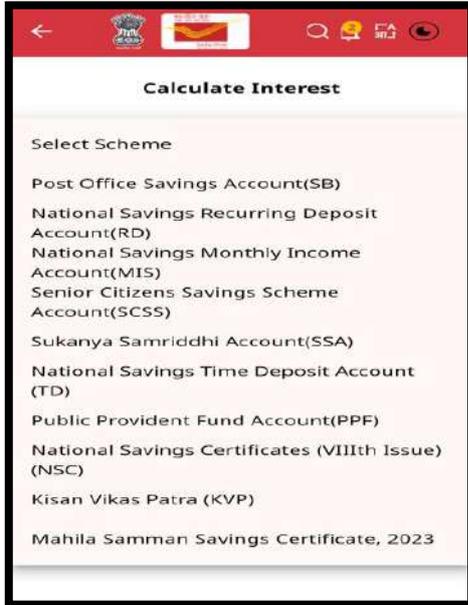
The steps involved in calculation of Interest are

- ✓ **Select the Desired Scheme:** Choose from various POSB schemes such as
  - Post Office Savings Account
  - Sukanya Samriddhi Yojana
  - Recurring Deposit
  - Time Deposit
  - Monthly Income Scheme
  - Senior Citizen Savings Scheme
  - Public Provident Fund
  - National Savings Certificate
  - Kisan Vikas Patra
  - Mahila Samman Savings Certificate
- ✓ **Input the Required Details:** Enter the necessary information, such as deposit amount, tenure, and start date.
- ✓ **Calculate the Interest:** After entering the details, the app will compute and display the estimated maturity amount and interest earned.
- ✓ User can also get detailed information on the POSB schemes.





Operational Guide for Dak Sewa Mobile Application



Tap on the 'POSB Interest Calculator' option available in the 'Services' menu, 'Calculate Interest' page will be opened.

In the 'Calculate Interest' screen, select the desired scheme from the dropdown options.



After selecting the scheme, further required fields will be displayed.

In this case, for the scheme 'Sukanya Samriddhi Account', user has to enter monthly instalment amount and age of the child.

After filling the required fields, tap on 'Calculate' button.



For the scheme SSA, the summary including total contribution, total Interest and Maturity Amount will be displayed.

By scrolling down in the same screen,



Operational Guide for Dak Sewa Mobile Application



Detail Calculations

Year	Age	Opening Balance	Monthly Contribution	Co
2025	3	₹ 0	₹ 2,000	₹
2026	4	₹ 25,066	₹ 2,000	₹
2027	5	₹ 52,187	₹ 2,000	₹
2028	6	₹ 81,532	₹ 2,000	₹
2029	7	₹ 1,13,284	₹ 2,000	₹
2030	8	₹ 1,47,639	₹ 2,000	₹
2031	9	₹ 1,84,811	₹ 2,000	₹
2032	10	₹ 2,25,032	₹ 2,000	₹
2033	11	₹ 2,68,551	₹ 2,000	₹
2034	12	₹ 3,15,638	₹ 2,000	₹
2035	13	₹ 3,66,586	₹ 2,000	₹
2036	14	₹ 4,21,712	₹ 2,000	₹
2037	15	₹ 4,81,358	₹ 2,000	₹
2038	16	₹ 5,45,895	₹ 2,000	₹
2039	17	₹ 6,15,724	₹ 2,000	₹
2040	18	₹ 6,91,279	₹ 0	₹

Detail Calculations

Year	Yearly Contribution	Interest	Closing Balance
2025	₹ 24,000	₹ 1,066	₹ 25,066
2026	₹ 24,000	₹ 3,121	₹ 52,187
2027	₹ 24,000	₹ 5,345	₹ 81,532
2028	₹ 24,000	₹ 7,752	₹ 1,13,284
2029	₹ 24,000	₹ 10,355	₹ 1,47,639
2030	₹ 24,000	₹ 13,172	₹ 1,84,811
2031	₹ 24,000	₹ 16,221	₹ 2,25,032
2032	₹ 24,000	₹ 19,519	₹ 2,68,551
2033	₹ 24,000	₹ 23,087	₹ 3,15,638
2034	₹ 24,000	₹ 26,948	₹ 3,66,586
2035	₹ 24,000	₹ 31,126	₹ 4,21,712
2036	₹ 24,000	₹ 35,646	₹ 4,81,358
2037	₹ 24,000	₹ 40,537	₹ 5,45,895
2038	₹ 24,000	₹ 45,829	₹ 6,15,724
2039	₹ 24,000	₹ 51,555	₹ 6,91,279
2040	₹ 0	₹ 56,685	₹ 7,47,964

2028	6	₹ 81,532	₹ 2,000	₹
2029	7	₹ 1,13,284	₹ 2,000	₹
2030	8	₹ 1,47,639	₹ 2,000	₹
2031	9	₹ 1,84,811	₹ 2,000	₹
2032	10	₹ 2,25,032	₹ 2,000	₹
2033	11	₹ 2,68,551	₹ 2,000	₹
2034	12	₹ 3,15,638	₹ 2,000	₹
2035	13	₹ 3,66,586	₹ 2,000	₹
2036	14	₹ 4,21,712	₹ 2,000	₹
2037	15	₹ 4,81,358	₹ 2,000	₹
2038	16	₹ 5,45,895	₹ 2,000	₹
2039	17	₹ 6,15,724	₹ 2,000	₹
2040	18	₹ 6,91,279	₹ 0	₹
2041	19	₹ 7,47,964	₹ 0	₹
2042	20	₹ 8,09,297	₹ 0	₹
2043	21	₹ 8,75,659	₹ 0	₹
2044	22	₹ 9,47,463	₹ 0	₹
2045	23	₹ 10,25,155	₹ 0	₹

2028	₹ 24,000	₹ 7,752	₹ 1,13,284
2029	₹ 24,000	₹ 10,355	₹ 1,47,639
2030	₹ 24,000	₹ 13,172	₹ 1,84,811
2031	₹ 24,000	₹ 16,221	₹ 2,25,032
2032	₹ 24,000	₹ 19,519	₹ 2,68,551
2033	₹ 24,000	₹ 23,087	₹ 3,15,638
2034	₹ 24,000	₹ 26,948	₹ 3,66,586
2035	₹ 24,000	₹ 31,126	₹ 4,21,712
2036	₹ 24,000	₹ 35,646	₹ 4,81,358
2037	₹ 24,000	₹ 40,537	₹ 5,45,895
2038	₹ 24,000	₹ 45,829	₹ 6,15,724
2039	₹ 24,000	₹ 51,555	₹ 6,91,279
2040	₹ 0	₹ 56,685	₹ 7,47,964
2041	₹ 0	₹ 61,333	₹ 8,09,297
2042	₹ 0	₹ 66,362	₹ 8,75,659
2043	₹ 0	₹ 71,804	₹ 9,47,463
2044	₹ 0	₹ 77,692	₹ 10,25,155
2045	₹ 0	₹ 84,063	₹ 11,09,218

Detailed calculation table will be displayed.



Operational Guide for Dak Sewa Mobile Application



There is an 'Info' button available on the bottom of the same page, By tapping on the button, user can get the information and features on the selected POSB scheme.

₹ 24,000	₹ 7,752	₹ 1,13,284
₹ 24,000	₹ 10,355	₹ 1,47,639
₹ 24,000	₹ 13,172	₹ 1,84,811
₹ 24,000	₹ 16,221	₹ 2,25,032
₹ 24,000	₹ 19,519	₹ 2,68,551
₹ 24,000	₹ 23,087	₹ 3,15,638
₹ 24,000	₹ 26,948	₹ 3,66,586
₹ 24,000	₹ 31,126	₹ 4,21,712
₹ 24,000	₹ 35,646	₹ 4,81,358
₹ 24,000	₹ 40,537	₹ 5,45,895
₹ 24,000	₹ 45,829	₹ 6,15,724
₹ 24,000	₹ 51,555	₹ 6,91,279
₹ 0	₹ 56,685	₹ 7,47,964
₹ 0	₹ 61,333	₹ 8,09,297
₹ 0	₹ 66,362	₹ 8,75,659
₹ 0	₹ 71,804	₹ 9,47,463
₹ 0	₹ 77,692	₹ 10,25,155
₹ 0	₹ 84,063	₹ 11,09,218



### Features of Sukanya Samridhhi Account(SSA)

Last updated : 20-07-2024

<b>Interest payable, Rates, Periodicity etc.</b>	8.0 % per annum (compounded yearly).
<b>Minimum Amount for opening of account and maximum balance that can be retained</b>	Minimum INR. 250/- and Maximum INR. 1,50,000/- in a financial year. Subsequent deposit in multiple of INR 50/-. Deposits can be made in lump-sum. No limit on the number of deposits either in a month or in a Financial year.

- Who Can Open the account
- Account Limitations
- Deposit

### Features of Sukanya Samridhhi Account(SSA)

- Maturity
- RepaymentOnDeath
- Account Extension
- Account Pledging
- Account Discontinuation
- Account Operation
- Account Transfer
- How To Open Account
- Guidelines
- Rules

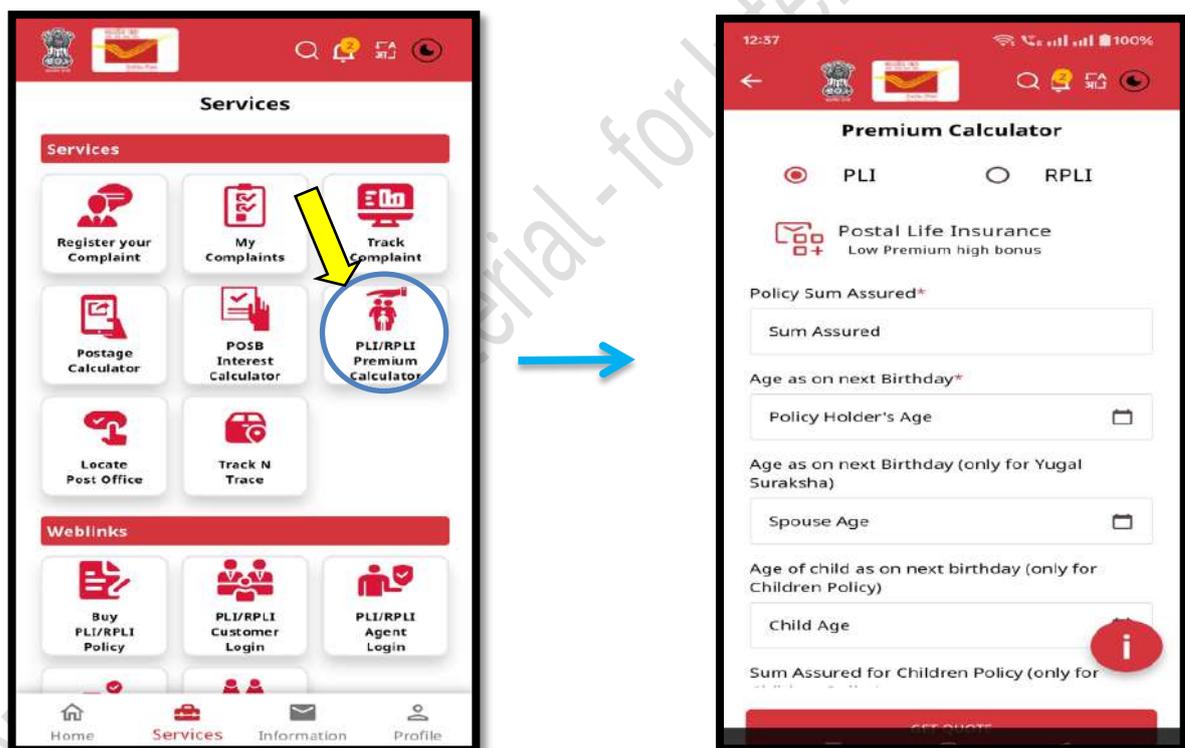


## 8.2 PLI/RPLI Premium Calculator

'PLI/RPLI Premium Calculator' option available in the Dak Sewa App offers a comprehensive Insurance Premium Calculator feature to assist users in estimating premiums for different schemes available in both Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI).

Steps involved in calculating PLI/RPLI Premium are

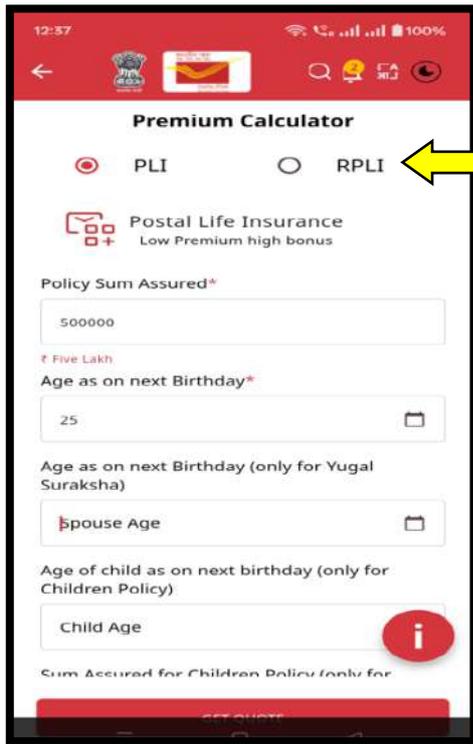
- ❖ **Select the Desired Policy Type:** Choose between Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) based on your requirements.
- ❖ **Input the Required Details:** Enter the necessary information, such as:
  - a. Sum Assured: The amount of coverage you desire.
  - b. Age on Next Birthday: Your age as of your next birthday.
- ❖ **Calculate the Premium:** After entering the details, the app will compute and display the estimated premium amount, including applicable taxes.



Tap on 'PLI/RPLI Premium Calculator' option available in 'Services' tab, 'Premium Calculator' screen will be displayed.

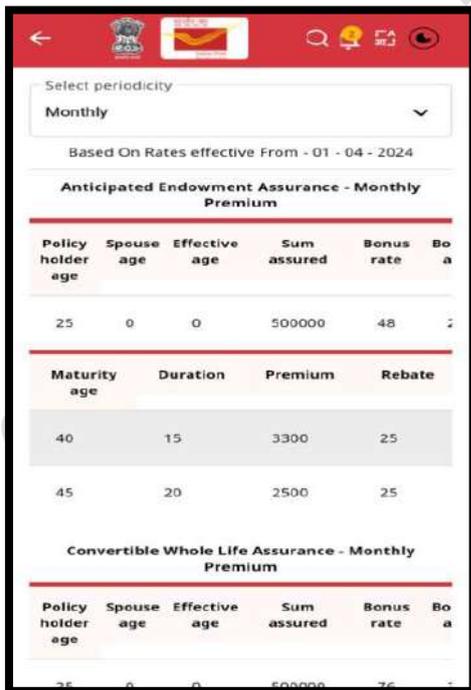


Operational Guide for Dak Sewa Mobile Application



Select the Policy type PLI or RPLI from the radio buttons.

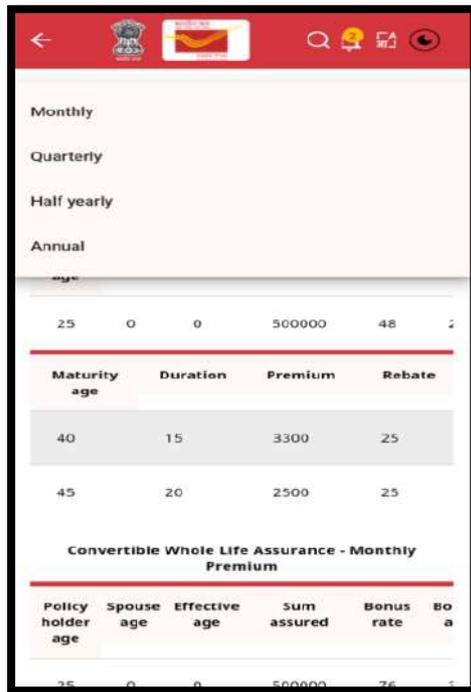
Enter the fields, 'Policy Sum Assured', 'Age as on Next Birthday', etc., and tap on 'Get Quote' button to get the detailed quotations of different schemes of PLI/RPLI policies.



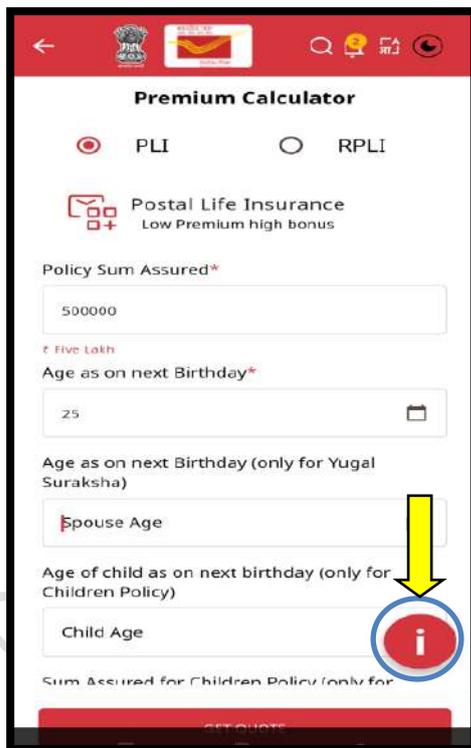
Premium amount payable for different PLI schemes and different maturity age will be displayed in the app.



Operational Guide for Dak Sewa Mobile Application



The periodicity of the premium can be changed from the dropdown options monthly, quarterly, half-yearly and yearly.



Tap on the 'Info' button available in the 'Premium calculator' screen to get the detailed information and features of different schemes of PLI/RPLI policies.



## 9. Weblinks

Under 'Weblinks' menu, some of the important URLs related to various services were configured for the use of customers.



They are

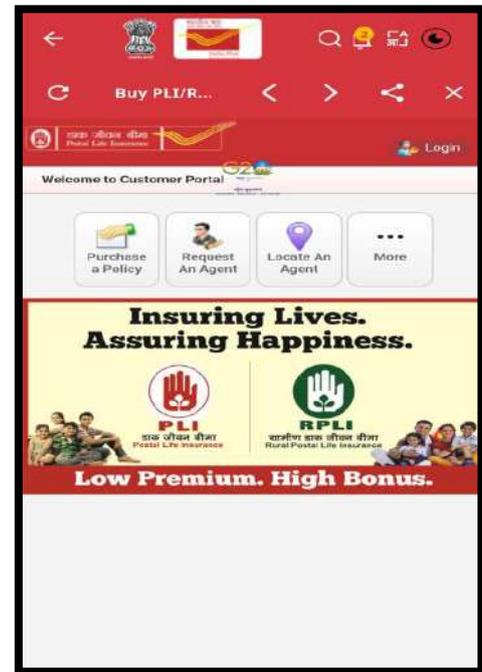
1. Buy PLI/RPLI Policy
2. PLI/RPLI Customer Login
3. PLI/RPLI Agent Login
4. Service Request
5. Online NPS

### 9.1 Buy PLI/RPLI Policy

This link can be utilized to purchase a Postal Life Insurance (PLI) or Rural Postal Life Insurance (RPLI) policy online.

Steps involved in this process are

- ❖ Registration
- ❖ Login to the Portal
- ❖ Obtain a Premium Quote
- ❖ Submit a Proposal
- ❖ Make the Initial Premium Payment
- ❖ Proposal Processing



## 9.2 PLI/RPLI Customer Login

The PLI Customer Portal is an online platform provided by India Post to facilitate policyholders in managing their PLI and Rural Postal Life Insurance (RPLI) policies efficiently. Through this portal, users can access a range of services without the need to visit a post office.

Key Features of the PLI Customer Portal:

- ✓ Policy Management:
  - View Policy Details
  - Premium Payment
  - Premium Payment History
- ✓ Policy Services:
  - Loan Request.
  - Policy Revival
  - Change of Address
- ✓ Online Policy Purchase:
  - Generate Quotes
  - Proposal Submission
- ✓ Agent Services:
  - Request an Agent
  - Locate an Agent

For quick access of PLI Customer portal login, tap on the 'PLI/RPLI Customer Login' link available in the app.



### 9.3 PLI/RPLI Agent Login

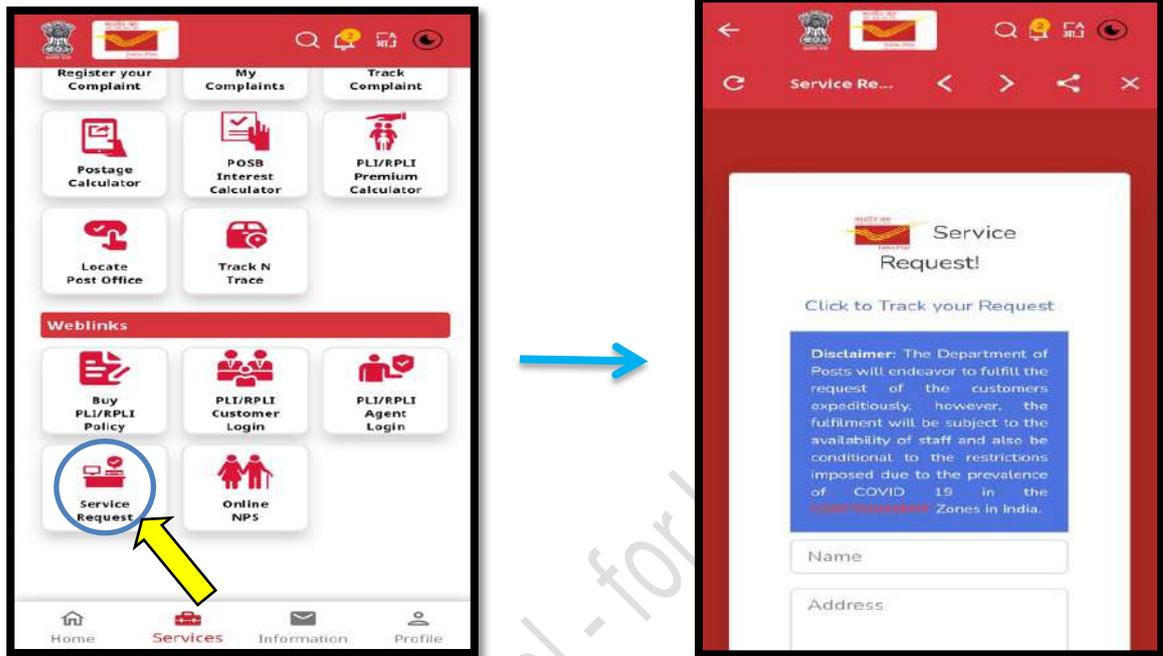
Agent Portal is an online platform developed by India Post to assist agents in efficiently managing their insurance-related activities. This portal offers a range of features designed to streamline the processes for agents, enhancing their ability to serve clients effectively. Agents can login to this portal using their credentials.



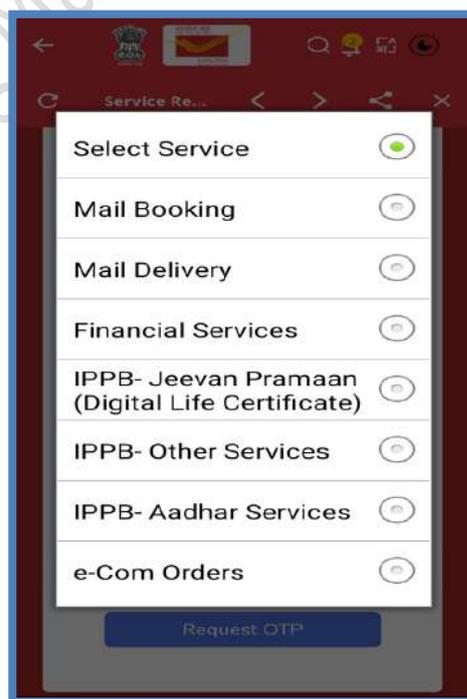


### 9.4 Service Request

India Post offers Doorstep Delivery of Service allowing customers to access various postal and financial services from the comfort of their homes. To request these services, customers can utilize this option 'Service Request' available on the Dak Sewa App.



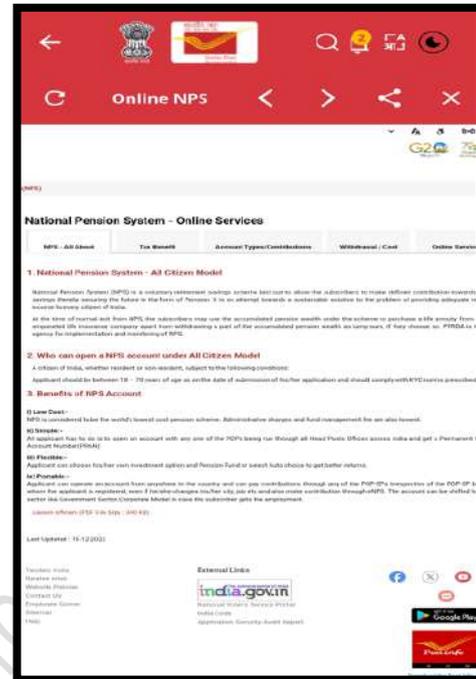
The category of services is to be selected from the drop-down options. The available options are Mail booking, Mail Delivery, Financial Services, IPPB-Jeevan Pramaan, IPPB-Other Services, IPPB-Aadhaar Services, e-Com Orders.



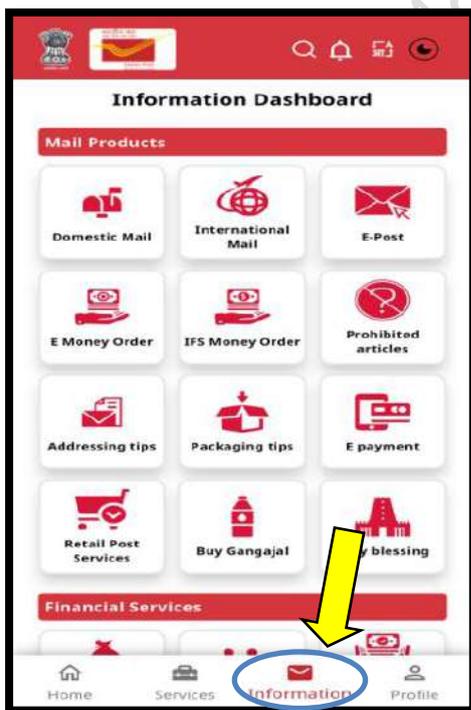


### 9.5 Online NPS

The information on NPS and Online Services available for NPS is available in the link ‘Online NPS’ available in the ‘Weblinks’.



### 10. Information Dashboard



The ‘Information Dashboard’ provides a various types of information data of the various products and services offered by the Post Offices.

The dashboard is divided into following main categories based on the products and services.

- Mail Products
- Financial Services
- Business Services
- General

There is a separate tab named as ‘Information’ is available next to the ‘Services’ tab. Tap on ‘Information’ to access the ‘Information Dashboard’ screen.



### 10.1 Mail Products



Information on various mail products offered by India Post is available in this menu. Information on the following items is available in this menu.

- Domestic Mail
- International Mail
- E-Post
- E Money Order
- IFS Money Order
- Prohibited Articles
- Addressing tips
- Packaging tips
- E Payment
- Retail Post Services
- Buy Gangajal
- Holy blessing

Tap on any of the option to get the information, a new information page will be opened.

### 10.2 Financial Services



Information on various financial services offered by India Post is available in this menu. Information on the following items is available in this menu.

- Savings Schemes
- NPS
- Money Remittance Services
- Jan Suraksha Scheme
- ECS
- PLI
- RPLI

Tap on any of the option to get the information, a new information page will be opened.



### 10.3 Business Services



Information on various business services offered by India Post is available in this menu. Information on the following items is available in this menu.

- BNPL
- Direct Marketing
- Direct Post
- Franking Solution
- Bill Mail Service
- Collect Bills
- Cash On Delivery
- Business Solution
- Corporate Complaints

Tap on any of the option to get the information, a new information page will be opened.

### 10.4 General Information



In the category 'General', there are three options available and they are

- About Indiapost
- Who is who
- Guidelines for register complaint

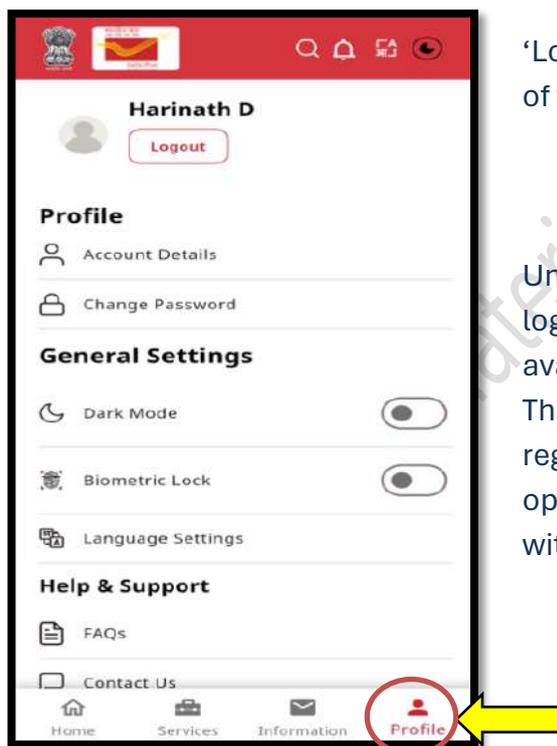
Tap on the options to get the information page.



- 'About Indiapost' contains general information on IndiaPost such as Vision & Mission, Citizen's Charter, organization, Post Office Network, Reform-Success Stories, Postal History, etc.,
- 'Who is who' contains address and brief information of the key persons of the Ministry of Communications and Department of Posts.
- 'Guidelines for register complaint' guides the user about procedure for registering complaints.

## 11. Profile

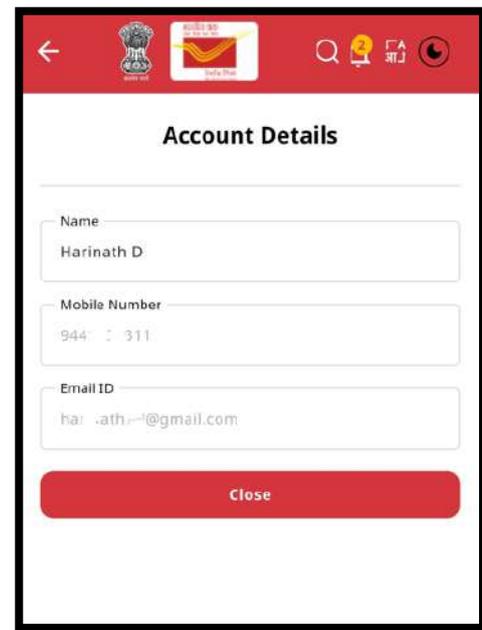
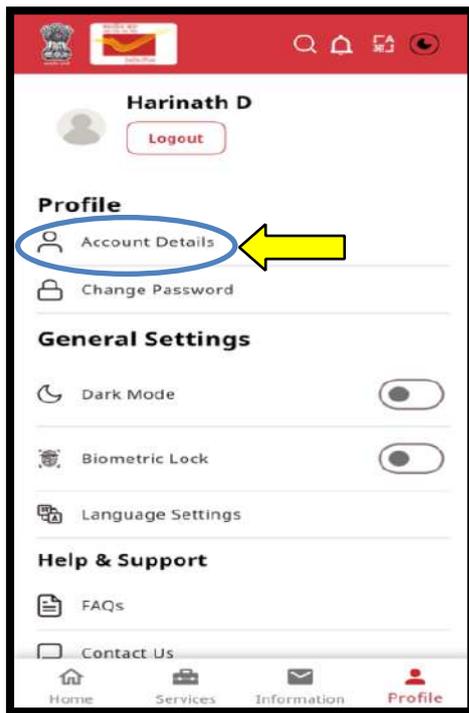
'Profile' tab is available in the bottom of the app screen next to the 'Information' tab, where the user can perform the profile related operations. This tab also contains 'General Settings' and 'Help & Support' options.



'Logout' button available in this page under the Name of the user.

Under the 'Profile' menu, 'Account Details' of the logged in user and 'Change password' option is available.

The 'Change Password' is only applicable to the registered customers logged in with 'Customer ID'. This option is not applicable for the Guest users logged in with mobile number and OTP.

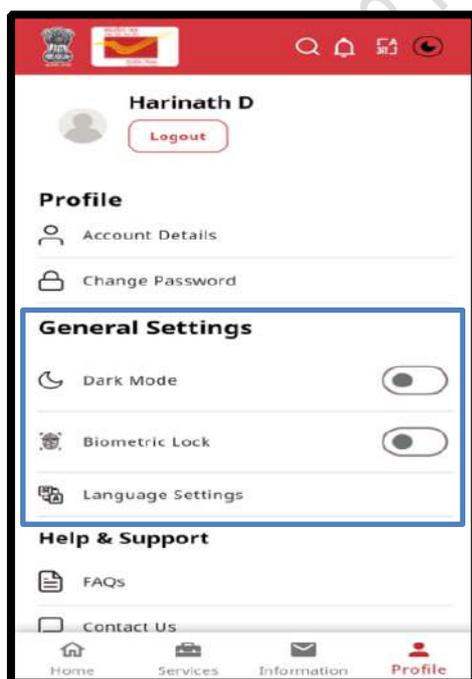


Account Details contains the details of the user account such as Name, Mobile number and Email ID.

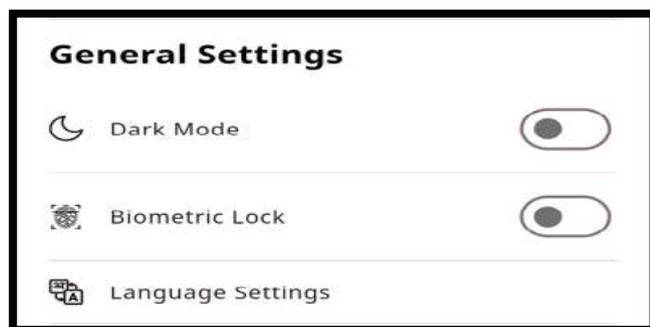
### 11.1 General Settings

Under the 'General Settings' menu available in 'Profile' tab, following options are available,

- ❖ Dark Mode
- ❖ Biometric Lock
- ❖ Language Settings

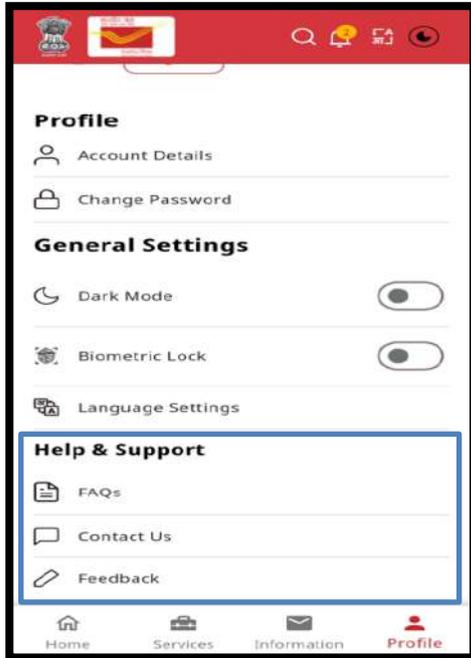


The options 'Dark Mode' and 'Language Settings' are already explained in the heading 3 (Home Screen). Biometric lock can be enabled for the app for logging in. The fingerprint configured for the device unlock will be set to the app.





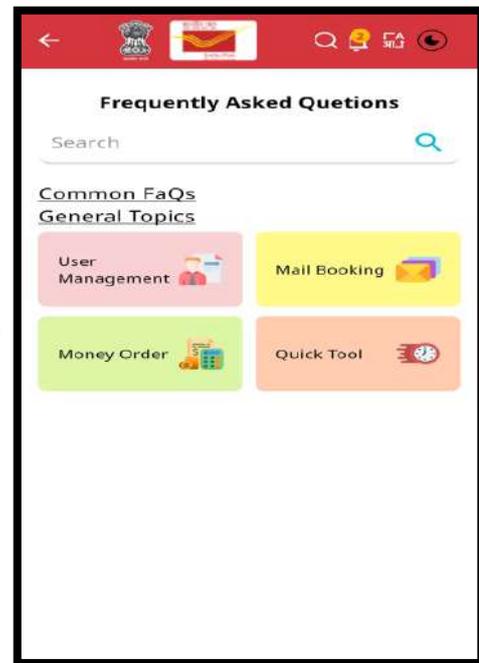
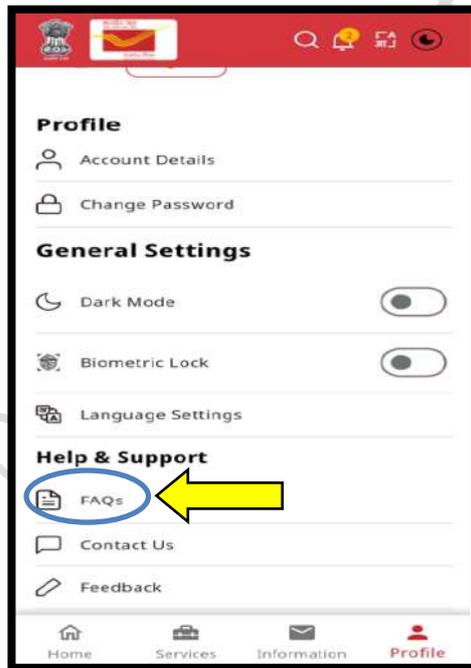
## 11.2 Help & Support



'Help & Support' menu is available in the 'Profile' tab. The options available under this menu are

- ❖ FAQs
- ❖ Contact Us
- ❖ Feedback

### 11.2.1 FAQs





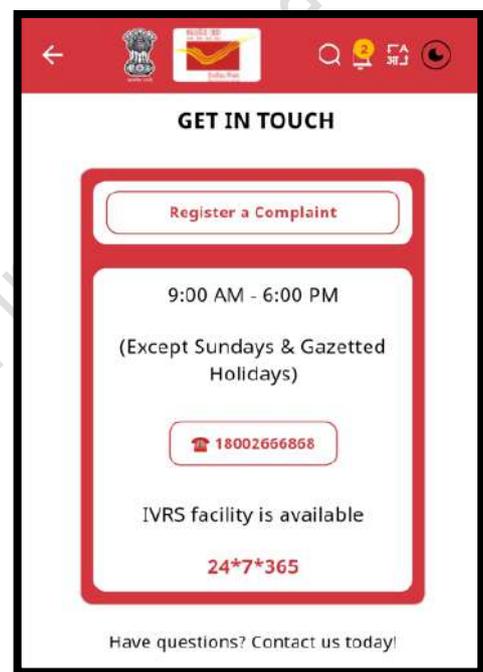
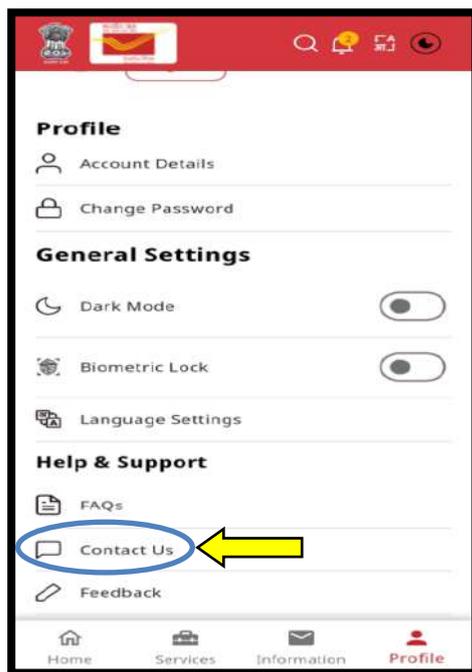
## Operational Guide for Dak Sewa Mobile Application



Tap on 'FAQs', Common Frequently Asked Questions on General topics such as 'User Management', 'Mail Booking', 'Money Order', 'Quick tool', etc., are made available in this option. Tap on each topics to see the FAQs on that particular topic.

### 11.2.2 Contact Us

The option 'Contact Us' is provided with the contact details of helpline of Indiapost and other contact details of the department.

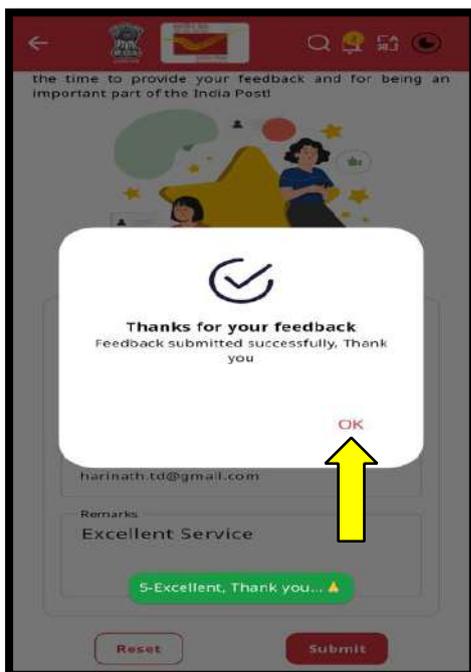
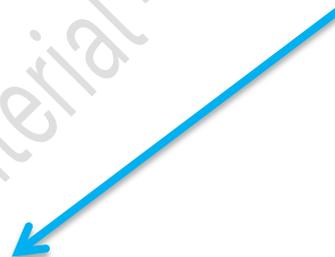
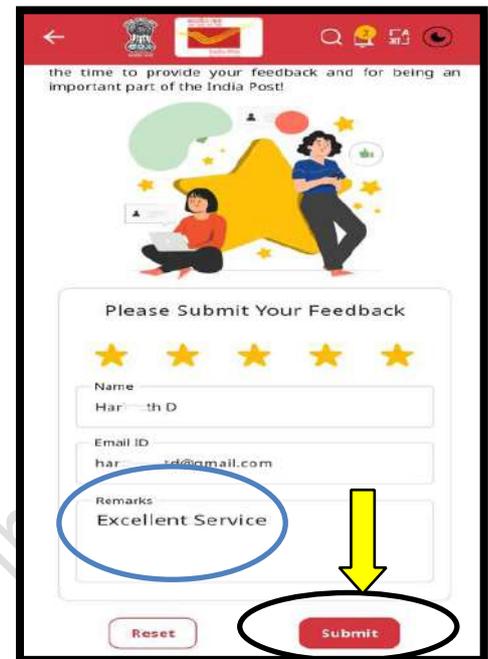


Tap on 'Contact Us', a new screen with title 'Get in touch' will appear with contact details of post offices.



### 11.2.3 Feedback

The customers or the users of the app can give feedback using the option 'Feedback' available in the menu 'Help & Support'.



'Customer Feedback' screen will be opened, give the star rating by selecting number of stars out of five, enter the remarks in the 'Remarks' field and tap on 'Submit' button. A pop-up message will be displayed as "Thanks for your feedback". Tap on 'OK' to return to the app screen.



## 12. WORKFLOW OF COMPLAINTS MANAGEMENT

