

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 2892
ANSWERED ON 13th AUGUST, 2026**

ROLLOUT OF ADVANCED POSTAL TECHNOLOGY

**2892 # SMT. SEEMA DWIVEDI:
SHRI SADANAND MHALU SHET TANAVADE:
SHRI TEJVEER SINGH:
DR. MEDHA VISHRAM KULKARNI:
SHRI MADAN RATHORE:**

Will the Minister of Communications be pleased to state:

- (a) the current status of nationwide rollout of Advanced Postal Technology platform under the IT Modernisation Project 2.0 across Post Offices and Postal Circles;
- (b) the details of digital tools, including the Digital Rural Enterprise Application for Mobiles (DREAM) App, provided to Postmen and Gramin Dak Sevaks to strengthen doorstep banking and rural service delivery;
- (c) whether any institutional framework exists for integrating India Post's logistics and financial services with e-commerce and last-mile delivery;
- (d) if so, the details thereof; and
- (e) the roadmap for modernising post offices nationwide and enhancing citizen-facing digital services under India Post's transformation plan?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) Advanced Postal Technology (APT), an inhouse Cloud based integrated digital platform for booking, processing and delivery, has been successfully rolled out by Department of Posts, under IT Modernization Project 2.0, in approximately 1.70 lakh Post Offices, Mail Offices and Administrative Units across 23 Postal Circles.
- (b) More than 1.4 lakh Branch Post Offices have been provided with mobiles equipped with Dak MITRA, Dak Mobile Interface for Transactions & Rural Assistance App, (erstwhile DREAM App), and biometric devices for delivery of postal, banking, insurance and citizen centric services, in the last mile, primarily in rural areas.

Besides, a mobile based Door Step Service (DSS) App has been operationalized for delivery of Speed Post, Money Order and Cash on Delivery (COD) parcels, etc. for Postmen/GDS. It enables real-time tracking and supports OTP-based secure delivery to authorized recipients, ensuring timely and quality service.

(c) & (d) Department of Posts has taken the following steps for establishing a framework for integration of its logistic services and financial services with e-commerce and last mile delivery:

- (i) Strategic partnerships have been forged with major e-commerce platforms, including Amazon, Flipkart, Shiprocket and other logistics aggregators for collection, transmission and delivery of e-commerce consignments through its extensive nationwide network.
 - (ii) A suite of Application Programming Interfaces (APIs) has been developed and integrated by the Department with e-commerce platforms and bulk customers, enabling automated booking, shipment tracking, tariff computation and real time exchange of operational data.
 - (iii) Dak Ghar Niryat Kendra (DNK) portal has been developed to facilitate booking of commercial export shipments through the postal channel. Through API integration of the DNK portal with the websites of exporters, e-marketplaces and aggregators, exporters can automate shipment creation, transmit shipment data electronically, generate postal shipping labels and streamline the end-to-end export booking process, thereby reducing manual intervention and improving operational efficiency.
 - (iv) Post Office Savings Bank (POSB), operating on a Core Banking Solution (CBS) platform, offers modern digital banking services, including interoperable ATM facilities, Direct Benefit Transfer (DBT) payments, Internet Banking, Mobile Banking, NEFT / RTGS fund transfer, e-Passbook, Aadhaar based biometric e-KYC across India.
 - (v) Department of Posts has setup India Post Payments Bank (IPPB), which has enabled more than 1.64 lakh post offices to provide IPPB banking services at the last mile. More than 5.94 lakh villages are covered through the IPPB banking services leveraging the postal network.
- (e) (i) Under the Estates Management Scheme (EMS), modernization of post offices has been undertaken through construction and renovation of postal buildings, conservation of Heritage Properties and promotion of inclusivity and sustainability through accessibility features, gender-sensitive amenities, solar energy and rainwater harvesting initiative.
- (ii) Under IT Modernization Project 2.0, APT platform is being regularly enhanced through adoption of state-of-the-art technologies and network solutions to provide seamless and uninterrupted delivery of postal and financial services.
- (iii) Under the citizen-centric service initiatives, 13,352 Post Office Aadhaar Enrolment and Updation Centres and 456 Post Office Passport Seva Kendras (POPSKs) have been operationalized across the country to enhance the accessibility and delivery of digital public services to citizens.
