

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1669  
ANSWERED ON 10<sup>TH</sup> DECEMBER, 2025**

**EFFICIENCY AND QUALITY OF DAK SERVICES IN RURAL AREAS**

**1669. SHRI RAJESH VERMA:  
SHRI ATUL GARG:  
SMT. BHARTI PARDHI:  
SMT. SHAMBHAVI:  
DR. LATA WANKHEDE:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has undertaken any specific measures to improve the efficiency and quality of dak services in rural areas and if so, the details of the key initiatives launched;
- (b) the role of the Mail Network Optimization Project (MNOP) and Parcel Network Optimization Project (PNOP) in enhancing rural postal performance;
- (c) whether all Branch Post Offices have been equipped with digital devices for doorstep service delivery and the scope of services enabled through such modernization;
- (d) the steps taken to promote financial inclusion through Post Office Savings Schemes using e-banking, e-KYC and e-Passbook services; and
- (e) the benefits of establishing Nodal Delivery Centres for faster parcel delivery and enhanced customer satisfaction in rural regions?

**ANSWER**

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

(a) Yes Sir. To improve the efficiency and quality of dak services in rural areas, the Department of Posts has rolled out the Digital Rural Enterprise Application for Mobiles (DREAM) mobile application across all Branch Post Offices. The application facilitates the booking and delivery of postal articles through handheld devices, enables real-time tracking, expedites service delivery, and enhances accountability particularly in rural and remote regions.

Further, Key Performance Indicators (KPIs) have been introduced and monitored to track and evaluate the performance of postal articles across the country including rural areas, ensuring better oversight, timely delivery, and continuous improvement in service quality.

(b) The Mail Network Optimization Project (MNOP) and Parcel Network Optimization Project (PNOP) have played an important role in enhancing postal performance, including in rural areas. Under MNOP, the mail network has been rationalized, which has improved the speed of delivery across the country including rural regions. The initiative has also strengthened visibility of postal articles for customers.

Similarly, the Parcel Network Optimization Project (PNOP) has contributed to improved service delivery in rural areas through infrastructure upgradation, streamlined parcel processing, and reduction in operational inefficiencies. Standardized equipment, network rationalization, and improved transportation systems have enhanced the reliability and accessibility of parcel services. These developments have supported greater rural participation in e-commerce and ensured timely, efficient, and cost-effective parcel services to rural customers, contributing to overall rural development and economic growth.

(c) All Branch Post Offices, numbering over 1.39 lakh, have been equipped with digital devices to enable doorstep service delivery. These devices facilitate the provision of financial, citizen-centric, and postal services at the doorstep of customers, thereby enhancing accessibility and service outreach in rural areas.

(d) The Department of Posts provides e-banking facilities to Post Office Savings Account holders. These include digital opening of Small Savings Scheme Accounts, online fund transfer, interest certificate generation and related services. The ePassbook feature enables online balance enquiry and mini statement for selected POSB schemes. Further, eKYC has been introduced in Departmental Post Offices for biometric-based opening of POSB accounts, deposits, withdrawals and other related transactions.

(e) The establishment of Nodal Delivery Centres (NDCs), covering also the delivery jurisdiction of rural areas, where justified, has brought substantial improvements in parcel delivery speed, reduced cost of operation and increased customer satisfaction. This has significantly bolstered trust in India Post's services, especially in rural communities.

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