



Frequently Asked Questions (FAQs)

APT

FOR

Dak Sewa Mobile Application



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DISCLAIMER

The operational procedure provided in this FAQ is just an illustration to assist the user in effectively utilizing the APT 2.0 Software. If the reader has any doubts regarding department ruling and guidelines, they should refer to the respective manuals and volumes. The APT 2.0 FAQ should not be cited as authoritative Rulings.



Frequently Asked Questions (FAQs) : Dak Sewa (Mobile App)

1. What is the Dak Sewa Mobile Application?

The Dak Sewa Mobile Application is a **citizen-centric mobile app** of the Department of Posts, developed by the Centre for Excellence in Postal Technology (CEPT). It provides digital access to a wide range of services offered by India Post.

2. Who can use the Dak Sewa Mobile Application?

The application is designed for **all customers of India Post**, enabling them to conveniently access postal services and information anytime, anywhere.

3. What services can I access through the app?

The application provides the following services:

- Complaint registration and tracking.
- Tracking of domestic and international mails.
- Tracking of Electronic Money Orders (eMOs).
- Locating the nearest Post Office.
- Finding PIN codes.
- Postage calculator.
- POSB interest calculator.
- PLI/RPLI premium calculator.
- Placing service requests.
- Accessing information about all products and services of India Post.

4. Can I register and track complaints through the app?

Yes. Customers can **register new complaints** and also **track the status** of existing complaints through the application.

5. How can I track my postal articles or money orders?

The app allows users to **track and trace domestic/international mails** as well as **Electronic Money Orders (eMOs)** by entering the tracking number.



6. Does the app help me locate Post Offices?

Yes. The app includes a **Post Office locator** to find the nearest Post Office and a **PIN code finder** to search for postal codes.

7. Are there any calculators available in the app?

Yes, the app provides:

- **Postage Calculator** – to calculate mailing charges.
- **POSB Interest Calculator** – to estimate interest on Post Office Savings Bank schemes.
- **PLI/RPLI Premium Calculator** – to calculate insurance premiums.

8. Can I place service requests using the app?

Yes. Customers can **submit service requests** for various postal services directly through the app.

9. Does the app provide information about India Post products?

Yes. Users can access **detailed information on all products and services** offered by India Post, including savings schemes, insurance, and postal services.

10. What is the purpose of this app?

The Dak Sewa Mobile Application aims to make postal services **more accessible, transparent, and user-friendly** by bringing multiple India Post services into a single mobile platform.

11. On which platforms is the app available?

The app is available on both Android and iOS platforms.

12. Where can I download the app?

You can download the app from the Google Play Store (for Android users) and the Apple App Store (for iOS users).

13. Is there any official link to download the app?

Yes. The official download links are also available on the India Post website.



14. Dak Sewa App is available in how many languages?

Dak Sewa App is available in 14 languages.

15. What is the 'Find Pincode' option?

The 'Find Pincode' option is a feature on the Home screen of the App that helps you find the Pincode of any Post Office by entering its name or related keywords.

16. Can I search directly with a Pincode instead of a name?

Yes. If you enter a **Pincode** in the field, the app will show you the corresponding Post Office details.

17. What is a Customer ID?

A Customer ID is a **10-digit unique identification number** assigned to registered Post Office customers. It is required for logging into the Post Office Mobile App.

18. I am already registered with the Post Office. Can I use my existing Customer ID?

Yes. If you are already registered, you can continue to use your **existing Customer ID and password** to log into the App.

19. How can I log into the App?

You can log in using either of the following options:

- **Customer ID + Password, or**
- **Customer ID + Mobile OTP (One-Time Password).**

20. What should I do if I forget my password?

If you forget your password, you can use the **Mobile OTP option** to log in. You may also reset your password through the App.

21. Is the Customer ID the same as my mobile number?

No. The Customer ID is a **10-digit unique number** issued by the Post Office. It is **not the same** as your mobile number.

22. What is the "Quick Services" panel?

The **Quick Services** panel on the Home screen provides fast access to commonly used services in the Dak Sewa App, allowing users to perform tasks efficiently without navigating through multiple menus.



23. What services are available in the Quick Services panel?

The panel includes the following services:

- **Locate Post Office** – Helps you find the nearest post office based on your location.
- **Calculate Postage** – Allows you to calculate the cost of sending letters, parcels, or packages.
- **Track 'N' Trace** – Enables tracking of consignments by entering a tracking number.
- **Register your Complaint** – Lets you submit complaints related to postal services.
- **Track Complaint** – Shows the current status of complaints you have registered.
- **My Complaints** – Displays the history and details of all complaints submitted by you.

24. How can I calculate postage charges?

1. Tap **Calculate Postage** in the Quick Services panel.
2. Enter details like type of mail, weight, and destination.
3. The app will display the applicable postage charges instantly.

25. How do I track my consignment?

1. Tap **Track 'N' Trace**.
2. Enter the tracking number provided at the time of dispatch.
3. View the current status and location of your consignment.

26. How do I register a complaint?

1. Tap **Register your Complaint**.
2. Fill in the required details about your issue.
3. Submit the complaint. A complaint ID will be generated for tracking.

27. Do I need an account to use Quick Services?

Yes, some features like **Register Complaint** and **My Complaints** require you to log in with your Dak Sewa account. Other services like **Locate Post Office** and **Calculate Postage** can be accessed without logging in.

28. How can I locate a post office on the map?

You can find post offices by entering a **Pincode**, **Location**, or by navigating to any area directly on the map.

29. How are post offices indicated on the map?

Post offices are shown with a **red letter box icon**.



30. Can I search for multiple post offices at once?

Yes, by entering a **Pincode** or **Location**, you can view all post offices in that area.

31. How can I register a complaint with the Post Office?

You can register your complaint via the **'Register your Complaint'** option under **'Quick Services'** on the Home screen of the Post Office portal or app. Clicking it will open the **Complaint Registration** screen.

32. What complaint categories are available?

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

33. What should I do if my complaint exceeds 500 characters?

You must summarize your complaint in **500 characters or less**. Include only the essential details and facts for faster resolution.

34. Can I register complaints for multiple services at once?

No, each complaint should be registered **separately** with the relevant details for that particular service.

35. How will I know if my complaint has been resolved?

Once the Post Office provides a resolution, you will receive a **notification** on the home screen of the **Dak Sewa app**. The complaint will be marked for **closure confirmation**.

36. Can I escalate my complaint if I am not satisfied?

Yes. Complaints marked **"Not Satisfied"** can be **escalated to the next higher authority** of the Post Offices for further review.

37. Can I change my response after tapping "Satisfied" or "Not Satisfied"?

Currently, once you confirm your response, it is final. If needed, you may contact the Post Office for further assistance.

38. What is Doorstep Delivery of Service?

It is a service by India Post that allows customers to access various postal and financial services from the comfort of their homes, without visiting a post office.



39. What types of services are available for doorstep delivery?

The following categories are available:

- Mail Booking – Booking letters, parcels, or other mail items.
- Mail Delivery – Delivery of letters, parcels, or other mail items.
- Financial Services – Banking services offered by India Post.
- IPPB – Jeevan Pramaan – Digital Life Certificate services for pensioners.
- IPPB – Other Services – Other India Post Payments Bank services.
- IPPB – Aadhaar Services – Aadhaar-linked banking services.
- e-Com Orders – Delivery of e-commerce packages.

40. How long does it take for a service to be delivered?

Delivery times depend on the type of service and your location. Mail and e-commerce deliveries follow standard postal timelines, while financial services may vary based on processing requirements.