



भारतसरकार /Government Of India
डाकविभाग/Department Of Posts
क्षेत्रीयप्रशिक्षणकेन्द्र/Regional Training Centre
प्राचीनपी.पी.पीकैम्पस/ Old PPP Campus



रसुलगढ़उप-डाकघरकेसामने/Opposite Rasulgarh Sub Post Office
मंचेश्वरइंडस्ट्रीयलइस्टेट /Mancheswar Industrial Estate
भुवनेश्वर /Bhubaneswar - 751010

Phone: 0674-2966533

Email IDs: rtcbhubaneswar.od@indiapost.gov.in, rtcbbs.dop@gmail.com

No. RTC/105/07-2021-T&D (Ch-I)

Dated at Bhubaneswar the 18.03.2026

To

The Postmaster General, Sambalpur/ Berhampur Region
All the SSPOs/ SPOs/ SSRM/ SRMs in Odisha Circle
The Asst. Director (Staff/RE), O/o the Chief PMG, Odisha Circle, Bhubaneswar

Subject: Completion of iGOT Courses by Gramin Dak Sevaks (GDS) - reg.

Ref: Directorate (Training Division) Letter no - Tr-13/24/2023-Training-DOP dated 16.02.2026

Please refer to the Directorate letter cited supra. This is regarding the launch of training courses for Gramin Dak Sevaks (GDS) on the iGOT Karmayogi Portal under Mission Karmayogi.

With the roll out of Advanced Postal Technology (APT) and the implementation of DREAM application the working environment of the GDS has undergone a significance digital transformation. To enhance their domain knowledge, functional skills, digital competencies and behavioral capabilities to ensure efficient and citizen - centric service delivery, the department has launched the following new courses for GDS on iGOT portal.

Sl No	Name of e-Learning Course	Time	iGOT Course Link
1	DREAM App – Features. Operations and Functionalities	2h 19m	https://portal.igotkarmayogi.gov.in/app/toc/do_1144426254270136321523_rc/overview
2	Gramin Dak Sevak Customer Service Skills and Interpersonal Skills	45m 15s	https://portal.igotkarmayogi.gov.in/app/toc/do_1144029868250316801124/overview
3	ग्रामीण डाक सेवक Gender Sensitization एवं POSH अधिनियम	50m 4s	https://portal.igotkarmayogi.gov.in/app/toc/do_11448243334963200011385_rc/overview
4	Standard Practice for Mail Booking and Delivery at Branch Post office	1h	https://portal.igotkarmayogi.gov.in/app/toc/do_1144866205465149441100_rc/overview
5	Gramin Dak Sevak: Office Discipline and Work Ethics	59m 29s	https://portal.igotkarmayogi.gov.in/app/toc/do_1144915117952450561382_rc/overview
6	Gramin Dak Sevak: Roles Responsibilities and Duties	1h 58m	https://portal.igotkarmayogi.gov.in/app/toc/do_1144915861064663041569_rc/overview
7	Gramin Dak Sevak: Digital Outreach and Dak Chaupal	1h 7m	https://portal.igotkarmayogi.gov.in/app/toc/do_1144143100577792001301/overview
7-A	ग्रामीण डाक सेवक के लिए डिजिटल आउटरीच और डाक चौपाल	_	https://portal.igotkarmayogi.gov.in/app/toc/do_1144164504518000641334_rc/overview
8	GDS: Sales and After-sales Services at BO	3h 25m	https://portal.igotkarmayogi.gov.in/app/toc/do_11442149748473856011006_rc/overview

The above courses are also visible to all GDS under their respective profiles, subject to correct profile verification.

All Divisional/Unit Heads are requested to ensure that the aforesaid courses are brought to the notice of all Gramin Dak Sevaks (GDS) under their jurisdiction. and ensure timely completion of the prescribed courses by all Gramin Dak Sevaks (GDS).

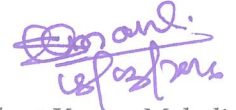
Further all the Divisional/Unit heads are requested to issue necessary instructions to all Gramin Dak Sevaks and encourage them to **complete**:

- **At least one** of the above courses by every GDS on or before **21.03.2026**.
- **All eight courses** by every GDS at the earliest.

A **consolidated compliance report** regarding completion of **at least one course** by all GDS under your jurisdiction may be furnished to this office **on or before 23.03.2026** without fail.

This matter may be treated as **most urgent**.

Encl: As above



Subrat Kumar Mahali
Assistant Director (Training)
Regional Training Centre, Bhubaneswar

Tr-13/24/2023-Training-DOP
Government of India
Ministry of Communications
Department of Posts
(Training Division)

Dak Bhawan, Sansad Marg
New Delhi – 110001
Date: 16.02.2026

To

CPMG
All Circles

Subject: Launch of Training Courses for Gramin Dak Sevaks (GDS) on the iGOT Portal under Mission Karmayogi – reg.

Under Mission Karmayogi, the Department is committed to continuous capacity building of Gramin Dak Sevaks (GDS) to effectively meet emerging operational challenges, evolving market requirements, and increasing customer expectations. As frontline functionaries responsible for last-mile service delivery, GDS play a pivotal role in strengthening service outreach and quality. With the rollout of Advanced Postal Technology (APT) and the implementation of the DREAM application, the working environment of GDS has undergone a significant digital transformation. In this context, it has become essential to enhance their domain knowledge, functional skills, digital competencies, and behavioural capabilities to ensure efficient and citizen-centric service delivery.

2. Accordingly, the Department has launched the following new courses for GDS on the iGOT portal :

Sr. No.	Name of e-Learning Course	iGOT Course ID
1	DREAM - Features, Operations & Functionalities	do_1144426254270136321523
2	Gramin Dak Sevak Customer Service Skills and Interpersonal Skills	do_1144029868250316801124
3	ग्रामीण डाक सेवक Gender Sensitization एवं POSH अधिनियम	do_11448243334963200011385
4	Standard Practice for Mail Booking and Delivery at Branch Post Office	do_1144866205465149441100
5	Gramin Dak Sevak : Office Discipline and Work Ethics	do_1144915117952450561382
6	Gramin Dak Sevak : Roles Responsibilities and Duties	do_1144915861064663041569
7	Gramin Dak Sevak: Digital Outreach and Dak Chaupal (English)	do_1144143100577792001301
7-A	ग्रामीण डाक सेवक के लिए डिजिटल पहुँच और डाक चौपाल (Hindi)	do_1144164504518000641334
8	GDS: Sales and After-sales Services at BO	do_11442149748473856011006

3. The above courses are accessible on the iGOT Portal either by searching the course name or the course ID. These courses are also visible to all GDS under their respective profiles, subject to correct profile verification, wherein the Group is selected

as GDS and the Designation is selected as Branch Postmaster / Assistant Branch Postmaster / Dak Sevak, as applicable.

4. It is requested to kindly ensure that the aforesaid courses are brought to the notice of all Gramin Dak Sevaks (GDS) and that they are encouraged to complete the same at the earliest.

5. This issues with the approval of the competent authority.

Aarti Verma

(Aarti Verma)
Director (Training)

**Copy to
GM (CCS)
Parcel and CCS Directorate**