

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)

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GM (CCS)  
Parcel and CCS Directorate**